



# Certification Policy and Procedure Manual

# Missouri Division of Fire Safety





## MISSION

**The Division of Fire Safety provides proactive statutory enforcement, regulatory oversight, and education to protect all lives and property from the devastation of fires, explosions and life safety perils.**



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## Foreword

The Missouri State General Assembly created the Office of the State Fire Marshal in 1972 to provide assistance to local agencies with the investigation of fires and explosions. In 1985, the General Assembly passed major legislation which reorganized the Office into the Missouri Division of Fire Safety. This legislation added the responsibilities of the training of fire fighters, investigators and any state employee performing fire inspections pursuant to state statutes or state licensing requirements; establishing a statewide reporting system; conducting investigations; and conducting fire inspections for licensing purposes.

In 1985, the Division of Fire Safety initiated a program of certification for fire investigators followed by certification programs for fire fighters, fire inspectors and instructors. In 1994, the Division introduced a Fire Fighter I and II training packet designed to comply with the National Fire Protection Association Standard 1001-1992. Testing procedures were developed and implemented to certify fire fighters to this standard.

The Division of Fire Safety was accredited by the International Fire Service Accreditation Congress in 1996 for the levels of Fire Fighter I and II. In 2001, the Division was reaccredited by IFSAC and accredited for the levels of Hazardous Materials Awareness and Operations, Fire Service Instructor I, Fire Investigator, Fire Inspector I, and Fire Officer I. In 2005 and 2011, the Division was again reaccredited and received initial accreditation for the additional levels of Fire Service Instructor II and Fire Officer II. In 2011, the Division was accredited for the Hazardous Materials Technician. In 2015 the Division received accreditation for Driver Operator-Chapter 4, Driver Operator Pumper, Fire Officer III, Fire Officer IV, Technical Rescuer-Chapter 5 and Rope Level I and II, Live Fire Instructor, Incident Safety Officer, Fire Inspector II, Fire & Life Safety Educator I and II, Public Information Officer, Rapid Intervention Crew.

The Division was also accredited in 2011 by the National Board on Fire Service Professional Qualifications for the certification levels of Hazardous Materials Awareness and Operations, Fire Fighter I and II, Fire Service Instructor I and II, Fire Investigator, Fire Inspector I and II, and Fire Officer I and II. In 2015 the Division received accreditation for Driver Operator-Pumper, Driver Operator-Aerial, Driver Operator-Mobile Water Supply, Technical Rescuer-Rope Level I and Rope Level II, Fire and Life Safety Educator I and II, Incident Safety Officer and Hazardous Materials Technician.





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**Article I.**  
**General Procedures**

**Section 1.01 Endorsement of the Missouri Division of Fire Safety as the Certification Agency in Missouri**

- (a) Missouri Revised Statute 320.202 states: The fire marshal and the division shall be responsible for:
- 1) The voluntary training of firefighters, investigators, inspectors, and public or private employees or volunteers in the field of emergency response, rescue, fire prevention or preparedness;
  - 5) Establishing and maintaining a voluntary training and certification program based upon nationally recognized standards. A certification testing fee and recertification fee shall be established by promulgated rules and regulations by the state fire marshal under the provisions of section 536.024, RSMo. Fees collected shall be deposited into the general revenue fund.

**Section 1.02 Certification Criteria**

- (a) The Missouri Division of Fire Safety provides certification criteria that meets or exceeds the current edition of the National Fire Protection Association Professional Qualification Standards or other standards adopted by the International Fire Service Accreditation Congress (IFSAC) and the National Board on Fire Service Professional Qualifications (NBFSPQ).

**Section 1.03 Official Date of Adoption**

- (a) The Missouri Division of Fire Safety announces a cutoff date for certification in compliance with the official date of publication of a NFPA Qualification Standard. Prior to the established cutoff date the Division of Fire Safety certifies to the previous NFPA Standard. In no case shall the designated cutoff date exceed a period of twenty-four months from the official date of adoption of the particular NFPA Standard.

**Section 1.04 Certification Availability**

- (a) Consistent and quality instruction and certification is the primary obligation of the Missouri Division of Fire Safety to its students. The Division is operated in accordance with the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, the American with Disabilities Act of 1990 and the Equal Employment Opportunity Act, as well as other federal and state laws, regulations, and guidelines, which prohibit discrimination on the basis of race, color, creed, religion, national origin, age, sex, or handicap.
- (b) Discrimination of any form including ethnic slurs, jokes, sexist remarks, etc. are strictly prohibited and should be reported to the Division of Fire Safety. Any student, volunteer instructor, or staff member who believes he or she has not received fair treatment may submit a complaint to the Director of the Division of Fire Safety.



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### **Section 1.05 Availability of all Testing and Certifying Services**

- (a) The primary goal of the Division of Fire Safety, as an accrediting entity, is to make available training, technical assistance, testing and certification services to emergency response personnel in the State of Missouri.
- (b) The Missouri Division of Fire Safety is operated in accordance with the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, the American with Disabilities Act of 1990 and the Equal Employment Opportunity Act, as well as other federal and state laws, regulations, and guidelines, which prohibit discrimination on the basis of race, color, creed, religion, national origin, age, sex, or handicap.

### **Section 1.06 Certification Levels**

- (a) The Division of Fire Safety currently offers the following levels of certification:

<b><u>Entity Level</u></b>	<b><u>Corresponding NFPA Level</u></b>
(i) Fire Fighter I	NFPA 1001-1992, 1997, 2002, 2008, 2013
(ii) Fire Fighter II	NFPA 1001-1992, 1997, 2002, 2008, 2013
(iii) Fire Investigator	NFPA 1033-1998, 2003, 2009, 2014
(iv) Fire Inspector I	NFPA 1031-1998, 2003, 2009, 2014
(v) Fire Inspector II	NFPA 1031-2014
(vi) Fire Service Instructor I	NFPA 1041-1996, 2002, 2007, 2012
(vii) Fire Service Instructor II	NFPA 1041-1996, 2002, 2007, 2012
(viii) Fire Officer I	NFPA 1021-1997, 2003, 2009, 2014
(ix) Fire Officer II	NFPA 1021-1997, 2003, 2009, 2014
(x) Fire Officer III	NFPA 1021-2014
(xi) Fire Officer IV	NFPA 1021-2014
(xii) Incident Safety Officer	NFPA 1521-2015
(xiii) Hazardous Materials: Awareness	NFPA 472-1997, 2002, 2008, 2013
(xiv) Hazardous Materials: Operations	NFPA 472-1997, 2002, 2008, 2013
(xv) Hazardous Materials: Technician	NFPA 472-2008, 2013
(xvi) Driver Operator-Chapter 4	NFPA 1002-2014
(xvii) Driver Operator-Pumper	NFPA 1002-2014



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(xviii) Driver Operator-Aerial	NFPA 1002-2014
(xix) Driver Operator-Mobile Water Supply	NFPA 1002-2014
(xx) Technical Rescuer - Chapter 5	NFPA 1006-2013
(xxi) Technical Rescuer-Rope Level I	NFPA 1006-2013
(xxii) Technical Rescuer-Rope Level II	NFPA 1006-2013
(xxiii) Live Fire Instructor	NFPA 1403-2012
(xxiv) Public Information Officer	NFPA 1035-2010
(xxv) Fire & Life Safety Educator I	NFPA 1035-2010
(xxvi) Fire & Life Safety Educator II	NFPA 1035-2010
(xxvii) Rapid Intervention Crew	NFPA 1407-2015

### **Section 1.07 Certification and Re-certification Requirements**

- (a) Individuals applying to the Division of Fire Safety for certification must meet the requirements for the appropriate level. Requirements are published in the appropriate corresponding certification booklet.
- (b) Re-certification Requirements
  - (i) All Fire Service Instructor I and II, Fire Inspector I and II, Fire Investigator Certification levels shall expire three (3) years from the certification date or from date of re-certification.
  - (ii) All Technical Rescuer and Hazardous Materials Technician Certification levels shall expire five (5) years from the certification date or from date of re-certification
  - (iii) Notification of approaching expiration will be sent to the individual's email address on record prior to the re-certification expiration date. The individual is responsible for supplying the Division with a current email address.
  - (iv) For level specific re-certification requirements, refer to the appropriate level certification booklet.
  - (v) In the event an individual does not submit the required documentation for re-certification, his or her certification status will be revoked. To regain certification, the individual must successfully complete all course requirements of an approved course for the appropriate level. Individuals must meet all requirements for certification, including passing the written and practical skill certification exams, in order to qualify for certification.





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### **Section 1.08 Publication of Certification Level Pre-requisites**

- (a) Required prerequisites are established and published for each level of certification. These prerequisites can be found in each level specific "Certification Program Guide for Lead Instructors and Practical Skill Evaluators" booklet.
- (b) Any candidate making application for any given certification level must document completion of approved training that meets or exceeds the appropriate NFPA Standard and as outlined in the level specific "Certification Program Guide for Lead Instructors and Practical Skill Evaluators" booklet.

### **Section 1.09 Certification Level Examinations**

- (a) Practical Skills Examinations
  - (i) Course objectives consisting of manipulative skills are examined through a process of practical testing designed to meet the appropriate NFPA standard.
  - (ii) Practical Skills Examinations are graded on a pass/fail basis with a predetermined skills checklist for each skill to be tested, referenced to the appropriate NFPA Standard.
- (b) Project-based Skills Examination
  - (i) Course objectives consisting of project skills are examined through a process of projects designed to meet the appropriate NFPA standard
  - (ii) Projects are graded on a pass/fail basis with predetermined skills checklist for each skill to be assessed and/or a grading rubric to be used in the evaluation of the project.
- (c) Written Examinations
  - (i) Course objectives consisting of the demonstration of pertinent knowledge are examined through objectively graded written examination, referenced to the appropriate NFPA Standard.
  - (ii) Knowledge examinations are graded according to a predetermined passing grade of 70% denoting the minimum percentage required to pass the exam, referenced to the appropriate NFPA Standard.

### **Section 1.10 Release of Test Scores**

- (a) Certification test scores are not released to any individual, instructor, fire chief, agency, or organization nor retained in the individual's file.
- (b) A letter of notification of pass/fail status is forwarded to each student completing the exam at his or her home address.
- (c) Students who fail the exam on the first attempt will also be sent a feedback report outlining any areas of weakness.



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- (d) The Division of Fire Safety does not retain any test scores other than pass/fail status for each student. Pass/fail status is indicated on each student's level specific documentation. All score sheets are destroyed following grading.
- (e) Upon request, pass/fail status of students are provided to the Chief or the lead instructor conducting the course as authorized by the student's Authorization of the Release of Information form.

### **Section 1.11 Written & Practical Skills Examination Availability**

- (a) Written Examinations
  - (i) Individuals meeting the requirements for certification may request to participate in an approved scheduled written certification exam. The Division of Fire Safety will assist individuals in making these arrangements following verification of the required training. A schedule of test dates for all certification levels is published on the Division of Fire Safety's website at [www.dfs.dps.mo.gov](http://www.dfs.dps.mo.gov). All published dates are open to all levels of written certification testing.
  - (ii) A Division of Fire Safety employee shall serve as proctor for all written examinations.
- (b) Practical Skill Examinations
  - (i) Practical Skill Examinations are level-specific. Requirements for scheduling and conducting Practical Skill Examinations can be found in the appropriate level-specific "Guide for Lead Instructor and Practical Skill Exam Evaluator" booklet.

### **Section 1.12 Delegation of Certifying Authority**

- (a) In compliance with IFSAC and NBFSPQ policies and procedures, the policy of the Missouri Division of Fire Safety regarding the delegation of its certifying authority is as follows:
  - (i) The delegated certification authority is governed by the same procedures, criteria and standards of the Missouri Division of Fire Safety as outlined in the Certification Policy and Procedure Manual, as well as IFSAC and NBFSPQ policies and procedures.
  - (ii) The Missouri Division of Fire Safety, acting as the accreditation entity delegating its authority, is responsible for compliance with all IFSAC and NBFSPQ Criteria.
  - (iii) The Missouri Division of Fire Safety does not delegate certifying authority at this time but reserves the right to do so in the future.
  - (iv) The Missouri Division of Fire Safety, acting as the accreditation entity, will not delegate its certifying authority to another entity possessing a broader geographical service area in terms of constituency.

### **Section 1.13 Accreditation Impact and Certification Status**

- (a) The Division of Fire Safety affirms that accreditation will not affect the current certification level of any individual.



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**Section 1.14 New Standards**

- (a) An individual's certification may not be rendered invalid because the NFPA or any other accrediting body adopts new standards.



## **Article II.**

# **Record Keeping and Test Bank Management**

### **Section 2.01 Certification Data**

- (a) The Division of Fire Safety acting as an accreditation entity will collect and maintain the following data on certification:
  - (i) Names of students tested
  - (ii) Dates of Birth of students tested
  - (iii) Partial social security number
  - (iv) Certification level records
  - (v) IFSAC seal number
- (b) The policy of the Division of Fire Safety concerning the maintenance of data is to maintain all data items listed above indefinitely. The Division will provide IFSAC and/or NBFSPQ with this data at least twice annually.
- (c) The NBFSPQ will collect and maintain all NBFSPQ identification numbers for each student applying for certification through the NBFSPQ.

### **Section 2.02 Test Availability to Designated Representatives**

- (a) The Division of Fire Safety makes available to representatives designated by the IFSAC and NBFSPQ the tests for all levels of certification.

### **Section 2.03 Test Bank Maintenance**

- (a) The Division of Fire Safety maintains test banks for all accredited levels. All banks are validated by subject matter experts, comprised of certified members of Missouri's Fire Service with at least 10 years of experience in the level they are validating, following bank purchase and/or after a NFPA standard edition change.
- (b) Separate test banks shall be maintained for each level of certification issued by the Division. All test banks shall include sufficient questions to correlate 100% of the standards set for the various certification levels. All test banks shall be at least twice as large as the number of questions used per test generated.
- (c) Each question within all test banks shall identify the appropriate NFPA Standard and edition being tested, which shall be the same standard and edition as the accredited level. Each question shall also be referenced to the standard being measured and to the appropriate reference source.



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### **Section 2.04 Test Bank Access**

- (a) Test Item Development, Validation and Review
  - (i) Test item development, validation and review will be conducted under the direct supervision of Division Training Unit staff.
  - (ii) All test item development, validation and review will be conducted at the Division headquarters
  - (iii) Any individual participating in the development, validation and/or review of a test bank must agree to and sign a “Test Bank Confidentiality” agreement.
  - (iv) At no time shall any work product, test items or test instruments leave the Division headquarters.
- (b) The Missouri Division of Fire Safety limits test bank access to the Division's Training Unit staff. Test banks are protected by password and maintained on a stand-alone computer and accessible only to the above individuals.
- (c) Copies of the test and answer keys are kept in locked cabinets and/or digitally stored on secured media in a locked room located in the office of the Division's Training Unit.
- (d) Certification tests are handled by full-time Division of Fire Safety employees as assigned and approved by the Deputy Chief of Training and Certification. No tests are left unattended at any test site.

### **Section 2.05 Exam Generation and Specifications**

- (a) Test questions are randomly generated from the database on the appropriate test bank and reviewed by the Missouri Division of Fire Safety training staff and Subject Matter Experts periodically for clarity and relevance to the standard being tested. Random test generation shall include a selection from each major section/topic of the appropriate NFPA Standard being tested.
- (b) Multiple versions of tests for each certification level shall be created and used. These versions shall be destroyed and a new version created for use at least every six months.
- (c) Written Certification Test Specifications

The following test specifications will apply for the level being tested:

Fire Fighter I:

NFPA 1001-2013  
100 multiple choice questions

Fire Fighter II:

NFPA 1001-2013  
100 multiple choice questions

Fire Investigator:

NFPA 1033-2014  
100 multiple choice questions

Fire Inspector I:

NFPA 1031-2014  
100 multiple choice questions

Fire Inspector II:

NFPA 1031-2014

Fire Service Instructor I:

NFPA 1041- 2012



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100 multiple choice questions

100 multiple choice questions

Fire Service Instructor II:

NFPA 1041-2012

50 multiple choice questions

Live Fire Instructor:

NFPA 1403- 2012

100 multiple choice questions

Hazardous Materials - Awareness:

NFPA 472-2013

50 multiple choice questions

Hazardous Materials - Operations:

NFPA 472-2013

100 multiple choice questions

Hazardous Materials - Technician

NFPA 472-2013

100 multiple choice questions

Driver Operator: Chapter 4

NFPA 1002-2014

50 multiple choice questions

Driver Operator: Pumper

NFPA 1002-2014

100 multiple choice questions

Driver Operator: Aerial

NFPA 1021-2014

50 multiple choice questions

Driver Operator: Mobile Water Supply

NFPA 1002-2014

50 multiple choice questions

Public Information Officer

NFPA 1035-2010

50 multiple choice questions

Fire Officer I

NFPA 1002-2014

100 multiple choice questions

Fire Officer II

NFPA 1021-2014

100 multiple choice questions

Fire Officer III

NFPA 1021-2014

100 multiple choice questions

Fire Officer IV

NFPA 1021-2014

100 multiple choice questions

Technical Rescuer - Chapter 5

NFPA 1006-2013

100 multiple choice questions

Technical Rescuer - Rope Level I

NFPA 1006-2013

50 multiple choice questions

Technical Rescuer - Rope Level II

NFPA 1006-2013

50 multiple choice questions

Fire & Life Safety Educator I

NFPA 1035-2010

50 multiple choice questions

Fire & Life Safety Educator II

NFPA 1035-2010

50 multiple choice questions

Rapid Intervention Crew

NFPA 1407-2015

50 multiple choice questions

Fire Department Safety Officer: ISO

NFPA 1521-2015

100 multiple choice questions





## **Section 2.06 Test Bank Management**

- (a) Guidelines for Written Exam Questions and Answers:
  - (i) Developing and reviewing test items for construction of certification exams questions:
    - 1) Introductory Statements
    - 2) Multiple Choice Questions
    - 3) Each question is constructed in the form of a direct question or an incomplete statement to measure only one learning outcome.
  - (ii) Developing and reviewing test items for construction of certification exams answers:
    - 1) Students are provided with four answer choices - the correct answer and three plausible attractive distractors per test item.
    - 2) One answer is clearly defined as "best" or most correct and cannot be argued.
    - 3) All choices refer to the same subject matter.
    - 4) Choices are grammatically consistent with the introductory statement.
    - 5) Designated positions of the answers vary for each exam question.
    - 6) Choices appear in columnar format on separate lines with clearly assigned letters in alphabetical order (a-d).
- (b) Guidelines for Practical Skill Exams
  - (i) Skills checklist items for each certification level exam meet or exceed the NFPA Standard relevant to the item.
  - (ii) All skills are tested for Fire Officer I, Fire Officer II, Fire Officer III, Fire Officer IV, Fire Service Instructor I, Fire Instructor II, Hazardous Materials-Awareness, Hazardous Materials-Operations, Driver Operator Chapter 4, Driver Operator: Mobile Water Supply, Driver Operator: Aerial, Live Fire Instructor, Fire & Life Safety Educator I, Fire & Life Safety Educator II, Fire Inspector I, Fire Inspector II, Public Information Officer and Rapid Intervention Crew.
  - (iii) A random selection of skills, representing a diversity of the appropriate standard, is used for Fire Fighter I, Fire Fighter II, Fire Investigator, Driver Operator Pumper, Technical Rescuer Chapter 5, Technical Rescuer Rope Level I, Technical Rescuer Rope Level II, Incident Safety Officer, and Hazardous Materials-Technician certification.
  - (iv) Students are provided with clear, concise instructions.
- (c) Certification Exam Uniformity
  - (i) Written Exam Format and Instructions



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- (ii) Exam format is designed to include an area to identify student's name, full social security number, and date on the scantron answer sheet.
- (iii) Clear concise instructions are given regarding exam procedures.
- (iv) Students are provided information on how answers are to be recorded.
- (v) Students are provided a specified time allotted for the exam according to level.
- (d) Certification Exam Review and Analysis
  - (i) Exam scores and Exam items shall be reviewed on a regular basis.
  - (ii) Analyzing test questions and performing corrective actions for special circumstances, when questions are challenged, a validation issue is identified and/or prior to a NFPA standard edition change or a change in reference materials:
    - 1) Student's Challenge of a Test Question
      - a) *Student's can challenge a test question by completing Section 2 on the back of the Exam cover sheet by stating the question number and the reason for the challenge.*
      - b) *The test question/item challenged shall be immediately removed from any test and not be used until the issue has been resolved.*
      - c) *The question/item shall be reviewed by the Deputy Chief of Training and Certification, or their designee, for validity and reliability in regards to the appropriate NFPA Standard and reference materials.*
      - d) *The Deputy Chief of Training and Certification may then submit the question/item to members of the Level-Specific Subject Matter Experts for further review.*
    - 2) NFPA Standard Edition Change or Change in Reference Material
      - a) *The entire test bank will be reviewed and validated by Level-Specific Subject Matter Experts.*
    - 3) Following review for any of the reasons listed above, the question/item may be:
      - a) *Retained as written*
      - b) *Re-written*
      - c) *Permanently removed from the test bank*
  - (iii) Exam Results Analysis
    - 1) The Division shall maintain and analyze exam statistics including the following:
      - a) *Number of persons taking the exam*
      - b) *Distribution of exam scores*





## **Article III.**

# **Practical Skill Exam Evaluator Criteria**

### **Section 3.01 Practical Skills Exam Evaluator Criteria**

- (a) All evaluators for any certification level must be approved by the Division of Fire Safety Training and Certification Unit prior to serving as an evaluator.
- (b) After being assigned to evaluate a Practical Skill certification examination, approved evaluators shall receive detailed instructions with any updated policy and/or procedural changes from the Division of Fire Safety.
- (c) Supervising Evaluator Criteria
  - (i) Refer to the level-specific "Guide for Lead Instructor/Practical Skill Exam Evaluator" Booklet for Supervising Evaluator requirements.
- (d) Evaluator Criteria
  - (i) Refer to the level-specific "Guide for Lead Instructor/Practical Skill Exam Evaluator" Booklet for Evaluator requirements.

### **Section 3.02 Practical Skill Exam Evaluator Code of Ethics**

*Every evaluator is required to read and sign a copy of the Evaluator Code of Ethics each time a certification examination is given.*

As a Certification Exam Evaluator for the Division of Fire Safety, I realize that consistent, quality testing is a primary obligation to my students and the departments/agencies they serve.

It is my job to administer testing that provides the students with a consistent and fair experience, and I will work to ensure the testing process of the practical skill exam is administered in an impartial manner.

I will refrain from making remarks or telling stories/jokes that may be considered offensive to others. I will be professional regarding socializing with students, and I will limit student contact outside of the testing situation as not to put the evaluator-student relationship at risk. It is my responsibility to use good judgment in selecting clothing that projects a professional image, and that is appropriate for both evolutions and classroom activities. If I have comments or complaints about other evaluators, students, or support staff members, I will express them to the Division of Fire Safety, and not to other individuals or groups.

I expect safety rules to be observed by everyone -- evaluators, support staff, visitors, as well as students.

If for any reason I am unable to evaluate the exam I have been assigned, I will call the Division of Fire Safety as soon as possible.



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As a Certification Exam Evaluator, I agree to abide by all the rules and conditions stipulated in the Missouri Division of Fire Safety Certification Policy and Procedures Manual in conducting certification testing, controlling examinations, maintaining records and submitting reports.

I further agree not to reproduce or release any testing materials or divulge the contents of the testing bank to anyone, other than a student during an approved test.

I understand that to disregard any of the Division's Certification and Testing Policies would violate my agreement with the Division of Fire Safety and thereby cause the revocation of all certifications I hold with the Division of Fire Safety.

### **Section 3.03 Certification Evaluator Status Revocation**

- (a) The Division of Fire Safety may revoke an individual's Evaluator status for any of the following:
  - (i) The individual's certification as a Fire Service Instructor is revoked, suspended, or has expired.
  - (ii) The test examination process changes substantially and requires retraining of the Evaluator prior to Division endorsement to administer certification examinations.
  - (iii) The Evaluator fails to maintain the security of the practical skills examinations in accordance with applicable regulations, policies, and procedures.
  - (iv) The Evaluator has a documented history of interpersonal conflicts with evaluators, students, or instructors at examination sites, as indicated within the test site evaluation survey or other written report.
  - (v) The Evaluator has been involved in a situation involving gross negligence associated with the performance of his or her duties (Examples of gross negligence can include failure to maintain a safe testing environment, falsifying candidate test records, theft (materials or equipment), copying final exam materials, or permitting candidates to cheat on examinations).



## **Article IV.**

# **Certification Examination Procedures**

### **Section 4.01 Certification Examination Procedures**

- (a) The Missouri Division of Fire Safety complies with the test processes as set forth by IFSAC and NBFSPQ with the following policy:
  - (i) The Missouri Division of Fire Safety requires all Division employees serving as exam proctors to comply with all of the guidelines as set forth in the "Certification Policy and Procedures Manual."

### **Section 4.02 Provision of Data**

- (a) Upon the request of IFSAC or NBFSPQ, the Division of Fire Safety will provide the following information concerning certification program exams:
  - (i) Exam date
  - (ii) Exam time
  - (iii) Exam location

### **Section 4.03 Observation of the Testing Process**

- (a) The Division of Fire Safety shall periodically audit certification examinations being given throughout the state to review evaluators for currency of skills, knowledge levels, and compliance with examination procedural methods.
- (b) The Division of the Fire Safety, in compliance with the guidelines governing accreditation entities, permits any certification exam testing process to be observed with the following guidelines:
  - (i) The representative observing the testing process is designated by IFSAC and NBFSPQ.
  - (ii) The Division of Fire Safety has received notice of intent to observe the testing process at least forty-eight hours prior to the test date.

### **Section 4.04 Written Examination Procedures**

- (a) **Written Certification Exam Generation**
  - (i) Test banks are used for each level of certification.





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- (ii) Exams are randomly generated at the Division of Fire Safety by designated training staff.
- (iii) Exams shall include a selection from each major section/topic of the appropriate NFPA Standard being tested.

(b) **Certification Exam Distribution**

- (i) Written certification examinations are to be proctored only by Division employees and to be held at pre-approved facilities with adequate lighting and ventilation and sufficient area to allow space between the students participating in the exam.
- (ii) Each student receives a sealed exam packet labeled with:
  - 1) Student name
  - 2) Type of exam enclosed
  - 3) The packet is not to be opened except by the designated student during the exam.
- (iii) Each Exam Packet Envelope will contain:
  - 1) Exam cover sheet
  - 2) Exam for the level of certification applied for
  - 3) Scantron answer sheet
  - 4) A new envelope seal
- (iv) The proctor conducting the exam is responsible for visually inspecting the packet of testing materials and to notify the Deputy Chief of Training and Certification of any evidence of tampering or additional materials needed. All proctors shall follow the procedures for handling the exam as outlined in the "Certification Policy and Procedure Manual."

(c) **Written Certification Examination Administration**

- (i) A student can request special exam accommodations in writing prior to the exam date. All special exam accommodations will be made only at the Division of Fire Safety's Headquarters.
- (ii) The following Written Certification Exam Administration procedures shall apply to all Division of Fire Safety written certification examinations.
- (iii) **Prior to Beginning the Exam** - The Division employee serving as the test proctor shall have all students provide a federal or a state issued photo identification. The proctor will verify each student's identification before allowing the student to sign the roster and take the exam.



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(iv) **Written Exam General Instructions** - Exam Proctors shall review the following information with the students prior to handing out test packets:

1) Certification Exam Level	Questions on exam	Allotted time for exam completion
a) Haz-Mat - Awareness	50 questions	1 hour
b) Haz-Mat - Operational	100 questions	2 hours
c) Haz-Mat - Technician	100 questions	2 hours
d) Fire Fighter I	100 questions	2 hours
e) Fire Fighter II	100 questions	2 hours
f) Fire Investigator	100 questions	2 hours
g) Fire Inspector I	100 questions	2 hours
h) Fire Inspector II	100 questions	2 hours
i) Instructor I	100 questions	2 hours
j) Instructor II	50 questions	1 hour
k) Fire Officer I	100 questions	2 hours
l) Fire Officer II	100 questions	2 hours
m) Fire Officer III	100 questions	2 hours
n) Fire Officer IV	100 questions	2 hours
o) Driver Operator – Chapter 4	50 questions	1 hour
p) Driver Operator Pumper	100 questions	2 hours
q) Driver Operator – Aerial	50 questions	1 hour
r) Driver Operator - MWS	50 questions	1 hour
s) Technical Rescuer – Chapter 5	100 questions	2 hours
t) Technical Rescuer-Rope I	50 questions	1 hour
u) Technical Rescuer-Rope II	50 questions	1 hour



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|-----------------------------------|---------------|---------|
| v) Live Fire Instructor           | 100 questions | 2 hours |
| w) Fire & Life Safety Educator I  | 50 questions  | 1 hour  |
| x) Fire & Life Safety Educator II | 50 questions  | 1 hour  |
| y) Incident Safety Officer        | 100 questions | 2 hours |
| z) Rapid Intervention Crew        | 50 questions  | 1 hour  |
| aa) Public Information Officer    | 50 questions  | 1 hour  |
- 2) The passing score for all Division certification examinations is **70%**.
  - 3) All other materials must be cleared from desk/table. Only the exam packet, pencils, and scrap paper and calculators (if applicable) are allowed.
  - 4) Students shall NOT write in test booklet.
  - 5) Students may NOT leave the room while exam is in progress.
  - 6) The exam proctor may not assist a student by reading or explaining a question on the exam.
  - 7) When finished with an exam:
    - a) Students should place the cover sheet, test booklet, any scrap paper and answer sheet in the envelope or folder.
    - b) Reseal with the seal enclosed (if applicable).
    - c) Give to exam proctor
  - 8) Cheating will result in automatic failure and dismissal from the entire certification exam process.
    - a) If cheating is observed, the proctor must immediately take the exam materials from anyone involved and ask those involved to immediately leave the testing facility.
    - b) A student caught cheating will NOT be allowed to continue with a written exam, to proceed with practical skills exam testing, or be allowed to re-test at any level.
    - c) Taking a phone call, viewing a text message or referring to a smart watch while testing will be construed as cheating.



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- d) The proctor shall seal these test packets and indicate on the packets that they were seized during an incident of cheating. The proctor shall also write a memorandum to the Deputy Chief describing the incident in detail. This memorandum must be included when the exam materials are returned to the Division.
  - e) At the Division's discretion, all certifications held by any individual accused of cheating on any Division Certification Exam may be revoked or suspended.
- 9) The Division of Fire Safety will score/analyze all exams and students will be notified by letter or certificate accordingly within 30 days of the exam. Notification will indicate only pass/fail status and not the specific score. A feedback report will be sent to the student if he/she has failed the exam.
  - 10) Should a student fail an exam, he or she shall have one year from the course completion date to retest. The retest may be scheduled by submitting a retest application to the Division of Fire Safety office. A different version of the exam will be administered.
  - 11) Should a student fail the exam a second time, he or she must retake the appropriate course and meet all course requirements to be eligible to take another exam for the same certification level.
  - 12) If a student has not completed all certification requirements within one year of course completion, his or her course records will be deemed inactive and the entire course must be taken again to be eligible to take an exam for the level seeking certification.
- (v) **Exam Proctor distributes test packets to appropriate students**
- 1) Any student without an identified test packet will NOT be allowed to take the exam.
  - 2) Exams shall NOT be copied to compensate for extra unexpected students arriving at the exam site.
  - 3) Extra copies of the exam shall NOT be sent from the Division of Fire Safety.
- (vi) **Proctors are provided with the written instructions (Appendix A) which are to be read aloud to the students at the start of every certification exam.**
- (vii) **Written Exam Completion** - Following the completion of the written exam, the proctor has the following responsibilities:
- 1) Verify all exam packets have been returned, according to the exam rosters.
  - 2) Ensure all exam packets are sealed.
  - 3) Return all exam packets, signed rosters, and any documents the student has submitted to the Division Office.



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### **Section 4.05 Practical Skill Examination Procedures**

(a) **Practical Skill Exam Administration**

- (i) All practical skill exams are generated by the Division of Fire Safety. Practical skill exams are designed so that the possibility exists that any Job Performance Requirement from the given NFPA Standard can be on a particular practical skill exam. All practical skill exams shall contain a diverse degree of difficulty in job areas.
- (ii) Some levels of certification are tested using a random selection of practical skills. Other levels of certification require 100% of the practical skills to be tested.

(b) **Assignment of Practical Skill Exam Evaluators**

- (i) Training entities must apply for practical skills testing in advance. The assignment of **ALL** Evaluators for Practical Skill examinations must be pre-approved by the Division of Fire Safety.
- (ii) There must be a minimum of three (3) evaluators at all Practical Skill Certification Exams.

(c) **Practical Skill Testing Procedures**

- (i) The Supervising Evaluator shall conduct a pretest briefing with all Evaluators. This briefing shall include the following information:
  - 1) A review of the practical skills to be tested.
  - 2) Skill scenarios to be used.
  - 3) A review of the acceptable test performance criteria.
- (ii) Students must complete and pass all practical skills to be eligible for certification.
  - 1) To ensure evaluator consistency all evaluators must refer to the practical skill checklists and determine if the students follow the steps and techniques listed in order to pass the required practical skill.
  - 2) Although through training and experience evaluators may know alternative techniques for practical skills, it is mandatory that students perform the practical skills as specified on the practical skill sheets.
- (iii) A review of the proper completion of any forms used in the evaluation.
- (iv) A review of the procedures to be used for handling questions, problems or failures which may arise during testing.
- (v) The completion of the “Evaluator Code of Ethics” form. (Appendix C)



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- (vi) Exam evaluators are to review the following information with the students prior to beginning the practical skill exam: (Appendix B – Practical Skill Exam Instructions)
- 1) A random draw of team assignment and position assignment will be conducted during the sign-in process.
    - a) All team and position assignments will remain the same for the entire practical skill exam. Students will utilize this assignment when the skill requires more than one student to complete the skill.
    - b) The student will only be evaluated on the portion of the skill station they are required to perform.
  - 2) Each student must be prepared to take appropriate protective equipment to each skill station.
  - 3) Each student is allowed two attempts to successfully demonstrate a given skill.
  - 4) Students should be notified confidentially of their pass/fail status on each skill. Results must not be posted for public viewing.
  - 5) Each evaluator is to mark the skills which he or she evaluated **immediately after a student has completed those skills.**
  - 6) The Supervising Evaluator cannot limit the number of stations which a candidate may have a second attempt.
  - 7) The second attempt on a failed skill station must be directed to the Supervising Evaluator.
  - 8) The second attempt shall be done with an evaluator that did not evaluate the student on the initial attempt.
  - 9) Cheating will result in automatic failure and dismissal from the entire certification exam process.
    - a) If cheating is observed, the evaluator will ask those involved to immediately leave the testing facility.
    - b) A student caught cheating will NOT be allowed to continue with a written exam, to proceed with practical skills exam testing, or be allowed to re-test at any level.
    - c) Taking a phone call, viewing a text message or referring to a smart watch while testing will be construed as cheating.
    - d) Students are only allowed to refer to the practical skills booklet. Reviewing any other documentation is construed as cheating.





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## *Certification Policy and Procedure Manual*

- e) Students who need a second attempt are not allowed to confer with other students, instructors, or evaluators to relearn/practice a skill. Doing so is construed as cheating.
  - f) At the Division's discretion, all certifications held by any individual accused of cheating on any Division Certification Exam may be revoked or suspended.
- 10) During the second attempt, the student retesting will be required to complete the entire skill station, not the entire skill exam.
- (vii) If an individual skill is failed after a second attempt, the entire practical skill exam is failed. The student shall be required to successfully complete an approved course and practical skills before again applying for the written exam and certification.
  - (viii) Practical Skill stations should be arranged as to prevent students from observing stations they have not yet completed. Students are not permitted to watch as skill stations are set up. Students must not be allowed to watch as other students are evaluated on their practical skills.
  - (ix) To ensure consistency all evaluators must refer to the practical skill sheets and determine if the students follow the steps listed to pass the required practical skills.
- (d) **Practical Skills Exam Safety**
- (i) **During the Practical Skill Exam, the safety of all students, evaluators, and support staff is of primary importance.**
  - (ii) The Supervising Evaluator must ensure that all personal protective equipment, apparatus, and equipment to be used for the test shall meet or exceed applicable NFPA Standards or their equivalent. The Supervising Evaluator shall not administer any examination where those standards have not been met and shall immediately contact the Division of Fire Safety with such information.
  - (iii) The host agency, where the test is to be conducted, has the ultimate responsibility for the safety of all parties involved in the testing process.
  - (iv) A Safety Officer shall be selected from either the support staff or from the available members of the fire department who are not testing and assigned at the time of requesting evaluators. This Safety Officer should be an individual with sufficient training and experience to determine potential safety problems and take corrective action. The Safety Officer shall operate in a roving fashion to ensure that all evolutions are being conducted in a safe manner. The Safety Officer has the authority, regardless of rank, to stop any activity immediately if a dangerous condition or act is observed.
  - (v) An Exam Safety Plan will be completed by the Safety Officer and the Supervising Evaluator. Once completed all students, evaluators and support staff will be briefed on the Exam Safety Plan prior to the commencement of any practical skills testing being conducted.



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- (vi) The Supervising Evaluator and Safety Officer shall brief all Evaluators, students and support staff on specific safety precautions and procedures for certain skills.
  - (vii) Any individual involved with the testing process who observes a potentially hazardous condition must report it to the Safety Officer and/or an evaluator immediately.
- (e) **Testing Locations**
- (i) Prior to the date of the certification examination, the Supervising Evaluator shall contact the Lead Instructor to determine that adequate space and facilities are available for written and manipulative skills testing. Supervising Evaluators shall not administer any examinations where adequate facilities are unavailable and shall immediately notify the Division of Fire Safety with such information.
- (f) **Facial Hair in Contact with SCBA Prohibited**
- (i) Individuals with facial hair that comes into contact with the SCBA face-piece will not be allowed to be tested for certification. The Supervising Evaluator will have the authority to deny testing to these individuals and is expected by the Division to do so.
  - (ii) This policy is in accordance with NFPA 1500, *Fire Department Occupational Safety and Health Programs*, 2013 Edition:

"7.14.3 Members who have a beard or facial hair at any point where the facepiece is designed to seal with the face or whose hair could interfere with the operation of the unit shall not be permitted to use respiratory protection at emergency incidents or in hazardous or potentially hazardous atmospheres."
  - (iii) This NFPA standard followed the ruling regarding facial hair and SCBA or respirator use that was issued in February 1990 by the Directorate of Compliance Programs, Occupational Safety and Health Administration, U.S. Department of Labor: 29 CFR 1910.134(g)(1).
  - (iv) **ALL evaluators and support personnel wearing SCBA while participating in any live burn practical skill shall also comply with this requirement.**
- (g) **Duties of the Practical Skill Exam Evaluators**
- (i) Supervising Evaluator's primary responsibilities for all Practical Skill Exams include:
    - 1) Conducting a site and prop safety check.
    - 2) Prepare a Exam Safety Plan with the assistance of the designated Safety Officer.
    - 3) Conduct a pre-test briefing with the evaluators.



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- 4) Conduct student sign-in and verify student identification.
    - a) Any student not pre-approved by the Division prior to attending a practical skills exam shall not be allowed to proceed with a Practical Skills Exam. Only the Deputy Chief of Training and Certification has the authority to make any exception to this policy.
  - 5) Conduct a pre-exam safety briefing to all students, evaluators and support personnel.
  - 6) Read the exam instructions to all students and evaluators.
  - 7) Supervise evaluators.
  - 8) Manage the flow of students to each practical skills station.
  - 9) Conduct or assign all re-tests of students failing any practical skills station.
  - 10) Ensure each student's paperwork is correctly and completely filled out by each evaluator.
  - 11) Ensure each student's personal information on Practical Skills Exam Summary sheet is fully completed, sign Exam Summary sheet and review with student by having the student sign the Exam Summary sheet.
  - 12) Mail all testing documents to the Missouri Division of Fire Safety within 72 hours of completing any Practical Skill Exam.
- (ii) Evaluator responsibilities for all Practical Skills Exams include:
- 1) Assist in the student sign-in and verification of identification process.
  - 2) Conduct practical skill station evaluations of student performance.
  - 3) Conduct re-tests of students that were initially evaluated by another evaluator, if assigned by the Supervising Evaluator.
  - 4) Ensure each student's paperwork is completed at the conclusion of each skills station.
- (h) **Practical Skill Exam Summary Form**
- (i) Practical Skill Exam Summary forms are provided to the Supervising Evaluator so that each student has a form to be used during testing.
  - (ii) Practical Skill Exam Summary forms contain all of the practical skills that could possibly be chosen in a skill exam for the appropriate level of testing.



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- (iii) Evaluators are not to advise the students of which practical skills are on the exam or have the students mark the summary forms indicating which skills the students will be performing during the exam.
- (iv) The student's success or failure on each skill should be indicated on their summary sheet immediately following their demonstration of that skill.
- (v) All practical skill exam material and student summary sheets are returned to the Division of Fire Safety for final review and approval in order for students to be eligible for certification.



## **Article V.**

# **Suspension, Revocation, or Denial**

### **Section 5.01 Suspension, Revocation, or Denial of Certification**

- (a) The Division of Fire Safety may suspend, revoke or deny certification to any individual when it is found that the individual:
  - (i) Has knowingly made a material misrepresentation of any information required for certification.
  - (ii) Has knowingly by any means of false pretense, deception, fraud, misrepresentation or cheating, obtained training or certification.
  - (iii) Fails to achieve a score of 70% on the certification examination or fails to successfully complete the practical skills exercise or assigned skills project during the course.
- (b) If any certifications have been obtained by an individual by the means listed in Section 5.01, (a), all valid certifications currently held by the individual will be reviewed.



## **Article VI.**

# **Appeal Process**

### **Section 6.01 Appeal of Suspension, Revocation, or Denial**

- (a) Upon the suspension, revocation or denial of a certification level, the decision may be appealed in writing to a Board of Appeals within 45 days of the date of the suspension, revocation or denial letter. The appeal must be submitted to the State Fire Marshal via certified letter.
- (b) Upon the receipt of an appeal the State Fire Marshal shall convene a Board of Appeals.
  - (i) The Board of Appeals will be made up of the following:
    - 1) Two representatives of the Missouri Division of Fire Safety's Fire Safety Education / Advisory Commission appointed by the State Fire Marshal.
    - 2) A representative of the Missouri Department of Public Safety appointed by the Department Director.
- (c) The Board of Appeals may elect to:
  - (i) Deny the appeal without action
  - (ii) Make a recommendation to the Director of the Division of Fire Safety from the written appeal.
  - (iii) Hold an informal appeal hearing with the individual suspended, revoked or denied certification.
- (d) The Appeal Board shall notify the Director of the Division of Fire Safety and the individual submitting the appeal within 90 day of receipt of the appeal.
- (e) **Failure of any state written or practical skill certification exam SHALL NOT be grounds for an appeal.**



## **Article VII.**

# **Equivalency**

### **Section 7.01 Certification by Equivalency**

- (a) For testing by Equivalency, the candidate must mail in all documentation. Application must be original; all other documentation may be copies. The Division of Fire Safety will not accept any faxed or emailed applications.
- (b) Individuals not holding certification accredited by the International Fire Service Accreditation Congress (IFSAC) or the National Board on Fire Service Professional Qualifications (NBFSPQ) must comply with the following guidelines:
  - (i) Applicant must complete the appropriate application.
  - (ii) The applicant must be a resident of Missouri and/or employed with a fire department or agency operating within the State of Missouri.
  - (iii) Application must have the signature of the Fire Chief or agency representative to request equivalency testing.
  - (iv) The applicant must submit documentation of training that complies with each component of the appropriate NFPA Standard for desired level of certification. Documentation must be dated within the last 5 years.
  - (v) Applicant must meet the following requirements to be eligible for equivalency testing:
    - 1) Must meet the educational requirements for the level seeking certification testing.
    - 2) Be at least 18 years of age.
    - 3) Possess a valid driver's license and/or a valid state or federal issued identification.
    - 4) Must meet all pre-requisites for the level seeking equivalency testing.
  - (vi) After Division approval of applicant
    - 1) The Division will send equivalency testing approval, for all NFPA standards and levels the applicant is qualified to take the appropriate exam, to the applicant by email.
    - 2) The applicant must schedule written and practical skill exams with the Division of Fire Safety.





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- 3) The applicant must successfully pass the Division of Fire Safety's written exam with a minimum score of 70% and practical skills exam for desired level of certification.
- 4) The applicant must complete all requirements within one (1) year of notification of eligibility for equivalency testing as dated on the letter or email notification to be eligible for certification.



## **Article VIII.**

### **Reciprocity**

#### **Section 8.01 Reciprocity**

- (a) Applicants possessing a valid IFSAC or Pro Board Fire Service Professional Qualifications System(Pro Board) accredited certification from another state, territory or country shall be granted a “Letter of Recognition” by the Missouri Division of Fire Safety after fulfilling the following requirements:
  - (i) Applicant must complete the appropriate application and attach supporting documentation.
  - (ii) Supporting documentation must clearly indicate IFSAC or NBFSPQ Accreditation for the level of certification requested.
  - (iii) The applicant must be a resident of Missouri and/or employed with a fire department or agency operating within the State of Missouri. Application must have the signature of the Fire Chief or agency representative in order to request reciprocal certification.
  - (iv) Applicant must meet the following requirements to be eligible for reciprocal certification:
    - 1) Be at least 18 years of age.
    - 2) Possess a valid driver's license and/or a valid state or federal issued identification.
    - 3) Must meet all pre-requisites for the level seeking reciprocal certification.
- (b) The Missouri Division of Fire Safety Training Division will review and verify all documentation. Once documentation has been reviewed and verified to meet the certification criteria, the applicant will be issued reciprocity via a “Letter of Recognition” of each level of certification.
- (c) If documentation does not meet the certification requirements, the applicant will be denied reciprocity. The applicant would then be required to complete an approved training program and meet all certification requirements including but not limited to, passing written and practical skills certification exams.



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**Appendix A**





# Written Certification Exam Proctor Instructions

## Exams held at Division Headquarters

- 1) (Introduce yourself and anyone assisting you. Point out the restroom locations and drinking fountain or vending area. Go over safety protocols.) This is a smoke-free facility. Smoking is only allowed at ground level in front of the building.

For Saturday testing ONLY: due to this building being secured on Saturdays, if you leave the building for any reason you will not be permitted back in.

### **Proctors shall read aloud the following instructions to all students:**

- 2) Please clear all materials from desk/table. Only the exam packet, pencils and beverage are allowed, with the exception if you are testing for:
  - a) Hazardous Materials Awareness and Operations – You may use an approved ERG
  - b) Inspector- You may use an approved calculator.
  - c) Driver Operator-Pumper – You may use an approved calculator, slide-rule and/or scrap paper.
- 3) Please turn off all electronic devices. If you are wearing a smart watch, please remove it and place it in your pocket. No electronic devices are allowed on the table/desk while you are testing with the exception of an approved calculator for Inspector and/or Driver Operator testers.
- 4) At this time we will pass out exams. Please have your government issued ID ready to present to (whoever is signing out exams). Do not open your exam packet until told to do so. We will announce the exam level we are handing out. If you are testing for that level bring your ID to the table and sign for your exam. If testing for 2 levels your second exam will be given to you after you finish your 1st exam.
- 5) *(Sign-in students according to instruction and hand out exams)*
- 6) Cheating will result in automatic failure and dismissal from the entire certification exam process.
  - a) If cheating is observed, the proctor or an assistant will immediately take the test materials from anyone involved and ask those involved to immediately leave the testing facility.
  - b) A student caught cheating will NOT be allowed to continue with a written test, to proceed with practical exam testing, or be allowed to retest at any level.
  - c) Taking a phone call, viewing a text message or referring to a smart watch while testing will be construed as cheating.
- 7) You may NOT leave the room while exam is in progress.
- 8) If you are taking 2 exams, after finishing the first exam you will be permitted to leave the room for a short break of no more than 5 minutes before beginning your second exam.
- 9) The passing score for all Division certification examinations is 70%.



# Written Certification Exam Proctor Instructions

## Exams held at Division Headquarters

### **Proctors shall read aloud the following instructions to all students:**

- 10) The Division of Fire Safety will score all exams at the conclusion of your testing. Result notification will indicate only pass/fail status and not the specific score. A feedback report will be included for you if you have failed the exam and that will be followed up by a fail letter and retest application sent to your address of record. At the conclusion of taking your last test wait in the elevator lobby for your exam results.
- 11) If you pass your exam it does not mean that you are certified to that level. We may need further documentation to process your certification.
  - a) If we need further documentation, you will be notified by email of what missing documentation is needed by us to process your certification. An email will be sent to the email address that you supply on the cover sheet that you will fill out shortly.
  - b) You only become certified after a certificate has been issued. Your certificate is a one of a kind certificate with the IFSAC number on the gold seal is issued to you and it CANNOT be reproduced. WE DO NOT KEEP COPIES of your certificate.
  - c) If after receiving your certificate, you find there is an error, make any corrections on the certificate and mail it back to our office.
  - d) Included with your certificate will be a ProBoard letter and application (if applicable). To obtain ProBoard certificates follow the instructions provided in the envelope.
- 12) If you fail the exam you have one opportunity for a retest. The retest may be scheduled by filling out a retest application and faxing it to our office. You cannot retest on the same day as your initial test.
- 13) Should you fail the exam a second time, you must retake the appropriate course and meet all course requirements to be eligible to take another test for the same certification level.
- 14) If you have not all certification requirements within one year of course completion, your course records will be deemed inactive and the entire course must be taken again to be eligible for testing.
- 15) We CANNOT read a question, define a word or clarify a sentence.
- 16) Open your test folder and verify contents. You should have a cover sheet, scantron answer sheet and a test booklet. Verify that you have received the exam that you are scheduled to take by matching the test title to the cover sheet.
- 17) Complete the exam cover sheet - PLEASE PRINT CLEARLY your name as it appears on your state or federal government issued ID. When you get to your email address be sure that we can identify a hyphen from an underscore from a period. Read the paragraph at the bottom of the page and sign and date the form.



# Written Certification Exam Proctor Instructions

## Exams held at Division Headquarters

### **Proctors shall read aloud the following instructions to all students:**

- 18) Please turn the cover sheet over to the "Exam Feedback." We appreciate your feedback concerning the exam process. If you wish to challenge a question, write the question number and reason for the challenge in Section II on this form. The Division will contact you once the question(s) you challenge have been validated.
- 19) Using a number 2 pencil only, on the Scantron answer sheet complete the following:
  - a) Social Security Number (ID # column)
  - b) Last name
  - c) First initial
  - d) Middle initial
  - e) Date
  - f) Do NOT write in other boxes
  - g) Fill oval completely
  - h) Any erasures must be as complete as possible
  - i) No stray marks
- 20) Pay careful attention to the question number and number on the scantron answer sheet ensuring that you are filling in the appropriate line oval for the appropriate question. Any questions not answered are scored as an incorrect answer. Ensure that you answer all questions.
- 21) Do not write in the test booklet.
- 22) When you have finished the exam, place the cover sheet, test booklet, any scrap paper and scantron answer sheet in the folder and return the completed exam to the exam proctor.
- 23) Time limits for your exam are: (see next page for time limits)
- 24) You will be notified 15 minutes and 5 minutes prior to your exam time expiring if you have not already finished.
- 25) Are there any questions?
- 26) Your exam start time is (current time). You may begin.





# Written Certification Exam Proctor Instructions

## Exams held at Division Headquarters

*Your allotted time for exam completion is:*

<u>Certification Exam Level</u>	<u>Questions on exam</u>	<u>Allotted time for exam completion</u>
Hazardous Materials – Awareness	50 questions	1 hour
Fire Service Instructor II	50 questions	1 hour
Driver Operator – Core	50 questions	1 hour
Driver Operator – Aerial	50 questions	1 hour
Driver Operator – MWS	50 questions	1 hour
Technical Rescuer-Rope I	50 questions	1 hour
Technical Rescuer-Rope II	50 questions	1 hour
Blaster	50 questions	1 hour
Fire & Life Educator I	50 questions	1 hour
Fire & Life Educator II	50 questions	1 hour
Rapid Incident Crew	50 questions	1 hour
Fireworks Display Operator	50 questions	2 hours
Pyrotechnic Operator	50 questions	2 hours
Hazardous Materials – Operations	100 questions	2 hours
Hazardous Materials - Technician	100 questions	2 hours
Fire Fighter I	100 questions	2 hours
Fire Fighter II	100 questions	2 hours
Fire Investigator	100 questions	2 hours
Fire Inspector I	100 questions	2 hours
Fire Inspector II	100 questions	2 hours
Fire Service Instructor I	100 questions	2 hours
Fire Officer I	100 questions	2 hours
Fire Officer II	100 questions	2 hours
Fire Officer III	100 questions	2 hours
Fire Officer IV	100 questions	2 hours
Incident Safety Officer	100 questions	2 hours
Driver Operator Pumper	100 questions	2 hours
Technical Rescuer – Core	100 questions	2 hours



# Written Certification Exam Proctor Instructions

## Exams held Outside of Division Headquarters

- 1) (Introduce yourself and anyone assisting you. Point out the restroom locations and drinking fountain or vending area. Go over safety protocols.)

### **Proctors shall read aloud the following instructions to all students:**

- 2) Please clear all materials from desk/table. Only the exam packet, pencils and beverage are allowed, with the exception if you are testing for:
  - a) Hazardous Materials Awareness and Operations – You may use an approved ERG
  - b) Inspector- You may use an approved calculator.
  - c) Driver Operator-Pumper – You may use an approved calculator, slide-rule and/or scrap paper.
- 3) Please turn off all electronic devices. If you are wearing a smart watch, please remove it and place it in your pocket. No electronic devices are allowed on the table/desk while you are testing with the exception of an approved calculator for Inspector and/or Driver Operator testers.
- 4) At this time we will pass out exams. Please have your government issued ID ready to present to (whoever is signing out exams). Do not open your exam packet until told to do so. We will announce the exam level we are handing out. If you are testing for that level bring your ID to the table and sign for your exam. If testing for 2 levels your second exam will be given to you after you finish your 1st exam.
- 5) *(Sign-in students according to instruction and hand out exams)*
- 6) Cheating will result in automatic failure and dismissal from the entire certification exam process.
  - a) If cheating is observed, the proctor or an assistant will immediately take the test materials from anyone involved and ask those involved to immediately leave the testing facility.
  - b) A student caught cheating will NOT be allowed to continue with a written test, to proceed with practical exam testing, or be allowed to retest at any level.
  - c) Taking a phone call, viewing a text message or referring to a smart watch while testing will be construed as cheating.
- 7) You may NOT leave the room while exam is in progress.
- 8) If you are taking 2 exams, after finishing the first exam you will be permitted to leave the room for a short break of no more than 5 minutes before beginning your second exam.
- 9) The passing score for all Division certification examinations is 70%.



# Written Certification Exam Proctor Instructions

## Exams held Outside of Division Headquarters

### **Proctors shall read aloud the following instructions to all students:**

- 10) The Division of Fire Safety will score all exams at the conclusion of your testing. Result notification will indicate only pass/fail status and not the specific score. A feedback report will be included for you if you have failed the exam and that will be followed up by a fail letter and retest application sent to your address of record. At the conclusion of taking your last test wait in the elevator lobby for your exam results.
- 11) If you pass your exam it does not mean that you are certified to that level. We may need further documentation to process your certification.
  - a) If we need further documentation, you will be notified by email of what missing documentation is needed by us to process your certification. An email will be sent to the email address that you supply on the cover sheet that you will fill out shortly.
  - b) You only become certified after a certificate has been issued. Your certificate is a one of a kind certificate with the IFSAC number on the gold seal is issued to you and it CANNOT be reproduced. WE DO NOT KEEP COPIES of your certificate.
  - c) If after receiving your certificate, you find there is an error, make any corrections on the certificate and mail it back to our office.
  - d) Included with your certificate will be a ProBoard letter and application (if applicable). To obtain ProBoard certificates follow the instructions provided in the envelope.
- 12) If you fail the exam you have one opportunity for a retest. The retest may be scheduled by filling out a retest application and faxing it to our office. You cannot retest on the same day as your initial test.
- 13) Should you fail the exam a second time, you must retake the appropriate course and meet all course requirements to be eligible to take another test for the same certification level.
- 14) If you have not all certification requirements within one year of course completion, your course records will be deemed inactive and the entire course must be taken again to be eligible for testing.
- 15) We CANNOT read a question, define a word or clarify a sentence.
- 16) Open your test folder and verify contents. You should have a cover sheet, scantron answer sheet and a test booklet. Verify that you have received the exam that you are scheduled to take by matching the test title to the cover sheet.
- 17) Complete the exam cover sheet - PLEASE PRINT CLEARLY your name as it appears on your state or federal government issued ID. When you get to your email address be sure that we can identify a hyphen from an underscore from a period. Read the paragraph at the bottom of the page and sign and date the form.



# Written Certification Exam Proctor Instructions

## Exams held Outside of Division Headquarters

### **Proctors shall read aloud the following instructions to all students:**

- 18) Please turn the cover sheet over to the "Exam Feedback." We appreciate your feedback concerning the exam process. If you wish to challenge a question, write the question number and reason for the challenge in Section II on this form. The Division will contact you once the question(s) you challenge have been validated.
- 19) Using a number 2 pencil only, on the Scantron answer sheet complete the following:
  - a) Social Security Number (ID # column)
  - b) Last name
  - c) First initial
  - d) Middle initial
  - e) Date
  - f) Do NOT write in other boxes
  - g) Fill oval completely
  - h) Any erasures must be as complete as possible
  - i) No stray marks
- 20) Pay careful attention to the question number and number on the scantron answer sheet ensuring that you are filling in the appropriate line oval for the appropriate question. Any questions not answered are scored as an incorrect answer. Ensure that you answer all questions.
- 21) Do not write in the test booklet.
- 22) When you have finished the exam, place the cover sheet, test booklet, any scrap paper and scantron answer sheet in the folder and return the completed exam to the exam proctor.
- 23) Time limits for your exam are: (see next page for time limits)
- 24) You will be notified 15 minutes and 5 minutes prior to your exam time expiring if you have not already finished.
- 25) Are there any questions?
- 26) Your exam start time is (current time). You may begin.



# Written Certification Exam Proctor Instructions

## Exams held Outside of Division Headquarters

*Your allotted time for exam completion is:*

<u>Certification Exam Level</u>	<u>Questions on exam</u>	<u>Allotted time for exam completion</u>
Hazardous Materials – Awareness	50 questions	1 hour
Fire Service Instructor II	50 questions	1 hour
Driver Operator – Core	50 questions	1 hour
Driver Operator – Aerial	50 questions	1 hour
Driver Operator – MWS	50 questions	1 hour
Technical Rescuer-Rope I	50 questions	1 hour
Technical Rescuer-Rope II	50 questions	1 hour
Blaster	50 questions	1 hour
Fire & Life Educator I	50 questions	1 hour
Fire & Life Educator II	50 questions	1 hour
Rapid Incident Crew	50 questions	1 hour
Fireworks Display Operator	50 questions	2 hours
Pyrotechnic Operator	50 questions	2 hours
Hazardous Materials – Operations	100 questions	2 hours
Hazardous Materials - Technician	100 questions	2 hours
Fire Fighter I	100 questions	2 hours
Fire Fighter II	100 questions	2 hours
Fire Investigator	100 questions	2 hours
Fire Inspector I	100 questions	2 hours
Fire Inspector II	100 questions	2 hours
Fire Service Instructor I	100 questions	2 hours
Fire Officer I	100 questions	2 hours
Fire Officer II	100 questions	2 hours
Fire Officer III	100 questions	2 hours
Fire Officer IV	100 questions	2 hours
Incident Safety Officer	100 questions	2 hours
Driver Operator Pumper	100 questions	2 hours
Technical Rescuer – Core	100 questions	2 hours



MISSOURI DIVISION OF FIRE SAFETY

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*Certification Policy and Procedure Manual*

**Appendix B**



# Practical Skill Exam Evaluator Instructions for all Practical Skill Exams

- 1) (Introduce yourself, other evaluators and the Safety Officer assigned for the day. Point out the restroom locations and drinking fountain or vending area. Inform all persons involved with the practical skill exam of the Exam Safety Plan.)

## **Supervising Evaluator shall read aloud the following instructions to all students:**

- 1) At this time we will conduct the sign-in process and the random draw of team assignment and position assignment (Sign-in students according to the instructions for student sign-in)
- 2) All team and position assignments will remain the same for the entire practical skill exam. You will utilize this assignment when the skill requires more than one student to complete
  - a) You will only be evaluated on the portion of the skill station you are required to perform.
- 3) You must be prepared to take appropriate protective equipment to each skill station.
- 4) You are allowed two attempts to successfully demonstrate a given skill.
- 5) You will be notified confidentially of your pass/fail status on each skill. Results will not be posted for public viewing.
- 6) It is your responsibility to insure each evaluator marks your practical skill summary sheet either P or F and signs their name for the practical skill you just completed, **immediately after a you have completed the skill station.**
- 7) The Supervising Evaluator will not limit the number of stations which a candidate may have a second attempt.
- 8) For your second attempt on a failed skill station you must request it from the Supervising Evaluator.
- 9) The second attempt shall be done with an evaluator that did not evaluate you on the initial attempt.
- 10) Cheating will result in automatic failure and dismissal from the entire certification exam process.
  - a) If cheating is observed, the evaluator will ask those involved to immediately leave the testing facility.
  - b) A student caught cheating will NOT be allowed to continue with a written test, to proceed with practical exam testing, or be allowed to retest at any level.
  - c) Taking a phone call, viewing a text message or referring to a smart watch while testing will be construed as cheating.
  - d) Students are only allowed to refer to the practical skills booklet. Reviewing any other documentation is construed as cheating.





# **Practical Skill Exam Evaluator Instructions**

## **for all Practical Skill Exams**

### **Supervising Evaluator shall read aloud the following instructions to all students:**

- d) Any students who need a second attempt are not allowed to confer with other students, instructors, or evaluators to relearn/practice a skill. Doing so is construed as cheating.
- 11) During the second attempt, the student retesting will be required to complete the entire skill station, not the entire skill exam.
- 12) If you failed after a second attempt at a practical skill station, the entire practical skill exam is failed. You shall be required to successfully complete an approved course and practical skills again. After successfully completing the course you will then be eligible to apply for the written certification and practical skill exam.
- 13) Practical Skill stations should be arranged as to prevent you from observing stations you have not yet completed.
- 14) You are not permitted to watch as skill stations are set up.
- 15) You are not allowed to watch as other students are evaluated on their practical skills.
- 16) After you have completed your skill station, report back to me, the Supervising Evaluator, for further instructions.



MISSOURI DIVISION OF FIRE SAFETY

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*Certification Policy and Procedure Manual*

**Appendix C**

**Evaluator Instructions: As a Certification Evaluator, you are required to read this Code of Ethics each time a certification exam is evaluated. You must sign this Code of Ethics and return it to the Division of Fire Safety with all testing materials.**

## **Evaluator Code of Ethics**

As a Certification Exam Evaluator for the Division of Fire Safety, I realize that consistent, quality testing is a primary obligation to my students and the departments/agencies they serve.

It is my job to administer testing that will provide the students with a successful and rewarding experience, and I will work to ensure the success of each student.

I will refrain from making remarks or telling stories/jokes that may be considered offensive to others. I will be professional regarding socializing with students, and I will limit student contact outside of the testing situation as not to put the evaluator-student relationship at risk. It is my responsibility to use good judgment in selecting clothing that projects a professional image, and that is appropriate for both evolutions and classroom activities.

If I have comments or complaints about other instructors, students, or staff members, I will express them to the Division of Fire Safety, and not to other individuals or groups.

I expect safety rules to be observed by everyone -- coordinators, instructors, visitors, as well as students.

If for any reason I am unable to evaluate the exam I have been assigned, I will call the Division of Fire Safety as soon as possible.

As a Certification Exam Evaluator, I agree to abide by all the rules and conditions stipulated in the Missouri Division of Fire Safety Certification Policy and Procedures Manual in conducting training, certification testing, controlling examinations, maintaining records and submitting reports.

I further agree not to reproduce or release any testing materials or divulge the contents of the testing bank to anyone other than during an approved test.

I understand that to disregard any of the Division's Certification and Testing Policies would violate my agreement with the Division of Fire Safety and thereby cause the revocation of all certifications I hold with the Division of Fire Safety.

**Evaluators:**

*Print Name:* \_\_\_\_\_ *Signature:* \_\_\_\_\_

*Print Name:* \_\_\_\_\_ *Signature:* \_\_\_\_\_

*Print Name:* \_\_\_\_\_ *Signature:* \_\_\_\_\_

*Print Name:* \_\_\_\_\_ *Signature:* \_\_\_\_\_

*Print Name:* \_\_\_\_\_ *Signature:* \_\_\_\_\_

*Print Name:* \_\_\_\_\_ *Signature:* \_\_\_\_\_

**Supervising Evaluator:**

*Print Name:* \_\_\_\_\_ *Signature:* \_\_\_\_\_ *Date:* \_\_\_\_\_