

ProStart

National Restaurant Association
Educational Foundation

TM



@ProStart



/ProStartProgram



/ProStartProgram



/GoProStart

NRAEF.org/ProStart

COA Training
Coordinators,
Educators, & Students



ProStart COA Overview

- The Certificate of Achievement (COA) is an industry-recognized certificate provided to ProStart students who have:
 - Passed Foundations of Restaurant Management and Culinary Arts (FRMCA) exam Levels 1 and 2
 - Completed 400 hours of industry work experience
 - To attain a COA, students must show proof of work or involvement in the restaurant, foodservice, and/or hospitality industries totaling 400 hours.
 - Students may meet the requirement by participating in either paid foodservice jobs or “alternative” hospitality-related jobs or activities. Jobs may be paid or unpaid (due to the nature of the task).
 - Verified their mastery of 52 out of 75 (70%) workplace competencies ranging across both hard and soft skills

ProStart COA Overview

- A COA application will be automatically created for students once they pass their FRMCA Level 1 exam.
- Students are then able to enter valid work hours from up to one year prior to and three years following the date of the Level 1 exam. For example:
 - John Doe passes his Level 1 exam on 5/5/2017.
 - John Doe can go back in his records and enter work hours he completed from 5/5/2016 and forward.
 - His COA application will expire on 5/5/2020.
- Note: a COA does not expire.

ProStart COA Work Hours

- Students may have as many positions or employers as necessary to achieve 400 cumulative work hours.
- As students are pursuing their work hours, **supervisors** (not educators or students) should complete the Workplace Experience Checklist to indicate in which competencies students have demonstrated mastery.
- The Work Experience Checklist can be downloaded from the student's COA Tracker.

STUDENTS

Student COA Responsibilities

1. Register on [ChooseRestaurants.org](https://www.ChooseRestaurants.org).
2. Track and enter hours and competencies.
3. Give supporting documentation to educator for review.

Creating a Username and Password

- Visit ChooseRestaurants.org.
- Click “Login” at the upper right hand corner.
- Click “Create New Profile.”
 - If you have already registered on ChooseRestaurants.org, please do **not** create a new login!



Login

A screenshot of the login and registration forms. The 'Existing User' form has fields for 'User ID' and 'Password', a 'Login' button, and links for 'Forgot User ID' and 'Forgot Password'. The 'New User' form has a 'CREATE NEW PROFILE' button, which is circled in green. The text in the 'New User' form explains that users should register if they have never logged in before, as their User ID and password are important for accessing features like resumes, certificates, etc. It also states that after creating a new User ID and password, the user will be taken directly to the page they are trying to reach.

Creating a Username and Password

- Enter the information requested. All information with a red asterisk is required.
- Please ensure that any information entered is accurate and your secret question is something you will remember.
- Please use legal name and permanent address. This is where all COAs will be mailed!
- Click “Register.”
- Write your username and password down and save it in a safe place. Consider providing a copy to your instructor for safekeeping.
- If you are having trouble accessing your account, please contact ProStart@nraef.org.

NEW USER REGISTRATION

* = required

First Name*

M.I.

Last Name*

Title

Company Name

Country*

Street Address*

City, State, Zip*

User Name*

Email*

Password*

Repeat Password*

Phone*

Fax

Secret Question*

Secret Answer*

Checking your score?
Exam Session

You must enter your Exam Session Number to check your score.
Enter your name EXACTLY as you did on your exam answer sheet.

REGISTER

Tracking COA Work Hours

- Log in to ChooseRestaurants.org
- Click “ProStart Exams for Students.”

[ProStart Exams for Students](#) [ProStart Exams for Educators](#) [COA Verification](#) [Coordinators](#) [Contact](#) [Donate](#) [My Profile](#) [Logout](#)

- Click “Track COA Progress.”

The screenshot shows the ProStart website interface. On the left is a vertical sidebar with the following menu items: ProStart, Exams, Curriculum, Certificate of Achievement, and Track COA Progress. The 'Track COA Progress' item is circled in green. The main content area on the right contains the following text and buttons:

Access the tools you need to make the most of your experience with *Foundations of Restaurant Management & Culinary Arts Level 1 and 2* exams.

Take Exam
Launch your *Foundations of Restaurant Management & Culinary Arts Level 1 or Level 2* exam.
[START EXAM](#)

Check Scores
Find out how well you did on your exam.
[CHECK SCORES](#)

Print Certificate
Congratulations on passing your exam! Print your Certificate of Recognition.
[PRINT CERTIFICATES](#)

Home > Students > Track My COA

Track COA Progress

Start Date: 04/13/2018

Status: Registered



Pass credited exams

1 out of 2 of the required exams have been passed.



Enter Work Experience and Hours

120 of 400 hours have been entered.

[View your work experience and hours](#)

[Add Work Experience and Hours](#)



Student Work Experience Checklist Status

An educator must approve the Student Work Experience Checklist.



COA Application

A state coordinator needs to review the COA when all requirements have been met.

Student Information

AUTOBOT DEVASTATOR
233 W. Wacker Dr
Duluth, MN 55081
hpatel@restaurant.org

[Update Profile](#)

Make sure your mailing address is up-to-date, so that you have no problems receiving your COA.

ProStart Educator

Autobot Megatron
hpatel@restaurant.org

ProStart School

Beaufort-Jasper Center for
Career Excellence
80 Lowcountry Drive
Washington, DC 20036

Need to update your school or educator?
[Contact your state coordinator](#)

Exam Results

[Work Experience and Hours](#)

Level 1: Passed

Course Name: Foundations of Restaurant Management Level 1

Exam Date: 04/13/2018

Score: 93

Exam Session Number: 2014587

Proctor Name: Autobot Megatron

[View your exam records, download exam results, and access your Certificate of Achievement](#)

- You should see at least one completed exam record.
- Click “Add Work Experience & Hours.”

Add Work Experience and Hours

Paid un-paid/school enterprise un-paid/service (volunteer)

Date Started *	Date Completed*	Total Hours *
<input type="text" value="4/09/2018"/>	<input type="text" value="6/12/2018"/>	<input type="text" value="90"/>

Job Responsibilities *

Hosting - showing patrons to tables, managing seating, waiting lists, assigning servers to tables

Company Name *

Sparky's Cafe

Company Address *

4550 Fake St

City *

Faketown

State*

AL

Zipcode *

00000

Mentor/Supervisor Name *

Fake Supervisor

Mentor/Supervisor Contact Information (Either email or phone is required)

Email *

supervisor@sparkyscafe.coi

Phone Number *

(XXX)XXX-XXXX

Add Work Experience and Hours

- Enter the information requested. All information with a red asterisk is required.
- Click “Add Work Experience & Hours” to confirm entry.
- You’ll see the balance of work hours on your COA homepage increase as you enter more hours.

COA Progress

- As requirements are met, green checkmarks replace red Xs, indicating progress toward the COA.
- Students are responsible for completing the first two requirements:
 - Passing credited exams
 - Entering work experience and hours
- You can review exams and work experience and hours at the bottom of the COA tracker.

Track COA Progress

Start Date: 03/27/2018

Status: Registered



Pass credited exams

2 out of 2 of the required exams have been passed.



Enter Work Experience and Hours

400 of 400 hours have been entered.

[View your work experience and hours](#)



Student Work Experience Checklist Status

An educator must approve the Student Work Experience Checklist.



COA Application

A state coordinator needs to review the COA when all requirements have been met.

[Exam Results](#)

[Work Experience and Hours](#)

Level 1: Passed

Course Name: Foundations of Restaurant Management Level 1

Exam Date: 03/27/2018

Score:100

Exam Session Number:2014541

Proctor Name:Autobot Ironhide

Level 2: Passed

Course Name: Foundations of Restaurant Management Level 2

Exam Date: 03/27/2018

Score:96

Exam Session Number:2014543

Proctor Name:Autobot Ironhide

COA Progress

- When students have reached this stage, they should provide educators with all relevant documentation, including:
 - Proof of work hours (i.e. pay stubs, record of volunteer hours, etc.)
 - Work Experience Checklist completed and signed by supervisors verifying proficiency in at least 52/75 (70%) of the competencies.
- Students should keep a copy of all documents submitted to educators for their own records.

Track COA Progress

Start Date: 03/27/2018

Status: Registered



Pass credited exams

2 out of 2 of the required exams have been passed.



Enter Work Experience and Hours

400 of 400 hours have been entered.

[View your work experience and hours](#)



Student Work Experience Checklist Status

An educator must approve the Student Work Experience Checklist.



COA Application

A state coordinator needs to review the COA when all requirements have been met.

[Exam Results](#)

[Work Experience and Hours](#)

Level 1: Passed

Course Name: Foundations of Restaurant Management Level 1

Exam Date: 03/27/2018

Score:100

Exam Session Number:2014541

Proctor Name:Autobot Ironhide

Level 2: Passed

Course Name: Foundations of Restaurant Management Level 2

Exam Date: 03/27/2018

Score:96

Exam Session Number:2014543

Proctor Name:Autobot Ironhide

After Approval

- Once educators and Coordinators approve the COA application, students will see four green checkmarks in their COA Tracker.

Track COA Progress

Start Date: 03/27/2018

Status: Approved



Pass credited exams

2 out of 2 of the required exams have been passed.



Enter Work Experience and Hours

400 of 400 hours have been entered.

[View your work experience and hours](#)



Student Work Experience Checklist Status

The Student Work Experience Checklist has been approved.




COA Application

The COA has been approved.

Accessing E-Certificates

- A hard copy of the student’s COA will be mailed to the address listed in their ChooseRestaurants.org account.
- Students can access their certificates in electronic form through their ChooseRestaurants.org account.
- There are two ways to access the COA:
 - From your COA Tracker
 - From your Exam history:

 **COA Application**
The COA has been approved.

- Click “ProStart Exams for Students”

[ProStart Exams for Students](#) [ProStart Exams for Educators](#) [COA Verification](#)

- Click “Exams”

ProStart

[Exams](#)

Curriculum

Certificate of Achievement

FAQs

Track COA Progress

Access the tools you need to make the most of your experience with *Foundations of Restaurant Management & Culinary Arts Level 1 and 2 exams.*

Take Exam

Launch your *Foundations of Restaurant Management & Culinary Arts Level 1 or Level 2 exam.*

[START EXAM](#)

Check Scores

Find out how well you did on your exam.

[CHECK SCORES](#)

- Click “View or Print your Certificate of Achievement.”

Certificate of Achievement

[View or Print your Certificate of Achievement.](#)

To order a printed copy of your Certificate of Achievement, contact the Service Center at 1.800.765.2122.

Exam Results [Work Experience and Hours](#)

Level 1: Passed

Course Name: Foundations of Restaurant Management Level 1
Exam Date: 03/27/2018
Score:100
Exam Session Number:2014541
Proctor Name:Autobot Ironhide

Level 2: Passed

Course Name: Foundations of Restaurant Management Level 2
Exam Date: 03/27/2018
Score:96
Exam Session Number:2014543
Proctor Name:Autobot Ironhide

[View your exam records, download exam results, and access your Certificate of Achievement](#)

EDUCATORS

Educator Responsibilities

1. Register on the website.
2. Review and approve student documentation of work hours and competencies.
3. Send supporting documentation to Coordinator within agreed upon time frame.

Creating a Username and Password

- Visit ChooseRestaurants.org.
- Click “Login” at the upper right hand corner.
- Click “Create New Profile.”
 - If you have already registered on ChooseRestaurants, please do **not** create a new login!



Login

A screenshot of the login and registration forms. The 'Existing User' form has fields for 'User ID' and 'Password', a 'Login' button, and links for 'Forgot User ID' and 'Forgot Password'. The 'New User' form has a 'CREATE NEW PROFILE' button. A green oval highlights the 'CREATE NEW PROFILE' button in the 'New User' form.

Existing User	New User
<p>If you have logged into this site, or NRAEF.org before, you can enter your login information below.</p> <p>User ID</p> <p>Password</p> <p>Login</p> <p>Forgot User ID</p> <p>Forgot Password</p>	<p>If you have never logged in to this site, or NRAEF.org before, please take a few moments to register with us. Your User ID and password are important, because they validate who you are when you visit the site, and allow you to access many valuable features (e.g. view test results, certificates etc.).</p> <p>After you create your new User ID and password, you will be taken directly to the page you are trying to reach.</p> <p>CREATE NEW PROFILE</p>

Creating a Username and Password

- Enter the information requested. All information with a red asterisk is required.
- Please ensure that any information entered is accurate and your secret question is something you will remember.
- Click “Register.”
- Write your username and password down and save it in a safe place.
- If you are having trouble accessing your account, please contact ProStart@nraef.org.

NEW USER REGISTRATION

* = required

First Name*

M.I.

Last Name*

Title

Company Name

Country*

Street Address*

City, State, Zip*

User Name*

Email*

Password*

Repeat Password*

Phone*

Fax

Secret Question*

Secret Answer*

Checking your score?
Exam Session

You must enter your Exam Session Number to check your score.
Enter your name exactly as you did on your exam answer sheet.

REGISTER

Linking Students

- Your students will be linked to you through exams.
- Once students pass their FRMCA Level 1 exam, you will have access to their COA applications.
- You may access at any time to review their progress, but should not enter any work hours or complete any entries on their work experience checklist.

Tracking COA Progress

- Log in to ChooseRestaurants.org
- Click “ProStart Exams for Educators.”

[ProStart Exams for Student](#) [ProStart Exams for Educators](#) [COA Verification](#) [Coordinators](#) [Contact](#) [Donate](#) [My Profile](#) [Logout](#)

- Click “Manage COAs.”

Register as an
Educator

Scholarships

Educator Services

Manage Exam Session

View Scores

Manage COAs

Professional
Development

Curriculum

ProStart To Go

Educator Services

Welcome to the Educator Services, where you'll find everything you need to successfully schedule, administer and view the results of your exams, and manage your students COA applications. To access these materials, you'll need to be registered as an Educator.

[Manage Exam Session](#)

Schedule, view and download exam materials.

[Schedule Exams](#), [Get Answer Keys](#) and get [Help Documents](#)

[View Scores](#)

Access student scores, download and print their certificates

[Manage COAs](#)

Access your students COA applications, review application status, work hours and approve COA Competencies.

Tracking COA Progress

- Enter the student's first and last name and a date range for their COA application.
 - Please note that if a student completed their first FRMCA exam in the first half of the academic year, you may need to alter the year in which you search for their COA application.
- To review all COA applications associated with you as the educator, leave the student name fields blank.
 - This will pull all COA applications associated with the selected date range.
- Click on the appropriate search result area.
 - Pending Requirements or Exams
 - Approved COAs

Manage COAs

Enter the search criteria below to find and manage a Student's COA application.

Student First Name: Educator Name: Autobot Ironhide
 Student Last Name: School: Beaufort-Jasper Center for Career Excellence
 Year: Start Month: End Month:

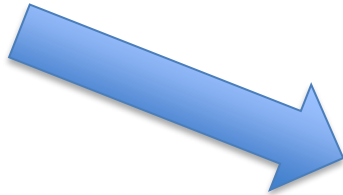
Search Results

- 7** Pending Requirements or Exams >>
Action Required: Enter Work Requirements
- 1** Approved COAs >>
Action Required: None

Manage COAs

Below are the results from your search. Simply select the Student to view and update their COA application.

Click on each student's application to view their progress.



You searched for:

First Name:
Last Name:
Year: **2018**
Start Date: **January**
End Date: **December**
Group Status: **Pending Requirements or Exams**

Educator Name: Autobot Ironhide
School: Beaufort-Jasper Center for Career Excellence

[Back](#)

Search Results

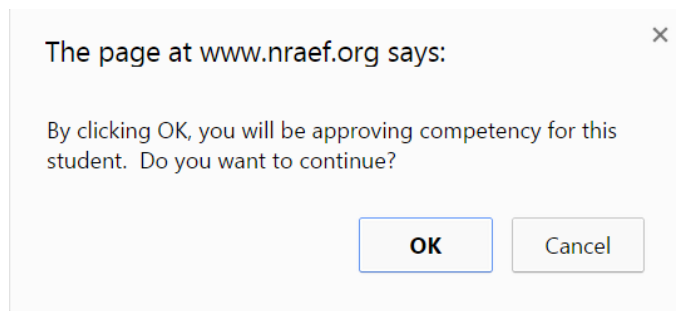
ARIANA GRANDE (Start Date:03/27/18)
Application Status: **Registered**
Work Hours: **0**

JUSTIN D. BEIBER (Start Date:04/12/18)
Application Status: **Registered**
Work Hours: **0**

TAYLOR ALISON SWIFT (Start Date:04/13/18)
Application Status: **Registered**
Work Hours: **210**

Approving Applications

- Review submitted student documents.
 - Do submitted work hours match with paystubs?
 - Are at least 52 of the 75 competencies checked off by a supervisor?
 - Is the checklist signed and dated by a supervisor?
- Click “Approve Competency.”
 - A popup may appear. Click “OK.”



Track COA Progress

Start Date: 03/27/2018

Status: Registered



Pass credited exams

2 out of 2 of the required exams have been passed.



Enter Work Experience and Hours

400 of 400 hours have been entered.

[View your work experience and hours](#)



Student Work Experience Checklist Status

An educator must approve the Student Work Experience Checklist.

[Approve competency](#)



COA Application

A state coordinator needs to review the COA when all requirements have been met.

[Exam Results](#)

[Work Experience and Hours](#)

Level 1: Passed

Course Name: Foundations of Restaurant Management Level 1

Exam Date: 03/27/2018

Score:100

Exam Session Number:2014541

Proctor Name:Autobot Ironhide

Level 2: Passed

Course Name: Foundations of Restaurant Management Level 2

Exam Date: 03/27/2018

Score:96

Exam Session Number:2014543

Proctor Name:Autobot Ironhide

Approving Applications

- A third checkmark will appear.
- When educators have reached this stage, they should provide their State Coordinator with all relevant documentation, including:
 - Proof of work hours (i.e. pay stubs, record of volunteer hours, etc.)
 - Work Experience Checklist completed and signed by supervisors verifying proficiency in at least 52/75 (70%) of the competencies.
- Educators should keep a copy of all documents submitted to Coordinators for their own records.

Track COA Progress

Start Date: 03/27/2018

Status: Approved



Pass credited exams

2 out of 2 of the required exams have been passed.



Enter Work Experience and Hours

400 of 400 hours have been entered.

[View your work experience and hours](#)



Student Work Experience Checklist Status

The Student Work Experience Checklist has been approved.



COA Application

A state coordinator needs to review the COA when all requirements have been met.

COORDINATORS

Coordinator COA Responsibilities

1. Must be registered as a Coordinator.
2. Determine method for educators to submit documentation.
3. Approve COA applications.
4. Notify NRAEF of any issues/technical problems.

Coordinator Notification

- When the competencies (and thus the application) are approved, an auto-email is generated letting the state coordinator know there is a COA application available for review.

Sample Email to Coordinator

Dear Ryan Gosling,

You have a pending ProStart® National Certificate of Achievement application waiting for you to review and approve.

Please click [here](#) to review and approve this Certificate of Achievement application.

If you have more than one student application pending your approval, you can access those [here](#).

Students will not be processed until you have approved their applications. To approve, you must access the website using your coordinator User ID and Password for your www.nraef.org account.

If your state has multiple users who have access, these applications may already have been reviewed. If you have any questions or believe this email has been sent to you in error, please email prostart@nraef.org or contact the National ProStart Coordinator immediately.

Sincerely,

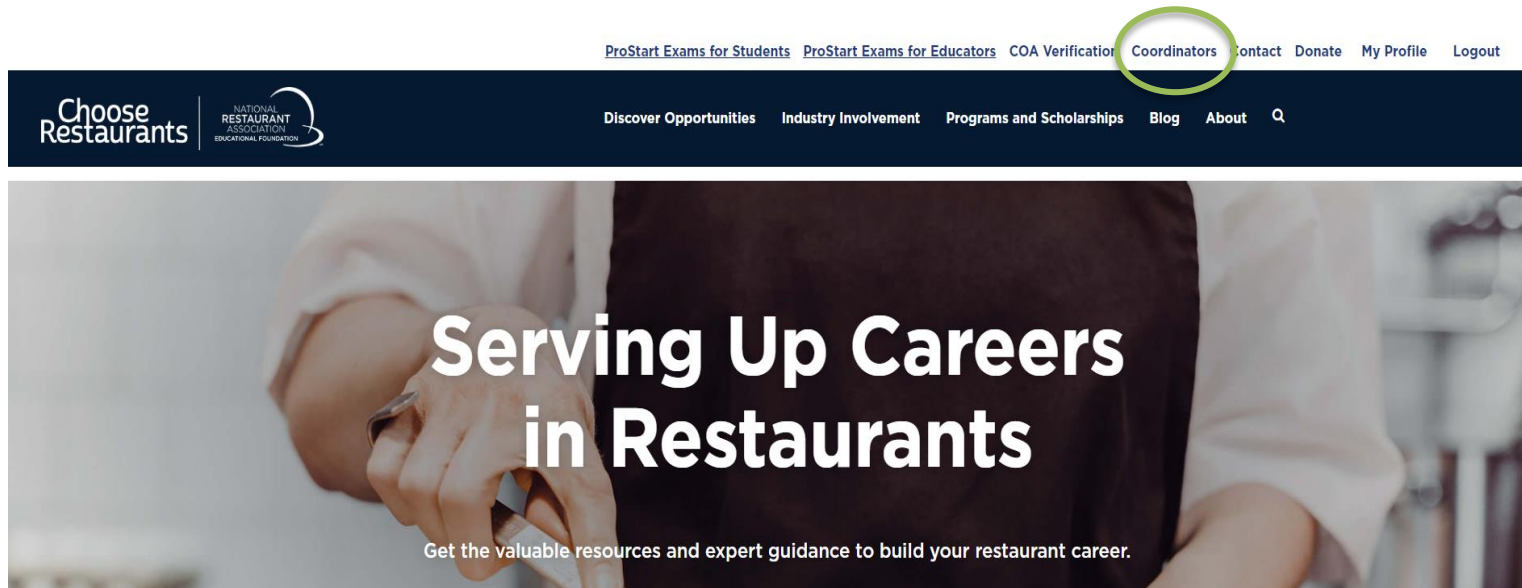
ProStart Program Team
National Restaurant Association Educational Foundation
prostart@nraef.org

The ProStart® National Certificate of Achievement (COA) is an industry-recognized certificate that signifies a strong foundation in the basic management and culinary skills considered critical to success by industry leaders.



Coordinator Approval

- When a Coordinator clicks on the approval email, they will be redirected to ChooseRestaurants.org.
- Sign in will be required.
- Click the Coordinator tab when logged in.



Coordinator Approval

- Click “Manage COA Applications.”

ProStart Exams for Students ProStart Exams for Educators COA Verification Coordinators Newsroom Contact Donate My Profile Logout

Choose Restaurants NATIONAL RESTAURANT ASSOCIATION EDUCATIONAL FOUNDATION

Discover Opportunities Industry Involvement Programs and Scholarships Blog About

Manage COA Applications

The Hub

Coordinators

You are accessing the ProStart® State Coordinators Resource page as an approved Coordinator. State Coordinators can find all the resources they need to access secured materials, and link to the ProStart Community. State Coordinators who have been approved to manage Certificate of Achievements (COA's) in your state will see that link below as well. If you need to speak to someone regarding the below resources and your access, you can contact the National ProStart Coordinator or email Prostart@nraef.org.

Manage COA Applications

Access your State COA applications, review students application status, work hours and approve applications for your state.

The Hub

Access to Coordinator resources to help support the ProStart program in your state.

Coordinator Approval

- You will be able to enter the information required to pull the student's COA application.
- Each of the search criteria can be used independently or together to search for students testing by: time period, school, educator, or student's name.

The screenshot displays the 'Find a Student' search interface within the ProStart web application. The breadcrumb trail at the top reads 'Home > Coordinator Services > Manage COAs'. The page title is 'Find a Student', and the instruction below it says 'Enter the search criteria below to find and manage a Student's COA application.' The search form includes a magnifying glass icon and several input fields: 'School Name' (dropdown menu set to 'All'), 'Educator Last Name' (dropdown menu set to 'All'), 'City' (dropdown menu set to 'All'), 'Student First Name' (text input), 'Student Last Name' (text input), 'Year' (dropdown menu set to '2015'), 'Start Month' (dropdown menu set to 'January'), and 'End Month' (dropdown menu set to 'June'). A 'Coordinator Name: Super User ProStart Ohio' is displayed in the top right of the form area. A 'Search' button with a magnifying glass icon is located at the bottom right of the form.

Tracking COA Progress

- Results will arise based on the criteria entered.
 - If you search by time period (e.g. April-June 2018) you'll get results for *any* student who had a COA application started in that period.
 - Searching by name or educator will narrow the results significantly.
- Click on “Pending Requirements or Exams.”
- Click the appropriate student’s name.

Search Results

- 7** Pending Requirements or Exams >>
Action Required: Enter Work Requirements
- 1** Approved COAs >>
Action Required: None

[Download](#) [Cancel Search](#)

Search Results

- ARIANA GRANDE** (Start Date:03/27/18)
Application Status: **Registered**
Work Hours: **0**
- JUSTIN D. BEIBER** (Start Date:04/12/18)
Application Status: **Registered**
Work Hours: **0**
- TAYLOR ALISON SWIFT** (Start Date:04/13/18)
Application Status: **Registered**
Work Hours: **210**

Approving Applications

- Review student documents submitted by the educator.
 - Do submitted work hours match with paystubs?
 - Are at least 52 of the 75 competencies checked off by a supervisor?
 - Is the checklist signed and dated by a supervisor?
- If the student’s application is correct, click “Approve.”
- The student’s application should then show under the list of “Approved COAs” the next time you search for them.

Track COA Progress

Start Date: 03/27/2018

Status: Registered



Pass credited exams

2 out of 2 of the required exams have been passed.



Enter Work Experience and Hours

400 of 400 hours have been entered.

[View your work experience and hours](#)



Student Work Experience Checklist Status

An educator must approve the Student Work Experience Checklist.



COA Application

A state coordinator needs to review the COA when all requirements have been met.



[Exam Results](#)

[Work Experience and Hours](#)

Level 1: Passed

Course Name: Foundations of Restaurant Management Level 1

Exam Date: 03/27/2018

Score:100

Exam Session Number:2014541

Proctor Name:Autobot Ironhide

Level 2: Passed

Course Name: Foundations of Restaurant Management Level 2

Exam Date: 03/27/2018

Score:96

Exam Session Number:2014543

Proctor Name:Autobot Ironhide

After Approval

- Recommend that Coordinators keep track of COA applications.
 - Incomplete, pending, approved, rejected, etc.
- A COA is mailed to the student address on file in ChooseRestaurants.org.
 - Ensure students keep their address updated if work hours are completed after graduation.
- E-certificates are also available, but only in the student view.
- Coordinators may request copies of COAs through ProStart@nraef.org.

Record Keeping

- SRAs must keep records of COAs for at least 5 years.
 - To ensure the COA meets the tests for a valid and verifiable industry credential.
 - Can be stored in hardcopy or uneditable, electronic forms (e.g. PDFs).
 - Must be available to NRAEF within 24 hours notice for auditing purposes.
- Remember!
 - COA documents include Personally Identifiable Information (PII).
 - Laws vary by state when it comes to collection, safeguarding, and disposal of PII.
 - Coordinators are urged to consult with legal counsel before making document storage decisions.

COMMON ISSUES - STUDENTS

Missing an Exam

If you have taken a Foundations Exam that is **not** appearing in your COA Tracker, please follow the steps below to add the exam to your profile.

1. Log in to ChooseRestaurants.org.
2. Click “ProStart Exams for Students.”
3. Click “Check Scores.”
4. Enter the Exam Session Number and date on the following screen. *If you don't know it, please ask your educator or exam proctor.*
5. Click “Find Record.”
6. If no records are found, please contact the Service Center at ServiceCenter@restaurant.org for further support.

Access the tools you need to make the most of your experience with *Foundations of Restaurant Management & Culinary Arts Level 1 and 2* exams.

Take Exam

Launch your *Foundations of Restaurant Management & Culinary Arts Level 1 or Level 2* exam.

START EXAM

Check Scores

Find out how well you did on your exam

CHECK SCORES

Don't see your class?

If you don't see your Exam Session Number in the above list, please provide us with as much of the below information as you can, based on the information that you recorded on your exam answer sheet. Then click the "Find Record" button.

Exam Session Number :

Certificate Number :

Exam Date :

Find Record

Multiple Student Accounts

If you have multiple accounts on ChooseRestaurants.org, you'll need to request a records merge.

- To merge the records:
 - Email the Service Center at ServiceCenter@restaurant.org.
 - Include the student name, educator name, exam session number(s), and the **username for the account you'd like as your primary login**.
 - Allow adequate time for the merge to occur. Merge requests can take approximately 2-3 weeks.

Cannot Access E-Certificate

If your COA has been approved and issued, but you are still struggling to download it on ChooseRestaurants.org, this is a technical error.

- To access your e-certificate:
 - Email the Service Center at ServiceCenter@restaurant.org.
 - Include the student name, and **username for the account where the COA has been approved.**

COMMON ISSUES - EDUCATORS

Access Denied

If an educator receives an “Access Denied” message when trying to access COA applications, this likely means they are not currently registered as a ProStart Educator.

- Log in to ChooseRestaurants.org
- Click “ProStart Exams for Educators.”

[ProStart Exams for Student](#) [ProStart Exams for Educators](#) [COA Verification](#) [Coordinators](#) [Contact](#) [Donate](#) [My Profile](#) [Logout](#)

- Click “Register as an Educator.”
- Select “Confirmed ProStart School Educator and Proctor.”
- This request will go to the Coordinator for approval.
- Contact ProStart@nraef.org for additional assistance.

Register as an Educator

Scholarships

Educator Services

Manage Exam Session

View Scores

Manage COAs

Professional Development

Curriculum

ProStart Community

Choose your program

Register below as a ProStart educator or Foundations of Restaurant Management & Culinary Arts educator.

IMPORTANT: Select ProStart if you are a ProStart program educator, regardless of which edition of the curriculum you use

Confirmed ProStart School Educator and Proctor

Who can become a Confirmed ProStart School Educator and Proctor?

- Your school is recognized as a Confirmed ProStart Program by both the state restaurant association and the National Restaurant Association Educational Foundation.
- You use the “Foundations of Restaurant Management and Culinary Arts” curriculum.
- You teach the course, participate in ProStart program activities and also administer the FRMCA exams to your students.

If you select this category your eligibility will be confirmed by your state ProStart Coordinator.

Select

Cannot Approve Student Competencies

If the “Approve Competency” button does not appear, even though the student’s exams and hours are complete, this is a technical error.

- Please contact your ProStart State Coordinator, who will reach out to ProStart@nraef.org for resolution.
- This error often occurs when a student has completed well over their 400 required hours. It is an easy fix.

Track COA Progress

Start Date: 03/27/2018

Status: Registered



Pass credited exams

2 out of 2 of the required exams have been passed.



Enter Work Experience and Hours

400 of 400 hours have been entered.

[View your work experience and hours](#)



Student Work Experience Checklist Status

An educator must approve the Student Work Experience Checklist.

[Approve competency](#)



COA Application

A state coordinator needs to review the COA when all requirements have been met.

ProStart

National Restaurant Association
Educational Foundation



/ProStartProgram

/ProStartProgram

/ProStartProgram

NRAEF.org/ProStart