



Ace Food Handler Policies and Procedures

POLICY STATEMENT

AFH is committed to ensuring that fair and equitable policies and procedures are in place regarding online course delivery and assessment integrity.

PROCEDURE AND POLICIES

Registration

In order to access the course and exam, applicants are required to use a secure platform.

All applicants have their own unique username and password which only they know.

By use of the Website, Applicants warrant that all personal information which Applicants provide when registering is true, accurate, current and complete in all respects.

Applicants further warrant that Applicant is not impersonating any other person or entity while using the Website.

Material

All required learning resources and materials are available within the course.

It is the policy of AFH that all exam questions and related materials avoid potentially insensitive content or language and that all exam questions and related materials do not reflect racial, cultural, or gender stereotypes, or overemphasize one culture over another.

Exam

At the conclusion of the course, the exam is presented. A passing score is dictated by state and local jurisdictions.

Certificate

After a passing score, as dictated by state and local jurisdiction, has been attained, a certificate is issued and may be printed by the applicant.

Also see *Ace Food Handlers' Food Handler Certificates Issuance and Usage Policies and Procedures*.

Purchases, Coupons, Cancellations and Refunds

Purchases. All purchases must be made via online credit card. In certain circumstances, AFH will issue a statement and payment for groups may be made via check within thirty days of statement receipt.

Coupons. All coupons may be used one time unless otherwise stated.

Cancellations. Online payments are processed within 24 hours after the transaction is initiated. A cancellation may be obtain within this 24 hour period before processing. Cancellations are not available after the transaction has been processed. Cancellations are provided only if the applicant has not entered the course or assessment and has not been issued a certificate.

Refunds. Refunds may only be provided if applicant has not entered the course or assessment and have not been issued a certificate. However, under the sole discretion of management, a refund may be issued if applicant is unable to complete the course due to force majeure events and a refund is requested within 24 hours. Refunds will not be issued to applicants who have completed the online assessment and received a certificate. Refunds will not be issued via cash or check. Refunds may only be issued to the account used for the initial transaction

Technical Issues, Complaints and Appeals

Applicants may submit technical issues, complaints or appeals by using the “Contact Us” section on the Website or by telephoning customer service at 877-952-8111.

Appeal Policy. Ace Food Handler will receive and hear appeals of adverse certification decisions from certified individuals ("certificants") and applicants for certification ("applicants").

Appealable issue. An adverse certification decision may be appealed on the grounds that certification eligibility criteria was not applied properly or the decision was based on a factual error that affected the outcome. Adverse certification decisions include: denial of eligibility for initial certification, denial of recertification, suspension of certification or revocation of certification.

No appeal permitted. Individuals cannot appeal (1) the passing score as dictated by state and local jurisdictions or actions taken in setting a passing score; (2) establishment of eligibility criteria; (4) the examination or other measurement tool or individual test items; and (5) test content validity.

Appeal Procedure. Initiating the Appeal. An individual wishing to appeal an adverse decision (Appellant) must submit a written Notice of Appeal to Ace Food Handler within twenty (20) calendar days of receipt of the adverse decision. Failure to file the Notice of Appeal within twenty days as herein set forth will result in dismissal of the appeal. The Notice of Appeal must be written and include: The grounds for appeal; the adverse

decision date; Any new or additional information to be considered; and Mailing address and email address where Appellant can receive communication regarding the appeal.

Communication. Written communication to file the Notice of Appeal and any communications to the Appeals Committee must be made using the “Appeal” page on the website located at <https://acefoodhandler.com/ace-food-handler-appeals-process/>

Written communication to Appellant may be sent by email, regular U.S. mail or in a manner that confirms receipt (e.g., e-mail, certified mail, express mail with signature required) at the address indicated on the Notice of Appeal.

The Appeals Committee. The Chair of the Ace Food Handlers Oversight Committee shall appoint three members to the Appeals Committee, which will meet as needed to consider appeals. Members of the Appeals Committee may be replaced at the discretion of the Chair. The Appeals Committee will review and consider a properly filed appeal during its next most convenient meeting, but within thirty days that the date the Notice of Appeal is received. The Appeals Committee will be given adequate time to review Appellant’s submission before considering the appeal.

Review of Appeal The appeal will not include a hearing or any similar trial-type proceeding. The Appeals Committee will only review the appeal on the grounds for appeal identified by Appellant in the Notice of Appeal. At any time after receiving the Notice of Appeal and before deciding the appeal, the Appeals Committee may, in its discretion, request that Appellant provide additional information regarding any aspect of the appeal.

Only that information submitted with the Notice of Appeal or in response to a request by the Appeals Committee will be considered by the Appeals Committee in deciding the appeal. Written appellate submissions and reply submissions may be made by authorized representatives of the Appellant; including legal counsel; although, legal counsel is not required for an individual to participate in the appeal process. Reply submissions must be made according to whatever schedule is reasonably established by the Appeals Committee.

The Appeals Committee will conduct and complete the appeal within sixty (60) days after receipt of the Notice of Appeal. The Appeals Committee, in its discretion, may extend the time for completing the appeal. The Appeals Committee may consult legal counsel.

The Appeals Committee will either affirm or overrule the decision from which Appellant appeals by a majority vote. The written decision of the Appeals Committee, including a statement of the reasons for its decision, is reported to Appellant and Ace Food Handler. The decision of the Appeals Committee is final and binding upon Appellant and all other persons.

Revocation

The Applicant is responsible for taking the course and exam. The certificate is issued to the individual applicant taking the course and passing the exam. The course and examination are not proctored.

AFH reserves the right to rescind, annul or deny a certificate for cause based on violations of its policies or procedures. Cause includes, but is not limited to, determination that initial certification was improperly granted; falsification or misstatement of information on any certification-related document; providing false or misleading information; misrepresentation; cheating or assisting others to cheat; failure to comply with the scope, standards, laws or regulations of the jurisdiction of the governing body for which the certificate is held;

Americans with Disabilities Act

AFH complies with the Americans with Disabilities Act (ADA). The Food Handler Card law does not prohibit a stakeholder from having assistance in the study of the course and examination. The stakeholder may have another party read, translate or operate the computer. There are no special medical requests needed. The stakeholder may not have assistance with the actual selection of the examination answers. The stakeholder may communicate the answer to the other party to click the chosen answer. Any needs outside of these policies and procedures are not anticipated. Stakeholders protected by the Americans with Disabilities Act do not need permission from AFH prior to purchasing or taking the course and examination. The Food Handler Training and examination are provided through secured servers.

Non-Discrimination

AFH does not discriminate on the basis of race, color, religion, sexual orientation, national origin, ancestry, disability, age or use of leave protected by the Family and Medical Leave Act with regards its Website, course materials, or activities.

Internal Auditing

See Ace Food Handlers Internal Audit Policies and Procedures.

Records and Documents

The owner of Ace Food Handler is responsible for record and document control and developing systems for document and record control. Electronic and hardcopy documents and records will be accessible only by the owner or persons designated by the owner to have access pursuant to this policy.

Electronic documents and records will be stored on the secure hard drives of Ace Food Handler computers, secure compact discs, secure flash drives, and web-based, secure storage sites. Hardcopy documents and records will be securely stored at the office of Ace Food Handler.

Record and Document Retention. The record and document retention policy of Ace Food Handler is as follows:

Business Tax Returns and supporting records are kept for minimum of six years,

Payroll tax records, including time sheets, wages, pension payments, tax deposits, benefits and are kept for a minimum of four years after the date the taxes fell due or the date paid, whichever is later.

Human resource files are kept for a minimum of ten years with job applicant information kept for at least three years.

Ownership Records, such as business formation documents, annual meeting minutes, by-laws, stock ledgers and property deeds, are retained permanently.

Accounting Services Records are retained for a minimum of seven year, if not permanently.

Operational Records, including bank account statements, credit card statements, canceled checks, cash receipts and check book stubs, are retained for seven years, if not permanently.

Issued Certificates records are kept for a minimum of seven years.

Records must be retained as long as they pertain to a pending legal claim or action or any pending federal or state audit. All other records and documents not specified herein shall be kept for a minimum of seven years or indefinitely at the discretion of Ace Food Handler..

Document Control. The document control policy of Ace Food Handler is as follows:

All documents generated by Ace Food Handler which form part of certificate program plan will be reviewed and approved for use by the sole proprietor prior to issuance or use. Currently used documents will be kept indefinitely while in use. Documents are periodically reviewed and, where necessary, revised to ensure continuing suitability and compliance with applicable requirements. Document review includes grammatical, editorial and technical assessment.

In order to track the latest revision, the date the document is revised will be incorporated into the header or footer of the document with the word “revised” before the date.

If documents are revised after review, they will be re- approved for use by the sole proprietor prior to issuance or use upon his discretion. The prior revised version of the document shall be kept in a folder “AFH Revision Backup” and will be replaced upon revision. The replaced document will then be retired.

When documents are retired, the obsolete copy will be moved to an “Archived and Retired Documents” folder or shredded/deleted entirely from the system. Any additional electronic and hard copies of the obsolete document shall be deleted or shredded.

Only the most current document, approved or re-approved, shall be distributed, posted, or displayed upon the sole proprietorships discretion.

Web based documents can be tracked using the properties tab for each document, which indicates the date and time when the document was added and the date and time when the document was last modified.

Privacy/Confidentiality of Information

Ace Food Handlers takes the privacy of our test takers seriously and recognizes the right of the individual to control the information about that individual that is stored. Ace Food Handlers policies are designed to safeguard that information from unauthorized disclosure.¹

Ace Food Handler will not release any information regarding a candidate’s examination application or examination performance to any regulatory agency or any other person or entity that may inquire about such information other than the applicant’s employer unless it has obtained written permission from the candidate or credential holder in question. Personnel associated with any aspect of the credential program may not disclose any information about a candidate or credential holder unless authorized to do so.

Ace Food Handler takes reasonable precautions to protect the integrity of any personal information you provide, as well as any information generated internally that is specifically pertinent to you, and to keep this information secure. Ace Food Handler has established safeguards to help prevent unauthorized access to or misuse of your Personal Information, but cannot guarantee that your Personal Information will never be disclosed in a manner inconsistent with this Policy (for example, as a result of unauthorized acts by third parties that violate applicable law or relevant Web policies).

Passwords. When you register, you will be asked to select a password to help protect your information. These passwords help us verify your identity before granting access or troubleshooting. If you update your password, a notification is emailed to Ace Food Handler. This notification does not contain your password, only your user name. You should never disclose your password to anyone. You are responsible for maintaining the secrecy of your passwords and any account information.

Credit Card Information. When you provide credit card information, it is transmitted using SSL technology to help prevent unauthorized access to or misuse of that information.

¹ See also Registration section herein and Terms and Conditions of Use.

Commercial Support

Ace Food Handler does not receive commercial support.