

## Test-Site Exam Translation Policy and Procedure

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| <b>Implementation &amp; Review:</b> | Vernon W. Stout, COO                    |
| <b>Superseded Document:</b>         |   |
| <b>Related Documents:</b>           | Exam Accommodation Policy and Procedure |

Any questions or concerns with this Policy and Procedure document should be referred to the first-line supervisor. If questions are not resolved, follow the organizational chart.

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### 1.0 Purpose

The purpose of this policy is to set forth standards for examinees with limited proficiency in the English language who will take the StateFoodSafety.com Certified Food Protection Manager Exam and need it translated into the examinee’s native language via a translator on the exam administration site.

### 2.0 Scope

Examinees with limited proficiency in English may hire and pay for a qualified and approved translator to translate the StateFoodSafety.com Certified Food Protection Manager Exam during the exam session. The examinee and interpreter must comply with the standards listed below.

### 3.0 Definitions

For the purposes of these procedures, the following definitions and connotations apply:

- “*Qualified Translator*” is defined as an individual who is fluent in both languages with recognized skill in translation and trained in the principles of objective exam administration. The translator must also complete an application and be approved by AboveTraining Inc. <sup>TM</sup> (DBA StateFoodSafety.com) before translating the exam for approved examinees.

### 4.0 Test-Site Translation Standards

Examinees requesting test-site translation of the exam must:

- Submit an Exam Accommodation Application to his or her scheduled proctor a minimum of ten (10) business days before the exam session.
- Arrange for and compensate a qualified translator. StateFoodSafety.com will not be responsible for any fees associated with the translation of the exam.

- Submit a Test-Site Translation Application with the chosen translator’s information to the proctor.
  - If the chosen translator has been previously approved by StateFoodSafety.com to translate the exam within the last 12 months, he or she does **not** need to resubmit the application.
- If the chosen translator is not approved, the examinee may submit an appeal within seven (7) days of notice, or may choose and submit an application for a different translator.
- Coordinate with proctor and translator about test-site translation.

The examinee may choose to bring a dictionary to help translate words from English to the examinee’s native language. The examinee must present the dictionary to the proctor for inspection and approval.

A translator is expected to:

- Complete a Test-Site Translation Application. If approved by StateFoodSafety.com, the translator does not need to resubmit this application for subsequent exam sessions for the next 12 months. Required qualifications for the translator include:
  - Fluency in English and the translation language;
  - Recognized skill in language translation;
  - Training in the principles of objective exam administration;
  - No personal relationship with the examinee, including being a relative, friend, examinee, co-worker, employer, or employee;
  - No Food Protection Manager Certification or vested interest in Food Protection Manager Certification;
  - Reference or other proof of competencies and professional acumen.
- Sign a Confidentiality and Nondisclosure Agreement and Conflict of Interest Disclosure to maintain the security of the exam prior to the examination administration.
- Provide the full translation accommodation agreed upon by the examinee, the proctor, and StateFoodSafety.com, with no additions or detractions.
- Prevent the accommodation from facilitating cheating in any way shape or form.
- Act in accordance with high ethical and testing standards.

A translator will **not**:

- Discuss the contents of the exam with the examinee.
- Assist the examinee in selecting exam answers.
- Reveal the contents of the exam, including material covered, specific questions, and/or specific answers, at any time.

The proctor is required to:

- Inform all co-proctors of accommodation before the exam session.
- Work directly with the examinee to make arrangements for the translation.
- Submit the Exam Accommodation Application, Test-Site Translation Application, and the translator's Confidentiality and Nondisclosure Agreement and Conflict of Interest Disclosure to StateFoodSafety.com for approval.
- Notify the examinee if the Exam Accommodation Application and/or Test-Site Translation Application is or is not approved by StateFoodSafety.com.
- Take care to ensure that the security of the examination is maintained.
- Contact StateFoodSafety.com customer support during normal business hours if he or she is unsure if a translation accommodation is appropriate.
- Record the translation accommodation as an irregularity after the exam session.

Examinees who require a translator must take the exam during their own exam session or in a separate room to avoid disrupting other examinees. If the examinee will take the exam in separate room, a co-proctor must be scheduled for the exam session to monitor the examinee(s) and reader or translator.

### **5.0 Consequences for Breach of Test-Site Translation Standards**

Proctors must report examinees or translators determined to be in breach of these test-site translation standards to StateFoodSafety.com. Penalties for a breach of standards may include:

- Denial or revocation of examinees' certificates.
- Revocation of proctor registration.
- Restitution of damages caused to StateFoodSafety.com as a result of the action, if applicable.
- Referral for criminal prosecution, if applicable.

In the event of a breach of standards, StateFoodSafety.com will apply all, some, or none of the penalties at its discretion and will notify the affected party or parties in writing of its findings and decision. StateFoodSafety.com will consider a written appeal submitted within seven (7) days of the receipt of penalty notice.