

**Nebraska
State Fire Marshal Agency
Training Division**



**Certification
Policies and Procedures
Manual**

Approved by Training Division Staff – August 14, 2019
Approved by Certification Advisory Committee – August 22, 2019

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ADMINISTRATION

SECTION 1: EMPOWERMENT

- 1.1 §81-5,151. Training Division; established; purpose; State Fire Marshal; powers and duties
The State Fire Marshal shall establish a training division for purposes of operating a statewide training program for fire department personnel, others involved in fire safety training, and other emergency responders that may require specialized training available from the training program for the purposes of developing, maintaining, and updating fire department skills and other skills of those emergency responders requiring specialized training available from the training program.
- 1.2 The State Fire Marshal in establishing a training division shall (1) conduct training, (2) certify fire department personnel, (3) give technical assistance to fire departments and other emergency responders requiring specialized training available from the training program, and (4) conduct live fire training. The State Fire Marshal in establishing such training may also give technical assistance to rescue squads and respond to emergencies upon request for technical assistance.
- 1.3 Fees for manuals, certification and training shall be collected pursuant to section 81-5, 152.
- 1.4 Nothing in this section shall require mandatory participation by fire departments, individuals, or others interested in fire safety training or other specialized training available from the training program.
- 1.5 The authorized signature for certification certificates and other documentation for the IFSAC and NBFSPQ shall be that of the Training Chief of the Training Division. The Staff Assistant to the Training Chief shall have the authority to sign and validate documents such as letters, correspondence, and record keeping lists; including the letters specifically addressing the certification results for a candidate.
- 1.6 The policies and procedures to certify in the Nebraska Firefighter Certification program are contained in the following guidelines. Questions, clarification, or interpretation of these guidelines should be addressed in writing to:

State of Nebraska Fire Marshal – Training Division
3347 W Capital Ave.
Grand Island, NE 68803
Telephone 308-385-6892; Fax 308-385-6890
<http://www.nebraskasfmd.org/>

SECTION 2: MISSION AND GOALS

- 2.1 The Mission Statement of the Training Division is: Provide training and education with a professionally trained staff that deliver fundamental and specialized programs and courses to emergency response organizations and individuals committed to the protection of life, property and the environment within the state of Nebraska.
- 2.2 The certification system for firefighters and emergency responders shall be based on the following elements:
- a) To improve the performance and coordination of all certification efforts through the development of minimum performance requirements based on the National Fire Protection Association (NFPA) Professional Qualification Standards.
 - b) To establish and maintain valid procedures that measure specific levels of skills, abilities and knowledge consistent with approved and adopted standards.
 - c) To establish and maintain quality and uniformity when testing all candidates who present themselves for evaluation by the certification system.
 - d) To establish and implement a voluntary certification program that will ensure complete impartiality, confidentiality, and be designed in such a manner that will safeguard against misuse and abuse.
 - e) To provide a method of reciprocity to individuals that have earned certifications in other states/programs that have entered the emergency services in Nebraska.
 - f) To explore new technologies, methods and programs related to the fire service certification and apply them as appropriate for the fire service of Nebraska.
 - g) To recognize individuals successful completion of the evaluation process by the awarding of certification which indicates the NFPA standard, edition and date of issuance.
 - h) To create and maintain superior customer service.
 - i) To review and evaluate the certification process on an annual basis to meet current NFPA standards or requirements of Accreditation Bodies.
 - j) To promote and encourage continuous training and education to be an important part of the certification process.

SECTION 3: CERTIFICATION ADVISORY COMMITTEE (CAC)

- 3.1 The State Fire Marshal, together with assistance from the Training Division Chief, shall appoint a seven (7) member Certification Advisory Committee (CAC) whose primary purpose is to give recommendations and advice in matters concerning the certification system in Nebraska.
- 3.2 The Committee shall consist of seven (7) members of the fire service from Nebraska based on the following criteria:
 - a) One (1) member representing Municipal Fire Chief's Association,
 - b) One (1) member representing Nebraska State Volunteer Firefighters Association
 - c) One (1) member representing Nebraska State Volunteer Fire Chiefs Association
 - d) One (1) member representing the Professional Firefighters of Nebraska
 - e) One (1) member representing the Training Division Full Time Staff
 - f) Two (2) member selected at-large to ensure regional and demographic balance to the CAC
- 3.3 Each represented organization will submit three names for consideration with final selection residing with the Chief of the Training Division and approval from the Fire Marshal, the two at-large members will be selected by the Training Division Chief with input from the Training Specialist.
- 3.4 Members of the Committee shall serve a three (3) year term.
- 3.5 Members of the Committee may be re-appointed at the end of their term.
- 3.6 Committee members may resign from the CAC by delivering a letter of resignation to the Training Chief of the State Fire Marshal.
- 3.7 The Committee shall elect, from its body a Chairperson and Vice-Chairperson to conduct Committee meetings.
- 3.8 The Chairperson and Vice Chairperson of the Certification Advisory Committee shall serve two (2) year terms.
- 3.9 In the event the Chairperson resigns or cannot complete their term of office; the Vice-Chairperson shall assume the duties of the Chairperson for the remainder of the original term. The new Chairperson shall appoint an interim Vice Chairperson from the remaining Committee members.
- 3.10 The Certification Advisory Committee will:
 - a) Promote the certification system to the fire service of Nebraska.
 - b) Provide recommendations and advice to the Training Chief regarding certifications needs and direction.
 - c) Establish uniform minimum standards for emergency responder certification.
 - d) Ensure quality and uniformity in the certification system.

- e) Ensure that the Training Division makes all testing and certifying services available to all of its constituents without regard to all protected classes as identified by state and federal law.
 - f) Review written and manipulative skill examination procedures to determine whether a firefighter or participant meets the minimum standards as set forth by the Committee.
 - g) Review testing and certification appeals.
 - h) Revoke, suspend, annul or deny certification.
- 3.11 The Certification Advisory Committee shall meet tri-annual (3) at various locations throughout the state.
- 3.12 A quorum shall be defined as a minimum of four (4) Committee members in attendance at a meeting.
- 3.13 The Committee shall keep minutes of the proceedings of its meetings in which shall be recorded all actions taken by the Committee.
- 3.14 A member may appoint a member of the Committee as their proxy to Committee meetings. Members may have one (1) proxy vote only. Such proxy, which is valid only for the meeting in which it is given, must be reported to the Training Chief prior to the meeting and documented in the minutes.
- 3.15 Committee members may be excused from one (1) meeting per calendar year.
- 3.16 Agenda items for Committee meetings shall be presented, in writing, to the Training Chief, at least two weeks prior to any Certification Advisory Committee meeting.
- 3.17 Certification Advisory Committee meetings shall be conducted according to Robert's Rules of Order, Newly Revised or its successors.

SECTION 4: JOB PERFORMANCE CRITERIA

- 4.1 It shall be the policy and practice of the Training Division to certify personnel to the current edition of National Fire Protection Association (NFPA) Professional Qualifications Standards. The current levels of certification offered:
- a) Firefighter I (NFPA 1001)
 - b) Firefighter II (NFPA 1001)
 - c) Hazardous Materials Awareness/Operations (NFPA 1072)
 - d) Hazardous Materials Technician (NFPA 1072)
 - e) Apparatus Driver/Operator – Pumper (NFPA 1002)
 - f) Fire & Emergency Services Instructor I (NFPA 1041)
 - g) Fire Officer I (NFPA 1021)
 - h) Fire Officer II (NFPA 1021)
- 4.2 The Training Division shall update certification standards within one (1) year of the official date of adoption by the NFPA, (as part of the accreditation requirement for ProBoard).
- 4.3 It shall be the policy and practice of the Training Division to certify individuals in the state of Nebraska who are current members of an organized municipal or industrial emergency response agency.
- 4.4 Individuals seeking certification must be 18-yrs of age at the time of testing to eligible to be certified.
- 4.5 Individuals who are not affiliated with a recognized emergency response agency are eligible for certification from the Training Division on a limited basis with prior approval of the Training Division Chief. (i.e., student's w/Metro Community College).
- 4.6 It shall be the policy of the Training Division to publish or make available a listing of the levels available for certification, prerequisites to certification as appropriate, source of reference material and policies related to the certification system on its webpage.
- 4.7 Completion of a course that meets/addresses all competencies listed in the current NFPA Standard for which the candidate is applying for certification.
- 4.8 Upon the completion of ALL course material for a specified course, the individual shall apply to be a candidate for certification and take the Practical Skills Examinations or the Performance Skills Examination.
- 4.9 All testing conducted by the Training Division will be based on the appropriate NFPA standard with Practical Skills Examinations (PSE's) and written examinations that correlate to the appropriate area of the NFPA standard.
- 4.10 Practical Skills Examinations are correlated to both the Job Performance Requirement (JPR) and Skills Requisites of the correlated standard.
- 4.11 Written questions are correlated to the appropriate NFPA Knowledge Requisite of the appropriate standard.

SECTION 5: FUNDING

- 5.1 The Training Division operates from a budget consisting of general funds and cash funds (with some federal funds for federal grant programs) established every biennium and approved by the Nebraska Legislature, Appropriations Committee, and signed into law by the Governor.
- 5.2 Within the budget are approved line item amounts for operating expenses, travel expenses, capital outlay, personnel services support, and personnel services. All processes that support the certification option for emergency response personnel is calculated into the budget.
- 5.3 The issue of certification for emergency responders is an integral part of the budget, and appropriately addressed within the budget request. Because the Training Division conducts training that supports certification, and in some cases is integrated with training; certification is addressed by statistics within the budget proposal and is supported by the Agency of the State Fire Marshal.

SECTION 6: RECORD KEEPING/DOCUMENTATION

- 6.1 It shall be the policy of the Training Division to maintain computerized and hard copy individual records of each person certified by:
 - a) Name of candidate certified
 - b) Candidates date of birth
 - c) Candidates mailing address
 - d) Fire department affiliation
 - e) Date tested
 - f) Testing location
 - g) Candidate's individual records of each certification level with that candidate's IFSAC and ProBoard serial/registration number.
- 6.2 It shall be the policy of the Training Division to maintain a record-keeping system that ensures the retrievability and preservation of all certification records for candidates certified in the state of Nebraska.
- 6.3 It shall be the policy of the Training Division to maintain a security system to protect all certification records and information by use of passwords, locked filing system and a building security system with access only available to the staff of the Training Division office.

SECTION 7: STAFFING

- 7.1 The Training Division operates with one Training Division Chief, one Staff Assistant, six regional Training Specialists and a cadre of Part-Time (PT) Certification Evaluators.
- 7.2 Minimum criteria for Training Specialist and (PT) Certification Evaluators is: Fire and Emergency Services Instructor I, Fire Fighter I, and based on certification level being evaluated, certified to that level of certification.
- 7.3 All Training Division staff is provided training in both the examination process and examination instruments. Training Specialists, Training Chief, Staff Assistant and PT Certification Evaluators are qualified to administer written examinations.
- 7.4 All Training Division staff that administers practical or written examinations shall attend annual Evaluator training to maintain skills and knowledge of accepted evaluation practices and evaluation tools.
- 7.5 Each Training Specialist is responsible for coordination of all certification testing within a region, including all PT Certification Evaluators within that region.
- 7.6 Testing is conducted with Training Specialist and (PT) Certification Evaluators; Certification Evaluators are normally responsible for conducting the practical or performance skills examinations by station and the Training Specialist is responsible for overall test site management, site security and administering the examination process at the test site.
- 7.7 All documentation and scoring of written examinations is handled in the Training Division Office by the Staff Assistant.
- 7.8 Training Division staff that administers practical exams for Fire Officer I and II are trained in the specific criteria use to evaluate these levels.

SECTION 8: FACILITIES AND EQUIPMENT

- 8.1 It shall be the policy of the Training Division to conduct all testing, both written and skills, in a safe and secure environment.
- 8.2 The Training Division does not operate a physical facility or training academy; therefore, all testing is conducted at local training sites or fire department stations.
- 8.3 Designated test sites will be established across the State, including the scheduling of tests strategically by Region to better offer multiple opportunities to any candidate applying for certification.
- 8.4 All personnel protective equipment used during testing must meet the applicable NFPA standard in place at the time of manufacture.
- 8.5 All personnel protective equipment and equipment used during testing must be inspected, prior to testing, to see that it did meet a NFPA standard when it was purchased and placed into service.
- 8.6 The Training Division reserves the right to question the safety of any item, for use during testing, and if deemed unsafe, request a substitute prior to conducting the test.
- 8.7 Because the Training Division does not have the authority to dictate what type of equipment, apparatus, supplies, etc. that any organization must use; the Training Division will require the completion and submittal of the Health and Safety Validation form.
- 8.8 Each host organization that is providing any equipment for a test site and all candidates from other organizations must complete the form annually to verify that all equipment used during testing must meet the NFPA at the time of purchase. [In conjunction with this compliance, the Department of Labor, by way of State Statute, also recognizes federally issued regulations that address health and safety].
- 8.9 The Training Division will provide to each organization or each individual (via the Training Division website) an Equipment and Safety Validation form that addresses compliance with applicable standards, regulations, and local policies.
- 8.10 This form shall be kept on file in the Training Division Office by department. This form can be completed annually, beginning in January of each calendar year and will be placed in each departments file.
- 8.11 Each candidate tested shall be considered a participant in the certification process under the auspices of their organization.
- 8.12 The organization, representing the candidates, must sign the document and attest that they are meeting and/or exceeding the requirements of the Training Division health and safety compliance policy.
- 8.13 Training Specialists shall validate that the organizational facility designated as the host for the certification testing does indeed meet all requirements and that all apparatus, equipment, or supplies used from the host organization do meet the health and safety compliance statement of the Certification System.

- 8.14 This verification shall be considered as a secondary approval to the compliance document received from the organization for the candidates about to be tested, and the Chief Examiner shall sign this document at the time of the test.
- 8.15 The Staff Assistant shall review the previously submitted files, make a copy of the current Equipment and Safety Validation form(s) for the designated test facility and any participating organizations, and forward all copies of said documents to the Training Specialist.
- 8.16 The Training Specialist will verify the content of each document with the organization or candidates from each respective organization and sign each form for return with all test instruments to the Training Division.
- 8.17 The Staff Assistant shall review the forms for the specific test site facility once a course order is received for a test site. If no current form exists, the organization shall be notified immediately and instructed to complete the form that is accessible on the Training Division website.
- 8.18 No testing will be conducted with any apparatus, equipment or supplies that were not manufactured under specifications that met a NFPA Standard or other regulation or local policy.
- 8.19 Training Specialists shall determine the schedule and geographic location of certification examinations, based in part upon completion of training courses within each of the six regions of the State.
- 8.20 Each geographical location selected for any certification examination (Practical Skills/Written Examination) must meet the following criteria.
- 8.21 Secure area that is quiet and provides ample lighting, comfortable chairs, sufficient tables, workable surface area for candidates to participate on, and workspace for the chief examiner and all other assisting examiners:
- a) Area must be secured from motor vehicle traffic, spectators, and other emergency responders.
 - b) Area must have a staging location for candidates, capable of negating any visual contact with all test stations.
 - c) Area must have reasonable accessibility to restrooms.
 - d) Area must have controls for audible devices; such as, page speakers, radio speakers, and intercom systems.
 - e) Testing area must be sufficient in size to handle all candidates applying for the examination. Should a site be suitable for testing but lacks sufficient size to accommodate all candidates, a second test date shall be established and candidates will be assigned to a respective test date.

SECTION 9: DELEGATION OF AUTHORITY

- 9.1 It is the policy of the Training Division not to delegate any part or portion of its certification authority or testing ability to any agency or entity within the state of Nebraska.

SECTION 10: CONFLICTS OF INTEREST

- 10.1 It shall be the policy of the Training Division that no individual, entity, or interest group exercise inappropriate influence over the certification system.
- 10.2 All procedures and policies shall be established and administer following appropriate national, state and local guidelines.

SECTION 11: STATUTORY COMPLIANCE

- 11.1 It shall be the policy of Training Division; to develop and maintain a certification system following the National Fire Protection Association Professional Qualification System (NFPA) and Criteria as outlined by the International Fire Service Accreditation Congress (IFSAC) and the National Board on Fire Service Professional Qualifications (NPQS). (See §81-5,151)

SECTION 12: NON-DISCRIMINATION

- 12.1 It shall be the policy and practice of the Training Division to make all testing and certifying services available to all of its constituents without regard to all protected classes as identified by state and federal law.
- 12.2 The Training Division reaffirms and emphasizes its commitment to providing an environment free from any form of harassment and to provide a means to address any form of harassment.
- 12.3 Participants who believe they are being or have been harassed have a right and obligation to report the harassment to a staff member of the Training Division or the Training Chief in the Grand Island office.

SECTION 13: REQUESTS FOR TESTING ACCOMMODATION BASED ON DISABILITY

- 13.1 The Training Division and Certification system operates under the auspices of the State Fire Marshal's Agency, and thus adheres to all policies and procedures established for compliance with ADA. Should any candidate have special needs as addressed by the Americans with Disabilities Act as Amended, reasonable efforts will be made to accommodate the candidate's needs.
- 13.2 The Training Division's certification system does not contain language that permits any skills test instrument to be modified for any reason. The Training Division does not permit any functions or certification testing processes to be modified whereas safety becomes a concern or safety is compromised, or local organizational policies and safety procedures are circumvented for testing purposes.
- 13.3 If a candidate is requesting an accommodation for the written exam they must provide a letter from qualified doctor (no older than five years old) describing the condition noting the reading disability and a recommendation of having the examination read to them or be given additional time to complete the written examination.
- 13.4 Request for accommodations will be submitted to the Training Division Chief 30-days prior to the written exam test date.
- 13.5 Once a request for accommodations has been approved by the Training Division Chief, arrangements will be made with the Training Specialist to meet the accommodation for additional time or a reader.
- 13.6 An approved reader will be a member of the Training Division staff, either full time or part time, that has been instructed on the correct procedure for reading an written examination.
 - 13.6.1 The reader will only be allowed to read the written examination stem and choices with no additional clarifications or explanation of the test question.
 - 13.6.2 If the written examination requires the use of an *Emergency Response Guidebook* (ERG), the candidate will be required to read the ERG by themselves with no assistance.
- 13.7 If the Training Specialist is made aware of a disability of a candidate that may affect the safety of the candidate the Training Specialist may request additional document prior to testing.

SECTION 14: HISTORICAL RECOGNITION

- 14.1 It shall be the policy of the Training Division – certification system that the new accreditation process shall not affect the current certification status of any individual.
- 14.3 The Training Division – certification system does **not** grandfather any level of certification regardless of service time, involvement and participation, or past experience into the current system of certification.
- 14.4 All certification to an NFPA Standard must be acquired by successful completion of testing process for the specific level of the NFPA Standard that is currently recognized by the Training Division.

SECTION 15: REQUEST FOR RECIPROCITY

- 15.1 It shall be the policy of the Training Division to examine the credentials and certifications of an individual that have received certification from another entity that is accredited by either the International Fire Service Accreditation Congress (IFSAC) and/or the National Board on Fire Service Professional Qualifications (The ProBoard).
- 15.2 Candidates may apply for reciprocity for only levels currently offered by the Training Division.
- 15.3 Candidates requesting recognition of certification earned in another state **shall** be a current member of an emergency response agency within the state of Nebraska.
- 15.4 Candidates requesting reciprocity shall complete the Request for Certificate of Reciprocity form on the Training Division website or by request from the Staff Assistant.
- 15.5 Candidates shall submit a readable paper copy of the certification to the Training Division along with the appropriate fee.
- 15.6 Upon receipt of the Reciprocity request, the Training Division Chief will verify the application with IFSAC and/or ProBoard.
- 15.7 Upon verification of the certificate and the respective edition of the standard and level applying for, the Training Division may issue a *Nebraska Certificate of Reciprocity* to the individual which will state the following: The State of Nebraska and the Training Division recognize {Applicants Name} as having been certified by {Entity Name} which is a program recognized by either the NBFSPQ or by IFSAC. The Training Division may issue a Certificate of Reciprocity for the level of the standard and corresponding edition for the original certificate of certification from the other entity.
- 15.8 The Training Division will not issue a Certificate of Reciprocity for certification for a “certificate of equivalency” or any other grand fathering process acceptable to any other entity.
- 15.9 The Training Division will not issue a Certificate of Reciprocity for a certificate and upgrade the candidate to the current edition of a standard recognized by the State of Nebraska, but will only issue to the level and edition of the original certificate.
- 15.10 For individuals who are applying for a position in the State of Nebraska and need the Certificate of Reciprocity as part of the hiring process; the Training Division will review the request and contact the fire department where application has been made to verify the individual’s intent.
- 15.11 If the application process is valid, the Training Division will send to the individual and fire department an official letter stating the intent of the Training Division to issue the certificate once the fire department confirms the individual has been hired or has been accepted as a member of the organization.
- 15.12 Once the individual has been hired or accepted as a member, the organization must send an official letter to the Training Division Office and the Certificate of Reciprocity will be issued upon appropriate request of the individual.

SECTION 16: RECERTIFICATION

- 16.1 It is the policy of the Training Division **not** to require recertification at this time. Individual agencies or departments may require recertification of their members as an internal policy and the Training Division will support these agencies as necessary.

SECTION 17: DENIAL OR REVOCATION OF CERTIFICATION

- 17.1 Any candidate who knowingly violates the procedures for certification shall be denied certification, and a certified individual shall have his/her certification revoked if violations are discovered. Individuals who are denied certification or whose certification is revoked shall not be qualified or eligible to apply again for certification testing for a period of **one-year** from the date that the infraction or violation was verified by the Training Division. The following shall be considered cause for denial or revocation of certification:
- a) Submission of false information on an application, this shall include all information regarding prerequisites.
 - b) Submission of falsified department records regarding a candidate's participation in department organized training.
 - c) Submission of records from other organizations that have presented curriculum that meets or exceeds the current NFPA standards for certification, which contain falsifications or misrepresentations.
 - d) Failure to adhere to the rules and requirements for the administration and completion of either the practical or written examinations for certification.
 - e) Cheating during the proctoring of either the practical or written examinations.
 - f) Making available to future candidates for certification any information on the test or testing procedures, thereby giving future candidates either an advantage or disadvantage during the certification process.
 - g) Failure to pay any or all appropriate fees for the certification process. All applicable organizations shall be notified of the revocation, along with the organization where the individual is considered a member.
- 17.2 The Training Division Chief or an appointed representative(s) of the Training Division will investigate all suspected or reported violations defined in Section 17.1
- a) The Training Division Chief or a special committee will investigate suspected or reported violations as deemed appropriate.
 - b) The purpose of an investigation shall be to determine whether there has been "conduct in violation" of section 17.1.
 - c) The investigation shall be conducted in a timely manner and in such a way as not to embarrass or demean a department/agency or a person.
 - d) The investigation shall begin by notifying the department/agency or individual that an investigation is being conducted. At this time, the purpose of the investigation will be explained to involved parties.
 - e) During the investigation witnesses may be interviewed, evidence collected and any public accounts; such as, newspaper articles or court records could be reviewed.
 - f) The investigators shall seek firsthand information. Hearsay (one person's report of what another person said) should be characterized as that and should generally be used only to ask the other person to come forward and be heard. No one will be "under oath," but all should be counseled about the value of speaking fairly, accurately, and honestly.

- g) The final report should be written and signed by the person conducting the investigation and/or committee members. It should summarize, analyze, and briefly state the conclusions based on the facts.
- 17.3 If the Training Division Chief believes, following an investigation, grounds exist for the Denial or Revocation of an earned Certification; the Candidate shall be given written notification of intention to hold a hearing.
- a) The written notification shall include the time, date, location, and basis for the hearing.
 - b) Written notification shall be by "Certified Mail" to the candidate at the last address furnished to the Training Division by the candidate or participating agency.
 - c) Based on the findings of the report, an individual could have their certifications Denied or Revoked.
- 17.4 Any participant who has lost and/or been denied certification pursuant to Section 17.3, may reapply for certification **one-year** after the date of these action, unless otherwise specified by the Training Division.
- 17.5 Upon Denying or Revoking the certification of any candidate, the candidate will be requested to return to the Training Division all Certificates and patches issued by the Training Division for said certification level(s) that have been Revoked or Denied.
- 17.6 Candidates who have had certification Denied or Revoked may appeal the decision of the Training Division to the State Fire Marshal's office in Lincoln. The Fire Marshal may form a committee to hear the appeal.
- 17.7 An individual who is denied certification or whose certification is revoked shall be given the opportunity to appeal the action to the Fire Marshal or review committee if one has been established.
- 17.8 The appeal shall state in writing any and all reasons for the appeal and why the infraction/violation stated is not warranted. The Fire Marshal or review committee shall consider an appeal within 45-days of receipt of the appeal. The appellant shall be advised in writing by the Fire Marshal or chair of the committee of the date and time of the review committee's meeting.
- 17.9 The appellant and other witnesses may appear before the Fire Marshal or review committee to state their appeal. The decision of the Fire Marshal or review committee shall be transmitted to the appellant by certified mail within 45-days of the hearing.
- 17.10 The Fire Marshal or review committee's decision is final and there are no other appeals.

SECTION 18: APPEALS PROCESS

- 18.1 It shall be the policy and practice of the Training Division to ensure participants are provided an orderly and systematic means whereby they may present and seek answers to appeals concerning Training Division testing and/or Certification Procedures without fear of restraint, coercion, or reprisal.
- 18.2 Conditions under which a participant may exercise his/her right to appeal:
- a) Non-compliance to written or practical skills testing procedures and policies as outlined elsewhere in this document.
 - b) Validity of a test question.
 - c) Discrimination with regard to any protected classes.
 - d) Alleged poor conduct of Proctors or Evaluator.
- 18.3 Appeals or challenge procedure for Written Examination:
- a) Cognitive questions must be appealed at the time of the written examination.
 - b) Candidates challenging a written exam question will be instructed to write challenges on the back of the written examination Scantron form.
 - c) Candidates must identify question by number and state clearly why they want to challenge the validity of the test item, i.e., two correct answers or incorrect stem.
 - d) When answer sheets are returned to the Training Division the Staff Assistant will review test forms for any written challenges.
 - e) If a written challenge is identified, the Training Division Chief will review the challenge and determine the validity of the challenge and take appropriate actions if the challenge is valid by adjusting test grading and make corrections to the test bank.
 - f) Training Division Chief will notify candidates of the results of challenged questions.
- 18.4 Appeals or challenge procedures for Practical Skills Examination:
- a) Upon request, the Chief Examiner will provide the candidate with a Practical Skills Evaluation Appeals form and pen.
 - b) The candidate must legibly complete the evaluation appeal form in its entirety; the Training Division reserves the right to refuse any appeals form due to lack of legible penmanship.
 - c) The candidate must clearly write out the Performance Evaluation number(s), and a clear, concise reason for appealing the validity of the evaluation or the assessment result.
 - d) A new Appeals form MUST be completed for each evaluation appealed.
 - e) Upon completion, the candidate shall turn in the evaluation appeal form to the Chief Examiner.
 - f) The Chief Examiner shall attach the candidate completed Performance/Practical Skills Evaluation Appeals form to the PSE's score sheet and the "Master Score Sheet" for the test site before returning these to materials to the Training Division Office or the Staff Assistant.
 - g) Upon receipt of the appeal form by the Staff Assistant, he/she shall forward these to the Training Division Chief within twenty four (24) hours.
 - h) Upon receipt of the Performance/Practical Skills Evaluation appeal form(s) by the Training Division Chief will review the validity of the challenge and determine if it warrants further review.
 - i) If there is merit in the challenge the Training Division Chief will notify all parties involved and set up a retest for the candidate.
 - j) Candidate will be notified in writing of the results of the review within two weeks.

18.5 Appeals based on the conduct of Proctors/Examiners:

- a. Testing participants or agency personal may file an appeals or complaint based on the conduct of Training Division staff during a test.
- b. All appeals under this section shall be received in writing by the Training Division Chief within seven (7) calendar days of the incident.
- c. The appeal should provide a clear, concise reason for the appeal and the facts surrounding the event, with as much evidence as possible.
- d. The Training Division Chief shall conduct a timely investigation into the appeal, with the goal of reaching a decision within seven (7) working days. Decisions of the appeal will be communicated to the candidate and copied to the Test Site Lead Examiner.
- e. If the appeal is valid the Training Division Chief shall: Accept the appeal, and remedy the situation in good faith by permitting new-testing as a first test (if warranted).
- f. If the appeal is found to lack merit the Training Division Chief will inform the Test Site Chief Examiner and the candidate of the results of the appeal within thirty (30) calendar days of the appeal review.

SECTION 19: EXAMINATION REQUEST PROCESS

- 19.1 It is the policy and practice of the Training Division to offer examination process for all levels of certification for which accreditation has been obtained.
- 19.2 To be eligible to enter the certification testing process a candidate must be 18 years of age at the time of the test.
- 19.3 To be eligible to enter the certification testing process a candidate must be currently affiliated with an organized municipal or industrial emergency response agency.
- 19.4 Individuals who are not affiliated with a recognized emergency response agency are eligible for certification from the Training Division on a limited basis with prior approval of the Training Division Chief. (i.e., student's w/Metro Community College).
- 19.5 To be eligible to enter the certification testing process candidates must have completed a training process that has addressed all JPR's as listed in the appropriate NFPA professional qualifications standards.
- 19.6 To be eligible all candidates must provide documentation that training has been completed for the appropriate NFPA standards and JPR's and that all material taught was by a qualified instructor.
 - 19.6.1 Qualified instructor, as defined within this policy, is the individual presenting the instructional material shall be at the minimum certified Fire and Emergency Services Instructor I (NFPA 1041) and certified to the level of certification being taught, i.e., Firefighter I course will be taught by an individual that is certified at the Firefighter I level based on the NFPA 1001 standard.
- 19.7 Testing shall be made available to all qualified emergency response personnel through pre-scheduled examination sites or by making arrangements with the Training Division office.
- 19.8 Certification examination dates, pre-requisites for the test, scheduled times of the test, locations and registration information shall be available on the Training Division web page under Certification or by contacting the Training Division staff.
- 19.9 Pre-registration is required for all certification examinations, pre-registration must be made thirty (30)-days in advance of the examination date to allow adequate time for test preparation by the Training Division staff.
- 19.10 Exceptions to the (30) day advance policy can be granted on a case by case basis after discussion with the regional Training Specialist and the Training Division office.
- 19.11 Once registered, candidates must complete a Certification Application form and pay appropriate fees with check or on-line.
- 19.12 Certification will not be awarded until all appropriate fees have been received and documented by the Training Division Staff Assistant.
- 19.13 Certification fees will cover the cost for a first and second attempt written and practical examination necessary.

- 19.14 If a candidate fails a second attempt written or practical examination they will be required to pay an additional fee and will be placed on a 15-day waiting period before being allowed to take a third attempt for either a written or practical examination.
- 19.15 Third attempted failures of either written or practical will constitute the candidates failure of the testing process and will require the candidate to take additional training before the candidate can re-enter the testing process.
- 19.16 Walk in registration for a written or practical examination is **not** allowed due to the inability of the examiner to verify pre-requisites or verify eligibility to test.

SECTION 20: MANIPULATIVE SKILLS TESTING PROCEDURES

20.1 Practical skills examinations shall be administered by Chief Examiner who will oversee the examination process that is use to evaluate the skill objective for the appropriate NFPA qualification standard.

20.1.1 The roles and responsibilities of the chief examiner include:

- a) Responsible for security of all testing material
- b) Responsible for test site safety and security
- c) Conduct pre-test briefing with Evaluators and candidates to outline expectations for test
- d) Determine skills test location for each skills station at test site
- e) Assign PT Certification Evaluators for each station
- f) Ensure that all candidates testing have completed the appropriate forms certification and testing
- g) Ensure that only qualified candidates are at test site
- h) Monitor test site during testing to ensure that policies and procedures are being followed
- i) Answer questions, challenges or concerns during the Practical skills testing process
- j) Collect all PSE testing material at conclusion of testing, ensure its accuracy and correctness
- k) Return all testing materials to Training Division office within allowed time period

20.2 Chief Examiner will use PT Certification Evaluators to administer Practical Skills Examinations and manage the test site.

20.2.1 The role and responsibilities of PT Certification Evaluator include:

- a) Receive assignment from chief examiner at test site
- b) Set up assigned test station
- c) Administer practical skills examination as established in PSE's and policies of the Training Division
- d) Evaluate candidates following the PSE's in a fair and un-bias manner, without coach or offering instruction during the testing process
- e) Provide clarification and information to the candidates during the testing process as requested
- f) Direct candidates to next testing station
- g) Maintain and secure all testing documents to return them to Chief Examiner at end of testing process
- h) Ensure the safety of candidates and other evaluators during the testing process

20.3 Prior to beginning a practical skills examination, the Chief Examiner will conduct a pre-examination meeting with all PT Certification Evaluators using the instructions found in Appendix A.

20.4 Chief Examiner will read the PSE site instructions for candidates as contained in Appendix A prior to testing.

20.5 Each candidate will complete a practical skills examination that will consist of: two (2) Multi-Task (MT)-PSE's and two (2) Stand-Alone (SA)-PSE's.

- 20.5.1 Candidates testing for Fire Fighter one (1) certification will also be required to complete a Live Fire Practical Skill station in addition to the standard four (4) PSE's.
- 20.5.2 All live fire testing will be conducted in a location and facility that meets the NFPA 1403 standard.
- 20.5.3 All evaluators testing candidates during live fire meet the intent of NFPA 1403.
- 20.6 Practical skills examinations will be evaluated on a pre-determined point scoring system with 75% or higher and within the set time limit, being required to pass the practical skill.
- 20.7 Only an approved Certification Evaluator will conduct practical skill examinations.
- 20.8 Evaluators participating in the evaluation process must be certified to the level of certification they are evaluating.
- 20.9 An evaluator may participate in a practical skill examination at a training/test site as long as they only evaluate a skill that they did not teach or instructor for a given class.
- 20.10 Prior to conducting practical skills examinations, the Chief Examiner will ensure that all equipment to be used during the testing process is in safe and working condition.
- 20.11 During the evaluation process ALL participants will conduct themselves in a safe and professional manner.
- 20.12 If any evaluator observes any conduct that is unsafe or hazardous, the testing process will stop immediately until the safety hazard or condition is address by the Chief Examiner.
- 20.13 Chief Examiner will manage the testing location by separating participants in areas so that they will not be able to observe the testing process of other candidates.
- 20.14 During the examination process candidates are not allowed to leave the secure holding area without permission from a Chief Examiner. If a candidate leaves the secure area without permission from an Evaluator they could be asked to leave the test site.
- 20.15 All candidates will be required to complete all physical requirements for each skill that is being evaluated. However, certain skills also may require the candidate to "verbalize" a step during the skill demonstration but a candidate cannot verbalize an entire skill.
- 20.16 As indicated on a PSE, a Certification Evaluator maybe required to assist a candidate in the completion of skill by acting as a "partner" or as "command" based on a given skill.
- 20.17 At no time will the Certification Evaluator assist, coach or instruct a candidate during the examination process.
- 20.18 Candidates will be initially given two attempts to complete a practical skill. The first attempt will be conducted and if the candidate fails the first attempt they will be given a second administered by another Certification Evaluator. If a candidate fails a second attempt they will be suspended for 15-days from the practical skills examination process.

- 20.19 Candidates that are successful in completing either a first or second attempt of a practical skill will be notified at the test site by the Chief Examiner.
- 20.20 All practical skills evaluations will be conducted following all procedures as contained on the Proctor Instruction sheet and the Policies and Procedures of the Training Division.
- 20.21 All questions regarding the examination process either by candidates or Certification Evaluators will be addressed to the Chief Examiner for the test site.
- 20.22 If the Chief Examiner has a question regarding policy about an issue at a test site they will contact the Training Division Chief.
- 20.23 The Chief Examiner will verify all information on each Master Candidate Scoring Sheet and issue a Pass or Fail grade and will sign the Score Sheet.
- 20.24 At the conclusion of the practical skills examination site, the Chief Examiner will ensure that all appropriate Master Candidate Score sheets, PSE's and any other documentation will be submitted to the Training Division office within five (5) business days.
- 20.25 If a candidates taking a practical examination is on call and leaves during the examination it will be the decision of the Chief Examiner to allow them to finish the test once they return from the call or to reschedule another time to take the practical skills examination.
- 20.26 If any form of cheating is observed the Chief Examiner will ask candidates involved to leave the test site and will document what was observed and forward those observation and any documentation to the Training Division office.
- 20.27 Candidates testing at the Fire Officer 2 level are evaluated using a Project methodology. Candidates complete a given project which is submitted for evaluation using an evaluation matrix by a qualified Evaluator. Criteria for Project are scored on a Pass/Fail basis.

SECTION 21: WRITTEN EXAMINATION TESTING PROCEDURES

- 21.1 Candidates will be eligible to attempt the written examinations only after they have completed the practical skills examination.
- 21.2 All written examinations will be administered by either by: a Training Specialist, Training Division Chief, Staff Assistant and PT Certification Evaluator.
 - 21.2.1 Proctor for the written examination will read instructions for candidates as contained in Appendix A prior to testing.
- 21.3 All written examinations will consist of 100-questions randomly drawn from a master test bank for the appropriate level with a minimum of 200+ questions in the test bank.
- 21.4 Physical testing locations will be selected based on the lighting, space, location and the ability to control the environment.
- 21.5 All written testing will begin at the scheduled time so candidates will need to be at the written examination site prior to the scheduled time.
- 21.6 Candidates will check-in at the written examination site and show a valid **photo ID**; such as, a driver's license or department ID to the test proctor.
- 21.7 Candidates name must appear on the test roster in order to be admitted to the written examination site.
- 21.8 Once registration has been completed and proctor instructions have been administered to the candidates the written examination site will be closed and no one will be admitted.
- 21.9 Candidates will be given a maximum of two (2)-hours to complete the written examination unless a candidate has been given additional time based on a pre-approved accommodation.
- 21.10 It will be the responsibility of the Proctor to arrange the testing room to limit the potential of cheating.
- 21.11 All cell phones, pagers or other electronic devices will be turned off during the written examination process.
- 21.12 If a candidate taking a written examination is on call and leaves during the examination it will be the decision of the test proctor to allow them to finish the test once they return from the call or to reschedule another time to take the written exam.
- 21.13 If the proctor determines that a candidate is cheating during the written examination the proctor will ask the candidate to leave the test site, collect the testing material from the candidate, document the reason they felt the candidate was cheating and forward all material to the Training Division office.
- 21.14 At the conclusion of the written examination all test booklets, Scantron forms, scratch paper and pencils will be collected by the Proctor, accounted for and returned to the Training Division office for processing.

- 21.14.1 Student Scantron forms will be collected and placed in a single envelope for each different level tested (i.e., HMO in one envelope and FF-I in another) sealed with the proctor signing the flap portion of the sealed envelope.
- 21.15 Written examinations will not be copied or graded at any examination site or outside the Training Division office.
- 21.16 Staff assistant will grade written examinations within five working days once received by the Training Division office.
- 21.17 Written test results will be sent by mail to the candidates within fifteen workings from the date that the exam was graded.
- 21.18 Passing score for all written examinations is a raw score of 70%.
- 21.19 If a candidate fails the first attempt written examination they may request to take a second attempt at the next test location in their area or they may contact the Training Division office and make arrangements to test at the office Grand Island.
- 21.20 If a candidate fails the second attempt written examination they must wait 15-days from the date of the exam until they can request a third attempt.
- 21.21 Candidates requesting a third attempt written examination must wait 15-days, plus they must pay an additional testing fee of \$25.00 and make arrangements with the Training Division office for the location of the third attempt.
- 21.22 Third attempted failures of either written will constitute the candidates failure of the testing process and will require the candidate to take additional training before the candidate can re-enter the testing process.
- 21.23 Written examination results will not be given over the phone, by email, fax or other by any other means.

SECTION 22: CERTIFICATION PROCESS

- 22.1 Once a candidate has completed the practical skills and written examination process, completed necessary forms, meet pre-requisites as appropriate and paid necessary fees they are eligible for certification.
- 22.2 A letter signed by the Training Division Chief, certificate, appropriate patches and or rockers will be mailed to the candidate address as listed on the Certification application form.
- 22.2.1 The following information will be placed on each certificate of certification issued to successful candidates:
- a) Name of the candidate
 - b) Certification level based on NFPA standard and edition
 - c) Date issued
 - d) Appropriate IFSAC Seal and ProBoard Registration number
 - e) Certificate is issued on Training Division certification form and sign by the Training Division Chief
- 22.3 Candidates who are certified within the State of Nebraska will have the following information added to the certification file:
- a) Name of candidate certified
 - b) Candidates date of birth
 - c) Candidates mailing address
 - d) Fire department affiliation
 - e) Date certified
 - f) IFSAC and ProBoard seal and registration number
- 22.4 Training Division maintains certification records and files either physical copy or in electronic form of all persons certified within the State of Nebraska following state policies regarding records retention and accessibility.
- 22.5 All physical certification files are protected with locks and all electronic records are in maintained in a secure computer system that is password protected and backup as per the State of Nebraska records retention polices.
- 22.6 Access to any certification files is only by Training Division staff.

SECTION 23: EVALUATION TOOL MANAGEMENT POLICY

- 23.1 The Training Division shall maintain a test bank for each of the certification levels offered.
- 23.2 Test banks are revised within three (3) years after each change in the appropriate NFPA standard.
- 23.3 Test banks used by the Training Division are obtained from two primary sources, 1) purchased test banks from Performance Training System (PTS) and from 2) staff members of the Training Division.
- 23.4 All testing items are reviewed by subject matter experts to determine the accuracy and validity of each test item. Reliability is determined after a test item has been given multiple times and then re-evaluated. As necessary, test items will be revised if needed.
- 23.5 All test items are referenced to the appropriate NFPA standard and study material (textbook).
- 23.6 Security of the test banks is assured by a computer password required for entry into the program and copies of test booklets are maintained in a locked room until used. Only members of the Training Division have access to the written test banks and test booklets.
- 23.7 Several versions for each level of certification offered will be available for use during the examination process.
- 23.8 Written tests will be replaced every 8 months.
- 23.9 During the test bank review process all review material is maintained by the certification office in a secure location. All material being used during the review process will not be allowed to be copied or removed from the review location.
- 23.10 Testing material will be mailed to proctors with package tracking.
- 23.11 Testing material is addressed to the proctor and will be opened only by the assigned proctor at the test site.
- 23.12 All used testing material is destroyed by shredded and being removed out of the certification office by a third party.
- 23.13 It is the policy of the Training Division certification program to ensure that all portions of the appropriate NFPA standard are tested either by written or practical skills testing tool.
- 23.14 Completion of appropriate correlation sheets for both IFSAC and ProBoard are used to ensure complete coverage of the appropriate NFPA standard.
- 23.15 Recommendation of the appropriate testing methodology for a specific level of certification is completed by the curriculum committee or Training Division staff and forward to the Certification Advisory Committee.
- 23.16 The Certification Advisory Committee will approve testing methodology for each certification level offered by the Training Division of the SFM.

Appendix A

Proctor Instructions for:

Practical Skills Evaluation

Written Examinations

PSE Test Site Instructions – Chief Examiner to PT Evaluators

Chief Examiner, prior to conducting a practical skills examination review the following:

- Introduce all Training Division staff present at test site (Chief Examiner, PT-Evaluators).
- Identify all lines and blocks on the Master Candidate Scoring Sheet.
- Explain the PSE Check List that the PT Evaluators will be using at each test stations.
- Explain the “point system and the scoring procedure” used on each PSE at each test station.
- Explain the failure and retest process and to whom the PT Evaluator will forward the PSE. Check List with explanation of why the candidate failed the skill station. Explain that a retest is conducted immediately with a different examiner.
- Introduce the PSE’s that will be tested at the site.
- Explain and discuss what will be needed for the skills examinations, i.e, SCBA, PPE, and forms.
- Explain all paperwork will be returned to the Chief Examiner upon completion of all test stations, and that the Master Candidate Scoring Sheet must be signed to validate the score sheet.
- Explain the use of “verbalization” during the testing process by candidates for PSE’s.
- Explain the facility and all **safety** concerns. This will be based on what the host organization has for equipment, response personnel, and normal SOGs. Note all exits, restrooms, and locations for rehab.
- Explain if any candidate is paged for an emergency response and leaves the test site, all materials must be turned into the Chief Examiner and will be marked as an incomplete test and the candidate will not be permitted to return and complete the test.
- Explain the purpose for security at the test location, the purpose for the staging; and also explain that all candidates, while not performing a skill, will be at this location and must not visit about skills stations already tested at.
- Explain that while in the staging area, candidates are not allowed to discuss the PSEs already completed with candidates that have not completed those PSEs. Should any examiner discover that coaching or cheating is evident, both candidates will be asked to leave the test location, all previous completed skills will be destroyed at the Training Division Office, and candidates will have to reapply for certification.
- Explain that question, comments, or concerns about the PSEs will be directed to the Chief Examiner or the Assistant Chief Examiner. No questions will be asked of the Examiners at any test stations, except those pertaining to the directions given about the skill to be demonstrated for evaluation.

>When is doubt ASK the Chief Examiner <

Examiner for the Each PSE Test Station

- The PT Certification Evaluator will state to the candidate, at his/her testing station, the following information and description of what is expected of the candidate (See the PSE Test Site – From Examiner to Candidate subsection). All information on the PSE that describes the skill and the supporting information will be read to the candidate. The objective is to be read and asked if it is understood.
- The PT Certification Evaluator is to evaluate the candidate's performance while demonstrating the steps necessary to perform a skill safely, quickly, and efficiently. The Evaluator will check all equipment repeatedly for safety and quality. If any deficiencies are discovered, notify the Chief Examiner.
- The PT Certification Evaluator will note on each Master Candidate Scoring Sheet a PASS or FAIL score with the Evaluators signature to accompany the score. It is the responsibility of the Evaluator to properly complete the PSE Check List, including all information at the top to indicate the candidate's proper identification; and this will be done legibly.
- The Check List gives you the evaluation steps, each correlating to a point system for scoring the skill accomplishment, that facilitate a complete evaluation along with an objective approach to the accomplishment of each skill. Any skill that has a time limit associated with the performance must be noted to the candidate and an accurate time must be recorded.
- The PT Certification Evaluator is to evaluate the candidate's performance while demonstrating the steps necessary to perform a skill safely, quickly, and efficiently. At no time will the Evaluator coach the candidate or give assistance in performing the skill. The Evaluator is held responsible for making sure no one frequents the test station, making comments on steps not performed properly.
- As a PT Certification Evaluator, you are required to make decisions about the skill performance of the candidates you evaluate. You will make these decisions on an "either-or" basis: "Either" the candidate performs the skill acceptably, "Or" the candidate does not perform the skill acceptably. This must be an OBJECTIVE evaluation, with no other factors influencing your decision. You must understand that skill performance involves the translation of knowledge into action. As an examiner, you are expected to make a judgment about whether a person can do a skill well enough to meet the objectives of the skill station.
- Therefore, you will observe each and every step performed by the candidate as they demonstrate the practical skill. From what you observe, you will grade the candidate by using the PSE Check List and the points per step. You are to be unbiased, accurate, and use your professional training to fairly grade the candidate and be able to comment in writing about anything that leads you to believe that the candidate is not performing sufficiently to complete the objective safely and efficiently.
- Remember-your position no longer identifies you as an instructor; you now have the responsibilities of an examiner.

PSE Test Site – From Examiner to Candidate

INSTRUCTIONS: The Examiner will follow the listed steps to welcome and introduce the candidate to the test station and the specific skill evaluation. After each statement, the examiner will ask the candidate if they have any questions. If the examiner discovers that there is a conflict between the candidate and the examiner (past class presentation, family, close friend, etc.), the examiner will notify the Assistant Chief Examiner and have him/her take the examiner's place.

- The Examiner will do the following:
 - *Greet the candidate and introduce yourself.
 - *Give Candidate a chance to “catch their breath”.
- *Ask for the Candidates Master Score Sheet so that personal information can be recorded on the PSE Check List.
 - *State the specific skill by name.
- *Inform the candidate that you will be writing while they are demonstrating and that this is normal and should not be taken as an indication of improper demonstration of the respective steps.
- *Read the objective for the skill to the candidate and ask them if they understand what you just read (this will include any time restrictions). Make sure the option to verbalize their skills demonstration is explained, but they must still perform the skill.
- *Explain what is expected from the Candidate as is stated in the “Skills Test Objective” section on the Check List.
- *Explain that you will indicate a PASS/FAIL score on their Master Candidate Scoring Sheet and that you will initial the grade you have assigned. Should they fail the skill test station, the PSE Check List sheet and any comments will be forwarded to the Assistant Chief Examiner or Chief Examiner.
- *A FAIL score warrants a retest and the candidate shall be advised that they will be allowed to retest now. The candidate has the option to decline to attempt the retest but must be reminded that any failure at any station is an automatic failure of the Test Site and the candidate will be asked to leave.
- *Candidates are permitted to retest at a station if they fail the first attempt, but this retest must be conducted as soon as the candidate is ready and a different examiner has been placed at the station.
- After completion of the PSE, the Examiner must inform the Candidate of the “less than acceptable steps” before he/she is told to return to the Staging area. Remind them not to talk to anyone or stop and observe any other skills test stations.
- Thank the Candidate and make any other comments that you wish to make regarding their performance. Remember, you have other candidates that need to be tested and this is not a training session

Written Examination Proctor Instructions

Before examination packets are distributed to the candidates, the following information shall be verified and explained to candidates.

- All Candidates have been verified as being qualified to participate in the written examination. (This should be accomplished as candidates enter the test site area)check candidate credentials
- Supply each candidate with 2-#2 pencils, scratch paper-if needed, and have sufficient number of test packets for each candidate. (Place on the tables for seating positions)
- Candidates placed at tables that are evenly spaced in the classroom. (Suggested that two candidates per table is the best arrangement-if sufficient table space available)
- Candidates have been advised that no materials may be present on the table, on the floor, or near the testing area that belong to a candidate.
- Candidates have been advised of exits, restrooms, and emergency procedures as are dictated by the host organization.
- Inform all candidates NO cell phones are to be turned off or placed on vibrate and no calls will be taken during the test unless the candidate is expecting an emergency call prior approval is necessary (doctors, family situations, etc). Radios and other electronic devices are to be turned off.
- Inform all candidates do not Texting during the test period. Receiving/Sending a text message will automatically disqualify the candidate for the test site. The examination will have to be rescheduled.
- If any candidate is paged for an emergency response and leaves the test site, all materials must be turned into the Chief Examiner and will be marked as an incomplete test, test packet will be sealed, and the Chief Examiner will write his name across the envelop and the candidate will not be permitted to return and complete the test.
- Time for completion of the examination: All Exams 2-Hour Time Limit
- Written examinations will not be graded at the site. The Staff Assistant will grade the examinations within five working days once received in the SFMTD Office and you will receive a letter regarding your test status within fifteen working days from the date the examination is graded (exception-sick period or vacation leave).
- Once examination has begun monitor room for any talking, occasionally walk around the room to answer questions or to observe the room from different points of view.
- As students complete the written exam have them return all testing material to you the proctor, place all Scantron forms in a single envelop to be sealed and returned to the Training Division Office for grading. Gather test booklets, scratch paper, and pencils and return to TD office.

When all candidates are seated, rules listed above have been explained, and no one has any questions; handout the test packets and ask candidates to remove all materials, leave them in a pile, and place envelop at the top of the table.

Written Examination Proctor Instructions (con't)

READ the following to the candidate and tell them to read along with you.

- Examination instruction sheet is included in the front of each test booklet, turn to the instructions and follow along with the Proctor.
- There will be no talking between candidates before, during, or after you have completed your examination.
- If you have a question, raise your hand and the Proctor will come to your location. They are not permitted to assist you with answering the question, but if any terminology is not understood, or you need any interpretation of the wording of a question; they will clarify the question to all candidates.
- If you need to use the restroom, raise your hand, the Proctor will come to your location, you'll be informed to place answer sheet inside of test booklet, close test booklet, and leave it on the table.
- The Scantron test answer form requires you to complete all necessary information about yourself and this test site. Please note the following and we will cover all necessary sections for you to complete:
 - **MARKING INSTRUCTIONS**: These are located in the lower left hand corner of the answer sheet. Please read and make sure you understand how to fill in the circles.
 - **TOP LEFT CORNER (ID NUMBER)**: this is a box to enter your birth date. Write your birth date (i.e. 04181952) in the spaces at the top and fill in all corresponding ovals except the last one with the #2 lead pencil.
 - **LAST NAME BOX** (next box to the right of ID Number): Write in the spaces your last name and then fill in the corresponding ovals.
 - **FI BOX** (next box to the right): This space is for your FIRST name initial. Write in the space your first name initial and then fill in the corresponding oval.
 - **MI BOX** (next box to the right): This space is for your MIDDLE initial. Write in the space your middle initial and then fill in the corresponding oval.
 - **GRADE BOX**: This box is below and to the left of your Student ID#. DO NOT fill this box in.
 - **DATE BOX**: This box is to the right of the Grade Box and this is for today's date, not your birth date. The Date is: (Chief Examiner will give you the date) example: 07122010. Write the date and fill in the respective ovals.
 - **ADDITIONAL DATA BOX**: This box is below the Date Box and requires the following information:
 - Course: Fire Fighter I
 - Date: Today's date
 - Instructor: Person proctoring the examination
 - Your Name: Enter your name-PLEASE write legibly
 - **SPECIAL CODES BOX**: Do not write in this box

When you have completed all registration information (we'll wait until everyone is completed), open the test booklet to the first page. Examples of test questions are shown-and please note how to answer a true/false question. Note where the 'A', 'B', 'C', and 'D' answers are for each selection. They may not follow the same format for all questions in the test booklet.

- Question Challenge Policy: if during the exam you read a question that you would like to challenge based on the content of the question, possible multiple answers or no correct answers you need to Challenge the question at this time. On the back of the Scantron answer sheets identify the question you wish to challenge and state why you are challenging the question, i.e., # 17, both answers A and C are the same, etc.
- When you are told to begin the examination, read the entire question and all answers before making any selection.
- **DO NOT** write in test booklets, only on answer sheet (scratch paper is provided). IF writing is found in book advise evaluator immediately.
- **NOTE**: Test question numbers on the answer sheet are divided into 4 sections, each section contains 50 answer numbers with circles. Answers #1-#50 are in the first section, #51-#100 are in the second section, etc. Do not go straight down the first column. Make sure your question number in the test booklet matches up to the Answer sheet number.
- As you are answering questions on the test, periodically verify that you are on the correct number line on the answer sheet.
- If you change any answers, make sure you thoroughly erase the incorrect choice so the computer does not judge your answer as incomplete or wrong.
- When you have completed the examination and are sure you have answered all question, gather your test booklet, answer form, scratch paper and pencils and return them all to the Proctor.
- Do not visit or make any comments to other candidates as you are exiting the testing area.
- If you have questions for the Proctor, you must wait until all candidates have completed the examination.
- Exit the test site unless given instructions to do otherwise.

Written Examinations – Test Booklets

Student Information – Test Answer Form Information

Read along with the Proctor

- On top of the materials for the test is an instruction sheet, please take it and read along with the Proctor as he/she covers all the instructions for taking this examination.
- There will be no talking between candidates before, during, or after you have completed your examination.
- If you have a question, raise your hand and the Proctor will come to your location. He/she is not permitted to assist you with answering the question, but if any terminology is not understood, or you need any interpretation of the wording of a question; they will clarify the question to all candidates.
- If you need to use the restroom, raise your hand, the Proctor will come to your location, you'll be informed to place answer sheet inside of test booklet, close test booklet, and leave it on the table.
- The Scantron test answer form requires you to complete all necessary information about yourself and this test site. Please note the following and we will cover all necessary sections for you to complete:
 - MARKING INSTRUCTIONS: These are located in the lower left hand corner of the answer sheet. Please read and make sure you understand how to fill in the circles.
 - TOP LEFT CORNER (ID NUMBER): this is a box to enter your birth date. Write your birth date (i.e. 04181952) in the spaces at the top and fill in all corresponding ovals except the last one with the #2 lead pencil.
 - LAST NAME BOX (next box to the right of ID Number): Write in the spaces your last name and then fill in the corresponding ovals.
 - FI BOX (next box to the right): This space is for your FIRST name initial. Write in the space your first name initial and then fill in the corresponding oval.
 - MI BOX (next box to the right): This space is for your MIDDLE initial. Write in the space your middle initial and then fill in the corresponding oval.
 - GRADE BOX: This box is below and to the left of your Student ID#. DO NOT fill this box in.
 - DATE BOX: This box is to the right of the Grade Box and this is for today's date, not your birth date. The Date is: (Chief Examiner will give you the date) example: 07122010. Write the date and fill in the respective ovals.
 - ADDITIONAL DATA BOX: This box is below the Date Box and requires the following information:
 - Course: Fire Fighter I
 - Date: Today's date
 - Instructor: Person proctoring the examination
 - Your Name: Enter your name-PLEASE write legibly
 - SPECIAL CODES BOX: Do not write in this box

When you have completed all registration information wait for the proctor to tell you to open your test booklets. Examples of test questions are shown-and please note how to answer a true/false question. Note where the 'A', 'B', 'C', and 'D' answers are for each selection. They may not follow the same format for all questions in the test booklet.

- Question Challenge Policy: if during the exam you read a question that you would like to challenge based on the content of the question, possible multiple answers or no correct answers you need to Challenge the question at this time. On the back of the Scantron answer sheets identify the question you wish to challenge and state why you are challenging the question, i.e., # 17, both answers A and C are the same, etc.
- When you are told to begin the examination, read the entire question and all answers before making any selection.
- **DO NOT** write in test booklets, only on answer sheet (scratch paper is provided). IF writing is found in book advise evaluator immediately.
- NOTE: Test question numbers on the answer sheet are divided into 4 sections, each section contains 50 answer numbers with circles. Answers #1-#50 are in the first section, #51-#100 are in the second section, etc. Do not go straight down the first column. Make sure your question number in the test booklet matches up to the Answer sheet number.
- As you are answering questions on the test, periodically verify that you are on the correct number line on the answer sheet.
- If you change any answers, make sure you thoroughly erase the incorrect choice so the computer does not judge your answer as incomplete or wrong.
- When you have completed the examination and are sure you have answered all questions, gather your test booklet, Scantron answer form, scratch paper and pencils and return them all to the Proctor.
- Do not visit or make any comments to other candidates as you are exiting the testing area.
- If you have questions for the Proctor, you must wait until all candidates have completed the examination.
- Exit the test site unless given instructions to do otherwise.