

Getting Started | Program Purpose

The **IDDBA Deli & Bakery Rising Stars Manager Certification program** assesses and recognizes a mastery of work knowledge and competencies needed to run a service deli or bakery department as a business. This process helps foster personal development and self-confidence, enhances professional recognition from upper level management and team associates, and acknowledges the knowledge, skills, and abilities a deli or bakery manager offers employers and customers.

▶ Manager Certification Process

The *IDDBA Manager Certification* qualifying requirements are:

- a. IDDBA membership
- b. Completion of the *Manager Certification Practical Test Package* with a sponsor
- c. Completion and proof of passing a food safety certification program. See three approved below.
- d. Passing the proctored IDDBA Manager Certification Exam.

Pages 1 & 2 are an overview of the Manager Certification Process. Both sponsor and manager/student (**student** will be the reference name for the person completing the certification process throughout the rest of this document) should read it to understand scope.

STEP ONE: To participate, the student must determine a retailer sponsor. Certification participants will usually be retail department managers or assistant managers. Sponsors should have department or store management experience and practical knowledge about the department the student runs.

STEP TWO: All participating sponsors and students must be from IDDBA member companies. **The sponsor must place a call to the certification team (608-310-5000) to verify:**

- a. **IDDBA Membership.** (If no active membership, complete application at iddba.org)
- b. **Print/mail or online participation.** (If you elect to do the process through print and mail, stop reading and request a print/mail set of instructions from IDDBA).
- c. **The goal to complete and pass a separate food safety certification course.** Students must participate in one of these three certification programs:
 - i. National Restaurant Association’s ServSafe® Food Protection Manager Certification Examination
 - ii. National Registry of Food Safety Professional’s Food Safety Manager Certification® or
 - iii. Prometric’s Certified Professional Food Manager®

STEP THREE: At training.iddba.org, student “Signs up” and creates a Student Profile (see Student Instructions, page 7). Also, sponsor “Signs up” and creates a Sponsor Profile, and checks the box indicating they will be a sponsor (see Sponsor Instructions, page 3).

STEP FOUR: Sponsor logs on at <https://member.iddba.org>. (Web Login Name is email address; Web Login Password is IDDBA VIP #). Hover over Shop, click Product Catalog, and purchase the certification programs. IDDBA emails the sponsor a purchase code for every program purchased. One code is given to each student.

STEP FIVE: Using the code, access the Manager Certification Practical Test Package at training.iddba.org and follow instructions. The manager and sponsor work together to complete the Practical Test Package (12 practicum and a worksheet). The sponsor fills out the Proof of Food Safety Certification form, and either uploads or mails (if doing print version) to IDDBA the Practical Test, the student’s food safety certificate, and the certification pass list from one of the three food safety certifying programs listed above.

STEP SIX: IDDBA receives and determines approval of the Practical Test contents. The Practical Test Package must be completed and approved before the student takes either the deli or bakery IDDBA Manager Certification Exam. Upon IDDBA approval, the sponsor gives the student access to the exam. It is a 3-hour timed exam. The sponsor is the proctor for the exam process and must be present in the exam room. Once the exam is begun, the student CANNOT stop and complete the test later. At the completion of the exam, the sponsor and student receive immediate feedback on whether the student achieved the 75% passing score.

MANAGER CERTIFICATION

STEP SEVEN: Students who successfully complete the IDDBA Deli or Bakery Rising Stars Manager Certification process will receive recognition at the address provided in the Practical Test.

STEP EIGHT: If the student fails or doesn't complete the Exam or Practical Test, they can retake either at any time. The IDDBA certification is good for a lifetime, if the manager

holds a valid food safety certification from the IDDBA approved list.

STEP NINE: Once you're ready to start the certification process, the sponsor proceeds to Page 3 for Sponsor Instructions. The student proceeds to Page 7 for Student Instructions.

► Exam Preparation Tips

Preparation for the exam may include reading through the *Manager Certification Work Competency Standards*. Successful completion of the deli and bakery certification exam and practical test processes are based on knowledge and/or performance of many of these department management work competencies.

Additional preparation resources are outlined in the *IDDBA Recommended Resources* document. The manager's retail experience, along with their sponsor's experience, will also be key in achieving successful results. To access the standards and recommended resources, sign in, go to Courses at training.iddba.org.

A special thank you to the Deli & Bakery Rising Stars Accreditation Advisory Group who were instrumental in concepting and developing IDDBA's certification and certificate programs for fresh department employees. The Advisory Group members include:

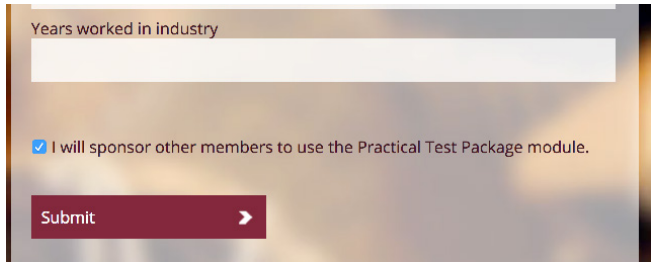
- Melissa Griffin, VP Deli & Bakery, Stater Bros. Markets
- Sam A-Fattah, Deli Category Manager, Lowes Foods
- Voni Woods, VP Experience Officer, Giant Eagle
- Joshua Duncan, Manager Talent Systems and Instructional Design, Giant Eagle

- Scott Fox, VP Bakery, Dorothy Lane Markets
- Jennifer Clark, Coffee & Bakery Merchandising Director, Dorothy Lane Markets
- Kim Camp, Marketing Communications/Learning Center Manager, Hillphoenix
- Ray Lippert, Kroger Sales Development, Empire Bakery Commissary
- Mary Kay O'Connor, VP Special Projects, IDDBA
- Jeremy Johnson, VP Education, IDDBA
- Jessica Ives, Assistant to the President, IDDBA

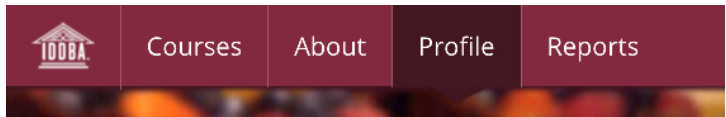
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► **Sponsor Instructions**

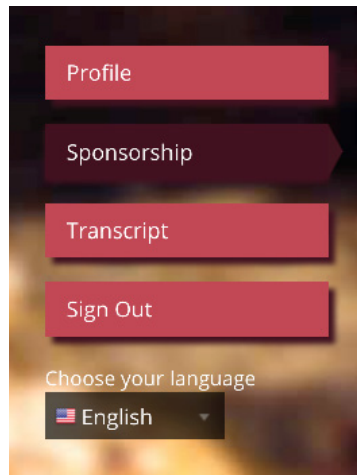
1. Go to training.iddba.org and Sign Up for an account or Sign In if you have previously created an account.
 - a. You will need to check the box indicating you will be a sponsor.
 - b. This box can be found at the bottom of the Sign Up form if you are creating an account or at the bottom of your Profile if you have logged in to an existing account. Click Submit after checking box.



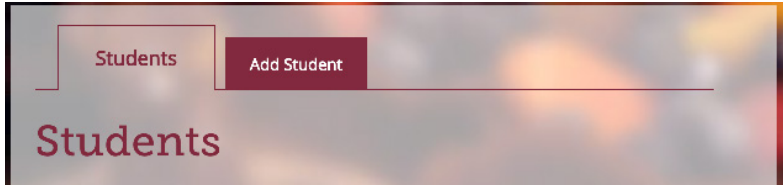
2. Instruct the student(s) you will be sponsoring to create an account on the training site if they do not already have one.
3. Sponsor logs on at <https://member.iddba.org>. (Web Login Name is email address; Web Login Password is IDDBA VIP #). Hover over Shop, click Product Catalog, and purchase the certification programs. IDDBA emails the sponsor a product code for ever program purchased. One code is given to each student.
4. Once the student has entered their purchase code, you can add them to the list of students you are sponsoring:
 - a. Log into your account.
 - b. Click the Profile button in the top navigation.



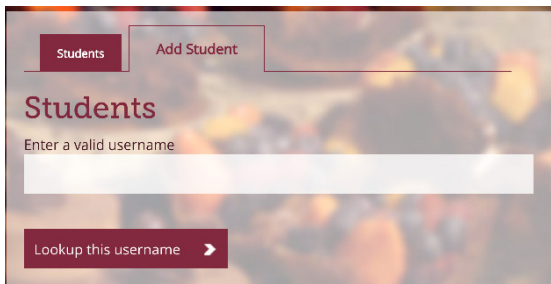
- c. Then click the Sponsorship button in the left-side navigation.



- d. This will bring up the Students list. You can see all students you are sponsoring in this list.
- e. Click the "Add Student" tab.



- f. In the box that says Enter a valid username, you should enter the email address the student used when creating their account.



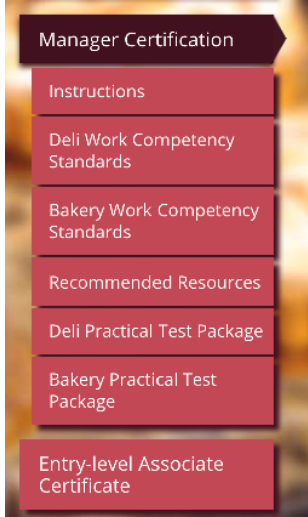
- g. Then click the Lookup this username button.
 - h. If a valid email address has been entered, you will see a message showing the student's first and last name. After confirming you have the correct student information, you should click the Confirm button.
 - i. You should now see this student in the Students tab along with a record of their progress in the course(s). Course items that are not complete are marked with an X, completed items are marked with a check mark, √.
5. You now have access to view the Practical Test Package for the course the student is enrolled in.
- a. Access to the Practical Test Package is through menu items in the left-side navigation.
 - b. To access this, start by clicking on Courses from the top navigation.



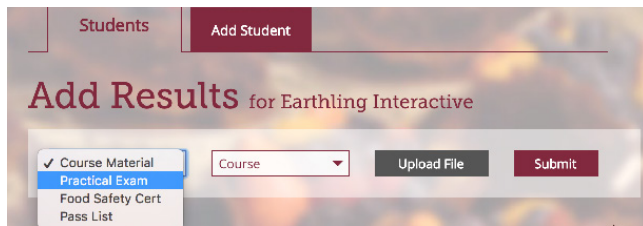
- c. Scroll down to see buttons for Manager Certification and/or Entry-level Associate Certificate. Whether you see one or both of these options depends upon what programs you have purchased and enrolled your sponsored students in.



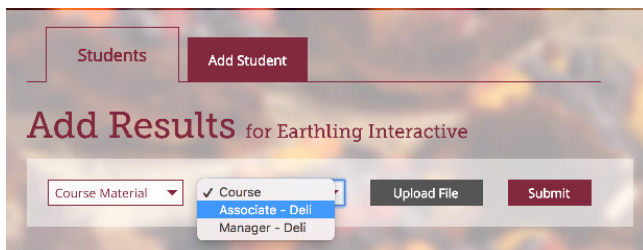
6. Clicking into Manager Certification expands that menu item so you can view other menu items, including this Getting Started Instructions, Competency Standards, Recommended Resources, and Practical Test Package.



7. Download and print two copies (one for self and one for student) and complete the appropriate Practical Test Package with your sponsored student.
8. Once a student has completed the Practical Test Package, you will need to upload 3 pieces of documentation.
 - a. Log into the site if you are not already logged in.
 - b. Click the Profile tab at the top.
 - c. Click the Sponsorship button on the left.
 - d. Find the student you need to upload documentation for in your list of sponsored students.
 - e. Click the black Add Results button that is on the line with the student's name.
 - f. From the dropdown menu, select the Course Material that will be uploaded

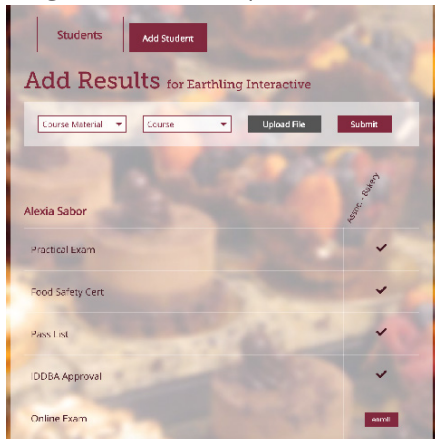


g. From the next dropdown menu, select which Course you are uploading documentation for. If the student is only enrolled in one course, there will only be one option here.



- h. Click Upload File to select the file you want to upload from your computer.
- i. Click Submit
- j. Repeat these steps until all three documents (Practical Test, Food Safety Certificate and Pass List) are uploaded.
- k. After you complete these uploads, IDDBA will be notified and must approve all the documentation before the student is given access to complete the online exam.

9. When IDDBA notifies you that the student is approved to take the online exam, you will need to enroll the student to take the test. This should be done immediately before the student begins to take the exam.
- a. Log in to your account if you are not already logged in.
 - b. Just like you did when you were going to upload Practical Test Package results, click Profile > Sponsorship
 - c. In the Students tab, scroll down to find the student's name. Click the Add Results button and then scroll down to find the Enroll button next to the line that says Online Exam. Click the Enroll button and a green circle will replace the button, indicating the student is ready to take the exam.



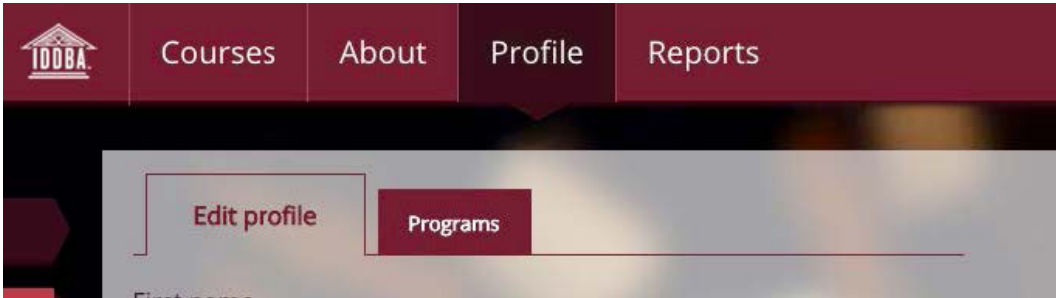
10. As the exam proctor, you should organize the location and be present in the room when the test is taken. The student has 3 hours to take the exam. The student's desk and surrounding area should be clear of all personal belongings, including cell phone. This is NOT an open book exam. Only a computer monitor, keyboard, mouse, calculator, one blank sheet of paper (for working out math) and pencil may be used for the duration of the student's time to take the Exam. Once the exam is begun, the student cannot stop and complete the test later. When exam is complete, the scratch papter should be shredded. The student accesses the exam by Signing in, clicking Courses, Manager Certification, Manager-Online Exam.

11. After the student completes the exam, they will receive a PASS or FAIL notification and a score. A passing score is 75% or higher. When they pass the exam, there will be a check mark √ denoted on their student record across from online exam. If the green circle remains, they have not passed. If the student doesn't pass the test, they can retake it at any time you are able to reschedule a time to proctor the exam again. When the student passes the exam, the green circle will change to a √. IDDBA will send a recognition certificate.

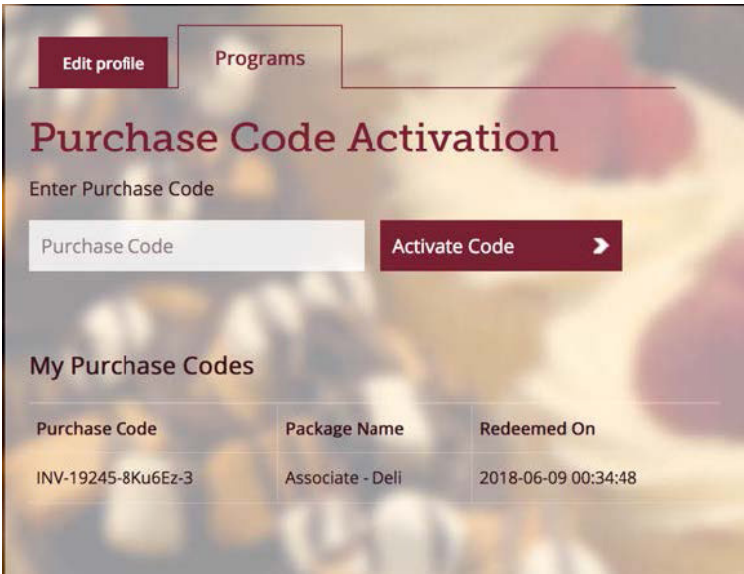
12. The student can access the Transcript by signing in, going to Profile, and clicking on Transcript.

► **Student Instructions**

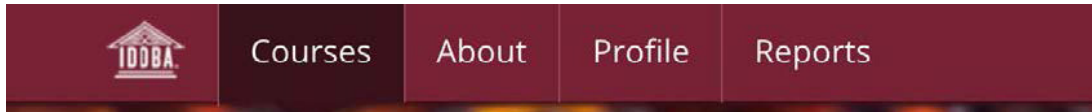
1. Go to training.iddba.org and Sign Up for an account or Sign In if you have previously created an account.
 - a. You must enter an email address.
 - b. If you do not have a work email address and can't or don't want to give a personal email, you may take a print version of the *Manager Certification* program and your sponsor will request this for you.
2. Your sponsor will provide you with a Purchase Code to activate your course. You will need to be logged in to the site to enter the code.
3. Once you are logged in, click the Profile button in the top navigation. Then click the red Programs tab.



4. Enter the Purchase Code in the box on that tab, then click Activate Code. If the course is successfully activated, you will see a table called My Purchase Codes with the name of the course and the date the code was redeemed. If the course is not successfully activated, you will see a message asking you to confirm your Purchase Code is correct and you will be prompted to re-enter it.



5. Once you have activated your course, your sponsor will add you to their list of sponsored students.
 - a. Your sponsor will provide the Practical Test Package to complete together.
 - b. You can see the Practical Test Package by clicking on Courses in the top navigation and then scrolling down to find *Manager Certification* on the left side.
 - c. Clicking the button with the name of the program you will be completing (Manager Certification) will expand that menu item so you can see the Getting Started Instructions, Work Competency Standards, Recommended Resources, and Practical Test Package for your course.



6. Once you have completed your Practical Test Package, your sponsor will upload documentation of completion for IDDBA to approve.
7. When IDDBA has approved this documentation, your sponsor will set up a time for you to take the Online Exam, which they will proctor.
8. When you are ready to start the exam, the sponsor will give you access to it.
 - a. To start the exam, log into your account.
 - b. Click Courses in the top navigation, and then scroll down to find your course type (*Manager Certification* or *Entry-level Associate Certificate*) on the left.
 - c. When you expand the menu item for your course type, you should see the *Online Exam* as the last item in the list.
 - d. Students will have 3 hours to take the manager certification exam. You may not stop once you have started. Upon completion of the exam, you'll receive a pass/fail notification.
9. A 75% or higher score is needed to pass. Upon passing, you may want to print your transcript for your personnel file. Access the Transcript by signing in, going to Profile, and clicking on Transcript.
10. When you pass the exam, you will be sent a recognition certificate.