

Terms & Conditions

ASTM E2659-24 Standard Practice for Certificate Programs

These Terms & Conditions represent a portion of the policies, procedures, and disclosures maintained by the Institute of Food Safety, Health, & Hygiene, Inc. to support compliance with ASTM E2659-24 Standard Practice for Certificate Programs. Additional program-specific information is available through the applicable Certificate Program materials and associated disclosures.

Certificate Program Information

The Institute of Food Safety, Health, & Hygiene, Inc. (IFSHH) administers Certificate Programs designed to provide learners with knowledge and skills within defined subject matter areas. Program-specific information including purpose, scope, intended learning outcomes, certificate requisites, certificate term, fees, and other applicable requirements is made available through the individual Certificate Program description and enrollment materials associated with each program. The Certificate Programs administered by the Institute of Food Safety, Health, & Hygiene, Inc. do not currently provide academic credit, college credit, continuing education units (CEUs), contact hours, or other continuing education credit upon completion of the Certificate Program.

Technical Requirements (E-Learning Platforms)

To properly participate in online Certificate Programs and associated assessments, learners must have access to a compatible internet-connected device and web browser. Browser settings should permit necessary pop-up windows and course functionality. The ability to comprehend, read, and write in the English language is strongly recommended for successful completion of Certificate Program learning outcomes and assessments. Translation assistance may be available upon request and may be subject to additional fees.

Technical Requirements (Classroom Instruction)

To properly participate in classroom-based Certificate Programs and associated assessments, learners should possess sufficient English language comprehension and communication skills necessary to achieve the intended learning outcomes of the program. Translation assistance may be available upon request and may be subject to additional fees.

Certificate Program Requisites

Certificate Program requisites are established for each individual Certificate Program and are disclosed through applicable program descriptions and enrollment materials. Unless otherwise specified within an individual Certificate Program, learners must complete all required learning activities; satisfy all participation requirements; complete all required assessments; and achieve the established passing criteria associated with the applicable Certificate Program. Specific passing scores, assessment methodologies, performance criteria, project requirements, and certificate issuance requirements are communicated through the applicable Certificate Program materials. Unless otherwise specified in the applicable Certificate Program materials, online Certificate Programs do not impose a maximum completion time; however, learners must complete all required activities and assessments before a certificate may be earned.

Fees, Deadlines, Cancellation, and Refund Policy

Certificate Program fees shall be disclosed prior to enrollment. Deadlines not covered by this document shall be disclosed prior to enrollment through the applicable Certificate Program materials, or enrollment materials. Learners may cancel participation and request a refund at any time prior to earning a certificate. If a certificate has been issued in error and a refund is requested, the Institute of Food Safety, Health, & Hygiene, Inc. shall review the request and determine appropriate corrective actions. Refund requests will be acknowledged and responded to within one business day.

Complaints

Individuals may submit complaints regarding any aspect of a Certificate Program. The Institute of Food Safety, Health, & Hygiene, Inc. shall investigate complaints, identify root causes where appropriate, implement corrective actions, and communicate complaint outcomes in a timely manner. Complaint submissions will be acknowledged within one business day. Complaints shall be investigated and resolved in a timely manner consistent with their nature and complexity.

Appeals

Individuals may submit appeals regarding decisions associated with Certificate Program activities. Appeals shall be reviewed independently from the original decision whenever practical and

Terms & Conditions

appropriate. The Institute of Food Safety, Health, & Hygiene, Inc. shall investigate appeals, implement corrective actions where necessary, and communicate appeal outcomes in a timely manner. Appeal submissions will be acknowledged within one business day. Appeals shall be investigated and resolved in a timely manner consistent with their nature and complexity.

Privacy and Confidentiality

Personal information, learner records, assessment materials, assessment results, answer keys, scoring guides, and other confidential information shall be protected from unauthorized disclosure. Information shall be used only as necessary to administer Certificate Program activities, support learners, satisfy regulatory or accreditation requirements, conduct program evaluation activities, or otherwise support legitimate business operations. The Institute of Food Safety, Health, & Hygiene, Inc. does not use learner information for solicitation purposes and limits access to confidential information to authorized personnel with legitimate business needs.

Qualifications of Instructional Personnel

Instructional personnel associated with Certificate Programs shall possess qualifications appropriate to the subject matter being taught and may include education, training, professional credentials, industry experience, instructional experience, or a combination thereof. Personnel involved in the design, development, administration, and delivery of Certificate Programs are evaluated in accordance with established personnel qualification requirements.

Appropriate Interpretation and Use of Certificates

Certificates issued by the Institute of Food Safety, Health, & Hygiene, Inc. document successful completion of the applicable Certificate Program and satisfaction of the associated certificate requisites. Successful completion of a Certificate Program indicates that the learner has met the requirements established for that specific program. A certificate does not represent certification, licensure, accreditation, registration, employment qualification, professional competency beyond the scope of the program, or any other status not specifically granted by the Certificate Program. Certificate holders may accurately represent that they have successfully completed the applicable Certificate Program and earned the associated certificate. The Institute of Food Safety, Health, & Hygiene, Inc. shall not represent certificate holders as certified, licensed, accredited, or registered solely on the basis of participation in a Certificate Program.

Commercial Support

The Institute of Food Safety, Health, & Hygiene, Inc. does not currently receive commercial support for the development, administration, assessment, or issuance of its Certificate Programs. Should commercial support be received in the future, such support shall be disclosed to stakeholders and shall not influence Certificate Program purpose, scope, intended learning outcomes, assessments, certificate decisions, or other Certificate Program activities.

Program Changes

The Institute of Food Safety, Health, & Hygiene, Inc. reserves the right to revise Certificate Program content, intended learning outcomes, assessments, policies, procedures, technical requirements, and other program elements as necessary. Significant changes affecting Certificate Program purpose, scope, intended learning outcomes, certificate requisites, certificate issuance requirements, or other material program elements shall be communicated to affected stakeholders together with the effective date of the change.

Program Availability

Certificate Programs may periodically become unavailable due to maintenance, upgrades, operational needs, or circumstances beyond the control of the Institute of Food Safety, Health, & Hygiene, Inc. Where practical, advance notice shall be provided for planned service interruptions.

Contact Information

Ernest Black, CP-FS
Technical Director
773-440-3252
ernestblack@haccptrainer.com

Thomas Northcutt
Assistant Technical Director
619-847-8671
tnorthcutt@foodsafety-training.net