

ProStart

National Restaurant Association
Educational Foundation

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[NRAEF.org/ProStart](https://www.nraef.org/ProStart)

ProStart Webinar Series:
PREPARING FOR EXAM SEASON

February 27, 2019
3-4pm EST



Agenda for Today's Webinar

Preparing for Exam Season

Welcome & Introductions	ProStart Team Textbooks Team	<i>3 min</i>
Exam Rules & Regulations	Amy Saltzman , Director, ProStart Programs Morgan Golin , Manager, ProStart Programs	<i>15 mins</i>
Exam Procedures	Khadija Campbell , Program and Events Coordinator Morgan Golin , Manager, ProStart Programs Textbooks Team	<i>10 mins</i>
Exam FAQs	Morgan Golin , Manager, ProStart Programs Textbooks Team	<i>5 mins</i>
COAs	Amy Saltzman , Director, ProStart Programs	<i>5 mins</i>
Q & A	All Attendees	<i>20 mins</i>
Wrap Up	Morgan Golin , Manager, ProStart Programs	<i>2 min</i>

Today's Webinar Team: ProStart



Amy Saltzman

Director, National ProStart Program



Morgan Golin

Manager, National ProStart Program



Khadija Campbell

Program & Events Coordinator

Today's Webinar Team: Textbooks



Jill Arnett, Channel VP of Academic Markets
jarnett@restaurant.org



Maggie Braunscheidel, Sales Representative, West
mbraunscheidel@restaurant.org

Elizabeth Rice, Sales Representative, East
lrice@restaurant.org



Lauren Robin, Sales Representative, Central
lrobin@restaurant.org



Exam Rules & Regulations

Who to Contact?

Educators should always reach out to their State Coordinators as a first step for non-urgent requests. For urgent or time-sensitive issues, see the information below.

Person/Inbox	When to reach out
ProStart Inbox ProStart@nraef.org	<ul style="list-style-type: none"> • Non-urgent exam, COA, records merge, or ChooseRestaurants.org login questions • CSFE applications, renewals, or questions • Records questions (e.g. copies of certificates, exam history, etc.) • Typical response between 1 to 2 business days
Hotline (7am – 8pm CT) 1-844-693-3342	<ul style="list-style-type: none"> • Urgent exam or ChooseRestaurants.org login questions that are preventing students or educators from testing.
Academic Sales textbooks@restaurant.org	<ul style="list-style-type: none"> • Obtaining information on products • Product questions – What’s new? What support tools and educator resources are available? • Initial quotes/Foundation pricing
Service Center (830am – 630pm CT) ServiceCenter@restaurant.org 800-765-2122	<ul style="list-style-type: none"> • Non-urgent exam or chooserestaurants.org login questions • Quotes • Order Status • Questions about a purchase • Assistance with an order
Purchase Orders PurchaseOrders@restaurant.org 800-765-2122 ext. 36703	<ul style="list-style-type: none"> • Placing Edition 1 and 2 orders • Questions about purchase orders • Tax exempt forms

Before an Exam

- **Students**

- New students should create an account on ChooseRestaurants.org using their legal name and a permanent address.
- All students should log in to ChooseRestaurants.org and make note of username, password, and email address used.

- **Educators**

- Consider keeping a record of all students' ChooseRestaurant.org login information to prevent issues during test season.
- Register/log in to ChooseRestaurants.org and make note of username and password.
- Confirm you are registered as a Confirmed ProStart School Educator and Proctor. If you are not, please visit the [Register as an Educator](#) page or reach out to ProStart@nraef.org.
 - Apply as soon as possible if you have not yet. This process is not immediate and can take up to one business week to complete.
 - If you attempt to apply and receive a notice that, “Our records indicate that you have a current application,” it is likely that you have already completed and been approved. If you'd like to check your application status, please email ProStart@nraef.org.

Before an Exam

- Ensure your school is a verified ProStart school
 - If you did not participate in the annual Westat Data Collection Survey/ProStart Educator Database, your school may not be in our database of ProStart schools.
 - To be a verified ProStart school, you must be using the FRMCA curriculum, Edition 1 or 2.
 - To be added to our school list, please email ProStart@nraef.org. Include a letter on school letterhead, signed by your Principal, stating your school is using FRMCA curriculum to teach ProStart.
 - We will add your school to our school list within one business week.
- Have students log in and make sure their username and password functions **at least a week** before the exam.
- If there are log in issues, reach out to ProStart@nraef.org as soon as possible for resolution. It can take up to 2 business days to receive a response.
 - Please note, certain issues may take longer than 2 business days to resolve.

During an Exam

- There is no stated rule about the amount of time students are allotted to complete the exams.
 - Up to the proctor to determine the testing period.
- Print exams don't expire.
- Online vouchers expire 24 hours after applied.

After an Exam

- Educators will receive notification when the scores for their exams are available. Scores should be available 2-4 weeks from the testing date, depending on the time of the year.
- Scores will be input into ChooseRestaurants.org.
- Please note that, for print exams, scores will be housed under the name students list on their answer keys.
 - If a student has a nickname, or multiple accounts on ChooseRestaurants.org, this may result in scores not be connected to the correct account.
 - e.g. Johnathan Smith uses his full name on his ChooseRestaurants.org account, but inputs John Smith on his exam. The scores will not be linked to his ChooseRestaurants.org account.
 - This is an easy fix. Reach out to ProStart@nraef.org with the exam session number and student name(s). We can merge the scores to the correct account.

Exam Procedures

Exams

- Editions & Levels
 - Foundations of Restaurant Management & Culinary Arts (FRMCA) Exams.
 - Edition 1 & 2; Levels 1 & 2
 - Offered in print and online
- Exam Ordering/Scheduling
 - All exam scheduling takes place on ChooseRestaurants.org regardless of Edition, Level, or exam format.
 - Print exam answer keys and online exam vouchers can be ordered on textbooks.restaurant.org for \$18-\$21 each.
 - Cost covers administration, grading, record maintenance.
 - 10% discounts available for ProStart educators.
 - **NOTE:** It is crucial that Educators schedule their exams at the correct school. If an educator does not see their school listed in the dropdown menu, please reach out to ProStart@nraef.org immediately.

Exams

- Exam Scoring
 - If using paper exams, ensure Educators send back the completed Exam Information Form. Without this, exams cannot be graded.
 - Exam scoring timelines will vary. Please allow 2-4 weeks for scores to be returned.
 - Educators receive notification when the scores for their exams are available, so not receiving notice within a reasonable amount of time (3-4 weeks during testing season) should tip off an Educator that there may be a snag in the system.
- Accessing Scores
 - Scores can be accessed on ChooseRestaurants.org either by the Exam Session Number, Date Range, or specific Examinee Name.
 - Issues accessing scores should be send to ProStart@nraef.org.
- Exam Forms & Help Documents
 - Found [here](#) on ChooseRestaurants.org; *Educator-only access*
 - Resources like: Scheduling exams, administering print/online exams, ordering & returning answer sheets & materials, viewing exam scores

Exam Procedures:
*How do I schedule, modify,
or cancel an exam?*

Scheduling an Exam

- Once your school is a verified ProStart school, and you are an approved ProStart Educator and Proctor, you may schedule exams.
- To schedule, log in to ChooseRestaurants.org.

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



Serving Up Careers in Restaurants

Get the valuable resources and expert guidance to build your restaurant career.

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.



Examination Management

[Schedule Exam](#) [Speed Schedule Exam](#) [Edit/Cancel Exam](#) [Monitor/View Exam](#)

Schedule Exam Sessions

To schedule an Exam Session click on the "Schedule Exam" link to the right of the course title

FIRST EDITION

Exam Name	
 Foundations of Restaurant Management Level 1	Schedule Exam
 Foundations of Restaurant Management Level 2	Schedule Exam

SECOND EDITION

Proctor Agreement Form

Proctor:

I acknowledge that I have read, understand, and have been trained to follow the Exam policies and procedures in the National Restaurant Association Solutions (NRA Solutions) [Exam Administration Handbook](#). I will be accountable for performing within these guidelines.

I will comply with procedures for handling any breaches of security that might occur and will not reveal the content of the Exam, answers to Exam questions, or administer the Exam to anyone with a conflict of interest.

I also understand that my Exam administrations may be audited at any time and that the NRA Solutions has a right to investigate any allegation of violation of the guidelines. Furthermore, I understand NRA Solutions reserves the right to revoke my Proctor privileges at will.

I accept

I do not accept

Schedule an Exam

Proctor:

Please select the format of the *Foundations of Restaurant Management Level 1 Exam* you want to schedule.

Online Exam

Print Exam

Cancel

If you have any questions about Exam Session scheduling please contact NRA Solutions Service Center at servicecenter@restaurant.org. Please allow two business days for response.

Print Exam Schedule Form

Proctor:

Exam Session Scheduling Form

Basic Information

Proctor's Email :

State * :

Organization * :

NOTE: If your organization isn't listed, please contact the Service Center at servicecenter@restaurant.org

Course : Foundations of Restaurant Management Level 1

Exam Location

Exam Location : Proctor Address Organization Address

Country * :

Address Line 1 * :

We do not ship to PO Boxes, APO or AE addresses

Address Line 2 :

City/Town/Locality * :

State/Province/Region * :

Postal Code :

Required only for United States

Examinees can access their score and download/print their certificate online, once their Exam Answer Sheet has been graded.

Exam Information

Date Exam Given * :

Language/Version	No. of Examinees Expected
English	<input type="text" value="12"/>
Spanish	<input type="text" value="2"/>

Comments :

- It is crucial that Educators schedule their exams at the correct school.
- If an Educator does not see their exact school listed in the dropdown menu, please reach out to ProStart@nraef.org immediately.

[Back to Examination Management](#)

[Save](#)

Print Exam Schedule Confirmation

Proctor:

Exam Session Number: 2560224

Thank you for your Exam order! Please follow the instructions below to print your *Exam Information Form* and your Exam Booklets:

1. You must print and mail the *Exam Information Form* along with your completed Exam Answer Sheets. **Your Exam Answer Sheets will not be processed without the form.**

Please disable the browser popup blockers before printing the form or the Exam booklets.

Print Exam Information Form

1. Once you have printed the *Exam Information Form*, you may continue to print your Exam Booklets from the links below. Print the quantity of Exams needed for your Exam administration on this date only.
2. Please note that Exam Forms/Versions change frequently and are no longer considered valid after the expiration date indicated on the Exam cover page.

Print Exam Booklet for Spanish

Print Exam Booklet for English

Order Answer Sheets and Online Exam Vouchers

Viewing PDF files requires installation of [Adobe® Acrobat® Reader®](#)

- Return to [Examination Management](#).
- Contact servicecenter@restaurant.org for assistance. Please allow two business days for response

Modify or Cancel an Exam

- If you need to reschedule or cancel an exam, follow the same steps until you are here:



Examination Management

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[Speed Schedule Exam](#)
[Edit/Cancel Exam](#)
[Monitor/View Exam](#)

Schedule Exam Sessions

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FIRST EDITION

Exam Name	
 Foundations of Restaurant Management Level 1	Schedule Exam
 Foundations of Restaurant Management Level 2	Schedule Exam

SECOND EDITION



Examination Management

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FIRST EDITION

Exam Name		
	Foundations of Restaurant Management Level 1	Schedule Exam
	Foundations of Restaurant Management Level 2	Schedule Exam

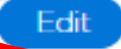
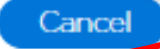
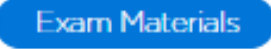
SECOND EDITION

Examination Management

Schedule Exam Speed Schedule Exam Edit/Cancel Exam Monitor/View Exam

Fake High School

Foundations of Restaurant Management Level 1

Exam Session	Exam Date	Location	Actions
2562296	2/14/2019	123 Fake St. Faketown, OH 00000 UNITED STATES	  

- Editing will allow you to change things like the date or number of exams.
- Cancelling will remove the exam session from your record.

Exam Procedures:
*How do I review the
scores from an exam?*

Checking Scores

- Once your exam has been scored, you may review all scores on ChooseRestaurants.org.
- To review scores, log in to ChooseRestauarants.org.

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



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Search: Score Analysis Reports

- [Search by Exam Session Number](#)
- [Search by Date Range](#)
- [Search by Examinee Name](#)

Exam Session Number

Student Curriculum Report

[Back to search](#)

[Download Complete Information In Microsoft® Excel](#)

Student:

Location:

[Back to Search Criteria Page](#)

Exam Session Details ()

No classes were found for this Curriculum.

Course Summary

Course Name	ExamInees			Avg. Point Score	Avg. % Exam Session Score	Domain Scores (AVG/Total)
	Total	Pass	Fall			
Foundations of Restaurant Management Level 1	13	12	1	33	83 %	Domain Scores

Exam FAQs

What Happened with Pearson?

- Pearson is no longer supporting Edition 1 exams.
- The National Restaurant Association will sell the Edition 1 answer sheets and online exam vouchers.
- We will support these exams through 2022.
- If you have questions about Edition 1 products, please reach out to Textbooks@restaurant.org.

Exams

- I can't find my student's scores.
 - Scores may not be ready. Reach out to your State Coordinator if the timeframe for scoring has passed.
 - Ensure you're entering the correct exam session number.
- My students can't find their scores.
 - Students may have entered their name or other demographic information in a way that did not match up or was erroneously misread and entered into ChooseRestaurants.org in a different profile. Reach out to ProStart@nraef.org with the exam session number and student name and correct username.

Certificate of Achievement (COA)

Certificate of Achievement (COA)

- **Competencies**
 - Students must verify they have mastery of 52 of the 75 competencies (70%)
- **Work Hours**
 - 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).
- **Expiration**
 - Students are 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 did from 5/5/2016 and forward.
 - His COA application will expire on 5/5/2020.

Certificate of Achievement (COA)

- On the Coordinator and Educator Hubs, there are 3 documents to help you understand and administer the COA process:
 - COA Explanation of Hours
 - Discusses what is eligible work experience for students to apply toward their COA
 - COA Work Experience Checklist
 - This document is what students are required to have their employers complete to verify their competency attainment
 - COA Training PowerPoint
 - Goes through the process from start to finish for Students, Educators, and Coordinators
- Please review these documents, and reach out to your State Coordinator with questions.

Resources

- Coordinator Hub
 - [Coordinator Resource Hub](#)
- Educator Hub
 - [Educator Resource Hub](#)
 - [Exam Forms and Help Documents](#)
- Others
 - [Passport 2019](#)

Questions Received

- How does the exam process change year over year, if at all?
 - The process for taking the exams does not change. The questions change approximately every two years.
- Are there study guides available for the 2nd edition?
 - The FRMCA books offer chapter-end quizzes that students can use for practice.
 - We do have exam blueprints that indicate the number of questions from each chapter available on the Educator and Coordinator Hubs.
- Is there a way for a Coordinator to pose as a teacher to provide troubleshooting support?
 - Coordinators can request Educator permissions with ProStart@nraef.org.
- How do we know what's on the test? How can we prepare our students?
 - On both the Educator and Coordinator Hubs are Exam Specifications for Edition 1 and Edition 2 FRMCA exams. These documents will show which chapters are more heavily covered in the exams, so you know where to focus your students' time and attention.
- State Coordinators have given directions to educators to open the exam prior to administering it, so you can prepare students for those questions. The rules on the exam administration clearly say not to open or view the exam. Please clarify the NRAEF stance on if this is ever acceptable.
 - Please do not open or review exams prior to administering them. Educators should use the FRMCA curriculum, practice quizzes in the textbooks, and resources on their Hub to prepare students.
- Are questions in the Exam based off the state regulations or nations?
 - Please visit <https://textbooks.restaurant.org/Explore/Correlations> for information on Correlations.

THANK YOU

Next Webinar:

Wednesday, March 27, 2019

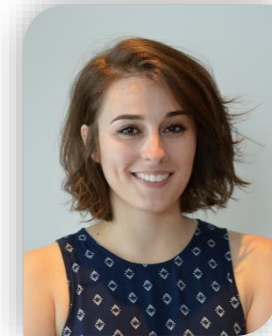
3-4pm EST

“NPSI: Know Before You Go”

**Please let us know what you
thought of today’s webinar.**

Take our [quick survey!](#)

**Submit questions or
webinar topic ideas to:**



Morgan Golin,

Manager, ProStart Programs

mgolin@nraef.org