



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. Applicant further warrants 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 70% or higher. A score of 70% is obtained by answering 28 or more of the 40 questions correctly.

Certificate

After a passing score of 70% or above 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.

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 course credit was improperly granted; falsification or misstatement of information on any course credit-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

Record Retention

The record 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.

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.

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.

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.

When documents are revised or 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 original document, approved or re-approved document shall be distributed, posted, or displayed upon the sole proprietorships discretion.