



Food Safety Manager Roadmap Guide To Earn Manager of Food Protection Certification in Ohio

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Acronyms & Abbreviations

There are several commonly used abbreviations or acronyms used to explain the process.

What do the following acronyms stand for?

- **CFPP:** Certification in Food Protection Program
- **FBI:** Foodborne Illness commonly referred to as food poisoning
- **FDA:** Food & Drug Administration
- **NRA:** National Restaurant Association
- **ODH:** Ohio Department of Health
- **OH:** Ohio
- **PIC:** Person-In-Charge

Ohio's Role in Overseeing Safe Food

What is the role of ODH/Ohio Department of Health in food safety?

- ODH is a state organization that oversees food safety licenses, practices, certifications, guidelines, inspections and CFPP/Certification in Food Protection Programs for restaurants and foodservice operations in the State of OH

What is ODH's role in protecting people from FBIs?

- The ODH
 - Licenses foodservice organizations such as caterers and restaurants that prepare and/or provide food
 - Certifies staff who work in foodservice organizations in food safety

What is a **retail food establishment**?

- A foodservice related business that deals with food in some manner, such as food delivery or home meal packages, or offers food for sale such as a restaurant, food truck or catering service

What is the role of the FDA/Food & Drug Administration in Food Safety?

- The FDA Creates the Food Code which sets national guidelines for Food Safety
- Oh, like other states, uses the Food Code as a guide in creating their own processes for overseeing food safety operations

OH Foodservice License & Risk Levels

OH restaurants, foodservice operations and retail food establishments are required to have a license in order to operate. What are the different levels of **foodservice licenses** for OH?

- There are 4 License Levels

- Licenses are risk based meaning the higher the potential risk for causing an FBI, the higher or more stringent the standards of operation and inspection

What is a **Risk Level 1 (I)** Operation?

- Risk Level 1 operations provides basic food services such as
 - Serving repackaged foods & food delivery
 - Coffee & self-serve fountain drinks
 - Examples include take-out food delivery services
 - Requires a certified PIC or Manager on duty at all times

What is a **Risk level 2 (II)** Operation?

- Risk Level 2 operations
 - Prepare, cook, hold or reheat low risk foods
 - Require a certified PIC or Manager on duty at all times

What is a **Risk Level 3 (III)** Operation?

- Risk Level 3 operations
 - Prepare and serve food
 - Examples include restaurants and food trucks (verify)
 - Require a Certified Manager in Food Protection on duty at all times

What is a **Risk Level 4 (IV)** Operation?

- Risk Level 4 operations
 - Serve a higher risk clientele or patrons
 - Perform more complicated food preparation processes with multiple steps and/or service areas
 - Examples include Hospitals, Nursing homes, Assisted Living and Long Term Care Facilities and Caterers who transport food
 - Require a Certified Manager in Food Protection on duty at all times

Why are licenses levels listed in Roman Numerals (I, II, III, IV) instead of regular numbers like 1,2,3,4?

- The certifications are overseen by ODH, a state agency
- State Agency rules are written in the Ohio Administrative Code
- The Administrative Code uses Roman Numerals

Food Safety Certification for Managers & Employees

What are the **2 levels of Food Safety Protection can be earned in in OH** for individuals who work in foodservice?

- **PIC/Person-In-Charge** Food Protection Certificate
 - Also known as Level 1 Certificate

- All License 1 and 2 level foodservices must have a PIC or a Manager Certified in Food Protection on each shift a foodservice is open or in operation
- **Manager Certification** in Food Protection
 - Also known as Level 2 Certification
 - All License 3 and 4 Level Foodservices must have a Manger Certified in Food Protection present on each shift a foodservice is open or in operation

What is the **difference between the 2 levels of training: the OH PIC/Person-in-Charge and Manager Certification?**

- **OH PIC** training is a Certificate Program
 - Is for foodservice employees
 - Is a 90 minute online program
 - Allows you to print a certificate after you successfully complete the course
- **OH Manager in Food Protection** is a Certification
 - Is for Foodservice Managers
 - Is “equivalent” to ServSafe Manager Level training
 - Requires 8 to 15 hours of training
 - Is required for All License Levels: 1,2,3,4. All licenses foodservice operations must employ a Manger if Food Protection whether they are on duty or not.

Earning OH Manager in Food Protection Certification

What is the process for earning an OH Certification as a Food Protection Manager?

- Since restaurants are licensed by each individual state, each state has its own requirements for safe operation
- Earning OH certification is a 2 part process:
 - Part 1: Achieve national certification which is typically accepted by any state (as a starting point)
 - Part 2: Achieve OH Certification after ODH verifies your training meets OH standards

What are the steps for earning an OH Certification as a Food Protection Manager?

- Successfully complete an approved national Manager Certification in Food Protection Course to assure an individual has achieved competency in food safety skills and knowledge
- Pass a qualified national Manager in Food Protection Exam, supervised by an approved Exam Procter
- Submit the required forms and exam results to ODH for approval.
- Once approved, receive your OH Certification
- This process is called obtaining OH reciprocity

What is the difference between national NRA/ServSafe Certificate and an OH State Certificate?

- NRA
 - Does not require a training course as long as you pass the ServSafe Manager Exam
 - Consider NRA/ServSafe Manager Certificate as a “national” certification that may be used in any state
- OH requires
 - That you pass an approved national Manager in Food Safety exam
AND
 - Participate in 8 to 15 hrs of classroom or online training
 - Proof that the course completed included OH required food safety content
 - Consider your OH Manager certification your “state” certification which is required to act as a manager in an OH Licensed Foodservice after you have achieved national certification

Training & Providers: Where can I get the required training?

Does ODH offer CFPP/Certification in Food Protection Training Programs?

- No, ODH does not offer CFPP training programs but it approves which training programs meet OH requirements for Food Protection Manager in the state of OH

What is an **Approved OH Certification Provider**?

- A Certification Provider is an organization, individual, company or agency who has met the requirements and received approval from ODH to provide training and/or exam proctor services that meet OH standards
- Make Sure you take your training from a provider approved by ODH

What National Training Courses meet Ohio requirements?

- ODH Food Certification Website lists [Approved OH Manger Certification in Food Protection Courses](#)
- The NRA/ServSafe Program, listed 1st, is the most commonly used.
- Information related to the national options in these FAQs refers to the NRA/ServSafe Process
- If you have taken or would like to take a course other than those offered by the NRA, contact maryangela@KeepSafeFood.com for details

What is the NRA/[National Restaurant Association](#)?

- The NRA is a national trade association for restaurants and foodservice operations
- The NRA offers [ServSafe Training Programs](#) which meet most state food safety training requirements
- When talking about food, this NRA is NOT the National Rifle Association

What Food Safety Related Training Programs are offered by NRA/ServSafe?

- [Food Safety Manager](#): For managers in restaurants and foodservice operations. This is the level of training program required by all licensed foodservice operations in OH and the one this document primarily addresses

Other training programs offered by NRA include:

- Food Safety Handler: For employees in restaurants, caterers and other foodservice operations

- Allergens: Prevent allergic reactions from occurring by incorporating safe food practice to prevent cross contact of ingredients, safely serving and Identifying and communicating allergy information to patrons
- Alcohol: Regulation and service training to reduce the risks for serving alcohol
- Workplace practices: Preventing sexual harassment and discrimination

At this time these additional trainings are not required for OH Food Protection Manager Certification

Once I sign up for the ServSafe online manager course how long do I have to complete it?

- You have 90 days to complete the course once you purchase it

What is a Food Protection Certification Exam?

- An exam administered by an organization that complies with criteria set by ODH for OH food safety

Exam Proctors: **Why do I need an OH Approved Proctor?**

What is an OH approved Exam Proctor?

- An OH approved Proctor is an individual who has achieved manager and training certification and then met additional requirements to administer or oversee candidates taking the qualifying exam in a manner that meets OH requirements

How can I find an OH approved Exam Proctor?

- ODH website has a [portal](#) that lists OH approved trainers and proctors by county

Why should I use an OH approved proctor to oversee my exam?

- ODH relies on OH approved trainers and proctors to verify that the training and testing environment meet OH standards.
- When an OH approved proctor submits exam results to ODH it streamlines the OH approval reciprocity process
- There are fewer forms and documentations to submit as proof that your course and exam met OH requirements
- Less time is required on your part in gathering and submitting your application and documentation

What if I don't use an OH approved proctor?

- Fill out and submit the application and check for the needed information on the ODH website: [Reciprocity application](#) for OH Manager certification in Food Protection

What forms are required if I submit for OH Manager in Food Protection myself, as an individual?

- Forms include:
 - [Application](#) for OH Manager if Food Protection
 - Proof of training
 - Certification of completion of approved training course with required number of hours
 - Course curriculum and materials demonstrating that OH required content were covered
 - Name/Contact information of instructor/proctor

- Exam results and domain scores

Is there a cost to obtaining OH Certification Food Protection Management?

- No, OH does not charge a fee for issuing an OH certificate but there are required steps that must be met in order to be OH approved and certified
- Some OH approved Proctors may charge an additional fee for obtaining your OH reciprocity Certificate

Fees & Costs

What are the approximate costs for earning OH Manager Food Protection Certification?

- Total costs may range from \$215 to \$350 for the entire process
- There are separate fees for training courses, materials, national exams and proctor services
- Some sites offered combined or bundled course and exam packages at a small discount
- Once you pay for and achieve national certification, OH does not charge you for submitting your application or issuing your certification for OH Manager in Food Protection Certification
- Some proctors may add a fee to submit for your OH
- Additional charges will occur if the exam needs to be taken more than once to pass

Is there a cost difference whether I take the course in person or online?

- Some in person courses may be less expensive than online courses because the course provider can teach several students at one time

Is there a cost difference whether I take the exam in person or online?

- Exam costs seem to be relatively in the same range no matter which option you choose

Certification Details

Length of Certifications: How Long does your Certification last?

How long does ServSafe Manager Certification last? When does it expire?

- ServSafe Manager certification lasts 5 years.
- Because FDA Food Code is updated regularly and food safety regulations change over time, ServSafe Manager Certification must be renewed every 5 years by retaking the Manager Exam
- The ServSafe Manager certificate lists the expiration date on it
- Individuals who have achieved ServSafe Manager certification should save a copy in their personal files

How long does OH Certification in Food Protection Manager last?

- Currently, once OH certification is received, it does not expire. This means you do not need to reapply for it as long as you continue to maintain/renew your national Manager Certification

- Individuals who have achieved OH Manager in Food Protection Certification should save a copy in their personal files

Certification Ownership: **Who Owns the Certification?**

What if my employer paid for my training and/or exam?

- Whether you or your employer paid for your training and testing, you earned the certifications and they belong to you
- Your place of work may need a copy of your certificates in order to display them or show them to inspectors
- Be sure to save copies of both the National NRA/ServSafe certificate and OH certificate in your personal files

Does my Manager in Food Protection Certification transfer with me if I change jobs?

- Yes. Both the OH and National certifications are earned by and belong to the individual who earned it, no matter where you work or who paid for the training and exam.

Veterans & Military

Does OH have special arrangements for service members, veterans and spouses?

- Yes, there is an expedited process for these individuals. For more information contact ODH at foodsafetey@odh.gov or calling 614.644.7416

Training and Exam Timeline

How much time does it take to complete the entire process?

Generally 2 to 5 weeks total, depending on the course of action that you decide is best for you

- 2 weeks to take the course and study for the exam
 - OH requires the equivalent of 8 to 15 hours of training
 - If you take an online course, you can proceed at your own pace
 - If you are taking an in-person class, your time will be determined by the class schedule offered by your course provider
- 1 to 2 Weeks to Schedule the Exam:
 - 1 week to schedule an on-line exam at a time agreeable with you and the proctor
 - Both you and your proctor need to apply to ServSafe separately for an exam code and session number which may take a few days. The access codes are different for the examinee and the proctor

Or

 - 2 weeks to schedule a paper exam. ServSafe requires 10 working days to ship paper exams so your Proctor will need this much time to order your exam
- 1 week for the following steps
 - ServSafe posts exam results online
 - Proctor submit your online exam and domain scores to ODH

- ODH to review and approve the application and send it back to proctor
- Proctor emails OH certificate to you

The Exam: Questions, Scores & Results

How much time can I take between completing the course and taking the exam?

- While it is recommended to take the exams as soon as you feel ready and while the course material is fresh in your mind, you can take the exam when it is convenient for you and you are able to schedule a proctor

What should I bring on exam day?

- Your Driver's License or other official form of identification
- For a paper exam: Two #2 pencils and a good eraser
- For an online exam: Your exam code

What kind of questions are on the exam?

- The exam is multiple choice
- Typically each question has 4 answers for you to choose the most correct

Can I use notes or scratch paper when taking the exam?

- No, nothing is allowed in the exam area except the computer or the exam and answer sheet when taking the exam

How many questions are on the Manager exam?

- There are 90 questions on the exam
- 80 questions count toward your score
- 10 questions are "test" questions that ServSafe is evaluating for inclusion in future tests
- These questions do not count toward your score
- ServSafe does not identify which questions are research questions
- Be sure to answer all questions with your best choice as there is no benefit to leaving a question blank

What score do I need to pass?

- A passing score is 70% (as of July, 2022)
- Answering 56 of 80 questions correctly is a passing score

Is the Manager Exam available in other languages besides English?

- Yes. **Be sure to let your proctor know if you require the exam in another language** when scheduling the exam
- Online Exams: Spanish, Chinese
- Print Exam: Spanish, Korean, Chinese, French Canadian, Japanese
- Print Exam is also available in LARGE PRINT

How long will I have to take the exam?

- Actual time allowed for taking the exam is 2 hours.
- Allow an additional 30 minutes when scheduling an exam for the pre-exam required preliminaries
- Most examinees find this time frame adequate. Average time is 90 minutes
- What if I'm not finished in 2 hours?
 - Paper Exams: After 2 hours your proctor will collect your exam and send it in
 - Online Exams: Your exam will automatically time out and close at the 2 hour time point
 - Your score will be calculated based on the number of questions answered correctly.
 - Unanswered questions count as a missed point

When and how will I find out if I passed or failed the exam?

- For an online exam:
 - You will find out immediately after you submit your answers whether you passed or failed
 - You will not know the details of your score which include your grade percent and domain scores until ServSafe posts them online.
 - This usually takes a few working days
- For a paper exam:
 - Your Proctor mails it back to ServSafe, usually the same day you take the exam
 - ServSafe may take up to 2 weeks to post your pass/fail result, grade percent and domain scores online
- Scores for both online and in person exams are available to both you and your proctor

What are Domain Scores?

- Domains are different food safety topic areas based on the materials covered during the course. They include the following categories
 - Management Practices
 - Hygiene & Health
 - Receiving, Storage, Transport & Disposal
 - Preparation & Cooking
 - Service & Display
 - Cleanliness & Sanitation
 - Facilities & Equipment
- Domain Scores tell you how you fared on the exam questions related to each topic
- Domain Scores are helpful if you need to retake the exam. They let you know what areas you need to most focus your studies on
- Your Proctor must submit your Domain Scores as part of your application for ODH reciprocity

Retaking the Exam

What if I fail the exam?

- You can retake the exam with 30 days but you are not required to retake it within that timeframe
- You do not need to retake the course

- If you do not pass the exam on your 2nd attempt, you must wait 60 days from the date you took the 2nd exam to retake it

How many chances do I have to pass?

- You are allowed up to 4 attempts within a 12 month period

What are some steps I can take to improve my chances of passing?

- It is recommended that you seek support to review materials before retaking the exam
- This can mean studying those area where you domain scores were weakest , taking practice exams
- Most students who are not skilled “test takers”(and many people are not) find success by using the services of an experienced trainer to review and verify you have mastered the information
- The ServSafe Manager Guide, 7th Edition covers all the information used to create the exam
 - can be purchased from ServSafe
 - can be purchased or “rented” from Amazon or other sources
 - check your library, it may be available for loan
 - some Editions include the Exam Answer sheet in the price
 - answer sheets can only be only used with a paper exam, so you will not have to purchase a separate exam answer sheet or online exam code

Will I have to pay to retake the exam?

- Yes, you will have to pay both the exam and proctor fee each time you take the exam

Out Of State

Will OH automatically accept ServSafe Manager certification from another state?

- No. You will still have to apply for OH reciprocity by filling out the OH application and providing all the necessary information.

What if I don't have access to my Trainer and Course Curriculum from the other state? Or if OH doesn't approved the information I provide with my application?

- You will need to retake the course, retest and then apply for OH reciprocity.