CERTIFICATION HANDBOOK

Seafood Processing Operator
Crustaceans

NATIONAL OCCUPATIONAL STANDARDS ACHIEVED

NORMES PROFESSIONNELLES NATIONALES RÉALISÉES

Food Processing Skills Canada

Compétences Transformation Alimentaire Canada

FOOD PROCESSING SKILLS CANADA CONTACT INFORMATION

FPSC is here to help!

**This Study Guide covers all the information on the
Canadian Certified Seafood Processing
Operator (CCSPO) Crustaceans Certification.
If you have questions after reviewing the Study Guide
please contact the FoodCert™ Team**

Address:
201-3030 Conroy Rd, Ottawa, ON K1G 6C2

Phone Numbers:
(613) 237-7988
1-877-963-7472

Email:
foodcert@fpsc-ctac.com

Website:
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1. KEY INFORMATION

1.1 The Process to your Canadian Certified Seafood Processing Operator: Crustaceans Certification

After obtaining the minimum amount of practical experience (2 weeks/80 hours minimum work experience in the specialization, including blanching and for Cooking 4 weeks/160 hours work experience in this specialization), earning the prestigious Canadian Certified Seafood Processing Operator (CCSPO) Crustaceans involves two steps:

1. Successful completion of the online exam to test knowledge.

2. Successful completion of the performance assessment/evaluation

This will be conducted by a trained in-house evaluator using a smartphone, tablet or digital camera (e.g. Go Pro) technology to record the candidates carrying out the tasks. This Performance Assessment/Evaluation will be conducted after candidates have successfully completed the knowledge assessment.

THE PROCESS
ONLINE EXAM + PERFORMANCE EVALUATION = CERTIFICATION

Exam   **Performance Evaluation**
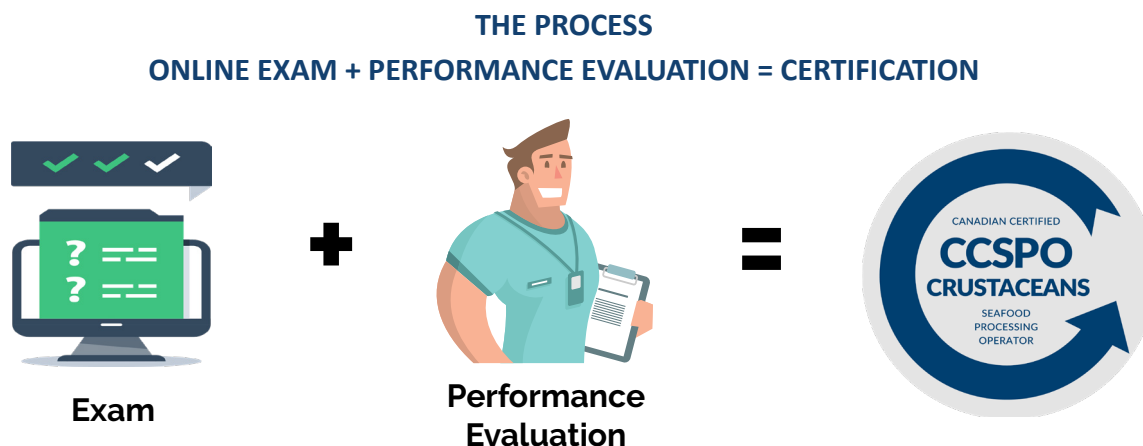
Eligibility Criteria:

To challenge the CCSPO exam, all candidates must have worked in a crustacean processing organization in a position in the specialization, for example, a minimum of two weeks/80 hours of practical work experience in the specialization, including Blanching. For Cooking, Candidates must have 4 weeks/160 hours work experience in this specialization. Candidates may also come from a variety of educational backgrounds, including, for example:

• On-the job training (Job shadowing or being partnered up with an experienced front-line worker is common)
• Apprenticeship programs

Candidates must gather information on the various types of experience in order to complete the Application Form. The online submission of this application will begin the application process.

How to check your eligibility?

For a candidate to qualify for this certification, they must meet the minimum required work experience and review components of their current and previous employment positions to see if they align with the SPO exam content. If necessary, candidates should contact current and previous employers or teachers to review the exam components in relation to their time in the industry carefully.

All candidate applications are subject to random audits by the FoodCert™ Certification Governance Committee. The FoodCert™ Team is responsible for conducting random audits on 5% - 10% of all applications received. Applications selected for the audit will require candidates to provide evidence of the information submitted. Candidates will be informed if their submission is subject to an audit.

1.2 Knowledge Exam

The CCSPO Certification exam is based on the National Occupational Standard for a Seafood Processing Operator. The certification is split into three separate Categories: Crustaceans, Molluscs, and Fish. This certification's designation will focus on the category of Crustaceans only.

The Knowledge Exam component is a virtually proctored exam consisting of 30 multiple choice questions; each question has four possible choices, with only one correct answer. All choices are designed to be realistic. Qualified candidates will need to read the choices carefully in order to be successful.

You'll be answering single answer multiple choice questions during your SPO: Crustaceans exam, which may include diagrams and graphics.

Candidates have 1 hour to complete and submit the exam. The exam can be taken online at any time of the day and at any location of the candidate's choice (i.e. home, closed office, library, space provided by the employer etc.) Candidates must pass the knowledge exam with a 75% passing score in order to qualify qualify for the successful completion of this step of the certification.

Online Proctored Exam:

The CCSPO Exam is taken in an "online proctored" environment. Online proctoring allows examinees to take their online exam from a quiet and distraction-free location, like their home, closed office, library, the location provided by the employer, etc. The online certification platform helps candidates schedule their exam, successfully complete their online examination, and test their technological components (webcam, microphone, etc), from anywhere.

Candidates are required to provide the proctor with two pieces of Government issued ID. Virtual proctors are available 24 hours a day, 7 days a week, and can be scheduled "on demand." Acceptable forms of Government Issued ID in Canada: For the purposes of this exam, all forms of ID must include a photo and your full name.
- ✓ Registered driver's license
- ✓ Passport
- ✓ Health Card – must have a picture to be valid
- ✓ Citizenship, Permanent Resident, Immigration/ Refugee Card – must have a picture to be valid
- ✓ Age of majority card

For more details on the proctoring process refer to this website: https://proctorio.com/support/setup

Please Note: Make sure the first/last names entered when creating an account matches what is on your government-issued photo ID (i.e. drivers license, passport). DO NOT abbreviate or use a nickname. *If they do not match when presenting your ID at check-in, your exam attempt will be REDACTED.*

For questions relating to acceptable forms of ID, please contact foodcert@fpsc-ctac.ca; all discrepancies will be handled on a case-by-case basis.

Candidate Support:

FPSC will support candidates via phone or email in:
- Answering questions about the CCSPO application, eligibility and enrollment processes
- Providing guides and practice examination
- Identifying study resources to prepare for the exam
- Ensuring accommodation for diverse needs when taking the exam
- Informing in-progress candidates of updates to programs and encouraging them to complete the process

For contact information please refer to the Contact Information (Page 2) in the Handbook.

Technical Requirements:

The Candidate is required to have a webcam installed on their exam workstation and reliable access to the Internet. An internet connection disruption will suspend the test session. The following are the minimum technical requirements required to take the online Knowledge Exam:

• A good working computer with 1 GB of RAM or higher
• A high-speed internet connection (3MBps). Wireless is acceptable; however, a wired connection is preferred
• A webcam with 640x480 video pixel resolution (a laptop camera is acceptable)
• Working speakers connected to the computer
• A microphone connected to the computer (consider a webcam with a built-in microphone)
• Flash player version 7 or higher
• Browser compatibility: IE (recommended) Google Chrome, Microsoft Edge, Opera, Brave

Live Online Proctoring:

1. The Candidate's desk must be clear of any papers, folders, books, cell phones, and electronic equipment. Any whiteboards or blackboards must be erased or covered.

2. Any second monitors must be disabled and turned facing away from the Candidate.

3. Any Bluetooth enabled devices must be disabled.

4. Any non-exam related items must be communicated in advance to the proctor, and the Candidate must display them during the room scan. (Examples: Hand Cream, Chap Stick, Medical Supplies, etc.)

5. The candidate is not allowed to talk or receive assistance from other people during the exam.

6. Prior to starting the exam, the Candidate must close out any open applications including web pages, mail, chat or messaging programs.

7. The Candidate must comply with all proctor instructions for the live online proctored exam.

The automated exam software is used to record and identify any unwanted behaviors or practices throughout an exam attempt. Additional review may be incurred by FoodCert personnel if the exam attempt is identified for further investigation.

Any reviews resulting in a clear breach of general exam conduct could result in the rejection of the exam attempt. All recordings are confidential, are only used for review purposes and are deleted once the review is completed.

Candidates must wait 30 days before they are eligible to re-write the exam. Refunds will not be provided to candidates who fail the CCSPO exam. Additionally, there is a fee to re-write the knowledge exam or performance assessment. The full CCSPO fee schedule can be found on page 18. Candidates who fail more than three times will have their files closed and must wait a minimum of one year before applying and attempting the exam again.

FPSC, through its Certification Governance Committee, reserves the right to cancel or withhold any exam scores. The governance committee may cancel or invalidate any candidate score if, upon investigation, violation of policies is established or if doubts arise from the proctor of suspected misconduct or cheating by a candidate.

Candidates who are caught cheating or stealing exam content will receive an automatic fail on their assessment (knowledge exam or performance assessment) and will not be allowed to rewrite for a minimum of two years. It is expected that candidates are cooperative with any investigation to determine if the score is valid.

Please access this link for more information on our exam protoring: www.foodcert.ca/testing

1.3 Knowledge Exam Content

There are 18 main Categories and 28 major Skill Areas, from FPSC's National Occupational Standard for a SPO Professional, in which candidates will be evaluated against. Candidates must pass the knowledge exam with a 75% passing score in order to qualify to the next step of certification. The following chart indicates the distribution and weight of each Category and Skill in relation to the SPO knowledge exam:

Category	Major Skill	Competency Unit	Score	Weight %
Logistics	Handle Inventory	- Receive live fish and seafood	/1	3.3%
Quality Management	Monitor Product Quality	- Grade/Inspect fish and seafood	/2	6.7%
Crustacean Processing	Process Lobster	- Clean whole lobster - Net whole lobster - Prepare brined whole lobster	/4	13.3%
	Process Raw Lobster Tails	- Remove raw lobster tails - Clean raw lobster tails		
	Process In-Shell Lobster Segments	- Separate/Split lobster into segments - Clean in-shell lobster segments		
	Process Lobster Meat	- Pick/Shuck lobster meat - Clean lobster meat - Brine cooked lobster meat - Prepare lobster mince		
	Process Crab	- Butcher crab - Prepare crab meat - Prepare crab mince	/4	13.3%
	Process Shrimp	- Prepare shrimp for primary processing - Cook and peel shrimp using automated equipment	/3	10%
Food Processing	Prepare Raw Materials/In-Process Products	- Brine-freeze crustaceans - Freeze fish, crustaceansand mollusks	/1	3.3%
	Transform Raw Materials/In-Process Products	- Cook crustaceans/mollusks - Cool crustaceans/mollusks - Blanch crustaceans - Retort food products		

Chart continues on next page

Category	Major Skill	Competency Unit	Score	Weight %
Equipment and Tools	Operate Food Processing Equipment	- Conduct pre-operation check on food processing equipment - Start up food processing equipment - Monitor food processing equipment - Perform food processing changeovers - Perform minor maintenance on food processing equipment - Troubleshoot minor food processing equipment problems	/1	3.3%
	Use Food Processing Hand and Power Tools	- Use food processing hand and power tools - Use knives and saws		
Sanitation	Sanitize Food Processing Equipment and Tools	- Sanitize fish and seafood workstations	/2	6.7%
	Clean Closed Systems/Clean-in-Place (CIP	- Prepare CIP system for cleaning - Monitor CIP system		
Food Packaging	Package Product	- Prepare packaging materials - Portion/Weight product - Fill and seal packages - Bottle/can in-process products - Label products - Tray/Box products - Perform packaging material changeover - Palletize products	/1	3.3%
Food Production Management	Monitor Storage Conditions of In-Process Fish and Seafood	- Monitor storage conditions of in-process fish and seafood	/1	3.3%
Food Safety Management	Comply with Food Safety Management System	- Comply with food safety management system	/1	3.3%
Food Traceability	Comply with Food Traceability System	- Comply with food traceability system	/1	3.3%
Recalls	Follow Recall Plan	- Follow Recall Plan	/1	3.3%
Pest Control	Comply with Facility Pest Control Program	- Comply with Facility Pest Control Program	/1	3.3%
Waste Management	Comply with Recycling Program	- Comply with Recycling Program	/1	3.3%

Chart continues on next page

Category	Major Skill	Competency Unit	Score	Weight %
Health and Safety	Comply with Occupational Health and Safety Program	- Follow occupational health and safety program - Participate in emergency preparation - Participate in accident/incident investigations	/1	3.3%
	Comply with Facility Security Program	- Follow facility security program - Participate in security exercises and drills		
Record Management	Complete Record Management Tasks	- Complete forms	/1	3.3%
Organizational Policies and Procedures	Comply with Organizational Policies and Procedures	- Comply with organizational policies and SOPs	/1	3.3%
Leadership	Manage Organizational Change	- Support organizational change	/1	3.3%
	Demonstrate Professionalism	- Collaborate with team members - Develop professionally - Exhibit professional and ethical conduct - Manage stress - Manage time		
Communications	Communicate Effectively	- Use active listening skills - Use speaking skills	/1	3.3%
Total			30	100%

NOTE: the categories, major skills, and competency unit details presented in the table above are subject to periodical updates and changes - to reference the most recent version you can refer to the table provided under the "EVALUATED SKILLS" button through the link provided here

For unsuccessful candidates, their assessment results should include the category and major skill area, where the candidate needs to upgrade their knowledge.

1.4 Tips to Prepare for the Knowledge Exam

All exam questions are based on the National Occupational Standard (NOS) for a SPO Professional. Be familiar with all the skills and knowledge included and have a plan for preparing to write the exam. Here are a few tips and strategies for effective exam preparation:

- ✓ Plan Ahead: Don't leave studying until the last minute; give yourself ample time to thoroughly prepare for your exam by studying each Category and Skill listed in the chart above.
- ✓ Self-Assessment: Use the chart above as a checklist and identify the skills and knowledge where you have the least experience and may need the most work.
- ✓ References: Use the Study Guide manual as a key study reference for the exam.
- ✓ Ask for Help: Seek advice and help from co-workers or your employer in areas where you lack experience or are less confident.
- ✓ Use Study Tools: Be sure to take advantage of the practice exam available through the FoodCert™ Platform, Study Guide, and make lists of important terms or acronyms and key concepts, etc.
- ✓ Have a Schedule: Put aside time each day for review, practice and study. Information is easier to digest in smaller chunks, focus on mastering one category or skill at a time before moving on to new material.
- ✓ Practice Knowledge Exam: This exam has 25 questions which are examples of the types of questions that candidates will see on the SPO: Crustaceans exam.

Many of the resources mentioned above are available online in the SPO FoodCert™ Webpage and through the FoodCert™ Platform.

1.5 Practice Knowledge Exam

In preparation for the exam, individuals may choose to take the online SPO Certification Practice Exam, consisting of 31 multiple choice questions. Similarly, to the real exam, each question has four possible choices and only one correct answer. All choices are designed to be realistic; practice reading the choices carefully in order to be successful.

An excellent study resource, the Practice Exam is available for free to all individuals who are taking the SPO Certification exam. For your convenience, it is made available online for free, through the FoodCert™ Platform: Here

PLEASE NOTE: The Practice Knowledge Exam is exclusively designed for the purposes of preparing candidates for the official SPO exam; your choice to participate is completely optional. Your score and choice to participate in the practice knowledge exam will not impact your mark on your official SPO examination in any way.

1.6 Performance Specialization

A Performance specialization consists of specific, measurable tasks from the broader set of occupational standards for a Canadian Certified Seafood Processing Operator. The use of performance specializations recognizes the unique organizational structure of food processing facilities, where an individual is not producing an entire product but is completing specific tasks related to one or more aspects of creating that product; and/or an individual who may specialize in only one type of product for their entire career.

For the CCSPO: Crustaceans certification there are three crustacean species with a total of 21 performance specializations. A candidate must be evaluated in at least one of these performance specializations to be certified and may choose to be evaluated in more or all of the 21 specializations.

Crab Performance Specializations	Shrimp Performance Specializations	Lobster Performance Specializations
Brine Freeze	Cook and Peel	Blanch Lobster
Crab Butchering	Dry Packing	Brine Cooked Lobster Meat
Grading	Manually Inspect	Brine-Freeze Lobster
Crab Packing	Maturing	Brine Whole Lobster
Portion and Weigh Product	Wet Packing	Clean Raw Lobster Tails
Crab Shucking		Cook Lobster
		Cool Lobster
		Manually Grade Lobster
		Packing
		Pick/Shuck Lobster

The performance specializations will be specified in the certification passport. However, candidates may be evaluated in as many of these performance specializations they wish to acquire throughout their career in the industry. Successful completion of performance specializations will be added to their passports.

1.7 Performance Assessment/Evaluation

The SPO Performance Assessment will be conducted by trained in-house evaluators using smartphone, tablet or digital camera, (e.g. Go Pro) technology to record candidates carrying out the tasks and a digital interface to upload the videos, and complete the checklists, enter observations and auto-fill the performance summary score.

Candidates must achieve the passing score for each section of the performance evaluation for the applicable certification. Applicants will receive instructions from their In-House Evaluator and FPSC regarding the next steps for the Performance Assessment

Candidates will be registered by their organization admin with their respective species. Candidates can request to add additional species to their performance examination. **Please note not all tasks listed are required to be completed per species.** Candidates and their evaluators will agree on what tasks will be completed during their performance exam.

The following chart indicates a passing score for each task for **Shrimp**:

Performance Evaluation/Assesment	Candidate score	Required Score	Pass or Fail
Uses required PPE and Food safety protection equipment	/2	2/2	
Cook and peel shrimp using automated equipment	/5	5/5	
Manually inspect shrimp	/2	2/2	
Prepare shrimp for primary processing	/9	9/9	
Fill and seal packages	/7	7/7	
Tray/Box Product	/6	6/6	
Palletize products	/5	5/5	

The following chart indicates a passing score for each task for **Lobster**:

Performance Evaluation/Assesment	Candidate score	Required Score	Pass or Fail
Uses required PPE and Food safety protection equipment	/2	2/2	
Grade/inspect fish and seafood	/3	3/3	
Portion/Weigh product	/3	3/3	
Separate lobster into segments	/4	4/4	
Clean raw lobster tails	/6	6/6	
Brine-freeze crustaceans	/9	9/9	
Brine whole lobster	/6	6/6	
Brine cooked lobster meat	/3	3/3	
Crack lobster claws	/4	4/4	
Remove claw meat	/6	6/6	
Remove tail meat	/4	4/4	
Remove knuckle meat	/5	5/5	
Remove thumb meat	/5	5/5	
Fill and seal packages	/8	8/8	
Label products	/7	6/7	
Tray/Box Product	/6	6/6	
Cook lobster	/3	3/3	
Cool cooked lobster	/3	3/3	
Blanch lobster	/7	7/7	

Please note not all tasks listed are required to be completed per species. Candidates and their evaluators will agree on what tasks will be completed during their performance exam.

The following chart indicates a passing score for each task for **Crab:**

Performance Evaluation/Assesment	Candidate score	Required Score	Pass or Fail
Uses required PPE and Food safety protection equipment	/2	2/2	
Grade Crab	/5	5/5	
Butcher crab (live)	/4	4/4	
Prepare crab meat	/5	5/5	
Brine-freeze cooked crab	/3	3/3	
Portion/Weigh crab	/4	4/4	
Label products	/6	6/6	
Fill and seal packages	/5	5/5	
Tray/Box Product	/8	8/8	
Palletize products	/7	7/7	

Please note not all tasks listed are required to be completed per species. Candidates and their evaluators will agree on what tasks will be completed during their performance exam.

1.8 Performance Evaluator's Eligibility Criteria

Performance evaluators are identified by Organizations in the company application as the individuals with the highest level of skills in the area of crustacean processing. Such individuals need not complete the full certification, they are only required to complete the Knowledge Exam component and take the evaluator training to acquire their CCSPO Certification.

On a case-by-case basis, the FoodCert™ team may contact an individual who completed the full certification (knowledge exam and performance assessment), to become a Performance Evaluator.

Performance Evaluators must meet the criteria below:

• Must have taken the CCSPO Knowledge Exam and Evaluator Training
• Working within the facility, may be direct supervisor or co-worker of candidates.
• Must have minimum of 3 years of experience in fish and seafood processing.
• A minimum of 2 years supervisory experience

1.9 SPO Results

Candidates will see the unofficial results for their knowledge exam (pass/fail) on the screen of their computer immediately after they complete the exam. Candidates will receive a record of an online certificate once the performance evaluation and knowledge exam assignments are completed successfully. The online certificate is available via FoodCert™ for download. Offical certificates typically mailout within 2-3 business weeks after completion of the certification.

If a candidate **ACHIEVES** the certification, they will receive a transcript of their skills assessed in the knowledge exam and performance assessment, a sticker with the CCSPO specicalization logo, a FoodCert™ Passport and a certificate confirming their status as a Canadian Certified Seafood Processing Operator: Crustaceans (CCSPO: Crustaceans).

Only the relevant performance specializations/ streams that they submitted the relevant activities will be marked in the Passport. The passport will still include blank pages for any competencies they did not cover. The blank pages will be used for any future activities a candidate would like to pursue, in which case there might be a process where they will need to re-send their certification passport for the appropriate credentialing.

If a candidate **FAILS** the exam, they will receive information on the costs and steps associated with re- writing the exam by email. Candidates must wait 30 days before they are eligible to re-write the knowledge exam.

Refunds will not be provided to candidates who fail the CCSPO exam. Additionally, there is a fee to re-write the knowledge exam or performance assessment. Candidates who fail more than three times will have their files closed and must wait a minimum of one year before applying and attempting the exam again.

FPSC, through its Certification Governance Committee, reserves the right to cancel or withhold any exam scores. The governance committee may cancel or invalidate any candidate's score if, upon investigation, violation of policies is established or if doubts arise from the proctor of suspected misconduct or cheating by a candidate. Candidates who are caught cheating or stealing exam content will receive an automatic fail on their assessment (examination or performance assessment) and will not be allowed to re-write for a minimum of two years. It is expected that candidates are cooperative with any investigation to determine if the score is valid. FPSC will conduct an annual random audit of 5-10% of performance evaluations.

1.10 Appeals

Candidates who fail the exam have the right to register for an appeal, regarding the procedures used and the results of their examination. Appeals must be submitted in writing to the FoodCert™ email (foodcert@fpsc-ctac.com) within 60 days of completing the online examination and receiving the unofficial results. The Appeals Application form is available on the www.foodcert.ca/test-policies and through the FoodCert™ Platform, and a copy of the form is also included in the Appendices.

1.11 Special Accommodation

If you have a disability or other special needs that could interfere with your performance assessment, you may be entitled to receive special accommodations. If this is applicable to your situation, fill out and submit the Accommodation Request Form to the FoodCert™ email (foodcert@fpsc-ctac.com), as soon as possible. At the latest, the form must be submitted a minimum of 5 business days before your scheduled exam.

Special accommodation requests will be assessed on a case-by-case basis and are not guaranteed. The Accommodation Request Form is available at www.foodcert.ca/test-policies, and a copy of the form is also included in the Appendices.

1.12 Fee Schedule

2022 SPO Fee Schedule	Cost*
CCSPO Certification	$275 CAD
Rewrite Knowledge Exam or Performance Assessment	$100 CAD
Appeal for Exam or Performance Assessment Failure	$50 CAD
Refund for Initial Application Denied	CR $225 CAD

* Food Processing Skills Canada (FPSC) reserves the right to updates fees as required.

2. HOW TO APPLY | STEP BY STEP

The following step-by-step guide offers a rundown of the process towards gaining the CCCCSPO Certification. This guide carefully explains the various details before, during, and after the exam takes place. Please visit www.foodcert.ca for further information.

The process is simple – Explore, Register, Study and Pass! Each step is necessary and will benefit your success in preparing and gaining your certification.

2.1 Step 1 – Become Familiar with the Certification

You will find all details regarding the overview, exam details, preparation tools, and registering for the exam by visiting the CCCCSPO page on the FoodCert™ website: here

2.2 Step 2 – Check if you are Eligible

In order to qualify for the certification, you must ensure that you have a minimum of 2 weeks/80 hours minimum work experience in the specialization, including blanching, and for Cooking 4 weeks/160 hours work experience in this specialization. FPSC is reCCCSPOnsible for conducting an annual random audit of 5-10% of all applications through which evidence of information reported by candidates is requested. Candidates will be informed if their submission is be subject to an audit.

2.3 Step 3 – Apply for CCCCSPO and Make Payment

Once you have decided to apply, click the "Buy Exam" button in the CCCCSPO webpage. Here you will find the requirements that must be satisfied, before being approved. Start by selecting the "Organization Application" option to register your employee(s).

Complete the application form, pay the application fee and click submit; this will send your application to the FoodCert™ Team. You can pay via Credit Card with your choice of Visa, Master Card, or American Express. Once you have made your payment, wait for your application to be approved by the FoodCert™ Team. You will be sent an approval notice and a link to complete the next section of the application form.

2.4 Step 4 – Wait for Approval

Your application will be reviewed by the FoodCert™ Team to verify that you satisfy all requirements.If you are missing any portion of your application, the FoodCert™ Team will notify you that your application is incomplete.

The FoodCert™ Team will:

- Determine if enough information was provided by the candidate
- Determine if the minimum work experience is achieved. This may involve verifying information for authenticity. The FoodCert™ Team may contact you for additional information or clarity.

In 5 business days from the full application submission, you will be notified if your application has been approved or denied. If your application is approved, you will receive an email with instruction on how to proceed with the certification including credentials to access the FoodCert™ Platform. If your application is denied, you will receive an email providing you with information on your refund. The refund is the exam fee less the administration fee. Check the fee schedule for information on the refund amount. Applicants are permitted to appeal the decision.

2.5 Step 5 – Prepare for your Exam

There are several resources currently available for you to prepare from. You can access them through the FoodCert™ Platform and the SPO Webpage. Those include; the study guide, the practice exam, and the Food Safety and courses offered in the Canadian Food Processors Institute (courses offered for an additional fee). https://foodprocessorsinstitute.com/

2.6 Step 6 – Write Knowledge Exam

Once you have received an email from FoodCert™ noting that your application has been approved, follow the instructions provided through the email to schedule your exam. The provided instructions will let you know how to set up and take your exam through our testing platform.

The CCSPO Exam Knowledge Exam is taken in a "virtually proctored" environment. A quick installation of our YouTestMe online software monitors the examinee via a webcam as he/she completes the exam. Examinees are required to provide two pieces of Government issued ID for verification purposes. The testing and proctoring services hosted through YouTestMe provides an easy and quick way to get setup for the examination, and allows you to administer the exam at your own time. There is a total of 30 multiple-choice questions, and the exam will take 1 hour.

Make sure to schedule the exam as soon as possible, as exams do expire. Exam expiry dates of an assigned certification can be viewed via the FoodCert dashboard.

Upon completing the exam, an unofficial result (pass/fail) will be displayed on your computer screen immediately. If a candidate FAILS the exam, they will receive information on the costs and steps associated with rewriting the exam. Candidates must wait 30 days before they are eligible to re-write the exam.

Please Note: Make sure the first/last names entered when creating an account matches what is on your government-issued photo ID (i.e. drivers license, passport). DO NOT abbreviate or use a nickname. *If they do not match when presenting your ID at check-in, your exam attempt will be REDACTED.*

2.7 Step 7 – Set Up a Date and Complete the Performance Assessment

The candidate will receive an email directly from their Performance Evaluator to schedule an appropriate date, time, and location for the assessment.

The candidate will do the performance assessment, and the evaluator will record this assessment using a smartphone, tablet or digital camera, (e.g. Go Pro) technology, and complete the checklists, enter observations and fill the performance summary score.

The Performance Evaluator will then submit the video and the Summary document (checklists and scores) utilizing the FoodCert™ Platform.

If a candidate FAILS the performance evaluation, they will receive information on the steps associated with retaking the performance assessment. Candidates must wait 30 days before they are eligible to re-take the assessment.

2.8 Step 8 – Receive your FoodCert™ Passport, Certificate, Skills Transcript, and Sticker

If a candidate ACHIEVES the certification, they will receive a transcript of their skills assessed in the knowledge exam and performance assessment, a sticker with the CCSPO logo, a FoodCert™ Passport and a certificate confirming their status as a Canadian Certified Seafood Processing Operator (CCSPO).

Upon passing the exam & being granted your CCSPO Certification: You can start using your certification after your name (e.g., John Smith, CCSPO), display your FoodCert™ Passport and demonstrate your CCSPO assessed skills to your employer(s). You can also stick the CCSPO logo on your hardhat, locker, etc. in order to further demonstrate your qualifications.

Please contact the FoodCert™ Team for:

    ✓ Inquiries regarding the status of your application
    ✓ The submission of other forms
    ✓ Appeals
    ✓ Difficulties with scheduling the CCSPO Crustaceans Knowledge Exam/Performance Assessment
    ✓ Questions concerning the application process
    ✓ General information or direction
    ✓ Guidance in navigating the website
    ✓ Group sales/ purchases
    ✓ Other

Food Processing Skills Canada (FPSC)
c/o The FoodCert™ Team,
201-3030 Conroy Rd
Ottawa, ON K1G 6C2
Main Phone: (613) 237-7988
Toll-free: 1-877-963-7472
Fax: 613-237-9939
Email: foodcert@fpsc-ctac.ca

APPENDICIES AND FORMS

APPENDIX A – STATEMENT OF ACCOUNTABILITY, ETHICS, CONFIDENTIALITY AND VIDEO/IMAGE RELEASE FORM

APPENDIX B – ACCOMMODATION (SPECIAL TESTING) REQUEST FORM

APPENDIX C – APPEALS POLICY AND APPLICATION FORM

APPENDIX D – PROFESSIONAL CODE OF ETHICS

FOODCERT
BY FOOD PROCESSING SKILLS CANADA

Appendix A – Statement of Accountability, Ethics, Confidentiality, and Video/Image Release Form

FPSC's certifications are professional credentials that aim to recognize individuals that meet an industry standard. The process is voluntary and involves rigorous assessment methods and evidence of relevant experience. The performance assessment/evaluation component involves images and videos that need to be taken.

CANDIDATE CONTACT INFORMATION

NAME	PHONE NUMBER
ADDRESS	EMAIL ADDRESS
CERTIFICATION	

I confirm that the information submitted regarding my work, volunteer, and education experience is accurate and meets the eligibility requirements for the designation assigned by FPSC.

I agree not to disclose any details on the content covered in the exam with other candidates, colleagues, trainers, or friends. I acknowledge my responsibility to uphold the confidentiality of this exam.

I agree not to copy, film, or photograph the examination material. I acknowledge that if I am caught cheating or stealing exam content, I will receive an automatic fail and will not be allowed to re-write the exam for a period of two years from the date of incident. I may also be subject to prosecution in some jurisdictions.

I agree to maintain my profile to keep personal contact information as accurate and up to date as possible. If I do not renew my certified status (if applicable), I acknowledge that I am no longer authorized to use the designation assigned by FPSC until the certification has been successfully renewed with the certifying body.

I agree to allow the use of my images and videos for the purpose of developing certification tools, auditor review, and to promote our certifications through our website and other promotional materials. As a participant of the program, you are a representative of the industry, our use of this material will ensure the growth and development of our certifications and the industry.

Name (print): _____

Signature: _____Date: _____

Appendix B – Accommodation (Special Testing) Request Form

Candidates with a disability or additional needs may request special accommodations by completing this form and submitting it via email to: foodcert@fpsc-ctac.com. It is requested that candidates submit their special accommodations request as soon as possible; at latest, a minimum of 5 business days before their scheduled exam. Candidates that have submitted a request will be contacted by the FoodCert™ Team within a reasonable timeframe, indicating a decision. Special accommodation requests will be assessed on a case-by-case basis and are not guaranteed.

Special testing requests will be reviewed to determine if appropriate assistance is available. A special testing request will only be granted when there is reasonable assurance that the candidate will have a fair and equitable opportunity to write the exam. Special testing measures must be reasonable while not compromising the validity and reliability of the assessment instruments.

Candidate Contact Information

FULL NAME	PHONE NUMBER
ADDRESS	EMAIL ADDRESS

Exam Details:

NAME OF EXAM TO BE WRITTEN	LANGUAGE: ◯ ENGLISH ◯ FRENCH
PREFERRED DATES TO WRITE EXAM OPTION 1: OPTION 2:	PREFERED LOCATION TO WRITE EXAM

I would like to request the following special testing assistance:

RELATED TO LANGUAGE FORMAT, The SPO exam is available in either English or French versions. Individuals that are not proficient in either language may request special testing, however, it is important to note that all exams are based on the Occupational Standard for the profession and reflect the type and level of language contained in the Standard. Special testing measures will not overcome issues associated with literacy or lack of ability to communicate on the job.

Additional costs to candidate:

	Exam read out loud (orally)	No additional costs
	Interpreter	Cost of interpreter
	Exam form translated into a language other than French or English	Cost of translation of the exam

RELATED TO SIGHT OR MOTOR IMPAIRMENT, SPO exam is offered online. In this format, individuals may be able to adjust the size of text and alter the lighting conditions.

	Ensure wheelchair access	No additional costs
	Exam read out loud (orally)	No additional costs
	Aide to mark the answer	No additional costs
	Braille	Cost of adapting assessment tool Cost of special admin (e.g. shipping)

OTHER

	Additional time allowance	No additional costs
	Individual administration in a distraction-free setting	No additional costs

Reason for Special Testing request Please provide a description of your conditions that justify the special testing request (e.g. medical diagnosis, history of previous special testing requests)

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Signature Date _____

Appendix C – Appeals Policy and Application Form

The FoodCert™ Certification is a professional credential that aims to recognize individuals that meet the industry standard. The process is voluntary and involves rigorous assessment methods and evidence of relevant experience.

APPEALS POLICY

Candidates who fail the online knowledge exam or performance assessment (if applicable) have the right to register an appeal on the results of their examination. Candidates are informed of their right to appeal when results are issued. Appeals must be submitted in writing within 60 days of completing their online knowledge exam or performance assessment. The Certification Governance Committee will provide judgment on an appealed case.

All appeals are directed to the FoodCert™ Team, who will determine the process to be followed. For example, have appointed members of the committee review the case, advise the candidate of re-writing opportunities, or another action. Appeals will be forwarded to the Certification Governance Committee as required. The Chair of the Certification Governance Committee will supply members with procedural instructions (e.g. each failed element of an assessment should be re-scored or checked).

It is the responsibility of the Governance Committee to review written appeals and determine what action to take. At times committee members may decide there is a need for candidates to defend their case or answer questions.

Candidates are responsible for all costs associated with the appeal. Please refer to the fee schedule. If the committee rules in the candidates' favour, these costs will be reimbursed. The Governance Committee makes the final determination on appeals and candidates have no further opportunity to challenge the appeal decision. For this reason, the process will be carefully documented and scrutinized by the Certification Governance Committee to ensure that candidates have a fair hearing.

APPEALS APPLICATION FORM

Candidates who are unsuccessful in the online knowledge exam, or in performance assessment have the right to register for an appeal. An appeal must be based on reasonable and compelling grounds, demonstrating that a candidate was unsuccessful as a result of having been disadvantaged or a significant error occurring.

Candidate Contact Information

FULL NAME:
PHONE NUMBER:
FULL MAILING ADDRESS:
E-MAIL ADDRESS:
TYPE OF APPEAL: ◯ Knowledge Exam   ◯ Performance Assessment

Please Note:

Appeals must be submitted using this form within 60 days of completing the online knowledge exam or performance assessment. The Appeals Application form should be filed with the certifying agent or submitted to: foodcert@fpsc-ctac.com The cost of an appeal is $50.00 CAD. Methods of payment will be communicated to you upon filing for an appeal.
The following are NOT considered valid reasons for an exam appeal:

• Candidates that have failed the exam and are just short of meeting the pass mark;
• Candidates facing personal or financial hardships that may have affected their ability to do well on the exam;
• The pass mark is not set to the candidate's satisfaction.

For security purposes, the specific content of any exam will not be released.
If the documents submitted contain the personal information of someone other than the appellant, a signed letter from that person must be included in the appeal.

The FoodCert™ Team will report on the results of the appeal within 20 business days of receiving a complete application and payment. If the Certification Governance Committee rules in the candidate's favour, the appeals fee will be reimbursed. The ruling on the appeal is final. Candidates have no opportunity to re-challenge their case.

EXPLANATION FOR APPEAL

Please explain the basis for making this appeal. Provide detailed, factual and complete information. (There is no restriction on the length of your explanation. You can use additional paper and initial those additional pages).

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SIgnature:_____
Date: _____

Appendix D - Professional Code of Ethics

One of Food Processing Skills Canada (FPSC) mandates is to support the expansion of food manufacturing skills and knowledge in Canada, which results in better food safety practices throughout the industry. To support this mandate, FoodCert™ certifications hold their candidates to a minimum level of demonstrated competence through the knowledge exam and performance assessment (if applicable). Candidates are expected to act with integrity through adherence to the Professional Code of Ethics.

As a Certified Professional, I must strive to:

- Contribute to the credibility of my profession and maintain the standards of my profession.
- Protect confidential information acquired in my professional capacity.
- Accurately represent my level of training in the workplace and clarify any misinterpretation that others may have about my level of skills and knowledge.
- Keep up with the frequently changing industry knowledge and proficiency in my profession.
- Exercise my leadership skills in exchange for knowledge or techniques that would benefit the profession.
- Conduct my professional work with honesty, integrity and fairness.
- Respect the fundamental rights and dignities of all people.
- Not engage in sexual harassment, demeaning or disrespectful behavior to others.
- Perform in a manner that considers the adverse impacts of my work on the environment.
- Be alert at my work to minimize risks to the personal health and safety of my co-workers.
- Abstain from substance abuse when conducting my professional work to evade affecting my competency level at work and the safety of my coworkers.
- Avoid damage to others' reputation by knowingly making false statements about another staff or professional peer.
- Identify situations where conflict of interest exists or appears to exist and provide disclosure of this conflict to employer or pertinent parties.
- Assume responsibility for the professional development of staff under my supervision and students aiming to enter the profession.
- Support others in adhering to this code of conduct.

Food Processing Skills Canada

Compétences Transformation Alimentaire Canada