

FDRP Standards of Certification¹

Standard 1

The purpose of the certification program is to conduct certification activities in a manner that upholds standards for competent practice in the Hospitality and dining room service industry.

Since 1996 the mission of the Federation of Dining Room Professionals (FDRP)® has been to promote and honor excellence in the dining room. The FDRP achieves its mission by offering educational materials and self-study programs that prepare and certify individuals, students/faculty and staff/managers in the techniques of proper service. All FDRP training/teaching materials are approved by the International Sommelier Guild (ISG) and endorsed by the American Culinary Federation (ACF), which awarded the FDRP programs with the distinguishing honor: Educational Assurance Award.

Standard 2

The certification program is structured and governed by international standards that are reviewed, controlled and maintained in a variety of ways to ensure fairness, consistency and the protection of performance evaluation against bias.

These ways are:

- Written manuals containing over 1000 pictures illustrating the pros, cons and whys of all standards against which performances are measured.
- Precisely detailed criteria of qualification containing a glossary of terms in order to further specify qualifying elements of requirements.
- Automated written examination that has been refined consistently for the last ten years.
- Independent judge panel for the review of practical examinations. Judges do not know which other judge is reviewing which practical, and thus are not able to communicate about performance.

All FDRP standards are based on the IBGS of Hospitality (*International Business and Gourmet Standard of Hospitality*). The IBGS is derived from the classic European standard taught in culinary schools throughout Europe as well as in Canada, South America and elite United States schools. Merged with the International Standard of Business Etiquette, which is also taught worldwide, the IBGS model of service standard can be found in literally every educational book published throughout Europe, including the French "Travaux Pratiques de Restaurants" courses that are taught for all three degrees of their Service Restaurant program. Relating that program to the United States' degree acronyms, the bottom degree is equivalent to a Culinary AOS degree and the top level equates to a University Bachelor

¹ FDRP modeled the documentation of its standards of certification after the 21 standards required by the *National Organization for Competency Assurance (NOCA)*.

degree. Service is a living art, so the IBGS has evolved to meet the needs of the modern clientele and was adapted to the current constraints that restaurants must abide.

Standard 3

The governing committee of the certification program is constituted of an advisory board that encompasses individuals representing all stakeholder bodies:

- FDRP administration
- Publishing industry
- Academia:
 - Administrative level
 - Educator levels
- Restaurant industry:
 - Operator level
 - Line level
- Hotel Industry
- FDRP certified individuals
- Non-FDRP certified individuals

All of which also are customers of the industry.

Standard 4

The certification program maintains a financial reserve, which purpose is to maintain certification operations throughout the exhaustion of circulated certification kits.

Standard 5

The FDRP retains sufficient staff to provide for the administration of the certification program.

Managed by the *Certification Director*, the administration of the program is divided into three departments:

- Judge Panel, whose task is to review practical examinations and provide a grade with detailed feedback on performances.
- Administration, whose task is to verify employment and check that all requirements are met. That is done by checking on references and other entities issuing various credentials.
- Executive, whose task is to issue the certificate, have it signed by the appropriate department(s) and create the final record for the individual.

Standard 6

Responsibilities to stakeholders

FDRP maintains certification process's transparency via the publication and periodic review of the elements and procedures of certification to include:

- Purpose of the certification program.
- Certification policies.
- Procedures.
- Eligibility criteria.
- Assessment instruments.
- Appeal Process.
- Confidentiality.
- Certification Statistics.
- Laws compliance.

Purpose of the certification program.

- Translating professional's years of experience and knowledge into tangible credentials.
- Converting culinary and hospitality educational institution's dining room classes into a portable credential distinct to dining room professions.
- Turn training provided by operators into a industry-wide credential.
- Facilitating the flow from educational institution's graduates into operators via common standards of performance maintained by certification.
- Creating career growth opportunities for employers to offer their employees to help staff attraction and retention; and for professionals to reduce the migration of experience labor out of the industry.
- Encouraging culinary graduates to consider a career in the front-of-the-house if the back-of-the-house loses its appeal to them.

Certification policies.

Certification is accessible to all individuals who meet the requirements for each level they apply for as outlined in the certification application. The FDRP does not discriminate against race, religion or ethnic background, and thus requires that all individuals seeking FDRP certifications reflect this policy through the ability and willingness to apply their credentials in all types of foodservice operations regardless of their cultural characteristics, type of food, and beverages they serve.

It is the responsibilities of the applicant to provide FDRP with all the required documentation and contact information in order for FDRP to verify eligibility.

In order to ensure fairness of process, candidates are required to agree to hold FDRP and its Judge Panel harmless from any and all liability in the event their application is rejected on the basis of information provided to the FDRP by themselves or third persons which would, in the judgment of the FDRP, make them ineligible for certification.

Candidates are required to sign FDRP *Pledge of Hospitality* embedded in the *Certification Agreement* to acknowledge that following their certification by the FDRP, they will uphold the standards of hospitality and conduct presented in the certification manual, and will place the interest of their clients above their own; and to accept the fact that if it is established that they disrepute their certification they will be stripped of their credential.

Although FDRP offers study manuals in Spanish to help operators facilitate the communication of standards of service to Spanish speaking immigrants who are yet to master the English language, all examinations held directly by the FDRP are in English, and all candidates to the *Professional* and *Master* levels of certifications are required to be fluent in the English language.

Although FDRP facilitates the delivery of the standards of hospitality via educational material available and tailored to operators, educational facilities and professional's needs, FDRP does not require that specific courses be taken from specific institutions or trainers in order to complete certification.

Procedures.

Detail of procedures to complete certification varies with the different levels of certification and are outlined within each program's documentation.

The overall process consists of the following steps:

- Review by the candidate of the requirements—as published online and in FDRP program catalogue—to verify qualification. This can also be done by calling FDRP's office and talking with any of FDRP qualified staff.
- Acquire the chosen certification program material.
 - Note: Because FDRP certification levels are progressive (each level is based on the level below it with the addition of supplementary requirements) candidates can acquire programs that exceed their qualification. It allows them to set their career goal more effectively and progress freely between the levels as they gain experience and meet the different requirements.
- Complete the examinations and provide FDRP with documentation establishing that the candidate meets the required qualifications.
- Verification of standards by the FDRP. This can be done in multiple ways depending on the types of requirements the candidate must meet:
 - Calling References provided.
 - Correcting Examinations.
 - Evaluating filmed performances.
 - Contacting FDRP known contact, who has knowledge of the candidate.
- Report and recommendation to the Certification Director by the parties involved in the verification.
- Decision by the Certification Director:
 - Certification: The certificant is provided with his/her credentials via mail.
 - Non-certification: A letter is sent to the candidate detailing the reasons for which the credential extension is being declined. This decision can be appealed by following the appeal procedure.

Certification is not extended until ALL requirements are completed.

Eligibility criteria.

Although some of FDRP certification levels contain exemption/additions the common criteria are as follows:

To be eligible for certification by the FDRP you must be able to:

- Fulfill the professional functions that are part of the standards of performance as outlined in *The Professional Service Guide*.
- Be willing to execute these standards in all types of foodservice operations regardless of their cultural characteristics, type of food, and beverages they serve.
- Be willing to agree, sign and comply with FDRP certification *Pledge*.
- Demonstrate and document the fact that you meet all the requirements for each specified level of certification.

The following constitutes an overview of criteria exemption/addition on a per-program basis.

- *Apprentice Level*: Candidates at the *Apprentice* level are waived from the following requirements:
 - Ability to meet any alcoholic beverage components of certification.
 - Prior Experience in the hospitality industry.
 - Mastering of the English Language (although at the present time *online* examinations are only provided in English).
- *Associate Levels*: Candidates at the *Associate* level are waived from the following requirements:
 - Prior Experience in the hospitality industry.
 - Mastering of the English Language (although *online* examinations are only provided in English)
- *Professional Level*: Candidates at the *Professional* level are required to meet all the requirements dictated in their application including:
 - Mastering—spoken and written—of the English language.
- *Master Levels*: Candidates at the *Professional* level are required to meet all the requirements dictated in their application including:
 - Mastering—spoken and written—of the English language.

Assessment instruments.

Standards of performance and knowledge verification is achieved through multiple ways.

Standards of performance for practical examination, ethic and business conduct are precisely detailed in the FDRP book, *The Professional Service Guide*. Candidates are also provided the following:

- A detailed and illustrated documentation describing the context within which the practical examination should be taken—including location, equipment, camera positions, filming sequences and other crucial components.
- A DVD sample of a practical examination.
- An *insider* article from a candidate who successfully completed the program.
- A copy of the *Practical Examination Evaluation Form* that each member of the judge panel will be using to evaluate their performance.
 - All judges seating on the panel did complete their own examination under peer review themselves.

Knowledge Verification is achieved via written examinations either taken online or using hard copy paper test. In either case, the tests are the same and underwent two processes in order to achieve testing reliability:

Test questions were evaluated and rated using the six levels of learning from Benjamin J. Bloom (commonly referred to as *Bloom's Taxonomy*).

Examinations themselves and cut scores were set using the *Modified Basic Angoff Method—Using an Iterative Process* applied to over 1000 respondents. Each version of a given certification test pulls questions from a test item bank. Each of these questions varies in difficulty as mentioned above. Because a different mix of questions is used in each test the overall difficulty level is not fixed. Thus, it is important to make sure that the varying difficulty level is reflected in the pass point of each test to ensure that test results are reliable. As a certification body which subject matter impacts not only business but also clientele health we have established the cut score to 80% for the *Apprentice* and *Associate* levels, and 90% for the *Professional* and *Master* levels of certification.

Appeal Process.

When a candidate is declined a credential, the candidate is notified in one or more ways:

- Automatically, via a message embedded with the electronic communication that an online examination was not completed successfully (all online examinations).
- By e-mail, if available—or regular mail if e-mail is not available.

In the case of an online examination the candidate is simply invited to retake the examination or may appeal the decision by following the process outlined below.

In the case of a decision that does not relate to an online examination the candidate is provided with one or two options:

1. Meet the requirements for certification by completing the missing requirements/steps, if any.
 2. Appeal the Decision. The candidate does so by sending a request for appeal to FDRP *President* and the *Certification Director*. In this letter the candidate must qualify effectively the validity of the appeal.
- The request for appeal is reviewed by the both, the *President* and the *Certification Director*.
 - The *Certification Director* re-evaluates the application, based on the points raised in the appeal letter.
 - The *President* reviews the candidate application and its components, and after consulting with the *Certification Director*, makes recommendations on one or more of the following:
 - That the certification be *Granted* based on the initial application
 - That the candidate undergoes a *Re-Training process* for the lacking or failing components.
 - That the candidate's application components be *Re-Evaluated* by the appropriate FDRP staff.
 - That the candidate him/herself be *Re-Directed* to an avenue of certification more in line with his/her performance/credentials.

Confidentiality.

The information collected by the FDRP, either via certification applications bearing personal information about the candidate or the nature of the candidates test results and progress through the certification program itself, is given the most caring protection from access to unauthorized individuals.

Only FDRP *President*, FDRP *Director* and FDRP *Certification Director* are authorized to view a candidate or certificant's complete file. Other individuals—including members of the judge panel for practical examinations or other evaluation tools—are only provided information on a need-to-know basis and only for the portion of evaluation that relates to their expertise.

Information collected via online examination from students enrolled in culinary or hospitality management programs is protected by the *Student Privacy Act*. Therefore, when contacted for a reference, the only information FDRP can disclose is as follows:

- Whether or not the individual is certified.
- The level of certification achieved.
- Whether or not the individual is enrolled in an FDRP certification program (no other details will be provided without a written *Privacy Release Consent* from the individual whose credentials verification is being requested).
- Date of certification.

Information collected from private individuals who purchased themselves their way through a FDRP certification program is protected by FDRP and will only be provided to them at their request after verification of who they are, which is done by questioning them on matters relating to their certification that only they can know. Therefore, when contacted for a reference, the only information FDRP can disclose is as follows:

- Whether or not the individual is certified.
- The level of certification achieved.
- Whether or not the individual is enrolled in an FDRP certification program (no other details will be provided without a written *Privacy Release Consent* from the individual whose credentials verification is being requested).
- Date of certification.

Information collected from private individuals whose certification kits were acquired from FDRP by the employer at the employer's expense for the employee's professional development within the employer's organization, is accessible to the employer's assigned and recognized contact. Therefore, when contacted for a reference by a third party, the only information FDRP can disclose is as follows:

- Whether or not the individual is certified.
- The level of certification achieved.
- Whether or not the individual is enrolled in an FDRP certification program (no other details will be provided without a written *Privacy Release Consent* from the individual whose credentials verification is being requested).
- Date of certification.

The employer's assigned and recognized contact, however, will be provided a progress report that may contain—if the employer requests it—information about testing and the completion of the different components of the program. It is then the employer's responsibility to manage this information carefully in order to not violate the employee's right to privacy.

Certification Statistics.

Certification demographic is a variable statistic for FDRP. Although we keep track of proportions of certification in many ways such as the sources of certification, types of schools or corporations sizes or program selection, the FDRP does not collect information about certificants that is not directly relevant to the certification criterion/requirements. Also, as a privately held entity we limit the release of our statistics to general percentage and overall numbers. FDRP hosts over 4000 certification examinations annually, of which 80% is at the *Associate* and *Apprentice* level.

Credential revocation

If a candidate is found to have violated the certification agreement and/or generally accepted proper business and ethics conduct, and or has misrepresented him/herself or his/her credentials, credentials can be revoked either temporarily or definitively by the *Certification Director* based on the gravity of the violation. This decision can be appealed by the appeal procedure.

Laws compliance.

FDRP operates in accordance with all governing laws that it has knowledge. It is a corporation registered in the State of Florida. All its operations are governed by the laws of the State of Florida and applicable Federal regulations.

Standard 7

The FDRP maintain access to an up-to-date description of the assessment instruments used to make the certification decision as well as the research methods used to ensure that the assessment instruments are valid.

This documentation is published in the following sources:

- *Professional* and *Master* levels certification applications/agreements.
- *Apprentice Instructor Training Toolkit.*
- *Associate Instructor/Trainer Toolkit.*
- On its website: www.FDRP.com, and any subsequent certification websites.

Standard 8

The FDRP only awards certification after the knowledge skills and experience has been thoroughly evaluated and determined acceptable.

FDRP does extend the intermediary denomination of *Certified Dining Room Captain (CPT)*[™] to candidates to the *Master* levels of certification who met the minimum following criteria but are yet to complete all of the *Master* program requirements:

1. 3 years in the FOH,
2. 2 full years as a Captain,
3. 1 full year as a Captain in the same dining room.
4. Attain a success rate of 90% or higher on the online test. Test is 100 questions, 65 questions for graduates of accredited institutions.
5. Successful completion of FDRP Service Practical test.
6. CheeseCyclopedia certification.

Although the FDRP was recently founded in 1996 under the name *Nuance Corporation* (then registered in the State of Delaware), FDRP certification programs have grown substantially in the number of professionals it encompasses as well as it has added some requirements to some of its programs. These changes are the result of the natural progress required to keep up with the industry and also laws. For example, all States require some form of food-handler certification for almost any employment position within a restaurant. Thus FDRP added this requirement in its *Professional* level of certification.

Consequently, individuals who completed the *Certified Dining Room Professional (CDP)*[™] certification prior to this addition to the program are automatically grandfathered with the CDP certification. These changes, however, are of no concern to the certification stakeholders for that these grandfathered professionals must complete a food-Handler course in order to legally remain active in the profession. And if they are not active in the profession, then it is a moot point because they do not compete for the same position title within the industry.

FDRP does not offer *grandfathering* privileges for any of its programs to anyone who had not fully met all the requirements of a certification level applied for and granted prior November 11, 2008.

Standard 9

The FDRP maintains a list of and provides verification of certified individuals.

Any member of the public is allowed to verify an individual certification standing by calling the FDRP at 904-491-6690 or e-mailing at the following address: info@FDRP.com.

The following information will be provided:

- Whether or not the individual is certified.
- The level of certification achieved.
- Whether or not the individual is enrolled in an FDRP certification program (no other details will be provided without a written *Privacy Release Consent* from the individual whose credentials verification is being requested).
- Date of certification.

Standard 10

The FDRP designed the requirements for each of the certification levels by first analyzing and defining—in concert with members of all stakeholder bodies--what performance domains and tasks completion should be for the various credentials it intended to offer, given the industry's needs.

Our formal report of the job/practice analysis study is a confidential document, which the FDRP does not make available to the general public or other entities unless required by law or decided otherwise by FDRP corporate officers.

One may, however, consult the detailed curriculum of each of the programs to evaluate the application of the knowledge and skills of the different credentials to the industry's employment position they correspond. This information is readily available in FDRP program catalogue.

The popularity, expansion, and endorsements the FDRP has shown and received within its ten+ years of existence exemplify the applicability and validity of its different credentials.

The value of FDRP certification programs is concrete in both the hospitality industry and the academic world where for example, at *Johnson & Wales University*, the associate certification is used as the '*Culminant examination*' of a 3-credit course, and the *Dining Room Master*™ certification equals the same number of points as an ACF *Certified Executive Chef* when it comes to faculty promotion & evaluation.

FDRP programs are endorsed by the *American Culinary Federation (ACF)* from which it received the *Educational Assurance Award*. FDRP is also accredited by the *International Sommelier Guild (ISG)*.

Standard 11

FDRP certification programs employ assessment instruments that are derived from the job/practice analysis performed by the representatives of all stakeholder bodies and that are consistent with generally accepted psychometric principles.

FDRP *Academic Director*, Dr. Fred Mayo currently operates his own training and consulting firm, working with clients in higher education, food service, hospitality and culinary education, small business operations, and not-for-profit organizations. For twelve years, he was Academic Dean at *The Culinary Institute of America (CIA)* where he held the titles of *Director of Education*, *Associate Vice President for Degree Programs*, *Dean of Liberal and Management Studies*, and *Dean of Academic Initiatives*. During his time at the CIA, he was responsible for the development and quality of the faculty, curricula, budget, and policies in various degree programs, and he led the development of the bachelor program, the revision of the two associate programs, hired over one hundred and thirty full-time faculty members, trained over twenty-five department heads, plus brought a renewed focus to the quality of learning and teaching.

Dr. Mayo authored FDRP's *Introduction to Teaching* and rated the written examination questions as per the six levels of Learning from Benjamin J. Bloom. Programs were piloted at Johnson & Wales University and underwent further modifications in their assessment components and content to follow recommendations of the university.

Throughout the years of use, FDRP has used feedback from operators and academia to ensure that the programs continued to operate smoothly between the two worlds.

Written examinations and cut scores are set using the *Modified Basic Angoff Method—Using an Iterative Process*. Practical examination standard and cut score for the *Associate* and *Apprentice* certification levels are set using the *Modified Basic Angoff Method* with *The Concept of Minimal Performance* and *Presentation of Normative Data*.

Note: Practical examination is not FDRP required for these levels but often is faculty driven and imposed, and FDRP recognized by an additional seal on the certificate).

FDRP created comprehensive *Teaching/Training Toolkits* for all its classroom-teachable programs: *Apprentices* and *Associates* certification levels. These *Toolkits* contain complete and detailed curriculums with supporting slide presentation on CD in PDF and Microsoft/PowerPoint®; plus matching Student Handbook. In addition, a soft copy of the entire program's question pool is provided to help the creation of quizzes.

The curriculums are structured into independent sessions that include clearly marked pages to aid the instructor in distinguishing the *need-to-know* from the *nice-to-know*. Each session comes complete, with Learning objectives, Example test questions, Standards of performance, Practical exercises with measurable criteria, numerous graphics and photographs that mirror references found in the Student Handbook. Chapter headings include the corresponding handbook page number.

FDRP analyzes classes' results randomly to ensure that tests are taken within dictated conditions. FDRP investigates all results that present patterns out of the norm for an institution or even a single faculty.

Standard 12

The FDRP set cut scores in correlation with the professional levels at which it expects its certificant to perform in order to meet or exceed industry standards within the measurable criterions.

FDRP uses two different cut scores for multiple levels of certification and different types of examinations.

Apprentice and *Associate* certifications cut score is set at 80% on a 30 question test that addresses the most basic knowledge/skills required to obtain introductory employment position. Candidates who undergo a secondary testing via the tutelage of an institution are recognized with the addition of the faculty signature and *Practical Examination* stamp on their certificate.

Professionals and *Master* levels of certification written examinations cut score is set at 90% on a test that varies from 65 to 120 questions, depending on the exact level of certification as well as whether the candidate holds a degree from an FDRP accredited institution.

These examinations address every important aspect of the industry, from line level functions and knowledge to general comprehension of management functions.

Individuals certified at these levels generally are leaders whose decisions impact all aspects of a business, from the clientele to the staff to operations' cost and sales. As such, their knowledge must be solid, which is why the cut score is set high. The FDRP cut scores are established not to measure progress of a pupil, but rather confirm the certificant's knowledge and performance.

Master levels practical examination cut score is set at 80%.

The 10% lowering of the cut score in comparison to the written examination requirement for the same level was necessary to compensate for the variance in perception of the soft skills that are comprised in the examination.

While many might consider that 80% is still high for such type of examination, the fact that candidates control every aspect of their examination by filming it in whatever conditions they chose and preparing whichever recipes they know best increases the quality performance expectation. Ten years of practice has confirmed that the standards and table used to measure performances present consistent evaluations between candidates of different levels of experience across the judge panel.

Standard 13

The Psychometric procedure used to score, interpret and report assessment results examinations and cut scores employs multiple *Modified Angoff Methods, using an Iterative Process, Presentation of Normative Data, Applying Relative Weights to Score and Concept of Minimal Competence*, depending on the type of assessment process/tool used.

Certification examinations are not used to evaluate progress of a pupil through an educational program, but rather verify the mastering of skills and knowledge. As a certification body which subject matter impacts not only business, but also clientele health we have established the cut score of the written examination to 80% for the *Apprentice* and *Associate* levels, and 90% for the *Professional* and *Master* levels of certification.

The written examinations used for the *Apprentice* and *Associate* program has been applied to thousands of candidates across the years, across a demography of students that varies in age, background and the types of educational setting in which they are embedded. This allowed FDRP to create its own certification examination empirical data.

FDRP cumulated empirical data has been used to modify tests and questions that has increased the reliability of the assessment at all levels of certification.

The following numbers reflect FDRP statistics encompassing a group of 1006 examinants over a period that reflects meaningful activity in different sectors of the industry—from colleges to operators.

Apprentice and Associate certification examinations:

- 52% of candidates overall to an *Associate* certification complete successfully the test at their first attempt.
- 75% of candidates overall to an *Associate* certification complete successfully the test within two attempts.
- 89% of candidates overall to an *Associate* certification complete successfully the test within three attempts.
- Only 11% require more than three attempts or never complete the examination.

Of these percentages, the proportion of successful certification is distributed between the different demographics as follows:

- Taking the examination as an academic requirement within a university: 50%
- Taking the examination as an academic requirement within a college: 30%
- Individuals taking the examination as an academic requirement within a vocational high school: 5%
- Taking the examination as an academic requirement within a high school: 0%
- Taking the examination as employment requirement within a multi-unit operator: 10%
- Taking the examination as an employment requirement within a single unit operator: 1%
- Taking the examination as a self-imposed requirement: 4%

Statistics of detailed success percentages results per category of students demonstrated that the faculty teaching methods and dedication was by far the most influential parameter in success. Teenage groups of pupils from underprivileged demographics with strong minority presence have outperformed pupils from higher education institutions by being under the tutelage of very dedicated and effective faculty.

Professional and Master certification examinations:

Written examinations

- 17% of candidates overall to a *Professional* or *Master* certification complete successfully the test at their first attempt.
- 50% of candidates overall to a *Professional* or *Master* certification complete successfully the test within two attempts
- 85% of candidates overall to a *Professional* or *Master* certification complete successfully the test within three attempts
- 15% require more than three attempts or never complete the examination altogether.

Note: FDRP documentation accompanying *Professional* and *Master* certification examinations access invites and recommends that candidates attempt the test at first without preparation in order for them to:

1. Obtain a clear measure of their knowledge improvement through the completion of the program. This by being able to compare their *initial* knowledge against their *certificant* knowledge.
 2. Identify their topics strengths and weaknesses to help maximize the time spent studying standards.
- Faculty taking the examination for professional development in higher education: 8%
 - Professionals taking the examination as employment requirement within a multi unit operator: 65%
 - Professionals taking the examination as a self-imposed requirement: 27%

Practical examinations

Master levels practical examination cut score is set at 80%. The 10% lowering of the cut score in comparison to the written examination requirement of 90% for the same level was necessary to compensate for the variance in perception of the soft skills that are comprised in the examination.

Candidates are presented with a copy of the *Practical Examination Evaluation Form* at their initial registration for the program.

The *Judge Panel* is constituted of individuals who themselves meet the minimum requirement of certification as *Certified Dining Room Captain (CPT)*[™] and includes at least one *Certified Dining Room Master (DRM)*[™] or *Certified Hospitality Grand Master (HGM)*[™]. A minimum of two members must constitute the panel to oversee a practical examination. Grading from the judges is not confidential within the panel, but can only be shared after the examination is complete.

The practical examination is divided into 10 sets of skills, each of which is subject to matters of grading: one for *Procedure* employed, and one *Outcome* of the performance. Additional points can be earned via the level of elaboration of the table-side recipe the candidate elects to prepare.

The list of the most common table-side preparations, along with their *Bonus Point* value is enclosed with the instructions for the practical examination.

When two judges have a conflict of perception for an examination, a third judge can be used to help determine the outcome, but an unanimous pass by at least two judges is required for a final decision.

Success rate to the practical examination is as follows:

- 76% of candidates complete their practical successfully at the first attempt.
- 16% of candidates complete their practical successfully at the second attempt.
- 8% of candidates complete their practical successfully at the third attempt or never attempt.

It takes an average of 18 months for a candidate to complete his/her practical examination after he/she registers to a *Master* program. This fact, in addition to a no-time limit policy on certification completion, makes it difficult for FDRP to present an accurate number on the percentage of individuals that do not complete the practical examination.

Standard 14

All FDRP certification scores go through a three step validation process.

Online examination test scores are cross-referenced in three ways:

1. An automated result report is generated for each individual examination or course component taken. This report is sent directly to the e-mail address the candidate entered when registering for the examination/course component.
2. The *Certification Director* generates reports by certificants group to analyze percentage patterns of success and failure.
3. The *Certification Director* generates reports by certificants class roster group to generate instructor-specific class reporting with score detail of each student.

Practical examination scores are the subject of three separate reviews:

1. The initial grading by at least two members of the judge panel, which outcome must be unanimous. To eliminate the possibility of bias or influence between judges, each judge does not know who are the other judges reviewing the same examination.
2. The *Certification Director* must approve the score of the practical and then submit it to the *President* of FDRP.
3. The *President* reviews the practical along with the overall application and then signs off on its approval.

The candidate—pass or fail—is provided with a written report identifying the detail of the performance and how each component was graded and compared to the required standard documented in FDRP certification reference manual, *The Professional Service Guide*.

Standard 15

FDRP *Apprentice* and *Associate* certification examinations are available in multiple formats with the intent to accommodate candidates who have a documented learning disability. In all types of examinations, the knowledge tested is the same, only the questions are formulated in a way that accommodates the way specific students' process information.

FDRP offers four types of written examination accommodation, each of which fits a specific purpose of accommodation.

Online Test: The test is automated. Questions are randomly selected from a dictated number of topics pool. The test is timed to allow 1 minute per question (time is calculated overall for the entire test, e.g. 30 minutes for a 30 question test).

Hard Copy Test: The test is proctored by an FDRP authorized individual. The proctor ensures that the test conditions meet FDRP requirements. If qualified—or required by

law—the proctor can allow additional time for the completion of the test for students with reading difficulties. This test also allows institution to host students in controlled conditions such as quiet environment free of distractions. Multiple tests are available for the same examination.

Graphic Test: The test is a hard copy document which presents all questions in the form of graphics (pictures, drawing or schematics). The graphic test is taken within the same conditions as the *Hard Copy test* mentioned above.

Graphic assisted timed control test: the test is a combination of a hard copy answer sheet and the graphic assisted questions projected on a screen via a timed presentation embedded in the educational material the faculty if provided to teach the program.

In all cases, questions and graphics used in assessment tools are built upon material from the FDRP teaching material.

All questions were rated in their level of difficulty using Benjamin J. Bloom's taxonomy. Questions are a mix of *Factual*, *Convergent*, *Divergent* and *Evaluative* types.

FDRP empirical data built at the rate of 4000+ examinations annually demonstrated that various test formats yield consistent result across student population.

Examinations in *International Spanish* were translated and adapted through the collaborative work of an officially recognized and credentialed translator with strong educational background and credentials, and the department Heads of an accredited academic institution providing education and training in the field of hospitality in a Spanish speaking US territory. Empirical data extracted from the hundreds of examinations that were provided in Spanish demonstrated the reliability of the examination across student population.

Standard 16

FDRP maintains standardized and secure assessment procedures for the development all types of examinations.

Faculty and trainers must meet stringent requirements in order to be authorized to proctor hard copy tests: Faculty must be fully credentialed and carry out the examination within employment of a fully accredited educational facility. Trainers must be FDRP certified at the *Professional* level, have signed FDRP pledge, and are provided with sealed documentation describing the exact conditions within which tests are to be proctored.

The conditions within which each type of examination that should be taken are documented in the following sources:

- Online Examination Access page.
- Faculty/Trainer Teaching Toolkit.
- Student Handbook test Information Page.
- *Professional* Certification Kit Test Access information Page.
- *Master* Certification Kit test Access Information documentation.

- *Master* practical examination instructions documentation.
- *Master* practical examination sample DVD.

Practical examinations are reviewed by a selection of judges from the judge panel, each of which does not know the other judges reviewing their same examination. Only FDRP *President*, FDRP *Director* and FDRP *Certification Director* have access to the sum of the different evaluations.

Standard 17

FDRP maintains a secured record of all information and data required to provide evidence of validity and reliability of the assessment instruments.

Online examination results are only accessible to the following:

- The administrator of the website that hosts FDRP examinations.
- FDRP personnel whose administrative functions require them to review assessment tools, procedures and results.

E-mail of results, reports, and downloads from the server hosting the administration of the examinations are stored temporarily in the program file accessing the information, then stored on a *Certificants* named database that is kept independent from FDRP business database. Bi-weekly, FDRP-generated reports are created for the purpose of analyzing the data for educational quality, procedural and administrative purposes. Electronic copies of these reports are stored on three distinct hard drives. Hard copies of the report are created and stored in the *Certification Director* office. Regularly, additional backups are created on both mass-storage media and portable hard drive that are kept at two separate locations: FDRP 700lbs anchored safe and an off-premise harden security facility. FDRP office is equipped with a high level security monitoring.

Non-electronic records relating to certification, such as resume, employer documentations, certificates and other material relating to certificants are stored in individual files named for each individual and is kept in the *Certification Director's* office.

FDRP telecommunication system is protected by a substantial and meaningful firewall. Computers containing critical data are turned 'OFF' outside hours of operations and when not under supervision.

The dissemination of privileged information to non-authorized individuals is grounds for disciplinary action that can include the following: disbarment from the judge panel, temporary or permanent revocation of credentials, loss of employment, and prosecution.

Standard 18

FDRP record keeping policy and procedure.

Although FDRP still keeps tests results that are over ten years old, FDRP's commitment to its membership and certificant body is to keep all documentation and paper records for five years after completion of certification, and electronic records for 15 years.

Standard 19

FDRP re-certification process.

Once FDRP certification is extended to an individual, certification remains valid indefinitely unless revoked for reasons such as violation of policies, standards, FDRP pledge, or business ethics.

Standard 20

Instead of a re-certification process, FDRP offers a progressive credential process to encourage individuals to maintain credentials as they earn experience in the industry.

All FDRP certification levels are built in a pyramid structure. Each level of certification is an accumulation of the requirements of the level(s) below it with the addition of supplementary criterion.

For example, a *Certified Dining Room Master (DRM)*TM is a *Certified Dining Room Professional (CDP)*TM who accumulated a set number of additional years of experience, Successfully completed a *Practical Examination*, a *Cheese Certification* and documented a *Professional Milestone*. This same individual, once accumulating and additional ten years of experience and a culinary degree—or 15 years without a culinary degree—along with documenting that he/she met other required achievements, will then qualify to become a *Certified Hospitality Grand Master (HGM)*TM.

Standard 21

FDRP periodically reviews and audits its own process of certification, standards of performance and employees progress in order to maintain its accreditation and endorsements.

FDRP is required to provide annually a report to the *American Culinary Federation (ACF)* that highlights changes in its program, certificants demographics, and standards of accreditations. It also uses its reports as a self-audit tool to make decisions on required improvements and/or changes.

Requirements and changes are presented to department heads for review. If changes are to projected to impact stakeholders, FDRP presents the proposed changes to representatives of all stakeholders.

Decisions are made with the consent of stakeholders. Stakeholders include FDRP certified individuals from the industry, non-FDRP certified from the industry who employ FDRP certified individuals, members of the FDRP, members of different sectors of the industry, members of academia (teaching and administrative representatives, members of FDRP judge panel, representatives of bodies with which FDRP has reciprocity and/or endorsement/accreditation agreements. Representatives of consultant bodies who use FDRP certification as an outcome assessment piece or training tool.

This completes the review of FDRP Standards of certification.