

CDM Credentialing Exam

CANDIDATE HANDBOOK

YEAR-ROUND COMPUTER-BASED TESTING



CDM® | CFPP® | Certified Dietary Manager
Certified Food Protection Professional

PROCESS / ELIGIBILITY /
SCORING & RESULTS
GET STARTED.

February 27, 2023

CBDM® | Certifying Board for
Dietary Managers
The credentialing agency for
Association of Nutrition & Foodservice Professionals **ANFP**

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THE CDM CREDENTIALING EXAM: WHAT YOU NEED TO KNOW

CDM CREDENTIALING EXAM BACKGROUND

Offered since 1985, the CDM Credentialing Exam is part of the competency assurance program for dietary managers. A Certified Dietary Manager, Certified Food Protection Professional (CDM®, CFPP®) has the education and experience to competently perform the responsibilities of a dietary manager and has proven this by passing the nationally-recognized CDM Credentialing Exam and fulfilling the requirements needed to maintain certified status. CDM, CFPPs work together with Registered Dietitian Nutritionists (RDNs) to provide quality nutritional care for clients in a variety of non-commercial settings and perform a myriad of specialized tasks and roles within a foodservice operation.

ACCREDITED
CERTIFICATION PROGRAM



NCCA BY ICE

The Certifying Board for Dietary Managers (CBDM®) is the credentialing agency responsible for establishing and upholding policies for and the administration of the CBDM Certification Program and has autonomy in decision-making for all essential certification policies and activities. The CDM Credentialing Exam is administered by PSI Services, LLC (PSI). A survey is conducted and analyzed every five years in which CDM, CFPPs are asked to review the exam content outline and identify the percentage of time spent performing tasks related to each category of the exam. CBDM then utilizes the survey results to finalize the exam content outline and develop the exam based on the outline. The CBDM Certification Program is accredited by the National Commission for Certifying Agencies (NCCA®). The exam content outline is available at www.CBDMonline.org/exam-prep.

The CDM Credentialing Exam is intended to measure the knowledge and abilities of individuals who wish to enter, continue and/or advance in the discipline of managing and/or directing foodservice operations. Candidates applying for the CDM Credentialing Exam must show verifiable evidence of meeting formal education requirements (including coursework in nutrition and foodservice management from an accredited post-secondary education institution) as well as varying levels of non-commercial foodservice management experience required to competently perform the responsibilities of a Certified Dietary Manager, Certified Food Protection Professional.

Earning and maintaining the CDM, CFPP credential demonstrates to employers, surveyors and the public, that CDM, CFPPs have the knowledge, skills and abilities to perform the responsibilities as included in the Exam Content outline. All CDM, CFPPs are required to uphold the CDM, CFPP Code of Ethics as published on www.CBDMonline.org/cdm-cfpp-credential-code-of-ethics.

BECOME CERTIFIED

To earn the CDM, CFPP credential, you must do the following:

1

Qualify for the CDM Credentialing Exam through a current exam eligibility pathways and submit an exam application for CBDM review and approval.

2

Complete and pass the CDM Credentialing Exam.

3

Activate your certification within one year of passing the exam.

You are not certified and cannot use the CDM, CFPP credential until you complete all of these steps.

CDM CREDENTIALING EXAM STEPS

1

Meet a current pathway of eligibility.

2

Complete online exam application

If applying under Pathway III(a&b) or V, you must also complete the Employment Verification Form available at www.CBDOnline.org/docs/default-source/legacy-docs/docs/examapp_path3 and submit an employer-issued position description for each form submitted.

3

Submit exam application with payment and all required documents.

Apply online at www.CBDOnline.org/register. Exam fees are not transferable to other parties, are not refundable, and cannot be canceled.

Submit an official transcript from an accredited post-secondary education institution with application for CBDM review and approval of school, program and courses for meeting education requirement.

Employment must meet criteria for required length and for being noncommercial foodservice experience in a management role.

4

CBDM sends a confirmation e-mail about meeting exam eligibility requirements and required further actions.

5

PSI sends an e-mail with information on how to schedule your exam (about 7 to 14 days after CBDM's notice of eligibility). Exam must be scheduled and completed within 90 days of the date on the e-mail notice from PSI, which is known as your 90-day test window.

6

Schedule an exam date and Test Center location with PSI.

7

Take the exam as scheduled. Bring the required IDs to the Test Center. You may bring a battery-operated, basic function calculator with no print capability that must be approved by the test center administrator. A calculator will not be provided at the Test Center.

8

Receive score report after you take the exam. If you fail the exam, you must wait 90 days to retake it. A new application with fees must be submitted for review and approval. If you pass, CBDM sends an e-mail about activating your certification, which must be done within one year of passing the exam. You are not certified until you activate your certification. To keep the certification active, you must also pay the annual certification fees and fully meet the recertification requirements. For more information, refer to the [CBDM Guide to Maintaining Your CDM, CFPP Credential](#).

Frequently-Asked Questions (FAQs) on exam registration are answered at www.CBDOnline.org/FAQs

CDM CREDENTIALING EXAM ELIGIBILITY PATHWAYS

You are eligible to take the exam if you meet the requirements of one of the pathways outlined below.



For graduates of an ANFP-approved foodservice manager training program. Candidates must submit a certificate of course completion and their name must appear on the official graduate list that is sent by the college/school to ANFP.



For graduates of a two-year, four-year or greater, college degree in foodservice management, nutrition, culinary arts, or hotel-restaurant management. Candidates must submit a copy of their transcript* with exam application. Transcript requirements must include a minimum of one course in nutrition and two courses in foodservice management.



For graduates of a comprehensive, minimum 90-hour, foodservice course curriculum, who also have two years of full-time non-commercial foodservice management work experience.** Candidates must submit a copy of their transcript* and CBDM Employment Verification Form with exam application. Transcript requirements must include a minimum of one course in nutrition and two courses in foodservice management.



For graduates of the classroom and online instructional portion of an ANFP-approved foodservice manager training program, who also have two years of full-time non-commercial foodservice management work experience.** Candidates must submit a copy of a certificate of course completion, their name must appear on the official graduate listing that is sent to ANFP by the college/school and they must submit a CBDM Employment Verification Form with exam application.



For current and former members of the U.S. military who have graduated from a military dietary manager, foodservice manager, or culinary arts training program that is a minimum of 90 hours of foodservice management training. Candidates must submit their Joint Services Transcript (JST) as documentation of military training. Two courses in foodservice management and one in nutrition is required. Two years of noncommercial foodservice management experience is required as verified on the JST or the CBDM Employment Verification Form.



For graduates with an alternate two-year, four-year or higher degree. Candidates must have a minimum of five years of full-time non-commercial foodservice management work experience.** Candidates must submit a copy of their transcript* and CBDM Employment Verification Form with exam application. Transcript requirements must include a minimum of one course in nutrition and two courses in foodservice management.

**All coursework must be completed through an accredited post-secondary education institution and a passing grade of C or higher earned. The school must be accredited on the date of graduation.*

***Non-commercial foodservice operations serve food as a support within an institution such as hospitals, nursing homes, schools, military, correctional facilities, or community feeding programs and are typically subsidized by the institution from which they operate. They have third-party oversight by agencies such as TJC, local and/or state health departments, CMS, etc.*

CDM CREDENTIALING EXAM STUDY MATERIALS

A variety of exam preparation tools are available from ANFP, including a study guide, flashcards, review course, practice exam, and helpful text books. Learn more at: www.CBDMonline.org/exam-prep/credentialing-exam-study-materials. The purchase or successful completion of CBDM exam review materials is not required to sit for the exam, nor does it guarantee a passing score on the exam. Candidates may prepare for the exam in a manner of their choice.

CDM CREDENTIALING EXAM APPLICATION PROCESS

To register for the exam, you must submit an online application with payment available at www.CBDMonline.org/register.

Exam Application Process Update: Effective June 1, 2021, individuals applying for the CDM Credentialing Exam must do so by submitting the online application with payment. The following policies are effective May 31, 2021:

- CBDM will no longer accept hard copy exam applications submitted via e-mail, fax or mail.
- Payment by check for the exam fee is no longer allowed or accepted. Exam fee payment must be submitted online as part of the online application process. Checks received by mail will be returned to the party who issued the check.
- Due to the sensitive nature of information on verifiable documentation (e.g., transcript, Employment Verification Form, job description, Special Accommodation form, etc.), the exam application and accompanying documentation will be destroyed if not received through the online exam application process. Be sure to make a copy of these documents for your records.

After the application and fees are submitted, CBDM reviews the application and verifiable documentation to determine if eligibility requirements have been fully met.

- If your application is incomplete, or additional requirements must be met to be eligible to sit for the exam, you will be notified by CBDM via e-mail at the e-mail address on file in your record of information needed. You have 90 days after date of submitting application to remove deficiencies or your exam application will be voided. The exam fee will be refunded less a processing fee. To reapply, a new application and exam fee will be required.
- By registering for the exam, you attest that you have read this Handbook in its entirety and agree to abide by all stated policy.
- All applicants must sign, date, and upload the CDM Credentialing Exam Candidate Agreement to Terms and Conditions (as shown below) during the exam application process.

CDM Credentialing Exam Candidate Agreement to Terms & Conditions.

I certify that, to the best of my knowledge, the information provided in this application is true and accurate. I hereby acknowledge that the receipt and review of this application by the Certifying Board for Dietary Managers (CBDM) does not create any express or implied obligations owed or warranties made to me, nor does such receipt and review of this application by CBDM confer any rights to me with respect to the CDM Credentialing Exam or the Certified Dietary Manager, Certified Food Protection Professional (CDM, CFPP*) designation. I agree to and shall indemnify, save and hold harmless CBDM and its officers, directors, members, agents, employees, successors and assigns, and each of them, from and against any and all claims, costs and expenses (including legal fees), demands, actions and liability of every kind and/or any failure to act, by one or all of them, now or in the future, in character whatsoever arising directly or indirectly from any action taken, in connection with this application, the CDM Credentialing Exam or the CDM*, CFPP* professional designation. I also acknowledge that exam questions are the copyrighted property of CBDM and cannot be reproduced or repeated. I understand that regulations concerning food safety certification will vary depending on where I work. I acknowledge that it is my own responsibility to verify requirements and acceptance of credentials with all agencies to whom I am accountable. I acknowledge that if I pass the CDM Credentialing Exam, my name shall be posted on the CBDM website as a current credential holder and shall be posted for as long as my certification I acknowledge that if I pass the CDM Credentialing Exam and activate my certification as required by CBDM policies, my name and state will be available on the CBDM website as long as my certification remains active. I HAVE READ THE INFORMATION IN THE CDM CREDENTIALING EXAM CANDIDATE HANDBOOK AND THE FOREGOING STATEMENT IN ITS ENTIRETY AND I UNDERSTAND AND AGREE TO ABIDE BY ITS TERMS.*

REGISTER ONLINE

To register online, you will be prompted to log into your ANFP record with your username and password.

- New customers will need to create a new account.
- If you already have an ANFP account, please do not create a new one.
- If you do not know your login information, use the “forgot my password” feature or call 800.323.1908, select option 1, for assistance.
- Make sure you have the required transcript, Employment Verification Form, job description, signed Terms and Conditions agreement, etc. as required for the Eligibility Pathway under which you are applying. You will be required to upload the documents when you complete the online application.
- Have payment information available. To submit the application for processing, payment must be submitted. The exam fee is \$399.

When submitting exam application and payment online, payment is processed immediately.

- Exam registration fees for approved registrations and completed exams are nonrefundable.
- If you do not fully meet a current eligibility pathway (as determined by CBDM) within 90 days of submitting the application online, your application will be voided and credit will be issued for the payment, less a \$50 processing fee.
- When all eligibility requirements have been met, you will then be required to reapply and submit a new exam application with fees in accordance with CBDM policy.

Your application will not be reviewed for eligibility until all required documentation is received. It is your responsibility to submit the required documentation to verify that you meet the eligibility requirements.

After your eligibility is approved by CBDM and your application and payment is successfully processed, an e-mail confirmation and receipt of payment will be sent from CBDM. Be sure to check your spam folder if the e-mail is not received in your inbox. If you have not received registration confirmation within about one week, contact CBDM at info@CBDMonline.org or 800.323.1908, select option 1.

Certification exam fees are not transferable to other parties/individuals, are not refundable, and cannot be canceled.

About 7 to 14 days after CBDM sends an e-mail confirmation of eligibility, PSI will send an e-mail at the e-mail address on file in your record. The e-mail will provide detailed instructions, with your assigned unique identification number and how to schedule your exam appointment with PSI. The exam must be scheduled and completed within 90 days of the e-mail being sent (this is known as your 90-day test window). If you fail to do so, your application will be voided, you will forfeit the exam registration fee, you must re-apply for the exam, and pay the full application fee to register for the exam again in accordance with CBDM policy.

VERIFIABLE DOCUMENTATION REQUIRED WITH EXAM APPLICATION

Required verifiable documentation varies by eligibility pathway and must be uploaded during the online application process. CBDM reviews to determine if education and professional experience requirements have been met.

Transcript: A diploma or certificate of program completion alone is not acceptable to verify graduation when applying under pathways of eligibility II, III(a), IV, and V. A transcript must be submitted and must meet the following criteria:

- **Transcripts must be formal, school-issued**, and include the school's name, watermark, or other school branding. Transcripts downloaded from a student portal are not acceptable.
- Candidates applying under Pathway IV must submit their Joint Services Transcript (JST).
- School must be an **accredited post-secondary education institution** on the date that the individual graduated from the program by an accrediting agency recognized by the U.S. Department of Education or the Council for Higher Education Accreditation (CHEA).
- **Candidate's name** must be indicated on the transcript. If name on the transcript is different from name on the exam application, individual must provide legal documentation as proof of name change such as marriage license, name change court order, or other legal documentation to substantiate the name change. A driver's license is not acceptable documentation.
- Transcript must include **date of graduation and degree or name of program** from which the individual graduated. For eligibility pathway II, individual must have graduated with a major, not minor, in foodservice management, nutrition, culinary arts, or hotel restaurant management.
- Transcript must include evidence of completing **two foodservice management courses and one nutrition course** with a grade earned of at least a C. Courses must be fully on the required topic and topic cannot be just a component of the course. Related internship, externship, practicum, etc. courses do not qualify. If course title on transcript does not explicitly indicate the course qualifies as a required foodservice management or nutrition courses, the candidate will be requested to provide a course description or syllabi for when the course was completed. If documentation cannot be provided and/or courses do not qualify, candidate will be required to complete courses needed to meet minimum course requirement.

Graduates of **eligibility pathway III(a)** programs who have only a certificate of program completion and no transcript may alternatively submit a notarized letter on school letterhead from a program instructor, program administrator, or school administrator indicating candidate's name, title of program completed, date of graduation, total hours for program courses completed and grade earned for each course.

Graduates of a now closed **eligibility pathway I ANFP Approved Program** who have a certificate of completion and their name is not on a graduation list available to ANFP, may have the school provide a letter on school letterhead confirming when the program ended/shut down with indication of courses in the program and when the individual graduated from the program. Transcripts are also typically available from transcript clearinghouses which individuals may choose to pursue as a means to obtain a transcript.

Individuals who completed a program at an accredited education institution outside of the U.S. must submit a degree equivalency report from a transcript review service in addition to the transcript as issued by the school with program completed, courses and grades awarded, indication of what was earned (i.e., certificate, degree, etc.) and date of graduation. These documents are subject to CBDM review and approval that the education requirements have been met.

Employment Verification for Work Experience (Pathways III, IV, and V) Criteria include the following:

- Current form must be fully completed and submitted with exam application.
- One Employment Verification form is required for each place of employment as needed to meet minimum number of years of required work experience.
 - Years of experience are based on 2,000 hours per year for each required year.
 - Employment during stated time frame must be continuous and full time.
- Employer must be non-commercial institution/facility with third-party oversight over its operations.
- Supervisor section must be completed and signed by supervisor or HR representative if supervisor no longer there. Candidate should not complete the supervisor section. The responses and signature in this section may not be typed. If responses are typed, the supervisor or HR representative must initial each response provided.

Job Description Criteria include the following:

- One must be submitted for each corresponding Employment Verification Form submitted.
- Must be formal document as issued by employer and identifiable/branded as such.
 - Alternatively, employer may submit on company letterhead a job description for the position as stated on the corresponding Employment Verification Form.
- Position title must match title listed on corresponding Employment Verification Form.
- Responsibilities must include management responsibilities (e.g., quality/safety inventory, cost control, budget, people (i.e., supervising others), etc.) and not just cooking, serving, etc.

PSI Test Center Update

Important Information from PSI and CBDM

PSI is continuing to monitor the latest developments associated with the global spread of Coronavirus -COVID-19. To ensure the safety of its employees and the candidates, since the outbreak began, PSI has strictly adhered to the latest safety procedures based various international, state, and local Orders and guidelines and CDC recommendations.

If you have COVID-19 symptoms, are positive for COVID-19 or have been in recent contact with someone diagnosed with COVID-19; contact PSI to discuss what options may be available regarding your appointment by emailing examschedule@psionline.com or reschedule online (www.psonline.com/test-takers/).

The following information represents the latest updates on the reopening of PSI's owned and operated testing sites as of this review:

- You have the option of wearing a facemask or not. If you choose to wear a facemask, bring your own to the test site.
- You may wear gloves during the duration of your test. Gloves will be examined during the check-in and check-out security process.
- You are required to discard facemasks and gloves outside of the PSI test site in a safe and sanitary manner.
- To create a safe distance around Test Center Administrators and in lobby areas, test takers may be asked to wait outside of the building for a brief period during check in.
- Testing equipment will be wiped down thoroughly with antibacterial wipes.
- High-touch areas, including but not limited to keyboards, desktops, chair handles, check-in stations, door handles, and writing instruments are sanitized after each use.

For more information about PSI Test Center policy and procedures, view PSI's FAQ document (www.psonline.com/covid-19/faq) related to operations due to COVID-19 impact.

Watch your e-mails for updates to CBDM policies or other matters regarding the CBDM Certification Program (don't forget to check your spam e-mail folder). You may also contact CBDM at exam@CBDMonline.org or 800.323.1908, select option 1 (Monday - Friday 8:00 a.m. - 5:00 p.m. CT).

It is your responsibility to keep current your contact information on file in your record. CBDM, ANFP, and PSI are not responsible for missed communications due to incorrect e-mail or mailing addresses in your record, or for e-mail messages you failed to access from your spam folder. Also, ANFP and CBDM are not responsible for any missed communications regarding any ANFP or CBDM matters for individuals who chose to opt out or unsubscribe from messages sent by ANFP, CBDM, or PSI.

According to the **privacy policy** posted on www.CBDMonline.org, CBDM maintains confidentiality of candidate and certificant data and information. No information will be released without written permission from the applicant, candidate, or certificant unless required by court order or other legal process.

DENIAL OF ELIGIBILITY

You may be denied the right to sit for the exam if you:

- Fail to fully meet one of the current eligibility pathways.
- Falsify any information on the examination application.
- Violate registration or examination rules. Disciplinary actions will be determined by the CBDM on a per-case basis.
- Fail to report address and e-mail changes to CBDM, resulting in you not receiving information crucial for the exam.
- Fail to submit proper documentation within the required time frame.
- Any evidence of falsification or misrepresentation relative to certification status.

CBDM provides applicants who are denied eligibility an opportunity to appeal. All appeals must be submitted in accordance with CBDM policy and by using the CBDM Appeal Form available at www.CBDMonline.org/get-certified/eligibility. The appeal must include a compelling reason and documentation to support the reason for the appeal. CBDM will convene to hear appeals quarterly after the deadline date to submit an appeal. Deadlines to submit an appeal are March 31, June 30, September 30, and December 31.

The decision of CBDM will be conveyed in writing to the appellant via e-mail and hard copy letter sent to the address on file in the individual's record within 15 days of the CBDM meeting. If the appellant wishes to appeal CBDM's decision, their intent to appeal must be submitted in writing to the CBDM Appeals Committee (appeals@CBDMonline.org) within 15 days of the date on the e-mailed and mailed notification from CBDM. The CBDM Appeals Committee will review the appeal as submitted to CBDM. No new information may be submitted. The CBDM Appeals Committee's decision will be conveyed in writing via e-mail and hard copy letter to the appellant within 15 days of the CBDM Appeals Committee meeting. All decisions of the CBDM Appeals Committee are final.

CDM CREDENTIALING EXAM CONTENT

The exam consists of 160 multiple-choice questions based on professional situations in which a foodservice manager would have to make a decision or solve a problem. Questions are based on content covered in two ANFP textbooks – Nutrition Fundamentals and Medical Nutrition Therapy and Foodservice Management - By Design, and the current FDA Food Code. There are 140 scored items on the exam and 20 unscored items being pre-tested for use on future examinations, which also allows for issuance of score reports on the day of exam administration. For a detailed exam content outline, including the number and type of questions from each content area, visit www.CBDMonline.org/exam-prep/exam-content-outline.

CDM CREDENTIALING EXAM ADMINISTRATION

The three-hour (180 minute) exam is administered on computer at over 300 PSI Test Centers throughout the United States of America (U.S). PSI, CBDM's examination services provider, is a leading provider of certification exams for professional organizations. PSI Test Centers have been selected to provide accessibility to the most candidates in all states and major metropolitan areas. A current listing of PSI Test Centers, including addresses and driving directions, may be viewed at www.goAMP.com. Specific address information will be provided when you schedule your exam appointment.

Exams are administered by appointment, Monday through Friday, excluding holidays. Saturday appointments may be scheduled based on availability. Available days will be indicated when scheduling an exam with PSI. This means candidates can schedule their computer-based exam on the date and at the test center location of their choice after they meet current eligibility requirements (as confirmed by CBDM) and are sent an e-mail confirmation from PSI inviting them to schedule their exam.

The exam is only administered in English and there are no provisions for translation. The exam is offered at PSI Test Centers in the U.S. Testing locations are available outside of the continental U.S. on a limited basis and may result in additional costs to the candidate. For more information, contact CBDM.

In accordance with CBDM policy, exam candidates may use a foreign language dictionary during the CDM Credentialing Exam if the following steps have been taken:

1. Exam candidate selects the dictionary and sends the title, version, etc., to CBDM for review and approval.
2. Upon approval, CBDM submits the information to PSI.
3. Candidate brings the exact dictionary that was approved to the PSI test center.
4. Candidate submits the dictionary to the PSI test site administrator and they will go through it to ensure that there are no notes made in it or anything inserted. Candidates are responsible to ensure they have allowed sufficient additional time before the scheduled exam slot for the test site administrator to review the dictionary. No additional test time will be provided to the candidate for any delays caused by dictionary review.
5. The candidate may use the approved dictionary during the exam, but no additional exam time will be allotted.
6. When the candidate completes an exam for which they used an approved dictionary, the dictionary is thoroughly examined by the test center administrator. If any notes or other anomalies are found the dictionary is confiscated and the administrator submits a security incident report to CBDM with details about the possible breach. CBDM will investigate the incident and determine what further actions may be required.

After CBDM sends you confirmation of eligibility to sit for the exam and PSI sends you information via e-mail on how to schedule your exam, you will have a 90-day period (beginning the date of PSI's e-mail notice) during which you **must schedule and take your exam**. Candidates are scheduled on a first-come, first-served basis. Schedule as soon as possible for best selection of your preferred Test Center location, date and time. If you fail to complete the exam within your 90-day test window, you forfeit the exam application and fees. To reapply for the exam, you must submit a new exam application and fees in accordance with CBDM policy.

There are two ways to schedule your exam with PSI:

- **Online scheduling:** The most efficient way to schedule your exam is to go to www.goAMP.com and select "Candidates." Follow the step-by-step instructions to choose your exam date and location, and schedule your appointment.
- **Telephone scheduling:** Call PSI toll-free at 833.333.4755 to schedule an exam appointment. This number is answered from 7:00 a.m. to 9:00 p.m. (CT) on Monday through Friday; and 8:30 a.m. to 5:00 p.m. (CT) on Saturday and Sunday.

When you schedule your exam appointment, be prepared to provide your unique identification number as indicated in your e-mail from PSI and confirm a test center location, and preferred date and time for testing. Your exam may be administered as early as 48 hours after you schedule it. Your appointment is not confirmed until PSI sends a confirmation e-mail. If you do not receive this e-mail, your appointment is not confirmed; in this case, contact PSI for further assistance.

Equal Opportunity for CDM, CFPP Certification Program

CBDM does not discriminate among candidates on the basis of age, gender, race, color, religion, national origin, marital status, disability, or any other protected characteristic.

Wheelchair access is available at all established PSI Test Centers. Candidates must advise PSI at the time of scheduling their exam that wheelchair access is necessary.

Candidates with visual, sensory, physical, or learning disabilities that would prevent them from taking the exam under standard conditions may request testing accommodations when done so in accordance with CBDM policy.

Special Accommodations

CBDM complies with the Americans with Disabilities Act of 1990 (ADA) and through PSI, the examination services provider, accommodates testing requests to comply with ADA.

- To ensure equal opportunity for all qualified individuals, qualified exam candidates with a disability within the guidelines set forth by ADA who supply appropriate documentation will be provided reasonable and appropriate accommodations to take the exam.
- PSI will consider requests for special testing accommodations from candidates with a documented disability that substantially limits the candidate's ability to complete the exam, in accordance with the guidelines set forth by ADA.
- Reasonable accommodations do not include steps that fundamentally alter the purpose or the nature of the exam, or that seem to be designed to increase success on the exam. Accommodations should mitigate the effect of a disability to test so the exam can measure what it is intended to.

The process to request testing accommodations is as follows:

- Submit CDM Credentialing Exam application with fees for CBDM review and approval.
 - Answer yes to the question if you will be requesting testing accommodations.
 - Upload the completed/signed two-page *Request for Special Examination Accommodations form* available at www.CBDMonline.org/get-certified/register.
 - A physician or other qualified professional who has made an individualized assessment related to the candidate's disability must provide the required information on the Form concerning the disability and the requested accommodation.
 - The information and any documentation that a candidate provides regarding their disability and the need for accommodation(s) will be treated as confidential and will not be released without the written consent of the candidate.
- After CBDM sends e-mail confirmation of eligibility to sit for the exam *and* PSI sends e-mail notice of eligibility to schedule an appointment, submit request to PSI for testing accommodations using the PSI online form available here: [Submit a request - PSI Candidate Experience \(zendesk.com\)](#)
 - A request for testing accommodations cannot be made until after PSI sends an e-mail that you are eligible to schedule an appointment.
 - Provide all required information including preferred testing date and location.
 - To allow processing of the request, requested testing date/time preferences must be 45 days later than date of submitting PSI online testing accommodations request form.
 - Do NOT schedule an exam appointment online or by calling PSI. Doing so will result in approved accommodations not being available.
 - Upload the completed/signed two-page *Request for Special Examination Accommodations form* that you also submitted with your exam application. If this form is not uploaded, the request will not be processed.
- Requests are reviewed and approval is made within the guidelines set forth by the ADA.
 - If the requested testing accommodations are approved, PSI and CBDM will send e-mail confirmation that testing accommodations will be available at a designated Test Center, on specified date and time.
 - Testing accommodations are not approved and will not be provided/available at the Test Center if PSI does not send e-mail confirmation of the approval.
 - If testing accommodations are not approved, PSI and CBDM send e-mail notification indicating the denied request. This means that requested testing accommodations will not be provided.
 - A testing appointment must be scheduled online or by calling PSI. You must schedule an appointment and complete the exam within your 90-day test window in accordance with CBDM policy.

Additional information is available at www.CBDMonline.org/register

CANCELLATIONS & RESCHEDULING

If you cancel or do not report for your exam as scheduled, you are considered a “no “show” and forfeit your exam application and fees. No refunds will be given.

You may reschedule your exam appointment ONCE within your 90-day window at no charge by calling PSI at 833.333.4755 by 3:00 p.m. (CT) at least two business days prior to your scheduled appointment. For example: If your exam is scheduled on Monday, you must contact PSI by the previous Wednesday at 3:00 p.m. (CT) to reschedule the exam. If your exam is scheduled on Friday, you must contact PSI by the previous Tuesday at 3:00 p.m. (CT), etc.

Missed Appointments: You will forfeit your exam registration and all exam fees under the following circumstances. No exceptions will be made to the following:

- You wish to cancel a current exam appointment and reschedule the exam appointment for a new date but fail to contact PSI at least two business days prior to the scheduled testing session.
- You wish to reschedule a second time.
- You appear more than 15 minutes late for the scheduled exam appointment.
- You fail to report for your scheduled exam appointment.
- You don't follow PSI's ID and Test Center policy.

For each of the above situations, you are considered a “no show” on your exam date. A new application and full exam fee will be required to reapply and current eligibility requirements must be fully met in accordance with CBDM policy.

If an emergency affects your scheduled exam, please contact CBDM (info@CBDMonline.org or 800-323-1908) *immediately* to determine next steps. If you are unable to take the exam at your scheduled time due to an emergency, you must submit a written request as soon as possible with information about the extenuating circumstances that includes verifiable documentation to CBDM (info@CBDMonline.org) that would justify rescheduling the exam without reapplication. The request will be reviewed by CBDM for consideration of approval. If approved, a processing fee may be charged.

Inclement Weather, Power Failure or Emergencies

In the event of inclement weather or emergencies on the day of your scheduled exam appointment, PSI will determine whether circumstances warrant the cancellation and rescheduling of an exam. Visit www.goAMP.com prior to the scheduled exam to determine if PSI has been advised that any Test Centers are closed. If an exam is cancelled due to such emergencies, candidates will receive notification from PSI about rescheduling procedures.

Candidate Emergencies

No refunds are granted for exam fees. If an emergency requires cancellation prior to completing the exam as scheduled, appropriate documentation to verify the compelling reason must be provided to CBDM via e-mail at info@CBDMonline.org within five business days following the emergency. The rescheduling request will be reviewed by CBDM for consideration of approval. If approved, a processing fee may be charged.

EXAM DAY INFORMATION

On the day of your exam, report to the Test Center no later than your scheduled appointment time. **If you arrive more than 15 minutes after the scheduled testing time, you will not be admitted and will be considered a “no show”.** If you are a “no show,” you forfeit your exam application and fees. Exam fees will not be refunded. To schedule an exam appointment, you must submit an exam application and fees in accordance with CBDM policy.

You must provide two forms of identification, one of which must be a non-expired government ID which includes your photo and signature.

EXAM DAY INFORMATION

IMPORTANT! WHAT TO BRING TO THE EXAM:

To gain admission to the Test Center, you must present two forms of identification (ID).

- 1** The primary form of ID must be government issued, current, and include your photo and signature. Examples of valid primary forms of ID are: driver's license with photo, state ID card with photo, passport, military ID card with photo. **No expired or temporary IDs allowed.**
- 2** The secondary form of ID must display your name and signature for signature verification (e.g., credit card with signature, social security card with signature, employment/student ID card with signature).

If your name on your exam registration record is different than it appears on your ID, you must bring proof of your name change (e.g., marriage license, divorce decree, or court order).

If you fail to provide required identification, you will not be admitted for testing and it is considered a missed appointment. No rescheduling or refund of fees will be permitted. To register for the exam again, you must meet a current pathway of eligibility and submit an exam application with fees for review and approval.

You may bring a silent, non-programmable, battery-operated calculator without alphabetic keypad or printing capabilities into the testing room (optional) and it must be approved by the test center administrator. A calculator will not be provided at the Test Center. You will be provided with pencils and scratch paper.

After your identification has been confirmed, you will go to a testing carrel and enter your ID number into the computer. Your photo, taken before beginning the exam, will remain on your screen throughout the exam. Prior to taking the exam, you will be given an opportunity to take a short practice test. The practice exam is NOT counted as part of your exam score or the three hours (180 minutes) allowed to complete the CDM Credentialing Exam.

No personal items, valuables, or weapons are allowed in the Test Center. No watches, hats, wallets, keys, pagers, or cell phones are allowed in the testing room unless they are securely locked in the locker which will be provided for you in the testing room. Cell phones must be turned off before placing in the designated secure location. Large coats and jackets must be left outside the testing room. If any personal items are observed or heard (cell phones, alarms) in the testing room after the exam is started, you will be dismissed and the exam application and fee forfeited. PSI security standards are designed to ensure all candidates are provided the same opportunity to demonstrate their abilities.

No questions concerning the content of the exam may be asked during the exam and no talking is allowed. Eating, drinking, or smoking is not permitted in the Test Center. You may take a break whenever you wish, but you will not be allowed additional time to complete the exam. No guests, visitors, or family members are allowed in the testing room or reception areas.

Exam candidates may submit feedback about the testing experience to the Test Center administrator or in writing to CBDM. PSI provides the CBDM monthly incident reports for review and determination of resolution.

EXAM SCORING & RESULTS

During the exam, questions may be unanswered or bookmarked for return later in the testing session. Before exiting the exam, be sure to answer each question. There's no penalty for guessing, but unanswered items will be scored as incorrect. PSI is responsible for the validity and integrity of scores they report. Occurrences such as a computer malfunction or candidate misconduct may cause a score to be suspect. PSI and CBDM reserve the right to void or withhold exam results if violation of its regulations is discovered.

Passing Score Information

Historically, answering about 70% of the scored items correctly has been required to pass the exam. Your score report will indicate the exact number of test items that you must answer correctly to pass the exam as well as the number of test items that you answered correctly out of the possible 140 scored items. (The 20 pretest questions are not scored and are not included in the total score.) Your score report will also indicate

if you passed or failed the exam. Individuals who do not pass the exam will also receive a breakdown of their score by the exam content areas, with your score and the total possible score for each content area.

The passing score is determined by a cut-score study called a modified Angoff procedure. This statistical study relies on subject matter experts – in our case, CDM, CFPPs and Registered Dietitian Nutritionists (RDNs) – to estimate the difficulty of each question for a ‘minimally competent practitioner,’ or dietary manager that is considered entry level. The data is then used to determine the score required to pass the exam. On average, about 75% of candidates pass the exam on their first attempt. The pass rate statistics are published semiannually at www.CBDOnline.org/exam-prep/credentialing-exam-faq.

Exam Results

After you have completed the exam and answered the questions regarding your testing experience, you will be instructed to report to the Test Center administrator to receive your hard copy score report. The score report will include your photograph and your exam results indicating “Pass” or “Fail.”

If you pass the exam, you must activate your certification within one year.

- ANFP will e-mail you information (to the e-mail address on file in your record) about the CBDM Certification Program, including the required step to activate your certification within one year of passing the exam. You are not certified until you activate your certification. You cannot use the CDM, CFPP credential or represent yourself as being certified until your certification is activated.
- If you are an ANFP member when you pass the exam and maintain your Professional membership with ANFP, you will automatically be upgraded to Certified Status with the initial certification fee waived one time and you must maintain your Professional membership in ANFP through the following May 31. If your membership expires prior to the following May 31, you must either reinstate membership or pay non-member certification fees in order to maintain certified status.
- If you are not an ANFP member when you pass the exam, you must pay the certification fee to become certified and may choose to activate your credential as a member or non-member. You must activate your certification within one year of the date you pass the exam (activation fees apply). After activation is completed, CBDM will send information about your certification.
- Failing to activate the certification within one year of the date that you passed the exam will result in your certification being terminated. To be eligible for certified status again, you will be required to qualify for the exam under a current pathway of eligibility, submit an exam application with fees for CBDM review and approval, and pass the CDM Credentialing Exam.
- Learn more about certification activation and fees at www.CBDOnline.org/get-certified/activate.

If you do not successfully complete and pass the exam:

Individuals choosing to retake the exam for any reason must wait 90 days from the most recent date that they failed the exam before they may reschedule their exam. There is no limit to the number of times an individual may register and take the exam providing current eligibility requirements have been met and an exam application with fees has been submitted for CBDM review and approved for each retake of the exam.

For security purposes, the CBDM will not release the exam, in part or whole, including the questions that you missed. If you do not pass the exam, you will receive a breakdown of each competency area assessed on the exam, indicating how well you performed on each area. The mandatory 90-day wait period allows you time to review your score report, which provides feedback on each content area assessed, and help you determine the areas to concentrate on when preparing to take the exam again. There are some questions that may overlap on each exam, and the waiting period helps ensure security of the overall exam. CBDM retains candidate pass/fail exam results as part of the candidate’s record.

Verifying Scoring

Individuals who question or dispute their test score can request to have their score verified for a fee. PSI verifies scoring by calculating the number of questions the examinee answered correctly at the Test Center, and confirming that the number matches what was reported on the score report. If you wish to have your score verified, you must submit your request in writing to CBDM at info@CBDOnline.org. Include your name, ID number, and the date and location at which you tested.

Duplicate Score Report Request

Duplicate score report for a previously completed exam is available for a limited time after completion date and may require a processing fee. Submit your request in writing to CBDM at info@CBDOnline.org. No pass/fail or score information is released verbally, nor is such information provided to anyone other than the candidate, unless the candidate submits a form to release such information.

MAINTAINING YOUR CREDENTIAL

Once you become certified, you must maintain your credential by completing a minimum of 45 hours of eligible continuing education (CE) credit every three-year recertification period (of which nine CE hours must pertain to Sanitation and Safety and one CE hour must pertain to Professional Ethics), and paying the annual certification fee. All completed CE programs must be submitted and required documentation must be uploaded via the My Certification page of your ANFP record.

For more information about recertification requirements, please visit www.CBDOnline.org/maintain-your-credentials.

Your Contact Information

ANFP and CBDM send communications to members, candidates, and credential holders based on contact information in their ANFP record. It is the individual's responsibility to keep all contact information current. ANFP and CBDM are not responsible for missed communications due to incorrect contact information or e-mails not accessed from a spam folder. Also, ANFP and CBDM are not responsible for any missed communications regarding any ANFP or CBDM matters for individuals who chose to opt out or unsubscribe from messages sent by ANFP or CBDM.

AUTHORIZED USE OF THE CDM, CFPP CREDENTIAL

Individuals who qualify under a current pathway of eligibility, take and pass the CDM Credentialing Exam and activate their certification according to CBDM policies are awarded the credential Certified Dietary Manager, Certified Food Protection Professional (CDM, CFPP). After activation of certification, the credential may be used as long as the certification is active, valid and in good standing. The credential should be used without periods, after the certificant's name, following any academic degree if applicable (e.g. Jane Doe, B.S., CDM, CFPP).

Certificants must comply with all recertification requirements to maintain use of the credential. The CDM, CFPP credential may only be used as long as an individual's certification is current and valid. Failure to meet all recertification requirements results in the certification being terminated. Individuals who are no longer certified are no longer authorized to use the CDM, CFPP credential or represent themselves as being a CDM, CFPP credential holder. Some examples include but are not limited to: e-mail address, signature, social media, or resume. Individuals in violation of this policy will be served a written cease and desist notice from the CBDM. Continued violation will be reviewed by the CBDM for consideration of sanctions.

PATHWAY III & V CDM® CREDENTIALING EXAM APPLICATION

JUNE 2022

CBDM EMPLOYMENT VERIFICATION FORM - Required for Pathways III & V only

REQUIREMENTS: Work experience must be equal to a minimum of two years full-time non-commercial foodservice management work experience for Pathway III and IV or five years full-time non-commercial foodservice management work experience for Pathway V.

- Work experience must be in a non-commercial facility/institution in a management role and include third-party oversight
- **Completed form and corresponding description must be submitted during the online exam application process.** Job title listed below must match title on job description provided by the employer.

First Name _____ Last Name _____ MI _____

Phone Number (_____) _____ E-mail Address _____

Address _____

City _____ State _____ Zip _____

EMPLOYMENT INFORMATION: Employment will be verified for the dates listed below. If at the time of exam registration the work experience or any other eligibility requirements have changed, the exam candidate must meet current eligibility requirements and complete the current Employment Verification Form and exam application.

EMPLOYMENT:

Job Title _____ Dates: from _____ to _____
(mo/day/yr) (mo/day/yr)

Place of Employment _____ Work Phone (_____) _____

Address _____

City _____ State _____ Zip _____

Name of Immediate Supervisor _____ Title _____

EMPLOYMENT VERIFICATION MUST BE COMPLETED BY IMMEDIATE SUPERVISOR OR HUMAN RESOURCES MANAGER

The exam candidate should **not** complete this section. It **must** be completed by the supervisor. All questions must be answered.

Candidate employed for above listed position under supervision by above listed person from _____ to _____
(mo/day/yr) (mo/day/yr)

Do you attest to the accuracy of the employer-provided job description provided by the candidate listed above?

☐ Yes ☐ No

Do you attest that the foodservice management work experience is equivalent to two years of full-time work for Pathway III or five years full-time for Pathway V?

☐ Yes ☐ No

What survey and/or inspection process is completed in the department of employment at the facility listed above? (i.e.: State Health Department, TJC, CMS, etc.) _____

Has candidate performed satisfactorily while employed in the above listed position/job title?

☐ Yes ☐ No

Are you aware of any information which would adversely reflect on the character or competence of this person?

☐ Yes ☐ No

I hereby certify that the above information is correct to the best of my knowledge. If I did not supervise the individual for the full dates of employment, I attest that I have verified the accuracy of the job description and employment information provided.

Name of Supervisor or Human Resources Manager (Please Print) _____

Signature of Supervisor or Human Resources Manager _____

Date _____ Work Phone (_____) _____

E-mail Address: _____

Applicant, Please Note: If the required length of relevant work experience is not met by your current employer, please submit other previous work experience by completing/submitting a separate form and corresponding job description for employer.



CBDM[®] | Certifying Board for
Dietary Managers
The credentialing agency for
Association of Nutrition & Foodservice Professionals **ANFP[®]**

Phone: 800.323.1908
info@CBDMonline.org | www.CBDMonline.org

An updated version of this brochure can always be found on the CBDM website, www.CBDMonline.org.