Policies and Procedures Manual



Utah Fire Service Certification System

Office of the Utah Fire and Rescue Academy
3131 Mike Jense Parkway, Provo, UT 84601

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SECTION 1. GENERAL

1.1 In 1981, Scott M. Matheson, governor of Utah, signed into law House Bill 347, "Voluntary Certification Program for Firefighters." The bill established "a fire training school, which shall provide for certification of firefighters, pump operators, instructors, officers, etc." In 1992, new legislation created the Utah Fire and Rescue Academy and a funding mechanism for its activities. Based upon that act, an ongoing contractual agreement between Utah Valley University, the Utah Fire Prevention Board, and the Utah state fire marshal authorizes and funds the firefighter certification system in the state of Utah as part of the Utah Fire and Rescue Academy.

1.2 The Certification program's credibility depends on the integrity of the testing system. To maintain program security, integrity, and accreditation, there shall be a controlled testing environment and procedures by which personnel can be tested by official means and methods.

1.3 The policies and procedures to certify in the Utah Fire Service Certification System are contained in this document. Questions or concerns should be addressed in writing to:

Utah Fire Service Certification System
Utah Fire and Rescue Academy
Utah Valley University
3131 Mike Jense Parkway
Provo, UT 84601

SECTION 2. DEFINITIONS

2.1 The following definitions apply only to this document and DO NOT in any way apply to the rules, regulations, practices, or procedures of a local fire service unit or other participating agency.

2.2 **Administrator**: the person authorized by the head of an organization, public or private, to administer a program

2.3 **Affiliated**: a member of a Utah fire department (i.e., of a local municipality, a fire district, a county, or the state) approved by the Utah Fire Service Certification Council (the Council), with an active state FDID number from the Utah State Fire Marshal's Office

2.4 **Assistant tester**: a Certification tester who is assigned to work under the direction of a lead tester

2.5 **Candidate**: an individual who has satisfied training requirements to be examined for certification and who has applied for testing and/or certification

2.6 **Certification program manager**: an officer of the Council, appointed by the director of the Utah Fire and Rescue Academy, who handles all the correspondence, records, and routine duties of the Council

2.7 **Certification specialist**: a member of the UFRA Certification staff who schedules and oversees statewide testing and certification

2.8 **Certification tester**: an authorized representative of the Council that administers and conducts Certification testing following the UFSCS Policies and Procedures (includes assistant testers, lead testers, senior lead testers)

2.9 **Certification tester evaluation form**: a form used to evaluate Certification testers on testing methods, knowledge, and skills

2.10 **Certification tester evaluator**: a Certification Council member or Certification staff member who is assigned to observe Certification testers' performance

2.11 **Certified**: a description of the candidates who have met or exceeded cognitive (written) and psychomotor (skill) behavioral objectives of the Certification program and have applied for and been granted certification by the Council

2.12 **Certifying agency**: the Utah Fire Service Certification Council

2.13 **Chairperson**: the presiding officer of the Utah Fire Service Certification Council

2.14 **Chief**: the head of an emergency services unit

2.15 **Cognitive objectives**: pertinent questions, lists, or problems relative to the level at which an applicant is being tested

2.16 **Council**: the 12 members of the Utah Fire Service Certification Council, as appointed by the director of the Utah Fire and Rescue Academy and approved by the Utah Fire Prevention Board

2.17 **Course**: any grouping of classes or series of lessons or lectures combined to attain particular fire service education or training

2.18 **Demonstrate**: to show by actual use, illustration, simulation, or explanation

2.19 **Denial**: an act, approved by the Council, to deny the certification of a candidate, department, or department representative, or the testing privileges of a Certification tester

2.20 **Department**: a fire service unit, defined in section 26.3 of this document

2.21 **Department tester**: an authorized representative of the Council who administers and conducts written exams for their own department, following UFSCS Policies and Procedures (a department tester must be at the level of chief/training officer or be approved by the Certification program manager or the Council). There is no compensation from UFRA for department testers (volunteers). Testers are required to attend/complete a tester seminar once every two years.

2.22 **Director**: the director of the Utah Fire and Rescue Academy

2.23 **Executive session**: a session held to discuss the character, professional competence, or physical or mental health of an individual. It is also known as a closed session under Utah state law.

2.24 **Expired certification**: any certification that has not been renewed on or before the end of the certification period

2.25 **Firefighter**: a member of a fire service department

2.25.1 **Fire Marshal:** an official who is responsible for enforcing fire code and regulation, investigating fires to determine cause and fire prevention activities. See Utah Legislature Code 53-7-103.

2.26 **Identify**: to physically select, indicate, or explain, verbally or in writing, using standard terms recognized by the fire service

2.27 **IFSAC**: the International Fire Service Accreditation Congress, an organization that accredits certification systems (see www.ifsac.org)

2.28 **JPR**: job performance requirements- elements of NFPA professional qualification standards that specify what requisite knowledge and skills are required for particular certification levels

2.29 **Lead tester**: a Certification tester who is responsible for coordinating a test site, assistant testers, and administering a state certification exam

2.30 **Letter of eligibility (LOE)**: a signed document, on Council letterhead, which testifies that an individual has successfully met all testing requirements and is eligible for certification once that individual is affiliated with a Utah fire department and/or agency

2.31 **NFPA**: the National Fire Protection Association

2.32 **Non-affiliated participating agency**: any agency, public or private, that has been accepted by the Utah Fire Service Certification Council to participate in the Certification system (for more details, see Appendix C)

2.33 **NWCG**: the National Wildfire Coordinating Group, an interagency body that establishes training and qualification standards for wildland firefighters

2.34 **Participating agency**: any agency, public or private, that has been accepted by the Council to participate in the Utah Fire Service Certification System (including both affiliated and non-affiliated participating agencies, see appendix C for more details)

2.35 **Policies and Procedures**: the formal guidelines (in this document) promulgated by the Council concerning the methods, procedures, and processes for administering the Utah Fire Service Certification System and implementing its rules

2.36 **Prerequisite requirements**: necessary psychomotor (skill) and/or cognitive (written) requirements from preceding or co-certification levels

2.37 **Primary agency**: a candidate's department of record with Certification administration

2.38 **Pro Board**: the National Board on Fire Service Professional Qualifications, an organization that accredits certification systems (see www.theproboard.org)

2.39 **Quality accountability system**: a system that reviews quality of performance

2.40 **Quality Assurance/Quality Control (QA/QC)**: a division of UFRA responsible for evaluating feedback regarding quality of performance

2.41 **Quorum**: a minimum of seven members of the appointed Council who, when duly assembled, may legally transact business in the name of the Council

2.42 **Reciprocity**: recognition of an accredited Pro Board or IFSAC certification from another state, territory, or country, by transferring credit for certification—after verification that the certification has been approved, is current, and is valid according to IFSAC or Pro Board

2.43 **Reliability**: the consistency of a test, apparent from repeatedly getting the same result

2.44 **Revocation**: an act, approved by the Council, to revoke the certification of a certified candidate, department, or department representative, or the testing privileges of a Certification tester

2.45 **Safely**: to perform an objective without endangering or injuring oneself, others, or equipment

2.46 **Skills examination**: a test which includes the testing methodologies of psychomotor, process, product, project, and/or portfolio

2.47 **Skills objective**: a specific and measurable statement describing the requisite skill to be accomplished

2.48 **Skills spot check**: an examination which shall consist of one of the following:

- 10% of the total skills for the level being tested
- Three skills, equal to or greater than 10% of the total skills for that level
- An evolution examination (combined skills), greater than 10% of the total skills

2.49 **Suspension**: an act, approved by the Council, to suspend the certification of a certified candidate, department, or department representative, or the testing privileges of a Certification tester

2.50 **Subject matter expert (SME)**: a person with extensive professional knowledge, credentials, experience, and/or expertise in a particular field, topic, or procedure covered by a written exam or skill. SMEs must be approved by Certification administration.

2.51 **Swiftly**: to satisfactorily perform an objective within the allowable time, as determined by the Council

2.52 **UVU**: Utah Valley University, home of the Utah Fire and Rescue Academy and the Utah Fire Service Certification System

2.53 **Validity**: the extent to which a test measures what it claims to measure

2.54 **With competence**: to possess the knowledge, skills, and judgment (according to approved standards) needed to perform indicated objectives satisfactorily and safely, as determined by a Certification tester

SECTION 3. CODE OF ETHICS

CODE OF ETHICS OF THE UTAH FIRE SERVICE CERTIFICATION SYSTEM

The purpose of the Utah Fire Service Certification System is to actively support the advancement of the fire service, which is dedicated to the protection and preservation of life and property against fire, provision of emergency medical services, and other related services. Toward this endeavor, every person certified within this system shall represent those ethical principles consistent with professional conduct as a member of the Utah fire service.

I will:

3.1 Recognize that I service in a position of public trust that imposes responsibility to use publicly owned resources effectively and judiciously

3.2 Not use my public position to obtain advantages or favors for friends, family, personal business ventures, or myself

3.3 Conduct both my personal and official life so as to inspire the confidence of the public

3.4 Regard it as my duty to know my work thoroughly. It is my further duty to avail myself of every opportunity to learn more about my profession.

3.5 Make no claim to professional qualifications which I do not possess

3.6 Use information gained from my position only for the benefit of those I am entrusted to serve

3.7 Conduct my personal affairs in such a manner that I cannot be improperly influenced in the performance of my duties

3.8 Avoid situations whereby my decisions or influence may have an impact on personal financial interests

3.9 Seek no favor and accept no form of personal reward for influence or official action

3.10 Carry out policies established by departmental and elected officials and policy makers to the best of my ability

3.11 Refrain from financial investments or business that conflict with, or are enhanced by, my official position

SECTION 4. MISSION AND GOALS

4.1 To establish and promulgate the fire service in the state of Utah as a professional career and/ or volunteer service

4.2 To improve the performance and coordination of all certification efforts through the development of minimum performance requirements

4.3 To develop competent, safe, and effective fire service personnel by establishing minimum certification standards

4.4 To establish and maintain valid procedures that measure specific levels of skills, abilities, and knowledge consistent with standards approved and adopted by the Council

4.5 To establish and maintain guidelines that assist in the certification of candidates who satisfactorily fulfill certification requirements, as adopted by the Council

4.6 To establish and implement a voluntary certification program that will ensure complete impartiality and confidentiality and be designed in such a manner that it will be safeguarded against misuse and abuse

4.7 To establish statewide uniform testing procedures for a consistent means of evaluation

4.8 To continually strive for improvement in the delivery of the program to ensure the efficient and effective use of resources

4.9 To explore new technologies, methods, and programs related to the Utah Fire Service Certification program

4.10 To create and maintain superior customer service

SECTION 5. RATIONALE

5.1 Our world is rapidly changing, and many phases of the fire service are becoming so technical and complex that fire service training must be utilized to its maximum potential. Any overlap, fragmentation, and lack of basic structure must be eliminated. Standardization is the natural complement and necessity.

5.2 The fire service in Utah, through a state certification program, can meet the needs of future growth and establish uniformity by certification. We will then have more effective utilization of resources so as to provide the best possible fire protection service for all the citizens of the state of Utah.

SECTION 6. PRIVACY STATEMENT

6.1 The last four digits of a candidate's Social Security number (SSN), birth date, a unique PID (Personal Identification) number are used as identifiers to match the candidate completing certification with the correct master record, in order to better assist the candidate in obtaining certification records. The use of the last four digits of the Social Security number and birth date is necessary because of the large number of individuals who have identical names and whose identities can only be distinguished by such identifiers. The birth date is also required for the Certification Office to submit seal numbers to the International Fire Service Accreditation Congress (IFSAC)and Pro Board.

SECTION 7. ACCREDITATION BY IFSAC AND PRO BOARD

7.1 The Utah Fire and Rescue Academy is accredited by the International Fire Service Accreditation Congress (IFSAC) and the National Board on Fire Service Professional Qualifications (Pro Board) to certify fire service personnel who meet accepted national standards. Through this process, Utah firefighters and allied professionals achieve national and international recognition of certification. This accreditation of the Utah Fire Service Certification System assures Utah fire service personnel and allied professionals that programs and standards used within this system adhere to the most current national standards. The assurances gained through the accreditation process provide credibility and prestige for every firefighter participating in the certification process. Firefighters certified through the Utah system are recognized throughout the United States (and the world) as qualified and meeting applicable standards.

SECTION 8. CERTIFICATION COUNCIL

8.1 The governing body for fire service certification in the state of Utah shall hereafter be referred to as the Utah Fire Service Certification Council (UFSCC) or the Council, as stated in Utah State Rule R710-16. Please refer to the UFRA website.

8.2 The Utah Fire and Rescue Academy is authorized by the Utah Fire Prevention Board, the Utah Department of Public Safety, and the Utah State Fire Marshal's Office as the entity in the state of Utah to manage the Certification program.

8.3 The director of the Utah Fire and Rescue Academy shall appoint a Certification program manager and other support staff to handle the day-to-day operations of the Certification system.

8.4 The director of the Utah Fire and Rescue Academy, with the approval of the Utah Fire Prevention Board, shall appoint a 12-members to make the 13 member council. See Utah Admin. Code 710-16-5.

8.5 The Council shall be made up of users of the system representing paid and volunteer departments or agencies, members with special expertise areas, and members from various geographical locations in the state. The council includes the State Fire Marshal or designee.

8.6 Members of the Council shall serve a three-year term.

8.7 Members of the Council may be reappointed.

8.8 A Council member may resign from the Council by delivering a letter of resignation to the Certification program manager.

8.9 A Council member who resigns may submit a letter of recommendation for their replacement to the Certification program manager and/or director for consideration.

8.10 The Council shall elect, from its body, a chairperson and vice-chairperson to conduct Certification Council meetings and to represent the Council as needed.

8.11 The chairperson and vice-chairperson of the Certification Council shall serve a two-year term.

8.12 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 Council members.

8.13 The Utah Fire Service Certification Council will:

a. Establish uniform minimum standards for certifications.
b. Ensure quality and uniformity in the Certification system.
c. Ensure that testing and certifying services are available to candidates without regard to race, sex, creed, or ethnic origin. The Certification system does not gather this type of information or require that it be submitted.
d. Establish written and skill examination procedures to determine whether a candidate meets the minimum standards as set forth by the Council.
e. Determine a minimum passing score for written and skill examinations.
f. Report activities of the Council to the Utah Fire Prevention Board.
g. Review appeals.
h. Revoke, suspend, or deny certification.
i. Issue certification to any candidate who presents evidence that the minimum Utah standards established by the Council have been met.
j. Conduct assigned duties promptly and professionally.
k. Represent the best interests of the Council at all times.
l. Stay informed on pertinent fire service training issues, including NFPA standards, IFSAC and Pro Board policies, etc.
m. Maintain ethical standards and confidentiality in all dealings as a Council member.

8.14 The Council shall meet six times per year, or as needed.

8.15 A quorum shall be defined as a minimum of seven Council members in attendance at the meeting.

8.16 The Council chairperson or vice-chairperson shall declare a quorum to conduct the affairs of the Council, and it shall be recorded in the minutes.

8.17 The Council shall keep minutes of the proceedings of its meetings and record all actions taken by the Council. The Council minutes shall be published on the Utah Fire and Rescue Academy website and be made available in the Certification Office.

8.18 A member of the Council may appoint another member of the Council as their proxy to attend Council meetings. Members may have one proxy vote only. Such proxy, which is valid only for the meeting in which it is given, must be reported to the Certification program manager prior to the meeting and documented in the minutes.

8.19 Council members may be excused from two meetings per calendar year. Council members missing more than two meetings, excused or unexcused per year, may be removed by the director, upon recommendation by a majority vote of the Council or the Certification program manager.

8.20 Agenda items for Council meetings shall be presented, in writing, to the Certification program manager, at least one month prior to any Certification Council meeting.

8.21 Certification Council meetings shall be conducted according to the current edition of *Robert's Rules of Order* and the Utah Open Meeting Act.

8.22 Executive sessions may be held during Council meetings when discussing sensitive matters, to protect the innocent and ensure confidentiality. Executive sessions are for discussion matters only, and no voting shall take place.

8.23 The Council may appoint a project committee work group as required to achieve operational needs. The committee or work group may consist of Council members and/or other personnel as appropriate to achieve its purpose.

SECTION 9. CERTIFICATION ADMINISTRATION

9.1 Certification administration is responsible for the management and administration of the Utah Fire Service Certification program. The duties and responsibilities of the Certification program manager include the following:

a. Control and secure IFSAC seals and electronic Pro Board logos, UFRA certificates, patches, and ID cards.
b. Establish procedures to ensure program integrity.
c. Analyze and maintain test statistics for each test bank for the purposes of statistical validation. The test questions in which 50% or more of the candidates answered the question incorrectly and 80% or more of the candidates answered the questions correctly will be identified. The 50% failure and 80% pass rates are determined annually and/or if there is a large failure or pass rate identified throughout the year.
d. Provide direction and serve as the focal point for certification issues.

e. Develop and manage a process to ensure all testing is administered in a fair, secure manner and complies with the guidelines set by the Council and accreditation criteria.
f. Maintain accredited agency status with the International Fire Service Accreditation Congress (IFSAC) and/or the National Board on Fire Service Professional Qualifications (Pro Board).
g. Serve on an IFSAC or a Pro Board committee, if appointed and approved.
h. Participate as a site-team member, when requested to do so by the IFSAC or Pro Board administration offices and approved by the deputy director.
i. Comply with IFSAC and Pro Board bylaws and criteria to ensure continued accreditation.
j. Provide the IFSAC and Pro Board administration offices with reports and information as required to maintain accreditation and good working relations.
k. Maintain a database of certification records in accordance with Utah records retention requirements.
l. Maintain and update the UFRA Certification webpage.
m. Control and secure IFSAC seals, UFRA certificates, patches, and wallet cards.
n. Obtain the equipment, publications, supplies, training aids, and staff necessary to conduct certification examinations.
o. Ensure confidentiality of records and personal information.
p. Establish procedures to ensure that payments are processed honestly, accurately, and in a timely manner.
q. Collect and manage certification fees, in compliance with UVU policy.
r. Manage personnel and budgets in accordance with UVU policy.
s. Report to the Council, director, state fire marshal, and/or the Utah Fire Prevention Board as requested.
t. Provide certification testing components in compliance with accreditation criteria.
u. Manage the Certification system in compliance with accreditation criteria.

SECTION 10. PROFESSIONAL STANDARDS

10.1 The Utah Fire Service Certification Council has elected to use NFPA and/or NWCG standards and corresponding manuals and/or other approved reference materials as guides for developing certification standards and testing materials. In the event a certification is desired for a level that does not have a corresponding NFPA or NWCG standard, a Utah standard may be developed based on documentation of applicable rules, laws, or accepted practices. Such Utah standards shall be submitted to accrediting bodies for any required approvals.

10.2 To maintain accreditation, the Council will update Utah standards to meet the most current NFPA standard within two calendar years from the official date of NFPA adoption. Testing will conform to the newest standard adopted for a specific level.

10.3 The Utah Fire Service Certification System shall publish a certification standard for each level of certification offered. Certification standards contain pertinent information designed to

assist candidates in preparing for the certification process. Standards are based upon and consistent with NFPA and/or NWCG standards. Each skill and test bank item shall be based on the appropriate NFPA standard section and/or relevant JPR. Certification standards may be obtained electronically by accessing the UFRA website.

SECTION 11. CERTIFICATION REQUIREMENTS

11.1 All participating agencies and their candidates shall follow the established UFSCS Policies and Procedures.

11.2 Each participating agency is responsible for ensuring that applicants meet the NFPA 1500 medical and physical fitness requirements and OSHA 1910 requirements.

11.3 Candidates must be a minimum of eighteen years of age prior to any testing or the issuing of certification by the Council.

11.4 Candidates must be affiliated with a participating agency in order to test and certify within the Utah Fire Service Certification System.

11.4.1 A candidate who is a current firefighter in a fire department outside of Utah and within the United States may submit an examination request for Fire Officer I–IV levels. The candidates must meet all prerequisite requirements (NFPA and Utah standards) prior to submitting the request. The candidate must submit a copy of the required documentation (prerequisite certificates, portfolio, and Officer I–IV training records) and a $350 payment (for each attempt) with the request to the Certification Office. Certificates will be mailed 30 days after the exam date. The candidate must meet section 11.1 and observe sections 11.6, 13.4, and 17.

11.5 Candidates must have, and present, a current government issued picture ID at all certification examinations. Acceptable forms of identification are valid driver's license or passport.

11.6 Candidates applying for certification through their department or agency must have the approval of the chief or administrator of that agency.

11.7 Experience, training, and education credits and/or a combination of these areas may be used to determine eligibility for certification by showing that requisite knowledge and skills have been acquired. In some cases, specific courses may be required.

a. If a chief or training officer has validated that training and/or courses taken in the past have prepared a candidate for a particular certification requirement, annual training hours have continued within the past three years, and a training record has been signed by the department chief or training officer (verifying that skills are current and complete), the candidate is eligible to test—after verification documents (i.e., FEMA, training certificates, etc.) have been attached to the signed training record.
b. If a candidate has tested and passed prior exams (without certification options available) and training and/or courses taken in the past have prepared the candidate for a particular certification requirement, annual training hours have continued within

the past three years, and a training record has been signed by the department chief or training officer (verifying that skills are current and complete), the candidate is eligible to test.

11.8 Members of participating agencies meeting section 11.6 shall be tested on the written and skill performance behavior objectives as outlined for each level of certification.

11.9 All candidates must meet or exceed established cognitive and psychomotor performance objectives prior to certification.

11.10 Applicants may enter the certification process at any level, provided that all prerequisite requirements for that level have been met prior to certification. These prerequisites include the current prerequisites for each NFPA standard for that level.

11.11 Participating agencies should make copies of applicable certification standards available to their personnel for any level in which they are participating. Certification standards may be obtained by accessing the UFRA website.

11.12 For fire service training organizations to receive certification for non-affiliated candidates, they must be approved in accordance with Utah State Rule R710-10-9.

11.13 Participating agencies may continue to certify at the levels they currently receive certification in. All agencies other than fire departments wishing to certify at additional levels must petition the Certification Council for approval. For a current list of agencies and the levels in which they are allowed to certify, please refer to Appendix C.

SECTION 12. EXAMINATIONS

Written Exams

12.1 Written examinations shall be conducted for specified certification levels and test the requisite knowledge outlined in the job performance requirements of the applicable NFPA standard.

12.2 Certification testers or approved individuals shall proctor electronic or paper written examinations.

12.3 Written examination questions will be referenced to manuals and/or standards for each accredited level, as approved by the Council.

12.4 Test banks may be purchased from a test bank company or developed and reviewed in-state by subject matter experts. All test bank items shall be validated by a committee of subject matter experts comprised of state certified members of the Utah Fire Service Certification System and/or the Utah fire service and/or persons with extensive professional knowledge and credentials in the field of test validation or in the areas of knowledge covered by the test.

a. A committee of Subject Matter Experts (SME's) is formed by the Certification Program Manager for any certification level under review. These SME's come from various geographical locations and represent both career and volunteer departments. Each SME is assigned JPR's, questions, and chapters from the textbook. If there are not enough questions, they may be tasked to write questions to correlate with the JPR. Once each SME has completed their assignment, the committee gathers as a whole to review each question for the test bank. Questions are checked by each member to verify that each question is written correctly, relates to the NFPA standard, and meets the intent of the standard. They also verify page numbers of the text, NFPA references, and edit conflicting distractors.

12.5 Certification tests and test item analysis will be reviewed at a minimum annually or as needed to maintain the validity and reliability of the written examinations.

12.6 Written test questions found to be unreliable shall be corrected or removed from the test bank. If a question on an active test version is found to be unusable, the Certification program manager may adjust the test scores of those taking that test version until the version is replaced.

12.7 Correlation sheets and matrices shall be completed for each level of certification and will show competency in requisite knowledge and skills listed in the job performance requirements. Correlation sheets and matrices will be in the correct format and completed following the criteria put forth by IFSAC and Pro Board.

12.8 Written test banks shall correlate 100% of the applicable requisite knowledge and have no less than one test question to support each component within the NFPA standard. All questions in the test bank shall be correlated on the correlation sheet and matrices.

12.9 Written test banks shall be at least twice as large as the number of questions used per test generated.

12.10 Written examinations shall be randomly generated from the Utah certification test banks.

12.11 Written examinations shall be randomly generated from the NFPA objective reference.

12.12 Paper copy written examinations shall be in service for each level of certification being offered.

12.12.1 New versions of paper copy written examinations shall be generated each time a paper test is requested.

12.13 UFRA staff shall shred used and unused paper copies of written examinations.

12.14 Electronic exams shall be randomly generated for each candidate, creating multiple exams (see sections 12.10 and 12.11). Candidates will be given a secure confirmation number/password at the time of the exam.

a. Candidates are permitted to use their personal computer or tablet for electronic testing with the use of a secure web browser and approval from the certification department. Questionmark Secure must be installed prior to starting the exam. For windows devices the candidate must have windows 10 or higher. For Mac the candidate must have OS X 12.0 or later and iPads IOS 12 or later. Smart phones will not be considered a personal computer or tablet for electronic testing and will not be allowed.

12.14.1 Examinations will be considered invalid if a candidate leaves or electronically clicks off the online test site (to view another website or document).

12.14.2 Candidates will receive their results immediately, once they submit their electronic exam.

12.15 Utah certification test banks and written examinations shall be maintained with the highest level of security at all times.

12.16 Paper and electronic copies of the test banks and written examinations shall be locked in a secure location by Certification administration—unless they are in use or under review by personnel approved by the Council or Certification administration. All paper copies of test banks will be returned to Certification administration upon completion of reviews.

12.17 All electronic copies of the test banks or written examinations shall be locked with a password or other security measure that will deny unauthorized access. Access to all electronic exams is in the control of the Certification program manager and assigned staff.

12.18 Examination results shall be maintained by Certification administration.

12.19 Paper copy examination results and exam materials shall be scanned and/or preserved in a secure storage database by Certification administration. Once scanned, results shall be kept for a minimum of seven years or indefinitely as the system allows. Exam materials shall be kept for a minimum of three years.

12.20 Written examinations shall not be reproduced outside of Certification administration.

12.21 Written examinations shall not be graded outside of Certification administration.

12.22 The Certification Council established the minimum passing score for all written examinations shall be 70%.

12.23 Candidates shall be given three attempts to meet minimum passing requirements.

12.24 Candidates must complete the examination process, both written and skills exams, for each level within one year from the first exam date. If the examination process is not completed within one year, all test results for that level become invalid and the candidate must start over in the examination process, from the beginning.

12.24.1 Candidates who fail the written examination may retest no sooner than 30 days from the date of the failed examination, unless otherwise approved by the Certification program manager or the Council.

12.25 If a candidate fails to pass the written examination after three successive examination attempts, then they have failed the examination process and may choose one of two options:

1. The candidate may wait to reenter the examination process no sooner than one year from the date of the last failed examination.
    a. The candidate is not required to take a new course.
    b. The candidate must take both written and skills examinations.

2. The candidate may submit a letter of petition to the Certification program manager announcing their intention and explaining the reason they want to reenter the testing process prior to the one-year requirement. The Certification program manager may bring the petition to the Council, at their discretion. The candidate will receive notification of the decision made by the Certification program manager within 30 days.
    a. The candidate must wait 120 days from the date of their last failed examination.
    b. The candidate must take another course and complete a new training record.
    c. The candidate must take both the written and skills examinations.

12.26 If the candidate is denied reentry by the Certification program manager, they have the option to petition that decision to the Certification Council in writing.

12.27 If a candidate needs reasonable testing accommodations for a documented disability or qualifying condition affecting the candidate's ability to complete the written examination, the procedures listed below must be followed. All accommodation requests shall be evaluated and approved by the Certification Program Manager or designee in accordance with the Americans with Disabilities Act (ADA) and applicable federal and state law. Accommodations may be in the form of providing a reader to assist with the exam or allowing additional time to complete a written examination, provided the accommodation does not compromise examination security, validity, or accreditation standards.

a. Candidates must make a request in writing to the Certification program manager specifying the level and date of testing, the reason(s) testing accommodations are needed, and the type of accommodation requested (i.e., a reader or extended time). Requests shall be reviewed using ADA guidelines to determine whether the requested accommodation is reasonable and appropriate.
b. A statement from the candidate's licensed medial professional, fire chief or administrator must accompany the request, attesting to the need for testing accommodations and explaining why there is a need for a reader or extended time. Documentation must support the presence of a qualifying condition under the ADA.
c. An "Examination Request" form must accompany the statement and be received by the Certification Office no later than 30 days prior to the requested test date. No exceptions.
d. Only Certification testers approved by the Certification Office will be used as readers. The Certification tester shall not be from the same department as the candidate requesting an accommodation.

e. The Certification tester conducting the written examination will be notified which candidates have been granted a reader or extended time.
f. During the test, the Certification tester will be allowed to read ONLY the questions and responses as written. The reader may not interpret, define, explain, emphasize, or assist with answer selection.
g. The candidate(s) must meet all other requirements and prerequisites for the level of testing being requested. Testing accommodations do not waive or modify certification eligibility, prerequisites, or competency requirements.

Testing accommodations approved under this policy are intended to provide equal access and shall be administered in a manner consistent with the Americans with Disabilities Act (ADA), Pro Board accreditation standards, and IFSAC accreditation standards. No accommodation shall alter the essential competencies being evaluated or invalidate the examination process.

Skills Exams

12.28 Skills exams shall be conducted in an objective manner for appropriate certification levels and test the requisite skills outlined in the job performance requirements of the NFPA standard.

12.29 The Council, through an approved Certification tester or testers, will administer only the skills "spot check" exam selected and sent by Certification administration. No substitutes are allowed.

12.29.1 Tester training procedures required for skills examinations (psychomotor, process, product, project and/or portfolio) shall be taught at train-the-tester meetings and reviewed at the annual tester training seminar. "Spot check" skills sheets, grading rubrics, and/or grading methods will be provided securely to the testers prior to the exam.

12.30 Certification examinations shall not be administered by Certification testers who are affiliated with the requesting agency or who were involved in conducting the training for the individual(s) or objective(s) tested, unless otherwise approved by the Certification program manager.

12.31 During emergency situations or under extraordinary circumstances, certification examinations may be administered by a Certification tester who is affiliated with the requesting agency as long as the tester has not been involved in conducting the training for the candidate(s) or objective(s) being tested. Testing is conditional based upon state restrictions, must follow all state and UVU guidelines, and must be approved by the UFRA director. When the emergency situation is declared over by the UFRA director, testing will return to normal conditions.

12.32 Skills examinations will be referenced to manuals and/or standards for each level, as approved by the Council.

12.33 Skills examinations, to include psychomotor, processes, products, projects, and/or portfolios, shall be developed, reviewed, compared to JPRs and local/state procedures, and validated by a committee of subject matter experts comprised of state certified members of the Utah Fire Service Certification System and/or the Utah fire service and/or persons with extensive professional knowledge and credentials in the field of test validation or in the areas of knowledge covered by the test.

a. A committee of Subject Matter Experts (SME's) is formed by the Certification program manager for any certification level under review. These SME's come from various geographical locations and represent both career and volunteer departments. When the committee gathers the skill sheets are reviewed to assure they meet the NFPA standard and the intent of the standard.

12.33.1 The use of Artificial Intelligence (AI) tools or systems such as, but not limited to, ChatGPT, Copilot, Gemini, Claude, or other large language models, as well as AI-assisted writing, problem solving, or simulation tools during any portion of certification testing which includes written exams, skills exams, and product portfolios is prohibited. Certification exams are intended to assess an individual's knowledge, skills, and abilities without external assistance.

12.34 Certification test and test item analysis will be reviewed as needed for challenged questions and skills brought to the Certification Office's attention by SMEs, Certification testers, and candidates to maintain the validity and reliability of the skills examinations.

12.35 A skill, to include psychomotor, processes, products, projects, and portfolios, found to be unreliable shall be corrected and/or removed from the test bank and will be sent back to the subject matter experts and/or the Certification Council members for review. The skill will not be used until corrected. If the skill is being used on a current version of a test, the skill may be replaced by the Certification program manager with a skill from the same objective of the NFPA standard.

12.36 Correlation sheets and matrices shall be completed for each level of certification and will show competency in requisite knowledge and skills outlined in the job performance requirements. Correlation sheets and matrices will be in the correct format and completed following the criteria put forth by IFSAC and Pro Board.

12.37 Skills examinations, to include the testing methodologies of psychomotor, process, product, project, and/or portfolio, shall correlate 100% of the applicable requisite skills to support each component of the NFPA standard. All skills test items shall be correlated appropriately on the correlation sheet and matrices.

12.38 Skills examination items shall be randomly selected from skill sets maintained by Certification administration.

12.39 Skills "spot check" examinations shall consist of one of the following:

- 10% of the total skills for the level being tested
- Three skills equal to or greater than 10% of the total skill for that level

- An evolution examination (combined skills), greater than 10% of the total skills

12.39.1 A skills "spot check" examination packet includes:

- A cover sheet for each candidate to document their name, signature, date, department, and test site
- A consent form to acknowledge the risks involved, and other information required
- The tester skill sheet (used for grading), which includes the skill description, conditions, time allotted, and each of the skill steps required, with pass/fail options for grading
- A "tester comment" section is available as needed as well as a "notice to testers" regarding failures. Each packet is to be returned to Certification administration.

12.40 At least three versions of the skills examination shall be in service for each level of certification being offered, unless the examination is an evolution that includes multiple skills.

12.41 New versions of skills examinations shall be generated every six months after the date the exam was first used by or issued to candidates. Evolution exams will remain the same. A new version will be generated if an examination is compromised or lost.

12.42 The Council may approve other forms of skills examinations for certain certification levels, including but not limited to processes, products, portfolios, and/or projects.

12.43 Portfolio requirements will be developed by in-state subject matter experts following the critical component which includes the requisite skill and/or knowledge requirements set forth in the NFPA standards during the validation process. Procedures for their administration and evaluation shall be recommended by the subject matter experts and approved by the Certification Council. Conflicts concerning the portfolio review will be brought to the attention of the Certification Council for review and discussion.

a. A committee of Subject Matter Experts (SME's) is formed by the Certification Program Manager for any certification level under review. These SME's come from various geographical locations and represent both career and volunteer departments. When the committee gathers the Product portfolio sheets are reviewed to ensure they meet the NFPA standard and the intent of the standard.

12.43.1 Each candidate must complete a portfolio form prior to submission of their portfolio. This form includes a candidate's name, department, job title, the date, instructions to candidates, the appeals process, descriptions of the skill and knowledge, criteria, JPR references, and the signature of the applicant/candidate acknowledging that the portfolio is accurate and complete (from their job experience). The evaluator will use this form to check off completion of each requirement.

12.43.2 Each candidate may receive consultation from the Certification Council member who is reviewing their portfolio, if there are additional questions or comments. Once the Council member finalizes the grading procedures, they recommend to the Certification Council approval or denial of the portfolio. The Certification Council may have a discussion, then a

motion to approve or deny. Afterward, the candidate will receive a letter from the Certification program manager notifying them of the approval or denial of their portfolio.

12.44 Prior to beginning the skills examination, the Certification tester shall check that each candidate has a current, accurate, and complete training record on file with the department that indicates they have been trained on and passed all skill objectives. Training records must include the date and the instructor's original signature and/or initials for each line. The training record shall also show that the candidate has passed all skills during an in-house comprehensive test. The record must include the original chief or training officer's initials or signature and the date the skill was passed. Candidates without completed training records are not eligible for spot check testing.

12.45 The agency being examined shall provide enough safety officers to ensure candidate safety during skills and/or evolution examinations. The agency shall provide proper tools, PPE, and other equipment needed for testing all skills for the tested level, unless alternative arrangements are made with the Certification program manager prior to the test. UFRA may provide needed items that are not currently in a department's inventory, or the department may request to borrow needed items.

12.46 Candidates will be scored "Pass" or "Fail" according to Council-approved skills "Performance Competencies." To achieve certification, 100% of spot check skills must be passed.

12.47 Each candidate performing a skill as a member of a team shall be evaluated individually.

a. Certification tester and candidate ratios are determined per level by the assigned SME's and approved by the Certification Council.

12.48 Candidates are given three attempts to meet minimum skills testing requirements.

a. A second attempt shall be evaluated by a different tester, unless the first-attempt evaluator is the only tester present.
b. When a team fails an item, any candidate in the group may request assignment to another team for a second attempt. Composition of the team for a retest may include candidates who have already passed that team skill, if the tester and lead tester believe that doing so will provide a more fair evaluation of the failed individual's skills.

12.49 Candidates must complete the examination process, both written and skills exams, for each level within one year from the first exam date. If the examination process is not completed within one year, all test results for that level become invalid and the candidate must start over in the examination process, from the beginning.

12.49.1 Candidates who fail a skills examination on the first two attempts must be retested on a skill from the section(s) in the standard they failed (the failed skill, plus one additional skill from the same area of the standard)—no sooner than 30 days from the date of the failed examination, unless otherwise approved by the Certification program manager or the Council.

12.50 Candidates who fail their first attempt on a skill may have the same tester administer the second attempt, if the candidate agrees. The candidate shall initial on the test form to allow

retesting by the same tester. The second attempt should take place during the same test session as the first attempt.

12.51 Candidates who fail a skills examination on the first test date for Fire Officer I or Fire Inspector I (one attempt) must be retested on the same skill they failed no sooner than 30 days from the date of the failed examination. If they fail the second attempt, they will need to retest on the skill they failed and on one additional skill from the same area of the standard, no sooner than 30 days from the date of the failed examination, unless otherwise approved by the Certification program manager or the Council.

12.52 If a candidate fails to pass the **skills examination** after three successive examination attempts, then they have failed the examination process and may choose one of two options:

1. The candidate may wait to reenter the examination process no sooner than one year from the date of the last failed examination.
    a. The candidate is not required to take a new course.
    b. The candidate may use a training record from previous testing **IF** the training record is within the same standard edition.
    c. The candidate must take both the written and skills examinations.

2. The candidate may submit a letter of petition to the Certification program manager announcing their intention and explaining the reason they want to reenter the testing process prior to the one-year requirement. The Certification program manager may bring the petition to the Council, at their discretion. The candidate will receive notification of the decision made by the Certification program manager within 30 days.
    a. The candidate must wait 120 days from the date of their last failed examination.
    b. The candidate must take another course and complete a new training record. This may be completed prior to the 120-day requirement.
    c. The candidate must take both the written and skills examinations.

12.53 If a candidate is denied reentry by the Certification program manager, they have the option to petition that decision to the Certification Council in writing.

12.54 If a candidate needs reasonable testing accommodations for a documented disabilities or qualifying conditions affecting the candidate's ability to complete the skills examination, the procedures listed below must be followed.

a. Candidates must submit a petition in writing to the Certification Council specifying the level and date of testing, the reason(s) testing accommodation are needed, and the type of accommodation. Requests shall be reviewed using ADA guidelines to determine whether the requested accommodation is reasonable and appropriate.
b. A statement from the candidate's doctor must accompany the request, attesting to the need for testing accommodation, clarifying why there is a need, and attesting that the candidate is physically and safely able to complete the requirements of the exam.
c. A statement from the candidate's chief or administrator must also accompany the request, attesting to the need for testing accommodation, clarifying why there is a

need, and attesting that the candidate is physically and safely able to complete the requirements of the exam.

d. All requests will be reviewed at the next scheduled Certification Council meeting, where they will be voted on and approved or denied by a majority vote of the Council.
e. If approved, an "Examination Request" form must be received by the Certification Office at least 30 days prior to the requested test date.
f. The Certification tester conducting the skills examination will be notified that there have been accommodations made and administer the examination according to the direction of the Certification Council.
g. The candidate must meet all other requirements and prerequisites for the level of testing being requested.
h. No accommodations will be made that do not follow the minimum requirements set forth by the NFPA and NWCG.

12.55 If equipment is found to be defective, inadequate, or incomplete during the skills examination testing process, the candidates testing will not be held accountable or have their exam documented as a failure. Rather, the candidates will begin again with properly operating equipment.

Petitions

12.56.0 All petitions submitted must first undergo an administrative review by the Certification Program Manager or designee from the certification division. The Certification Program Manager or designee from the certification division will evaluate the petition, determine whether it meets submission requirements, and issue an initial decision or recommendation within 15 days of receiving the petition. If the candidate would like to challenge the initial decision made by the Certification Administration, then the candidate must have their fire chief or training officer request an appeal in writing will all pertinent information for it to be reviewed by Certification Council at the next scheduled meeting.

12.56 The Council may approve a repeated attempt of a written or skills examination by voiding the last exam attempt. The purpose of a repeated attempt is to address errors or omissions by the certification office, not to expand testing opportunities for the candidate. A request for a repeated attempt shall come from the chief or training officer.

12.57 The Council must receive the request for a repeated attempt in writing from the candidate and it must be endorsed by the candidate's chief or administrator no later than 60 days from the date of the last failed examination.

12.58 A letter requesting the repeated attempt shall state why the candidate is requesting a repeated attempt, including all information necessary for the Council to make a decision.

12.59 During a written or skills examination, candidates will be held to the highest degree of conduct. Cheating of any kind during any examination will not be tolerated.

12.60 If a Certification tester observes cheating during an examination, the lead tester will remove the candidate from the test. The candidate will be informed of the observation and requested

to leave the test site. A supervisor of the department where the test occurred will be informed of the incident as soon as it is practical, without delaying the testing of the other candidates.

12.61 The Certification tester will provide a written report documenting the observation of cheating and return the testing material and the report to the Certification program manager for review as soon as possible.

12.62 The candidate may appeal the testers' action(s) to the Certification administration in writing. The Certification program manager will review the appeal.

12.63 After reviewing the tester documentation and the appeal by the candidate, the Certification program manager has the following options:

a. Accept the actions of the Certification tester and deny further testing of the candidate based on sections 12.25 or 12.52.
b. Accept the appeal of the candidate and allow the candidate to retest using a different version of the level being tested.
c. Refer the situation to the Council for discussion and action.

12.64 If further testing is denied, either by action of the Council or the Certification program manager, the candidate will be ineligible for testing from the date of the test for a period of one year.

Test Sites

12.65 Test sites will be managed in a manner that is safe, is appropriate for the type of test being administered, and follows the guidelines.

12.66 Testers shall be dressed in appropriate clothing, including the approved tester polo shirt, tester ID badge, and khaki pants or station/duty pants. Testers shall not wear shorts, sandals, or open-toed shoes.

12.67 When testers are working outdoors, appropriate clothing to meet inclement weather is acceptable.

12.68 Outdoor testing during inclement weather (thunder and lightning storms, extreme heat, cold, snow, or icy conditions) is a major safety concern. Testers should always be aware of and alert to changing weather conditions and may adjust a test to maintain a safe testing environment. If a test is changed due to inclement weather, the Certification Office should be notified as soon as possible. Safety officers shall observe candidates for signs of heat and cold stress or the presence of potentially dangerous medical conditions and take responsible action to prevent injury due to such conditions.

12.69 In the event weather makes driving conditions dangerous for testers, the test may be cancelled and rescheduled at the earliest possible date. Notification will be communicated to all testing agencies by the Certification Office and/or the lead tester as soon as possible. The hosting agency will be responsible for communicating the cancellation to all other agencies that were scheduled to test.

12.70 The lead tester shall contact the department hosting the test, prior to testing, to ensure that there are adequate resources available to conduct the assigned test.

12.71 Testers shall arrive at the test site at least 30 minutes prior to the scheduled test time to set up the site, conduct and participate in a pre-test briefing, and ensure that testing begins on time.

12.72 Coordination of a test site, where a written and skills examination is being conducted, shall be done so those candidates taking a written examination shall be allowed to complete the examination without interruption by testers.

12.73 It will be the responsibility of the lead tester to coordinate a test site to maximize the time, resources, testers, and candidates in order to provide a fair and equitable testing process that follows UFSCS Policies and Procedures.

12.74 Simulation for skills examinations shall be permitted when performance in actual conditions cannot be duplicated. The simulation must allow candidates to demonstrate their applicable knowledge and successfully complete all competencies required by the skill.

12.75 Test boxes will be sent to the lead tester and sealed with a "To Be Opened by Tester Only" tag. Certification testers who encounter a test box with the seal broken shall assume the test box has been tampered with and contact the Certification Office. While unsealed, the test box shall remain under the direct control of the Certification tester.

12.76 Test boxes shall be resealed with a "To Be Opened by Certification Staff Only" tag, taped, and returned (using the return shipping label) to Certification administration within 5 days of the exam being administered.

12.77 All testing material receipts are inventoried after each usage to ensure that all test booklets have been returned.

SECTION 13. EXAMINATION SCHEDULING

13.1 A request for an examination must be submitted to the USFCC Certification office for each written or skills "spot check" examination. The "Examination Request" form may be obtained by accessing the UFRA website.

13.1.1 Departments are responsible for monitoring exam progress and submitting for retakes correctly. Attempt numbers must be accurate for the testing process. If an attempt number is requested in error by the department and it is a 4th attempt that is taken that attempt will be invalid and/or made to be a first attempt in the testing process according to policies 12.2.5 and 12.5.2.

13.2 Skills "spot check" examinations and written examinations shall be requested using an "Examination Request" form.

13.3 A separate "Examination Request" must be submitted for each examination attempt.

13.4 The chief or administrator of the participating agency shall submit an "Examination Request" to the Council not less than 30 days in advance of the scheduled examination date.

13.5 Testing facilities, apparatus, equipment, supplies, and support personnel are the responsibility of the local fire service organization. The local fire service organization shall be aware of and comply with all applicable NFPA standards; federal laws; and Council standards, policies, and procedures.

13.6 The candidate's agency will provide and bear any cost of equipment, apparatus, and suitable facilities necessary to conduct the examination.

13.7 On receipt of the "Examination Request" from the participating training agency, Certification administration will schedule examinations.

13.8 Certification tester(s), approved by the Council, will be assigned to the participating agency to administer examinations.

13.9 Certification tester(s) shall follow all examination procedures defined by the Council. Any and all discrepancies regarding training records, in-house comprehensives, and related training issues shall be documented and submitted to Certification administration with the test box.

13.10 Accredited entities shall permit a representative designated by the IFSAC Certificate Assembly Board of Governors to observe any testing process upon receiving notice of intent to observe the test at least forty-eight hours prior to the test. The certifying entity shall provide the date, time, and location of any testing process upon request for such information by the IFSAC administration.

SECTION 14. CERTIFICATION TESTERS

14.1 Certification testers for the Utah Fire Service Certification System shall conduct themselves in a professional manner at all times.

14.2 To apply as a Certification tester, an applicant must be currently affiliated with a Utah fire agency with a minimum of 5 years as a firefighter, be certified at Fire Instructor I or M-410 Facilitative Instructor, and be certified at the level they are testing—or as approved by the Certification program manager or the Council.

14.3 Applicants must complete a Utah Valley University (UVU) application and submit: a cover letter of interest with evidence of qualifications; a resume of education, training, and experience; copies of certifications issued by the UFSCS; and two letters of recommendation, one of which must be from the chief or administrator of the applicant's agency and the other from a fire service professional. The chief or administrator and the other fire service professionals will be contacted to verify their recommendations.

14.4 Once an application has been reviewed, the applicant will be interviewed by the Certification program manager or an interview panel. Once approved, the applicant must attend and

successfully complete the certification tester course offered by the Certification program manager.

14.5 Once an applicant has completed the prerequisites, the application process (including the interview), and the tester training course, they will be notified of their status as a Certification tester.

14.6 Certification testers should attend tester update training every year. If a Certification tester does not attend the training one year, they must attend the following year to maintain their status as a tester. If the tester does not attend two consecutive years of training, they will be removed from the tester list.

14.6.1 Certification testers and administration must complete required UVU HR compliance course training annually to maintain their status as an employee of Utah Valley University and the Utah Fire and Rescue Academy, and as a UFSCS Certification tester. Training may include, but is not limited to: FERPA Training; Title IX; Cyber Security; Workplace Conduct; and UVU Policy 165, "Discrimination, Harassment, and Affirmative Action." (See UVU's current list of compliance training for employees.)

14.7 Level I assistant Certification testers must successfully complete a minimum of six skills exam test sites—one as an observer and a minimum of five as an assistant tester—before they will be allowed to administer a test site as a Level II lead Certification tester, or as determined by the Certification program manager. A Level III senior lead Certification tester achieves that level by being a lead tester for ten consecutive years with a good evaluation record.

14.8 All Certification testers may be given the opportunity to administer examinations. Testers will be contacted by a Certification specialist and should respond promptly to the specialist. Testers who do not respond or who do not administer any tests (due to minimal need in their area) during a one-year period may be removed from the tester list and removed from UVU payroll.

14.9 Certification testers must follow UFRA SOGs, UVU policies, UFSCS Policies and Procedures, examination instructions, and all other documents and forms applicable to testing.

14.10 The Council reserves the right to "walk in" unannounced and observe certification testing in progress by Certification testers.

14.11 Certification testers may be subject to disciplinary action in accordance with UVU Policies and Procedures for violation of section 14.9. This action may include probation, suspension, and/or revocation of Certification tester status. Further action may be taken as outlined in section 20.

14.12 A Certification tester must maintain affiliation with an approved agency in order to remain a tester. Once a tester retires or is no longer affiliated, the tester will be removed from the tester list and terminated by UVU.

14.13 If the former tester is re-affiliated after termination and wishes to reapply, the process outlined in sections 14.2 to 14.5 shall be followed.

14.14 Live Fire Certification testers must also be affiliated with a Utah fire agency with a minimum of 5 years as a firefighter, be certified at Fire Instructor I or M-410 Facilitative Instructor, be certified at Firefighter I and II, and be approved by the Certification program manager.

1. A Live Fire lead tester must not be associated with the instruction of the course being tested. The Live Fire lead tester must remain outside the live fire prop or structure during the exam.

2. A Live Fire assistant instructor may also work as a Live Fire assistant tester but is not permitted to be the Live Fire lead tester if they have been associated with the instruction of the course. Additional Live Fire assistant instructor requirements include:
    a. Must be approved to be a UFRA Live Fire instructor
    b. Must meet NFPA 1403 Live Fire training standards
    c. Must meet all UFRA instructor prerequisites and minimum qualifications
    d. Must attend the Live Fire Train-the-Trainer training and necessary updates

3. A Live Fire assistant instructor may be approved by the Certification program manager.

14.15 Certification testers for Technical Rescue, Fire Investigator, and Live Fire skills exams must receive testing instructions at a Train-the-Tester workshop. They must meet all qualifications and continue to learn any necessary updates.

14.16 Certification testers must be certified at the level they are testing or be approved by the Certification program manager or the Certification Council.

SECTION 15. CERTIFICATION TESTER EVALUATIONS

15.1 Certification testers shall be evaluated periodically or as determined by the Certification program manager and/or Council members. Evaluations shall be completed by Certification administration or a member of the Council.

15.2 Tester evaluation forms shall be returned to the Quality Assurance and/or Quality Control (QA/QC) Division to process within five days of the evaluation.

15.3 QA/QC shall provide to Certification administration calculated data from evaluations. If problems are found, Certification administration and/or the Council shall decide on the best course of action.

15.4 Certification administration shall collect and file evaluation forms on the tester's electronically.

SECTION 16. EXAMINATION GRADING/SCORING/APPEALS

16.1 All examinations shall be graded by Certification administration, an assigned Certification tester or SME, or electronically upon submission of an online exam.

16.1.1 Online examinations will be automatically graded once submitted (unless accommodations were requested).

16.2 Hard-copy paper examinations (multiple choice, true/false) **will not** be graded in the field.

16.2.1 Skills examinations (i.e., psychomotor, cognitive, product, process, project, and/or portfolio) will be graded by the subject matter expert or Certification staff member assigned using a grading rubric, or by a qualified Certification tester at the site of the skills exam.

16.3 The scoring of exams shall be impartial.

16.4 Skills examination results should be given to each candidate privately at the conclusion of the skill being tested, depending on the type of examination.

16.5 The chief, administrator, or designee of the participating agency will be mailed or emailed a copy of written and skills examination pass/fail results within 25 days of the examination.

16.6 Examination percentage results will not be given to any individual other than the candidate unless the candidate files an "Authorization to Release Information" form with Certification administration.

16.7 Examination results and certification records will be maintained by Certification administration and protected by passwords and keys.

16.8 Examination results and certification records will be sent to the candidate's primary agency.

16.9 If a candidate works for two agencies, records will reside with the primary agency unless the candidate requests them to reside with the secondary agency.

16.10 To request that records be moved from a primary agency to a secondary agency, a candidate must send a letter to Certification administration asking for the change. A chief or administrator may update a department roster by contacting the Certification Office.

16.11 Upon receiving the written request, Certification administration will make the change and the candidate's record will be hosted in the database of the Utah Fire and Rescue Academy.

16.12 For candidates who have failed a third-attempt examination, written or skills, their chief or administrator will be notified of the failure and made aware of the testing policy regarding third attempt failures.

16.13 Examination results may be appealed by contacting Certification administration in writing, within 60 days, and explaining the reason for the appeal. If resolution of the appeal does not occur through Certification administration (see policy 12.56.0), the candidate can appeal to the Council. If the Council turns down the appeal, the candidate can appeal to the Utah Fire Prevention Board. If the Board turns down the appeal, the candidate can request a judicial

review. A judicial review of all final board actions resulting from informal adjudicative proceedings is available pursuant to Utah Code.

16.14 An official appeal must be in writing and include:

a. The candidate's name
b. The date of the examination
c. The type of examination (written or skills)
d. The reason the appeal is being requested

16.15 Challenges to written examination questions must be submitted, in writing, at the time of the examination, and the question numbers being challenged must be specified. A challenge may be written on the challenge question form. For an online test, a candidate may fill out an online challenge question form—after completing the test and before leaving the testing area.

16.16 Appeals of skills examination results must be submitted to the Council within 60 days of the date of the examination.

16.17 An exam cannot be appealed after a retest of that exam has been administered.

16.18 The Council must act on the appeal at the next scheduled meeting. The Council must notify the applicant as to their decision, in writing, within 30 days of the meeting.

SECTION 17. REQUEST FOR CERTIFICATION

17.1 When a candidate has successfully completed the written and skills "spot check" examinations and/or any other required documents, the participating agency must submit a "Certification/Recertification Request" form to the Council. This form can be found on the UFRA website.

17.2 If a candidate has completed both the written and skills "spot check" examinations and no "Certification/Recertification Request" form has been received by Certification administration, the test results will remain valid for a period of three years. The time will be based on the date of the last test given and passed. At the end of this three-year period, if a "Certification/Recertification Request" form has not been received, those test results will become void and will no longer be acceptable.

17.3 A fee may be charged to each candidate for testing and certification, for each level of certification being requested. Refer to the fee schedule on the UFRA website.

17.4 Certified candidates will be issued an ID card and a certificate, both of which can be printed from UFRA's website. They will also be issued a patch. A fee may be charged for original certificates, certification cards, and patches.

SECTION 18. ISSUING CERTIFICATION

18.1 Candidates meeting or exceeding standards of written and skills behavioral performance objectives will be issued certificates, ID cards, and patches (as available), identifying them as certified at the level being requested.

18.2 Certificates will clearly identify the certifying entity, the name of the candidate, the level of certification, the applicable standard and edition, the date issued, the IFSAC seal, and the signature of the issuing authority. Only seals issued from IFSAC administration will be used. Pro Board logos are available on certification certificates issued after July 1, 2023. Prior to that date, candidates were able to purchase a Pro Board certificate by completing and submitting a Pro Board application.

18.3 Certificates will be created and available online for candidates to print from UFRA's website within 45 days of the Certification Office receiving the certification request.

18.4 ID cards are available to print online from the UFRA website at no cost.

18.5 A candidate or their chief or administrator may purchase a copy of the certificate with the original IFSAC seal for a fee, as determined by the Certification Council. Pro Board does not issue seals, but certificates can be printed from the UFRA website (after July 1, 2023) or obtained through the Pro Board application process.

18.6 All applicable fees for testing and certification shall be paid in a timely manner.

18.7 Certification will be valid for a three-year period unless otherwise specified by a certification standard.

18.8 Certificates and ID cards will be issued with January or June expiration dates unless otherwise specified by the certification standard.

18.9 Certification seal numbers will be sent to IFSAC for entry into a national registry.

18.10 Certifications shall not be issued if more than three years have elapsed from the date the candidate successfully completed both the written and skills examinations and if a new edition has been adopted. If a new edition has been adopted prior to certification issuance and the three years have not expired, then the certification will be issued. Exceptions to the three-year limitation may be granted only if it is a documented administrative error by the certification office or under a formally adopted transition policy during standard revision implementation. All exceptions must be documented in writing and approved by the Certification Council.

18.11 Utah Fire and Rescue Certification Council recognizes the services commitments of military personnel serving in some capacity (Active Duty, Reserve, or National Guard) and may become unavailable to complete certification requirements. All petitions that fall under active duty will be reviewed by the Program Manager or designee first. If the Program Manager or designee denies the request the applicant can appeal to the council for review. An approved freeze period for exam scores and/or certifications may be granted allowing for a

candidate to complete the process without penalty for being deployed. To be eligible to meet this criterion the candidate must provide official military orders indicating active deployment or duty assignment along with a letter from the candidate's chief with the dates the candidate will be deployed and an explanation that the deployment will interfere with the certification or testing requirements. The chief must indicate that the member is in good standing with the department. This request should be submitted prior to deployment but can be submitted within 90 days of return from deployment if prior submission was not possible.

SECTION 19. RECERTIFICATION

19.1 Application for renewal of certification must be made by submitting a "Certification/ Recertification Request" form to Certification administration prior to the expiration date of the current certification period. This form can be found on the UFRA website.

19.2 Certification administration will notify participating agencies regarding the need for their certified personnel to recertify, approximately 60 days prior to their certification's expiration date. Notification will be sent in April and November. The online "Lookup System" also lists department information.

19.3 Recertification will be for all levels held by the certified applicant unless otherwise specified by the Council.

19.4 A fee may be charged for recertification. New certificates will not be issued.

19.5 Recertification is for an additional three-year period unless otherwise specified by a certification standard.

19.6 Participating agencies may renew certification of their members by having the chief or administrator submit a "Certification/Recertification Request" form verifying that the certified candidates participated in at least 36 hours (per year) of structured class and skills training relevant to their certifications, or a total of 108 hours of training in the previous certification period, unless otherwise specified by a certification standard.

19.7 Records shall be maintained by the participating agency to verify that recertification requirements have been met.

19.8 The Council may examine the training records of any and all certified personnel for renewal of certification.

19.9 The Council may conduct a written or skills examination at their discretion.

19.10 If a certified candidate's certification has been expired for six months or longer without a "Certification/Recertification Request" form being filed with the Certification Office, the certified candidate is not eligible for recertification.

19.11 If recertification has lapsed due to extenuating circumstances, the candidate and/or agency may contact the Certification Office.

19.12 If a candidate has returned from military service and certifications have lapsed, verification of competency from the chief or administrator will be considered. (See policy 18.11 for more information)

SECTION 20. REVOCATION, SUSPENSION, AND/OR DENIAL OF CERTIFICATION OR TESTER PRIVILEGES

20.1 The Council may revoke, suspend, or deny the certification of any candidate or the testing privileges of any Certification tester who:

a. Makes any intentional material misstatement on an application for certification or testing privileges
b. Has been convicted of a felony, capital offense, class A misdemeanor, felony plea-bargained down to a misdemeanor, or a crime involving violence inflicted on another person or abuse of another person
c. Falsifies records, documentation, or signatures pertaining to certification or employment as a tester
d. Intentionally misrepresents or violates UFSCS Policies and Procedures
e. Intentionally violates test instructions to dishonestly pass an examination or allows someone to pass a test dishonestly
f. Fails to successfully complete all elements of certification for the indicated standard within a one-year time period, unless otherwise specified in a certification standard. The one-year time frame begins with the first attempt at either the written or skills exam.
g. Cheats during any part of the testing process
h. Fails to report cheating
i. Lies to investigators concerning alleged violations
j. Has any physical or mental disability that affects their (the candidate's or Certification tester's) ability to perform their duties, as determined by a court of competent jurisdiction or a medical doctor
k. Uses Artificial Intelligence (AI) for any part of the test process- see policy 12.33.1

20.2 The Council may choose not to accept any training and in-house training records, for the purpose of state certification, which have been signed by department instructors or training officers who have:

a. Falsified training records
b. Failed to report cheating or allowed cheating on in-house tests to occur
c. Lied to, or failed to cooperate with, investigators concerning alleged violations

SECTION 21. PROCEDURES FOR REVOCATION, SUSPENSION, AND/OR DENIAL OF CERTIFICATION

21.1 The Council or its representative(s) will investigate all suspected or reported violations defined in section 20.

21.2 The Council shall appoint an investigative committee of two or more Council members. The Certification program manager is an optional member of the committee. The special committee will follow an approved investigation process to investigate suspected or reported violations as deemed appropriate (see the "Investigation Guide" in Appendix E).

21.3 The purpose of an investigation shall be to determine whether there has been "conduct in violation" of section 20.

21.4 The investigation process shall be conducted in a timely manner and in such a way as to not intentionally embarrass or demean an organization or person.

21.5 The investigation shall begin by notifying the affected organization or individual that an investigation is being conducted. At this time, the purpose of the investigation will be explained to involved parties.

21.6 After being notified of the investigation, if the candidate and/or organization being investigated chooses to relinquish all certifications, the candidate may do so in writing and no investigation will be conducted.

21.7 During the investigation, witnesses may be interviewed, evidence will be collected and documented, and any public accounts such as newspaper articles or public records may be reviewed.

21.8 The investigator(s) 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.

21.9 The investigator(s) shall deliver a report to the Council. The report should be in writing and signed by the person conducting the investigation and/or committee members. It should summarize, analyze, and briefly state the conclusion of the investigation based on the facts.

21.10 If the Council believes, following an investigation, that grounds exist for the revocation, suspension, or denial of certification, the candidate shall be given written notification of the Council's intention to hold a hearing.

21.11 The written notification shall include the date, time, location, purpose, and basis of the hearing. The Council may summon and interview witnesses and gather information pertinent to the case and shall allow the accused candidate(s) to respond to the charges in writing or in person.

21.12 The written notification to the candidate shall be sent by certified mail to the last address furnished to the Council by the candidate or participating agency. Copies of all correspondence and documentation shall be retained and secured by the Certification administration.

21.13 The revocation, suspension, or denial of certification shall require a majority vote of a quorum of Council members (following the hearing). The Council may choose to hold a closed session for deliberation about the charges, but any resulting vote on an action shall be taken during an open session.

21.14 Any candidate who has lost and/or been denied certification pursuant to section 20 may reapply for certification *one year* after the date of the Council's action, unless otherwise specified by the Council.

21.15 Upon a candidate's choosing to relinquish certifications voluntarily or the revocation, suspensions, or denial of the certification of any candidate, the candidate shall return to the Council all certificates, cards, and patches issued by the Council for said certification level(s) being relinquished, revoked, suspended, or denied.

21.16 Candidates who have had their certifications revoked, suspended, or denied may appeal the decision of the Council to the Utah Fire Prevention Board.

SECTION 22. PROCEDURES FOR REVOCATION, SUSPENSION, AND/OR DENIAL OF CERTIFICATION TESTER PRIVILEGES

22.1 The Certification program manager will investigate all suspected or reported violations by Certification testers as defined in section 20. The Certification program manager may seek assistance from the Council to conduct the investigation.

22.2 The purpose of an investigation shall be to determine whether there has been "conduct in violation" of section 20.

22.3 The investigation process shall be conducted in a timely manner and in such a way as to not intentionally embarrass or demean an organization or person.

22.4 The investigation shall begin by notifying the affected organization or individual that an investigation is being conducted. At this time, the purpose of the investigation will be explained to involved parties.

22.5 During the investigation, witnesses may be interviewed, evidence will be collected and documented, and any public accounts such as newspaper articles or public records may be reviewed.

22.6 The investigator(s) 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 in order to avoid a further violation of section 20.

22.7 The investigator(s) shall deliver a report to the UFRA deputy director over Certification, in the event that the person being investigated is a UFRA employee. In the event that the individual being investigated is acting in their capacity as a fire and emergency services department employee, the report shall be presented to the Certification Council. The report should be in writing and signed by the person conducting the investigation and/or committee members. It should summarize, analyze, and briefly state the conclusions of the investigation based on the facts.

22.8 UFRA employees accused of violations of section 20 or UVU policies and procedures are subject to UVU progressive disciplinary processes. The UFRA director shall make a report of such action to the Council, if the director believes that Council's action regarding testing privileges is warranted.

22.9 If the Council believes, following an investigation, that grounds exists for the revocation, suspension, or denial of testing privileges, the tester and the employing department's chief or administrator shall be given written notification of the Council's intention to hold a hearing.

22.10 The written notification shall include the date, time, location, purpose, and basis of the hearing. The Council may summon and interview witnesses and gather information pertinent to the case and shall allow the accused tester to respond to the charges in writing or in person.

22.11 The written notification to the tester shall be sent by certified mail to the last address furnished to the Council by the tester or the employing department. Copies of all correspondence and documentation shall be retained and secured by Certification administration.

22.12 The revocation, suspension, or denial of testing privileges shall require a majority vote of a quorum of Council members (following the hearing). Such action shall be based on the severity of the violation. The Council may choose to hold an executive session for deliberation about the charges, but any resulting vote on an action shall be taken during an open session.

22.13 Any tester who has lost and/or been denied testing privileges pursuant to section 20 may reapply for testing privileges *one year* after the date of the Council's action, unless otherwise specified by the Council.

22.14 Testers who have had testing privileges revoked, suspended, or denied may appeal the decision of the Council to the Utah Fire Prevention Board.

22.15 Following testers' reinstatement by the Council, Certification administration and UFRA will not be obligated to rehire testers who have had testing privileges revoked, suspended, or denied.

SECTION 23. RECIPROCITY

23.1 The Council may elect to give credit for certifications received in other states, territories, or countries, provided such certification has been approved by IFSAC or Pro Board.

23.2 Certifications without IFSAC or Pro Board recognition that were received in other states, territories, or countries will be accepted as completed training records. Holders of such certifications shall be subject to written and skills "spot check" testing.

23.3 The Council may enter into standing reciprocity agreements with states, territories, or countries that, by law, regulate and supervise the quality of fire service training and fire certification. In such cases, the Council may waive the requirements for section 23.2.

23.4 Adoption of any standard or program shall not render invalid any candidate's prior certification.

23.5 After verification of IFSAC or Pro Board certifications (from other states, etc.—see section 23.1), the Council may issue a Utah reciprocity certification that will *not* bear a Pro Board or IFSAC seal and number on it. This Utah reciprocity certification may allow an individual to enter into the next level of Utah certification.

SECTION 24. PAY AND TRAVEL REIMBURSEMENT

24.1 The tester pay rate is based on UFRA adjunct instructor hourly rates and the actual hours worked for both the lead tester and the assistant tester(s).

24.2 Lead and assistant testers who administer a skills exam will be paid for the actual hours worked for the exam. This includes on-site arrival and leave time.

24.3 Testers who administer a written exam will be paid for 2 hours. If a tester is testing their own department, they will not be paid.

24.4 Testers must complete a UVU time sheet to receive payment. The time sheet must be an accurate account of the authorized work.

24.5 An assistant tester may be dismissed from a test site by the lead tester if there is a low number of candidates testing. As compensation, the assistant tester who was dismissed after arriving will be paid for 2 hours of work.

24.6 Testers must test at least once per year or they will be terminated from UVU. If a tester has been terminated, they will need to resubmit their employment paperwork.

24.7 Certification testers will receive a mileage reimbursement if they drive their own vehicle and travel more than 50 miles round-trip. Mileage will be calculated using round-trip mileage from home (or actual start point if different) to the test site. Full address information is required when entering work time and travel in the Smartsheet payroll application and the mileage is

then verified. Mileage reimbursement amounts are subject to change as per UFRA and UVU policy.

24.8 A Certification tester will receive a travel stipend for time driven when travel is more than 50 miles round trip. Mileage will be calculated using round-trip mileage from home (or actual start point if different) to the test site. Full address information is required when entering work time and travel in the Smartsheet payroll application and mileage is then verified. The travel stipend rate is subject to change as per UFRA and UVU policy.

24.9 Reimbursement for hotel expenses is allowable if a tester is working more than 70 miles from home and receives prior approval from the Certification program manager. The tester must ask the hotel for the "state rate." An itemized receipt from the hotel is required for reimbursement. The receipt must have a zero balance.

24.10 Meals are only reimbursed for an overnight work assignment. Amounts are determined per UFRA and UVU policy. No receipts are required for meal reimbursement.

SECTION 25. SPECIAL CERTIFICATES AND AWARDS

25.1 Honorary certification and other awards may be presented by UFRA or the Council for the purpose of raising the level of competence of fire service personnel and to foster cooperation among other agencies, groups, organizations, jurisdictions, and individuals, and to honor individuals for special or extraordinary service.

SECTION 26. FIRE DEPARTMENT RECOGNITION PROGRAM

26.1 The purpose of the Fire Department Recognition Program is to recognize departments that support, promote, and encourage their emergency response personnel to certify within the Utah Fire Service Certification System.

26.2 The following definitions apply to the Fire Department Recognition Program.

26.3 **Department**: any fire service unit, public or private, or an organization of the state, city, county, special district, industrial fire brigade, or federal government whose primary duty is fire suppression and prevention or emergency response

26.4 **Participating department**: any agency or entity that complies with the intent of the Utah Fire Service Certification System and has a Letter of Intent on file with the Certification Office

26.5 **Active member**: a duly enrolled member of a department who is authorized to respond to fire and emergency calls with an emergency response organization

26.6 **Certified personnel**: those serving as members of a fire department who are currently certified in one of the accredited levels of the Utah Fire Service Certification System

26.7 **Recognized levels of certification**: For this program, special recognition will be given to departments for members certified in the following seven levels of certification: Firefighter I, Firefighter II, Hazardous Materials Awareness, Hazardous Materials Operations, Wildland Firefighter I, Apparatus Driver Operator Pumper, Fire Officer I.

26.8 **Levels of recognition**:

- Having 10% of members certified in any level merits a Participating Department Award.
- Having 50% of members certified in any level merits a Bronze Recognition Award.
- Having 75% of members certified in any level merits a Silver Recognition Award.
- Having 95% of members certified in any level merits a Gold Recognition Award.

26.9 The Council has established the following criteria for recognition in the Fire Department Recognition Program:

a. The department must submit a properly completed application.
b. The department must have a minimum number of certified personnel. Ten percent of those listed as active members must be certified in at least one of the seven program categories.
c. The department must submit a list of all active members.
d. Certification administration will verify the percentage of certified members.

26.10 The department will be recognized for the levels listed in section 26.7.

26.11 The department will list on its application all active members and indicate each person's certification levels.

26.12 The department will be recognized for achieving a certain award level based on its total number of active members and the members' certification levels.

26.13 The application must be signed by the chief or administrator of the department, verifying that the list is accurate and that the members listed are in good standing with the department.

26.14 Upon successful completion and approval of an application, the organization will be awarded recognition as a participating department and will be issued a certificate showing the award level and given two decals for placement on department apparatus.

26.15 The recognition award will be valid for a period of three years, after which the applicant's organization must renew its recognition in the program.

26.16 If a department changes its status during the three-year period and wants to change its recognition level, it may do so by completing a new application.

SECTION 27. ATTENDANCE

27.1 Full commitment and active participation are essential to the successful completion of UFRA courses. Students attending a UFRA-delivered training course shall complete a minimum of **80% of scheduled instructional hours** through direct attendance and course completion before being approved to take the certification examination. Students are also expected to complete **100% of all required course hours, activities, and instructional content** through direct attendance and/or an approved make-up process.

Attendance and course completion shall be tracked throughout the course and reviewed prior to examination approval. Students who do not meet the minimum 80% direct-attendance and course completion requirement shall not be approved to take the certification examination unless an exception is granted in accordance with this policy.

1. Direct In-Class Attendance –

a. Students must physically attend at least **80% of all scheduled instructional hours 100% is preferred.**

b. Falling below the 80% direct-attendance and course completion requirement shall result in course withdrawal and/or ineligibility to take the certification examination, regardless of make-up work completed, unless an exception is preapproved.

c. Attendance shall be documented throughout the course and verified prior to examination approval by the assigned lead instructor.

2. Approved Make-Up Allowance –

a. Up to **20% of missed instructional hours** may be completed through assigned and approved coursework, make-up assignments, or equivalent learning activities as determined by the course lead or assistant instructor(s).

b. Make-up work must adequately address the instructional content and learning objectives missed during the absence.

c. Make-up assignments must be requested within **24 hours of the missed session** and completed within **two days following the absence**, unless approved by the Program Manager through the lead instructor.

d. Make-up work must meet established quality standards to receive credit. Simply submitting make-up work does not guarantee that the missed instructional time will be credited.

f. Certain practical and performance-based training may require direct participation. Make-up training will be at the discretion of the lead instructor. Prop-based training will

not be eligible for make-up training due to the availability of props and specialized instructors. Scheduling these with other classes as a make-up will be done at the discretion of the Program Manager and the host agencies.

3. Notification of Absence

Students who anticipate missing scheduled instructional hours must notify the instructor **prior to the start of the training session whenever possible**. Failure to provide a timely notification may affect the student's eligibility for approved make-up work and course completion.

4. Tardiness and Early Departures

Arriving more than **15 minutes late** or leaving more than **15 minutes early** will be considered a partial absence and may require make-up credit for the instructional time missed. Repeated incidents of tardiness or leaving early may be considered cumulatively when determining attendance compliance.

5. Attendance Exceptions

Exceptions to the minimum 80% attendance requirement may be considered when circumstances are documented and the student can demonstrate completion of the missed instructional content through an approved make-up process.

Possible exceptions may include, but are not limited to:

- Medical documentation from a physician (Doctor’s note excusing the absence)
- Military deployment
- Unavoidable duty conflicts or emergency responses
- Other significant, documented circumstances approved by UFRA

Any exception must be reviewed by the **lead or assistant instructor(s), and approved by Program Manager**, as appropriate. Approval of an exception does not eliminate the requirement for the student to demonstrate competency and complete the missed instructional content.

6. Training Documentation and Verification

Completion of required training shall be documented through an appropriate training record that is completed, verified, and signed in accordance with UFRA policy. Verification requirements for the training record will be based on the course delivery model.

Direct Delivery Courses – Training records must be completed and signed by the assigned UFRA instructor(s).

Supported Delivery Courses – Training records may be completed and signed by the department's designated representative, which may include the Training Chief/Officer, Fire Chief, or another person officially designated by the department.

7. Failure to Meet Attendance and Completion Requirements

Students shall be withdrawn from the course and denied approval to take the certification exam if:

a. Accumulate unapproved absences
b. Fail to maintain the minimum 80% direct attendance
c. Fail to complete required make-up work
d. Fail to account for 100% of required course hours and instructional content
e. Fail to satisfy all applicable UFRA course completion, certification, testing, and prerequisite requirements

APPENDIX A. FORMS

Utah Fire Service Certification Council

Intent to Participate

Organization Information

Department/Organization Name:

Agency Type: ☐ **Utah Fire Department** ☐ Career ☐ Volunteer ☐ Combined
☐ **Non-Affiliated Agency** ☐ EMS ☐ Emergency Mgmt. ☐ Hospital/Health Care
☐ Industrial ☐ National Guard ☐ Police ☐ Sheriff ☐ School District ☐ Search & Rescue
☐ Other not listed _____

Department Address (Must be the department/entity address)

Mailing Address: _____

City: _____ County: _____ Utah ZIP: _____

Physical Address: _____

City: _____ County: _____ Utah ZIP: _____

Department Leadership (Two representatives for each entity must be listed, typically the Chief & Training Officer. If an individual listed holds another position, please note)

Chief/Administrator Name: _____

Dept Email Address: _____

Personal Email Address: _____

Dept Phone Number: _____ Cell Number: _____
☐ Personal ☐ Department

Training Officer Name: _____

Dept Email Address: _____

Personal Email Address: _____

Dept Phone Number: _____ Cell Number: _____
☐ Personal ☐ Department

Organization Acknowledgement

- Fire departments must attach documentation from the Utah State Fire Marshal's Office verifying status and FDID.
- Non-Affiliated Participating Agencies will be billed $90 per certification.
- By signing below, I/we certify that the information listed is true and correct. I/we certify that the above listed department/organization will follow all policies and procedures of the Utah Fire Service Certification System.

Chief/Administrator Signature: _____ Date: _____

Training Officer Signature: _____ Date: _____

Certification Office Only

Utah Fire Service Certification Council
C/O Utah Fire and Rescue Academy
3131 Mike Jense Parkway Provo, UT 84601
Office: 801-863-7709
Email: UFRACertification@uvu.edu

Fire Department Recognition Program

INTRODUCTION

The voluntary firefighter certification program is a legislatively supported system signed into law House Bill 347 in 1981. The Utah Fire Service Certification System allows for the certification of any firefighter who resides in the State of Utah and is an active member of a Utah emergency response organization.

PURPOSE

The purpose of the Fire Department Recognition Program is to recognize organizations that support, promote, and encourage their emergency response personnel to certify within the Utah Fire Service Certification System.

A. Definitions:

1- Department:

Any fire service unit that is a public, private, or organization of the state, city, county, special district, industrial fire brigade, or federal government whose primary duty is fire suppression/prevention or emergency response

2- Participating Department:

Any agency, or entity that complies with the intent of the Utah Fire Service Certification System and has a Letter of Intent on file with the Certification Office.

3- Active Member:

A duly enrolled member of an emergency response organization that is authorized to respond to fire and emergency calls with the emergency response organization.

4- Certified Personnel:

Any individual serving as a member of a fire department who is currently certified within one of the accredited levels of the Utah Fire Service Certification System.

5- Recognized Levels of Certification:

For this program, special recognition will be given to departments for members that are certified in the following seven (7) levels of certification:

- Firefighter I
- Firefighter II
- Wildland Firefighter I
- Fire Officer I*
- Hazardous Materials Awareness
- Hazardous Materials Operations
- Apparatus Driver Operator - Pumper

6- Levels of Recognition:

10% of members certified in any level is a Participating Department Award.

50% of members certified in any level is a Bronze Recognition Award.

75% of members certified in any level is a Silver Recognition Award.

95% or higher of members certified in any level is a Gold Recognition Award.

B. Qualifications

To be recognized as a participating department in the Fire Department Recognition Program, the Utah Fire Service Certification Council has established the following criteria.

1- The organization applying for a departmental recognition award must submit a properly completed application contained in this pamphlet.

2- To receive recognition, the organization must have a minimum number of certified personnel. This minimum number is ten percent (10%) of the number of members listed on the Active Member roster in one of the seven program categories.

3- The organization will submit an application of its Active Members as defined in A-3. It is very important that organizations submit a complete and accurate list of its members. It is from this list and the number of members that are certified that the recognition level is determined.

4- There are seven (7) levels of certification that will be recognized within this program. They are:

- Firefighter I
- Firefighter II
- Wildland Firefighter I
- **Fire Officer I***
- Hazardous Materials Awareness
- Hazardous Materials Operations
- Apparatus Driver Operator - Pumper

5- The organization will indicate on its application the list of Active Members and indicate the level(s) that each person is certified.

6- Based on the total number of Active Member listed on the application and the levels of certification indicated, the department will be recognized accordingly in each of the seven (7) levels of certification. Level of Recognition, (Bronze, Silver or Gold) will be based on the highest percentage in any one of the seven levels within the program.

For example; If a department has 30 members and 29 are certified as Firefighter I then the department would be recognized at the Gold level for Firefighter I. If they have 25 members that are Firefighter II then they would be at the Silver level for Firefighter II and so on for the seven recognized levels. If a department does not participate in a level they would indicate it on the application as none applicable (NA).

***Fire Officer I** level of Recognition is base on a different formula. For determining Fire Officer I level of participation, level of Recognition will be based on the number of officer positions within the agency and the number of those officers that are certified as Fire Officer I.

Example; A department has 15 officer positions and at the time of application 14 of the 15 officers in those positions are certified at the Fire Officer I level, the department would be recognized at the Gold level.

7- The application must be signed by the Chief/Administrator of the response organization verifying that the list is accurate and that the members listed are in good standing with the agency.

8- Upon successful completion and approval, the organization will be awarded recognition as a Participating Department and will be issued a certificate with the appropriate levels indicated on the Certificate and 2 decals for placement on the department apparatus (additional decals may be purchased from the Certification Office).
9- The recognition award will be valid for a period of three (3) years; after which the applicant organization must renew their recognition in the program. If a department changes its status during the three-year period and want to change their level they may do so by completing an application.

C- Rescission/Withdrawal;

The Certification Office of the Utah Fire Service Certification System, upon recommendation of the Certification Council, reserves the right to immediately rescind, for just cause reasons, the recognition given to a participating department for noncompliance with established criteria.

D- Application Instructions;

1- Complete the information required on the application as outlined.

2- Complete a roster of **ALL** current members of the response organization. This will be used in determining the percentage of participation in the certification system.

3- Indicate on the roster those who are certified with the Utah Fire Service Certification Council and list their level(s) of certification. (The Certification Office will verify these names and certifications).

4- Have the Chief/Administrator sign the application.

5- Submit to the Certification Office the following:

- Completed Application.

- Department roster with all members listed and certification levels identified.

6- Submit application packet to:
Utah Fire Service Certification System

Fire Department Recognition Program

3131 Mike Jense Parkway

Provo, UT 84601

7- Upon completion and processing of the application, the department will receive a
   - Certificate recognizing the level of participation.
   - Signage for display on the agency apparatus.
   - The agency name will be published in the UFRA Newsletter.

When possible, the Certification Office and Certification Council would like to present this recognition to the applicant department in person. We believe that this recognition is worthy of being presented at city council meetings or other appropriate settings. To arrange for a presentation to be made, or for any questions regarding this program, contact the Certification Office at 1-888-548-7816.

Utah Fire Service Certification System

Fire Department Recognition Program Application

Date of Application: _____

Organization Name: _____

Address: _____

_____ _____

City ZIP

Department Phone Number: _____

Department Fax Number: _____

Type of Organization: _____
(i.e., public fire department, industrial fire brigade, etc.)

The undersigned officer of the applicant organization has been duly authorized to sign and submit this application for recognition in the Fire Department Recognition Program. By signing this application, the chief/administrator signifies that **all** members of the agency are listed on this application and current levels of certification are noted where applicable. Participation in this program is voluntary.

Printed Name of Chief/Administrator: _____

Signature of Chief/Administrator: _____

Please indicate below if you would like a representative from the Certification Council or Utah Fire & Rescue Academy Certification Office to present this award to your department.

□ Yes, we would like this award presented by a Certification Council member or UFRA representative. Please contact us to make arrangements.

□ No, but thank you anyway.

Date Received by Certification Office: _____

Date Award Issued to Department/Agency: _____

Utah Fire Service Certification System Fire Department Recognition Program Active Member Roster

Organization Name: _____ Date: _____

For Fire Officer I Certification Only:

Number of Officer Positions:	#	No. Certified as Fire Officer I	#	Percentage of Officers Certified:	%

Name	Last 4 of SSN	FF I	FF II	Hazmat Awareness	Hazmat Operations	Wildland FF I	ADO-Pumper	Fire Officer I
1.								
2.								
3.								
4.								
5.								
6.								
7.								
8.								
9.								
10.								
11.								
12.								
13.								
14.								
15.								
16.								
17.								
18.								
19.								
20.								

Make additional copies of this form as needed.

Utah Fire Service Certification Council
LIVE FIRE EXAMINATION REQUEST

Department/Agency Name:_____ **Date:**_____

- Complete all information on **both** pages of this form and submit to the certification office **AT LEAST 30 DAYS PRIOR to the requested examination date.**
- Incomplete request forms will not be processed.

LIVE FIRE EXAM INFORMATION

_____ ☐ 1st/2nd ATTEMPT ☐ 3RD ATTEMPT _____ | _____

Test Candidates Exam Date Exam Time

EXAM LOCATION

Examination requested to be conducted at (location): _____

Street Address: _____ City: _____ ZIP: _____

Please Select On

☐ This Live Fire exam will be in conjunction with a UFRA-delivered course and will use UFRA Live Fire instructors to run the burn structure.

☐ This Live Fire exam is NOT in conjunction with a UFRA-delivered course and we will be using an approved burn structure following the Utah Live Fire Training Standard and our own instructors to run the burn structure.

☐ This Live Fire exam is NOT in conjunction with a UFRA-delivered course and we will be using an approved burn structure following the Utah Live Fire Training Standard, and we will need UFRA Live Fire instructors to run the burn structure.

☐ This Live Fire exam is NOT in conjunction with a UFRA-delivered course and we are REQUESTING a UFRA Live Fire prop for this exam and UFRA Live Fire instructors to run the burn structure. (Please note that selecting this option may delay your test date until a UFRA prop is available.)

AUTHORIZATION

☐ By checking this box I certify that I understand all candidates listed on this form MUST have completed and signed off the bolded/shaded skills on the training portion of the training record along with the training and in-house portion for Live Fire Evolution #3 This training record must be presented to the Certification tester on the date of the exam. Those without a training record will not be allowed to test.

By signing below, we acknowledge that training records exist to support that each individual who will attend the exam has received a learning experience in Live Fire for testing and has met all other requirements for the level being examined, as specified in the UFSCS Policies and Procedures. **The department/agency requesting the above exam will have appropriate space, and safe accommodations, and equipment for all skills.**

☐ **If completing this form electronically, check this box to acknowledge that you agree and comply with this statement. This will serve as your signature.**

_____ _____

Chief/Administrator Signature Training Officer Signature

_____ _____

Chief/Administrator Name (typed or printed) Training Officer Name (typed or printed)

_____ _____

Department/Agency Mailing Address Chief/Training Officer Daytime Telephone #

_____

City State ZIP Chief/Training Officer Email Address

LIVE FIRE EXAMINATION REQUEST

List the name and agency of each candidate who will be taking the examination.

Candidate FULL Legal Name(s)	PID	Agency
1.		
2.		
3.		
4.		
5.		
6.		
7.		
8.		
9.		
10.		
11.		
12.		
13.		
14.		
15.		
16.		
17.		
18.		
19.		
20.		
21.		
22.		
23.		
24.		

Submit Request To:
Utah Fire Service Certification Council
c/o Utah Fire and Rescue Academy
3131 Mike Jense Parkway Provo UT 84601
Email the Certification Specialist for your area
Website: UVU.edu/UFRA
Phone: 801-863-7709

Utah Fire Service Certification Council
CERTIFICATION / RECERTIFICATION REQUEST

Department Information

The following department/participating agency requests that the Utah Fire Service Certification Council certify / recertify the individuals listed on this form.

Department / Agency Name: _____ Date: _____

Certification or Recertification

(Place an "X" in the box that applies) ☐ Certification ☐ Recertification

Required Documentation and Signatures

For **CERTIFICATION**, the chief or administrator of the organization shall attest and sign for the conditions listed.

By my signature below, I certify that department records exist to support each individual listed on this form:

1. Received a learning experience in each subject area required for certification
2. Successfully passed the state certification written exam for the level of certification being requested
3. Successfully passed the in-house comprehensive skills exam as described in the certification standard (where applicable)
4. Successfully passed the state certification skills exam for the level of certification being requested (where applicable)
5. Has met all other requirements for the level being examined as specified in the certification standard
6. Is a member and in good standing with the department or organization
7. Has not been convicted of a felony, capital crime, or a felony plea-bargained down to a misdemeanor

For **RECERTIFICATION**, the chief or administrator of the organization shall attest and sign for the conditions listed.

By my signature below, I certify that department records exist to support each individual listed on this form:

1. Remained active and in good standing with the department or organization for the past three years.
2. Successfully maintained all skills required for the levels of certification held.
3. Successfully completed a minimum of 36 hours of training each year or a total of 108 hours of training within the past three years.
4. Has met all other requirements for the recertification of levels requested as specified in the UFSCS Policies and Procedures.

☐ **If completing this form electronically, check box to acknowledge you agree and comply with the statements above. This will serve as your signature.**

_____
Chief/Administrator / Training Officer Signature

_____
Chief / Administrator Name (typed or printed) Training Officer Name (typed or printed)

_____
Department / Agency Mailing Address Chief / Training Officer Daytime Telephone #

_____
City State ZIP Chief / Training Officer Email Address

Please sign and return to:
Utah Fire Service Certification Council c/o Utah Fire and Rescue Academy
3131 Mike Jense Parkway Provo UT 84601 Email the certification specialist for your area Website: UVU.edu/UFRA

Phone: 801-863-7709

Utah Fire Service Certification Council
CERTIFICATION / RECERTIFICATION REQUEST

Department/Agency Name Date

Complete ALL fields requested. For recertification, enter "RECERT" in the Level Requested field.

Applicant's Full Name	PID	Date of Birth (mm/dd/yyyy)	Level Requested
1.		__ __/__ __/	
2.		__ __/__ __/	
3.		__ __/__ __/	
4.		__ __/__ __/	
5.		__ __/__ __/	
6.		__ __/__ __/	
7.		__ __/__ __/	
8.		__ __/__ __/	
9.		__ __/__ __/	
10.		__ __/__ __/	
11.		__ __/__ __/	
12.		__ __/__ __/	
13.		__ __/__ __/	
14.		__ __/__ __/	
15.		__ __/__ __/	
16.		__ __/__ __/	
17.		__ __/__ __/	
18.		__ __/__ __/	
19.		__ __/__ __/	
20.		__ __/__ __/	
21.		__ __/__ __/	
22.		__ __/__ __/	

Utah Fire Service Certification Council
Reciprocity Certification Request

Department Information

The following department and/or participating agency requests that the Utah Fire Service Certification Council issue a certification by Reciprocity for the individual listed on this form.

Date of Request: _____

Department/Agency Name: _____

Applicant Information

To be completed by the applicant seeking Reciprocity for their certifications.

Full Name: _____
Last First Middle

Address: _____
Street Address

_____
City State ZIP Code

Phone: _____ Email: _____

PID/Last 4 of Social Security No.: _____ Date of Birth: _____

Are you a citizen of the United States? Yes ☐ No ☐

If no, are you authorized to work in the U.S.? Yes ☐ No ☐

Have you ever been convicted of a felony, capital offense, or Class A misdemeanor? Yes ☐ No ☐

If yes, explain: _____

Applicant Signature: _____

Required Documentation

To be completed by the chief or administrator of the organization.

For **Reciprocity**, the chief or administrator of the organization shall attest to and sign for the conditions listed.

By my signature below, I certify that department records exist to support the individual listed on this form:

1. Is a member and in good standing with the department or organization
2. Has not been convicted of a felony, capital offense, Class A misdemeanor, felony plea-bargained down to a misdemeanor, or a crime involving violence inflicted on another person or abuse of another person. (See UFSCS Policies and Procedures, section 20.1.)
3. Has attached a copy of the certification from the original certifying entity, with the Pro Board logo or IFSAC seal clearly readable
4. Has provided all required information and this request is accurate and complete

Document Details

Attach a copy of the certification from the original certifying entity, with the Pro Board logo or IFSAC seal clearly readable.

Certification Level	IFSAC Certificate w/ Seal #	Pro Board Certificate

☐ **I understand that Reciprocity will not be granted until payment of $200 is paid in full to UFRA Certification administration, or department invoicing has been approved.**

☐ **If completing this form electronically, check this box to acknowledge that you agree and comply with the statements above. This will serve as your signature.**

□ Chief /□ Administrator /□ Training Officer Signature

Chief/Administrator Name (Typed or Printed)

Training Officer Name (Typed or Printed)

□ Chief /□ Training Officer Daytime Telephone #

□ Chief /□ Training Officer Email Address

Department/Agency Mailing Address

City State ZIP Code

Please sign and return to:
Utah Fire Service Certification Council
c/o Utah Fire and Rescue Academy
3131 Mike Jense Parkway, Provo, UT 84601
Email the Certification specialist for your area
UVU.edu/UFRA
(801) 863-7709

APPENDIX B. ONLINE EXAMINATION FORMS, INSTRUCTIONS, AND DOCUMENTS

Utah Fire Service Certification Council

ONLINE EXAMINATION REQUEST

Host Department/Agency Name:_____ **Date:**_____

- Complete **all** information on **both** pages of this form.
- **Electronically submit it to your area certification specialist 30+ DAYS prior to the requested examination date.**
- **A separate request MUST be made for each level of certification exam desired and for each exam date.**

EXAM TYPE (Check the boxes that apply.)

Certification exam level requested: _____

☐ **WRITTEN** ☐ 1st Attempt ☐ 2nd Attempt ☐ 3rd Attempt

Total number of persons taking **WRITTEN** exam: ☐

Written examination will be conducted at (location): _____

Address: _____ City: _____ County: _____ ZIP: _____

Written: Exam Date ☐ Exam Time ☐

Skills: Exam Date ☐ Exam Time ☐

☐ **SKILLS** ☐ 1st Attempt ☐ 2nd Attempt ☐ 3rd Attempt

Total number of persons taking **SKILLS** exam: ☐

Skills examination will be conducted at (location): _____

Address: _____ City: _____ County: _____ ZIP: _____

COMPLETE THIS SECTION FOR ONLINE WRITTEN EXAMS ONLY

Fill in the boxes that apply.

☐ Computers and internet are provided at the host agency location above.

Total number of computers available? ☐

Tablets may not be available on the exam date above. If so, the Certification specialist will work with you to schedule the exam.

☐ Check box if **UFRA tablets** are needed for this written exam.

20 Mbps needed for 10 candidates

Total tablets requested? ☐

☐ Check box if **internet/hotspot** is needed for this written exam.

☐ Check if each candidate is using a **personal computer/tablet (Windows or Mac/ iPad only!) No Cell Phones or Android operating systems**

AUTHORIZATION

By signing below, I acknowledge that each candidate is currently affiliated with an agency approved by the UFSCC. I also acknowledge that completed training record(s) exist for each candidate testing. The record states that each candidate testing has received a learning experience in each subject area required for testing and has met all other requirements as specified in the Certification Policies and Procedures. For skills testing to occur, the completed training record(s) **must** be presented at the test site.

I acknowledge that an approved **safety officer(s)** will be assigned and provided by the AHJ. *Safety Officers must be certified or qualified at the level of the skills examination.*

The department/agency requesting the above exam(s) will have appropriate space, safe accommodations, and all equipment/props as required for testing.

☐ **Check box to acknowledge that you agree and comply with this statement. This will serve as your signature.**

_____

Chief/Administrator Electronic Signature

Training Officer Electronic Signature

_____

Department/Agency Mailing Address

Chief/Training Officer Daytime Phone #

_____

City State ZIP

Chief/Training Officer Email Address

ACCOMMODATION

If a candidate needs reasonable accommodation for a learning disability or other condition affecting the candidate's ability to complete the written examination, accommodation can be made. Please contact the Certification Office for assistance at 801-863-7709.

Utah Fire Service Certification Council
ONLINE EXAMINATION REQUEST

If using an authorized department tester for the written exam, complete the following information.

_____|_____|_____

Tester | Title | Tester #

List the PID #, email address, name, birthdate, department ORG #, and department/agency of all candidates who will be taking the online examination. **PID** and **ORG numbers** can be found at **https://www.uvu.edu/ufra/lookup**/ under "Department List." Leave the PID # blank if the candidate is not listed. The PID # is UFRA's personnel identification number, unique to each candidate. This number is assigned for recording of test scores.

	PID #	**Email**	**Candidate's Full Name**			**Birthdate**	**ORG #**	**Dept/Agency**
			First	**Last**	**Middle**	_ _/_ _/_ _ _ _		
1.								
2.								
3.								
4.								
5.								
6.								
7.								
8.								
9.								
10.								
11.								
12.								
13.								
14.								
15.								
16.								

Submit your request to: Utah Fire Service Certification Council, c/o Utah Fire and Rescue Academy, 3131 Mike Jense Parkway, Provo, UT 84601, or email the Certification specialist for your area (see UVU.edu/UFRA/Certification). For questions call (801) 863-7709.

SECURE ONLINE TESTING ENVIRONMENT CHECKLIST

Examination Room Requirements

☐ In the examination room, no displayed materials shall be present during the exam that relate to test content, such as formulas, charts, terms, maps, etc.
  - They must be removed or covered during the exam.

☐ A quiet environment (only speaking in a whisper) is required during the examination.

Room Environment

☐ Ensure that the examination room is away from distracting activities or noisy areas.
☐ Try to prevent unnecessary distractions while the examination is in progress (i.e., calls or "fire drills," silence any non-testing announcements, etc.).
☐ Ensure proper ventilation and a cool and comfortable temperature in the room.
☐ Ensure proper lighting.
☐ Ensure that a working clock is visible to candidates.
☐ Know which room(s) will work best for testing during the morning, midday, and evening.

Tables and Seating

☐ Ensure that all chairs have backs.
☐ Ensure that all seats face in the same direction (if possible).
☐ Separate candidates so they are spread apart and spaced appropriately.
☐ Ensure that tables or desks have enough space and a smooth surface for writing (as needed).
☐ Verify that testers can walk behind each candidate and between all rows.
☐ Ensure that dividers (optional) are not too tall. They must not block the testers' view.

Power and Internet

☐ Ensure that there is enough power, internet access, and/or bandwidth to support the number of candidates testing.
  - Minimum internet speed requirement is 2 Mbps (download/upload) multiplied by the number of candidates. For example, 10 candidates would require 20 Mbps internet download/upload speed.

Candidate Limitations

- Only registered candidates are allowed in the examination room.
- Candidates must follow the rules for accessing the examination and closing the device.
- Candidates may not install software on devices (iPads or computers).
- Candidates are strictly prohibited from viewing, distributing, or downloading any materials on the devices (iPads or computers).
- No games of any kind are allowed to be played or downloaded on any devices.
- Candidates may not change the settings on any of the devices (iPads or computers).

Good example of spacing:

The chairs are spaced appropriately. There is enough spacing between the rows for the tester to walk around.



Good example of dividers:

The tester can easily view the room from the front and the back.



Electronic Exam: Tester Instructions

As the Certification tester of this exam, **YOU** are representing the Utah Fire Service Certification Council. You are required to follow the Tester Instructions, complete and check off each step listed, and **sign the back of this form.**

You are responsible for test security. All examination documents and materials must either remain locked in a secured place or in your possession at **all** times (i.e., returned scratch paper, etc.). Failure to do so is a violation of policy.

Read the Tester Instructions and follow them as they are written and administer the exam as instructed.

When the exam has been completed, materials have all been returned, and all paperwork has been completed, use the "Return Shipping Label" to return examination materials to the Certification Office. Attach "To Be Opened by Certification Office Staff Only" seal to the box or envelope. Drop it off at the post office or the drop box at UFRA.

- Complete the "Room setup" (see the second page of these instructions).
- Complete the "Check-in procedures".
- Complete the "Pre-exam" procedures. Instruct all the candidates about the testing procedures below. (Read Testing Procedures below)
- Complete the "Taking the exam" procedures.
- Complete the "Once the exam is complete" procedures.
- Testers may now sign this form.
- To help improve our testing processes, additional suggestions, comments, or concerns may be written below:

TESTING PROCEDURES

Read the following instructions to the candidates after Check-in procedures are complete.

- Welcome and thank you for your commitment to the UFRA Certification process. I am _____.
- The _____examination has _____ questions. You have _____minutes to complete the exam. A passing score is 70%. (Reference Test level and Question number/ time sheet)
- You should have a login instruction handout, a candidate online exam handout, a scratch paper or whiteboard, pencil or dry erase marker, and any other reference material allowed for the exam. Nothing else is allowed at the exam station. If you are using a UFRA iPad you will have that and a stylus.
- If you leave the room at any time during your exam without approval your exam becomes invalid.
- If you require a restroom break once the exam has started, raise your hand and wait for the tester to acknowledge. Sign the restroom break log sheet, the tester will record the time in and out of the exam room. Upon return to the exam room, initial the log sheet. Only one candidate is allowed to use the restroom at a time. Candidates will not talk to anyone or use any electronic devices during their break and the examination time will not stop during your break.
- Talking or communication between candidates is prohibited during the exam.
- For <u>iPads:</u> Press the home button on the iPad then select the UFRA Questionmark icon. The testing login page opens.
- For <u>computers:</u> open Chrome and close all other browsers. Follow the login instructions handout. (The URL address: **https://ondemand.questionmark.com/home/406192/**)
- Opening any other applications, tabs, or internet browser window during the test will invalidate your exam.
- I am going to hand out a small green slip of paper which contains your login credentials. The PID or 5-digit number is your username. DO NOT LOGIN YET. This slip of paper must be turned into the tester once testing is completed.
- Refer to the Candidate Online Exam Info. handout. This is information on how to navigate through the exam once it has begun. Please take a couple of minutes to read through it before we begin the exam.
- When your exam is completed, you will receive immediate results after you click submit (or exam time expires). The Coaching report will be emailed to the email address we have on file if you failed the examination process.
- The tester cannot discuss, explain, or answer any questions during the exam.
- If you believe the correct answer to a question is not provided as an option, you may challenge the question. To do so, during the exam use the scratch paper to record the question number and your details of why you are challenging the question. Please be specific. You may not use any reference material during this process. Once the exam is complete, advice the tester that you have a challenge question. A challenge form will be provided to you to fill out.

- A pop-up message will warn you when you have 5 minutes remaining. All unviewed questions and unanswered questions will be marked wrong once time has expired. Remember all questions must be at least viewed before the submit button appears.
- Questions?
- You may now login using the credentials given to you, referencing the handouts if needed. Your exam requires reading and completing the agreement forms. When asked to write your name and date of birth in the box, please type your full legal name and date of birth.
- Your exam begins by pressing the blue play arrow or the go to my assessment page at my direction. You will have ten minutes to answer the first two questions: Candidate Agreement Form and Testing, Appeals and Cheating. If you answer "no" to either of these the exam closes, and you must reschedule.
- Good Luck!

Electronic Exam: Tester Instructions

1. **Room setup**
   - ❑ Ensure adequate spacing for candidates and room security.
   - ❑ Ensure proper lighting and ventilation.
   - ❑ Verify internet access, tablets, and/or computers are functioning correctly.
   - ❑ Candidates will wait to be assigned seats.

2. **Check-in procedures**
   - ❑ Verify each candidate's driver's license (compare photo and check if 18 years or older).
   - ❑ Candidates must sign the Online Testing Check-out/ Check-in form with their full legal name.
   - ❑ Candidates will check-out a scratch paper or white board, a pencil/marker, book (i.e., ERG, etc.), assigned iPad as needed for exams requiring it.
   - ❑ Candidates will be given an assigned iPad (after checkout) or assigned a computer.
   - ❑ Candidates will be assigned seats to ensure appropriate distancing during testing.
   - ❑ Verify all personal items are turned off, put away, and out of reach (electronics, phone, watches, books, bags/purse, food, water bottles, etc.).
   - ❑ Check the candidates' glasses (remove watches, turn hats, etc.).

3. **Pre-exam**
   - ❑ **Testers will instruct all the candidates about the TESTING PROCEDURES and will read the script (see above).**
   - ❑ Testers will open the sealed envelope with the candidate's username and password.
   - ❑ Testers will give each candidate their username/password, Login Instructions, and the Candidate Online Exam Info document to login and launch the website.
   - ❑ Testers will give permission to candidates to click the arrow button and begin the exam process.
   - ❑ Candidates read the online "Candidate Agreement Form" and TAC sheet.
     - If the candidate selected "No", complete the "Once the exam is complete" process below. Afterward, they can reschedule the exam for another day.
     - Candidates who selected "Yes", automatically proceed to the exam.

4. **Taking the exam**
   - ❑ Testers will remain in the room at all times.
   - ❑ Testers will monitor the exam room by physically walking behind and in front of each candidate continuously, looking at their browsers and other screen changes.
   - ❑ If a bathroom break is needed, candidates must raise their hand and wait for the tester to acknowledge them. The examination time will not stop for a break. Testers will record the time in and out of the exam room. Candidates may go one at a time, with no talking during the break.
   - ❑ If a candidate physically leaves the test site without tester approval, their exam is invalid.
   - ❑ If a candidate electronically clicks off the online test website, their exam is invalid.
   - ❑ Communicating/talking to other candidates is prohibited while taking the exam.

5. **Once the exam is complete**
   - ❑ The "Online Exam Challenge Questions" form will be completed by each candidate as needed.

- ❑ Candidates will check in their assigned tablets, computers, approved books (ERG, etc.), scratch paper/white board, and pencil/marker by signing the “Online Testing Check-Out/Check-In” form.
- ❑ Testers will verify all items have been collected by initialing the form.
- ❑ Candidates will be asked to leave the exam room and collect all their personal items.
- ❑ Testers will wipe down all tablets with cleaning wipes and organize returned items.
- ❑ Testers will follow all instructions.

Comments: _____

_____

_____

_____

_____

_____

_____

_____

As a tester, I have followed the above guidelines in proctoring this examination and maintained the security and integrity of the testing process.

Tester Signature:_____Date:_____

ONLINE TESTING ROSTER AND iPad CHECK-OUT/CHECK-IN

Lead Tester Name:	Exam Date:
Certification Exam Level:	Exam #:

Host Department Name:_____

Candidates must sign their full name, write their birthdate or PID number, and identify if the candidate is checking out an iPad and document what number.

	Candidate Full Name (First, Middle Initial, Last)	**Birthdate or PID number**	**Primary Department**	**iPad #**	**Candidate Signature/Initials**	**Tester Initials for Picture ID Verified**
1				#_____		
2				#_____		
3				#_____		
4				#_____		
5				#_____		
6				#_____		
7				#_____		
8				#_____		
9				#_____		
10				#_____		
11				#_____		
12				#_____		

13				#_____		
14				#_____		
15				#_____		
16				#_____		
17				#_____		
18				#_____		
19				#_____		
20				#_____		
21				#_____		
22				#_____		
23				#_____		
24				#_____		
25				#_____		

Other description:

CANDIDATE AGREEMENT FORM
FOR WRITTEN EXAMS

- ❑ I understand I must sign the examination attendance roster with my FULL LEGAL NAME.
- ❑ I understand I must present my legal photo ID to the Certification tester.
- ❑ I understand all my personal items must be put away out of my reach, including: books, bags, food, water, training materials, etc.
- ❑ I understand "allowed resources" are acceptable.

Course	Allowed Resources
ADO Pumper & Aerial	UFRA calculators
Fire Investigator	NFPA 921
Hazmat: Awareness, Operations, Technician	2020 ERG
Inspector I & II	Fire Code booklet and Inspectors Guide
Structural Collapse	Field Operating Guide (FOG)
Wildland I & II	IRPG & Fireline handbook
All exams	Approved scratch paper and #2 pencil

- ❑ I understand smart glasses, watches, phones, and all other electronic devices (recording, listening, or photographic devices) are not permitted and must be turned off and put away out of my reach.
- ❑ I understand my hat with a bill or brim must be turned or removed.
- ❑ I understand assigned seats may be required to ensure test security and distancing.
- ❑ I understand if I need to use the restroom, I must notify the tester by raising my hand. I will leave (alone) when given the okay to leave. I understand no talking is allowed during this break, no review of study materials will be allowed once the test begins, and the examination time will not stop during this break.
- ❑ I understand if I leave the test site without tester approval, my exam is invalid.

Below, please mark in the areas that apply to your written exam (electronic online or paper). Skip the section that doesn't apply. Then print and sign your name on the 2nd page of this document.

Electronic Online Examinations

- ❑ I will follow tester, exam, and login instructions.
- ❑ I understand I may check out and check in scratch paper, a pencil, and allowed resources as needed for exams.
- ❑ I understand I must write my full name and the date on my scratch paper and check in all allowed resources.
- ❑ I understand my user name/password or other login information is for my use only.
- ❑ I will properly use assigned tools and equipment (i.e., tablets, computers, etc.) and be responsible for any damages from my mistreatment.
- ❑ I understand if I electronically click off the online test site to view another document or site, my exam is invalid.
- ❑ I agree that when I have completed the examination, I will check in all assigned materials and allowed resources (i.e., books, scratch paper, pencil, tablet, etc.), return them to the Certification tester, and sign the check-in form. The tester will initial the form to verify that all my resources have been returned.
- ❑ I agree that no unauthorized items will leave the test site with me.
- ❑ I will leave the examination room when I have completed the exam or time is terminated, and I understand that I'm responsible for collecting all my personal items.

Candidate Limitations

- Only registered candidates are allowed in the examination room.
- Candidates must follow the rules for accessing the examination and closing the device.
- Candidates may not install software on the devices (iPads, computers).
- Candidates are strictly prohibited from viewing, distributing, or downloading any materials on the devices.
- No games of any kind are allowed to be played or downloaded on any devices.
- Candidates may not change the settings on any of the devices.

Paper Written Examinations

- ❑ I understand my test packet has been sealed and should not be opened until I am directed to do so. If I have received a test packet with a broken seal, I will immediately write my name and today's date on the front of the envelope and notify the tester of the broken seal (for paper written examinations).
- ❑ I understand I must wait to break the seal on the test packet and remove the contents until I am directed to do so.
- ❑ I understand I must write my full name and date on my scratch paper and check in all allowed resources.
- ❑ I understand it's my responsibility to read, understand, and then sign the "Testing, Appeal, and Cheating Notice."
- ❑ I agree to fill in the following information using a #2 pencil, knowing that incomplete information may invalidate my exam.
  - **PID number**: 5-digit number issued by UFRA (NOT the last 4 digits of Social Security number)
  - **Last name**, **FI** (first initial), **MI** (middle initial)
  - **Date**: (month/day/year)
  - **Additional data**:
    - *Course:* test level (found on front of test booklet)
    - *Test:* test letter (A, B, or C) and serial #
    - *Your name:* signature of candidate
  - **Special codes**:
    - *Letter A:* attempt number (1st, 2nd, or 3rd)
    - *Letters C, D, E, (F):* department number (found on Department List form)

ADDITIONAL DATA Please do not mark outside this box.	
COURSE Firefighter I	
TEST B-052314	
DATE	INSTRUCTOR
YOUR NAME John Doe	

- ❑ I understand answers on the test answer sheet must be within the circles and dark. If I change an answer, I need to erase it completely and mark the new answer. **Marks that are too light or not completely erased may result in that question being marked wrong.**
- ❑ I understand if I have a challenge of a question, I must write the challenge on the back of the **test scantron form** at the time of the test. I may not use any text or training manuals to define or look up the question challenge. Certification testers will not explain, define, or discuss questions or review question challenges at the test site. All challenges must be reviewed and approved by the Certification administration office.
  Challenges need to include:
  1. The question number
  2. Why the answer is incorrect
  3. What the correct answer should be
- ❑ I agree that when I have completed the paper written examination, I will check in all materials.
  - I will put my test booklet, scantron form, and scratch paper in the envelope provided and seal it closed.
  - I will return the sealed envelope to the Certification tester, along with my pencil.
- ❑ I agree that no items will leave the test site with me.
- ❑ I will leave the examination room, and I understand I'm responsible for collecting all my personal items.

By signing below, I, _____ (candidate's printed name), agree to and understand the terms given and marked on this document.

Signature: _____ Date: _____

APPENDIX C. PARTICIPATING AGENCIES

Participating Agencies

Affiliated

Agencies	Certifications Approved
Utah fire departments	All levels of certification

Non-Affiliated

Agencies	Certifications Approved
Accredited Recruit Academies	Firefighter I, Firefighter II, Hazmat Awareness, Hazmat Operations, Rope Rescue Awareness, Rope Rescue Operations, Common Passenger Vehicle Awareness, Common Passenger Vehicle Operations, Wildland Firefighter I, Wildland Firefighter II (does not include a red card)
Ambulance / EMS	Hazmat Awareness, Hazmat Operations, Wildland Firefighter I
Emergency Management	Hazmat Awareness, Hazmat Operations
Hospitals & Healthcare Facilities	Hazmat Awareness, Hazmat Operations
Industrial Agencies	Hazmat Awareness, Hazmat Operations (in some instances, all levels)
National Guard	Hazmat Awareness, Hazmat Operations, Hazmat Technician
Law Enforcement: Police & Sheriff	Hazmat Awareness, Hazmat Operations, Technical Rescue levels, Fire Investigator
School Districts	Hazmat Awareness, Inspector I, Inspector II
Search & Rescue	Hazmat Awareness, Hazmat Operations, Technical Rescue Levels
State Fire Marshal's Office	Hazmat Awareness, Hazmat Operations, Hazmat Technician, Inspector I, Inspector II, Fire Investigator
Bureau's- Forestry Fire & State Lands	Wildland Firefighter I, Wildland Firefighter II (in some instances, Technical Rescue levels)
Out of State Fire Departments	Airport Rescue Firefighter (ARFF), Officer I, Officer II, Officer III, Officer IV

APPENDIX D. CERTIFICATION TESTER INSTRUCTIONS

INSTRUCTIONS FOR WRITTEN EXAM
TESTER INSTRUCTIONS

As the Certification tester of this exam, **YOU** are representing the Utah Fire Service Certification Council. You are required to follow the exam instructions, complete and check off each step listed, and sign the back of this form.

You are responsible for test security. Examinations must either always remain locked in a secure place or in your possession. Failure to do so is a violation of policy.

Examinations will not be reproduced outside of the Certification Office! Doing so will invalidate this exam, and **all** persons taking this exam will receive a **failure**. The cost for replacement of a copied or lost exam could be passed on to the Certification tester and/or the agency being tested.

While administering the exam, you shall always remain in the room.

Before the exam begins, ensure that there is adequate space between people taking the exam. Ensure that it is a comfortable location with adequate lighting and ventilation for testing.

Read aloud the exam instructions for the candidates, as they are written, and administer the exam as instructed.

When the exam has been completed, materials have all been returned, and all paperwork has been completed, use the "Return Shipping Label" to return all examinations and materials to the Certification Office. Attach the "To Be Opened by Certification Office Staff Only" seal to the box or envelope. Drop it off at the post office.

CANDIDATE INSTRUCTIONS

- ❑ Please sign the examination attendance roster with your FULL LEGAL NAME and present your government picture ID to the Certification tester. You may not take the exam without presenting a valid government ID.
  - **TESTER: Candidate may not take the exam without a valid government issued ID.**

- ❑ Please remove ALL unapproved materials from your desk, including books (except those allowed for the exam), bags, purses, all beverages and food items, etc. Place items away from you, preferably across the room. You should have **nothing** on the desk except the items you will be provided.
  - **TESTER: Do not proceed until all unapproved items are removed from the desks and it is helpful to designate a place for the candidates to place their items.**
  - **Allowed Resources:**

Hazmat Awareness, Ops & Tech	(UFRA ERGs are allowed on all 3 exams.)
Fire Inspector	(The Fire Code booklet and Inspectors Guide are allowed on these exams.)
ADO Pumper & Aerial	(UFRA calculators ARE allowed on these exams.)
Wildland I & II	(UFRA IRPG is allowed on these exams.)
Fire Investigator	**(**NFPA 921 is allowed on this exam.)

- ❑ All electronic devices must be turned off and placed out of reach until you have completed the exam. This includes, but is not limited to: cell phones, smartphones, handheld computers/tablets, PDAs, smart glasses, digital watches, smart watches, and other electronic, recording, listening, or photographic devices.
  - **TESTER: Do not proceed until all electronic devices are turned off and put away in the designated area.**
- ❑ Candidates wearing a hat with a bill or brim will need to remove the hat or wear it with the bill to the back, unless it is worn for religious or medical reasons.
  - **TESTER: Do not proceed until candidates remove/move hats.**
- ❑ If you need to use the restroom, you may go one at a time. No talking about the examination is allowed during restroom breaks. No review of study materials will be allowed once the exam begins.
- ❑ If you leave the test site at any time without tester approval, your exam will be considered invalid. Should an emergency arise where you need to leave the test site, please speak to testers for direction before leaving.
- ❑ You will now receive a packet containing a test booklet with the Candidate Agreement form and Testing, Appeal, & Cheating Notice attached (It is the first four pages of the test packet), scratch paper, an Exam Challenge Question Form (Challenge questions can no longer be written on the back of the bubble sheet, they must be written on the

correct form to be evaluated and only in the space provided and it is limited to one challenge question form per candidate per test), and an envelope, along with a #2 pencil.

- **TESTER: Hand out packets and pencils for each candidate along with the person specific bubble sheet and these may NOT be reassigned to another person.**

- ❑ Your test packet has been sealed and should not be opened until you are directed to do so. If you have received a test packet with a broken seal, immediately write your name and today's date on the front of the envelope, then notify the tester of the broken seal.
  - **TESTER: The candidate may use the packet with the broken seal. You should note on this form in the comments section that the seal on the candidate's packet was broken.**
- ❑ You may now break the seal on the packet and remove the contents.
- ❑ Write your legal name and date on the scratch paper. Write your name, PID, Exam ID, exam Level and Date on the exam challenge question form. When the exam is finished, you must turn in the scratch paper with all exam materials.
- ❑ Please read and bubble in your answer on the bubble sheet in the question 1 spot for the Candidate Agreement Form.
- ❑ Please read, print your legal name, date, and sign the "Testing, Appeal, and Cheating Notice" (TAC) in the test packet. Answer question 2 on the bubble sheet for the TAC form.
  - **TESTER: Do NOT allow the candidates to flip the page until you are ready to begin the test. There is a STOP! Notice at the bottom of the page and please note that their exam begins on question 3.**
  - **TESTER: Specifically point out the number of questions on the exam, the appeal process, the cheating policy, and that absolutely no reproduction of the exam in any form is allowed. <u>DO NOT</u> move forward until all candidates have signed the form.**
- ❑ It is **extremely** important that all information and answers on the test answer sheet be within the circles and dark. If you change an answer, you need to erase it completely and mark the new answer. **Marks that are too light or not completely erased may result in that question being marked wrong.**
- ❑ On the answer sheet, please fill in the following information using the #2 pencil on the bubble sheet:
  a. **PID NUMBER**: (Already printed on bubble sheet) 5-digit number issued by UFRA
  b. **LAST NAME, FI**: (first initial), **MI**: (middle initial)- (Already printed on bubble sheet)
  c. **DATE**: (month/day/year)
  d. **ADDITIONAL DATA**:
     - COURSE: test level (found on front of test booklet)
     - VERSION: found on test packet under level. Example: QM122525

FIRST NAME Pre-printed on bubble sheet
LAST NAME Pre-printed on bubble sheet
COURSE Firefighter I
DATE
VERSION QM122525

It is very important to have all this information filled in completely. Incomplete information may invalidate the exam.

- ❑ If you wish to challenge a question, write the challenge on the Challenge Question form at the time of the test. Challenges should include the question number, why the answer is incorrect, and what the correct answer should be. You may not use any text or training manuals to define or look up the question being challenged. Certification testers will not explain, define, or discuss questions or review question challenges at the test site. All challenged questions must be reviewed and approved by the Certification program manager.
- ❑ When you have completed the examination, please put all materials (test booklet, answer sheet, scratch paper, challenge question form) in the envelope provided, seal it closed, and return it to the Certification tester, along with the pencil. None of these items should leave the test site with you.
- ❑ You will now have _____ hours to complete the exam(s). I will announce the time it will begin and when it will end. The times will be posted in a place where you can see. You may now begin the exam.
  - **TESTER: All exams are one hour (for 59 questions or less), or two hours (for 60+ questions). If a candidate is taking two levels (each one hour), they will have two hours total.**
- ❑ Start Time: _____ End Time: _____

List any problems and/or concerns below, such as: missing tests, unusual activities, no-shows, etc.

Comments: _____

I have followed the above guidelines in administering this exam and maintained the security and integrity of the testing process.

Tester Signature: _____ Date: _____

INSTRUCTIONS FOR SKILLS/PROCESS EXAM

LEAD TESTER INSTRUCTIONS

As the Certification tester of this exam, **you** are representing the Utah Fire Service Certification Council. You are responsible for test security. Examinations must either remain locked in a secured place or in your possession at **all** times. Failure to do so is a violation of policy. Review the following procedures and follow them as outlined, complete and check off each step listed, and sign the back of this form.

Check Training Records

- ❑ Prior to conducting the exam, Training Records must be checked for **100% completion**. If they are not complete, **do not** conduct the test. Contact a department representative and/or the Certification program manager.

Safety Officer

- ❑ Identify and brief the safety officer provided by the AHJ to assist you during the exam. This person should not be taking the same exam that is being given. The safety officer will not assist with the examination process. The safety officer is there to protect the CANDIDATE(S) from injury during the examination process. The safety officer should ensure that all candidates testing are wearing appropriate PPE and all equipment is in safe and working condition.

Pre-Exam Briefing with Test Team

- ❑ Score the candidates for: **swiftly** completing the skill/process in the allotted time, **safely** completing the skill/process, and **competently** completing all performance criteria. The candidate must complete all critical competencies to pass the skill/process. If they do not, they fail the attempt. Certification testers will not coach or instruct during the examination process. Certification testers will ensure that all equipment is in safe and working condition, and that all candidates testing are wearing appropriate PPE during the test as required by the skills/processes given.
- ❑ While administering the "spot check," read the skills/processes to be demonstrated, the conditions to be met, and the time limit to complete each skill/process. Do this with each candidate as they come to each testing station. Ask the candidates if they have any questions before beginning. Questions will not be answered after the time begins. All timing of skills/processes will be done with the STOPWATCH provided by the Certification Office.
- ❑ You may inform candidates whether they pass or fail the skill/process, but you may NOT tell them what they failed.
- ❑ As each candidate completes a skill/process, sign the lower section of that skill sheet. If only one tester is at the test site and the candidate fails, the candidate must take their 2nd attempt that day with the same tester. If multiple testers are at a test site, the candidate should take their 2nd attempt with a different tester. The candidate may have the same tester administer the 2nd attempt if they choose, but must initial the skill sheet signifying their agreement.
- ❑ Test booklets should be handed from tester to tester. DO NOT allow candidates to carry test booklets from one station to the next.
- ❑ Once candidates have begun the testing process, they should be kept separated from other candidates who have not yet begun testing.
- ❑ If there is a question or a problem that arises during the exam, it should be brought to the Certification program manager's attention immediately. Do not discuss problems around candidates taking the exam. Discuss them in private.

Post-Exam Instructions

- ❑ If you had any problems or concerns, please write them down and forward them to the Certification Office.
- ❑ **You are responsible** for completing the "Spot Check" Examination Results form (**both sides**). Review all exam booklets to ensure that they are completed and collect all clipboards, stopwatches, and any unused exam booklets.

- ❑ Make sure all time sheets are signed and returned with the test box.
- ❑ Use the "Return Shipping Label" to return all examinations and materials to the Certification Office. Attach the "To Be Opened by Certification Office Staff Only" seal to the box or envelope. Drop it off at the post office.

Pre-Exam Briefing with Candidates

- ❑ **TESTER: Welcome the candidates and introduce the members of the test team.**
- ❑ Please sign the examination attendance roster with your FULL LEGAL NAME and present your current picture ID to the Certification tester. You may not take the exam without presenting picture ID.
  - **TESTER: Candidates may not take the exam without picture ID.**
- ❑ All electronic devices must be turned off and placed out of reach until you have completed the exam. This includes, but is not limited to: cell phones, smartphones, handheld computers/tablets, PDAs, smart glasses, digital watches, smart watches, and other electronic, recording, listening, or photographic devices.
  - **TESTER: Do not proceed until all electronic devices are turned off and put away.**
- ❑ Candidates wearing a hat with a bill or brim will need to remove the hat or wear it with the bill to the back, unless it is worn for religious or medical reasons.
  - **TESTER: Do not proceed until candidates remove/move hats.**
- ❑ Please remember that this is an exam. You MAY NOT refer to books or reference materials once the exam has started. You are not to discuss tested material or any problems concerning the exam with the other candidates.
- ❑ If you need to use the restroom, you may go one at a time. No talking about the examination is allowed during restroom breaks. No review of study materials will be allowed once the exam begins.
- ❑ If you leave the test site at any time without tester approval, your exam will be considered invalid. Should an emergency arise where you need to leave the test site, please speak to testers for direction before leaving.
- ❑ You will be evaluated on an individual basis during team skills/processes. You are encouraged to work together as a team. However, each candidate should show knowledge of and competence in the skill/process. You are strongly encouraged to verbalize competencies as you complete your tasks. Certification testers may ask you to change position within the team during the skill/process to ensure that all candidates are participating.
- ❑ If you have an appeal about the examination process, you should contact the Certification Office in writing and list the reason for the appeal. If resolution does not occur through the Certification Office, you can appeal to the Utah Fire Service Certification Council. If the Certification Council turns down the appeal, you can appeal to the Utah Fire Prevention Board, whose decision is final.
- ❑ You will now each receive an exam booklet. Do NOT open the exam until directed to do so. Please complete the information on the front of the booklet.
- ❑ Open your test booklet to the first page ONLY. Read and sign the consent form. If you do not sign, you will not be allowed to test.
- ❑ Return the exam booklet to the Certification tester.
  - **TESTER: Collect all the exam booklets and maintain control of them during the exam.**

Post-Exam Briefing with Candidates

- ❑ **TESTER:** Discuss any issues or concerns, good and/or bad, with the candidates.
- ❑ **TESTER:** Ask if there are any questions that arose during the exam.
- ❑ **TESTER:** If there are any candidates that need to take a 3rd attempt, notify them that they will need to have their department send in an Exam Request form requesting a new exam date that is no sooner than 30 days from the date of the current exam.

- ❑ **TESTER:** Thank the candidates for being involved in the certification process.

List any problems and/or concerns below, such as: missing tests, unusual activities, no-shows, etc.

Comments: _____

_____

As lead tester, I have followed the above guidelines in administering this exam and maintained the security and integrity of the examination process.

Signature: _____ Date: _____

INSTRUCTIONS FOR OFFICER OR INSPECTOR SKILLS EXAM

TESTER INSTRUCTIONS

As the Certification tester of this exam, **you** are representing the Utah Fire Service Certification Council. You are required to follow the exam instructions, complete and check off each step listed, and sign the back of this form.

You are responsible for test security. Examinations must always remain locked in a secured place or in your possession. Failure to do so is a violation of policy.

Examinations will not be reproduced outside of the Certification Office! Doing so will invalidate this exam and **all** persons taking this exam will receive a **failure**. The cost for replacement of a copied or lost exam could be passed on to the Certification tester and/or the agency being tested.

While administering the exam, you shall remain in the room at all times.

Pre-Exam Procedures

- ❑ Ensure that there is adequate space between persons taking the exam. Ensure that it is a comfortable location with adequate lighting and ventilation for testing.
- ❑ Prior to conducting the exam, Training Records must be checked for **100% completion**. If they are not complete, **do not** conduct the test. Contact a department representative and/or the Certification program manager.
- ❑ The candidates may use their own IFC and Inspector Guide, and a calculator provided by UFRA during the **Inspector Exam**. Candidates may use a calculator provided by UFRA during the **Officer Exam**.
- ❑ If testing both the written exam and skills, test the skills first.

Post-Exam Procedures

- ❑ If you have any problems or concerns, please write them down and forward them to the Certification Office.
- ❑ Complete only the front of the "Spot Check" Examination Results form, and put the candidates' names on the back. Review all exam booklets to ensure that they are completed and collect all clipboards, stopwatches, and any unused exam booklets. **The exams will be graded at UFRA.**
- ❑ Make sure all time sheets and travel reimbursement forms are signed and returned with the test box.
- ❑ Use the "Return Shipping Label" to return all examinations and materials to the Certification Office. Attach the "To Be Opened by Certification Office Staff Only" seal to the box or envelope. Drop it off at the post office.

CANDIDATE INSTRUCTIONS

- ❑ **TESTER: Welcome the candidates and introduce yourself. Tell the candidates:**
- ❑ Sign the examination attendance roster with your FULL LEGAL NAME and present your current picture ID to the Certification tester. You may not take the exam without presenting picture ID.
    - **TESTER: Candidates may not take the exam without picture ID.**
- ❑ Please remove all unapproved materials from your desk, including books, bags, purses, all beverages and food items, etc. Place items away from you, preferably across the room. You should have nothing on the desk except the items approved for your exam, if any.
    - ✓ For the Officer Exam, a picture packet, calculator, and a scratch paper will be provided by UFRA.
    - ✓ For the Inspector Exam, candidates may use their own IFC and Inspector Guide Book and a calculator provided by UFRA.
    - **TESTER: Do not proceed until all items are removed from desks, except for the IFC, the Inspector Guide Book, and a UFRA calculator. Cell phones MAY NOT be used as calculators.**

- ❑ All electronic devices must be turned off and placed out of reach until you have completed the exam. This includes, but is not limited to: cell phones, smartphones, handheld computers/tablets, PDAs, smart glasses, digital watches, smart watches, and other electronic, recording, listening, or photographic devices.
    - **TESTER: Do not proceed until all electronic devices are turned off and put away.**
- ❑ Candidates wearing a hat with a bill or brim will need to remove the hat or wear it with the bill to the back, unless it is worn for religious or medical reasons.
    - **TESTER: Do not proceed until candidates remove/move hats.**
- ❑ If you need to use the restroom, you may go one at a time. No talking about the examination is allowed during restroom breaks. No review of study materials will be allowed once the exam begins.
- ❑ If you leave the test site at any time without tester approval, your exam will be considered invalid. Should an emergency arise where you need to leave the test site, please speak to testers for direction before leaving.
- ❑ If cheating is observed at any time during the testing process, you will be removed from the testing area. You will be informed of the observation and requested to leave the test site.
- ❑ If you have an appeal about the examination process, you should contact the Certification Office in writing and list the reason for the appeal. If resolution does not occur through the Certification Office, you can appeal to the Utah Fire Service Certification Council. If the Certification Council turns down the appeal, you can appeal to the Utah Fire Prevention Board, whose decision is final.
- ❑ You will now each receive a #2 pencil and an exam booklet. DO NOT open the exam. Please complete the information on the front of the booklet and wait for further instructions.

- ❑ Officer I only: Write your name on the scratch paper. When the exam is finished, you must turn in the scratch paper with all exam materials.
- ❑ The tester will announce the time allowed prior to testing each skill. The tester will post start and end times in a place where you can see them. You may not move on to the next skill until directed to do so.
    - **TESTER: All timing of skills will be done with the STOPWATCH provided by the Certification Office.**
    - **TESTER: You may announce time interval warnings (i.e., "Five minutes left").**
- ❑ Once all skills have been completed, the tester will collect all exam booklets and calculators.
- ❑ Do any of you have any questions before beginning the exam? Questions will not be answered after the time begins.
- ❑ We will now begin the exam.

List any problems and/or concerns below, such as missing tests, unusual activities, no-shows, etc.

Comments: _____

_____

As tester for this exam, I have followed the above guidelines in administering this exam and maintained the security and integrity of the testing process.

Signature: _____ Date: _____

INSTRUCTIONS FOR INSTRUCTOR SKILLS EXAM

LEAD TESTER INSTRUCTIONS

****Testers,** prior to exam day, please review the "Fire Instructor I Skills Testing Instruction Sheet" (see test box).

As the Certification tester of this exam, **you** are representing the Utah Fire Service Certification Council. You are responsible for test security. Examinations must either remain locked in a secured place or in your possession at **all** times. Failure to do so is a violation of policy. Review the following procedures and follow them as outlined, complete and check off each step listed, and sign the back of this form.

Check Training Records

- ❑ Prior to conducting the exam, training records must be checked for **100% completion**. If they are not complete, **do not** conduct the test. Contact a department representative and/or the Certification program manager.

Pre-Exam Briefing with Test Team

- ❑ Score the candidates for: **swiftly** completing the skill in the allotted time, **safely** completing the skill, and **competently** completing all performance criteria. The candidate must complete all critical competencies to pass the skill. If they do not, they fail the attempt. Certification testers will not coach or instruct during the examination process. Certification testers will ensure that all equipment is in safe and working condition, and that all candidates testing are wearing appropriate PPE during the test as required by the skills given.

- ❑ While administering the "spot check," read the skills to be demonstrated, the conditions to be met, and the time limit to complete each skill. Do this with each candidate as they come to each testing station. Ask the candidates if they have any questions before beginning the skill. Questions will not be answered after the time begins. All timing of skills will be done with the STOPWATCH provided by the Certification Office.

- ❑ As each candidate completes a skill, sign the lower section of that skill sheet. If a candidate fails a 1st attempt, the 2nd attempt should be conducted by a different tester. If only one tester is at the test site, the tester may conduct the 2nd attempt, if granted permission by the candidate. **If the candidate grants permission, the candidate must initial the skill sheet in the space provided.** If a candidate fails a 2nd attempt, the tester will need to have them review and sign the bottom section of that skill sheet.

- ❑ Test booklets should be handed from tester to tester. DO NOT allow candidates to carry test booklets from one station to the next.

- ❑ If there is a question or a problem that arises during the exam, it should be brought to the Certification program manager's attention immediately. Do not discuss problems around candidates taking the exam. Discuss them in private.

Post-Exam Instructions

- ❑ If you had any problems or concerns, please write them down and forward them to the Certification Office.

- ❑ **You are responsible** for completing the "Spot Check" Examination Results form (**both sides**). Review all exam booklets to ensure that they are completed and collect all clipboards, stopwatches, and any unused exam booklets.

- ❑ Make sure all time sheets and travel reimbursement forms are signed and returned with the test box.

- ❑ Use the "Return Shipping Label" to return all examinations and materials to the Certification Office. Attach the "To Be Opened by Certification Office Staff Only" seal to the box or envelope. Drop it off at the post office.

PRE-EXAM BRIEFING WITH CANDIDATES

- ❑ **TESTER: Welcome the candidates and introduce the members of the test team.**
- ❑ Tell the candidates: Please sign the examination attendance roster with your FULL LEGAL NAME and present your current picture ID to the Certification tester. You may not take the exam without presenting picture ID.
  - **TESTER: Candidates may not take the exam without picture ID.**
- ❑ All electronic devices must be turned off and placed out of reach until you have completed the exam. This includes, but is not limited to: cell phones, smartphones, handheld computers/tablets, PDAs, smart glasses, digital watches, smart watches, and other electronic, recording, listening, or photographic devices.
  - **TESTER: Do not proceed until all electronic devices are turned off and put away.**
- ❑ Candidates wearing a hat with a bill or brim will need to remove the hat or wear it with the bill to the back, unless it is worn for religious or medical reasons.
  - **TESTER: Do not proceed until candidates remove/move hats.**
- ❑ Please remember that this is an exam. You **may not** refer to textbooks or reference materials once the exam has started. You are not to discuss tested material or any problems concerning the exam with the other candidates.
- ❑ If you need to use the restroom, you may go one at a time. No talking about the examination is allowed during restroom breaks. No review of study materials will be allowed once the exam begins.
- ❑ If you leave the test site at any time without tester approval, your exam will be considered invalid. Should an emergency arise where you need to leave the test site, please speak to testers for direction before leaving.
- ❑ If you have an appeal about the examination process, you should contact the Certification Office in writing and list the reason for the appeal. If resolution does not occur through the Certification Office, you can appeal to the Utah Fire Service Certification Council. If the Certification Council turns down the appeal, you can appeal to the Utah Fire Prevention Board, whose decision is final.
- ❑ You will now each receive an exam booklet and a "Presentation Evaluation Form." Do NOT open the exam. Please complete the information on the front of the booklet and return the exam booklet to the Certification tester.
  - **TESTER:** Collect all the exam booklets and maintain control of them during the exam.
  - **TESTER:** Assign each candidate a presentation to evaluate using their "Presentation Evaluation Form." This is part of their exam.

POST-EXAM BRIEFING WITH CANDIDATES

- ❑ **TESTER:** Discuss any issues or concerns, good and/or bad, with the candidates.
- ❑ **TESTER:** Ask if there are any questions that arose during the exam.
- ❑ **TESTER:** If there are any candidates that need to take a 3rd attempt, notify them that they will need to have their department send in an Exam Request form requesting a new exam date that is no sooner than 30 days from the date of the current exam.
- ❑ **TESTER:** Thank the candidates for being involved in the certification process.

List any problems and/or concerns below, such as: missing tests, unusual activities, no-shows, etc.

Comments: _____

_____

As lead tester, I have followed the above guidelines in administering this exam and maintained the security and integrity of the examination process.

Signature: _____ Date: _____

APPENDIX E. INVESTIGATION GUIDE

STEPS FOR INVESTIGATION OF A CANDIDATE

1. **VIOLATION REPORTED:** A possible violation of section 20 is brought to the Certification program manager's attention. (See P&P section 21.)

2. **DISCUSSION:** The Certification Council discusses the need to begin an investigation during a Certification Council meeting. (See P&P section 21.2.)

3. **COMMITTEE:** The Certification Council appoints two Council members to form a special committee, preferably with one lead who has investigative experience with UFRA. The Certification program manager is optional. The special committee will investigate suspected or reported violations. (See P&P section 21.2.)
    - **CONFIDENTIALITY:** The investigation process shall not intentionally embarrass or demean an organization or person. (See P&P section 21.4.)
    - **TIME SENSITIVE:** The investigation process shall be conducted before the next Certification Council meeting, in a timely manner. (See P&P section 21.4.)

4. **NOTIFICATION:** The organizations involved shall be notified by a member of the assigned special committee that an investigation is being conducted. At that time, the purpose of the investigation is explained to all involved parties. (See P&P section 21.5 and the "Investigation Committee Reference.")
    - If the candidate/organization being investigated chooses to relinquish all certifications, the candidate may do so in writing and no investigation will be conducted. (See P&P section 21.6.)

5. **SCHEDULING:** A member of the assigned special committee schedules interviews with the following people. (See P&P section 21.7.)
    - Witnesses:
        - Tester(s) who administered the exam
        - Candidate(s) involved
        - Training officer(s)/chief
        - Other: anonymous

    To gather evidence, interview the:
    1. Individual(s) making the accusation
    2. Individual(s) accused of misconduct
    3. Other witnesses that may be involved
    4. Chief officer(s)

6. **INTERVIEWS:** The investigators of the special committee shall seek firsthand information (not hearsay). All persons interviewed are counseled about the value of speaking fairly, accurately, and honestly. (See P&P sections 21.7–21.8.)
    - See the "Investigation Committee Reference."
    - See the "Optional Interview Questions" sheet.
    - Take notes.
    - Ask follow-up questions/conduct a follow-up interview (if needed).

7. **COLLECT DATA:** Evidence is collected and documented and any public accounts such as newspaper articles or court records may be reviewed. (See P&P section 21.7.)

8. **WRITTEN REPORT:** The investigators of the special committee create a written report that summarizes, analyzes, and briefly states the conclusions of the investigation based on the facts. The report is signed by the person conducting the investigation and/or committee members. (See P&P section 21.9.)
9. **DECISION:** The Certification Council reviews the written report of the investigation.
    - **HEARING:** If the Council believes grounds exist for the revocation, suspension, or denial of certification, the Certification program manager will give the candidate written notification of the Council's intention to hold a hearing. (See P&P section 21.10.)
        - **WRITTEN NOTIFICATION OF HEARING:** The notification shall include the time, date, location, purpose, and basis for the hearing. (See P&P section 21.11.)
            - It is sent by Certified Mail to the candidate's last address given by the participating agency or the candidate.
        - **COUNCIL INTERVIEW:** The Council may summon and interview witnesses and gather information pertinent to the case, and shall allow the accused candidate to respond to the charges in writing or in person. (See P&P section 21.11.)
    - **MAJORITY VOTE:** Revocation, suspension, or denial of certification shall require a majority vote of a quorum of Council members. (See P&P section 21.13.)
        - The Council may choose to hold a closed session for deliberation about the charges, but any resulting vote on an action shall be taken during an open session. (See P&P section 21.13.)
    - **REAPPLY:** Candidates who have been denied certification may reapply for certification ONE (1) year after the date of the Council's action, unless otherwise specified by the Council. (See P&P section 21.14.)
        - The candidate shall return to the Council all certificates, cards, and patches issued by the Council for all levels being revoked, suspended, or denied. (See P&P section 21.15.)
        - Candidates may appeal the decision of the Council. (See P&P section 21.16.)
10. **DOCUMENTATION:** Copies of all correspondence and documentation shall be retained and secured by Certification administration. (See P&P section 21.12.)

STEPS FOR INVESTIGATION OF A DEPARTMENT TESTER
(WHO ISN'T AN ADJUNCT UFRA EMPLOYEE)

1. **VIOLATION REPORTED:** A possible violation of section 20 is brought to the Certification program manager's attention. The Certification program manager may seek assistance from the Certification Council to conduct the investigation. (See P&P sections 22.1–22.2.)

2. **DISCUSSION:** The Certification Council discusses the need to begin an investigation during a Certification Council meeting. (See P&P section 21.2.)

3. **COMMITTEE:** The Certification Council appoints two Council members to form a special committee, preferably with one lead who has investigative experience with UFRA. The Certification program manager is optional. The special committee will investigate suspected or reported violations. (See P&P section 21.2.)
    - **CONFIDENTIALITY:** The investigation process shall not intentionally embarrass or demean an organization or person. (See P&P section 22.3.)
    - **TIME SENSITIVE:** The investigation process shall be conducted before the next Certification Council meeting, in a timely manner. (See P&P section 22.3.)

4. **NOTIFICATION:** The tester and/or organization involved shall be notified by a member of the investigation committee that an investigation is being conducted. At that time, the purpose of the investigation is explained to all involved parties. (See P&P section 22.4.)

5. **SCHEDULING:** A member of the committee schedules interviews with the following people. (See P&P section 22.5.)
    - Witnesses:
        - Tester(s) who administered the exam
        - Candidate(s) involved
        - Training officer(s)/chief
        - Other: anonymous

    To gather evidence, interview the:
    1. Individual(s) making the accusation
    2. Individual(s) accused of misconduct
    3. Other witnesses that may be involved
    4. Chief officer(s)

6. **INTERVIEWS:** The investigators of the committee shall seek firsthand information (not hearsay). All persons interviewed are counseled about the value of speaking fairly, accurately, and honestly. (See P&P section 22.6.)
    - See the "Investigation Committee Reference."
    - See the "Optional Interview Questions" sheet.
    - Take notes.
    - Ask follow-up questions/conduct a follow-up interview (if needed).

7. **COLLECT DATA:** Evidence is collected and documented and any public accounts such as newspaper articles or court records may be reviewed. (See P&P section 22.5.)

8. **WRITTEN REPORT:** The investigators of the committee create a written report that summarizes, analyzes, and briefly states the conclusions of the investigation based on the facts. The report is

signed by the person conducting the investigation and/or committee members. (See P&P section 22.7.)

9. **DECISION:** The Certification Council reviews the written report of the investigation.
    - **HEARING:** If the Council believes grounds exist for the revocation, suspension, or denial of testing privileges, the tester and employing department's administrator shall be given written notification of the Council's intention to hold a hearing, from the Certification program manager. (See P&P section 22.9.)
        - **WRITTEN NOTIFICATION OF HEARING:** The notification shall include the time, date, location, purpose, and basis for the hearing. (See P&P section 22.10.)
            - It is sent by Certified Mail to the candidate's last address given by the participating agency or the tester.
        - **COUNCIL INTERVIEW:** The Council may summon and interview witnesses and gather information pertinent to the case, and shall allow the accused tester to respond to the charges in writing or in person. (See P&P section 22.10.)
    - **MAJORITY VOTE:** Revocation, suspension, or denial of testing privileges shall require a majority vote of a quorum of Council members, based on the severity of the violation. (See P&P section 22.12.)
        - The Council may choose to hold an executive closed session for deliberation about the charges, but any resulting vote on an action shall be taken during an open session. (See P&P section 22.12.)
    - **REAPPLY:** Any tester who has been denied testing privileges pursuant to section 20 may reapply for testing privileges ONE (1) year after the date of the Council's action, unless otherwise specified by the Council. (See P&P section 22.13.)
        - Testers who have had testing privileges revoked, suspended, or denied may appeal to the Utah Fire Prevention Board. (See P&P section 22.14.)
        - Following testers' reinstatement by the Council, Certification administration and UFRA will not be obligated to rehire testers who have had testing privileges revoked, suspended, or denied. (See P&P section 22.15.)
10. **DOCUMENTATION:** Copies of all correspondence and documentation shall be retained and secured by Certification administration. (See P&P section 22.11.)

STEPS FOR INVESTIGATION OF A UFRA-EMPLOYED TESTER

1. **VIOLATION REPORTED:** A possible violation of section 20 is brought to the Certification program manager's attention. The Certification program manager may seek assistance from the Certification Council to conduct the investigation. (See P&P sections 22.1–22.2.)

2. **DISCUSSION:** The Certification Council discusses the need to begin an investigation during a Certification Council meeting. (See P&P section 21.2)

3. **COMMITTEE:** The Certification Council appoints two Council members to form a special committee, preferably with one lead who has investigative experience with UFRA. The Certification program manager is optional. The special committee will investigate suspected or reported violations. (See P&P section 21.2.)
    - **CONFIDENTIALITY:** The investigation process shall not intentionally embarrass or demean an organization or person. (See P&P section 22.3.)
    - **TIME SENSITIVE:** The investigation process shall be conducted before the next Certification Council meeting, in a timely manner. (See P&P section 22.3.)

4. **NOTIFICATION:** The tester and/or organization involved shall be notified by a member of the investigation committee that an investigation is being conducted. At this time, the purpose of the investigation is explained to all involved parties. (See P&P section 22.4.)

5. **SCHEDULING:** A member of the committee schedules interviews with the following people. (See P&P section 22.5.)
    - Witnesses:
        - Tester(s) who administered the exam
        - Candidate(s) involved
        - Training officer(s)/chief
        - Other: anonymous

To gather evidence, interview the:

1. Individual(s) making the accusation
2. Individual(s) accused of misconduct
3. Other witnesses that may be

6. **INTERVIEWS:** The investigators of the committee shall seek firsthand information (not hearsay). All persons interviewed are counseled about the value of speaking fairly, accurately, and honestly. (See P&P section 22.6.)
    - See the "Investigation Committee Reference."
    - See the "Optional Interview Questions" sheet.
    - Take notes.
    - Ask follow-up questions/conduct a follow-up interview (if needed).

7. **COLLECT DATA:** Evidence is collected and documented and any public accounts such as newspaper articles or court records may be reviewed. (See P&P section 22.5.)

8. **WRITTEN REPORT:** The investigators of the committee create a written report that summarizes, analyzes, and briefly states the conclusions of the investigation based on the facts. The report is signed by the person conducting the investigation and/or committee members. (See P&P section 22.7.)

9. **DECISION:** The investigator(s) shall deliver a report to the UFRA assistant director over Certification, if the person being investigated is a UFRA employee. (See P&P section 22.7.)
    - **UVU DISCIPLINARY ACTION:** UFRA employees accused of violations of section 20 or UVU policies and procedures may be subject to UVU progressive disciplinary processes. (See P&P section 22.8.)

10. **REPORT OF ACTION:** The UFRA director shall make a report of such action to the Certification Council, if the director believes that Council action regarding testing privileges is warranted. (See P&P section 22.8.)
    - **HEARING:** If the Council believes grounds exist for the revocation, suspension, or denial of testing privileges, the tester and the employing department's administrator shall be given written notification of the Council's intention to hold a hearing, from the Certification program manager. (See P&P section 22.9.)
        - **WRITTEN NOTIFICATION OF HEARING:** The notification shall include the time, date, location, purpose, and basis for the hearing. (See P&P section 22.10.)
            - It is sent by Certified Mail to the candidate's last address given by the participating agency or the tester.
        - **COUNCIL INTERVIEW:** The Council may summon and interview witnesses and gather information pertinent to the case, and shall allow the accused tester to respond to the charges in writing or in person. (See P&P section 22.10.)
    - **MAJORITY VOTE:** Revocation, suspension, or denial of testing privileges shall require a majority vote of a quorum of Council members, based on the severity of the violation. (See P&P section 22.12.)
        - The Council may choose to hold an executive closed session for deliberation about the charges, but any resulting vote on an action shall be taken during an open session. (See P&P section 22.12.)
    - **REAPPLY:** Any tester who has been denied testing privileges pursuant to section 20 may reapply for testing privileges ONE (1) year after the date of the Council's action, unless otherwise specified by the Council. (See P&P section 22.13.)
        - Testers who have had testing privileges revoked, suspended, or denied may appeal to the Utah Fire Prevention Board. (See P&P section 22.14.)
        - Following testers' reinstatement by the Council, Certification administration and UFRA will not be obligated to rehire testers who have had testing privileges revoked, suspended, or denied. (See P&P section 22.15.)

11. **DOCUMENTATION:** Copies of all correspondence and documentation shall be retained and secured by Certification administration. (See P&P section 22.11.)

INVESTIGATION COMMITTEE REFERENCE

Investigation Committee Checklist:

To gather evidence, interview the:

1. Individual(s) making the accusation
2. Individual(s) accused of misconduct
3. Other witnesses that may be involved
4. Chief officer(s)
5. Administration grader (optional)

- ☐ Conduct interviews: seek firsthand information.
  - Interview in a private area.
  - Use the list of "Optional Interview Questions" as a reference.
  - Take notes.
  - Keep your opinion to yourself, regardless of the complainant and situation.
  - Don't make any promises regarding outcome.
  - Provide copies of the UFSCS Policies and Procedures (optional).
- ☐ Collect data: evidence or any public accounts, news articles, or court records.
- ☐ Write a written report that summarizes, analyzes, and states the conclusions of the investigation based on facts.
- ☐ Present the written report at the next Certification Council meeting.

Interview

Opening Statement: The Purpose of the Investigation

We will be conducting an informal investigation interview due to a possible violation of section 20 of our Policies and Procedures that has been brought to our attention. This interview is to be sure we reach a fair and accurate conclusion. We want to uncover essential information and corroborate any right conduct or wrongdoing. We will be taking notes during this interview.

Gather Facts: Collect Data

We are here to gather facts regarding the _____ exam taken on _____ (date). We are seeking firsthand information (not hearsay). We request that individuals speak fairly, accurately, and honestly. We want to verify that data we obtain today validates information we already received.

After the Interview (Optional): Explain the Reason for the Interview

You have been interviewed because:

- Another candidate observed _____ (example: cheating).
- A tester observed _____ (example: cheating).
- Another person(s) brought to our attention _____ (example: cheating).
- There were test scores equivalent to other candidates' scores, so we flagged a suspicious possibility of _____ (example: cheating).

Optional Interview Questions

- Explain in detail exactly what happened.
- Who committed the alleged behavior?
- Who is responsible for the alleged action?
- Who else was present that may have seen or heard about the incident?
- Who else may have seen or heard this as a witness?
    - Do you recall the names of the witnesses?
- When did you see this occur? Is it ongoing?
- Where did you see this happen?
- How did you respond or react?
- Did you let the person know that you were upset by this?
- Have you discussed this incident with anyone?
- Did you discuss this with anyone in your department?
    - If so, who did you tell, when did you tell them, and why?
- Are you aware of other accounts of this being done?
- Have you been affected personally or professionally by this?
    - How have you and your job been affected by this incident?
- Do you have any notes or documentation to provide us regarding this incident?
- Is there anyone else who may have relevant information?
    - Can you give us the names of people who may have more information?
- What do you believe is the appropriate action to be taken?
- Do you have any other information that might be helpful to this investigation?