

# SafeFoodTest.com Re-Test Policy & Procedure

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## 1. Overview

1.1 This policy ensures that all current and prospective registrants/examinees of SafeFoodTest.com have a clear understanding of our retest policy and procedures. It applies to both live and online classes.

1.2 The policy covers the following programs:

- Live Food Protection Manager Class and Exam (Public)
- Live Food Protection Manager Class and Exam (Private)
- Live Food Handler Training and Assessment (Private)
- Online Food Handler Training and Assessment

## 2. Scope

2.1 Any registrant/examinee who does not achieve a passing score on an assessment, test, or examination is entitled to a fair opportunity to retest according to this policy.

## 3. Definitions

Examinee: A registrant who is tested or assessed.

Fail: Receiving less than the minimum passing score required on a test, assessment, or examination as set forth by SafeFoodTest.com or an ANSI/Nationally recognized testing company.

Registrant: A person who has completed the registration process by providing required information (name, address, phone, email) and submitting confirmed payment via credit card, PayPal, cash, or check.

Retest: The process of testing again after an unsuccessful attempt.

## 4. Policy Principles

4.1 All registrants/examinees of SafeFoodTest.com are entitled to retest according to this policy.

4.2 SafeFoodTest.com will make reasonable efforts to deliver retests in a timely manner:

- In-person retests will be scheduled at a location within 25 miles of the original test site, where possible.
- Online retests will be available at all times, barring technical difficulties or server errors.

4.3 Retest limits:

- Examinees may attempt an exam/assessment up to two times within a 30-day period.
- If three or more attempts are required, the examinee must wait 60 days from the last attempt.
- A maximum of four attempts are allowed within a 12-month period.

## **5. Procedure**

### **5.1 Food Protection Manager Exam (Public or Private):**

- Examinees who fail are allowed to attend any scheduled public class at no additional class fee.
- A retest fee applies for the exam itself. Examinees may retake the exam at any scheduled public session within 30 days.

### **5.2 Food Handler Training & Assessment (Private, Live):**

- Examinees who fail must pay a retest fee and reschedule at the SafeFoodTest.com office.

### **5.3 Food Handler Training & Assessment (Online):**

- Examinees who fail are allowed one retest within 30 days at no additional fee.
- Additional attempts beyond the first retest require payment of the full registration fee.