

Policy and Procedures Manual



Utah Fire Service Certification System

**OFFICE OF
THE
UTAH FIRE AND RESCUE ACADEMY**

3131 Mike Jense Parkway Provo UT 84601

**ESTABLISHED 1981
REVISED 2007**

TABLE OF CONTENTS

Section 1	General	Page 3
Section 2	Definitions	Page 4
Section 3	Code of Ethics.....	Page 8
Section 4	Mission and Goals.....	Page 9
Section 5	Rationale	Page 10
Section 6	Privacy Act	Page 10
Section 7	Accreditation by IFSAC and NPQS.....	Page 10
Section 8	Certification Council.....	Page 11
Section 9	Certification Office	Page 13
Section 10	Guideline Standards	Page 14
Section 11	Certification Requirements	Page 15
Section 12	Examinations.....	Page 15
Section 13	Examination Scheduling	Page 21
Section 14	Certification Tester	Page 22
Section 15	Certification Tester Evaluations.....	Page 23
Section 16	Examination Grading/Scoring/Appeals	Page 23
Section 17	Request for Certification.....	Page 24
Section 18	Issuing Certification.....	Page 25
Section 19	Re-certification	Page 26
Section 20	Revocation/Suspension/Denial of Certification	Page 26
Section 21	Procedures for Revocation/Suspension/ Denial of Certification	Page 27
Section 22	Reciprocity.....	Page 28
Section 23	Payments for Testing and Travel Reimbursements.....	Page 29
Section 24	Special Certificates and Awards	Page 30
Section 25	Department Recognition Program	Page 30

SECTION 1: GENERAL

- 1.1 In 1981, Scott M. Matheson, Governor of the State of Utah, signed into law House Bill 347 "Voluntary Certification Program for Firefighters". The bill established a fire training school, which shall provide for certification of firefighters, pump operators, instructors, officers, etc. The contractual agreement recognizes the Utah Fire and Rescue Academy, with approval of the Utah State Fire Prevention Board as the agency to provide for firefighter certification in the State of Utah.
- 1.2 The Certification Program's credibility depends on the integrity of the testing system. To maintain program security, integrity, and accreditation, there shall be a controlled testing environment and procedures by which personnel can be tested by official means and methods.
- 1.3 The policies and procedures to certify in the Utah Fire Service Voluntary Certification System are contained in the following guidelines. Questions, clarification, or interpretation of these guidelines should be addressed in writing to:

Utah Fire Service Certification Council
Utah Fire and Rescue Academy
Utah Valley State College
3131 Mike Jense Parkway
Provo, UT 84601
www.ufra.uvsc.edu

SECTION 2: DEFINITIONS

- 2.1 The following definitions apply only to these regulations and **DO NOT** in any way apply to the rules, regulations, practices, or procedures of a local Fire Service Unit or other Participating Agencies.
- 2.2 ADMINISTRATOR--shall mean the person authorized by the head of an organization, public or private, to administer a program.
- 2.3 AFFILIATED--a member of an organized department.
- 2.4 ASSISTANT TESTER--a certification tester who is assigned to work under the direction of the Lead Tester.
- 2.5 CANDIDATE--an individual who has satisfied training requirements to be examined for certification and who has applied for testing and/or certification.
- 2.6 CERTIFIED--shall mean candidates who have met or exceeded cognitive and psychomotor behavioral objectives of the Certification Program and who have applied and been granted certification by the Council.
- 2.7 CERTIFICATION COORDINATOR--member of the UFRA certification staff who schedules and oversees state wide testing.
- 2.8 CERTIFICATION PROGRAM MANAGER--officer of the Council, appointed by the Director of the Utah Fire and Rescue Academy, who will handle all correspondence, records and routine duties of the Council.
- 2.9 CERTIFICATION TESTER-- authorized representative of the UFSCC that administers and conducts certification testing following Policies and Procedures of the UFSCC.
- 2.10 CERTIFICATION TESTER EVALUATOR--a certification council member or certification staff member who is assigned to observe Certification Testers' performance.
- 2.11 CERTIFICATION TESTER EVALUATION FORM--a form used to evaluate Certification Testers on testing methods, knowledge and skills.
- 2.12 CERTIFYING AGENCY--refers to the Utah Fire Service Certification Council.
- 2.13 CHAIRPERSON--is the presiding officer of the Utah Fire Service Certification Council.
- 2.14 CHIEF--shall mean the head of a Fire Service Unit.

- 2.15 COGNITIVE OBJECTIVE--pertinent questions, lists, or problems, relative to the level at which an applicant is being tested.
- 2.16 COUNCIL--shall mean the TWELVE (12) members of the Utah Fire Service Certification Council as appointed by the Director of the Utah Fire and Rescue Academy and approved by the Utah State Fire Prevention Board.
- 2.17 COURSE--is any grouping of classes or series of lessons or lectures combined to attain particular education or fire service training.
- 2.18 COURSE COODINATOR--member of the UFRA training staff who oversees and manages courses.
- 2.19 CREDENTIALING--is the process where an appropriate organization confirms that an individual is competent to perform in a specified position. Credentials may be based on evidence or testimonials that an individual has achieved the specified performance level without official certification.
- 2.20 CREDENTIALING ORGANIZATION--is used to refer to the agency or organization within a State that is empowered to issue credentials.
- 2.21 DEMONSTRATE--is to show by actual use, illustration, simulation, or explanation.
- 2.22 DENIAL--an act, approved by the Council, to deny certification to a Candidate.
- 2.23 DEPARTMENT--is a Fire Service Unit, defined in 9.27 of this section.
- 2.24 DIRECTOR--is the Director of the Utah Fire and Rescue Academy.
- 2.25 EXPIRED--any certification that has not been renewed on or before the end of the certification period.
- 2.26 FIREFIGHTER--is a member of a Fire Service Unit.
- 2.27 FIRE SERVICE UNIT--is a public or private Fire Department or organization of the State, City, County, special District, or Federal government whose primary duty is Fire Prevention/Suppression or Fire Service Training and Education.
- 2.28 IDENTIFY--is to physically select, indicate, or explain verbally or in writing, using standard terms recognized by the Fire Service.
- 2.29 IFSTA MANUAL--shall mean the appropriate International Fire Service Training Association publication.
- 2.30 IFSAC-- the International Fire Service Accreditation Congress, is an accrediting organization that accredits certification systems. www.ifsac.org

- 2.31 LEAD TESTER--a certification tester who is responsible for Assistant Testers and for administering the state certification exam.
- 2.32 LETTER OF ELIGIBILITY (LOE)--a signed document, on UFSCC letterhead, testifying that an individual has successfully met all testing requirements and is eligible for certification once affiliated by a Utah fire department and/or agency.
- 2.33 NFPA--shall mean the National Fire Protection Association.
- 2.34 NON-AFFILIATED--shall mean an individual who is not a member of an organized department.
- 2.35 NPQS -- the National Board on Fire Service Professional Qualifications, is an organization that accredits certification systems. www.theproboard.org
- 2.36 PARTICIPANT--shall mean any individual participating in the Utah Fire Service Certification System.
- 2.37 PARTICIPATING AGENCY--shall mean any agency, public or private, which has been accepted by the Council to participate in the Certification System.
- 2.38 POLICY AND PROCEDURES--Formal guidelines promulgated by the UFSCC concerning the methods, procedures and processes for implementing these rules and administering the certification program.
- 2.39 PREREQUISITE REQUIREMENTS--necessary psychomotor (manipulative) and/or cognitive (written) skill requirements from preceding or co-certification levels.
- 2.40 PRIMARY AGENCY—participant’s department of record with the Certification office.
- 2.41 MANIPULATIVE OBJECTIVE--specific and measurable statement describing the skill to be accomplished.
- 2.42 QUALITY ASSURANCE/QUALITY CONTROL (QA/QC)--customer satisfaction – internal, external and product produced
- 2.43 QUALITY ACCOUNTABILITY SYSTEM--a system that reviews quality performance.
- 2.44 QUORUM--a minimum of seven (7) members of the appointed Council, that when duly assembled may legally transact business in the name of the Council.
- 2.45 REVOCATION--an act, approved by the Council to revoke the certification of a certified participant.

- 2.46 SAFELY--shall mean to perform the objective without endangering, or injuring oneself, equipment, or others.
- 2.47 SKILL SPOT CHECK--manipulative skills examination administered by the Council or a Certification Tester.
- 2.48 SUSPENSION--an act, approved by the Council to suspend the certification of a certified participant.
- 2.49 SWIFTLY--shall mean the maximum allowable time, as determined by the Council, that it takes to satisfactorily perform the objective defined.
- 2.50 THE LAW--refers to Utah Code, Section 53-7-204.2 of the State Fire Prevention Law as amended; Utah Code annotated 1953 as last amended.
- 2.51 WITH COMPETENCE--shall mean to possess knowledge, skills, and judgment according to an approved standard(s) needed to satisfactorily and safely perform indicated objectives, as determined by the Certification Tester.

SECTION 3: CODE OF ETHICS**CODE OF ETHICS
FOR THE
UTAH FIRE SERVICE CERTIFICATION SYSTEM**

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

- 3.1 Recognize that I serve in a position of public trust that imposes responsibility to use publicly owned resources effectively and judiciously.
- 3.2 Not use my public position to obtain advantages or favors for friends, family, personal business ventures, or myself.
- 3.3 Conduct both my personal and official life so as to inspire the confidence of the public.
- 3.4 Regard it my duty to know my work thoroughly. It is my further duty to avail myself of every opportunity to learn more about my profession.
- 3.5 Make no claim to professional qualifications which I do not possess.
- 3.6 Use information gained from my position only for the benefit of those I am entrusted to serve.
- 3.7 Conduct my personal affairs in such a manner that I cannot be improperly influenced in the performance of my duties.
- 3.8 Avoid situations whereby my decisions or influence may have an impact on personal financial interests.
- 3.9 Seek no favor and accept no form of personal reward for influence or official action.
- 3.10 Carry out policies established by departmental and elected officials and policy makers to the best of my ability.
- 3.11 Refrain from financial investments or business that conflict with, or are enhanced by, my official position.

SECTION 4: MISSION AND GOALS

- 4.1 To establish and promulgate the Fire Service in the State of Utah as a professional career/volunteer service.
- 4.2 To improve the performance and coordination of all certification efforts through the development of minimum performance requirements.
- 4.3 To develop competent, safe, and effective Fire Service personnel by establishing minimum certification standards.
- 4.4 To establish and maintain valid procedures that measure specific levels of skills, abilities and knowledge consistent with standards approved and adopted by the Utah Fire Service Certification Council.
- 4.5 To establish and maintain guidelines that assist in the certification of candidates who satisfactorily fulfill certification requirements, as adopted by the Council.
- 4.6 To establish and implement a voluntary certification program that will ensure complete impartiality, confidentiality, and be designed in such a manner that will safeguard against misuse and abuse.
- 4.7 To establish statewide uniform testing procedures for a consistent means of evaluation.
- 4.8 To continually strive for improvement in the delivery of the program to ensure the efficient and effective use of resources.
- 4.9 To explore new technologies, methods and programs related to the Utah Fire Service Certification program.
- 4.10 To create and maintain superior customer service.

SECTION 5: RATIONALE

- 5.1 Our world is rapidly changing, and many phases of the fire service are becoming so technical and complex that fire service training must be utilized to its maximum potential. Any overlap, fragmentation, and lack of basic structure must be eliminated. Standardization is the natural complement and necessity.
- 5.2 The fire service in Utah, through a State Certification Program, can meet the needs of future growth and establish uniformity by certification. We will then have more effective and efficient utilization of resources so as to provide the best possible fire protection service for all the citizens throughout the State of Utah.

SECTION 6: PRIVACY ACT

- 6.1 The Social Security number (SNN) and Birth date are used as an identifier to match the person completing certification with the correct master record in order to better assist the candidate in obtaining certification records. The use of the Social Security number and birth date is necessary because of the large number of individuals who have identical names and whose identities can only be distinguished by the Social Security number and birth date. The birth date is also required for the certification office to submit seal numbers to the International Fire Service Accreditation Congress (IFSAC).

SECTION 7: ACCREDITATION BY IFSAC AND PROBOARD

- 7.1 The Utah Fire and Rescue Academy has been accredited by the International Fire Service Accreditation Congress (IFSAC) and the National Professional Qualifications System (NPQS) to certify fire service personnel to accepted national standards. Through this process, Utah Firefighters and allied professionals achieve national and international certification. This accreditation of the Utah Fire and Rescue Academy certification system assures Utah fire service personnel and allied professionals that programs and standards used within this system adhere to the most current recognized national standards. The assurances gained through the accreditation process provide credibility and prestige for every fire fighter participating in the certification process. Firefighters certified through the Utah system are recognized throughout the United States (and the world) as qualified and meeting the standards set forth by the National Fire Protection Association.

SECTION 8: CERTIFICATION COUNCIL

- 8.1 The governing body for fire service certification in the state of Utah shall hereafter be referred to as the "Utah Fire Service Certification Council" (UFSCC) or Council. http://www.ufra.uvsc.edu/certification/certification_council.php
- 8.2 The Utah Fire and Rescue Academy is authorized by the Department of Public Safety and State Fire Marshal's office as the entity in the state of Utah to manage the certification program.
- 8.3 The Director of the Utah Fire and Rescue Academy shall appoint a Certification Program Manager and other support staff from the Fire Academy to handle the day to day operations of the certification system.
- 8.4 The Director of the Utah Fire and Rescue Academy, with the approval of the Utah State Fire Prevention Board shall appoint a twelve (12) member Certification Council.
- 8.5 The Council shall be made up of users of the system representing paid and volunteer departments or agencies, members with special expertise areas and members from various geographical locations in the state.
- 8.6 Members of the Council shall serve a three (3) year term.
- 8.7 Members of the Council may be re-appointed.
- 8.8 Council members may resign from the Council by delivering a letter of resignation to the Certification Program Manager.
- 8.9 Council members resigning may submit a letter of recommendation for their replacement to the Certification Program Manager and/or Director for consideration.
- 8.10 The Council shall elect, from its body a Chairperson and Vice-Chairperson to conduct Certification Council meetings and to represent the Council as needed.
- 8.11 The Chairperson and Vice Chairperson of the Certification Council shall serve two (2) year terms.
- 8.12 In the event the Chairperson resigns or cannot complete their term of office; the Vice-Chairperson shall assume the duties of the Chairperson for the remainder of the original term. The new Chairperson shall appoint an interim Vice Chairperson from the remaining Council members.
- 8.13 The Utah Fire Service Certification Council will:
- a. Establish uniform minimum standards for certifications.

- b. Ensure quality and uniformity in the certification system.
 - c. Ensure that testing and certifying services are available to candidates without regard to race, sex, creed or ethnic origin. The certification system does not gather or require this information.
 - d. Establish written and manipulative skill examination procedures to determine whether a candidate meets the minimum standards as set forth by the Council.
 - e. Report activities of the Council to the Fire Service Standards and Training Council.
 - f. Review appeals.
 - g. Revoke, suspend, or deny certification.
 - h. Issue certification to any candidate who presents evidence that the minimum Utah standards established by the Council have been met.
 - i. Conduct assigned duties promptly and professionally.
 - j. Represent the best interests of the Council at all times.
 - k. Stay informed on pertinent fire service training issues including NFPA standards, IFSAC and NPQS policies, etc.
 - l. Maintain ethical standards and confidentially in all dealings as a Council member.
- 8.14 The UFSCC shall meet six (6) times per year, or as needed.
- 8.15 A quorum shall be defined as a minimum of seven (7) Council members in attendance at the meeting.
- 8.16 The Council Chair or Vice Chair shall declare a quorum to conduct the affairs of the Council and record it in the minutes.
- 8.17 The Council shall keep minutes of the proceedings of its meetings and record all actions taken by the Council. UFSCC minutes shall be published in the Utah Fire and Rescue Academy webpage and are available in the certification office. <http://www.ufra.uvsc.edu/certification>

- 8.18 A member may appoint a member of the Council as their proxy to Council meetings. Members may have one (1) proxy vote only. Such proxy, which is valid only for the meeting in which it is given, must be reported to the Certification Program Manager prior to the meeting and documented in the minutes.
- 8.19 Council members may be excused from two (2) meetings per calendar year. Council members missing more than two (2) meetings, excused or unexcused per year, may be removed by the Director, upon recommendation by a majority vote of the Council or the Certification Program Manager.
- 8.20 Agenda items for council meetings shall be presented, in writing, to the Certification Program Manager, at least two weeks prior to any Certification Council meeting.
- 8.21 Certification Council meetings shall be conducted according to the current edition of Robert's Rules of Order.
- 8.22 The Council may appoint a project committee work group as required to achieve operational needs. The committee or work group may consist of council members, and/or other personnel as appropriate to achieve its purpose.

SECTION 9: CERTIFICATION OFFICE

- 9.1 The Certification Office is responsible for the management and administration of the Utah Fire Service Certification Programs, duties include:
- a. Establish procedures to ensure program security.
 - b. Establish procedures to ensure program integrity.
 - c. Ensure that test booklets are given a serial number for test security purposes. When transferring those items to a Certification Tester, the Certification Coordinator or Certification Program Manager will record the numbers. Booklet serial numbers are recorded on a check-out receipt log.
 - d. Provide direction and serve as the focal point for certification issues.
 - e. Develop and manage a process to ensure all testing is administered in a fair, secure manner and complies with the guidelines as set by the UFSCC.
 - f. Maintain accredited agency status with the International Fire Service Accreditation Congress (IFSAC) and/or National Professional Qualifications Systems (NPQS), commonly referred to as the Pro-Board.
 - g. Serve on an IFSAC committee, if appointed and approved.

- h. Participate as a site-team member when requested to do so by the IFSAC Administration office and approved by the Director.
- i. Comply with IFSAC and NPQS by-laws to ensure continued accreditation.
- j. Provide the IFSAC Administration Office with reports as necessary.
- k. Maintain a database of certification records in accordance with Utah records retention requirements.
- l. Maintain and update the certification webpage.
- m. Control certificates, patches and wallet cards.
- n. Obtain the equipment, publications, supplies, training aids and staff necessary to conduct certification examinations.
- o. Ensure confidentiality of records.
- p. Establish procedures to ensure methods of payment are processed honestly, accurately and in a timely manner.
- q. Create a one-day Legal Notice on all UFSCC meetings. This notice shall be published at least two weeks before the meeting.
- r. Report to the State Fire Marshal as requested.

SECTION 10: GUIDELINE STANDARDS

- 10.1 The Utah Fire Service Certification Council has elected to use NFPA standards and corresponding manuals and/or other approved reference materials as guides for developing certification standards.
- 10.2 To maintain accreditation the UFSCC will update their program to the most current NFPA standard within 2 calendar years from the official date of adoption.
- 10.3 The Utah Fire Service Certification System publishes a certification standard for each level of certification offered. Certification standards contain pertinent information designed to assist candidates in preparing for the certification process. Certification standards may be obtained by accessing the website: <http://www.ufra.uvsc.edu/certification/standards.php>

SECTION 11: CERTIFICATION REQUIREMENTS

- 11.1 All participating agencies and their participants shall follow established certification Policies and Procedures.
- 11.2 Each participating agency is responsible to ensure that applicants meet the NFPA medical and physical fitness requirements and OSHA 1910.134.
- 11.3 Candidates must be a minimum of eighteen years of age prior to the issuing of certification by the Council.
- 11.4 Candidates applying for certification through their department or agency must have the approval of the Chief / Administrator of that agency.
- 11.5 Experience, training and education credits and/or a combination of these areas may be used to determine eligibility for certification.
- 11.6 Members of participating agencies meeting Section 11.5 shall be tested on the written and manipulative skills performance behavior objectives as outlined for each level of certification.
- 11.7 All candidates must meet or exceed established cognitive and psychomotor performance objectives prior to certification.
- 11.8 Applicants may enter the certification process at any level, providing all prerequisite requirements for that level are met, prior to certification.
- 11.9 Participating agencies may make available copies of applicable certification standards to their personnel for any level in which they are participating. Certification standards may be obtained by accessing the website:
<http://www.ufra.uvsc.edu/certification/standards.php>
- 11.10 Fire Service Training organizations, to receive certification for non-affiliated participants, must be approved in accordance with the R710-10 rule.
http://firemarshal.utah.gov/Laws_Rules/R710-10.html

SECTION 12: EXAMINATIONS

- 12.1 Written examinations shall be conducted for specified certification levels.
- 12.2 Certification Testers or approved individuals shall administer written examinations.
- 12.3 Written examination questions will be referenced to manuals and/or standards for each level as approved by the Council.

- 12.4 Test banks may be purchased from a test bank company or developed by the accredited entity that meets IFSAC and NPQS criteria and performance standards. The test bank items shall be developed and reviewed by test construction experts. All test bank items shall be validated by a committee of subject matter experts comprised of State certified members of the Utah Fire Service Certification System and the State of Utah Fire Service.
- 12.5 Certification test banks shall be analyzed for validity and reliability.
- 12.6 Written test questions found to be unreliable shall be corrected or removed from the test bank.
- 12.7 Written test questions removed from certification test banks shall be replaced with the same number of questions, and referenced to the appropriate NFPA objective.
- 12.8 Written examinations shall be randomly generated from the Utah certification test banks.
- 12.9 Written examinations shall be randomly generated by the NFPA objective reference.
- 12.10 At least three (3) versions of the written examination shall be in-service for each level of certification being offered.
- 12.11 New versions of written examinations shall be generated every 6 months, or if an examination is compromised or lost.
- 12.12 Old versions of written examinations shall be destroyed by shredding. This process will be done by Utah Fire and Rescue Academy personnel only.
- 12.13 Utah Certification test banks and written examinations shall be maintained at all times with the highest level of security.
- 12.14 Paper copies of the test banks and written examinations shall be locked in a secure location at the certification office, unless they are in use or under review by personnel approved by the council or the certification office. All paper copies of test banks will be returned to the certification office upon completion of reviews.
- 12.15 Electronic copies of the test banks or written examinations shall be locked with a password or other security measure, which will deny unauthorized access.
- 12.16 Examination results shall be maintained by the Certification Office.
- 12.17 Hard copy examination results shall be maintained by the Certification Office for three (3) years.

- 12.18 Written examinations shall not be reproduced outside the certification office.
- 12.19 Written examinations shall not be graded outside the certification office.
- 12.20 Minimum passing score for all written examinations shall be 70%.
- 12.21 Candidates shall be given three (3) attempts to meet minimum passing requirements.
- 12.22 Candidates who fail the written examination may re-test no sooner than 30 days from the date of the failed examination, unless otherwise approved by the Certification Office or the UFSCC.
- 12.23 If candidates fail to pass the written examination after three (3) successive examination attempts, then they have failed the examination process and may re-enter the examination process no sooner than 1 year from the date of the last examination date; excluding policy 12.46.
- 12.24 If a candidate presents himself or herself to the UFSCC for testing, and needs reasonable accommodations for learning disabilities or other conditions affecting the candidate's ability to complete the written examination; the following procedures must be followed. 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 a written examination.
- 12.25 Candidates must make a request in writing to UFSCC specifying the level of testing, the reason(s) for requesting testing accommodations, and the type of accommodation they are requesting (i.e., reader or extended time).
- 12.26 A statement must accompany the request from the candidate's doctor or fire chief/administrator attesting to the need for testing accommodations and clarification of why there is a need for a reader.
- 12.27 An Examination Request form must accompany the statement and be received by the Certification Office 30 days prior to the requested test date.
- 12.28 Only Certification Testers will be used as an approved reader.
- 12.29 The Certification Tester conducting the written examination will be notified that a reader or extended time has been granted to a candidate for whom they are proctoring.
- 12.30 During the test the certification tester will be allowed to read ONLY the question and responses as written.
- 12.31 The candidate(s) must meet all other requirements and prerequisites for the level of testing being requested.

- 12.32 Manipulative skill examinations shall be conducted for appropriate certification levels.
- 12.33 The Council, through approved Certification Tester(s), will administer only the manipulative skills “spot-check” selected and sent by the certification office. No substitutes allowed.
- 12.34 Certification examinations shall not be administered by Certification Testers who were involved in conducting the training for the individual(s) or objective(s) tested, unless otherwise approved by the UFSCC.
- 12.35 Manipulative skills "Spot Check" examinations shall consist of 10% of the total skills for the level being tested or not less than three (3) skills, whichever is greater.
- 12.36 Multiple manipulative skill examinations shall be randomly selected.
- 12.37 The Council may approve other forms of manipulative skill examinations for certification levels.
- 12.38 Safety officer(s) shall be provided by the agency being examined to provide for candidate's safety during manipulative skill examinations.
- 12.39 Candidates will be scored 100% "Pass" or "Fail" according to Council approved manipulative skills "Performance Competencies".
- 12.40 Candidates are given three (3) attempts to meet minimum manipulative skill requirements.
- 12.41 Candidates who fail the manipulative examination, on the first test date, (two attempts), must be re-tested on a manipulative skill from the section(s) in the standard in which they failed which consist of the failed skill, plus one additional skill from the same area of the standard, no sooner than 30 days from the date of the failed examination unless otherwise approved by the certification office or UFSCC.
- 12.42 Candidates who fail their first manipulative examination attempt, the same Tester may administer the 2nd attempt, if the candidate agrees.
- 12.43 Candidates who fail the manipulative examination, on the first test date for Fire Officer I or Fire Inspector I (one attempt), must be re-tested on the same manipulative skill from the section(s) in the standard in which they failed no sooner than 30 days from the date of the failed examination. If they fail the second attempt, they will need to retest on a manipulative skill section(s) in the standard in which they failed which consist of the failed skill, plus one additional skill from the same area of the standard, no sooner than 30 days from the date of the failed examination, unless otherwise approved by the certification office or UFSCC.

- 12.44 If a candidate fails to pass the manipulative examination after three (3) successive examination attempts, then they have failed the examination process and may re-enter the examination process no sooner than 1 year from the date of the last examination date, unless otherwise approved by the Certification Administration or UFSCC. excluding policy 12.46
- 12.45 If equipment is found to be defective, inadequate, or incomplete during the manipulative certification testing process, the candidate(s) testing will not be held accountable or documented as a failure. Rather the candidate(s) will begin again, with corrections made.
- 12.46 The Certification Council may approve a 4th attempt of the written or manipulative skill examination.
- 12.47 The Council must receive the request for a 4th attempt in writing from the candidate and endorsed by the candidate's Chief / Administrator no later than 60 days from the date of the last failed examination.
- 12.48 A letter requesting the 4th attempt shall state why the candidate is requesting a 4th attempt, including all information necessary for the Council to make a decision.
- 12.49 During a written or manipulative skill examination, candidates will be held to the highest degree of conduct. Cheating during any examination will not be tolerated.
- 12.50 If a Certification Tester observes cheating during an examination, the lead tester will remove the candidate from the test. The candidate will be informed of the observation and requested to leave the test site.
- 12.51 The Certification Tester will provide a written report documenting the observation of cheating and return the testing material and the report to the certification office for review as soon as possible.
- 12.52 The candidate may appeal the Tester actions to the certification office for review by sending a letter of appeal. The Certification Program Manager will review the appeal.
- 12.53 If, after review of the Tester documentation and the appeal by the candidate, the Certification Program Manager has the following options:
- a- Accept the actions of the certification tester and deny further testing of the candidate based on 12.54,
 - b- Accept the appeal of the candidate and allow the candidate to retest using a different test,
 - c- Refer the situation to the Council for discussion and action.

- 12.54 If further testing is denied, either by action of the Council or the Certification Program Manager, the candidate will be ineligible for testing from the date of the test for a period of one (1) year.
- 12.55 Test sites will be managed in a manner that is safe, appropriate for the type of test being administered and according to the guidelines.
- 12.56 Testers shall be dressed in appropriate clothing for the type of test that is being conducted which will include the approved tester shirt. At no time during testing is it acceptable for a tester to wear shorts, sandals, or open toe shoes.
- 12.57 When Testers are working outdoors appropriate clothing to meet inclement weather is acceptable.
- 12.58 Outdoor testing during inclement weather (thunder/lightening storms, snow or icy conditions) is a major safety concern. Testers should always be aware and alert to changing weather conditions and may adjust a test to maintain a safe testing environment. If a test is changed due to inclement weather the certification office should be notified as soon as possible.
- 12.59 In the event weather makes driving conditions dangerous for Testers, the test may be cancelled and rescheduled at the earliest possible date. Notification will be communicated to all agencies testing by the certification office and/or the Lead Tester as soon as possible. The hosting agency will be responsible for communicating the cancellation to all other agencies that were scheduled to test.
- 12.60 Testers shall arrive at the test site at least 30 minutes prior to the scheduled test time to setup the site, conduct/participate in pre-test briefing, and to ensure that testing begins on time.
- 12.61 Coordination of a test site, where a written and skill examination is being conducted, shall be done so those candidates taking a written examination shall be allowed to complete the examination without interruption by testers.
- 12.62 It will be the responsibility of the lead tester to coordinate a test site to maximize the time, resources, testers, and candidates to provide a fair and equitable testing process following all polices and procedures of the UFSCC.
- 12.63 Lead tester should contact the department hosting the test, prior to testing, to ensure that there are adequate resources available to conduct the assigned test.
- 12.64 Test boxes will be sent to the lead tester and sealed with a “TO BE OPENED BY TESTER ONLY” tag. Certification testers who find a test box with the seal broken shall assume the test box has been tampered with and can cancel the test and/or notify the certification office for replacement materials. While unsealed, the test box shall remain under the direct control of the certification tester.

- 12.65 Test boxes shall be re-sealed with tape and returned using the “merchandise return label” to the certification office within the 5-day return policy.
- 12.66 All testing material receipts are inventoried after each usage to ensure all test booklets have been returned and are in testing condition.

SECTION 13: EXAMINATION SCHEDULING

- 13.1 Request for examinations must be submitted to the Council for each attempt of the written or manipulative skills "Spot Check" examinations. The “Examination Request” form may be obtained by accessing the website http://www.ufra.uvsc.edu/certification/requesting_certification.php
- 13.2 Manipulative skills "Spot Check" examinations and written examinations shall be requested using an "Examination Request" form.
- 13.3 A separate "Examination Request" must be submitted for each examination attempt.
- 13.4 The Chief / Administrator of the participating agency or training course coordinator shall submit an "Examination Request" to the Council not less than 30 days in advance of the scheduled examination date.
- 13.5 A fee may be charged, as determined by the Council, for each level of Certification Examinations. The fee will cover the cost of three attempts for the written and manipulative skill "Spot Check" examinations and certification.
- 13.6 Testing facilities, apparatus, equipment, supplies and support personnel are the responsibility of the local fire service organization. The local fire service organization shall be aware of and comply with all the NFPA standards, Federal laws and UFSCC standards, policies and procedures.
- 13.7 The candidate’s agency or training course coordinator will provide and bear any cost of equipment, apparatus and suitable facilities necessary to conduct the examinations.
- 13.8 On receipt of the "Examination Request" from the participating training agency, the certification office will schedule examinations.
- 13.9 A list of apparatus and equipment needs may be provided to the agency who has submitted the request for examination form.
- 13.10 Certification tester(s), approved by the Council, will be assigned to the participating agency to administer examinations.

- 13.11 Certification tester(s) will follow all examination procedures defined by the Council. Any and all discrepancies (training records, in-house comprehensives, and related training issues) shall be documented and submitted to the certification office with the test box.
- 13.12 Accredited entities shall permit a representative designated by the IFSAC Certificate Assembly Board of Governors to observe any testing process upon receiving notice of intent to observe the test at least forty-eight (48) hours prior to the test. The certifying entity shall provide the dates, time, and location of any testing process upon request for such information of IFSAC Administration.

SECTION 14: CERTIFICATION TESTER

- 14.1 Certification testers, for the Utah Fire Service Certification System shall conduct themselves in a professional manner at all times.
- 14.2 To be a Certification Tester, a person must be currently certified at the level they are testing or approved by the certification office or UFSCC.
- 14.3 Applicants must complete a Certification Tester application; submit two (2) letters of recommendation, one (1) of which must be from the Chief/Administrator of the applicant's agency.
- 14.4 Once an application has been approved, applicants must attend and successfully complete the Certification Tester course as offered by the Certification Office and approved by the Council.
- 14.5 Once an applicant has completed the pre-requisites, application process and the Tester training course, they will be notified of their status as a Certification Tester by letter.
- 14.6 Certification Testers shall attend up-date training every year or as determined by the Council to remain eligible as a Tester.
- 14.7 Certification Testers must successfully complete three (3) manipulative exam test sites as an Assistant Tester before they are allowed to proctor a test site as a Lead Tester or as determined by the Council.
- 14.8 Certification Testers must follow all UFSCC policies and procedures as specified in the Policy and Procedures Manual, the Certification Information Packet, the Examination Proctor Instructions and the Certification Tester Manual.
- 14.9 The Council reserves the right to "walk-in" unannounced and observe certification testing, in progress, by Certification Testers.

- 14.10 Certification Testers may be subject to disciplinary action by the Certification Council for violation of Policies and Procedure (14.8). This action may include probation, suspension, and/or revocation of Certification Tester status. Further action may be taken as outlined in Section 20.

SECTION 15: CERTIFICATION TESTER EVALUATIONS

- 15.1 Certification Testers shall be evaluated periodically or as determined by the Council. Evaluations shall be done by the certification office or the UFSCC.
- 15.2 Tester evaluation forms shall be returned using the sealed envelop provided by the Quality Assurance/Quality Control division to process within 5 days of the evaluation. If there are obvious signs of tampering or the seal on the envelope has been broken before arriving in the Quality Assurance/Control Program Manager's office, the evaluations will be invalid and will be redone.
www.ufra.uvsc.edu/quality/tools
- 15.3 The QA/QC shall provide to the certification office calculated data from evaluations. If problems are found the certification office and/or the UFSCC shall decide on the best course of action.
- 15.4 The certification office shall collect and file evaluation forms within the Testers personnel file.

SECTION 16: EXAMINATIONS GRADING/SCORING/APPEALS

- 16.1 All examinations shall be graded by Utah Fire and Rescue Academy staff, Testers or Council Members.
- 16.2 Written examinations **will not** be graded in the field.
- 16.3 Manipulative examination results may be given to each candidate privately at the conclusion of the examination period depending on the type of examination.
- 16.4 The Chief, Administrator or designee, of the participating agency will be mailed a copy of written and manipulative examination pass/fail results within 30 days after the examination.
- 16.5 Examination percentage results will not be given to any individual, other than the candidate unless an authorization to release information form from the candidate is filed with and accepted by the Council.
- 16.6 Examination results and certification records will be maintained in the Certification office protected by password and key.
- 16.7 Examination results and certification records will be placed with the candidate's primary agency.

- 16.8 If a candidate works for two (2) agencies, records will reside with the primary agency unless the candidate requests them to reside with a secondary agency.
- 16.9 To request candidate records to be moved from a primary agency to a secondary agency, the candidate will provide the certification office with a letter asking for the change, which has been signed by both agency's Chief/Administrators.
- 16.10 Upon receiving the written request, the Certification office will make the change with the candidate's record hosted within the Utah Fire & Rescue Academy.
- 16.11 Confirmation of the records change will be sent to both primary and secondary Chief/Administrators.
- 16.12 The Chief/Administrator of a candidate that has failed a third attempt examination, written or manipulative, will be notified of the failure and made aware of testing policy regarding third attempt failures.
- 16.13 Examinations may be appealed. If a candidate has an appeal they contact the certification office in writing, within 30 days, listing the reason for the appeal. If resolution does not occur by the certification office the candidate can appeal to the certification council. If the Council turns down the appeal, the candidate can appeal to the Standards and Training Council, if that council turns down the appeal, the candidate can appeal to the Fire Prevention Board, if that Board turns down the appeal the candidate can request a judicial review. Judicial review of all final Board actions resulting from informal adjudicative proceedings is available pursuant to UCA, Section 63-46b-15.
- 16.14 An official appeal must be in writing identifying:
- a. Name of Candidate,
 - b. Examination date,
 - c. Examination type (written or manipulative skills),
 - d. Basis for appeal,
- 16.15 Written examination questions must be challenged, in writing, by item number, at the time of the examination.
- 16.16 Appeals of manipulative examinations must be submitted to the Council within 30 days from the date the examination.
- 16.17 An exam cannot be appealed after a retest of that exam has been administered.
- 16.18 The Council must act on the appeal at its next scheduled meeting. The Council must notify the applicant as to their decision, in writing within 30 days after the meeting.

SECTION 17: REQUEST FOR CERTIFICATION

- 17.1 When a candidate has successfully completed the written and manipulative skills "Spot Check" examinations and/or any other required documents, the participating agency must submit a "Request For Certification/Recertification" application to the Council.
http://www.ufra.uvsc.edu/certification/requesting_certification.php
- 17.2 If a candidate has completed both the written and "Spot Check" examinations and no "Request for Certification/Recertification" has been received by the certification office, the test results will remain valid for a period of three (3) years. Time will be based on the date of the last test given and passed. At the end of this three (3) year period test results will become void and no longer acceptable if a "Request for Certification" has not been received.
- 17.3 A fee may be charged for each candidate for testing and certification for each level of certification being requested.
- 17.4 Certified candidates shall receive a certificate, patch and wallet card. For Wildland Firefighters a "Red Card" listing certifications and qualifications as determined by the Division of Forestry, Fire and State Lands will be issued. A fee may be charged for duplicate or replacement certificates, certification cards or patches.

SECTION 18: ISSUING CERTIFICATION

- 18.1 Candidates meeting or exceeding standards of written and manipulative skills behavioral performance objectives will be issued certificates, wallet cards, and patches, as available, identifying them as certified at the level being requested.
- 18.2 All certificates, wallet cards, and patches will be forwarded, within thirty (30) days of receiving the certification request to the Chief / Administrator of the participating agency for distribution to personnel.
- 18.3 All applicable fees for testing and certification can be paid by the following:
- Credit Card
 - Purchase Order
 - Check
 - Invoice
- 18.4 Certification will be valid for a three (3) year period unless otherwise specified by a certification standard.

- 18.5 Certificates and identification wallet cards will be issued with January or June expiration dates unless otherwise specified by the certification standard.
- 18.6 Certifications seal numbers will be sent to IFSAC for entry into a national registry.

SECTION 19: RECERTIFICATION

- 19.1 Application for renewal of certification must be made, to the Council, within thirty (30) days prior to expiration date of current certification period. http://www.ufra.uvsc.edu/certification/requesting_certification.php
- 19.2 The Council will notify participating agencies of their certified personnel, 60 days prior to expiration date regarding re-certification. Notification will be sent in April and November.
- 19.3 Re-certification will be for all levels held by the certified applicant, unless otherwise specified by the UFSCC
- 19.4 A fee may be charged for re-certification. This fee will cover the expense of issuing a new wallet card. New certificates will not be issued.
- 19.5 Re-certification is for an additional three (3) year period unless otherwise specified by a certification standard.
- 19.6 Participating agencies may renew certification of its members by having the Chief / Administrator submit an "Application for Certification/Recertification" stating that said certified participant has participated in at least thirty-six (36) hours of structured class and manipulative training per year, or a total of one hundred eight (108) hours of training in the previous certification period unless otherwise specified by a certification standard.
- 19.7 Records shall be maintained by the participating agency to verify that re-certification requirements have been met.
- 19.8 The Council may examine training records of any or all certified personnel for renewal of certification.
- 19.9 The Council may conduct a written or manipulative skill examination at their discretion.
- 19.10 If a certified participant's certification has expired for six (6) months or longer without "Application for Certification/Recertification" being filed with the Council, the Certified Participant is not eligible for recertification.

SECTION 20: REVOCATION / SUSPENSION OR DENIAL OF CERTIFICATION

- 20.1 The Council may revoke, suspend, or deny the certification of any participant or Certification Tester 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.
 - d. Intentionally misrepresents or violates UFSCC Policy and Procedures.
 - e. Intentionally violates tester's instructions to dishonestly pass an examination.
 - f. Fails to successfully complete all elements of certification for the indicated standard within a one-year time period unless otherwise specified in a certification standard. The one-year time frame begins with the first attempt at either the written or manipulative exam.
 - g. Cheats during any part of the testing process

SECTION 21: PROCEDURES FOR REVOCATION, SUSPENSION AND DENIAL OF CERTIFICATION

- 21.1 The Council or its representative(s) will investigate all suspected or reported violations defined in Section 20.
- 21.2 The Council shall appoint the Certification Program Manager or a special committee to investigate suspected or reported violations as deemed appropriate.
- 21.3 The purpose of an investigation shall be to determine whether there has been "conduct in violation" of section 20.1.
- 21.4 The investigative process shall be conducted in a timely manner and in such a way as not to embarrass or demean an organization or person.
- 21.5 The investigation shall begin by notifying the organization or individual that an investigation is being conducted. At this time, the purpose of the investigation will be explained to involved parties.

- 21.6 During the investigation, witnesses may be interviewed, evidence collected and documented and any public accounts such as newspaper articles or court records may be reviewed.
- 21.7 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.
- 21.8 The committee shall deliver a report to the Council. The report should be in writing and signed by the person conducting the investigation and/or committee members. It should summarize, analyze, and briefly state the conclusions based on the facts.
- 21.9 If the Council believes, following an investigation, grounds exist for the revocation, suspension, or denial of certification the candidate shall be given written notification of intention to hold a hearing.
- 21.10 The written notification shall include the time, date, location, and basis for the hearing.
- 21.11 Written notification shall be by "Certified Mail" to the candidate at the last address furnished to the Council by the candidate or participating agency.
- 21.12 Revocation, suspension or denial of certification shall require a majority vote of a Quorum of Council members.
- 21.13 Any participant who has lost and/or been denied certification pursuant to Section 20 may reapply for certification ONE (1) year after the date of Council action, unless otherwise specified by the Council.
- 21.14 Upon revoking, suspending, or denying the certification of any candidate, the candidate may be requested to return to the Council all certificates, cards, and patches issued by the Council for said certification level(s) being revoked, suspended, or denied.
- 21.15 Candidates who have had certification revoked, suspended, or denied may appeal the decision of the Council to the Fire Prevention Board.

SECTION 22: RECIPROCITY

- 22.1 The Council may elect to give credit for certifications received in other states, territories, or countries provided such certification has been approved by IFSAC or NPQS.
- 22.2 Certifications without IFSAC or NPQS recognition received in other states, territories, or countries will be accepted as training records only.

- 22.3 The Council may enter into standing reciprocity agreements with states, territories or countries that by law regulate and supervise the quality of fire service training and firefighter certification.
- 22.4 Adoption of any standard or program shall not render invalid any Candidate's prior certification.
- 22.5 The Certification Office may issue Utah Certification to participants that have completed certification in another state, for a level of certification that Utah has adopted but is not currently accredited at with either NPQS or IFSAC. The participant must meet all other certification requirements as outlined in P & P of the UFSCC.
- 22.6 The Council shall not issue a reciprocity certification with the IFSAC seal and number on it, but may use an "Implied" certification to allow an individual to enter into the next higher level of certification or receive a Utah certification without an IFSAC seal.

SECTION 23: PAYMENT AND TRAVEL REIMBURSEMENT

- 23.1 A Tester will receive reimbursement if you drive your own vehicle and if you drive over 20 miles. It is strongly recommended Testers record beginning and ending odometer reading to verify actual mileage. Mileage amounts are subject to change as per UVSC's policy.
- 23.2 If a Tester uses a UFRA vehicle there is no per mile reimbursement.
- 23.3 Testers who utilize UFRA vehicles must complete yearly training provided by UFRA's logistics division and have a valid copy of their driver's license on file.
- 23.4 Tester pay rate is based on Lead Tester or Assistant Tester status. Pay rates are based on UVSC adjunct instructor hourly rates.
- 23.5 Hotel expense is allowable if a Tester is more than 50 miles from home with prior approval from the Program Manager. An itemized receipt from the hotel is required for reimbursement.
- 23.6 Meals are only reimbursed with an overnight stay. Amounts are subject to change as per UVSC's policy. No receipts are required for reimbursement.
- 23.7 Testers must complete a time sheet to receive payment. The time sheet will be an accurate account of the days and hours tested.
- 23.8 Testers who proctor a written exam will be paid 2 hours.

- 23.9 Lead Testers who proctor a skills exam will be paid 5 hours.
- 23.10 Assistant Testers who proctor a skills exam will be paid 4 hours.
- 23.11 Under direction of the Lead Tester, if an Assistant Tester chooses to leave a test site due to a low number of candidates testing, Testers will be paid 2 hours for their time.
- 23.12 Testers must complete the online application on the UVSC job website AND fill out the new hire paperwork at least two weeks before they work – forms include: W-4; Personal Information Form; Drug and Nepotism Statement; I-9; Direct Deposit Form; Computer Authorization Form; Two forms of photo ID must be provided. HR personnel will determine what is considered to be acceptable forms of ID. (Drivers License, Passport, etc) Testers must test at least once per three years or their payroll records will be purged from the UVSC’s payroll system. If a tester’s payroll records are purged, they will need to re-submit the paperwork.

SECTION 24: SPECIAL CERTIFICATE AND AWARDS

- 24.1 Certificates and Awards may be presented by the Council for the purpose of raising the level of competence of fire service personnel and to foster cooperation among other agencies, groups, organizations, jurisdictions, and individuals, i.e. Honorary Certified Firefighter awards.

SECTION 25: FIRE DEPARTMENT RECOGNITION PROGRAM

- 25.1 The purpose of the Fire Department Recognition Program is to recognize organizations that support, promote, and encourage their emergency response personnel to certify within the Utah Fire Service Certification System.
- 25.2 The following definitions will be applicable to the Fire Department Recognition Program:
- 25.3 Department: Any fire service unit that is a public, private, or organization of the state, city, county, special district, industrial fire brigade, or federal government whose primary duty is fire suppression/prevention or emergency response.
- 25.4 Participating Department: Any agency, or entity that complies with the intent of the Utah Fire Service Certification System and has a Letter of Intent on file with the Certification Office.
- 25.5 Active Member: A duly enrolled member of an emergency response organization that is authorized to respond to fire and emergency calls with the emergency response organization.

- 25.6 Certified Personnel: Any individual serving as a member of a fire department who is currently certified within one of the accredited levels of the Utah Fire Service Certification System.
- 25.7 Recognized Levels of Certification: For this program, special recognition will be given to departments for members that are certified in the following seven (7) levels of certification: Firefighter I, Firefighter II, Hazardous Materials Awareness, Hazardous Materials Operations, Wildland Firefighter I, Apparatus Driver Operator - Pumper, Fire Officer I.
- 25.8 Levels of Recognition:
10% of members certified in any level is a Participating Department Award.
50% of members certified in any level is a Bronze Recognition Award.
75% of members certified in any level is a Silver Recognition Award.
95% or higher of members certified in any level is Gold Recognition Award.
- 25.9 To be recognized as a participating department in the Fire Department Recognition Program, the UFSCC has established the following criteria.
- 25.10 The organization applying for a department recognition award must submit a properly completed application.
http://www.ufra.uvsc.edu/certification/recognition_program.php
- 25.11 To receive recognition, the organization must have a minimum number of certified personnel. This minimum number is ten percent (10%) of the number of members listed as active members in one of the seven program categories.
- 25.12 The organization will submit an application of its active members.
- 25.13 The organization will be recognized at one of the levels listed in 25.7
- 25.14 The organization will indicate on its application the list of active members and indicate the level(s) that each person is certified.
- 25.15 Based on the total number of active members listed on the application and the levels of certification indicated, the department will be recognized accordingly in each of the levels of recognition.
- 25.16 The application must be signed by the Chief/Administrator of the response organization verifying that the list is accurate and that the members listed are in good standing with the agency.
- 25.17 Upon successful completion and approval, the organization will be awarded recognition as a participating department and will be issued a certificate with the appropriate levels indicated on the certificate and two (2) decals for placement on the department apparatus.

- 25.18 The recognition award will be valid for a period of three (3) years, after which the applicants' organization must renew their recognition in the program.
- 25.19 If a department changes its status during the three-year period and want to change their level they may do so by completing a new application.