

Welcome to ProStart

Earning and Applying for the National Certificate of Achievement

Please note that the steps for processing ProStart National Certificate of Achievements (COA) have recently changed. The National Restaurant Association Educational Foundation has updated from the paper Workplace Validation forms to an online system. This addendum explains the new steps responsibilities for student and teacher. The value and benefits of the COA remain the same.

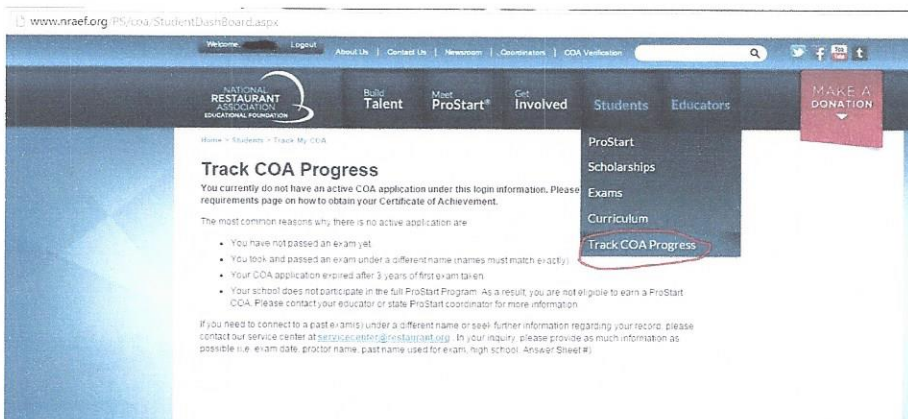


How do I earn the National Certificate of Achievement?

- ❖ Go to www.nraef.org and register as a new user prior to taking your first exam. Make sure to use your legal name as it would appear on your driver's license.



- ❖ When you log in with your new account, you can click on "Track COA Progress" under the "Student" tab to view your application. Your application will activate and you will be able to track your progress online once you have passed your first exam.



Once you have passed the first final exam, you will have **THREE YEARS** from the exam date to complete all COA requirements.

- ❖ Pass ProStart Level One Final Exam (Using your legal name ensures that the exam gets linked to the proper record)
- ❖ Pass ProStart Level Two Final Exam (Using your legal name ensures that the exam gets linked to the proper record)
 - If you take an exam that does not link up with your NRAEF account, please contact the Service Center at servicecenter@restaurant.org. Provide the Service Center with as much information as possible (exam date, teacher name, high school, Answer Sheet #, possible alternative names).

- ❖ Have an [Employer Agreement](#) on file at your School
- ❖ Complete [400 hours of work experience](#). This proof can be submitted in letter form from your employer(s) or by submitting pay stubs. Proof will need to be submitted by your instructor or guidance counselor to the ProStart Coordinator at RAMEF.

Once your COA application has been activated, you will be able to input your work experience hours as you complete work sites.

The NRAEF will accept “jobs” that are paid, unpaid/school enterprise or unpaid service/volunteer work so long as they are in the foodservice industry.

Student records are connected to the educator who administered their most recent exam.

Please Note: To change school or educator, students should contact the Utah Restaurant Association Pro Start at info@utahdineout.com

When entering required work experience hours:

- THERE MUST BE a start and stop date for the work experience: *This does not mean the student must stop working at the job, it just means he/she stops recording hours for ProStart.*
- A brief description of job responsibilities is required. For instance: “general back of the house,” “Garde Manger,” “dishwasher,” “front of the house general duties,” “assisted chef at benefit dinner.”
- A company name and address are required: for school enterprise, the “company” would be the school/program catering program or school restaurant; for service, the company would be the organization.
- You MUST enter either an email address or phone number for the mentor or supervisor.
- There is no limit to the number of jobs you may enter.

- ❖ Complete a [Student Work Experience Checklist](#) and have it signed by your employer(s). After your employer has checked at least 52 of the 75 competencies and signed the form, your instructor will submit this form to URA.
- ❖ Update your record on NRAEF website when all requirements have been met and ready to submit COA application online. Provide a copy of any Employer Agreements, proof of 400 hours Work Experience, and a copy of the Student Work Experience Checklist to your ProStart teacher for review and approval.
- ❖ After the teacher and URA ProStart Coordinator have approved your application, you will be notified by email that you have officially met all the requirements. The NRAEF will mail your National Certificate of Achievement to the home address listed on your NRAEF profile. (Make sure the address is up to date so there are no issues in mailing.)

From: Service Center
Sent: Friday, August 15, 2014 11:32 AM
To: Monica Miller
Subject: ProStart COA. Approved

Dear HANNAH,

Congratulations! The requirements have been approved to receive the ProStart® National Certificate of Achievement.

When the certificate is printed and ready to ship we'll notify you via email to the address that is registered with www.nraef.org.

The certificate will be shipped to the mailing address on your www.nraef.org/students profile. We encourage you to check that this address is correct as soon as possible.

Congratulations again on meeting the requirements and best wishes for continued academic success.

Sincerely,

Service Center
National Restaurant Association

ServiceCenter@restaurant.org

The ProStart® National Certificate of Achievement (COA) is an industry-recognized certificate that signifies a strong foundation in the basic management and culinary skills considered critical to success by industry leaders.

➤ **What if I have already taken an exam before registering on the NRAEF website?**

Register now on the NRAEF website. If your past exams do not automatically link to your COA application then you will need to contact the Service Center at servicecenter@restaurant.org. Provide the Service Center with as much information as possible exam date, teacher name, high school, Answer Sheet #, possible alternative names. Complete this step as soon as possible to allow time for the Service Center to investigate your account. Remember that they manage the problems of all ProStart students across the nation in addition to ServSafe.

➤ **400 hours sounds like a lot. What if I can't work that much by graduation?**

The good news is that the deadline to meet requirements is not graduation day; it is three years after you have passed your first exam. You can start accruing work experience as soon as you become a ProStart student so the 400 hours will be spread out over the course of at least three years plus the time from before you passed the first exam. The NRAEF will send you notifications as the deadline approaches so be sure to register using your personal email address (one that you will remember to check and keep even after high school). The 400 hours can be paid or unpaid volunteer experience. Please refer to "Explanation of Work Hours" to see what type of work experiences count. If still unsure, contact the URA ProStart Coordinator for official determination.

➤ **If I fail one of the exams, does that mean I'm not eligible to earn my COA?**

You need to earn a 70% or higher on both the NRAEF final exams. If you fail an exam, you can study and retake it to remain eligible to earn the COA. There is NO limit on the number of times that you can retest however there is a fee associated with the replacement exam answer sheets.

➤ **Why do I need to do so many competencies for the COA?**

There are a total of 75 work experience competencies listed. The job-related observable skills have 17 subcategories and the employability skills have 4 subcategories. The variety of competencies ensures that ProStart graduates are well-rounded employees.

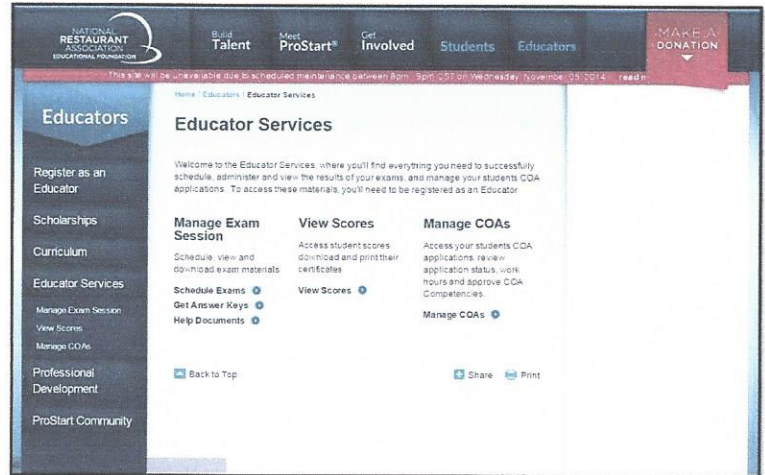
New COA Steps for Teachers

The new online process gives the students more responsibility in keeping their COA application on track. Please encourage the students to become familiar with the new process as they pursue the National Certificate of Achievement.

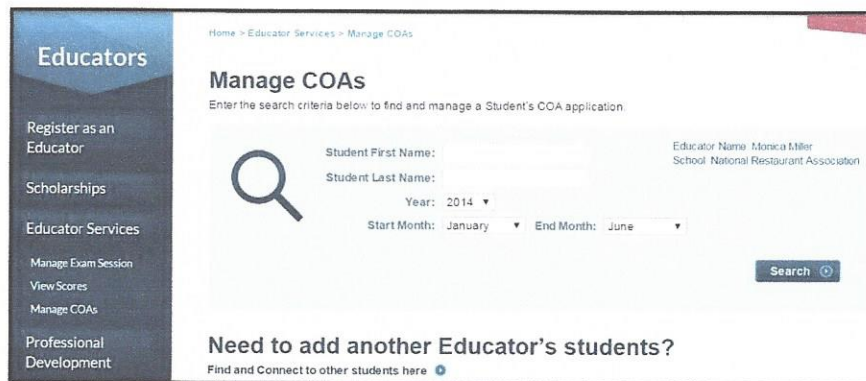
Teachers will be able to track student progress on the NRAEF website. PLEASE NOTE the new section under Educator Services: *"Manage COAs"* Keep in mind that if you have a problem operating the NRAEF website or with exams that there are many Help Documents with troubleshooting solutions available in Educator Services. Your first call is always to the URA if you need additional assistance!

COA applications are connected to the educator who administered the student's most recent exam. That means Teacher John Doe's Level 1 students who took the exam with him will be connected to his account until the students take the Level 2 exam with Teacher Mary Jones even though the students are no longer being taught by John Doe. Once the students take the Level Two exam from Mary Jones, the student's records will be attached to her.

Educators can search for any student at the school to see the status of a student's COA application.



If for any reason (teacher retires, student transfers school) a teacher needs to link their account to another teacher's students, a request can be done through the Manage COAs section. Students also have the ability to make such requests through their NRAEF account.



Note: in addition to documenting 400 hours of experience through the new online system students must still submit signed work experience checklist(s) to the teacher for approval

Must have "sign off" on a total of 52 of the 75 Competencies. The Checklist has space for 3 supervisors to sign; but a student may submit multiple checklists, each signed by only one supervisor/mentor.

Remember: class "labs" and practice for competition **DO NOT** count for competencies or for work experience hours. None of this has changed. Please contact the Maryland ProStart Coordinator with any questions if you are uncertain whether a work experience meets the ProStart requirements.

Teachers must examine and confirm work experience documentation (pay stubs, letters from supervisor, signed forms). Teachers must also examine the signed Work Experience Checklist to confirm that 52/75 competencies have been reached.

Teachers should send all of the documentation for each student within 5 days of online COA approval to the Utah Restaurant Association ProStart Coordinator. The NRAEF requires that URA to keep this documentation on file for 5 years for annual audit purposes.

If documentation for hours is missing or the competencies achieved don't total 52, the teacher should not approve the COA application and should contact the student to explain what is missing.

The Utah Restaurant Association ProStart Coordinator will be notified whenever an educator has approved a COA application. A sample of the Coordinator email is shown here:

From: Service Center
Sent: Friday, August 15, 2014 11:32 AM
To: Monica Miller
Subject: ProStart COA. Competency Approved

Dear Ryan Gosling,

You have a pending ProStart® National Certificate of Achievement application waiting for you to review and approve.

Please click [here](#) to review and approve this Certificate of Achievement application.

If you have more than one student application pending your approval, you can access those [here](#).

Students will not be processed until you have approved their applications. To approve, you must access the website using your coordinator User ID and Password for your www.nraef.org account.

If your state has multiple users who have access, these applications may already have been reviewed. If you have any questions or believe this email has been sent to you in error, please email prostart@nraef.org or contact the National ProStart Coordinator immediately.

Sincerely,

ProStart Program Team
 National Restaurant Association Educational Foundation
prostart@nraef.org

The ProStart® National Certificate of Achievement (COA) is an industry-recognized certificate that signifies a strong foundation in the basic management and culinary skills considered critical to success by industry leaders.

After reviewing and confirming the documentation, the URA ProStart Coordinator may approve a student's COA application. Once the Coordinator approves an application, the COA will be awarded and mailed directly to the student using the address that student has in his/her profile. Students will receive a reminder to check the address in their profile before the COA is mailed.

If after examining the documentation for a student's COA application, the URA ProStart Coordinator rejects the application the educator will be notified. The educator should contact the coordinator to learn why the application was rejected and what needs to happen for the Coordinator to approve it.

Please make the Utah Restaurant Association your first contact with any questions at info@utahdineout.com

Foundations of Restaurant Management and Culinary Arts
And
ProStart National Certificate of Achievement (COA)

Request for Record Merge

School Information	
Teacher Name:	
Teacher Email:	
School Name:	
Teacher Phone #:	
Notes:	

Student Information	
Full Legal Name:	
NRAEF Website Log In user ID	
Email address associated with this account	
<i>** This user ID and email account will be the active account</i>	

Level One	
<i>Information to be documented below as indicated on the exam report</i>	
Student First Name:	
Student Last Name:	
Exam Date:	
Answer Sheet or Exam Session#	
Exam Score:	
Teacher name:	
Notes:	

Level Two	
<i>Information to be documented below as indicated on the exam report</i>	
Student First Name:	
Student Last Name:	
Exam Date:	
Answer Sheet or Exam Session#	
Exam Score:	
Teacher name:	
Notes:	

Please complete the above information to the best of your ability and email this form to the NRAEF Service Center at servicecenter@nraef.org and copy abennett@nraef.org