

# ProStart

National Restaurant Association  
Educational Foundation

TM



@ProStart



/ProStartProgram



/ProStartProgram



/GoProStart

[chooserestaurants.org/ProStart](http://chooserestaurants.org/ProStart)

## ProStart PEP TALK

- What the industry is saying about ProStart and why they believe in your kids and YOU:
- *Golden Corral:*  
<https://www.youtube.com/watch?v=ShWvmiwy0FA>
- *Marriott:*  
<https://www.youtube.com/watch?v=1wuoKCyhIXU>
- *ProStart is changing lives:*  
<https://www.youtube.com/watch?v=GpNon9pSWGo>

# **The COA: What is it and how industry can help**

**Mandy Hines**

NC Prostart Coordinator  
2018 Fall Educator Workshop

## Session goals:

- 1. Understand what the COA is.
- 2. Understand the process to help students achieve the COA.
- 3. Identify strategies to help students track and earn the COA.
- 4. Identify partners to employ students so the COA is attainable.



# 1. What is the COA?

- COA: Certificate of Achievement awarded by the NRAEF (National Restaurant Association)
- This is the culmination of work over 2-3 years in the ProStart program.



## Pieces of the COA:

- Earned by completing 4 steps:
  - Passing Level 1 NRAEF exam
  - Passing Level 2 NRAEF exam
  - Completing 400 hours in industry related jobs
  - Completing skills check list
- *Exams can be RETAKEN if student does not pass the first time. A new voucher must be purchased.*
- *I am encouraging you to test ALL students at the end of each course and retest those that you consider more likely to earn the COA*

## 2. Users and process of the COA:

- **Students-work and accumulate 400 hours**
  - Have 3 years in the program to earn COA
  - For teacher to receive the credential for CTE attainment in FH72 (Level 2), student must earn COA prior to graduation.
  - 200 student work hours can be volunteer
- **Teachers-assist with tracking student progress and approval of work hours**
- **Coordinators-approve all documentation and keep in secure area for NRAEF audits**

## Why help your students earn the COA?

- 1. Students are eligible for scholarships from NRAEF and schools in the ProStart passport.
- 2. School recognition.
- 3. Earn the Tier 3 bonus pay.
- 4. Building work ethic in students which will eventually create better workers.

*\*NRAEF Passport available at [www.ncrla.org](http://www.ncrla.org)*

## **Student Responsibilities to earn the COA:**

1. Register on the website.
2. Track and enter hours and competencies.  
(Can be started **AFTER** passing first exam)
3. Give supporting documentation (pay stubs/logs from hours worked and signed checklist) to teacher for review



## PROSTART

ProStart is a career and technical education program that focuses on teaching culinary arts and restaurant management skills.

### CERTIFICATE OF ACHIEVEMENT

The ProStart National Certificate of Achievement verifies that a student is ready to make an immediate impact in the industry.

[LEARN MORE](#)

### EXAMS AND SCORES

The exam center is your entryway to online exams. You can check your score and print your certificate of recognition.

[LEARN MORE](#)

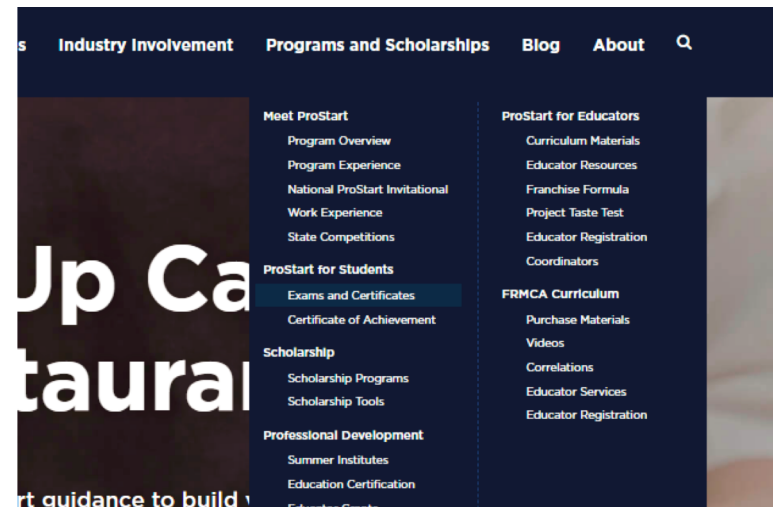
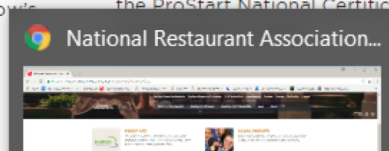
### NATIONAL PROSTART INVITATIONAL

The National ProStart Invitational® highlights the power of the ProStart program, showcasing the culinary techniques and management skills of tomorrow's workforce leaders.

[LEARN MORE](#)

### PROSTART PASSPORT

The National ProStart Collegiate Passport includes information about post-secondary schools that offer college credit and/or scholarships to ProStart students who have earned the ProStart National Certificate of



## Login

### Existing User

If you have logged into this site, or NRAEF.org before, you can enter your login information below.

Login

[Forgot User ID](#)  
[Forgot Password](#)

### New User

If you have never logged in to this site, or NRAEF.org before, please take a few moments to register with us. Your User ID and password are important, because they validate who you are when you visit the site, and allow you to access many valuable features of our site(i.e.exam scores, certificates etc.,).

After you create your new User ID and password, you will be taken directly to the page you are trying to reach.

[CREATE NEW PROFILE](#)

## Track COA Progress

**Start Date:** 01/12/2018

**Status:** Registered



### Pass credited exams

1 out of 2 of the required exams have been passed.



### Enter Work Experience and Hours

0 of 400 hours have been entered.

[View your work experience and hours](#)

[Add Work Experience and Hours](#)



### Student Work Experience Checklist Status

An educator must approve the Student Work Experience Checklist.



### COA Application

A state coordinator needs to review the COA when all requirements have been met.

BENIAIH DICKENS  
12576NORTHSTREET  
WHITAKERS, NC 27891  
BENDIC7732@NRMS.ORG

#### ProStart Educator

Amanda Hines  
mhines@ncra.org

#### ProStart School

Davie HS  
1200 Salisbury Rd  
Mocksville, NC 27028

Need to update your school or  
educator?  
[Contact your state  
coordinator](#)



### COA Application

A state coordinator needs to review the COA when all requirement

[Exam Results](#)

[Work Experience and Hours](#)

[Add Work Experience and Hours](#)

[Exam Results](#)

[Work Experience and Hours](#)

Level 1: Passed

**Course Name:** Foundations of Restaurant Management Level 1 2nd  
Edition

**Exam Date:** 01/12/2018

**Score:**70

**Exam Session Number:**2263439



# Work Experience Hours

**Moes : 47 hours**  
 Mentor Name: Camden  
 Date Completed: 05/06/2018  
[Edit this entry](#) [Delete](#)

**Moes : 34 hours**  
 Mentor Name: Camden  
 Date Completed: 05/20/2018  
[Edit this entry](#) [Delete](#)

[Add Work Experience and Hours](#)

### Add Work Experience and Hours

Paid
  un-paid/school enterprise
  un-paid/service (volunteer)

Date Started *	Date Completed*	Total Hours *
<input type="text"/>	<input type="text"/>	<input type="text"/>

Job Responsibilities \*

Company Name \*

Company Address \*

City \*

State\*

Zipcode \*

Mentor/Supervisor Name \*

# Accessing E-Certificate

NATIONAL RESTAURANT ASSOCIATION EDUCATIONAL FOUNDATION

Build Talent Meet ProStart® Get Involved Students Educators

Home > Coordinator Services > Manage COAs > Track Student COA

## Track COA Progress

Start Date: 01/05/2015  
Status: Approved

- Pass credited exams**  
2 out of 2 of the required exams have been passed.
- Enter Work Experience and Hours**  
410 of 400 hours have been entered.  
[View your work experience and hours](#)
- Student Work Experience Checklist Status**  
The Student Work Experience Checklist has been approved.
- COA Application**  
The COA has been approved.

**Exam Results**    [Work Experience and Hours](#)

**Level 1: Passed**  
Course Name: Foundations of Restaurant Management Level 1  
Exam Date: 12/18/2014  
Score: 87  
Exam Session Number:   
Proctor Name:

**Level 2: Passed**  
Course Name: Foundations of Restaurant Management Level 2  
Exam Date: 05/07/2015  
Score: 89  
Exam Session Number:   
Proctor Name:

[View your exam records, download exam results, and access your Certificate of Achievement](#)

## My Exams

**Note:** If your exam does not appear here it may be because is still in progress or being processed. To check the status of the Exam Session click [here](#)

Print/Reprint your certificate by selecting "Print Certificate" in the table below.

\*You must disable your Popup Blocker when downloading and printing your certificate.

Exam Session Number	Course	Date	Score %	Pass	Expiration Date	Exam Session Tracking	Print/Reprint Certificate
<input type="text"/>	Foundations of Restaurant Management Level 1	05/21/2013	87	Passed	N/A	Tracking	Print/Reprint
<input type="text"/>	Foundations of Restaurant Management Level 2	05/16/2014	95	Passed	N/A	Tracking	Print/Reprint

## Certificate of Achievement

[View or Print your Certificate of Achievement](#)

To order a printed copy of your Certificate of Achievement, contact the Service Center at 1.800.765.2122.

## Don't see your score %?

If you do not see the score % for your Exam Session, please click the Exam Session number to view your results.



# Most Common Problems: Student

## 1. Exam Record Merging

- This happens when a student has more than one profile on the NRAEF website.
- To merge the records:
  - Email [servicecenter@restaurant.org](mailto:servicecenter@restaurant.org) with student name and exam session numbers
  - Allow adequate time for the merge to occur

## 2. Student has multiple profiles

## 3. COA has been approved and issued, but E-Certificate won't load

- This is a technical error and the Service Center should be contacted.

## Educator Responsibilities:

1. Register on the website.
2. Review student documentation of work hours and competencies. Provide help finding proof of hours worked and gather information.
3. Send supporting documentation to Coordinator.
4. Students have 3 years from beginning of COA to complete all necessary steps.

Note: ***Entering student hours not included.*** Students can take on this responsibility.

Register as an  
Educator

Scholarships

Educator Services

Manage Exam Session

View Scores

Manage COAs

Professional  
Development

Curriculum

ProStart Community

[Home](#) > [Educator Services](#) > [Manage COAs](#)

## Manage COAs

Enter the search criteria below to find and manage a Student's COA application.

Student First Name:	<input type="text"/>	Educator Name: Amanda Hines
Student Last Name:	<input type="text"/>	School: Davle HS
Year:	2018 ▼	
Start Month:	January ▼	End Month: June ▼
<input type="button" value="Search"/>		

### Need to add another Educator's students?

Find and Connect to other students here [🔗](#)

### ProStart for Educators

- Curriculum Materials
- Educator Resources
- Franchise Formula
- Project Taste Test
- Educator Registration
- Coordinators

### FRMCA Curriculum

- Purchase Materials
- Videos
- Correlations
- Educator Services
- Educator Registration

Logout

NATIONAL RESTAURANT ASSOCIATION EDUCATIONAL FOUNDATION





Build Talent Meet ProStart® Get Involved Students Educators

MAKE A DONATION

Home > Coordinator Services > Manage COAs > Track Student COA

## Track COA Progress

Start Date: 05/14/2015  
Status: Pending Educator Approval

- 
**Pass credited exams**  
 2 out of 2 of the required exams have been passed.
- 
**Enter Work Experience and Hours**  
 464 of 400 hours have been entered.  
[View your work experience and hours](#)
- 
**Student Work Experience Checklist Status**  
 An educator must approve the Student Work Experience Checklist.  
[Approve competency](#)
- 
**COA Application**  
 A state coordinator needs to review the COA when all requirements have been met.

[Add Work Experience and Hours](#)

**Exam Results**   [Work Experience and Hours](#)

**Level 1: Passed**  
 Course Name: Foundations of Restaurant Management Level 1  
 Exam Date: 05/08/2015  
 Score: 73  
 Exam Session Number: [Redacted]  
 Proctor Name: [Redacted]

**Level 2: Passed**  
 Course Name: Foundations of Restaurant Management Level 2  
 Exam Date: 04/01/2015  
 Score: 78  
 Exam Session Number: [Redacted]  
 Proctor Name: [Redacted]

[View your exam records, download exam results, and access your Certificate of Achievement](#)

**Student Information**

**ProStart Educator**

**ProStart School**

Need to update your school or educator?  
[Contact your state coordinator](#)

# Student Work Experience Checklist

STUDENT WORK EXPERIENCE CHECKLIST



Student Name: \_\_\_\_\_ School Name: \_\_\_\_\_

**To The Students**

Welcome to the ProStart® program! Through your participation, you are taking the first steps toward preparing for a successful restaurant and foodservice career. As you use the ProStart program materials in class, you will be learning important skills and gaining valuable experience in the restaurant and foodservice industry.

The competencies in this checklist outline the skills that you should try to complete during all of your work experiences while in high school. Completing each competency means that you have successfully demonstrated the skill at a point in time. Your supervisor will check off each completed competency and then sign the last page. In some cases, you might have more than one employer, complete as many competencies as possible with each employer. Return the completed and signed checklist(s) to your teacher for verification. You will receive a ProStart National Certificate of Achievement upon successfully completing the ProStart curriculum, passing the two ProStart examinations, having a minimum of 400 hours of work experience, and completing a minimum of 52 of the 75 competencies or 70% of this Student Work Experience Checklist.

The Student Work Experience Checklist is divided into two areas: Job-Related Observable Skills and Employability Skills.

**Job-Related Observable Skills:** These are skills that you are likely to be trained to do over a short time during your employment. These skills are listed according to the topics you will learn in your classroom so that your employer can coordinate your workplace learning experiences with what you are learning in class.

**Employability Skills:** Employability skills help you handle responsibility and include the attitudes and habits you bring to the workplace. These habits include dependability, motivation, and helpfulness. These habits are gained through academics and the overall process of gaining maturity in high school. They are acquired through the classroom as well as through other activities such as athletics, organizations, and volunteering. Teamwork skills are built by actively participating in a group or working in changing settings and with people of differing backgrounds.

**To The Employers**


Welcome to the ProStart® program! You have taken a great step toward developing a stronger restaurant and foodservice workforce by providing a meaningful work experience to a high school student. The ProStart program helps students take their first real steps toward a promising restaurant and foodservice career. Experience gained in your operation will help the student earn a ProStart National Certificate of Achievement. This certificate is awarded to students who successfully complete the ProStart curriculum and pass the two examinations, work a minimum of 400 hours in the restaurant and foodservice industry, and complete this Student Work Experience Checklist.

The competencies in this checklist outline the skills that the student should try to complete during all of his or her work experiences while in high school. It is the student's responsibility to present this checklist to you from time to time in the course of his or her employment. In some cases, the student might have more than one employer and will complete some of the competencies elsewhere. Completing these competencies indicates that the student has successfully demonstrated the skill at a point in time. Students are encouraged to complete as many competencies as possible. Students must complete 52 of the 75 competencies, or 70% of the checklist, in order to earn the ProStart National Certificate of Achievement. When the student has completed his or her work experience with you, please feel free to make any additional comments and sign the last page. The student will return the checklist to his or her teacher for verification.

The Student Work Experience Checklist is divided into two areas: Job-Related Observable Skills and Employability Skills.


**Job-Related Observable Skills:** These are skills that the student is likely to be trained to do over a short time during employment with you. These skills are listed according to the topics taught in the student's classroom, but you are free to teach and observe them in any order appropriate to your business.

**Employability Skills:** Employability skills help the student handle responsibility and include the attitudes and habits he or she brings to the workplace. These habits include dependability, motivation, and helpfulness. These habits are gained through academics and the overall process of gaining maturity in high school. They are acquired through the classroom as well as through other activities such as athletics, organizations, and volunteering. Teamwork skills are built by actively participating in a group or working in changing settings and with people of differing backgrounds.



**Student Work Experience Checklist Status**

An educator must approve the Student Work Experience Checklist.

Approve competency 

✕

The page at [www.nraef.org](http://www.nraef.org) says:

By clicking OK, you will be approving competency for this student. Do you want to continue?

OK

Cancel

Logout | ABOUT US | CONTACT US | NEWSROOM | COORDINATORS | COA VERIFICATION

NATIONAL RESTAURANT ASSOCIATION EDUCATIONAL FOUNDATION





Build Talent | Meet ProStart® | Get Involved | Students | Educators

**MAKE A DONATION**

Home > Coordinator Services > Manage COAs > Track Student COA

## Track COA Progress

Start Date: 04/30/2015  
Status: Pending Coordinator Approval

-  **Pass credited exams**  
2 out of 2 of the required exams have been passed.
-  **Enter Work Experience and Hours**  
444 of 400 hours have been entered.  
[View your work experience and hours](#)
-  **Student Work Experience Checklist Status**  
The Student Work Experience Checklist has been approved.
-  **COA Application**  
A state coordinator needs to review the COA when all requirements have been met.  
[Approve](#) [Reject](#)

**Exam Results** | [Work Experience and Hours](#)

**Level 1: Passed**  
Course Name: Foundations of Restaurant Management Level 1  
Exam Date: 01/30/2014  
Score: 90  
Exam Session Number:   
Proctor Name:

**Level 2: Passed**  
Course Name: Foundations of Restaurant Management Level 2  
Exam Date: 04/20/2015  
Score: 73  
Exam Session Number:   
Proctor Name:

[View your exam records, download exam results, and access your Certificate of Achievement](#)

**Student Information**

**ProStart Educator**

**ProStart School**

Need to update your school or educator?  
[Contact your state coordinator](#)





**Educator Sends Student Documents to State  
Coordinator for Final Approval**

# Most Common Problems: Educators

1. Teacher receives an “Access Denied” message when trying to access COA applications
  - This likely means the teacher is registered as a Foundations instructor and not ProStart. The teacher should go to the “Register” page and request ProStart access. This will go to the Coordinator for approval. Further IT assistance will be necessary.
2. You cannot find your student.
  - This means that either the student is “connected” to another teacher that administered their exam, you are using the wrong date/time filters, or your student hasn’t passed their first exam.

# **Coordinator responsibility:**



Enter the search criteria below to find and manage a student's COA application.



School Name:  Coordinator Name: Super User ProStart Florida

Educator Last Name:

City:

Student First Name:

Student Last Name:

Year:

Start Month:  End Month:

**Search**

### Search Results

**26** [Pending Requirements or Exams >>](#)  
Action Required: Enter Work Requirements

**1** [Approved COAs >>](#)  
Action Required: None

**Download** **Cancel Search**

Student Last Name: **Jones**  
Year: **2015**  
Start Date: **January**  
End Date: **December**  
Group Status: **Pending Requirements or Exams**

**Back**

### Search Results

**AKASIA JONES** (Start Date:01/05/15)

Application Status: **Registered**

Work Hours: 0

**ALEYHA JONES BROWN** (Start Date:02/26/15)

Application Status: **Registered**

Work Hours: 0

**BARBARA JONES** (Start Date:04/23/15)

Application Status: **Registered**

Work Hours: 0

**ELLA JONES** (Start Date:05/11/15)

Application Status: **Registered**

Work Hours: 0

**PARKER JONES** (Start Date:06/04/15)

Application Status: **Registered**

Work Hours: 0

Logout | About Us | Contact Us | Newsroom | Coordinators | COA Verification

NATIONAL RESTAURANT ASSOCIATION EDUCATIONAL FOUNDATION





Build Talent | Meet ProStart® | Get Involved | Students | Educators

MAKE A DONATION

Home > Coordinator Services > Manage COAs > Track Student COA

### Track COA Progress

Start Date: 04/30/2015  
Status: Pending Coordinator Approval

-  **Pass credited exams**  
2 out of 2 of the required exams have been passed.
-  **Enter Work Experience and Hours**  
444 of 400 hours have been entered.  
[View your work experience and hours](#)
-  **Student Work Experience Checklist Status**  
The Student Work Experience Checklist has been approved.
-  **COA Application**  
A state coordinator needs to review the COA when all requirements have been met.  
[Approve](#) [Reject](#)

**Exam Results** | **Work Experience and Hours**

**Level 1: Passed**  
Course Name: Foundations of Restaurant Management Level 1  
Exam Date: 01/30/2014  
Score: 90  
Exam Session Number: 1000004  
Proctor Name: DANIEL TOWSON

**Level 2: Passed**  
Course Name: Foundations of Restaurant Management Level 2  
Exam Date: 04/20/2015  
Score: 73  
Exam Session Number: 1010210  
Proctor Name: DANIEL TOWSON

[View your exam records, download exam results, and access your Certificate of Achievement](#)

**Student Information**

**ProStart Educator**  
DANIEL TOWSON

**ProStart School**  
Greene County Career Cntr  
2900 W ENON RD  
Xenia, OH 45385

Need to update your school or educator?  
[Contact your state coordinator](#)

## After Approval

- A COA is mailed to the student address on file.
- E-certificates are also available, but only in the student view.

State Restaurant  
Associations  
**MUST** keep  
records of COAs



## 3. Strategies to help your students:

- 1. Strongly encourage them to find a job in the hospitality industry. Point out “hiring inside” signs you see around town. Work with your CDC for job openings in the community.
- 2. Create a master log for off-site and after hours catering jobs or other volunteer opportunities. This can be reproduced for all participants.
- 3. Set aside time to enter work hours and teach them how to find electronic W-2 information.
- 4. Keep a secure area to keep pay stubs and logs.
- 5. Consider making document submission a grade.
- 6. Collect documentation frequently.



## 4. Industry Partners:



## **How to connect with industry partners:**

- 1. Visit the location and introduce yourself.
- 2. Find a time to connect and share about ProStart at your school including skills being taught and opportunity for employment.
- 3. Invite the partner to visit your class and talk about their store/property.
- 4. Invite the partner to join your advisory board or participate in job fair.

# ProStart

National Restaurant Association  
Educational Foundation

TM



@ProStart



/ProStartProgram



/ProStartProgram



/GoProStart

[NRAEF.org/ProStart](http://NRAEF.org/ProStart)