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forward to the next section. If a participant misses a question, they are sent back to the body of text to review and attempt the question again.

Each NEHA course undergoes numerous internal evaluation reviews within the Education Section in the EZ Department. Until the point of printing, the material is subject to edits and rewrites if new information or updated regulations become available.

Course design

Invalidating a Certificate

Policy: The EZ Certificate Program Administrator shall notify Certificate holders in writing, if a previously issued Certificate is invalidated .

Purpose: To clarify the process for invalidating a NEHA Certificate

Procedure:

NEHA Certificates are invalidated for the following reasons:

- Determination is made that a Certificate holder did not participate in the required course and/or summative assessment.
- Determination is made that a Certificate holder received the Certificate by administrative or technical error.

Jurisdictional Requirements

Policy: It is the policy of NEHA to monitor jurisdictional requirements and update the Certificate Programs as required.

Purpose: To ensure NEHA Certificate Programs meet or exceed all jurisdictional requirements.

Procedure:

Each state, and the corresponding counties and cities within that state, are responsible for contacting NEHA with updates.

Any changes in food safety laws or regulations, Certificate acceptance, and/or terms must be entered into the appropriate folder(s) i files.

Any changes / updates that are recommended by the Advisory Group will be noted into the appropriate Certificate Program by the Certificate Program Administrator .

EZ Certificate Program Administrator is responsible for updating jurisdictional requirements in

Complaints and Appeals

Policy: A review and appeals process is available to individuals seeking an amendment of a decision denying a Certificate from a NEHA Certificate Program. The EZ Associate Director, Education and the Advisory Group conduct review an d appeals processes. The decision of the EZ Associate Director, Education, with input from the Advisory Group , is final. Failure of a NEHA Certificate summative assessment is not subject for an appeal.

Purpose: To outline the complaint and appeal process.

A complaint is defined as a cause or reason for dissatisfaction, a grievance.

An appeal is defined as a resort to a higher authority or greater power, as for sanction, corroboration, or a decision.

Procedure:

Last updated:

For those who do not maintain their certificate, NEHA retains certificate records for a minimum of

update/correct personal information previously acquired which he or she believe to be inaccurate.

Requests may be sent to:

NEHA Entrepreneurial Zone
Attn: Certificate Program Administrator
720 South Colorado Blvd., Ste. 10 5A
Denver, CO 80246

Opt in and Opt out

NEHA is a certificate-issuing organization and, as such, must maintain contact information on all inquiries to communicate relational or transactional information. NEHA also sends promotional material promoting its conferences, awareness opportunities, or other offerings. From time to time, NEHA collaborates with other environmental health related organizations and companies to promote other programs that may be of interest. In such cases, NEHA does not provide these organizations with any mailing information or otherwise disclose any contact information but distributes the organization's information on their behalf to those who have elected to receive such information. If at any time, individuals do not wish to receive marketing material, every marketing e-mail will include an opt-out link at the bottom, or the individual may notify NEHA in writing at the address in this document.

Third Parties

Occasionally, NEHA outsources administration and other NEHA functions to contractors. In such cases, NEHA may provide these third parties with contact information for the sole purpose of performing NEHA-sanctioned tasks under the supervision of NEHA employees. These contractual relationships specifically address the way they may use contact information and that they may not copy or disseminate that information or use it for any purpose other than that specified in the contract. Additionally, upon termination of the contract, they must return all information to NEHA and destroy any copies that they might possess.

Certificate Verification

As an organization that issues certificates, NEHA may be requested to verify whether an individual's assertion that they possess our certificate is accurate. It is an implied duty that NEHA identifies and attests to the certificate holder status of those individuals who do possess our certificates. As such, NEHA will verify whether an individual holds a certificate issued by NEHA or not upon receiving sufficient identifying information regarding the subject of the inquiry. However, under no circumstances is any contact or other information disclosed.

URL Links

NEHA will charge Certificate Program course instructors a fair and reasonable cost for course materials based on production of materials and administrative time. It is up to the course instructors to abide by state and local regulations on any limitation of course fees.
NEHA will audit instr
and past violations.
If the instructor cancels the course, a full refund will be given to all paid participants by the instructor.
If a participant is unable to attend the course aft er making payment, the instructor must be notified in writing, by mail or email, at least 7 business days prior to the course date for a full refund. Within 7 business days of the course, a refund to the participant is not required, although an individual instructor may return all or some of the course fee at their discretion.
An instructor may not order and/or pay for training books and materials that will not be used.
In the case of an emergency or if a participant must leave the class after beginning the course, a refund will not be given; however, the participant will have the opportunity to attend another session of the same course by the same instructor at another t ime.
If a participant fails the summative assessment, they must re take the course and summative assessment. There may be a cost associated with the retake.

Non-Discrimination

Policy: No individual is excluded from the NEHA Certificate Program based on any attributes other than their eligibility to sit for the Certificate Program assessment.

Purpose: Ensure fair practices in the Certificate process.

Procedure:

written warning will be given (at 90 days of non- compliance). A Suspension will be issued,

trainer will not be able to order any further Food Handler Certificate Program materials until they have responded to the stipulation and are in full compliance with the policy. Continued refusal to comply will result in the trainer losing the opportunity to participate or train in the NEHA Certificate Program. Trainer does have a right to appeal to the me mbers of the Advisory Group.

Records and Document Control

Policy: A

Procedure:

Specifically, the auditor will:

Evaluate the adequacy of the internal control structure within the Certificate Programs to manage risk.

Assess the extent of compliance of each program with applicable laws, regulations, policies, and procedures.

Verify the existence of assets and proper safeguards for their protection.

Evaluate the adequacy, reliability, and effectiveness of financia l and personnel reporting systems and procedures.

Appraise the quality of management's performance in carrying out assigned duties and accomplishing goals and objectives.

Perform audits directed toward cost savings and/or revenue enhancement opportunities.

Review policies and procedures for any discrepancies or necessary updates.

Review trainer records.

Last updated: