



Terms & Conditions

Technical Requirements (for e-learning platforms)

In order to properly run the training program and course assessment, make sure that your browser's pop-up blocker is set to allow pop-up windows. To properly participate in the training program and course assessment, the ability to comprehend, read, and write in the English language is highly recommended for successful completion of course objectives. If necessary, translators may be utilized upon request (additional fee).

Technical Requirements (for classroom instruction)

To properly participate in the training program and course assessment, the ability to comprehend, read, and write in the English language is highly recommended for successful completion of course objectives. If necessary, translators may be utilized upon request (additional fee).

Refund & Cancellation Policy

At any point, so long as a certificate has not been earned, you are entitled to cancel and/or obtain a refund. If you wish to have your purchase refunded, please contact us right away so we may assist you.

If you have received a certificate in error and need to have your purchase refunded contact us right away so that we may assist you.

***All refund requests will be processed and responded to within one business day.

Complaints & Appeals

If you have a complaint about any aspect of our certificate training programs, please contact us right away. It is our policy to thoroughly investigate (including the root cause), implement corrective actions, and preventive measures for all legitimate complaints. It is our policy to provide a resolution for all legitimate complaints.

If you want to appeal a prior decision regarding a complaint, or any other aspect of our certificate training programs, please contact us right away. It is our policy to thoroughly investigate (including the root cause), implement corrective actions, and preventive measures for all legitimate appeals. It is our policy to provide a resolution for all legitimate appeals.

***All complaint or appeal submissions will be responded to within one business day.

Privacy Policy

All documents and information that pertain to individual participants (name, email address, or other personal material), learning outcomes evaluation instruments, test keys, and test results shall be treated as confidential, and shall only be made available as needed to administer the training course. The use of participant's personnel information shall be limited to, and only as necessary, to assist participants during course completion. The Institute of Food Safety, Health, & Hygiene, Inc. reserves the right to use and/or distribute participant information as needed for program improvements and/or analysis. It is company policy that all individuals deemed appropriate to access participant information sign a confidentiality agreement limiting the use/disclosure of participant information. In no way does the Institute of Food Safety, Health, & Hygiene, Inc. use participant information, or allow others to use participant information, for solicitation purposes.

Certificate Use

Certificates that are issued through the Institute of Food Safety, Health, & Hygiene, Inc. are proof of a completion of training in compliance with California Food Handler Law SB 602, Arizona House Bill 24369, (410 ILCS 625) Food Handling Regulation Enforcement Act, CFR 417, 21 CFR 120, 21 CFR 123, and/or Global Food Safety Initiative Benchmarking Standards (as applicable). This is not a certification course and certificate holders should not designate themselves as "certified" but rather may designate themselves as "trained" with the issued certificate as proof of training.

Program Updates

Periodically, the training programs may be temporarily disrupted and/or unavailable. A minimum of 72 hours advance notice shall be given for any scheduled maintenance which disrupts training availability.



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Getting Started

The fee for all training courses shall be established or provided in writing prior to the administration of course content and learning objectives. There is no time limit to complete the e-learning training courses though each platform will stipulate a minimum amount of self-study time to qualify for completion of the training component. Classroom instruction training courses shall indicate the minimum time necessary to complete training and course assessment on the Course Agenda (syllabus). It is required to complete the training course and course assessment in their entirety before a certificate may be earned. A course assessment score of 70% or higher must be achieved to earn a Food Handler Training Certificate or Allergen Training Certificate. The Basic HACCP course is assessed by completing project-based criteria and a minimum score of 85% must be achieved to earn that certificate.

Qualifications of Instructional Personnel

All persons involved in the instruction of the Certificate Programs provided by the Institute of Food Safety, Health, & Hygiene, Inc. are Certified Professionals in Food Safety (CP-FS), and/or industry experts in food safety, and/or have a minimum of 5 experience as an instructor of food safety courses.

ANSI/ASTM E2659-18 Standard Practice for Certificate Programs

The Terms & Conditions referenced herein represent a portion of the policies, practices, programs, and procedures required to conform to the ANSI/ASTM E2659-18 Standard Practice for Certificate Programs. For further explanation or information regarding our policies, practices, programs, and procedures, please contact the Technical Director directly.

Contact Information:

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