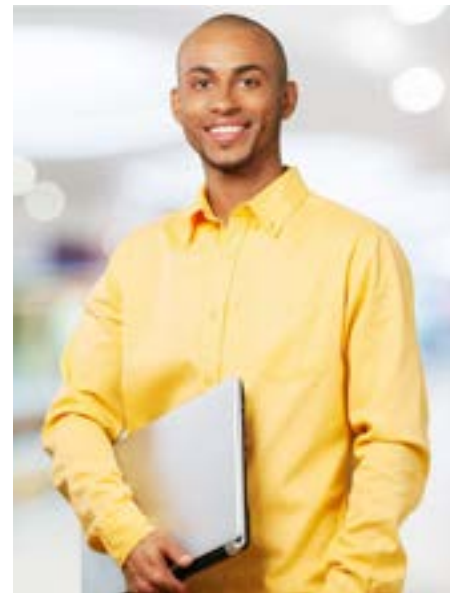


CDM Credentialing Exam

CANDIDATE HANDBOOK & APPLICATION

MAY 2019

YEAR-ROUND COMPUTER-BASED TESTING



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

PROCESS / ELIGIBILITY / EXAM
APPLICATION / SCORING & RESULTS
GET STARTED.

THE CDM CREDENTIALING EXAM: WHAT YOU NEED TO KNOW

YEAR-ROUND COMPUTER-BASED TESTING

The certified dietary manager (CDM, CFPP) Credentialing Exam is offered year-round at approved computer testing centers. This means candidates can schedule their exam on the date and at the testing location of their choosing after they meet CBDM requirements and receive e-mail confirmation from the Association of Nutrition & Foodservice Professionals (ANFP). After that, examinees have 90 days to schedule and take their exam. **There are no transfers, cancellations, or refunds.**

CDM®|CFPP® EXAM BACKGROUND

Offered since 1985, the CDM, CFPP 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 a nationally recognized credentialing exam and fulfilling the requirements needed to maintain certified status. CDM, CFPPs work together with registered dietitians 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.

The Certifying Board for Dietary Managers (CBDM®) is responsible for the CDM certification program. The exam is administered by PSI. The CDM certification program is accredited by the National Commission for Certifying Agencies (NCCA®).

EXAM ELIGIBILITY

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

Pathway I: for graduates of an ANFP-approved foodservice manager training program. Candidate's name must appear on the official graduate list that is sent to ANFP by the college/school.

Pathway II: 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.

Pathway III(a): for graduates of a comprehensive, minimum 90-hour, foodservice course curriculum, who also have two years of non-commercial foodservice management experience. Candidates must submit a copy of their transcript* and employment verification with exam application. Transcript requirements must include a minimum of one course in nutrition and two courses in foodservice management.

Pathway III(b): for graduates of the classroom portion of an ANFP-approved foodservice manager training program, who also have two years of non-commercial foodservice management 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 employment verification with exam application.

Pathway IV: for current and former members of the U.S. military who have graduated from an approved military dietary manager training program and have attained the grade of E-5. Candidates must submit their documentation of military training and pay grade when applying under Pathway IV to determine eligibility. Note that exam fee may be reimbursable through the Montgomery GI Bill; visit www.gibill.va.gov for information.

Pathway V: for graduates with an alternate two-year, four-year or higher degree. Candidates must have a minimum of five years of non-commercial foodservice management experience. Candidates must submit a copy of their transcript* and employment verification with exam application. Transcript requirements must include a minimum of one course in nutrition and two courses in foodservice.

***All coursework must be completed through an accredited post-secondary institution.**

If you have any questions regarding the eligibility pathways, please contact Professional Development Services at 800.323.1908 or at info@CBDMonline.org.

EXAM APPLICATION PROCESS

The Certifying Board for Dietary Managers (CBDM) reviews each paper or electronic application to verify information and documentation to determine eligibility. Please keep a photocopy of your paper application in case of lost mail, or send the form via certified mail. If applying by fax, do not also mail the application; you will be registered and charged twice. If your application is incomplete, you will be notified via e-mail of information needed. After your application is successfully processed, you will receive an automatic e-mail confirmation and receipt. Be sure to check your spam folder if not received in your in-box. If you have not received registration confirmation within one week, contact ANFP at 800.323.1908. **Your application will not be confirmed until all required documentation is received.**

Approximately one week after receiving confirmation, you will receive an e-mail from PSI. The e-mail will provide detailed instructions, including your assigned unique identification number, and how to schedule your exam appointment.

DENIAL OF ELIGIBILITY

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

- Fail to meet the eligibility pathways.
- Falsify any information on the exam application.
- Violate registration or exam rules.
- Fail to report address and e-mail changes to ANFP, resulting in you not receiving information crucial for the exam.
- Fail to submit proper documentation.

The Certifying Board for Dietary Managers provides applicants who are denied eligibility an opportunity to appeal. All appeals must be submitted to the CBDM in writing. The CBDM will convene to hear appeals quarterly. Deadlines for appeals are March 31, June 30, September 30, and December 31.

The decision of the CBDM will be conveyed in writing to the appellant within 15 days of their quarterly meeting after the above deadlines. If the appellant wishes to appeal the CBDM decision, appeals must be submitted in writing to the CBDM Appeals Committee within 15 days of notification. All decisions of the CBDM Appeals Committee are final.

EXAM FORMAT & ADMINISTRATION

The three-hour exam will be delivered by computer at more than 300 PSI Test Centers throughout the U.S. PSI is a leading provider of certification exams for professional organizations. Exams are administered by appointment, Monday through Friday. Saturday appointments may be scheduled based on availability. Available dates will be indicated when scheduling your exam.

SCHEDULING YOUR EXAM

Once you apply and are determined by CBDM to be eligible for the exam, there will be a 7-14 day wait period before the e-mail from PSI arrives to schedule your exam (excluding holidays). Then you will have a 90-day period during which you **must schedule and take your exam**. Candidates are scheduled on a first come, first served basis. Schedule ASAP for best selections at your preferred site. There are two ways to schedule your exam.

Online scheduling: Go to www.goAMP.com at any time and select "Candidates." Follow the simple, step-by-step instructions to choose your exam date and location, and register for your appointment.

Telephone scheduling: Call PSI toll-free at 888.519.9901 to schedule an exam appointment. This number is answered from 7:00 am to 9:00 pm (Central Time) on Monday through Thursday; 7:00 am to 7:00 pm on Friday; and 8:30 am to 5:00 pm on Saturday.

When you schedule your exam appointment, be prepared to confirm a location and a preferred date and time for testing. Your exam may be administered as early as 48 hours after you schedule it. You will be asked to provide your unique identification number as indicated on your e-mail from PSI. You will be notified of the time to report to the Test Center and will be sent an e-mail confirmation notice from ANFP.

If special accommodations are being requested, complete the two-page Request for Special Examination Accommodations Form available at www.cbdonline.org/docs/default-source/legacy-docs/docs/specialacom and submit it to CBDM at least 45 days prior to the desired exam date. Do not schedule an exam appointment before receiving notification of the status of your request for special accommodations.

EXAM DAY INFORMATION

On the day of your exam, report to the test site no later than your scheduled appointment time. **If you arrive more than 15 minutes after the scheduled testing time, you will not be admitted.** You must provide two forms of ID, one of which must be a non-expired government ID which includes your photo and signature.

IMPORTANT: See box below for more information about ID requirements. **Examinees who fail to provide acceptable identification will not be admitted for testing. No rescheduling or refunds will be permitted.**

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 exam on the computer. The time you use for the practice exam is NOT counted as part of your exam time or score.

No personal items, valuables, or weapons should be brought to 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. 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 fee forfeited. PSI security standards are designed to ensure all candidates are provided the same opportunity to demonstrate their abilities.

You may bring a silent, non-programmable calculator without alphabetic keypad or printing capabilities into the testing room. You will be provided with pencils and scratch paper.

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. No guests, visitors, or family members are allowed in the testing room or reception areas.

BECOME CERTIFIED

To earn the CDM, CFPP credential:

1. Qualify and apply to take the credentialing exam through one of five exam eligibility pathways (outlined on application page A).
2. Pass the credentialing exam.
3. Submit the appropriate fee and activate certified status.

You are not certified until you complete these steps.

EXAM SITES

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 an exam appointment.

EXAM SCORING & RESULTS

During the exam, questions may be unanswered or bookmarked for return later in the session. Before exiting the exam, be sure to answer each question. There's no penalty for guessing, but blank items will be treated as wrong answers. 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 reserves the right to void or withhold exam results if violation of its regulations is discovered.

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 supervisor to receive your score report. The score report will include your photograph and your exam results indicating "pass" or "fail." Statistics for the exam are available on the CBDM website at www.cbdmonline.org/exam-prep/credentialing-exam-faq. ANFP will mail information about the CDM, CFPP certification program to all who pass the test. Passing score information may also be found at www.cbdmonline.org/exam-prep/credentialing-exam-faq.

If you do not pass: If you do not pass and wish to re-take the test, you may reapply, but there must be at least 90 days between the day you took the exam and the next scheduled exam. You must pay the full registration fee each time you take the test. You may continue to take the exam until you pass.

NOTE: For security purposes, we cannot release copies of the exam, or even the questions that you missed. If you do not pass the exam, you will receive a breakdown of each competency area covered on the test, indicating how well you performed on each content area. This will help you determine what areas to concentrate on when preparing to take the exam again.

Verifying Scoring: Examinees 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 site, 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 info@CBDMonline.org. Include your name, ID number, and the date and location at which you tested.

IMPORTANT! What to bring to the exam:

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

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

Failure to provide appropriate identification at the time of the exam is considered a missed appointment. There will be no refund of exam fees.

You may bring a silent, non-programmable calculator without alphabetic keypad or printing capabilities into the testing room.

EXAM STEPS

1. Complete application (pgs A, B, C). **If applying under Pathway III or V, please also complete the Employment Information Form available at www.cbdmonline.org/docs/default-source/legacy-docs/docs/examapp_path3.**

2. Mail application with payment and documents to ANFP. Note: Submit only once; do not fax and mail or fax twice. Visit www.CBDOnline.org to download additional registration forms or to register online.

3. Receive a confirmation e-mail from ANFP. Receive an e-mail invitation to schedule your exam from PSI.

4. Take the exam. Be sure to bring the required IDs and a battery-operated, basic function calculator with no print device to the test center.

5. Walk out with your official test score.

6. After you pass, receive a letter from ANFP about activating your certification.

Frequently-Asked Questions (FAQs) on exam registration are answered at www.cbdmonline.org/exam-prep/credentialing-exam-faq.

Equal Opportunity for Education

The Certifying Board for Dietary Managers (CBDM) and PSI do not discriminate among candidates on the basis of age, gender, race, color, religion, national origin, marital status, disability, or any other protected characteristic. They make every reasonable effort to accommodate exam applicants with disabilities, as defined by the Americans With Disabilities Act of 1990. Reasonable testing accommodations are available to applicants who have diagnosed physical and learning disabilities and provide appropriate documentation.

Wheelchair access is available at all established Test Centers. Candidates must advise PSI at the time of scheduling 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 special accommodations. Requests will be reviewed by PSI.

Verification of the disability and a statement of the specific type of **assistance needed must be made in writing to PSI at least 45 calendar days prior to your desired exam date** by completing the Request for Special Examination Accommodations form available at www.cbdmonline.org/docs/default-source/legacy-docs/docs/specialaccom.pdf. PSI will review the submitted forms and will contact you regarding the decision for accommodations.

Candidates requesting special accommodations must call PSI at 888.519.9901 to schedule their exam.

Please note: The exam is only administered in English, and there are no provisions for translation. The exam is offered at PSI Test Centers throughout the U.S. Candidates who request a special site outside the U.S. will be required to pay an additional fee for set up.

CANCELLATIONS & RESCHEDULING

If you cancel or do not report for your exam, no refunds will be given.

You may reschedule your exam appointment ONCE within your 90-day window at no charge by calling PSI at 888.519.9901 by 3:00 pm (CST) 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 pm Central Time to reschedule the exam. If your exam is scheduled on Friday, you must contact PSI by the previous Tuesday at 3:00 pm, etc.

Missed Appointments: You will forfeit your exam registration and all exam fees under the following circumstances:

- You wish to reschedule an exam 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 exam.
- You fail to report for your exam appointment.
- You don't follow PSI's ID and Test Center rules.

A new complete application and exam fee will be required to reapply. If a candidate is unable to take their exam at the scheduled time due to an emergency, and appropriate documentation is provided that would justify rescheduling the exam without reapplication, the request must be approved and a \$75 rescheduling fee will be charged. If an emergency affects your scheduled exam, please contact CBDM (info@CBDMonline.org or 1-800-323-1908) immediately to determine next steps.

Inclement Weather, Power Failure or Emergencies: In the event of inclement weather or emergencies on exam day, PSI will determine whether circumstances warrant the cancellation and rescheduling of an exam. You may visit www.goAMP.com prior to the exam to determine if PSI has been advised that any Test Centers are closed. If cancelled, candidates will receive notification about rescheduling procedures.

Prior to Scheduling: No refunds are granted. If an emergency requires cancellation prior to scheduling, appropriate documentation must be provided and the request must be approved. Additionally, a \$50 processing fee will be charged.

EXAM STUDY MATERIALS

A variety of paper and electronic exam preparation tools are available, including a study guide, flashcards, review course, practice exam, and helpful texts. Learn more and order study tools at: www.cbdmonline.org/docs/default-source/legacy-docs/docs/exambrochure2. 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.

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 two ANFP textbooks - Nutrition Fundamentals and Medical Nutrition Therapy and Foodservice Management - By Design, and the current FDA Food Code. For a comprehensive blueprint of exam content, including the number and type of questions from each content area, visit www.cbdmonline.org/docs/default-source/legacy-docs/docs/exambrochure2.

CERTIFICATION STEPS

After you pass the exam, you must activate your certification before you can begin using the CDM, CFPP credential.

If you are an ANFP member, your certification will automatically be activated and you will receive a certificate and letter in the mail.

If you are not an ANFP member when you take the exam, you will receive an Activate your Certification Form from ANFP which must be completed, and you must pay the appropriate fees.

Maintaining your credential: Once you become certified, you will need to maintain your credential with 45 hours of continuing education (CE) credit every three years, and an annual maintenance payment. For details, please visit: www.cbdmonline.org/maintain-your-credentials.

Have questions? Need answers?

Certifying Board for Dietary Managers | 406 Surrey Woods Drive | St. Charles, IL 60174
T: 800.323.1908 or 630.587.6336 | F: 630.587.6309

For the most current exam-related information, visit www.CBDMonline.org

ALL CANDIDATES MUST complete all 3 pages of this application (pages A-C)

If applying under Pathway III or V, your employer must also complete the Employment Information Form found at www.cbdmonline.org/docs/default-source/legacy-docs/docs/examapp_path3.



DEMOGRAPHIC SURVEY

Please answer each question by circling ONLY ONE number that BEST describes you or your professional experiences in the dietary/foodservice industry. (This information is requested for statistical reasons only and will not affect your eligibility to sit for the exam. All responses will remain confidential, as only group results are reported.)

A. How did you learn about this exam?

- 1 = Instructor told me
- 2 = Employer told me
- 3 = ANFP state chapter
- 4 = ANFP website
- 5 = Friend told me

B. What motivated you to take this exam?

- 1 = Required by regulations
- 2 = Required by employer
- 3 = Dietitian/Instructor recommendation
- 4 = Personal growth and satisfaction
- 5 = To begin the process of becoming a CDM, CFPP

C. Indicate the professional setting you MOST often work in:

- 1 = Hospital
- 2 = Nursing home
- 3 = School
- 4 = Assisted living facility/retirement community
- 5 = Correctional
- 6 = Business or Industry
- 7 = Other (Military, etc.) _____

D. In what format was your basic training course offered?

- 1 = Classroom
- 2 = Online
- 3 = Correspondence

E. Which type of training program have you completed?

- 1 = Dietary Manager program
- 2 = Diet Tech program
- 3 = Associate's, Bachelor's, or Advanced degree in related field
- 4 = Culinary Arts program
- 5 = Military program
- 6 = Degree in unrelated field, plus work experience

F. How many YEARS OF FULL-TIME WORK EXPERIENCE do you have as a Dietary Manager/Supervisor?

- 1 = Less than one year
- 2 = 1 to 3 years
- 3 = 4 to 6 years
- 4 = 7 to 9 years
- 5 = 10 years or more

G. Did you utilize ANFP exam study materials? Circle all that apply.

- 1 = ANFP textbooks
- 2 = Credentialing Exam Study Guide
- 3 = CDM Exam Online Review Course
- 4 = CDM Computer Based Practice Exam
- 5 = CDM Exam Review Flash Cards

IMPORTANT CHECKLIST! HAVE YOU...?

- Included the required Demographic Survey (p. B)
- Included additional documents required, such as transcripts and certificates (See notes for the Pathway you checked on page A.)
- Enclosed exam fees, payable to ANFP (If your employer is paying your fee, be sure application is sent with payment.)
NOTE: If no payment is received, your application will be returned.
- Reviewed the exam fee Cancellations & Rescheduling policy (p. 4)
- Read and comprehended, as with other selections, Exam Scoring & Results section (pg. 3)
- Signed the required application statement on page C, acknowledging your responsibility to verify requirements and acceptance of credentials with all agencies to whom you are accountable

SEND THIS APPLICATION & PAYMENT (PAYABLE TO ANFP) TO:

**Association of Nutrition & Foodservice Professionals
406 Surrey Woods Drive
St. Charles, IL 60174**

Phone: 800.323.1908 or 630.587.6336
Fax: 630.587.6309

- Use fax only if paying by credit card.
- Do not fax copies of checks.
- Do not fax AND mail.

ALL CANDIDATES MUST complete all 3 pages of this application (pages A-C)

If applying under Pathway III or V, your employer must also complete the Employment Information Form found at www.cbdmonline.org/docs/default-source/legacy-docs/docs/examapp_path3.



AUTHORIZATION: RELEASE OF PASS/FAIL RESULTS (Pathway I only)

ANFP-approved training programs value receiving exam results information for their graduates to help them evaluate the effectiveness of their programs. Only pass/fail data will be provided, not your actual score or name.

Check here if you do not want to authorize release of your results to the school you've indicated on this application.

Check here if you want your administrator to only receive passing results.

Signature _____

Administrator name/address _____

Check here if you do NOT want your e-mail address released to ANFP Chapters.

APPLICATION STATEMENT AND SIGNATURE. All applicants must sign/date.

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 does not create any express or implied obligations owed or warranties made to me, nor does such receipt and review of this application by the Certifying Board confer any rights to me with respect to the CDM®, CFPP® Credentialing Exam or the Certified Dietary Manager (CDM®, CFPP®) professional designation. I agree to and shall indemnify, save and hold harmless the Certifying Board 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®, CFPP® Credentialing Exam or the CDM®, CFPP® professional designation. I also acknowledge that exam questions are the copyrighted property of the Certifying Board for Dietary Managers 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 HAVE READ THE FOREGOING STATEMENT IN ITS ENTIRETY AND I UNDERSTAND AND AGREE TO ABIDE BY ITS TERMS.

Print name _____

Signature _____ Date _____

FEES AND PAYMENT INFORMATION:

Full payment of **\$399** must accompany application. No faxed applications accepted without credit/debit card information. No refunds are granted. If an emergency requires cancellation prior to scheduling, appropriate documentation must be provided and the request must be approved. Additionally, a \$50 processing fee will be charged.

Method of Payment:

Check Money Order (Please make check or money order payable to ANFP)
 VISA MasterCard American Express Discover Amount to charge \$ _____

Cardholder's name _____

Cardholder's signature _____ Phone number _____

Number on card _____ *CVV# _____ Expiration date (MO/YR) _____ / _____

**Cardholder billing address _____

City _____ State _____ Zip _____

* The CVV Code is the 3 or 4 digit security code located on the front or back of your credit card.

** Credit card will be declined if street address and zip code do not match the cardholder's address.