

■ Certificate Program Information ■

Certificate Program Purpose, Scope, and Intended Learning Outcomes

Program Purpose

The purpose of American Safety Council's Food Handler Certificate Program Courses is to provide a 100% online instructional experience for individuals seeking to complete a food handler certificate program course. These courses are specifically designed for food service employees who work with unpackaged food, food equipment or utensils, or food contact surfaces and who require training to perform their job by a state or local governing entity. The education acquired in this course provides the food industry with more qualified employees, which can reduce the risk of sickness. We have designed our course to be affordable, easy, and effective, and ensure each student is properly trained in food safety.

Scope

The American Safety Council's Food Handler Certificate Program Courses are designed to educate food service employees in the proper techniques for food preparation and handling, which if not adhered to, can lead to foodborne illness outbreaks. Key learning competencies include:

- Foodborne Illness
- Personal Hygiene and Food Safety
- Preventing Food Contamination
- Cleaning and Sanitization
- Time and Temperature

The Certificate Program Courses align with the American Safety Council's mission to provide industry specific, online education for students, which adhere to specific state and federal requirements for certificate programs.

Intended Learning Outcomes

The Intended Learning Outcomes for the Food Handler Certificate Program Courses are:

- Module 1: Foodborne Illness
 - o Identify contributing factors and behaviors associated with foodborne illnesses
 - o Recall major biological, chemical, and physical food hazards
 - o Describe the associated food sources, symptoms, and control measures of the most common types of foodborne illnesses and allergies
- Module 2: Personal Hygiene and Food Safety
 - o Identify the types of ready-to-eat foods and the proper procedures for bare hand contact with them
 - o Describe personal hygiene and safety precautions that food handlers must use in their workplace
 - o List control measures to ensure food safety

- **Module 3: Preventing Food Contamination**
 - Describe proper safe food handling procedures for transporting, displaying, serving, and storing food
 - Recall methods for preventing food contamination
- **Module 4: Cleaning and Sanitization**
 - Identify the proper methods and frequency for cleaning, sanitizing, and drying food-contact surfaces and equipment in a food establishment
 - Explain how to properly use, launder, store, and sanitize linens, food preparation utensils, cleaning supplies, and equipment
- **Module 5: Time and Temperature**
 - Identify the different types of “time and temperature control for safety” (TCS) food and “potentially hazardous food” (PHF)
 - Recall the correct temperatures and time controls at which PHF/TCS food must be cooked, held, stored, and reheated
 - Describe the importance of using food thermometers, and outline the steps required for each food thermometer calibration technique

Requisites to Complete the Food Handler Certificate Program Course

- **Register for the Course**
 - Our registration, course, and student information center are all certified Hacker-Safe so students can trust that their information is well-protected.
- **Access Your Account**
 - To verify progress in and/or completion of the Certificate Program, learners and certificate holders can simply log in to their Certificate Program account.
- **Follow the Material**
 - **Online Food Handler Program**
 - ③ Designed to meet the guidelines set forth by the FDA 2017 Food Code.
 - ③ Students must complete 2 hours of course content and a score of 70% or higher on the final exam to receive their Online Food Handler Certificate.
 - ③ Certificates are valid for three years.
 - **Texas Online Food Handler Program**
 - ③ Designed to meet the educational training requirements for food service employees who work with unpackaged food, food equipment or utensils, or food contact surfaces in the Texas Food Establishment Rules (25 TAC §228), set forth by the Texas Department of State Health Services.
 - ③ Students must complete 2 hours of course content and a score of 70% or higher on the final exam to receive their Texas Online Food Handler Certificate.
 - ③ Certificates are valid for two years.
 - **California Online Food Handler Program**
 - ③ Designed to meet the requirements of SB 303 and the 2018 California Retail Food Code.
 - ③ Students must complete 2 and a half hours of course content and a score of 70% or higher on

the final exam to receive their California Online Food Handler Certificate.

③ Certificates are valid for three years.

- Print Your Certificate
 - o Once students complete the course, they will be able to download their certificate of completion. From there, students can print them out and keep them on file at their workplace. If students ever lose them, they can log back in and print them again.

Your Certificate of Completion

Once a student has passed the Food Handler Program final exam, he or she will be automatically directed to a page to download his or her certificate. If students have further questions regarding the issuance of completion certificates, they can contact the American Safety Council at foodhandlerprogram@amersc.com.

Additionally, students can log in to their course account and view their certificate to:

- Receive verification and documentation of completion; and
- Confirm the term of validity for an individual's certificate

Duplicate Completion Certificates

The certificate is available for download upon completion of the course. If a student requires an additional copy, they can login to their course and download a duplicate certificate.

Completion Certificate Fraud

Students may not be issued a uniform completion certificate by the American Safety Council and may not accept a uniform completion certificate if he or she has not successfully completed the Food Handler Program.

Technical Requirements for Participation

American Safety Council's Certificate Program Courses shall be delivered through a modern Web browser. The web browser is a standards-based application that facilitates an interaction between the candidate and the Certificate Program Course by allowing for an efficient and secure candidate registration, the delivery of online course content, assessment tools, and an interactive customer support experience. The list of supported web browsers includes, but are not limited to: Internet Explorer, Chrome, Firefox, Safari, and Opera.

Other hardware/software requirements are as follows:

- JavaScript Enabled
- Cookies Enabled

Confidential Information and Conditions for Disclosure

The American Safety Council is committed to protecting students' personal information and safeguarding their privacy online. The American Safety Council will reasonably respect and maintain the privacy of certificate program participants to the extent possible while implementing the American Safety Council's Certificate Program process. The American Safety Council does not collect personally identifying information about students except when they specifically and knowingly provide it. American Safety Council also takes reasonable precautions to protect student personal information. The American Safety Council will keep confidential and securely handle any information of a confidential nature related to or obtained from certificate program participants, learning outcomes evaluation assessments, assessment answer keys, assessment results, and related materials.

External stakeholders must adhere to the following procedure for confirming the certificate term of validity for an individual certificate holder:

- Submit a written request to foodhandlerprogram@amersc.com and include:
 - o Name of requester
 - o Reason for request
 - o Name of individual certificate holder on which status confirmation is requested
 - o Digital confirmation for the release of information from the individual certificate holder

Commercial Support and Disclosure Policy

Any company providing commercial support to the American Safety Council or the American Safety Council Certificate Program will not have any influence on course assessments, design, development of learning outcomes or any course content. The American Safety Council Certificate Program courses are designed to meet ASTM standard requirements and will not be changed due to commercial support of any kind. Promotional advertising, materials, or other messages cannot be included in the Certificate Program courses and must be separate from all educational content. American Safety Council will disclose all commercial support of a Certificate Program for all stakeholders.

Qualifications of Instructional Personnel

All authorized American Safety Council Course Instructors must have a background and extensive experience in training and online course instruction and relevant experience in the field.

Complaints Policy

Any stakeholder with a complaint about the American Safety Council's Certificate Program course content, assessments, or staff must report their concern to the American Safety Council in writing by emailing foodhandlerprogram@amersc.com within 90 days of the incident. The complaint may also be sent through live chat, telephone call, or the Contact Us section of the Food Handler program website. Anonymous complaints will not be addressed.

The American Safety Council's Certificate Program Unit will review, within 30 days, all complaints reported to the American Safety Council about any issue related to the Certificate Program.

Appeals Policy

An appeal is a formal request for reconsideration of an adverse decision made by the American Safety Council related to the affected individual's achievement of a certificate. Any stakeholder may submit an appeal by filling out an Appeals Form in writing and emailing it to foodhandlerprogram@amersc.com within 30 days of the incident. The Appeals Form is available upon request, and may be requested by emailing foodhandlerprogram@amersc.com. Anonymous appeals will not be addressed. In addition, failure of a Certificate Program assessment will not be considered for appeal unless the failure is due to technical issues.

American Safety Council personnel will review, within 30 days, all submitted appeals and provide one of the following decisions:

- Appeal granted, along with further instructions for the appellant as needed.
- Appeal denied, along with an explanation for the denial and/or information on an alternate course of action if applicable. The denial will include information on appellant's further recourse if appellant wishes to pursue the appeal.
- Appeal delayed, to provide time to gather further information (up to 30 days).

Access to Policies and Procedures

All American Safety Council Certificate Program Policies and Procedures are easily available and readily accessible for all stakeholders when stakeholders utilize the Certificate Program Contact email: foodhandlerprogram@amersc.com.