

## **Food Protection Course - Online Frequently Asked Questions**

### **Who should take the course?**

The Food Protection Course trains workers in food protection practices to ensure the safety of the food served in New York City's food establishments. The NYC Health code requires that supervisors of food service establishments and non-retail food service establishments be certified in food protection. Completion of this course and passing of the final exam satisfies that requirement. This course is open to the public.

### **What language is it available in?**

The online course is offered in English, Spanish and Chinese.

### **Do I need to take the class every year and be recertified?**

The certificate never expires. There is no need to repeat the course. (Under special circumstances, the Department may require individuals to re-take the course.)

### **Where is the web site?**

The course can be found at [www.nyc.gov/foodprotectioncourse](http://www.nyc.gov/foodprotectioncourse).

### **How much does it cost?**

It is free to take the course. However, to receive a food protection certificate, you must complete the course, and pass a final in-class exam. The cost to take the exam is \$24, plus a \$0.60 convenience fee.

### **How long is the class?**

The online class consists of 15 lessons. You can complete the course at your own pace. You must pass every quiz in order to advance to the next lesson.

### **What happens if I fail a lesson?**


You must open that lesson again and spend at least 15 consecutive active minutes on the lesson before you can take the quiz again. You can't leave your computer idle during those 15 minutes.

### **I forgot my login and password.**

Click on the "Forgot My Password" link on the On-Line Food Protection Course Welcome Page.: Your user ID and password will be sent to your e-mail address. Alternatively, click [here](#).

### **How can I get study materials for the course?**

You can get the materials here:

[Food Protection Course Training Manual](#)   
Other languages: [\[Español\]](#) [\[中文\]](#) [\[정리\]](#) [\[বাংলা\]](#)

### **If I register for the course am I also registered for the exam?**

No, registering for the course is not the same as registering for the exam. Once you successfully complete all 15 lessons of the course, you will be prompted to register and pay for the in-class final exam.

**How do I register for the exam?**

Once you successfully complete all 15 lessons of the course, you will be prompted to register and pay for the in-class final exam.

**How do I pay for the final exam?**

You can pay by credit card only. Acceptable credit cards include AMEX, Discover, Mastercard & Visa (Following are not accepted at this time: Bank debit cards, Debit Mastercards or Debit Visa).

**I forgot my final exam date, how do I retrieve it?**

Login to the course and go to the Student Information page.

**What if there are no available dates online for the exam?**

Very infrequently no exam dates will be available on the Online Exam Schedule page. In those cases, new dates will be added within 12-24 hours.

**How can I reschedule my exam?**

Login to the Online Food Protection course and click on the Re-schedule button.

**Where do I take the exam?**

The NYC Health Academy  
160 West 100<sup>th</sup> Street, 2<sup>nd</sup> floor  
New York, NY 10025.

**What do I need to bring with me to take the exam?**

In order to be admitted to the Health Academy to take the exam you must provide Photo Identification and a printout of your confirmation page.

**How many times can I take retake the course if I fail the final exam?**

There is no limit on the number of times you can take the course. However, you must successfully repeat the entire course and pay for every time you take the exam.

**When will I get my Food Protection Certificate?**

You should receive your Food Protection Certificate within 2-6 weeks after your exam date.

**How do I reprint my confirmation paper if I've lost it?**

You will not be able to re-print the confirmation page. However, you can confirm your exam date and time by logging back into your account.

**I was charged twice for my exam, how do I get a refund?**

Call 311 and ask for Health Academy Payment help and have the following available when you call:

- Date of transaction
- Type of card used (Master Card, Visa, etc)
- Last 4 digits of card number
- Card holder name
- Name of student
- Amount of refund
- Reason for requesting refund