

CERTIFICATION HANDBOOK

CANADIAN CERTIFIED Hazard Analysis Critical Control Point (HACCP) Professional





FPSC is here to help!

**This Handbook covers all the information on the
Canadian Certified HACCP Professional (CCHP) Certification.
If you have questions after reviewing the Handbook
please contact the FoodCert™ Team**

FOOD PROCESSING SKILLS CANADA CONTACT INFORMATION

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1. KEY INFORMATION

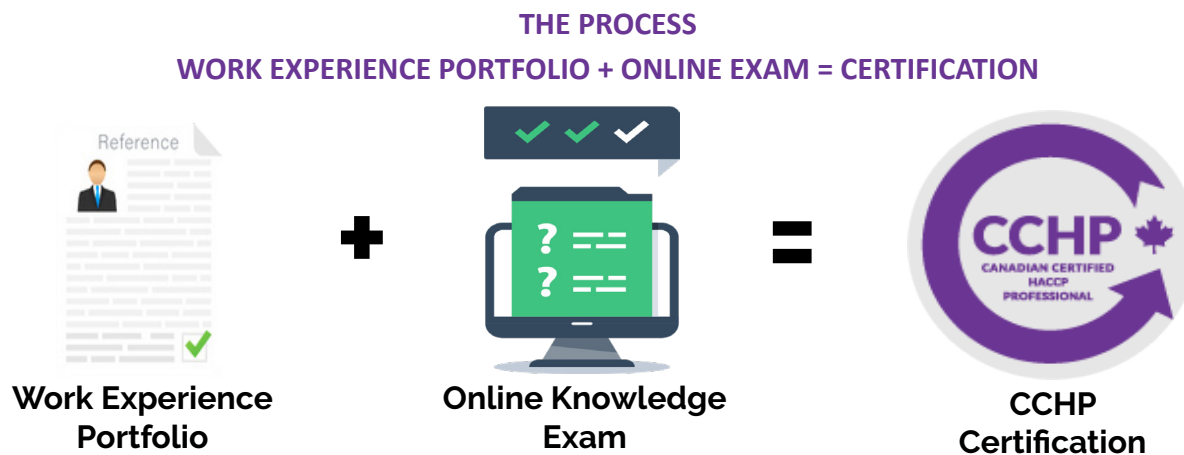
1.1 The Process to your Canadian Certified Hazard Analysis Critical Control Point Professional Certification

After obtaining the minimum amount of practical experience, earning the prestigious Canadian Certified Hazard Analysis Critical Control Point (CCHP) Certification involves two steps:

1. Successful completion of the Work Experience Portfolio.

This will be conducted via the Work Experience portfolio portal on the FoodCert website. A minimum of 70% of the experience total must come from paid work experience. In addition to this, you may also submit Volunteer Experience (Maximum 10%), Formal Education / Academic Studies (Maximum 10%), Other Credentials and Training (Maximum 10%), and Research (Maximum 5%).

2. Successful completion of the online exam to test knowledge.



Eligibility Criteria:

To challenge the CCHP exam, all candidates must have 3 years minimum work experience in the last 5 years in a HACCP Role. This experience can come from:

- The food processing field, in a related profession
- A similar role in which they can demonstrate relevant experience

How to check your eligibility?

For a candidate to qualify for this certification, they must meet the minimum required work experience and review components of their current and previous employment positions to see if they align with the CCHP exam content. If necessary, candidates should contact current and previous employers or teachers to review the exam components in relation to their time in the industry carefully.

All candidate applications are subject to random audits by the FoodCert™ Certification Governance Committee. The FoodCert™ Team is responsible for conducting random audits on 5% - 10% of all applications received. Applications selected for the audit will require candidates to provide evidence of the information submitted. Candidates will be informed if their submission is subject to an audit.

1.2 Payment Details

Payment for the CCHP Certification is processed in two separate steps:

1) Application Submission & Review Fee – \$50 CAD*

This fee is collected before submitting the application for review alongside the Work Experience Portfolio (WEP) as part of the administrative process.

**Please note that payment is addressed as you are completing the application form towards the end – the form will not be submitted for review until the payment details are confirmed accordingly.*

**Please note that this fee is non-refundable.*

2) CCHP Certification Fee – \$649 CAD

This fee is only requested in the case that your WEP application is approved for the certification's proceedings – denied applications will not be able to continue with the certification process, and will not be prompted for payment.

After the approval of your application, you will be prompted to pay the fee of \$649 CAD to formally proceed to the final step of the certification process for the participant's completion of the Online Knowledge Exam.

1.3 Work Experience Portfolio (WEP)

The CCHP Work Experience Portfolio is the first portion of obtaining your CCHP certification. Candidates must demonstrate they have the required 3 years experience in the HACCP field in the last 5 years. This will be conducted via the Work Experience portfolio portal on the FoodCert website.

Fill out the form on the FoodCert website with the following:

- ✓ **Work Experience** (minimum 70%)
 - All paid work experience in the HACCP field within the last 5 years
- ✓ **Volunteer Experience** (maximum 10%):
 - Any unpaid employment (work terms, co-op, internships)
- ✓ **Formal Education / Academic Studies** (maximum 10%)
- ✓ **Other Credentials and Training** (maximum 10%):
 - Any course and training not already mentioned in this form (Certificates, Diplomas, etc)
 - Other professional credentials you may have
 - Awards you may have received
- ✓ **Research** (maximum 5%):
 - Any published research reports (individual or collaborative)
 - An overview of the research objective and an summary of the research
 - Awarded research grants, and current unpublished research

Once you have completed the form you will be asked to read a Declaration, and our Statement of Accountability. After attesting to the statements you can submit your work experience portfolio.

1.4 Knowledge Exam

The CCHP Certification exam is based on the National Occupational Standard for a Canadian HACCP Professional.

The Knowledge Exam component is a virtually proctored exam consisting of 100 multiple choice questions; each question has four possible choices, with only one correct answer. All choices are designed to be realistic. Qualified candidates will need to read the choices carefully in order to be successful.

You'll be answering single-answer multiple choice questions during your HACCP exam, which may include diagrams and graphics.

Candidates have 2.5 hours to complete and submit the exam. The exam can be taken online at any time of the day and at any location of the candidate's choice (i.e. home, closed office, library, space provided by the employer etc.) Candidates must pass the knowledge exam with a 70% passing score in order to qualify to the next step of certification.

Online Proctored Exam:

The CCHP Exam is taken in an "online proctored" environment. Online proctoring allows examinees to take their online exam from a quiet and distraction-free location, like their home, closed office, library, the location provided by the employer, etc. The online certification platform helps candidates schedule their exam, successfully complete their online examination, and test their technological components (webcam, microphone, etc), from anywhere.

Candidates are required to provide the proctor with two pieces of Government issued ID. Virtual proctors are available 24 hours a day, 7 days a week, and can be scheduled "on demand." Acceptable forms of Government Issued ID in Canada: For the purposes of this exam, all forms of ID must include a photo and your full name.

- ✓ Registered driver's license
- ✓ Passport
- ✓ Health Card – must have a picture to be valid
- ✓ Citizenship, Permanent Resident, Immigration/ Refugee Card – must have a picture to be valid
- ✓ Age of majority card

Please Note: Make sure the first/last names entered when creating an account matches what is on your government-issued photo ID (i.e. drivers license, passport). DO NOT abbreviate or use a nickname. *If they do not match when presenting your ID at check-in, your exam attempt will be REDACTED.*

For questions relating to acceptable forms of ID, please contact foodcert@fpssc-ctac.ca; all discrepancies will be handled on a case-by-case basis.

Candidate Support:

FPSC will support candidates via phone or email in:

- Answering questions about the CCHP application, eligibility and enrollment processes
- Providing guides and practice examination
- Identifying study resources to prepare for the exam
- Ensuring accommodation for diverse needs when taking the exam
- Informing in-progress candidates of updates to programs and encouraging them to complete the process

For contact information please refer to the Contact Information (Page 2) in the Handbook.

Technical Requirements:

The Candidate is required to have a webcam installed on their exam workstation and reliable access to the Internet. An internet connection disruption will suspend the test session. The following are the minimum technical requirements required to take the online Knowledge Exam:

- A good working computer with 1 GB of RAM or higher
- A high-speed internet connection (3MBps). Wireless is acceptable; however, a wired connection is preferred
- A webcam with 640x480 video pixel resolution (a laptop camera is acceptable)
- Working speakers connected to the computer
- A microphone connected to the computer (consider a webcam with a built-in microphone)
- Flash player version 7 or higher
- Browser compatibility: Google Chrome (recommended), Microsoft Edge, Opera, Brave

Live Online Proctoring:

1. The Candidate's desk must be clear of any papers, folders, books, cell phones, and electronic equipment. Any whiteboards or blackboards must be erased or covered.
2. Any second monitors must be disabled and turned facing away from the Candidate.
3. Any Bluetooth enabled devices must be disabled.
4. Any non-exam related items must be communicated in advance to the proctor, and the Candidate must display them during the room scan. (Examples: Hand Cream, ChapStick, Medical Supplies, etc.)
5. The candidate is not allowed to talk or receive assistance from other people during the exam.
6. Prior to starting the exam, the Candidate must close out any open applications including web pages, mail, chat or messaging programs.
7. The Candidate must comply with all proctor instructions for the live online proctored exam.

The automated exam software is used to record and identify any unwanted behaviors or practices throughout an exam attempt. Additional review may be incurred by FoodCert personnel if the exam attempt is identified for further investigation.

Any reviews resulting in a clear breach of general exam conduct could result in the rejection of the exam attempt. All recordings are confidential, are only used for review purposes and are deleted once the review is completed.

Candidates must wait 30 days before they are eligible to re-write the exam. Refunds will not be provided to candidates who fail the CCHP exam. Additionally, there is a fee to re-write the knowledge exam or performance assessment. Candidates who fail more than three times will have their files closed and must wait a minimum of one year before applying and attempting the exam again.

FPSC, through its Certification Governance Committee, reserves the right to cancel or withhold any exam scores. The governance committee may cancel or invalidate any candidate score if, upon investigation, violation of policies is established or if doubts arise from the proctor of suspected misconduct or cheating by a candidate.

Candidates who are caught cheating or stealing exam content will receive an automatic fail on their assessment (knowledge exam or performance assessment) and will not be allowed to rewrite for a minimum of two years. It is expected that candidates are cooperative with any investigation to determine if the score is valid.

Please access this link for more information on our exam proctoring: www.foodcert.ca/testing

1.5 Knowledge Exam Content

There are 7 main Categories and 13 major Skill Areas, from FPSC’s National Occupational Standard for a CCHP Professional, in which candidates will be evaluated against. Candidates must pass the knowledge exam with a 70% passing score in order to qualify to the next step of certification. The following chart indicates the distribution and weight of each Category and Skill in relation to the FSPP knowledge exam:

NOS Categories & Major Skills	
A. Food Safety Management System	
A.1	Establish Prerequisite Programs
A.2	Develop HACCP Plan(s) or Equivalent Food Safety Plan(s)
A.3	Implement Food Safety Management System
A.4	Comply with Food Safety Management System
A.5	Manage Audits
B. Sales and Client Relations	
B.1	Maintain Client Relationships
C. Workforce Management	
C.1	Train Staff
D. Record Management	
D.1	Complete Record Management Tasks
E. Organizational Policies and Procedures	
E.1	Comply with Legislation/ Regulations
E.2	Comply with Organizational Policies and Procedures
F. Leadership	
F.1	Provide Leadership
F.2	Demonstrate Professionalism
G. Communications	
G.1	Communicate Effectively

NOTE: the categories and major skills details presented in the table above are subject to periodical updates and changes - to reference the most recent version you can refer to the table provided under the "EVALUATED SKILLS" tab through the link provided [here](#).

For unsuccessful candidates, their assessment results should include the category and major skill area, where the candidate needs to upgrade their knowledge.

1.6 Tips to Prepare for the Knowledge Exam

All exam questions are based on the National Occupational Standard (NOS) for a CCHP Professional. Be familiar with all the skills and knowledge included and have a plan for preparing to write the exam. Here are a few tips and strategies for effective exam preparation:

- ✓ Plan Ahead: Don't leave studying until the last minute; give yourself ample time to thoroughly prepare for your exam by studying each Category and Skill listed in the chart above.
- ✓ Self-Assessment: Use the chart above as a checklist and identify the skills and knowledge where you have the least experience and may need the most work.
- ✓ References: Use the Study Guide manual as a key study reference for the exam.
- ✓ Ask for Help: Seek advice and help from co-workers or your employer in areas where you lack experience or are less confident.
- ✓ Use Study Tools: Be sure to take advantage of the practice exam available through the FoodCert™ Platform: Study Guide (HACCP NOS), Work Experience Portfolio Form
- ✓ Optional Resources: Developing a HACCP Plan manual, [The Food Safety Enhancement Program approach to a preventive control plan](#), HACCP Courses (Pricing not included in certification package)
- ✓ Have a Schedule: Put aside time each day for review, practice and study. Information is easier to digest in smaller chunks, focus on mastering one category or skill at a time before moving on to new material.
- ✓ Make lists of important terms or acronyms and key concepts, etc.
- ✓ Practice Knowledge Exam: This exam has 40 questions which are examples of the types of questions that candidates will see on the CCHP exam.

Many of the resources mentioned above are available online in the CCHP FoodCert™ Webpage and through the FoodCert™ Platform.

1.7 Practice Knowledge Exam

In preparation for the exam, individuals may choose to take the online CCHP Certification Practice Exam, consisting of 40 multiple choice questions. Similarly, to the real exam, each question has four possible choices and only one correct answer. All choices are designed to be realistic; practice reading the choices carefully in order to be successful.

An excellent study resource, the Practice Exam is available for free to all individuals who are taking the CCHP Certification exam. For your convenience, it is made available online through the FoodCert™ Platform:

<https://foodcert.ca/canadian-certified-haccp-professional/>

PLEASE NOTE: The Practice Knowledge Exam is exclusively designed for the purposes of preparing candidates for the official CCHP exam; your choice to participate is completely optional. Your score and choice to participate in the practice knowledge exam will not impact your mark on your official CCHP examination in any way.

Online HACCP Courses

Another excellent resource to brush up on your CCHP knowledge are the plethora of HACCP courses offered online via the Food Processors Institute. Courses covering Workplace Essentials, Food Safety, Good Manufacturing Practices (GMPs) and more can help you fill in any missing gaps or give you a refresher on some of the areas you'll be tested on for your certification.

- ✓ Applying HACCP
- ✓ HACCP Essentials
- ✓ HACCP Essentials and Applying HACCP Bundle
- ✓ HACCP Fundamentals
- ✓ Fundamentals of Quality Assurance in the Food Processing Industry
- ✓ Introduction to Preventive Control Plans

Food Processors Institute courses are not included in the CCHP certification. For pricing please visit the Food Processors Institute: <https://foodprocessorsinstitute.com/>

1.8 CCHP Results

Candidates will see the unofficial results for their knowledge exam (pass/fail) on the screen of their computer immediately after they complete the exam. Candidates will receive a record of an online certificate once the knowledge exam is passed. The online certificate is available via FoodCert™ for download. Official certificates typically mail out within 2-3 business weeks after completion of the certification.

If a candidate **ACHIEVES** the certification, they will receive a transcript of their skills assessed in the work experience portfolio and knowledge exam, a pin with the CCHP logo, a FoodCert™ Passport and a certificate confirming their status as a Canadian Certified HACCP Professional (CCHP).

If a candidate **FAILS** the exam, they will receive information on the costs and steps associated with re-writing the exam by email. Candidates must wait 30 days before they are eligible to re-write the knowledge exam.

Refunds will not be provided to candidates who fail the CCHP exam. Additionally, there is a fee to re-write the knowledge exam or performance assessment. Candidates who fail more than three times will have their files closed and must wait a minimum of one year before applying and attempting the exam again.

FPSC, through its Certification Governance Committee, reserves the right to cancel or withhold any exam scores. The governance committee may cancel or invalidate any candidate's score if, upon investigation, violation of policies is established or if doubts arise from the proctor of suspected misconduct or cheating by a candidate. Candidates who are caught cheating or stealing exam content will receive an automatic fail on their assessment (examination or performance assessment) and will not be allowed to re-write for a minimum of two years. It is expected that candidates are cooperative with any investigation to determine if the score is valid.

1.9 Renewals

The CCHP designation requires a renewal every three (3) years. The process includes the submission of an online renewal application, and payment of a renewal fee. The application form will hold your information on your professional activities, commitment to training, and current experience.

Your renewal will not be accepted unless both the fee and the application form are completed and submitted.

To maintain your status as a Canadian Certified HACCP Professional, candidates must meet the minimal requirements. Instead of completing another exam, CCHP's must take part in the following:

- ✓ Continue to work in the food processing industry in a HACCP role, or similar role, over the 3 years since first receiving the designation or since the past renewal.
- ✓ Attendance in 5-10 workshops, courses or conferences – related to HACCP, food safety, leadership, etc. – throughout the 3 year period. Each event must be a minimum of 4-hours in duration. Evidence, such as a letter from the host or a certificate of completion, of participation and attendance is required.
- ✓ Complete and submit the CCHP renewal form every 3 years.

These requirements ensure each Canadian Certified HACCP Professional is keeping true to their tested skills and designation, and are knowledgeable of the vast and common changes in the food processing industry.

1.10 Appeals

Candidates who fail the exam have the right to register for an appeal, regarding the procedures used and the results of their examination. Appeals must be submitted in writing to the FoodCert™ email (foodcert@fp-sc-ctac.com) within 60 days of completing the online examination and receiving the unofficial results. The Appeals Application form is available on the www.foodcert.ca/test-policies and through the FoodCert™ Platform, and a copy of the form is also included in the Appendices.

1.11 Special Accommodation

If you have a disability or other special needs that could interfere with your performance assessment, you may be entitled to receive special accommodations. If this is applicable to your situation, fill out and submit the Accommodation Request Form to the FoodCert™ email foodcert@fp-sc-ctac.com, as soon as possible. At the latest, the form must be submitted a minimum of 5 business days before your scheduled exam.

Special accommodation requests will be assessed on a case-by-case basis and are not guaranteed. The Accommodation Request Form is available at www.foodcert.ca/test-policies, and a copy of the form is also included in the Appendices.

1.12 Fee Schedule

CCHP Fee Schedule	Cost*
CCHP Application Review Fee (non-refundable)	\$50 CAD
*paid at the initial submission of the WEP.	
CCHP Certification Fee	\$649 CAD
*paid once the WEP submission is approved.	
Rewrite Knowledge Exam	\$100 CAD
Appeal for Exam	\$50 CAD
Renewal	\$199 CAD

* Food Processing Skills Canada (FPSC) reserves the right to updates fees as required.

2. HOW TO APPLY | STEP BY STEP

The following step-by-step guide offers a rundown of the process towards gaining the CCHP Certification. This guide carefully explains the various details before, during, and after the exam takes place. Please visit www.foodcert.ca for further information.

The process is simple – Explore, Register, Study and Pass! Each step is necessary and will benefit your success in preparing and gaining your certification.

2.1 Step 1 – Become Familiar with the Certification

You will find all details regarding the overview, exam details, preparation tools, and registering for the exam by visiting the CCHP page on the FoodCert™ website here: <https://foodcert.ca/canadian-certified-haccp-professional/>

2. HOW TO APPLY | STEP BY STEP

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The process is simple – Explore, Register, Study and Pass! Each step is necessary and will benefit your success in preparing and gaining your certification.

2.1 Step 1 – Become Familiar with the Certification

You will find all details regarding the overview, exam details, preparation tools, and registering for the exam by visiting the CCHP page on the FoodCert™ website here: <https://foodcert.ca/canadian-certified-haccp-professional/>

2.2 Step 2 – Check if you are Eligible

In order to qualify for the certification, you must ensure that you have a minimum of 3 years work experience in HACCP, in the last 5 years. FPSC is responsible for conducting an annual random audit of 5-10% of all applications through which evidence of information reported by candidates is requested. Candidates will be informed if their submission is subject to an audit.

2.3 Step 3 – Apply for CCHP and Review Fee Payment

Once you have decided to apply, click the “Buy Exam” button in the CCHP webpage. Here you will find the requirements that must be satisfied, before being approved. There are two ways to apply:

- 1) As an Organization
- 2) As an Individual.

Start by selecting the option that best describes your situation.

Complete the application form, pay the \$50 CAD application fee, and click submit; this will send your application to the FoodCert™ Team. You can pay via Credit Card with your choice of Visa, Master Card, or American Express. Once you have made your payment, wait for your application to be approved by the Food-Cert™ Team. You will be sent an approval notice and a link to complete the next section of the application form.

2.4 Submit your Work Experience Portfolio (WEP)

Once your eligibility requirements are met, you are invited to fill out their details for the Work Experience Portfolio (WEP) to address their work experience, volunteer experience, formal education, other training, and research participation in order to submit to the FoodCert team for further review (please see page 6 for WEP details and requirements).

2.5 Step 4 – Wait for Approval

Your application will be reviewed by the FoodCert™ Team to verify that you satisfy all requirements. If you are missing any portion of your application, the FoodCert™ Team will notify you that your application is incomplete.

The FoodCert™ Team will:

- Determine if enough information was provided by the candidate
- Determine if the minimum work experience is achieved. This may involve verifying information for authenticity. The FoodCert™ Team may contact you for additional information or clarity.

In 5 business days from the full application submission, you will be notified if your application has been approved or denied. If your application is approved, you will receive an email with instruction on how to proceed with the certification including credentials to access the FoodCert™ Platform. If your application is denied, you will receive an email providing you with the denial message.

2.6 Step 6 – Prepare for your Exam

There are several resources currently available for you to prepare from. You can access them through the FoodCert™ Platform and the CCHP Webpage. Those include; the HACCP NOS, the practice exam, the CFIA's Food Safety Enhancement Program Manual, and courses offered in the Canadian Food Processors Institute (courses offered for an additional fee). <https://foodprocessorsinstitute.com/>

2.7 Step 7 – Write Knowledge Exam

Once you have received an email from FoodCert™ noting that your application has been approved, follow the instructions provided through the email to schedule your exam. The provided instructions will let you know how to set up and take your exam through our testing platform.

The CCHP Exam is taken in a virtually proctored environment. An online proctoring software will supervise and monitor the candidate via webcam, as they complete the exam. The virtual proctoring software is available and can be scheduled “on demand,” 24 hours a day 7 days a week.

There is a total of 100 multiple-choice questions, and candidates will have 2.5 hours to complete the exam.

The exam has a one-month timeframe for completion from the date of approval – so be sure to access your FoodCert platform in order to complete the examination within the designated time-period. The open and close dates for the exam will be shown on your FoodCert CCHP dashboard for your reference.

Upon completing the exam, an unofficial result (pass/fail) will be displayed on your computer screen immediately. If a candidate FAILS the exam, they will receive information on the costs and steps associated with rewriting the exam. Candidates must wait 30 days before they are eligible to re-write the exam.

Please Note: Make sure the first/last names entered when creating an account matches what is on your government-issued photo ID (i.e. drivers license, passport). DO NOT abbreviate or use a nickname. *If they do not match when presenting your ID at check-in, your exam attempt will be REDACTED.*

2.8 Step 8 – Receive your FoodCert™ Passport, Certificate, Skills Transcript, and Pin

If a candidate ACHIEVES the certification, they will receive a transcript of their skills assessed in the knowledge exam and performance assessment, a pin with the CCHP logo, a FoodCert™ Passport and a certificate confirming their status as a Canadian Certified HACCP Professional (CCHP).

Upon passing the exam and being granted your CCHP Certification: You can start using your certification after your name (e.g., John Smith, CCHP), display your FoodCert™ Passport and demonstrate your CCHP assessed skills to your employer(s). You can also pin the CCHP logo on your uniform or vest in order to further demonstrate your qualifications.

The certification package is usually sent to the address mentioned on hand within the user's profile. It can also be sent to an organizations address if needed.

2.9 Step 9: Renew your Certification

The CCHP designation requires a renewal every three (3) years. The process includes the submission of an on-line renewal application, and payment of a renewal fee (\$199 CAD). The application form will hold your information on your professional activities, commitment to training, and current experience.

Your renewal will not be accepted unless both the fee and the application form are completed and submitted. Please refer to page 15 for more details on the renewal process.

Please contact the FoodCert™ Team for:

- ✓ Inquiries regarding the status of your application
- ✓ The submission of other forms
- ✓ Appeals
- ✓ Difficulties with the CCHP Work Experience Portfolio/Knowledge Exam
- ✓ Questions concerning the application process
- ✓ General information or direction
- ✓ Guidance in navigating the website
- ✓ Group sales/ purchases
- ✓ Other

Food Processing Skills Canada (FPSC)

c/o The FoodCert™ Team,

201-3030 Conroy Rd

Ottawa, ON K1G 6C2

Main Phone: (613) 237-7988

Toll-free: 1-877-963-7472

Fax: 613-237-9939

Email: foodcert@fpesc-ctac.com

APPENDICES AND FORMS

APPENDIX A – STATEMENT OF ACCOUNTABILITY, ETHICS, CONFIDENTIALITY AND VIDEO/IMAGE RELEASE FORM

APPENDIX B – ACCOMMODATION (SPECIAL TESTING) REQUEST FORM

APPENDIX C – APPEALS POLICY AND APPLICATION FORM

APPENDIX D – PROFESSIONAL CODE OF ETHICS

Appendix A – Statement of Accountability, Ethics, Confidentiality, and Video/Image Release Form

FPSC’s certifications are professional credentials that aim to recognize individuals that meet an industry standard. The process is voluntary and involves rigorous assessment methods and evidence of relevant experience. The performance assessment/evaluation component involves images and videos that need to be taken.

CANDIDATE CONTACT INFORMATION

NAME	PHONE NUMBER
ADDRESS	EMAIL ADDRESS
CERTIFICATION	

I confirm that the information submitted regarding my work, volunteer, and education experience is accurate and meets the eligibility requirements for the designation assigned by FPSC.

I agree not to disclose any details on the content covered in the exam with other candidates, colleagues, trainers, or friends. I acknowledge my responsibility to uphold the confidentiality of this exam.

I agree not to copy, film, or photograph the examination material. I acknowledge that if I am caught cheating or stealing exam content, I will receive an automatic fail and will not be allowed to re-write the exam for a period of two years from the date of incident. I may also be subject to prosecution in some jurisdictions.

I agree to maintain my profile to keep personal contact information as accurate and up to date as possible. If I do not renew my certified status (if applicable), I acknowledge that I am no longer authorized to use the designation assigned by FPSC until the certification has been successfully renewed with the certifying body.

I agree to allow the use of my images and videos for the purpose of developing certification tools, auditor review, and to promote our certifications through our website and other promotional materials. As a participant of the program, you are a representative of the industry, our use of this material will ensure the growth and development of our certifications and the industry.

Name (print): _____

Signature: _____ Date: _____

Appendix B – Accommodation (Special Testing) Request Form

Candidates with a disability or additional needs may request special accommodations by completing this form and submitting it via email to: foodcert@fpssc-ctac.com. It is requested that candidates submit their special accommodations request as soon as possible; at latest, a minimum of 5 business days before their scheduled exam. Candidates that have submitted a request will be contacted by the FoodCert™ Team within a reasonable timeframe, indicating a decision. Special accommodation requests will be assessed on a case-by-case basis and are not guaranteed.

Special testing requests will be reviewed to determine if appropriate assistance is available. A special testing request will only be granted when there is reasonable assurance that the candidate will have a fair and equitable opportunity to write the exam. Special testing measures must be reasonable while not compromising the validity and reliability of the assessment instruments.

Candidate Contact Information

FULL NAME	PHONE NUMBER
ADDRESS	EMAIL ADDRESS

Exam Details:

NAME OF EXAM TO BE WRITTEN	LANGUAGE: <input type="radio"/> ENGLISH <input type="radio"/> FRENCH
PREFERRED DATES TO WRITE EXAM OPTION 1: OPTION 2:	PREFERED LOCATION TO WRITE EXAM

I would like to request the following special testing assistance:

RELATED TO LANGUAGE FORMAT, The CCHP exam is available in either English or French versions. Individuals that are not proficient in either language may request special testing, however, it is important to note that all exams are based on the Occupational Standard for the profession and reflect the type and level of language contained in the Standard. Special testing measures will not overcome issues associated with literacy or lack of ability to communicate on the job.

Additional costs to candidate:

	Exam read out loud (orally)	No additional costs
	Interpreter	Cost of interpreter
	Exam form translated into a language other than French or English	Cost of translation of the exam

RELATED TO SIGHT OR MOTOR IMPAIRMENT, CCHP exam is offered online. In this format, individuals may be able to adjust the size of text and alter the lighting conditions.

	Ensure wheelchair access	No additional costs
	Exam read out loud (orally)	No additional costs
	Aide to mark the answer	No additional costs
	Braille	Cost of adapting assessment tool Cost of special admin (e.g. shipping)

OTHER

	Additional time allowance	No additional costs
	Individual administration in a distraction-free setting	No additional costs

Reason for Special Testing request Please provide a description of your conditions that justify the special testing request (e.g. medical diagnosis, history of previous special testing requests)

Signature: _____

Date: _____

Appendix C – Appeals Policy and Application Form

The FoodCert™ Certification is a professional credential that aims to recognize individuals that meet the industry standard. The process is voluntary and involves rigorous assessment methods and evidence of relevant experience.

APPEALS POLICY

Candidates who fail the online knowledge exam or performance assessment (if applicable) have the right to register an appeal on the results of their examination. Candidates are informed of their right to appeal when results are issued. Appeals must be submitted in writing within 60 days of completing their online knowledge exam or performance assessment. The Certification Governance Committee will provide judgment on an appealed case.

All appeals are directed to the FoodCert™ Team, who will determine the process to be followed. For example, have appointed members of the committee review the case, advise the candidate of re-writing opportunities, or another action. Appeals will be forwarded to the Certification Governance Committee as required. The Chair of the Certification Governance Committee will supply members with procedural instructions (e.g. each failed element of an assessment should be re-scored or checked).

It is the responsibility of the Governance Committee to review written appeals and determine what action to take. At times committee members may decide there is a need for candidates to defend their case or answer questions.

Candidates are responsible for all costs associated with the appeal. Please refer to the fee schedule. If the committee rules in the candidates' favour, these costs will be reimbursed. The Governance Committee makes the final determination on appeals and candidates have no further opportunity to challenge the appeal decision. For this reason, the process will be carefully documented and scrutinized by the Certification Governance Committee to ensure that candidates have a fair hearing.

APPEALS APPLICATION FORM

Candidates who are unsuccessful in the online knowledge exam, or in performance assessment have the right to register for an appeal. An appeal must be based on reasonable and compelling grounds, demonstrating that a candidate was unsuccessful as a result of having been disadvantaged or a significant error occurring.

Candidate Contact Information:

FULL NAME: _____

PHONE NUMBER: _____

FULL MAILING ADDRESS: _____

E-MAIL ADDRESS: _____

TYPE OF APPEAL: Knowledge Exam Performance Assessment

Please Note:

Appeals must be submitted using this form within 60 days of completing the online knowledge exam or performance assessment. The Appeals Application form should be filed with the certifying agent or submitted to: foodcert@fpssc-ctac.com The cost of an appeal is \$50.00 CAD. Methods of payment will be communicated to you upon filing for an appeal.

The following are NOT considered valid reasons for an exam appeal:

- Candidates that have failed the exam and are just short of meeting the pass mark;
- Candidates facing personal or financial hardships that may have affected their ability to do well on the exam;
- The pass mark is not set to the candidate's satisfaction.

For security purposes, the specific content of any exam will not be released. If the documents submitted contain the personal information of someone other than the appellant, a signed letter from that person must be included in the appeal.

The FoodCert™ Team will report on the results of the appeal within 20 business days of receiving a complete application and payment. If the Certification Governance Committee rules in the candidate's favour, the appeals fee will be reimbursed. The ruling on the appeal is final. Candidates have no opportunity to re-challenge their case.

Appendix D - Professional Code of Ethics

One of Food Processing Skills Canada (FPSC) mandates is to support the expansion of food manufacturing skills and knowledge in Canada, which results in better food safety practices throughout the industry. To support this mandate, FoodCert™ certifications hold their candidates to a minimum level of demonstrated competence through the knowledge exam and performance assessment (if applicable). Candidates are expected to act with integrity through adherence to the Professional Code of Ethics.

As a Certified Professional, I must strive to:

- Contribute to the credibility of my profession and maintain the standards of my profession.
- Protect confidential information acquired in my professional capacity.
- Accurately represent my level of training in the workplace and clarify any misinterpretation that others may have about my level of skills and knowledge.
- Keep up with the frequently changing industry knowledge and proficiency in my profession.
- Exercise my leadership skills in exchange for knowledge or techniques that would benefit the profession.
- Conduct my professional work with honesty, integrity and fairness.
- Respect the fundamental rights and dignities of all people.
- Not engage in sexual harassment, demeaning or disrespectful behavior to others.
- Perform in a manner that considers the adverse impacts of my work on the environment.
- Be alert at my work to minimize risks to the personal health and safety of my co-workers.
- Abstain from substance abuse when conducting my professional work to evade affecting my competency level at work and the safety of my coworkers.
- Avoid damage to others' reputation by knowingly making false statements about another staff or professional peer.
- Identify situations where conflict of interest exists or appears to exist and provide disclosure of this conflict to employer or pertinent parties.
- Assume responsibility for the professional development of staff under my supervision and students aiming to enter the profession.
- Support others in adhering to this code of conduct.



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