



Instruis Publishing Company
Perfection through education.



SURE Proctor Manual

This manual is constructed to give detailed information regarding the requirements and knowledge needed to become an Instruis Publishing Company **SURE** Proctor. It explains the policies and procedures utilized in the proctoring process and will give you the necessary knowledge to successfully administer and submit **SURE** examinations.

Our mission is “perfection through education.” We ensure that the participants are fully qualified and have passed the **SURE** examination. The integrity of the examination process cannot be compromised because we cannot have unqualified participants obtaining certificates. This is why we have designed the **SURE** Proctor program with the highest ethical standards. It guarantees an atmosphere that allows participants the opportunity to take the examination with the greatest opportunity for success. This is why you must adhere to the policies and procedures contained in this manual.

We want your experience with Instruis Publishing Company to be as successful as possible. Should you have any questions or comments as to how we can improve our program, you are encouraged to contact us.

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Abington, PA 19001



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Overview

The role of a **SURE** Proctor is to ensure integrity throughout the **SURE** examination process, including the returning of the proper documents to Instruis Publishing Company (Instruis) for grading. **SURE** Proctors work independently, supervising and monitoring the administration of each of the **SURE** examinations. The **SURE** Proctor's role is essential in securing the examination from all potential risks during the examination process. Protecting the examination process from risks such as cheating, proprietary purposes, and fraud is a vital part of being a **SURE** Proctor.

Before proctoring a **SURE** examination, you are required to familiarize yourself with the policies and procedures in this manual. The sections of this manual contain specific information regarding certain situations and will help in giving a complete understanding of being a **SURE** Proctor. Failure to follow the policies and procedures outlined in this manual could result in your **SURE** Proctor status being revoked, criminal prosecution, employment termination, and examination score cancellations. **SURE** Proctors may be held accountable for the damages and costs incurred as a result of fraudulent practices.

Thank you for taking on this essential role as a **SURE** Proctor for Instruis Publishing Company. Your responsibilities are critical to the success, credibility, and integrity of Instruis' **SURE** certification program.



Section 1: Duties and Responsibilities of a SURE Proctor

- Understand, comply with, and properly implement all testing policies and procedures outlined in this manual;
- Familiarize yourself with the administration and examination security procedures in this manual;
- Safeguard the security of all examinations and material. This is imperative. All examinations and material are confidential and may not be copied, duplicated, or electronically scanned in any manner that is not approved in the policy and procedures manual. They may not be viewed or examined by anyone other than the **SURE** Proctor and examinee at the time of the examination;
- Have a valid, working email address and telephone number so that the examinees and Instruis Publishing Company personnel may contact you;
- Limit the number of examinees to **NO** more than 30 during one examination session;
- Verify examinee identification to avoid and prevent any attempts of falsifying identification;
- Do not allow any examinees to take the examination while under the influence of drugs or alcohol;
- Clearly and accurately explain the examination process;
- Be familiar with the Pre-Examination Statement and be able to convey the information contained in the statement to examinees;
- Be able to explain how to properly fill out the **SURE** Answer Sheet;
- Monitor examinees during testing to ensure integrity;
- Provide and maintain a secure examination delivery and a quiet testing environment;
- Ensure examinees follow and adhere to all rules and time limits set forth by the **SURE** examination (**SURE** Employee: 1 hour; **SURE** Manager: 2 hours; **SURE** Trainer: 2 hours);
- Appropriately distribute examinations;
- Collect and organize all examination material;
- Properly dispose of examinations;
- Submit all answer sheets and proper paperwork within the allotted time. All documents must be postmarked no later than three days after the examination.
- Record and email tracking numbers of packages to the Instruis Testing Lead;
- Mail certificates to the examinees once received from Instruis Publishing Company;
- Report and record any examination security breach or irregularity immediately; and
- Adhere to the rules of what **SURE** Proctors are **NOT** permitted to do.

SURE Proctors are NOT Permitted to

- Discriminate on the basis of sex, race, color, age, religion, national origin, disability, sexual orientation, mental disability, or any other status;
- Show favoritism or administer the examination to anyone that could be considered a conflict of interest. This includes, but is not limited to, relatives, friends, or acquaintances;
- Administer the examination to yourself;
- Leave the room during the examination for any reason without another **SURE** Proctor present;
- Create answer keys of the examination;
- Review or discuss examination questions or answers with anyone (this includes, but is not limited to, examinees, **SURE** Proctors, relatives, friends, or acquaintances);

- Accept any form of payment or bribes in exchange for unfair or preferential treatment from anyone nor be influenced by anyone;
- Give the examinees additional time unless it is pre-approved;
- Help or assist an examinee in answering questions on the examination;
- Leave any examinations or answer sheets unattended or in an unsecure location;
- Alter or tamper with the examination or answer sheet in any way;
- Falsify data and information; and
- Copy, transcribe, electronically upload or publish any **SURE** Examination or **SURE** Answer Sheet.

Section 2: Before the Examination

Selecting an Examination Location

The location and room are important to the success of each individual examinee. When selecting an appropriate examination location or facility, all locations must meet or exceed the following criteria.

Permitted at the Examination Location

- The facility must be in a quiet private location. Only the **SURE** Proctor and examinees are permitted in the room during the examination.
- The environment must be comfortable to ensure that the examinees will be able to test to their highest abilities.
- This includes, but is not limited to, lighting, temperature, ventilation, and ample space for writing and sitting.
- The location must be accessible to examinees with disabilities. This includes wheelchair accessibility and proper acoustics for examinees with hearing problems.
- The location must have a sufficient amount of space and desks to accommodate all examinees and the **SURE** Proctor (up to 30 examinees per **SURE** Proctor).
- The space must allow for continuous surveillance of the room by the **SURE** Proctor.
- The location must be current and adhere to all building code regulations. This includes, but is not limited to, proper safety regulations, occupancy requirements, and fire regulations.
- The location must have appropriate restroom facilities.

Not Permitted at the Examination Location

- Any noise that will affect the examination (traffic, people, construction, etc.).
- Any materials in the room that give the examinee an advantage during the examination. This includes TV monitors, posters, graphs, etc. Materials that may aid an examinee during testing must be covered or removed.
- Recording devices, such as cameras or video cameras that can potentially record or capture any examination questions or material used in the examination process. Any electronic device that threatens the security of the examination or the process must be turned off and stored. This includes before, during, and after the examination. If a recording device is found, then the **SURE** Proctor must immediately collect the examination from that participant and follow the proper procedure outlined in the Security Breach and Violations section of this manual.

Scheduling the Examination Administration

- Coordinate with the examinee to select an appropriate date and time for the examination.
- Communicate to the examinee what steps they should take if they have any special circumstances that need to be addressed before the examination (such as a hearing disability or more time due to a learning or testing disability). Any requests from a participant with a special need must be communicated to Instruis before the examination so that a reasonable accommodation can be permitted if necessary. This must be done two weeks prior to the examination date.
- After scheduling the examination, a best practice would be to: email a confirmation letter to the examinee. It should include the following: date, time, location of the examination, your full name, contact phone number, cancellation policy, payment policy, and all other information regarding the examination process.

Examinations and Materials

- The **SURE** Proctor is responsible for obtaining the examination from Instruis Publishing Company's secure website.
- The Proctor will go to the secure Instruis Publishing Company website, log on, and download the applicable examination.
- The Proctor is permitted to download and print/copy as many copies of the examination as are required; one for each student.
- Note that the examination is subject to change, and the questions may be re-ordered. Therefore, it is important that the **SURE** Proctor note the EXAMINATION NUMBER.
- Each book sold by Instruis provides an answer sheet. A copy of the answer sheet is found at the end of this manual. Examinees must bring the answer sheet to the examination. Instruis Publishing Company will only grade examinations that are returned on an Instruis Publishing Company Answer Sheet.
- All answer sheets are electronically graded. All answer sheets are printed such that only those that have been printed by Instruis and shipped with the book can be graded. All copied or otherwise forged answer sheets will automatically be rejected by Instruis.
- No extra answer sheets will be provided.
- Check to verify that the appropriate number of examinations is obtained.
- Properly store all examinations in a secure location until the examination day. Only the **SURE** Proctor is allowed to have access to the examinations
- If there are any examinations that are missing or incorrect, immediately contact the Instruis Training Lead.

Seating Arrangements

- To ensure the integrity of the examinees and to prevent cheating, each **SURE** Proctor is responsible for creating a seating chart when testing more than two (2) examinees. The seating chart must be mailed in along with the other forms.
- When creating a seating chart, select each examinee at random to ensure that the placement of each examinee is completely impartial.
- Students are not permitted to choose their own seats.
- Do not place examinees with the same examination in close proximity. The ideal testing seating arrangement would be to seat examinees approximately three feet from one another.

Examinee Registration Procedure

- Each examinee must have two valid acceptable forms of identification. (A complete list of all acceptable and unacceptable forms of ID is listed below.) One form of ID must have a photo, and the other form must have a signature.

Note: If you are faced with an identification issue, call the Instruis Testing Lead.

Acceptable forms of identification:

- State- or government-issued driver's license
- Passport
- State or province ID card
- Military ID card
- National ID card
- School or university ID
- Social Security card
- Voter ID card

Unacceptable forms of identification:

- Any of the acceptable forms of ID that are not signed
- Photocopied or expired documents
- International driver's license
- Draft classification card
- Credit/debit card
- Birth certificate
- Employee ID Card
- Any temporary ID



- Have the examinees sign in on the **SURE** Registration Form. (Note: This is not mandatory.)
- Explain that the use of cellular telephones, cameras, or any other recording device is strictly prohibited and that they should be turned off and stored or kept out of the examination room.
- Explain that the examinee cannot have family or friends in the examination room, unless otherwise approved through the Examination Accommodation approval process. No one is permitted to wait in the examination room or be in contact with the examinee while they are taking the examination, unless otherwise approved through the Examination Accommodation approval process.
- Explain the procedure for obtaining examination scores on the Instruis website using the examinee's login username and password.
- Show the examinee where their designated seat is located.
- Show the examinee where they may store their personal items.
- The only item the examinee may have with them at their seat is the Instruis Publishing Company Answer Sheet that they have obtained from their training manual and a No. 2 pencil.
- Instruct the examinee to sit and await further instruction.

Examination Distribution Procedure

- All desks must be clear. All bags, purses, papers, food and drink must be stored in front of the room. Personal items may not be stored under the desk.
- Explain the testing procedures and how to properly fill out the answer sheet.
- Examinations should then be passed out individually. The examinees will not be permitted to pass out examinations to one another.
- Instruct the examinees to not open the examination until told to do so.
- Clarify any time limits and any other information pertinent to the examination.
- Explain the procedure for returning examinations.
- The **SURE** Proctor should accurately provide instruction and answer general questions of the examinees.
- If there are any questions or procedures that need to be clarified at this time, do so before examinees begin the examination.
- Once examinees' questions have been addressed, instruct the examinees to begin the examination.

Section 3: During the Examination

- Do not eat, drink, talk on the phone, text, engage in any conversations, or perform any activity that is not related to the administration of the examination. Any of these distractions can interfere with examinee's ability to take the examination and inhibit the performance of an examiner.
- Only use cell phones when necessary, such as in the event of an emergency or as communication for issues related to the examination.
- Stay alert and attentive. Do not sleep, daydream, or doze off while proctoring.
- Monitor the examination by watching the examinees at all times.
- Do not leave the examination room at any time unless another **SURE** Proctor is present and there is less than 30 examinees.
- Regularly walk around the room to ensure that there is no cheating, copying of questions or answers, or use of electronic devices, and that there are no other actions that threaten the security of the examination or the integrity of the examinees.
- If there is any irregularity, cheating, or other questionable issue during the examination, refer to the Examination Discrepancies section of this manual and follow the proper procedure.
- Note any disturbances on the Cover Page: Examination Report (CPER) that may have affected an examinee's performance.
- If there are any concerns that need immediate attention, contact the Instruis Testing Lead.

Break Policy

If the examinee must take a break to use the restroom, they may not bring any electronic devices or personal items with them. All bags, purses, and personal items must stay in the examination room. Examinees cannot make any calls or refer to books during this time. Examinees may have a drink or snack at this time. Only one examinee may leave the room at any given time. When an examinee needs to leave the room, take their examination and answer sheet until they return. The examinee must print and sign their name on the Restroom Sign-Out Sheet to document time out and time in.

Examination Collection Procedure

- Clearly explain the procedure for returning examinations prior to the distribution of the examination.
- When the examinee has completed the examination, they are to approach the **SURE** Proctor one at a time. The examination and answer sheet must be returned to the **SURE** Proctor. This ensures that all of the materials are accounted for. This procedure is put in place as a security measure to prevent the loss of examinations and answer sheets.
- Do not allow examinees to line up.
- Once finished the examination, check the examinee off the seating chart in order to keep an easily accessible log of who has completed the examination.
- If the time allocated has expired, instruct the examinees to put all pencils down and remain seated. Collect all examinations individually. This includes incomplete examinations. Do **NOT** give examinees extra time unless they have been pre-approved for a time extension.
- After all examinations and answer sheets have been collected, count the number of examinations and answer sheets. Make sure this number matches the amount of examinees being tested. This number should be recorded on a Cover page: Examination Report (CPER). If these two numbers are different, recheck. If it is determined that an examination or answer key is missing, immediately contact the Instruis Publishing Company's Testing Lead.

Submitting Examinations and Examination Reports

- At the end of the examination, complete a Cover Page: Examination Report (CPER). If you are proctoring more than one type of **SURE** Examination, a CPER must be submitted for each type of examination. For example, if you are proctoring the **SURE** Employee Examination and **SURE** Manager Examination, there should be two CPERs. Each CPER must be paper clipped to the examinations. Do **NOT** staple.
- A Cover Page: Examination Report (CPER) must be mailed along with the answer sheets.
- Place all examination answer sheets together with the Cover Page: Examination Report(s) and the Seating Chart into a sealed envelope.
- Do not fold the Answer Sheets.
- You may reuse examinations. Make sure that all examinations are not marked, damaged, or altered. If an examination is altered in any way, destroy the examination using the proper disposal procedure outlined in this manual.
- When mailing these examinations, include any other forms that need to be submitted. These forms include Examination Discrepancy Reports (EDRs), Examination Accommodation Forms, and Seating Charts.
- **SURE** Proctors must sign the CPER's certification statement to certify that they have properly completed all of the duties and responsibilities as a **SURE** Proctor.

- The package must be postmarked no later than three days after the examination. If for any reason a **SURE** Proctor cannot comply with this rule, the **SURE** Proctor must email the Instruis Testing Lead immediately and request instructions.
- To assure delivery and account for the package when mailing examinations, use a provider that has a tracking system (UPS, FedEx, etc.). Record tracking numbers and confirmation numbers in order to avoid lost packages.
- When mailing the answer sheets, CPERs, and all other documents, carefully place them in boxes or envelopes with minimal spacing and large enough to contain all papers without folding. Do not fold or bend the answer sheets. This is to ensure that the examinations are delivered in good condition and can be graded appropriately.
- Email tracking numbers or confirmation numbers to the Instruis Testing Lead at instruistestinglead@instruis.com. Include in the email the mailing provider, date, time, and drop-off location.
- A blank CPER and a sample CPER are located in the appendix of this manual.

Section 4: Examination Discrepancies

An examination discrepancy is characterized by any activity or circumstance that has occurred during the examination process that is considered unusual. This process includes the time before, during, and after the examination. If any one of the examination discrepancies in this section has occurred during the examination process, it must be thoroughly documented on the Examination Discrepancy Report (EDR) and submitted with the CPER. If you have multiple examination discrepancies, and you are proctoring different types of **SURE** examinations, an EDR must be submitted with each group of examinations. A blank EDR and a sample EDR are located in the appendix of this manual.

Cheating and Unethical Conduct

Cheating and unethical conduct includes receiving any assistance from an electronic device or paper materials, collusion, looking at another examinee's examination, or obtaining answers prior to the examination.

Proceed with caution when dealing with perceived discrepancies. If the **SURE** Proctor observes the examinee cheating, the **SURE** Proctor should immediately and quietly notify the examinee to stop the examination and collect the examination and answer sheet. If you believe that there would be a potential safety risk if you confronted the participant, do not confront this individual. Document the incident. Your safety is the priority. If the behavior of the examinee is questionable, continue to observe the individual until it is determined that the examinee should be spoken with and disqualified from the examination.

Once all of the examination materials have been collected from the examinee found to be in violation, instruct the examinee that they will not receive a score for the examination and that they need to exit the building. If the examinee escalates the situation, call the police immediately. The examinee will not be able to retake the examination until an investigation has been completed. If there are multiple examinees, treat each individual separately. Do NOT destroy any of the examinees' examinations. **All materials, including the examinations, answer sheets and seating chart, must be mailed in with the CPER and EDR. Make SURE to clearly mark and separate these answer sheets and examinations from the rest.** The goal is to not disrupt the testing environment. You should use common sense and your best judgment.

Security Breach and Violations

A security breach or violation is any act that threatens the safety of the examination. In the event of a breach in security or a violation, immediately contact the Instruis Testing Lead. Security breaches and violations would include:

- Failure to follow all policies and procedures in this manual;
- Duplication, recording, or publishing, in either print or electronic form, of any of the examination materials. This includes examination content and instructions;
- Distribution of examinations to persons other than examinees;
- Falsifying identification, including taking the examination on behalf of someone else;
- Leaving examination material unsecure and exposing it to someone other than the examinee and **SURE** Proctor;
- Assisting an examinee in any way;
- Examination theft or loss of examination materials;
- Someone, other than the **SURE** Proctor, removing examination materials from the test site; and
- Other behaviors that give someone an unfair advantage on the examination.

If a security breach or violation has been suspected, an investigation will immediately occur. A CPER and EDR should be thoroughly detailed and mailed by the next business day. All other examinations and materials should be locked in a secure location. The **SURE** Proctor should await further instruction from the Instruis Testing Lead. While the investigation is occurring, no scores will be issued. If a security breach or violation has occurred, answer sheets will not be processed, and the individuals involved must be retested.

Missing Examinations

If an examination is found to be missing during the testing and you believe that an examinee has taken it, do not let the examinees leave until you can account for all of the examinations. At the end of the examination, each individual should hand in an examination. If there is one missing, determine which examinee is responsible. If the examination is still not accounted for, treat the situation as a security breach and take all the appropriate measures.

Defective Examinations

Ensure that the original downloaded examination is complete and includes the proper number of questions and the Examination ID Number. When making copies for each examinee, make sure that the examination is copied completely. If an examinee has a defective examination, take the examination and give them a new one. Only give the examinee the new examination after you have taken the defective one. Mark "VOID" on the examination, and destroy it with the other examinations at the conclusion of the Examination in accordance with the policies and procedures in this manual. Always bring extra examinations just in case one is defective. Comment on the CPER that there was a defective examination and what actions were taken.

Drug and Alcohol Policy

Instruis Publishing Company has a zero-tolerance policy for drugs and alcohol. Examinees and **SURE** Proctors are not allowed to take or administer any **SURE** Examination while they are under the influence of drugs or alcohol. If you suspect that someone is under the effects of drugs or alcohol, reschedule the examination.

Emergencies

In the event of an emergency during the examination, take all necessary steps to keep you safe and the examination secure. If possible, collect all examinations and exit the location. If it was not possible to maintain security of the examination during the emergency, contact the Instruis Testing Lead for further instruction. These emergencies include fires, bomb threats, alarms, power failures, and floods.

Sickness

If an examinee becomes ill during the examination and cannot complete the examination, collect the examination and all materials. The examinee will be able to reschedule. It is up to the **SURE** Proctor to determine if they are eligible for a refund or must pay the administration fee again. The examination should be destroyed, and the answer sheet must be mailed in with the documented EDR to Instruis Publishing Company. When retesting, make sure a different examination is given.

Section 5: Special Circumstances

Examinees with Disabilities

Instruis strives to accommodate all examinees with disabilities in accordance with federal, state and local laws, including the Americans with Disabilities Act. If an examinee needs extra time, it must be pre-approved through the Instruis Publishing Company's Examination Accommodation process. When an examinee brings an approved Examination Accommodation Form to the examination, collect that form and mail it in with the CPER(s).

Time Limits

To assure fairness, all examinees must abide by the time limits set forth by the **SURE** Examination. After the time limit has expired, all pencils need to be down, and no other answers may be written. No additional time shall be given to any examinee unless it has been pre-approved through the Examination Accommodation process. If an examinee needs special accommodations, a request should be sent and approved prior to testing. If an examinee was approved for additional time, they must provide the approval form at the beginning of the examination so that the proctor can plan accordingly. Send in the Examination Accommodation Form with the CPER.



Section 6: Testing Policy

Retesting

Any individual who does not pass the examination will be provided a separate Answer Sheet for a retest by Instruis. An examinee may only take the test two times per month and no more than six times in a 12-month period. If an examinee has a sudden illness during the examination, they will be able to reschedule and take the test again. If any examinee is deemed to have an ethical violation as described in this manual, they will be investigated, and Instruis will make the decision as to whether the examinee may retest. Any questions from examinees regarding retesting should be directed to the Instruis Testing Lead.

Recertification

If a **SURE** Proctor's certification has expired, they must take a recertification online examination. Along with the examination, they must update their **SURE** Proctor information. If the **SURE** Proctor does not pass the recertification examination, then they must take the initial **SURE** Proctor examination again.

Compensation for SURE Proctors

SURE Proctors may charge a fee for administering the **SURE** examination. The **SURE** Proctor or the company/individual requesting the proctor may determine the amount of this fee. The **SURE** Proctor is responsible for collecting their examination fee. Instruis Publishing Company does not determine the examination fee. Instruis Publishing Company does not charge any additional fees for an examinee to take the examination, nor does Instruis Publishing Company collect fees. Be advised that any and all costs or expenses for administering the examination, including such costs as room expenses, photocopying, postage and handling, and expenses for mailing certifications to examinees are the responsibility of the **SURE** Proctor. NOTE: The **SURE** Proctor is responsible for all costs and expenses of mailing the examinations to Instruis Publishing Company. Therefore, Instruis Publishing Company will not reimburse **SURE** Proctors for any mailing expenses.

Proper Disposal of Examinations

When destroying the used examinations, make sure that not a single question is readable. The best way to dispose of the examination is with a paper shredder or a secure document destruction company. When disposing of examinations, do **NOT** throw them in the trash without shredding them first. If this step is not taken and the examinations are thrown out, it then becomes a security breach.

Cover Page: Examination Report

A Cover Page: Examination Report (CPER) is a form that details all information regarding a specific examination session. A CPER must be mailed in with each envelope that contains **SURE** Examination Answer Sheets. When filling out a CPER, print clearly and fill out all of the information. Do **NOT** forget to sign and date the form. If different types of examinations are being given, then a CPER must be sent for each type of examination. For example, if you are proctoring the **SURE** Employee Examination and **SURE** Manager Examination, two CPERs must be submitted. Each CPER must be paper clipped to the examination that it is detailing.

Obtaining Examinations

For information regarding obtaining examinations, go to www.instruis.com. When you have scheduled an examination using your trainer log on, you can select which examination you are administering and print it directly from the website.

Certificates

Instruis Publishing Company will send **SURE** Certificates to the **SURE** Proctor. **SURE** Proctors are responsible for distributing or mailing **SURE** Certificates to the examinees. **SURE** Proctors are not permitted to provide individuals with a duplicate certificate. Security features have been added to the Instruis Publishing Company's **SURE** certificates, to prohibit duplication. If a duplicate certificate is needed, please contact the Instruis Testing Lead.



Appendix



Cover Page: Examination Report (CPEP)

SURE Proctor Information

SURE Proctor's Name	
Certification Number	
Address	
City, State, Zip/Postal Code	
Phone	
Email	

Location Information of the Examination

Date of Examination	
Site Name	
Address	
City, State, Zip Code	
Phone	

Package Contents

Number of Answer Sheets	
Type of Exam	

Other Forms Included in this Package

Forms	Circle Yes or No	
Examination Discrepancy Report (EDR)	Yes	No
Examination Accommodation Form	Yes	No
Seating Chart	Yes	No

By signing below, the **SURE** Proctor certifies that all testing was done in compliance with the terms and conditions of the **SURE** Proctor Manual. This further certifies that any and all examinations, in whatever form (electronic or paper), have not been duplicated, or copied, and the examination was not distributed to anyone or shown to anyone other than trainers, **SURE** Proctors or examination participants.

Signature: _____ Date: _____

Sample Cover Page: Examination Report (CPEP)

SURE Proctor Information

SURE Proctor's Name	Isabella Jones
Certification Number	0000001
Address	1234 Main Street
City, State, Zip/Postal Code	Anywhere, PA 00001
Phone	(215) 100-2000
Email	Isabella.Jones999@instruis.com

Location Information of the Examination

Date of Examination	01/21/2013
Site Name	Instruis Publishing Company – Conference Room
Address	1494 Old York Road, Suite 200
City, State, Zip Code	Abington, PA 19001
Phone	(267) 202-4800

Package Contents

Number of Answer Sheets	5
Type of Exam	HACCP Food Safety—Employee

Other Forms Included in this Package

Forms	Circle Yes or No
Examination Discrepancy Report (EDR)	Yes <input type="radio"/> No <input checked="" type="radio"/>
Examination Accommodation Form	Yes <input type="radio"/> No <input checked="" type="radio"/>
Seating Chart	Yes <input type="radio"/> No <input checked="" type="radio"/>

By signing below, the **SURE** Proctor certifies that all testing was done in compliance with the terms and conditions of the **SURE** Proctor Manual. This further certifies that any and all examinations, in whatever form (electronic or paper), have not been duplicated, or copied, and the examination was not distributed to anyone or shown to anyone other than trainers, **SURE** Proctors or examination participants.

Signature: Isabella Jones

Date: 01/21/13



Instruis Publishing Company
Perfection through education.



Examination Discrepancy Report (EDR)

An examination discrepancy is characterized by any activity or circumstance that has occurred during the examination process that is considered unusual. This process includes the time before, during and after the examination.

Event Number	Date and Time	Description of Discrepancy	Action(s) Taken	Name of Individual(s) Involved

NOTE: Use additional paper as necessary to provide detailed information as to any and all discrepancies.

By signing this form, I agree that all of the information on this Examination Discrepancy Report is true and correct to the best of my knowledge and prepared in compliance with the **SURE** Certification Policies and Procedures.

Signature: _____ Date: _____

Sample Examination Discrepancy Report (EDR)

An examination discrepancy is characterized by any activity or circumstance that has occurred during the examination process that is considered unusual. This process includes the time before, during and after the examination.

Event Number	Date and Time	Description of Discrepancy	Action(s) Taken	Name of Individual(s) Involved
1	1/21/13	The examinee was seen copying another examinee's answer sheet.	Answer sheet and examination were taken, and the examinee was told to leave the exam location.	Johnny Little

NOTE: Use additional paper as necessary to provide detailed information as to any and all discrepancies.

By signing this form, I agree that all of the information on this Examination Discrepancy Report is true and correct to the best of my knowledge and prepared in compliance with the **SURE** Certification Policies and Procedures.

Signature: Isabella Jones Date: 01/21/13



Instruis Publishing Company
Perfection through education.



Restroom Sign-Out Sheet

Name	Time Out	Time In
<hr/>	<hr/>	<hr/>
<hr/>	<hr/>	<hr/>
<hr/>	<hr/>	<hr/>
<hr/>	<hr/>	<hr/>
<hr/>	<hr/>	<hr/>
<hr/>	<hr/>	<hr/>
<hr/>	<hr/>	<hr/>
<hr/>	<hr/>	<hr/>
<hr/>	<hr/>	<hr/>
<hr/>	<hr/>	<hr/>
<hr/>	<hr/>	<hr/>
<hr/>	<hr/>	<hr/>
<hr/>	<hr/>	<hr/>
<hr/>	<hr/>	<hr/>
<hr/>	<hr/>	<hr/>
<hr/>	<hr/>	<hr/>
<hr/>	<hr/>	<hr/>
<hr/>	<hr/>	<hr/>
<hr/>	<hr/>	<hr/>
<hr/>	<hr/>	<hr/>



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Sample Restroom Sign-Out Sheet

Name	Time Out	Time In
Johnny Little	10:25	10:30
Billy Smith	10:41	10:47



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SURE Registration Form

Date: _____

Location: _____

Trainer ID: _____

Type of Examination: _____

Course Series: Alcohol HACCP
(Check one.) **SURE** Food Defense

Food HACCP

SURE Food Safety

Name	Signature	Company
1.		
2.		
3.		
4.		
5.		
6.		
7.		
8.		
9.		
10.		

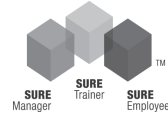
Date: _____

Location: _____

Name	Signature	Company
11.		
12.		
13.		
14.		
15.		
16.		
17.		
18.		
19.		
20.		
21.		
22.		
23.		
24.		
25.		
26.		
27.		
28.		
29.		
30.		



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Sample SURE Registration Form

Date: 01/21/13

Location: Instruis Publishing Company Conference Room

Trainer ID: 0000001

Type of Examination: _____

Course Series: Alcohol HACCP Food HACCP
 (Check one.) **SURE** Food Defense **SURE** Food Safety

Name	Signature	Company
1. Johnny Little	<i>Johnny Little</i>	Instruis Publishing Company
2. Billy Smith	<i>Billy Smith</i>	Instruis Publishing Company
3. Christine Bell	<i>Christine Bell</i>	Instruis Publishing Company
4. Viola Kelly	<i>Viola Kelly</i>	Instruis Publishing Company
5. Samantha Doe	<i>Samantha Doe</i>	Instruis Publishing Company
6.		
7.		
8.		
9.		
10.		

Date: 01/21/13

Location: Instruis Publishing Company Conference Room

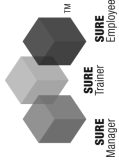
Name	Signature	Company
11.		
12.		
13.		
14.		
15.		
16.		
17.		
18.		
19.		
20.		
21.		
22.		
23.		
24.		
25.		
26.		
27.		
28.		
29.		
30.		

Seating Chart

SURE Proctor Name: _____
 Class Location: _____
 Class Date: _____

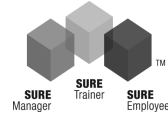


Sample Seating Chart



SURE Proctor Name: Isabelle Jones
Class Location: Instruis Publishing Company Conference Room
Class Date: 01/21/13

	Samantha Doe		Viola Kelly					
	Billy Smith		Johnny Little					
				Christine Bell				



Examination Accommodation Form

Name: _____

Date: _____

Type of Examination: _____

Requesting: Time Extension Translator
(Check one.) Interpreter Oral Examination

Reason for Accommodation
(Please explain in 350 words or less the reason for the accommodation and what is needed for the accommodation.)

Examinee Signature

Date

Instruis Testing Lead Signature

Date

Sample Examination Accommodation Form

Name: Samantha Doe

Date: 01/15/13

Type of Examination: Employee

Requesting: Time Extension Translator
(Check one.) Interpreter Oral Examination

Reason for Accommodation
(Please explain in 350 words or less the reason for the accommodation and what is needed for the accommodation.)
I need a translator because English is my second language. The translator I am bringing is
not a conflict of interest. I have provided along with this form, an affidavit and credentials of
the translator for your approval.

Samantha Doe

Examinee Signature

01/15/13

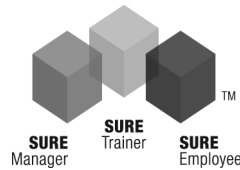
Date

Christina R. Ebert

Instruis Testing Lead Signature

01/18/13

Date



SURE Pre-Examination Statement

NOTE: If you would like to read this statement before the examination, you may, but it is NOT mandatory. However, you must be able to relay the information contained in this statement to the examinees. You must be able to explain the testing policies and procedures, as well as how to properly fill out the answer sheet.

Once all examinees have sat at their assigned seats, you may then proceed to read this Pre-Examination Statement. When reading this, be sure to speak loudly and clearly. Instructions that are in parentheses do not have to be read to the examinees. Make sure that during the pauses, you give the examinees ample time to fill out their answer sheet. Do not rush them. At the end of this statement, there are tables that explain which codes and IDs you are to use for each **SURE** examination. They are also located on the examinations.

Read to Examinees:

Hello, my name is _____. I am a certified **SURE** Proctor and will be administering the _____ (examination that is being administered) **SURE** examination today. I will read the following instructions on the examination process' procedures and policies. When I am finished reading each section of these instructions, I will give a brief pause to answer any questions. Please use this time to ask any questions. During the examination, I will not answer any questions. At this time, all desks must be clear except for the answer sheet and a No. 2 pencil. All bags, purses, papers, and cellular telephones must be stored in front of the room. Personal items may not be stored under the desk. No food or drink is permitted during this examination unless you are on a break. If you have any food or drink on your desk at this time, store that as well.

- Using your No. 2 pencil, I will now instruct you on how to properly fill out the Instruis examination answer sheet that was located in your Instruis SURE [Employee, Manager, Trainer] manual. All answer sheets must be originals. Instruis will not accept any answer sheet that has been photocopied or duplicated. All answer sheets are electronically graded. These answer sheets are printed such that only those that have been printed by Instruis and inserted in the book can be graded. All copied or otherwise forged answer sheets will automatically be rejected by the machine. You will not be able to purchase an answer sheet online that is separate from the manual. I do not have any extra copies of the answer sheet, so please listen to these instructions carefully. Do not move forward and fill out the answer sheet until I give the directions. (PAUSE) Does everyone have a No. 2 pencil and the answer sheet? Are there any questions at this time?
- First, CAREFULLY detach, from your answer sheet, the top tab at the perforated line and keep it for your records. You will be able to obtain your scores online by creating a username and password at www.instruis.com. (PAUSE)
- Again, when filling out the answer sheet, only use a No. 2 pencil. Do not use ink, ball point, or felt tip pens. The machine used in the grading process can only read No. 2 pencils. The use of any other type of writing utensil will result in an automatic "0." Make solid marks that fill the ovals completely and correctly. Look at the examples on the answer sheet. (PAUSE) If you decide to change your answer, erase the incorrect answer completely. There is only one correct answer per question.

- In the first box, write your last name. Each letter goes in its own box. Make sure you write clearly. If your name is longer than the amount of spaces provided, go to the last possible character in your name. If you have a hyphenated last name or two last names, leave a space. After you have filled in your last name, fill in the oval that corresponds to that letter. For example, if your last name is Smith, under the letter “S” fill in the “S” bubble. Next under “M,” fill in the “M” bubble. Do this for each of the letters in your last name. Are there any questions? (PAUSE) Has everyone filled in the last name portion of the answer sheet?
- Next, do the same procedure for filling out the First Name box and the MI (middle initial) box. Write your first name and middle initial. Then, fill out each corresponding bubble. If you do not have a middle initial, leave the MI box blank. If your first name is longer than the space provided, go to the last possible character in your name. (PAUSE) Has everyone filled in the first name and MI portion of the answer sheet?
- In the box labeled “Sex,” please fill in the oval corresponding to your sex. (PAUSE)
- In the next portion of this answer sheet, be sure to write clearly. Fill out the information for your employer/ organization/school name and certificate mailing address, which is where you would like your certificate to be sent. Include the city, state, zip/postal code, country, and your email address. When filling out this section, place only one letter in each box. If there is a space needed between words, simply leave a box blank and write the rest of the title. For example, if your school’s name is Johnson Academy, leave a blank box between the words “Johnson” and “Academy.” You may use numbers, hyphens, commas, periods, and @ signs when filling out this portion of the answer sheet. Be sure to use a separate box for each character. If the words are longer than the space provided, go to the furthest possible character. (PAUSE) Does anyone have any questions on filling out this section of the answer sheet?
- Next, fill out the boxes labeled “Area Code” and “Contact Phone” as well as the box labeled “Social Security # (Last Four Digits).” Write each number in a separate box, and fill in the corresponding bubble. (PAUSE) Does anyone have any questions?
- In the next two boxes, fill out your birth date and the date of the test. Write each number in a separate box, and fill in the corresponding bubble. Be sure to include a “0” before your month and day if they are in the single digits. For example, if you were born January 1, 1989, the correct format for writing that would be 01-01-1989. Today’s date is _____ and that should be written as _____. (PAUSE) Any questions?
- The Code for the examination is at the top of the examination. Any questions?
- Please turn the answer sheet over.
- In the Test ID box, please fill in the three-digit number _____, and fill in the corresponding bubbles. (This identification number is on the top of the examination. It is unique and must be read slowly and carefully so that the participant can accurately fill in this area of the form.) This number is vital because it distinguishes which examination you are taking. Not all of the examinations are the same. If this number is not included, your answer sheet cannot be graded. (PAUSE) Any questions?
- The three-digit course ID number is at the top of this examination. Fill in this number along with the corresponding bubbles. (PAUSE)
- Next, write my trainer ID number in the box labeled “Trainer #” and fill in the corresponding bubbles. (Provide the trainer ID number.) This number is _____. (PAUSE)
- In the next two boxes, fill in the course series and the course title that you are taking. (PAUSE) Any questions?
- Do not fill in any exam answers yet.
- Lastly, at the bottom of the page, you need to include your signature. By signing this form and filling out the Examination Answer Sheet, you authorize that Instruis Publishing Company and its assigns to release the information contained on this form to participant, participant’s trainer/proctor, employer, future employer, and any government agency. (PAUSE)
- Does anyone have any questions about filling out the answer sheet? (PAUSE)

- The time limit for this examination is ___ hours (provide the appropriate time.) I will communicate the half-way mark and when there is only 10 minutes left for the examination. Once the allotted time has expired, all pencils must be placed down. No extra time will be given. If an examinee does not follow the time limit and continues with their examination after the time expires, I will take the examination and submit it along with an Examination Discrepancy Report to Instruis Publishing Company. Instruis will then determine what necessary actions will be taken. Does anyone have any questions? (PAUSE)
- If you must take a restroom break during the examination, you may do so. Before you exit the room, you must sign the Restroom Sign-Out Sheet to document the time out and in. You may not bring any electronic devices or personal items with you. All bags, purses, and personal items must stay in the examination room. You cannot make any calls or refer to books during this time. You may have a drink or snack at this time. Only one examinee may leave the room at any given time during the examination. If you need to leave the room, I will take the examination and answer sheet until you return. Does anyone have any questions? (PAUSE)
- During the examination, if I witness any cheating or unethical conduct, I will take the examination from you, and you must immediately leave the examination location. Cheating and unethical conduct includes receiving any assistance from an electronic device or paper materials, looking at another examinee's examination, or obtaining answers prior to the examination. All cheating and unethical conduct will be reported to Instruis Publishing Company in the form of an Examination Discrepancy Report. Your examination and answer sheet will be mailed to Instruis. All incidences will be investigated by Instruis personnel. If you are caught cheating and asked to leave, you may contact Instruis regarding your examination. Also, if you attempt to disrupt the class, I will have no choice but to call the police. Does anyone have any questions? (PAUSE)
- If you finish the examination before the allotted time has expired, you may hand your exam in early. Only one examinee may hand in their exam at a time. If there is an examinee handing in their exam, please remain seated until they are finished, and then you may turn in yours. Do not form a line. Do not communicate to anyone when you hand in your exam. When handing in your examination, I need to have both the examination and answer sheet. After I have checked you off the seating chart, you must quietly collect your personal items and leave the examination location immediately. You may not discuss exam questions or topics while the examination is still in progress. If the time has expired, I will instruct everyone to put their pencils down and remain seated. I will come to your desk individually and collect the examination and answer sheet. Once I have these two items, I will check you off the seating chart. Once you are checked off, you will be able to collect your personal items and leave the examination location.
- Once all examinations and answer sheets are collected, I will mail them to Instruis Publishing Company. Instruis Publishing Company is responsible for grading the examinations and sending SURE Certification Certificates to the SURE Proctor/Trainer, who will then send them to you. If you wish to check your results online, they will be posted within two weeks of the date they are RECEIVED from the SURE Proctor/Trainer. You will need to create a username and password on the Instruis website to view your scores.
- At this time, all conversations must stop. I will pass out the examinations individually. Examinees may not pass examinations to each other. There is no talking allowed once the examination has been distributed. Once I have given you the examination material, leave it on your desk and do not touch or open it until told to do so. (At this time, walk around to each individual and pass out an examination.)
- In front of you, you should have a No. 2 pencil, answer sheet and examination. Is there anyone that does not have any of the materials previously listed? (PAUSE) If during the examination there is a defective examination, please raise your hand, and I will be around to help.
- As the SURE Proctor, I am not permitted to answer any questions about the examination. I cannot reword a question, give an example, or define a word for you. There is only one answer per question. Choose the best answer for each question.
- Are there any questions regarding any of the policies or procedures that I have gone over? (PAUSE)
- "If there are no further questions, you may now begin the examination. Good luck!"

Time Parameters

Examination	Time Allotted
SURE Employee	1 Hour
SURE Manager	2 Hours
SURE Trainer	2 Hours

Test ID

Examination	Test ID
Alcohol HACCP	100
SURE Employee	101
SURE Manager	102
SURE Trainer	103

Examination	Test ID
Food HACCP	200
SURE Employee	201
SURE Manager	202
SURE Trainer	203

Examination	Test ID
SURE Food Defense	300
SURE Employee	301
SURE Manager	302
SURE Trainer	303

Examination	Test ID
SURE Food Safety	400
SURE Employee	401
SURE Manager	402
SURE Trainer	403

Course ID Number

Examination	Test ID
SURE Employee	500
SURE Manager	600
SURE Trainer	700
SURE Proctor	800

SURE Answer Sheet (Back)

DETACH HERE

DETACH HERE

A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P
TEST ID								COURSE ID							
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2
3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3
4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4
5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
6	6	6	6	6	6	6	6	6	6	6	6	6	6	6	6
7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7
8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8
9	9	9	9	9	9	9	9	9	9	9	9	9	9	9	9

TRAINER #									
0	0	0	0	0	0	0	0	0	0
1	1	1	1	1	1	1	1	1	1
2	2	2	2	2	2	2	2	2	2
3	3	3	3	3	3	3	3	3	3
4	4	4	4	4	4	4	4	4	4
5	5	5	5	5	5	5	5	5	5
6	6	6	6	6	6	6	6	6	6
7	7	7	7	7	7	7	7	7	7
8	8	8	8	8	8	8	8	8	8
9	9	9	9	9	9	9	9	9	9

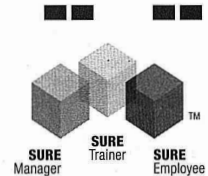
COURSE SERIES

Alcohol HACCP

Food HACCP

Sure Food Defense

Sure Food Safety



COURSE TITLE

Employee Manager Trainer

EXAM ANSWERS

Please fill-in answer ovals completely. There is only one correct answer.

1 (A B C D E)	21 (A B C D E)	41 (A B C D E)	61 (A B C D E)	81 (A B C D E)
2 (A B C D E)	22 (A B C D E)	42 (A B C D E)	62 (A B C D E)	82 (A B C D E)
3 (A B C D E)	23 (A B C D E)	43 (A B C D E)	63 (A B C D E)	83 (A B C D E)
4 (A B C D E)	24 (A B C D E)	44 (A B C D E)	64 (A B C D E)	84 (A B C D E)
5 (A B C D E)	25 (A B C D E)	45 (A B C D E)	65 (A B C D E)	85 (A B C D E)
6 (A B C D E)	26 (A B C D E)	46 (A B C D E)	66 (A B C D E)	86 (A B C D E)
7 (A B C D E)	27 (A B C D E)	47 (A B C D E)	67 (A B C D E)	87 (A B C D E)
8 (A B C D E)	28 (A B C D E)	48 (A B C D E)	68 (A B C D E)	88 (A B C D E)
9 (A B C D E)	29 (A B C D E)	49 (A B C D E)	69 (A B C D E)	89 (A B C D E)
10 (A B C D E)	30 (A B C D E)	50 (A B C D E)	70 (A B C D E)	90 (A B C D E)
11 (A B C D E)	31 (A B C D E)	51 (A B C D E)	71 (A B C D E)	91 (A B C D E)
12 (A B C D E)	32 (A B C D E)	52 (A B C D E)	72 (A B C D E)	92 (A B C D E)
13 (A B C D E)	33 (A B C D E)	53 (A B C D E)	73 (A B C D E)	93 (A B C D E)
14 (A B C D E)	34 (A B C D E)	54 (A B C D E)	74 (A B C D E)	94 (A B C D E)
15 (A B C D E)	35 (A B C D E)	55 (A B C D E)	75 (A B C D E)	95 (A B C D E)
16 (A B C D E)	36 (A B C D E)	56 (A B C D E)	76 (A B C D E)	96 (A B C D E)
17 (A B C D E)	37 (A B C D E)	57 (A B C D E)	77 (A B C D E)	97 (A B C D E)
18 (A B C D E)	38 (A B C D E)	58 (A B C D E)	78 (A B C D E)	98 (A B C D E)
19 (A B C D E)	39 (A B C D E)	59 (A B C D E)	79 (A B C D E)	99 (A B C D E)
20 (A B C D E)	40 (A B C D E)	60 (A B C D E)	80 (A B C D E)	100 (A B C D E)

By signing this form and filling out this Examination Answer Sheet, the participant authorizes Instruis Publishing Company, Inc., and its assigns to release the information contained on this form to participant, participant's trainer/proctor, employer, future employer, and any government agency.

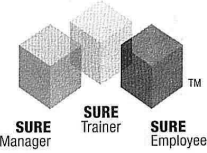
Signature

SCANTRON® OpScan iNSIGHT™ EM-292509-1:654321 ED05

Sample SURE Answer Sheet (Front)

00018

NOTE: Detach and keep this tab for your records. This identification number is your personal number and is needed to check your score. To check your score log on to a computer and go to Instruis.com to register and check your scores. Scores are posted within 10 business days after we receive them from your trainer. You must have your ID# to check your score.



DETACH HERE

DETACH HERE

- Use a No. 2 pencil only.
- Do not use ink, ball point, or felt tip pens.
- Make solid marks that fill the oval completely.

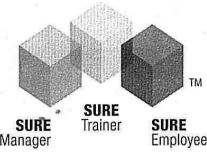
CORRECT INCORRECT

DOE LAST NAME

A	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A
B	B	B	B	B	B	B	B	B	B	B	B	B	B	B	B
C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C
D	D	D	D	D	D	D	D	D	D	D	D	D	D	D	D
E	E	E	E	E	E	E	E	E	E	E	E	E	E	E	E
F	F	F	F	F	F	F	F	F	F	F	F	F	F	F	F
G	G	G	G	G	G	G	G	G	G	G	G	G	G	G	G
H	H	H	H	H	H	H	H	H	H	H	H	H	H	H	H
I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I
J	J	J	J	J	J	J	J	J	J	J	J	J	J	J	J
K	K	K	K	K	K	K	K	K	K	K	K	K	K	K	K
L	L	L	L	L	L	L	L	L	L	L	L	L	L	L	L
M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M
N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N
O	O	O	O	O	O	O	O	O	O	O	O	O	O	O	O
P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P
Q	Q	Q	Q	Q	Q	Q	Q	Q	Q	Q	Q	Q	Q	Q	Q
R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R
S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S
T	T	T	T	T	T	T	T	T	T	T	T	T	T	T	T
U	U	U	U	U	U	U	U	U	U	U	U	U	U	U	U
V	V	V	V	V	V	V	V	V	V	V	V	V	V	V	V
W	W	W	W	W	W	W	W	W	W	W	W	W	W	W	W
X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Z	Z	Z	Z	Z	Z	Z	Z	Z	Z	Z	Z	Z	Z	Z	Z

SAMANTHA FIRST NAME

A	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A
B	B	B	B	B	B	B	B	B	B	B	B	B	B	B	B
C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C
D	D	D	D	D	D	D	D	D	D	D	D	D	D	D	D
E	E	E	E	E	E	E	E	E	E	E	E	E	E	E	E
F	F	F	F	F	F	F	F	F	F	F	F	F	F	F	F
G	G	G	G	G	G	G	G	G	G	G	G	G	G	G	G
H	H	H	H	H	H	H	H	H	H	H	H	H	H	H	H
I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I
J	J	J	J	J	J	J	J	J	J	J	J	J	J	J	J
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SEX

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Male

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2672024800 AREA CODE CONTACT PHONE	1111 SOCIAL SECURITY # (LAST FOUR DIGITS)	02241988 BIRTH DATE	101212013 DATE OF TEST	1776 CODE L
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Sample SURE Answer Sheet (Back)

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A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P
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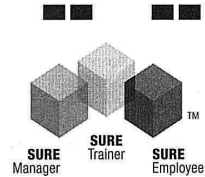
COURSE SERIES

Alcohol HACCP

Food HACCP

Sure Food Defense

Sure Food Safety



COURSE TITLE

Employee Manager Trainer

EXAM ANSWERS

Please fill-in answer ovals completely. There is only one correct answer.

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