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* Updated 7/30/2020 with new written exam outline and references.

* Updated 10/1/2020 with new passing scores for the written exam.

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Certification Overview and General Policies

Why become an ACF Certified Culinary Administrator® (CCA®)?
With thousands of chefs competing in the job market, it is essential to prove culinary competency. Certification through the American Culinary Federation demonstrates skill, knowledge, and professionalism to the foodservice industry. Certification encourages elevation of culinary career path and/or position.
Certification shows employers that a Certified Culinary Administrator® has reached a benchmark of skills and culinary experience with high standards for food preparation. It shows working knowledge of culinary nutrition, food safety and sanitation and supervisory management has been demonstrated. The certificant is in control of their professional development and career, and this increased quality, knowledge and motivation is passed on to other staff. Certification reassures consumers that the food they eat is prepared to the highest standard.

Mission Statement
The Certified Culinary Administrator® (CCA®) certification is designed to identify those chefs and inform the public of individuals who have demonstrated a standard level of culinary competence and expertise through education, experience, knowledge and skills consistent with the executive chef level.

CCA® Purpose
ACF awards the title of Certified Culinary Administrator® and its acronym (CCA®) to individuals meeting the educational, experience and testing requirements for the certification. Only those chefs who have met all of the certification requirements are entitled to use the CCA® credential.
After initial certification, ACF provides recertification to those individuals who document enhanced professional development in compliance with continuing education hour (CEH) requirements.

Certification Body
The ACF Certification Commission is working hard to add value and credibility to ACF certifications. The Commission was formed to guide and strengthen the certification program through an accreditation process.

Certification Commission Mission Statement
The American Culinary Federation Certification Commission, being an autonomous entity within the ACF, is committed to developing, implementing and monitoring a validated process of globally recognized certifications based on skills, knowledge, integrity and equality through an achievable process for all culinary professionals.

Non-Discrimination Policy
The Certification Commission does not discriminate among applicants or certificants on any basis that would violate any applicable laws, including race, color, religion, creed, age, gender, national origin or ancestry.
If you have questions or concerns about certification, please contact the ACF Certification Department at 1-888-817-5344.

ADA Compliance
The ACF Certification Commission provides reasonable accommodations in accordance with the Americans with Disability Act (ADA) for individuals with documented disabilities who demonstrate a need for accommodation. In accordance with the Americans with Disabilities Act, ACF does not discriminate against individuals with disabilities in providing access to its examination program. The complete ADA policy can be found in the Certification Commission Policies and Procedures document on the ACF Website or can be requested from the ACF National Office.
All requests for accommodations must be submitted by the applicant by completing the Request for Special Accommodation Form. All requests for accommodations should be directed to the ACF National Office, attention to the Certification Department.

Code of Ethics
The ACF Certification Code of Ethics provides guidance to professional cooks and chefs in their professional practice and conduct. The actions, behaviors and attitudes of our members and certificants are consistent with the ACF commitment to hospitality, foodservice and public service. Every individual who is a full member and/or certified by the American Culinary Federation shall abide by this certification code of ethics. Any action that violates the purpose and principles outlined by the certification code of ethics shall be considered unethical.
Ethics enforcement procedures are intended to permit a fair review of alleged violations of the ACF Certification Code of Professional Ethics or other egregious conduct in a manner that protects the rights of the individuals while promoting understanding and ethical behavior. A complete Certification Code of Ethics can be found on the ACF website or can be requested from the ACF National Office, attention to the Certification Department.
The Certification Process

Step 1: Determine Eligibility
Eligibility is based on a chef's work experience and educational background.

- Prerequisite Requirements
  To be eligible to apply for CCA® Certification, candidates must either be a current CCC®, CEC® or CEPC®. Any candidate who does not hold one of the certifications, will be asked to obtain one before applying for the CCA® Certification.

- Documentation of Work History
  Candidates must provide employment verification of a minimum of three years of work experience as an Executive Chef with fiscal responsibility over foodservice operations. Candidates must have supervised at least 3 fulltime personnel. Experience must be within the last ten years.

- Narrative
  Candidates will provide a narrative detailing job duties and responsibilities as they relate to administrative and fiscal responsibilities. The narrative should be typed in essay format, written in first person point of view and address information concerning work experience as an administrator.

- Documentation of Education and Continuing Education Hours (CEH)
  A candidate can take a variety of educational paths to meet the education requirement. A candidate with a High School Diploma/GED or a candidate with an Associate's Degree in Culinary Arts does not need any additional CEH to meet the educational requirement. If a candidate does not have a High School Diploma/GED, they are required to show at least 250 hours of continuing education. Graduates of an ACFEF Apprenticeship program must have an additional 50 CEH to meet eligibility requirements. Hours earned for mandatory courses and/or refreshers can be counted toward hours required for continuing education.

- Completion of Mandatory Education Courses
  Candidates should provide documentation of five 30-hour courses in Nutrition, Food Safety and Sanitation, Advanced Sanitation (HACCP), Human Resource Management and Supervisory Management. If these courses were taken more than five years ago, an 8-hour refresher course is required for Nutrition, Food Safety and Sanitation and Supervisory Management only. These courses are available (online) through ACF approved providers and/or any academic institution.

Step 2: Complete the Initial Pre-Approval Application
Complete and submit pre-approval application, including all required documentation.

- Educational documents may be copies of diplomas, transcripts, certificates of completion (including date and hours), etc.

- Mandatory education course certificates should be included with the application. Certificates should include course title, completion date and number of hours earned.

- Work experience documentation may be verified on employment documentation forms or letters from past or present employers on company letterhead. If not available, copies of tax records or W-2 stating time frame of work are acceptable in conjunction with validated letters from former culinary peers attesting to your employment, job title, duties and number of employees managed.
  - As a business owner, employment documentation may be an official letter on company letterhead from a certified accountant or a copy of either your Schedule C, K-1 or Form 1120-S tax documentation for each year.

- Please contact the National Office to verify any documentation that may already be on file.

Submit application and documentation of completed requirements to ACF for pre-approval.

Submit Application to: American Culinary Federation
180 Center Place Way
St. Augustine, FL 32095
Fax: 904-940-0742
Email: certify@acfchefs.net
Certified Culinary Administrator®

CANDIDATE HANDBOOK

Estimated Cost of Certification

<table>
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<tr>
<th>Application Fee</th>
<th>Written Exam Fee</th>
<th>Final Application Fee</th>
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<td>$200</td>
</tr>
<tr>
<td>Non-Member Estimated Costs</td>
<td>$100</td>
<td>$75</td>
<td>$300</td>
</tr>
</tbody>
</table>

Step 3: Notification of Eligibility

The ACF Certification Department will review applications and documentation (i.e., dates of completion, work history and mandatory course work). Once you have been notified that your pre-approval application is approved, you can schedule the written exam. Testing documentation will be needed for final certification approval. Certification must be completed within three years of approval. If certification is not complete within three years, reapplication will be required.

Step 4: Certification Examination

The written exam is the only required exam for the CCA® Certification. The written exam evaluates culinary knowledge related to administrative duties in a foodservice operation.

Purpose of Exam

The purpose of the CCA® written exam is to objectively measure the knowledge of a candidate to determine if they meet the standards required for an entry level or minimally competent CCA®.

Written Exam Parameters

Candidates have 60 minutes to complete the 100 question multiple-choice exam, which may be taken at any PSI approved test site. Candidates will receive scratch paper and a pencil at the test site. The use of a basic, 4-function calculator is allowed.

Written Exam Registration: To schedule the written exam call PSI at 1-800-211-2754 or register at the PSI Online Registration Site. Advance registration is required and non-refundable. The written exam is $75 paid directly to PSI. Candidates must schedule written exam within one year of receiving ACF approval.

Written Exam Scoring:

- Score of 75 is required to pass.
- Score is valid for two years.

Written Exam Retake Policy: There is a 14-day waiting period required before scheduling any additional exam attempts. Testing fees are assessed for each attempt.

Appeal Procedure

Candidates and certificants are entitled to appeal determinations made by the Certification Commission regarding:

1. the Commission’s interpretation of standards, including candidate eligibility determinations and certificate recertification determinations;
2. content of the exam and/or keyed responses to items;
3. alleged inappropriate exam administration procedures; and
4. alleged testing conditions severe enough to cause a major disruption of the exam process.

Appeal procedures are detailed in the Policies and Procedures document, which is available on the ACF website or can be requested from the ACF National Office.

Step 5: Final Application

Upon successful completion of the written exam, submit final application, along with appropriate documentation (written exam passing form) and remaining certification fee. Include all back-up documentation, no originals (copies only).

Nutrition, food safety and sanitation and supervisory management must be current at time of final application; if not, a refresher course may be required before CCA® certification is finalized and approved.
Step 6: Official Announcement of Certification

The ACF Certification Department will review final application and exam documentation, before notifying candidates of approval (please allow 2-3 weeks for processing). You will be notified by email that the application is received. Once certification is approved, your certification letter and certificate will be mailed. **CCA® certifications are valid for five years.**

ACF would like to share your certification accomplishments in ACF communications. If you would like to share your accomplishment, please feel free to utilize the Brand You! Toolkit available on the ACF website. If you prefer this information not be shared, please be sure to check box on final application to opt out.

For more information, call us at 1-888-817-5344, or mail us at certinfo@acfchefs.net.

Designation Usage Policy

ACF has a Designation Usage policy that certificants must follow. Each certificant accepts and assumes all, and the sole, responsibility for understanding and satisfying legal requirements of the ACF Designation Usage Policy, and any Procedural requirements of ACF Designation usage, including those requirements applying to the use, display, and/or advertising of any ACF Designation. It is the responsibility of such certificants to ensure that the use of any ACF Designation on professional and business related materials (e.g., stationary, signs, business cards, flyers, chef coats, yellow pages or other advertisements and marketing materials) is NOT in conflict with this Policy and Procedure, or with the laws of the nation, state or territory in which that individual or entity conduct business.

A complete Designation Usage Policy can be found on the ACF website or requested from the ACF National Office.

The Recertification Process

The purpose of the CCA® recertification program is to enhance the continued competence of certificants and to reaffirm certificant knowledge in food safety and sanitation, nutrition and supervisory management. ACF recertification is required every five years. To maintain your ACF certification, you are required to earn a minimum of 40 continuing education hours (CEH) during the five-year certification period, as your CCC®, CEC® or CEPC® Certification will require 80 CEH.

CEH are experiences that assist in the development or enhancement of the knowledge and skills directly related to the individual's professional occupation. We recommend you maintain a folder or copies of your official certificates and letters, conference registrations, transcripts, etc. in order to keep track of your progress.

As an ACF Certified Member, you may also take advantage of the CEH Tracking program. Fill out the CEH Submittal form for each, and submit your official certificates, letters, conference registrations, etc. Once recorded, you will be able to view them online through your member profile list. When it is time for your recertification, simply print out the member profile CEH list and submit it with your application.

Step 1: Complete Required Refresher Courses

Food Safety and Sanitation must be current (completed no more than five years ago) for every recertification. An 8-hour refresher, state issued sanitation card or ServSafe can be used to fulfill the requirement.

Nutrition and Supervisory Management refreshers (8-hour minimum) are only submitted one time for recertification once original 30-hour courses are more than five years old.

Step 2: Determine Remainder of CEHs Needed

If a candidate holds multiple certifications, their CEH requirement is 80 CEH for the first, or primary, certification, 40 CEH for the second certification and 20 CEH for each subsequent certification designation. (Example: Chef Jones currently holds a CEC®, CCE®, CCA®. When she is ready for recertification, she will need to complete 80 for her first designation, CEC®, then 40 for her second designation, CCE® and 20 CEH for her third, CCA®, which will total 140 CEH.)

How to Earn Continuing Education Hours (CEH)

CEH can be earned through a variety of professional development activities. Information on general categories of approved professional development activities are can be found on the ACF website. In addition, the ACF website provides a service to certificants, which lists approved CEH providers and courses. ACF does not require any specific course or vendor to be used for CEH. CEH activities and courses offered by ACF approved CEH providers are varied in nature to allow professional development based on professional and culinary needs.

Step 3: Complete Recertification Application

Provide the necessary documentation of your Continuing Education Hours (CEH). Documentation must include the number of hours taken, completion date and educational topic. Please do not send original certificates. Complete the application, secure all paperwork together and include payment.
Step 4: Recertification Notification
The ACF Certification Department will review the recertification application and CEH documentation, and will notify you of approval (please allow 2-3 weeks for processing). You will be notified by email that the application is received and again once it is approved. Certified certificants can view and print certificates through the member profile page on the ACF website. If you would like your certificate printed and mailed, please check the box on the recertification application. **CCA® Certifications are valid for five years.**

ACF would like to share your certification accomplishment in ACF communications and industry publications. If you prefer this information not be shared, please be sure to check box on recertification application.

Certification Expiration
If a certificant allows their certification to expire, they are granted a 90-day grace period to finalize and submit their payment. If a candidate’s expiration surpasses the grace period, they must adhere to the Recertification after Expiry Policy. The policy has provisions in place to allow chefs to recertify if their certification expired 12 months in the past or less. If the certification expiration date is longer than 12 months ago, candidates must certify based on all current eligibility requirements, including education, mandatory courses/refreshers and relevant work history (within the previous ten years), as well as the testing requirements (written and practical examinations).
CCA® Narrative At-A-Glance

Description of Narrative
The narrative was developed to provide a more complete understanding of the culinary work experience for administrative duties, both including and beyond the scope of the foodservice operation modules. The narrative documents the separate culinary units and which duties are attributed to the culinary units supervised.

Narrative Requirements
The narrative should be a 400 (minimum) word typed description of job duties and responsibilities, particularly as they relate to administrative and fiscal responsibilities. Include such items as operations, departments and people supervised, direct reports, daily, monthly and yearly responsibilities. A CCA® is a culinary professional who demonstrates proficiency in culinary knowledge, leadership, human resources, operational management and business planning skills. The key knowledge areas are listed below, and the narrative should briefly expand on experience in some of these areas.

- Labor Laws - Federal
- Personnel Management
- Leadership
- Communication Skills
- Purchasing
- Inventory
- Cost Accounting
- Standard Operating Procedures
- Financial Management
- Marketing
- Public Relations
- Strategic Planning
- Concept Engineering

These key knowledge areas correlate directly to the knowledge bases required to successfully complete the written exam.

Acceptable Narrative Determination
A certification staff member will review the narrative to determine whether it details an appropriate amount of information to document the work experience. If the narrative is not considered acceptable, the staff member will reach out to the chef for a re-write of the narrative. There is no time limit associated with the CCA® Narrative.

CCA® Written Exam At-A-Glance

Description of Exam
Candidates have 60 minutes to complete the 100-question multiple choice exam. Candidates will receive scratch paper and a pencil at the test site. The use of a basic, 4-function calculator is allowed.

Exam Administration
Written exams are administered by PSI. Candidates can register for the exam by calling 1-800-211-2754, Monday through Friday, 7:30 am – 10 pm Eastern Time, Saturday and Sunday 9 am- 5:30 pm Eastern Time, or register online at the PSI Online Registration Site.

- The written exam fee is $75 and is paid directly to PSI.
- PSI has a 24-hour cancellation policy.
- Written exam scores are valid for two years.
Written Exam Facility Requirements
To ensure consistency throughout the certification testing program, all testing facilities will offer candidates a high-level testing venue which includes appropriate equipment and space configurations as specified in the guidelines below:

General
- Test Center must conform to local building, sanitation & health codes, as well as meet ADA requirements
- Building and grounds must be clean and in good condition
- Exits must be clearly marked and unobstructed
- Fire extinguishers required and in working order, location well marked and easily accessible
- Emergency exits must be clearly identified and clear of obstructions
- First-Aid kits must be stocked and easily accessible
- Restrooms must be located in the same building as the testing center
- Restrooms must be clean, supplied with necessary items, and in working order
- Adequate parking must be available near the testing center location

Test Room Physical Space
- Test room must be large enough to comfortably place testing stations and chairs
- Testing terminals must be arranged so that an applicant cannot view a computer monitor at one of the other work stations. Partitions are required between each workstation.
- Test station table surface must be large enough to accommodate the monitor, keyboard, mouse pad and applicable testing materials. A recommended size would be 42” x 36”.
- Testing area must be located so candidate will not be disturbed by foot traffic, loud conversation or outside noise.
- Testing room shall be free from any other activity during testing sessions; during non-testing time, the testing room may be available for other uses.

Test Room Environment
- Temperature must be consistent and comfortable
- Test room must be well-ventilated, with continuous air circulation
- Test room must be lit so that each candidate can read all diagrams, charts, etc., and read the computer screen with no glare.

Security and Surveillance
- Testing must take place in a separate room with a closable door
- Proctor station and printer must be located outside of the testing room
- Video surveillance system must provide 100% surveillance during testing session and include a DVR w/30 day retention
- Testing room door must be lockable, restricting any unauthorized access
- All testing material must be secured when not in use
- The testing room may be used for other purposes when not being used for testing

Equipment and Supplies
- Copy machine or scanner to provide copies of candidate IDs and test eligibility documents
- A locking file cabinet to secure test materials and candidate documents
- Ream of clean paper to be issued to candidate, if applicable, and pencils

Test Administration
PSI conducts training of all written exam proctors. Each test site/proctor has been issued a proctor ID code and a Proctor Manual.
What to Expect
When you arrive at the PSI written exam test center, the written exam proctor will:

- Ask candidates to provide photo identification.
- Have the candidate sign-in on a daily log sheet.
- Issue scratch paper and pencil.

Candidate should bring:

- Photo ID with signature, acceptable forms are: Driver’s license, Government ID card, Passport or Alien residency card.
  - Candidates that do not produce a valid ID at the scheduled appointment will not be allowed to take the test.

Taking the Written Exam
The proctor can explain the use of computer hardware and run Demo Test if requested. The proctor will review the candidate’s personal information on the screen with the candidate. All items must be correct, if not, make the necessary changes. The proctor will select candidate’s test. If the candidate has two or more exams, select the exam the candidate has scheduled to take first.

Candidate will be asked to:

- Verify the type of exam.
- Complete a survey with comment section at the end of the exam.
- Stay in exam room. The proctor will monitor the test and candidate at all times.
- Take a break, if necessary; however, time given for the exam continues uninterrupted.

The proctor is available to answer any candidate questions pertaining to the software. The proctor must not express opinions regarding test questions or answers prior to, during or after a test session.

<table>
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<tr>
<th>Certification</th>
<th>Description</th>
<th>Duration of Exam</th>
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<td>Multiple Choice</td>
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Written Exam Question Make-up

- 40% Human Resources
- 40% Operational Management
- 20% Business Planning

Exam Results
The proctor will print out the candidate’s exam results at the conclusion of the exam, as well as collect the scratch paper and pencils. The candidate will be asked to sign out on daily log sheet.

The printed results will serve as your official score report. A copy of the candidate’s exam results will be submitted with the ACF CCA® Final Application. The passing score is 75.

For failing candidates, in addition to providing the overall score, the score report also provides a breakdown of how the candidate performed in each of the exam content areas to assist them in refreshing in the event they choose to retest. The candidate who received a failing score will be allowed to retest per the retesting policy.

Retesting Policy
There is a 14-day waiting period required before scheduling any additional exam attempts. Testing fees are assessed for each attempt.

Passing Score Determination
The methodology to determine the cut score or passing point used in this examination is a criterion referenced approach called a modified Angoff Technique. The testing profession considers this technique to be one of the most defensible criterion-referenced methods available for setting passing points. It relies on the pooled judgments of content experts. For example, in this approach, a group of experts is asked to judge each item on the test. The criterion used to judge each item is formed into a question: “What is the probability that a ‘minimally acceptable’ candidate will answer the question correctly?” This question prompts the judges to consider a group of minimally acceptable
candidates and what proportion of that group will answer each item correctly. The average of the proportions, or probabilities, is multiplied by the total number of items on the test. The result then represents the “minimally acceptable” score. The final passing score for this examination is based on this pooled judgment and includes a statistical adjustment for testing error.

Optional Practice Exams
Optional practice exams are available for purchase. Purchase or completion of the practice exams is not required for certification. The practice exam resembles the actual exams in style and composition, but they are not the actual exams. **Passing the practice exam does not guarantee success in passing the actual ACF certification exams, but should give you a good indication of your readiness to take those exams.**

Written Exam Specifications

**Topics Include:**
1. Labor Laws- Federal
2. Personnel Management
3. Leadership
4. Communication Skills
5. Computer Skills
6. Purchasing
7. Inventory
8. Cost Accounting
9. Standard Operating Procedures
10. Financial Management
11. Marketing
12. Public Relations
13. Strategic Planning
14. Concept Engineering

Recommended Reference Materials

- **Principles of Food, Beverage, and Labor Cost Controls, 8th Edition**
  Author: Dittmer, P.; Keefe, J.
  Publisher: Wiley
  Pub. Date: 2005

- **Foodservice Organizations: A Managerial and Systems Approach, 6th Edition**
  Author: Gregoire, M.; Spears, M.
  Publisher: Prentice Hall
  Pub. Date: 2006

- **Strategic Management and Business Policy, 9th Edition**
  Author: Wheelen, T.; Hunger, J.
  Publisher: Prentice Hall
  Pub. Date: 2003

- **Entrepreneurial Finance, 4th Edition**
  Author: Adelman, P.; Marks, A.
  Publisher: Prentice Hall
  Pub. Date: 2006

- **Fundamentals of Management, 6th Edition**
  Author: Robbins, S.; DeCenzo, D.; Moon, H.
  Publisher: Prentice Hall
  Pub. Date: 2000

- **Business Analysis with Microsoft Excel, 3rd Edition,**
  Author: Carlberg, C.
  Publisher: Que Publishing
  Pub. Date 2007

- **Microsoft Word 2002 Made Easy**
  Author: Layman, K.; Hart, L.
  Publisher: Prentice Hall
  Pub. Date: 2001
Appendices

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Employment Documentation Form
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Example Score Report - Comira Written Exam

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Approved CEHs
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