

Regional Emergency All
Climate Training Center



Certification
Policies and Procedures

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Administration

Section 1 General Information

1.1 It shall be the policy of the Regional Emergency All Climate Training Center (REACT Center) to develop and maintain a certification system for persons attending training at the REACT Center following the National Fire Protection Association (NFPA) Professional Qualifications and criteria as outlined by the National Board of Fire Service Professional Qualifications.

The REACT Center uses NFPA Standards to establish rescuer certification qualifications.

The REACT Center certifies to the following NFPA 1006 (2008 ed.) standards:

Rope Rescue	Levels 1 & 2
Confined Space Rescue	Levels 1 & 2
Trench Rescue	Levels 1 & 2
Structural Collapse Rescue	Levels 1 & 2

1.2 The certification policies and procedures for the REACT Center Certification Program are contained in the following guidelines. Certification information, forms, and a copy of this manual can be found on our website: www.react.wi.gov . Questions, clarification, or interpretation of these guidelines and/or the certification program in general should be addressed to:

REACT Center Certification Coordinator

aaron.droessler@wisconsin.gov

Building 7

1 Williams St.

Camp Douglas, WI 54618-5002

Telephone: (608) 427-7421

1.3 The REACT Center Certification Program shall certify persons without regard to race, religion, color, sex, age, national origin, disability, veteran status, sexual

orientation or condition protected by applicable federal and state laws except where Bona Fide Occupational Qualifications (BFOQ) apply.

Section 2 Mission and Goals

- 2.1 It is the mission and goal of the REACT Center certification program to develop and promote a certification service available to all groups that the REACT Center serves.
- 2.2 To improve the performance and coordination of all certification efforts through the development of minimum performance requirements.
- 2.3 To develop competent rescue personnel by establishing minimum training standards in accordance with nationally recognized standards (NFPA).
- 2.4 To establish and maintain valid procedures that measure specific levels of skills, abilities and knowledge consistent with standards approved by the REACT Center Certification Committee.
- 2.5 To establish and implement a certification program that will ensure complete impartiality, confidentiality, and designed in a manner that will safeguard against misuse and abuse.
- 2.6 To establish uniform testing procedures for a consistent means of evaluation.
- 2.7 To continually strive for improvements to the program.

Section 3 Certification Committee

- 3.1 The REACT Center Certification Coordinator shall govern and administer the REACT Center certification program.
- 3.2 The Certification Committee is made up of representatives of users of the system, representing both civilian & military interests, and REACT staff.
- 3.3 Members shall be appointed by the REACT Center Certification Coordinator.

- 3.4 Members of the Committee shall serve a three year term.
- 3.5 Members may be re-appointed at the end of their term.
- 3.6 The Certification Committee will function as a liaison to all affected groups, assist with program and examination review, equivalencies as requested, reciprocity of other certifications, certification testers, and respond to challenges and complaints brought forth to them.
- 3.7 The Committee may also act on other certification issues identified or referred to the Committee.
- 3.8 The Committee shall meet a minimum of twice a year. The Chairperson may call other meetings as needed. Two weeks notice of meetings shall be given to all members by the Chairperson. Business and action may be conducted and acted upon by the majority of those present.
- 3.9 Telephone conference calls may be conducted in lieu of meetings.
- 3.10 The Committee shall keep minutes of the proceedings at its meetings that record all actions taken.
- 3.11 The REACT Center Certification Coordinator will be the Chairperson of the board. A Vice-Chair shall be elected by the board on January of every year to fill in for the Chairperson when absent.

Section 4 Performance Criteria

- 4.1 It shall be the policy of the REACT Center Certification Program to certify responders to the current edition of the National Fire Protection Association (NFPA) Professional Qualifications Standards. The program shall be updated within two (2) years of the official date of adoption by the NFPA.
- 4.2 It shall be the policy of the REACT Center Certification Program to make available a listing of the levels available for certification, prerequisites to certifications, source of reference materials and policies related to the

certification system. This listing will be maintained on the REACT Center website.

Section 5 Certification Requirements

- 5.1 All participating agencies and participants shall follow the established certification policies and procedures set forth in this manual.
- 5.2 Each Authority Having Jurisdiction is responsible to ensure that its candidates meet the requirements of NFPA 1006 Section 4.2 General Requirements. If a student is attending on his own accord, he/she shall meet the General Requirements outlined on the Prerequisite Checklist.
- 5.3 Candidates must be a minimum age required by the Authority having jurisdiction. If a student is attending on his own accord, the minimum age is 18.
- 5.4 Candidates applying for certification must have completed the application packet (application and prerequisite checklist) - including signed training records/proof of any pre-requisites for the standard tested - and a signed affidavit by the Fire Chief or Agency Head certifying that the candidate has been successfully evaluated and met the minimum job performance requirements (JPR) for the prerequisites required.
- 5.5 All prerequisites submitted will be verified by REACT Center staff.
- 5.6 Candidates must pass the written test with a minimum score of seventy percent (70%).
- 5.7 Written exams are required for all levels of certification. All requirements for each level, including the practical, must be completed before testing for the next level.
- 5.8 Retesting
 - a. Written – If the candidate fails the written portion of the certification exam, the candidate is allowed up to two retests at later times (not on the same day as the original exam). If the candidate fails three times

(the initial attempt and both retests), the candidate will be required to retake the entire course of instruction.

- b. Practical – If the candidate fails two or less stations, the candidate will be allowed to retest later on the same day after everyone’s initial attempts are completed. If the candidate fails three or more stations, they will be allowed to retest, but not on the same day as the original. The candidate will be allowed up to two retest opportunities.

5.9 If a candidate passes either the written or practical testing, but not both parts, the candidate may have up to two years to pass the other portion of the testing.

5.10 A second attempt at the written or practical exam may be attempted the next time offered at no expense to the candidate. A fee will be charged for three or more attempts.

Section 6 Record Keeping/Documentation

6.1 The REACT Center shall maintain individual certification participant records in computerized and hard copy form for the following areas:

Names of certified individuals
Fire department or Agency, if applicable
Address, Phone #, email address
Pro Board ID# (last four digits of SSN)
Written and practical exam attempts and scores, certification levels & certificate numbers

6.2 It shall be the policy of the REACT Center Certification program to maintain a record keeping system that ensures the retrievability and the preservation of all certification records for candidates certified by the REACT Center. Certification Records will be maintained for a period of 50 years in electronic format, and 5 years in hard copy format.

6.3 It shall be the policy of the REACT Center Certification Program to maintain a security system to protect all certification records and information by use of passwords and/or secured hard copy files.

Section 7 Facilities and Equipment

- 7.1 It shall be the policy of the REACT Center Certification Program to conduct all testing, both written and skills, in a safe and secure environment.
- 7.2 All written tests will be conducted in an appropriate room that provides adequate spacing, lighting, and an environment free of distractions. There shall be no more than two candidates at a 6' table and no more than three candidates at an eight foot table.
- 7.3 All practical skills testing shall be conducted with appropriate equipment and a safe environment to allow a fair and equal evaluation.

Section 8 Delegation of Authority

- 8.1 It shall be the policy of the REACT Center Certification program to review requests to delegate any part or portion of its certification authority to an agency or entity on a case-by-case basis.

Section 9 Conflicts of Interest

- 9.1 It shall be the policy of the REACT Center Certification program that no individual, entity, or interest group exercise inappropriate influence over the certification system.
- 9.2 All procedures and policies shall be established and administered following appropriate national, state, local and REACT Center guidelines.

Section 10 Non-Discrimination

- 10.1 It shall be the policy of the REACT Center Certification program to make all testing and certifying services available to all of its constituents without regard to race, religion, color, sex, age, national origin, disability, veteran status, sexual orientation or condition protected by applicable federal laws except where a Bona Fide Occupational Qualification (BFOQ) applies.

- 10.2 Any participants who believe they have been harassed have the right and obligation to report the harassment to a program official. The program official shall report the complaint to the REACT Center Certification Coordinator/Committee for investigation and response. The Wisconsin Department of Military Affairs Human Resources Office will be contacted to assist with any investigations.

Section 11 Requests for Testing Accommodation

- 11.1 All requests for testing accommodations should be directed to the REACT Center Certification Coordinator to determine what accommodation may be indicated. Accommodations will **only** be made for the written examination and may be in the form of: providing a reader to assist with the exam or by allowing additional time to complete the written exam. If a reader is used, the testing session will be audio and/or video recorded to assure impartiality of the test reader. If extra time is provided under this policy, 30 minutes of additional time will be granted. Accommodations must be requested prior to the day of the test.

Section 12 Request for Reciprocity

- 12.1 The REACT Center Certification program will recognize Pro Board & IFSAC certifications as certified when they are submitted within 5 years from the date they are earned and authenticity verified by the Certification Committee. A request for reciprocity form can be found on our website and shall be submitted with the appropriate fee.
- 12.2 A person may request a duplicate copy of certification. An additional fee will be charged for the duplicate copy.

Section 13 Recertification

- 13.1 It is the policy of the REACT Center Certification program to not require recertification at this time. Individual agencies may require that their members recertify and the program will support these agencies as necessary.

Section 14 Revocation/Suspension/Annulment/Denial of Certification

- 14.1 If a proctor or evaluator observes cheating during an examination, the proctor or lead evaluator will remove the candidate from the testing area. The candidate will be informed of the observation and requested to leave the test site.
- 14.2 The proctor/evaluator will document the observation of cheating and return the testing material and documentation to the Certification Coordinator for review as soon as possible.
- 14.3 The Certification Committee may revoke, suspend, annul or deny the certification of any participant who:
 - a. Makes any intentional material misstatement on application for certification.
 - b. Has been convicted of a felony, capital crime, or a felony plea bargained down to a misdemeanor.
 - c. Falsifies training records or signatures on official documents.
 - d. Intentionally misrepresents or violates the REACT Center Certification Program policies and procedures.
 - e. Intentionally violates proctor or evaluator instructions or is observed cheating to dishonestly pass an exam.
- 14.4 Any suspected or reported violations of Section 14.3 will be investigated.
 - a. The Certification Coordinator or a special committee will investigate suspected or reported violations as deemed appropriate.
 - b. The purpose of the investigation is to determine whether there has been “Conduct in violation” of Section 14.3

- c. The investigation shall be conducted in a timely manner and in such a way as not to embarrass or demean a department, agency, or person.
- d. The investigation shall begin by notifying the candidate's fire department or agency (if applicable) and the candidate directly that an investigation is being conducted. At this time, the purpose of the investigation will be explained to the parties.
- e. During the investigation, witnesses may be interviewed and evidence collected.
- f. The investigators shall seek firsthand information. Hearsay (one person's report of what another person said) should be characterized as that and should generally be used only to ask the other person to come forward and be heard. No one will be "under oath," but all should be counseled about the value of speaking fairly, accurately and honestly.
- g. The final report should be written and signed by the person conducting the investigation and /or committee members. It should summarize, analyze and briefly state the conclusions based on facts.

14.5 If the Certification Coordinator/ Committee believe, following an investigation, that grounds exist for the revocation, suspension, annulment or denial of Certification, the participant shall be given notification of intention to hold a hearing.

- a. The written notification shall include the time, date, location and basis for the hearing.
- b. Written notification shall be made by Certified Mail to the participant at the last address furnished to the Certification Board.
- c. Based on the findings of the report and hearing, the individual could have their certifications revoked, suspended, annulled or denied.

- d. Any participant who has lost and or been denied certification pursuant Section 14, may reapply for certification three (3) years after the date of these actions, unless otherwise specified by the Certification Committee.
- e. Upon revoking, suspending, annulling or denying certification of any participant, the participant may be requested to return to the Certification Committee all certificates issued by the Committee.

Section 15 Appeals Process

15.1 It shall be the policy of the REACT Center Certification program to ensure participants are provided an orderly and systematic means to present and seek answers to appeals concerning program testing and/or certification procedures without fear of reprisal.

15.2 Conditions under which a person may exercise his/her right to appeal:

- a. Non-compliance to written/practical testing procedures and policies as outlined in this document.
- b. Validity of a test question.
- c. Discrimination with regard to race, religion, color, sex, age, national origin, disability, veteran status or sexual preference.

15.3 Appeals procedure:

- a. Candidates must make an appeal in writing to the Certification Coordinator within thirty (30) working days of the date of the alleged occurrence.
- b. The letter must be specific and detailed (name, exam date, type of exam etc.) with regard to the alleged occurrence.
- c. The Certification Coordinator will take initial action on appeal following the policies and procedures of the REACT Center

Certification program.

- d. The Certification Coordinator must investigate and act on the appeal and notify candidates, in writing, within 30 days of the decision made.
- e. If the candidate disagrees with the decision of the Certification Coordinator, he/she may appeal the decision within ten (10) working days to the Certification Committee.
- f. The Certification Committee will review the initial appeal and decision by the Certification Coordinator.
- g. The candidate will be given an opportunity to state their appeal to the Committee.
- h. The Committee may uphold the decision of the Certification Coordinator or reverse the decision.
- i. The decision of the Certification Committee is **final**.
- j. A record of all proceedings will be maintained throughout the process.
- k. Once a final decision has been made, all interested parties will be notified in writing.
- l. If a candidate is successful with an appeal and meets all criteria, the candidate will be eligible for certification to the standard tested.

Section 16 Appeals Retesting

- 16.1 If a new candidate is **not** successful with appeal, the candidate would be eligible to test the next time the exam is offered not exceeding one year.

Section 17 Tester/Evaluator Program

- 17.1 There are three levels of tester/evaluator qualifications:

- a. Certification Test Proctor is qualified to proctor written testing.
- b. Certification Test Evaluator is certified to evaluate practical skills.
- c. Certification Test Lead Evaluator is certified to prepare all aspects of the practical testing. This includes all set up and actual testing of candidates.

17.2 Evaluators may only test to the standards they are trained to.

17.3 To be considered for a position of Evaluator, an individual must meet the following qualifications:

- a. Be an instructor at The REACT Center.
- b. Be qualified to certify to the level they are evaluating.
- c. Have successfully completed the REACT Center Proctor/Evaluator Certification Workshop.
- d. Have the capacity to objectively evaluate the performance of candidates based on the criteria established by the REACT Center Certification program.
- e. Make a commitment to serve as a proctor and/or evaluator and be willing to accept evaluation assignments when asked to do so.
- f. Have a positive commitment to the program and to upholding the program's practices and sign a written agreement indicating knowledge and acceptance of the conditions concerning the administration of testing.

17.4 All evaluators are responsible for the safety of the candidates they are testing by ensuring the use of proper protective clothing and safety procedures.

- 17.5 The lead evaluator will ensure that the facilities, equipment and tools necessary for testing are safe and in good working order.
- 17.6 Evaluators will not have been involved in the training/teaching process of the skill that they are evaluating for certification.
- 17.7 Proctors will not proctor an exam for a level that they are not certified to, or level that they desire to become certified to.

Section 18 Examination Request Process

- 18.1 It shall be the policy of the REACT Center Certification program to offer examinations for all levels for which accreditation has been obtained.
- 18.2 Testing shall be made available to all agencies the REACT Center serves. At this time, testing will take place at the REACT Center on pre-determined dates.
- 18.3 Certification examination dates, pre-requisites to testing, scheduled times of the testing, location and registration information will be included with course information specific to the applicable certification, and will also be available on the REACT Center website (react.wi.gov) under "Certification".
- 18.4 Pre-registration is required for all certification examinations. Pre-registration must be made two weeks prior to the exam or with approval of the Certification Coordinator.
- 18.5 Pre-registration shall include an **affidavit** from the Fire Chief or Head of the Agency (if applicable) requesting the testing verifying that the candidate meets minimum educational and physical ability requirements established by the AHJ, and that the candidate meets the medical requirements established by the AHJ. Proof that pre-requisites for the standard being tested have been fulfilled must be included. Fees for testing must be included. If a candidate is attending under his own accord, the candidate is responsible for all of the above documentation and payment.
- 18.6 Upon receipt of requirements, all items will be reviewed to determine if all pre-requisites for the standard being tested have been met. The student will

be informed of acceptance or denial, and reason why denied by letter and/or a telephone call.

- 18.7 Cancellations must be made at least two days before date of testing for a refund of the testing fees.
- 18.8 Walk in registration for testing is **not** allowed due to the inability to verify that pre-requisites have been met before testing.

Section 19 Practical Skills Examination Policies

- 19.1 Practical skills examinations shall be administered to evaluate the practical skill objective of a certification level.
- 19.2 Practical skill examinations will be graded on a pass/fail basis.
- 19.3 Only an approved Evaluator or Lead Evaluator will conduct a practical skills examination.
- 19.4 Evaluators participating in the evaluation process must be certifiable to the level of certification they are evaluating.
- 19.5 Evaluators will not be allowed to evaluate the practical skills of a student that they were responsible for teaching to that student.
- 19.6 Prior to conducting the practical skills evaluations, the Certification Coordinator or Lead Evaluator will ensure that all equipment provided for the testing process is in safe, working condition.
- 19.7 There will be two evaluators at a skill station. One is the station lead & the other is a safety officer. The station lead will evaluate the first attempt by the candidate. If the candidate fails that attempt, the safety person would evaluate the second attempt and the first station lead would become the safety officer for that attempt.
- 19.8 During the evaluation process, candidates will conduct themselves in a safe and professional manner at all times.

- 19.9 If an evaluator or safety officer observes any conduct that is unsafe or hazardous, the testing process will be stopped immediately and may result in a fail for that attempt.
- 19.10 Candidates will be kept in an area separate and out of view from the testing area with a proctor to ensure that there is no discussion between candidates about the testing stations. Any observed cheating will be dealt with as specified in Section 14 of this document.
- 19.11 Candidates may only leave the holding area with permission from the evaluator or proctor.
- 19.12 All practical skills testing will be conducted following all procedures contained on the practical skills evaluation administration procedure sheet and the policies and procedures set forth by the REACT Center Certification program.
- 19.13 Upon completion of an exam, a station skill sheet will be completed and maintained by the lead tester. The sheet will include signatures of the evaluator(s), candidate and the date. Sheets will be put in a sealed envelope and returned to the Certification Coordinator or designee.
- 19.14 The random practical skills evaluated at a practical skills exam will be chosen by REACT staff prior to the exam and all candidates taking that exam will have the same random stations.

Section 20 Practical Skills Examination Procedures

Practical Examination Administration Procedures

- Prior to the start of a practical exam, the logistics staff shall stage the required equipment for each station at the proper locations, according to the proper checklists. This shall be done at least 45 min prior to the start of the exam
- One hour prior to the start of a practical exam, the lead evaluator or certification coordinator will assemble the evaluators and:
 - Inform them of the random skill stations that were chosen for the exam
 - Assign the evaluators to the individual stations
 - Direct the evaluators to assure that their stations are set up and equipped properly prior to the start of the exam
 - Supply the evaluators with all forms and equipment needed for their stations

- Addresses key items regarding the execution of the exam:
 - Safety briefing
 - Address and question any impartiality or security issues
 - Testing, not teaching
 - Pass/fail criteria, including proper documentation
 - Any disagreements or issues between an evaluator and candidate needs to be deferred to the lead evaluator or certification coordinator
- Evaluators shall be directed to check over their station set up and equipment at this time, and address any discrepancies with the lead evaluator
- The lead evaluator or his/her representative shall register all candidates against a roster using a photo ID. This shall be started at least 30 minutes prior to the start of the exam. At this time, the candidate should be checked for:
 - Proper PPE
 - Facial hair compliance, if applicable for respirator use
 - Proper paperwork and photo ID
 - Collection of any fees, if necessary
- The lead evaluator shall assemble the candidates 15 minutes prior to the start of the exam and address them regarding the following issues:
 - Inform the candidates of their team assignments
 - Describe the stations and their locations
 - Informs the candidates of any reference material available to them, if applicable
 - Informs the candidates of the locations of the staging areas and the policies for keeping candidates in those areas unless at an exam station. States that evaluated candidates shall not communicate with unevaluated students, and if observed, will be considered cheating.
 - Informs the candidate that up to 2 stations failed can be retested the same day, 3 or more stations means a complete retest on another day
 - Safety briefing, including hydration, weather, PPE
 - Address the testing vs the training environment
 - Ask for questions & address all of them. The test cannot commence if there are unaddressed questions by the candidates.
- Begin the Exam
- Station Evaluators shall consistently provide the same directions to all candidates – read as written
- Station Evaluators shall ask if there are any questions before beginning the station. All questions need to be addressed before the station evaluation begins
- Evaluators begin the time and instruct the individual or team to begin
- While assessing the performance of the candidates, the skills evaluation check sheet shall be followed and filled out. Safety is a priority.
- Skills evaluation forms are to be filled out in ink
- The results are explained to the candidates upon completion of the station.
- Station evaluators shall direct candidates to the proper staging area or station.
- Throughout the exam, the lead evaluator shall:
 - Make himself available to answer questions or mediate disagreements

- Monitor the flow of candidates through the stations and address any inefficiencies or bottlenecks
- Address any equipment or facility deficiencies
- Assure that hydration is available in sufficient quantities at adequate locations
- Fill in for evaluators if needed for restroom breaks, meals, etc.
- Act as an overall safety officer
- Monitor the need for retest stations and plan accordingly
- Upon the termination of the exam, the lead evaluator shall document the final pass/fail status of candidates, and collect all appropriate paperwork and file accordingly
- The lead evaluator shall make contact with all candidates upon their completion of the exam and go over the candidates overall pass/fail status, retesting procedure if needed, and address any questions from the candidates before the candidate leave the facility

Section 21 Written Examination Testing Policies

- 21.1 Dates for written exams will be posted on the REACT Center website under “Certification”.
- 21.2 Proctors for the test will be a minimum approved Test Proctor according to the REACT Center Certification program.
- 21.3 Testing locations will be selected based on the lighting, space and the ability to control the environment.
- 21.4 All testing will begin at the scheduled time so candidates will need to be at the exam site prior to the scheduled examination time.
- 21.5 All candidates will sign-in at the examination site and show a valid **photo** ID.
- 21.6 The participants must appear on the test roster in order to be admitted to the test.
- 21.7 Once registration has been completed and the proctor instructions given, the exam site will be closed and no one will be admitted.
- 21.8 Participants will be given an allotted time to complete the test.

- 21.9 During the testing, candidates will be separated from each other and held to the highest standards. There will be no more than two candidates at a six foot table or three candidates at an eight foot table with as much space between them as possible. Observed cheating will be dealt with as specified under Section 14 of this document.
- 21.10 All tests will be numbered and accounted for.
- 21.12 All tests and any scratch paper provided will be collected from the candidates and placed in a sealed envelope and returned to the Certification Coordinator or designee.
- 21.13 The candidate will not be allowed any electronic devices (cell phones, PDAs, blackberries, mp3 players, iPods, calculators, etc) in the testing stations for the written or practical portions. Any items needed for testing will be provided by the REACT center (i.e. calculators). The lead evaluator or test proctor will have final say in this matter. If the candidate has special circumstances that require timely receipt of communications, arrangements may be made, at the proctors discretion, for the proctor to monitor a candidates communication device during the exam or for the office manager to receive any messages on behalf of the candidate and relay them to the test proctor, who will then pass the message to the candidate.
- 21.14 The candidate will not be allowed to leave the exam room before the candidate is finished with the exam. If there is an emergency or emergent personal issue (weather, sickness, restroom) that dictates a candidate or candidates leave the exam room, the proctor will collect the testing materials and hold them until the candidate returns. In the case of a weather emergency or illness where the candidate or candidates cannot return to finish the exam or the test security has been compromised, the proctor may declare the exam over and the candidate or candidates may schedule another exam at a later date.

Section 21 Written Examination Administration Procedures

Written Examination Administration Procedure

- Proctors shall check in all candidates against the roster for the Exam. Any candidates not on the roster will be asked to leave. Proctors shall check the candidates photo ID at check in.
- Only proctors, candidates, or certification staff shall be the only persons allowed in the exam room.
- Candidates shall be instructed that electronic devices are not allowed in the exam room – if it has an on/off switch, it is not allowed.
- Candidates shall be informed that they will not be allowed to leave the exam room once the exam is started.
- Candidates shall be issued two #2 pencils and an answer sheet.
- Candidates shall be informed that the passing score is 70%, and if needed, two retests are permitted if needed
- Candidates shall be informed that the REACT center has 2 weeks to grade the exams and notify the candidate. Results will not be given over the phone.
- Candidates shall be informed that any questions unanswered will be scored as incorrect.
- Candidates shall be informed that if the candidate needs to change an answer, they must completely erase the previous answer.
- Candidates shall be informed that if the proctor observes them cheating in any way, the candidate's exam materials will be confiscated, the candidate will be asked to immediately leave the facility, and the candidate will receive a zero score for the exam. The incident will also be referred to the Certification Coordinator for possible additional action.
- Candidates shall be informed of the time allowed for the exam
- Candidates shall be informed that the exam questions have been validated locally, but if a candidate would like to dispute the validity of an exam question, the candidate must finish the exam, the proctor will make note of the issue on the appropriate form, and the certification coordinator will review any issues from the exam
- Candidates shall be informed that if they need clarification on a question, that will be limited to the proctor being summoned to the candidates location by raising of a hand and the proctor coming to the candidates location to quietly read the question exactly as written aloud to the candidate
- Candidates shall be informed that there is no talking or whispering allowed once the exams are distributed
- Candidates shall be informed that upon completion of the exam or at the end of the allotted time for the exam, the exams, answer sheets, and any other test materials issued shall be immediately turned in to the proctor before leaving the exam room.
- Instructions for the specific exam are given. Candidates shall be asked if they understand the instructions. The proctor will provide clarification on any questions brought up by the candidates. All questions need to be addressed before the exam is started.
- The candidates are to fill out the personal information section on the answer sheet
- The Proctor will now hand out the exams and, once all candidates have received the exam, begin timing the exam and inform the candidates to begin.
- The Proctor shall give time marks aloud at the halfway point, 30 minutes remaining & 5 minutes remaining.
- At the end of the exam period, the proctor shall announce that time has expired and all candidates still taking the exam shall put their pencils down.

- The proctor shall instruct the candidates to immediately turn in all test materials to the proctor
- The proctor shall account for all exams issued, seal the exams and answer keys into the provided envelopes, and turn the envelopes and test materials into the front office.

Section 22 Certification Process

- 22.1 Once a candidate has completed the written and skills examinations, the Certification Office has two weeks to grade and release the results to the candidate and the candidates sponsoring agency. Results will be released to the sponsoring agency only if the student signed the release on the exam application.
- 22.2 A letter will be generated indicating the scores (pass/fail) and breakdown of the test.
- 22.3 Exam results will not be given over the phone due to the inability to verify who is asking for results.
- 22.4 There will be a section on the application for certification which contains the following statement and a place for the applicant's signature:

"I attest that I have met all requirements for certification, and I have given my permission for the REACT Center Certification program to release my exam results and certification status to my supervisor or his/her designee."

No records will be released without candidate consent or as may be required by subpoena, court order or applicable law. If the candidate refuses to sign the release, the candidate's agency head will have to contact the candidate for test results.

- 22.5 If a candidate has received a final grade of 70% or better on the written test and passed the skills testing, they will be awarded a REACT Center Pro Board certificate with the Pro Board Seal.
- 22.6 It shall be the REACT Center Certification program policy to maintain a computerized copy of record for each person certified by the program with

the following information:

- a. Name of certified candidate
- b. Last four digits of social security number. This is a Pro Board identifier.
- c. Candidates last mailing address, phone # & email.
- d. Test date and certification
- e. Pro Board Seal number

22.7 It shall be the policy of the REACT Center Certification program to maintain a record keeping system that insures the retrievability and preservation of all certification records for candidates certified by the program.

22.8 It shall be the policy of the REACT Center Certification program to maintain a security system on all certification records with secured electronic files and a password secured data base.

Section 23 Evaluation Tool Management Policy

23.1 The REACT Center Certification program shall maintain a test bank for each of the certification levels offered. Written examinations will be randomly generated by the NFPA objective reference using LXR software and PTS test question banks.

23.2 Test banks are revised within two (2) years after each change to the appropriate NFPA standard. Testing materials for the previous version of the standard will be maintained for up to 2 years to facilitate retesting of candidates to the version of the standard that their original test was generated from.

23.3 In the event that purchased test banks don't meet the NFPA standard the REACT Center program will generate questions to cover the standard.

23.4 All test banks are reviewed by subject matter experts to determine accuracy

and validity of each test item. Reliability is determined after a test item has been given at least twenty times. If more than 50% of the responses to a specific exam question are incorrect, the question will be referred to the Certification Coordinator/Committee for review. If it is determined that a question is unreliable, it shall be corrected or removed from the test bank and replaced with a question referencing the same NFPA objective. The training correlating to any referred question shall also be reviewed for adequacy in preparing the candidate for the test question.

23.5 Security of the test banks is assured by a computer password for entry into the program and hard copies of the test materials are maintained in a locked filing cabinet until used. Only the Certification Coordinator or designee would have access to the testing materials.

23.6 Written tests will be generated annually, or if an exam is compromised. Three versions of a written exam will be generated and be in use at one time. More versions will be generated if demand for testing is such that three versions of the exam are not enough to keep the integrity of the testing process intact due to a large number of exam occurrences.

Section 24 Training and Training Records

24.1 The Fire Chief/Head of the Agency shall designate the type of training and certification required for his/her jurisdiction.

24.2 The Fire Chief/Head of the Agency has the ultimate responsibility to ensure the citizens of his/her jurisdiction that the rescuers are properly trained.

24.3 The Fire Chief/Head of the Agency is responsible for the credibility of the certification program as it relates to their Agency.

24.4 Training levels for the various NFPA standards are those listed in the NFPA Standards for Professional Qualifications.

24.5 The Fire Chief/Head of the Agency or Training Officer has the responsibility for anyone certifying to the REACT Center Certification program that the candidates applying for certification are adequately trained and qualified for the requested level of certification. If a

student attends on his own, the student is responsible for the above.

- 24.6 The candidates sponsoring agency head (fire chief, training officer, commanding officer, etc.) is responsible for maintaining and updating any in-house agency training records and files.
- 24.9 All records of certification are maintained by the REACT Center Certification program.
- 24.10 All individual's certification records are confidential. Only the individual and the Fire Chief/Head of the Agency may request individual records. If the candidate has not signed the authorization for release of records to the head of his/her sponsoring agency, the REACT Center cannot release the records to them. The candidate's agency head is then responsible for obtaining these records directly from the candidate.

