

# ProStart® Program Examination Administration Handbook

## About This Handbook

The National Restaurant Association Educational Foundation (NRAEF) prepared this handbook to help you properly administer Exams for the *Foundations of Restaurant Management & Culinary Arts* curriculum and to apply online for the National Certificate of Achievement (COA). Please read and review the information contained in this handbook prior to administering any exams or submitting any COA applications.

For your convenience, this handbook, along with the documents referenced within it, are available in Educator Services at [myprostart.chooserestaurants.org](https://myprostart.chooserestaurants.org).

Please be aware that Section I contains general information about the exams, and Section II contains the step-by-step procedures involved in preparing and managing your exams.

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## Section I—General Information

### ***NRAEF Contact Information***

If you have questions related to the administration of any NRAEF exam, we can assist you prior to, on, or following your exam date. **Note:** When contacting NRAEF, please be sure to say that you are calling about the FRMCA Exams, and include your name and the name of the high school or State Restaurant Association you work for.

You can contact the Service Center by any of the methods below.

Our standard business hours are Monday through Friday, 8:30 a.m. to 6:30 p.m. (CST).

**Mail:**

National Restaurant Association Educational Foundation  
Attention: Service Center  
233 S. Wacker Drive, Suite 3600  
Chicago, IL 60606-6383

**Phone:** 800.765.2122, ext. 6703 (toll-free) or 312.715.1010, ext. 6703 (local)

**Fax:** 866.665.9570 (toll-free) or 312.583.9853 (local)

**Website:** [myprostart.chooserestaurants.org](http://myprostart.chooserestaurants.org) **Email:** [ServiceCenter@restaurant.org](mailto:ServiceCenter@restaurant.org)

**Exam Security Department:** [ServiceCenter@restaurant.org](mailto:ServiceCenter@restaurant.org)  
You must include “Exam Security” in the subject line.

**Exam Security Hotline:** 888.291.6462

### ***About ProStart Exams***

The Final Exams for Level 1, and Level 2 are in Master Exam format. You will receive only one copy of each Master Exam, including an answer key. You may make as many copies of the Master Exam as needed to test your examinees. The answer key should be kept in a secure place at all times and can be used if you must submit grades to your registrar prior to when they will be available from NRAEF.

New Foundations Exams are available every year in September, and the expiration date is indicated on the exam. Any Foundations Exam currently in your possession that does not have an expiration date should be destroyed. You must obtain a new exam each year. Never use an expired exam, as this will cause difficulty in grading.

### **Gaining Educator Program Access**

Before you can administer an exam or access educator materials, you must first complete an online application found on [myprostart.chooserestaurants.org](http://myprostart.chooserestaurants.org). Select “Educators” ([link here](#)) at the top. Then select “Confirmed ProStart School Educator and Proctor” to submit the application.

## Receiving exams

You can obtain FRMCA Master Exams directly from the NRAEF website at [myprostart.chooserestaurants.org](https://myprostart.chooserestaurants.org), which ensures you always have the current exam as quickly as you need it.

Print-based and online exam sessions must be scheduled through the website. Select “Educators” at the top. Then select “Educator Services” ([link here](#)) and select “Exam Management.” Enter your email address associated with your account and password. Select the appropriate exam type (Level 1, or Level 2), and accept the Proctor Agreement. The Proctor Agreement references the NRA Solutions Exam Admin Handbook. Indicate if this is an online or print-based exam.

Once you have completed all of the required fields, you will be taken to the Print Exam Schedule Confirmation page. This page includes:

- Your Exam Session Number
- Links to the Exam Information Form
- The Master Exam, which can be downloaded in PDF format

Please record the Exam Session Number for your records, and print both the Exam Information Form and the Master Exam. Once you have finished administering the exam, you must submit the Exam Information Form and all completed answer sheets to NRAEF for grading.

## Exam Security

The National Restaurant Association Educational Foundation defines exam security as protecting exams, their related processes, and the people involved from any operational risks associated with the development, publication, storage, and administration of the exams.

Exam security is the responsibility of everyone involved in and affected by the exam process. This includes, but is not limited to:

- National Restaurant Association Educational Foundation
- National Restaurant Association
- Subject matter experts who write and review exam items
- Vendors (printers, data destruction services, other service providers)
- Educators
- Course and exam sponsoring organizations
- Regulatory, law enforcement, and other government agencies
- The public

As an educator, you are not alone in maintaining and monitoring the level of security involved in the administration of exams. The Exam Security Department is available to assist you with any issues you feel may threaten the security or integrity of the exam.

Contact the Exam Security Department at [ServiceCenter@restaurant.org](mailto:ServiceCenter@restaurant.org) (you must include “Exam Security” in the subject line), or call 888.291.6462 for the Exam Security Hotline.

## Responsibilities of ProStart Exam Proctors

Proctors have these responsibilities:

- Follow the exam administration guidelines in this handbook (including how to handle exam irregularities and accommodations), and stay current with changes to procedures.
- Organize and administer all exam location activities and procedures to ensure secure, standardized exam administration.
- Maintain exam security, report security breaches, and cooperate with any security-related inquiries.
- Return all appropriate exam materials within two (2) business days from the date of the exam or grade the online exam within one day of proctoring.
- Conduct exam administration in accordance with all requirements of your State Restaurant Association and if appropriate by your school or state department of education.
- Treat all examinees in a fair and equitable manner.

You must also ensure the integrity of the exam by **not**:

- Reviewing or discussing any exam questions/answers with anyone other than examinees at any time.
- Administering the exam to anyone who might pose a conflict of interest or an exam security risk (such as a relative).
- Using information gleaned from an exam to teach the Foundations curriculum. Exams are for examinee testing purposes only.
- Falsifying or tampering with exam answer sheets or score results.

## Security Violations

Any incident perceived to damage the security of the exam will be investigated by NRAEF. This includes, but is not limited to:

- Theft of exams, exam content, or other confidential information
- Distribution or sale of exam content or other confidential information
- Exam fraud, cheating, or falsification of certificates
- Assisting or taking the exam for an examinee
- Lack of exam security before, during, or after exam administration
- Misrepresentation of identity
- Failure to follow the procedures in this handbook

Investigations are launched within five (5) business days of notification of an alleged violation.

If there are no issues with the investigation, resolution typically occurs within 30 days or less. If issues arise during the course of an investigation, it may take longer.

During the course of an investigation, NRAEF has the right to suspend class scoring. Educators, class sponsors, and examinees who are notified of an investigation are expected to expediently and honestly cooperate with all requests for information.

## Examinee Preparation

It is NRAEF's intention to provide guidance on exam preparation, while at the same time maintaining security, integrity, and fairness in all aspects of the exam process. With these goals in mind, please note that the exams are based on the learning objectives in each textbook. It is very important that you cover all the objectives thoroughly with your examinees to help improve their chances of success with the exam. Be sure to use the multiple-choice study questions at the end of each chapter in the books.

## Supplies

You will need the following supplies to successfully administer either final exam:

- Sufficient number of exam copies (created by duplicating the Master Exam). These copies should be checked for copying problems (e.g., print is clear, print does not run off the page, and no pages are missing).
- An answer sheet for each examinee.
- Clearly visible surface (such as a chalkboard, white board, or overhead projector) to display the Exam Form Number and Exam Session Number to examinees.
- Quiet, comfortable room with adequate writing surfaces and seating that allows for continuous monitoring of examinees.
- Additional staff member to assist with exam administration if there will be more than 35 examinees testing in one sitting.
- Calculators (provided by examinees).
- Bilingual format and English-native dictionaries. Examinees who speak English as a second language may use these. If the examinee provides the dictionary, it should be inspected to ensure there are no slips of paper or notes in the pages.

## Exam Location Standards

Locations must conform to all federal/state/local legal requirements for safety, health, and accessibility for all qualified candidates. Keep documentation on file about locations and the conformance of the location to the following standards:

- Permits all examinees to perform to their highest level of ability.
- Fire, safety, building, and occupancy codes in the local jurisdiction.
- Adequate lighting, heating, cooling, ventilation, writing surfaces, and seating.
- Acoustics (allows examinees to hear instructions clearly).
- Accessibility for disabled examinees (e.g., wheelchair accessibility).
- Ability to monitor the examinees and the exam at all times without ever leaving either unattended.
- Sufficient spacing between each examinee in the actual testing area, or other appropriate and effective methods to prevent any examinee from viewing another's responses.
- No charts, posters, or other materials that might be easy sources for exam answers.
- Availability of this handbook on your exam date for easy reference.

- Print-based exam only: The following information (available on the Exam Information Form) must be posted in a visible area of the exam location: Exam Session Number and Exam Form Number(s).
- Online exam only: A computer with Internet access, mouse, and keyboard is available for each examinee. Not required but recommended is a printer connection for providing printed pass/fail information upon exam completion.
- Online exam only: Proctor Access Code is available in a secure place, which only the educator can access.

## Exam Accommodations and Irregularities

### Exam Irregularities

If any of the irregularities described below occur during the exam, note them in the “Irregularities” section of the Exam Information Form for print-based exams or in an Irregularity Report for online exams.

To submit an Irregularity Report, send an email to [ServiceCenter@restaurant.org](mailto:ServiceCenter@restaurant.org) with the type of exam (Level 1 or 2) in the subject line. Please include the educator’s name and contact information, the Exam Session Number, the examinee’s name, and their Exam Access Code, along with a description of the incident or accommodation.

### Examinees with Disabilities

NRAEF provides reasonable accommodations to individuals with disabilities following procedures that are consistent with the *Americans with Disabilities Act*, *Uniform Guidelines on Employee Selection Procedures* and the *Standards for Educational and Psychological Testing*. This includes alternate test formats (such as oral instead of written) and test aids (such as readers or translators). Please follow your school’s guidelines when making such accommodations.

### Foreign Language Translations

An examinee with limited proficiency in English may use a qualified interpreter to assist the educator in administering their exam. The interpreter must be fluent in both English and the examinee’s native language. The interpreter may have no personal relationship to the examinee. The interpreter also may not interpret subjective opinions or provide cues to the examinee.

Examinees who want to take the exam in English are permitted to use a bilingual English-native language dictionary (e.g., English–Spanish) during the exam. Inspect the dictionary when the examinee arrives for the exam. English-language dictionaries are not permitted.

### Cheating

If you are certain beyond a reasonable doubt that someone is cheating, use your discretion to notify the examinee(s) that the exam session has ended for them. They will not receive a score.

**Print-based:** Collect the exam materials and write “VOID” in very large letters (preferably in black marker) across the examinee’s Exam Answer Sheet. Be sure to include the Exam Answer Sheet when you submit the materials for grading. Provide as much information as possible on the Exam Information Form.

**Online:** You can suspend the exam by logging in with your educator access to the website.

## Emergencies

**Print-based:** If an emergency occurs during testing that prevents examinees from completing an exam (events over which you have no control, such as a fire alarm, flood, storm, power failure, etc.), take appropriate measures to maintain security during the event. When possible, return to the exam location and continue.

**Online:** If an emergency occurs during testing that prevents examinees from completing an exam (events over which you have no control, such as a fire alarm, flood, storm, power failure, etc.), quickly close the browsers and shut off the computers with the assistance of the examinees, if you are able to do so. Ensure that everything has been shut down prior to leaving the exam location, if possible. Note this occurrence by submitting an Irregularity Report. When possible, return to the exam location and continue. You will resume the exam following the same process used to initially begin the exam. If it is not possible to resume the exam the same day, you must contact the Service Center for a new Exam Access Code and to create a new exam session. Examinees should not attempt to complete exams in a class that has been open for more than 24 hours.

## Illness

**Print-based:** If an examinee becomes ill during the exam, collect the examinee's exam materials. If the individual returns before the end of the exam, return the examinee's materials so that they can complete the exam. If the individual does not return to complete the exam, they must retake at another time and will need a new Exam Answer Sheet.

**Online:** If an examinee becomes ill during the exam, close their browser. If the individual returns before the end of the exam, log them back into the exam using the same procedure followed to initially begin the exam. Anything answered previously has been recorded; the examinee can proceed to the question where they stopped. An individual who does not return to complete the exam must retake at another time and must purchase a new Exam Access Code.

## Intentional or Unintentional Disclosure of Test Items

Please note any time a test item has been disclosed, by the educator or an examinee, on your Exam Information Form or by submitting an Irregularity Report.

## Restroom Breaks

**Print-based:** Only one examinee at a time may go to the restroom during the exam. Collect the exam materials before the individual leaves; return the same materials upon the person's return.

**Online:** Only one examinee at a time may go to the restroom during the exam. Examinees should close the browser before leaving the room. Upon return, take them back into the exam using the same procedure used to initially begin the exam. Anything previously answered has been recorded; the examinee can proceed to the question where they stopped.

## ProStart Exam Scoring

The scoring information for each exam is listed below:

Exam	Number of questions	Number of correct answers needed to pass	Passing percentage
Level 1	100	70	70%
Level 2	100	70	70%

## Score Reports

NRAEF will email an automated Score Report immediately after the scores become available. Score Reports can also be accessed on [myprostart.chooserestaurants.org](http://myprostart.chooserestaurants.org). Hard copies of score reports are no longer sent through the mail; they can only be accessed online or through email.

Examinees should receive their scores from their educator or from their State Coordinator. They can also check their results through the website through their email-based account and password, along with their Exam Session Number or Certificate Number.

## Retesting

Examinees who fail the exam will need a new answer sheet or online voucher. Retest answer sheets can be ordered through Pearson. Please contact their Customer Service Department at 800.848.9500.

NRAEF recommends that examinees retest within 90 days of their original exam date: Educators should use the same Master Exam used for the original exam. A retest date should be scheduled in advance so that examinees can plan ahead and the educator is able to obtain any necessary items for the retest exam. \*NRAEF does not limit on the number of times a student can retest however a new Exam Answer Sheet must be purchased each time.

## Section II—“How To” Documents

### *About Section II*

The following section is made up of “How To” documents which detail the step-by-step procedures involved in preparing for and managing your exam.

## Obtain a ProStart Program Educator Login

### Enter Your Information

- Go to [myprostart.chooserestaurants.org](https://myprostart.chooserestaurants.org), select “**Register**” on the top right corner to create a User ID and password. Note, if you already have a ServSafe account you may use that profile by entering the email address associated with your ServSafe account.
- Once logged in, select “**Educators**” on the top banner.
- Select “**Confirmed ProStart School Educator and Proctor**” as your application type.
- Select your school or create a new entry (see below).
- Indicate the course(s), curriculum edition, and number of students per course you will be teaching this year. Select “**Save.**”
- Complete the required fields and select “**Submit.**”
- Applications are forwarded to State ProStart Coordinators for approval. You will receive notice of your application status in 3–5 business days.

### Enter your school

- If your school is not already listed, select “**--School Request--**” from the list. Select “**Continue.**”
- Provide all of the required information and select “**Save.**”
- Processing will take approximately 2 business days depending on the availability/accuracy of the information provided.
- When you receive an email confirming that your school is now in our database, log into [myprostart.chooserestaurants.org](https://myprostart.chooserestaurants.org) and begin the Educator Application process again.

## Editing Your School

### Editing Your School

- ❑ Educators can only be listed under one school at a time. If your primary school changes and you need this information updated in your profile, send a request through your State Coordinator. You may also update your school in MyProStart. Login to [myprostart.chooserestaurants.org](https://myprostart.chooserestaurants.org) and select **“Educators”** on the top banner. Then select **“Change My School”** on the left-hand side of the screen.

## Ordering and Receiving Answer Sheets and Other Materials

### General Information

- All examinees may be tested, whether or not they intend to participate in all aspects of the program.
- All examinees must have an Exam Answer Sheet or an Exam Access Code. (Online Voucher #)
- Exam Answer Sheets and Exam Access Codes must be ordered through the “Manage Exam Session” in MyProStart. ([link here](#))
- NRAEF will grade any answer sheets that are submitted (unless they are photocopied.)



### Ordering Foundations Books

- Foundations of Restaurant Management & Culinary Arts* curriculum and additional resources can be ordered at [textbooks.restaurant.org](https://textbooks.restaurant.org) or by contacting your Academic Sales representative at [textbooks@restaurant.org](mailto:textbooks@restaurant.org).
- Contact Textbooks at [textbooks@restaurant.org](mailto:textbooks@restaurant.org) or visit <https://textbooks.restaurant.org> to view products and resources.
- Please allow 7–10 business days for processing your order.

## Scheduling a Print-Based Exam Session

### To Schedule a Print-Based Exam

- ❑ Go to [myprostart.chooserestaurants.org](https://myprostart.chooserestaurants.org). After logging into your email-based account, select **“Educators”** at the top. Then select **“Educator Services”** ([link here](#)) and select **“Exam Management.”** Then select **“Schedule Exam.”**
- ❑ Select **“Schedule Exam”** beside the appropriate course name and level. Read the **Proctor Agreement Form**. Select **“I accept.”**
- ❑ Select the **“Print”** format.
- ❑ Complete all fields under the **“Print Exam Schedule Form.”** Select **“Save.”**  
If you need to update which school you teach at, login to [myprostart.chooserestaurants.org](https://myprostart.chooserestaurants.org). Select **“Educators”** at the top. Then select **“Change My School”** located beneath **“Educator Services.”**
- ❑ You will receive your **Exam Session Number** along with instructions for printing your exams and Exam Information Form.



### Printing Your Exam

- ❑ Upon completion of the above procedure, you will be taken to the **Print Exam Schedule Confirmation Page**. You will also receive a confirmation email.
- ❑ Write down the Exam Session Number for your records.
- ❑ Download and print a copy of the Exam Information Form. You must submit this form when you send your completed answer sheets to be graded.
- ❑ Download the PDF copy of your Master Exam. You may make as many copies of this exam as you need for your class. Please keep all copies in a secure location.

## Administering a Print-Based Exam (page 1 of 3)

### Identify and Post the Exam Form Number

- ❑ The Exam Form Numbers appear in the right-hand corner of the front page of the exam. They also appear at the bottom of every page of the exam. This number is critical to ensuring that answer sheets are scored properly.
- ❑ Post the Exam Form Number and Exam Session Number for the exam you are administering in your exam room. Be sure to write the Exam Form Number large enough so that it can be read easily from any seat in the room.



### Directions for Completing Answer Sheets

- ❑ Have examinees take out their answer sheets or distribute them if they are in your possession. Distribute Number 2 pencils. Have examinees take out their calculators and dictionaries (if English is a second language) at this time.
- ❑ Examinees should clear their desks of all other belongings. Scratch paper is not allowed; however, examinees may write in the margins of the exam.
- ❑ Inform examinees that by filling out the answer sheet, they authorize NRAEF, or its designee, to release score information to them and other appropriate sources, such as their educator and employer (if applicable). Personal information is considered secure and privileged information and cannot be used for any purpose other than that connected with this program.
- ❑ Have examinees record the Exam Form Number on their answer sheet; this is critical to ensure the answer sheet is scored properly.
- ❑ Examinees should clearly print the requested information in the boxes provided. Direct them as follows:
  - Space words appropriately, but do not put spaces between each letter of each word.
  - Darken the oval containing the character written in the box directly at the top of each column. If using the entire word will cause you to run out of space, abbreviate.
  - Thoroughly erase any mark that is made accidentally. Multiple darkened responses will be recorded as errors, so it is important to darken only one oval for each response.

**Note:** *Errors in darkening the proper ovals for the name will result in the certificate being misspelled.*

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## Administering a Print-Based Exam (page 2 of 3)

### Directions for Completing Answer Sheets *continued*

- ❑ Make sure your examinees use the same name (not a nickname, abbreviation, etc.) on both Level 1 and Level 2 answer sheets. Discrepancies in names can delay the release of the National Certificate of Achievement.
- ❑ Walk around the room to verify that examinees are filling out the answer sheet correctly. Inspect the answer sheets, looking for the following:
  - Illegible handwriting
  - Information placed in inappropriate fields
  - Incorrect Exam Form Number listed



### Distribute Exams

- ❑ Hand an exam directly to seated examinees, one at a time. Do not allow examinees to pass exam(s) to other examinees. After each examinee receives an exam, place any extra exams and any other testing materials in a secure place that will not cause confusion when examinees turn in their exam materials.
- ❑ Instruct examinees not to begin the exam until told to do so.
- ❑ Inform examinees that all exam questions should be answered. Only one answer should be darkened for each question. If there are more spaces for answers on the answer sheet than there are questions on the exam, extra spaces should be left blank.
- ❑ Review exam instructions and expectations with examinees and allow time for questions. Once all questions are addressed, examinees may begin the exam.

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## Administering a Print-Based Exam (page 3 of 3)

### During the Exam

- ❑ The exam should take about an hour to complete. However, examinees should be given as much time as needed to complete their exam.
- ❑ Examinees may not talk during the exam. Examinees with questions should raise their hands for assistance.
- ❑ Without disturbing the examinees, take frequent walks around the testing room to prevent cheating; ensure that students are successfully following directions and are able to have inquiries answered.
- ❑ Only one examinee at a time may go to the restroom during the exam. Collect their exam and answer sheet as the student leaves, and return the same materials to them upon returning. **Remember:** Do not allow more than one examinee to be absent from the room at the same time.
- ❑ This is a copyrighted exam. At no time during this exam may exam booklets or answer sheets leave the room.



### Collect Exam Materials and Dismiss Examinees

- ❑ Only one examinee at a time may approach the educator to submit their exam and answer sheet.
- ❑ You will once again inspect the answer sheet for errors in its completion. If you find the examinee has not completed the answer sheet accurately, you must hand the answer sheet back to the examinee, who may correct errors **only on the registration portion of the answer sheet**. An educator should never alter, erase, or correct an examinee's answer sheet—this is considered answer sheet tampering.
- ❑ After you have completed the answer sheet inspection process and have both the answer sheet and exam booklet from the examinee, they may then leave the room (or sit quietly until everyone has finished).

**Note:** The educator is responsible for ensuring that no one looks at the exam materials after they have been collected. Do not combine answer sheets with exam booklets for any reason. You could accidentally destroy an examinee's answer sheet or fail to submit it for grading.

## Returning Exam Materials to NRAEF

### Return Instructions

**Note:** Follow the instructions below carefully to avoid any delays or errors in processing.

- Count the used answer sheets. Record the number of used answer sheets on the Exam Information Form. Any answer sheets that were not used should not be included in this count and must be kept separate from the materials used by examinees. Extra answer sheets may be used for future exams. You can make copies of the examinees' answer sheets for your own records if you wish. Please be very careful at the copier. Copies of answer sheets will not be accepted for grading by NRAEF for any reason.
- Attach answer sheets to the completed Exam Information Form using a paper clip. You may also include the cover page of the exam you used.
- Never attach Level 1, and Level 2 Exam Answer Sheets or multiple exam sessions to the same Exam Information Form. This will lead to scoring errors. Level 1, and Level 2 exam materials must be returned separately.
- Place the Exam Information Form with answer sheets in an envelope suitable for shipping and address it to:

**National Restaurant Association Educational Foundation**  
**Attention: Service Center**  
**233 S. Wacker Drive, Suite 3600**  
**Chicago, IL 60606-6383**

- Ship the envelope within 2 business days of your exam date using an in-route traceable mailing method (UPS, Airborne, or Federal Express). It is highly recommended that you make note of and save the tracking number.
- Destroy any copies you made of the Master Exam. In the case of retesting, you must schedule a new print-based exam session to obtain a new Master Exam. Results should be available within 3–4 business days after your exams have been received.
- If there is a valid email address on file, the educator will receive an email when the results are available online.

## Scheduling an Online Exam

### To Schedule Your Online Exam

- After logging into your email-based account, select **“Educators”** at the top. Then select **“Educator Services”** ([link here](#)) and select **“Exam Management.”** Then select **“Schedule Exam.”**
- Select **“Schedule Exam.”** Read the Proctor Agreement Form. Select **“I accept.”**
- Select the **“Online”** format.
- Complete all fields under the **“Print Exam Schedule Form.”** Select **“Save.”**  
If you need to update which school you teach at, login to [myprostart.chooserestaurants.org](http://myprostart.chooserestaurants.org). Select **“Educators”** at the top. Then select **“Change My School”** located beneath **“Educator Services.”**
- You will receive an Exam Session Number and a Proctor Access Code. Please print this screen or copy these numbers for future reference.
- You will receive your Exam Session Number along with your Proctor Access Code, via email if a valid email address is on file. Once you have this information, you may begin conducting your exam at any time.

## Administering an Online Exam (page 1 of 2)

### Exam Location Requirements

- Ensure a computer with Internet access, mouse, and keyboard is available to each examinee.
- Review Exam Location Standards in this handbook.



### Administer an Online Exam

- Have examinees take out their calculators and dictionaries (if English is a second language) at this time. Examinees should clear their desks/work areas of all other belongings. Scratch paper is not allowed.
- Direct examinees to [myprostart.chooserestaurants.org](https://myprostart.chooserestaurants.org). If examinees have not created an account, they may create one by selecting “**Register**” on the top, right corner of the home page.
- Under the “**Students**” tab, examinees select “**Take Exams.**”
- Examinees enter their email address and password or create one at this time.
- Examinees select an exam **Title** from the drop-down menu.
- Instruct examinees to read the Examinee Test Use Agreement and select “**I Accept.**”
- Have examinees complete Steps 1–3; then enter their Exam Access Code, and then select “**Continue.**”
- Examinees then verify or update the **Personal Information** section of the Exam Registration Form. The educator enters the Proctor Access Code, which will allow access to the exam.

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## Administering an Online Exam (page 2 of 2)

### During the Exam

- The exam should take about an hour to complete. However, examinees should be given as much time as needed to complete their exam.
- No talking is allowed during the exam. Examinees with questions should raise their hands for assistance.
- Without disturbing the examinees, take frequent walks around the testing room to prevent cheating; ensure that students are successfully following directions and are able to have inquiries answered.
- Only one examinee at a time may go to the restroom during the exam. Examinees should close the browser before leaving the room. Upon return, log them back into the exam using the procedure followed in the beginning. Anything answered previously has been recorded; examinees can proceed to the question where they stopped.



### To Complete an Online Exam

- When the examinee completes the exam, the educator enters the Proctor Access Code and then selects **“Finish.”** Pass/fail results are given immediately.
- Upon completion of the exam, examinees will be able to view their scores and print their certificates. An automated email will go to the examinee informing them that the score is now available.
- If any irregularities occurred during the exam, the educator should email these to [ServiceCenter@restaurant.org](mailto:ServiceCenter@restaurant.org) after all of the examinees have completed their exam.
- The online class will automatically close 24 hours after the class has been opened.
- Answer each question to the best of your ability. If you are unsure and would like to come back to a question, select the option “Mark for Review” just above the question.
- While taking the exam, you can select the option for “Question/Answer Review”. This will show a list of all questions and indicate whether or not they have been answered. It will also indicate any questions that have been “Marked for Review.” To select a question that has been “Marked for Review” or indicates “No” for being answered, you can select the text under the question section. This will bring you back to that specific question.
- Do not select “Finish” until you have confirmed all questions have been answered.

## Speed Schedule Exams

**General Note:** Follow the instructions below carefully to avoid any delays or errors in processing.

- ❑ Go to [myprostart.chooserestaurants.org](https://myprostart.chooserestaurants.org), after logging into your email-based account, select **“Educators”** at the top. Then select **“Educator Services”** ([link here](#)) and select **“Exam Management.”** Then select **“Schedule Exam.”**
- ❑ Under **“Exam Management,”** select **“Speed Schedule Exam.”**
- ❑ You can search by Exam Session Number, exam date, organization sponsor (school) name, or course name. Using one of these tools, locate past exam session, select **“Search.”**
- ❑ A listing of previous exam sessions will appear below the search criteria. Locate the session that you would like to duplicate and select **“See Exam Details.”**
- ❑ A pop-up window will appear displaying the information for the session that you selected. If this information matches your upcoming session, select **“Copy Exam Session.”**
- ❑ Update information as needed and enter the exam date. Select **“Save.”**
- ❑ A confirmation page will generate as normal. Please save the Exam Session Number and, if applicable, the Proctor Access Code for your records.

## Viewing Your Exam Results Online

### How to Obtain Exam Results Online

- ❑ Go to [myprostart.chooserestaurants.org](https://myprostart.chooserestaurants.org). After logging into your email-based account, select “**Educators**” at the top. Then select “**Educator Services**” ([link here](#)) and select “**Exam Management.**”
- ❑ Select “**Monitor/View Exam.**”
- ❑ Select whether to sort by **company** or **course**. Then select the **status** drop down menu.



### Sorting Exam Results

- ❑ You can sort exam results by the following statuses: **Request Approved; Hold/Under Investigation; Exam Cancelled; In-progress (Online); In-processing (print); Results Available online.**
- ❑ **Results Available online** allows you to view the score analysis for each exam, sorted by exam session number, exam date, and location.
- ❑ Each exam’s score analysis allows you to: view individual student scores in **student details**, print or reprint student certificates in **Print/Reprint** and to print all certificates for that exam session in **Print All Certs**

## Submitting an Answer Sheet Review Form

### When to Submit an Answer Sheet Review Form

- There is an error on the printed certificate, such as a misspelled name.
- You believe an exam score is inaccurate or missing. **These requests must be submitted by the instructor/proctor of the exam.**

### Information Needed to Submit an Answer Sheet Review Form

- Answer Sheet Review Forms must be **submitted within 30 days of receiving the score results.**
- The name of the proctor, examinee name, exam date, and Exam Session Number must be included.**

### How to Submit an Answer Sheet Review Form

- Go to [myprostart.chooserestaurants.org](https://myprostart.chooserestaurants.org), and select **“Educators”** on the top banner. Then select **“Educators Services”** on the left hand side ([link here](#)), and select **“Help Documents”** (located beneath the **“Exam Management”** category).
- Select **“Answer Sheet Review Form”** to download and print the Answer Sheet Review Form.
- Complete the form, then fax (866.665.9570 or 312.583.9853), email ([ServiceCenter@restaurant.org](mailto:ServiceCenter@restaurant.org)) or mail it to the Service Center.
- Requests are processed within 5 business days of receipt.
- The requestor will be contacted directly via phone or email.