

ARIZONA CENTER FOR FIRE SERVICE EXCELLENCE (AZCFSE) POLICIES AND PROCEDURES

Section 1 The Arizona Fire Service Certification System

- 1.1 [History](#)
- 1.2 [Purpose](#)
- 1.3 [Mission Statement and Supporting Goals](#)
- 1.4 [Entities and Organizations involved in the certification process](#)
- 1.5 [Availability of Certification Services](#)
- 1.6 [Arizona Certification](#)
- 1.7 [IFSAC Accreditation and Arizona Certification](#)
- 1.8 [Currency and Re-certification](#)
- 1.9 [Standards for Certification/Performance Criteria](#)

Section 2 Participation in the Arizona Fire Service Certification System

- 2.1 [Training and Certification Programs](#)
- 2.2 [Training and Certification Programs Conducted by AZCFSE](#)
- 2.3 [Sponsored Training and Certification Programs Conducted by outside agencies](#)

Section 3 Certification Program Requirements

- 3.1 [Certification](#)
- 3.2 [Approval of Certification Programs](#)
- 3.3 [Program Submittal Package](#)
- 3.4 [Program Facility Requirements](#)
- 3.5 [Training Records Requirement](#)
- 3.6 [Certification Examination Requirements](#)
- 3.7 [Medical and Fitness Standards](#)

Section 4 Prerequisites for Certification Testing

- 4.1 [Eligibility for Certification Testing](#)
- 4.2 [Prerequisites for Certification Testing](#)

Section 5 Scheduling and Announcement of Certification Testing

- 5.1 [Certification Test Scheduling](#)
- 5.2 [Announcement of Certification Testing](#)
- 5.3 [Notification and Access to Testing by IFSAC Administration](#)

Section 6 Practical Skill Testing

- 6.1 [Practical Skill Testing](#)
- 6.2 [Practical Skill Testing Conducted for Arizona Certification](#)
- 6.3 [Practical Skill Certification Examination](#)
- 6.4 [Practical Skill Test Criteria](#)
- 6.5 [Practical Skill Test Grading](#)
- 6.6 [Procedure for Grading Skill Tests](#)
- 6.7 [Release of Practical Skill Test Results](#)
- 6.8 [Practical Skill Retesting](#)

Section 7 Written Certification Examinations

- 7.1 [Written Certification Examinations](#)
- 7.2 [Identification Requirement](#)
- 7.3 [Grading](#)
- 7.4 [Written Examination Retesting](#)
- 7.5 [Test Scores](#)
- 7.6 [Procedure for Using a Reader During Testing](#)
- 7.7 [Procedure for Using a Reader During Retesting](#)

Section 8 Validity and Reliability of Certification Examinations and Test Bank Items

- 8.1 [General](#)
- 8.2 [Validity of Test Bank Items and Examinations](#)
- 8.3 [Reliability](#)
- 8.4 [Test Statistics Collected](#)

Section 9 Test Security and Test Bank Management

- 9.1 [Policy on Test Security](#)
- 9.2 [Storage and Handling of Examination Materials](#)
- 9.3 [Security of Examination Materials at Testing Sites](#)
- 9.4 [Access to Examination Materials](#)
- 9.5 [Issuing Examinations to Test Proctors](#)
- 9.6 [Maintenance of Test Banks](#)
- 9.7 [Test Bank Security](#)
- 9.8 [Procedure for Back-up of Test Data and Statistics](#)

Section 10 Certification Examination Proctors and Evaluators

- 10.1 [Written & Practical Skill Examination Proctors](#)
- 10.2 [Written Test Proctors](#)
- 10.3 [Practical Skill Test Evaluators](#)
- 10.4 [Practical Skill Test Proctors](#)
- 10.5 [Procedure for Dismissing a Test Proctor](#)

Section 11 Certificates

- 11.1 [Eligibility for Certification](#)
- 11.2 [Certifications issued at the conclusion of a program and testing](#)
- 11.3 [Requesting Certificates](#)
- 11.4 [Certificate Fees](#)

Section 12 Reciprocity

- 12.1 [Reciprocity Policy](#)
- 12.2 [Procedure for Applying for Arizona Certification by Reciprocity](#)

Section 13 Certification Revocation, Suspension and Denial

- 13.1 [General Policy](#)
- 13.2 [Appeal Process](#)

Section 14 Testing Appeal Policy

- 14.1 [General](#)
- 14.2 [The Testing Appeal Process](#)

Section 15 Record Keeping

- 15.1 [Certification Records Maintained](#)
- 15.2 [Procedure for Retaining Records from the Written Certification Examination](#)
- 15.3 [Procedure for Retaining Records from the Practical Skill Certification Examination](#)
- 15.4 [Procedure for Maintaining Records of Certification Programs](#)
- 15.5 [Storage and Security of Student Certification Database](#)

Section 16 Qualifying Criteria Responsibility and Accountability for Program Instructors

- 16.1 [Requirements](#)
- 16.2 [Application Process](#)
- 16.3 [Instructor/Lecturer Responsibilities](#)
- 16.4 [Instructor Accountability](#)
- 16.5 [Function and Organizational Structure of the Instructor Qualification Review Committee](#)

Section 17 [Definitions](#)

Appendix A-1 Fire Fighter I & II and Hazardous Materials and Operations Certification Program Policies and Procedures

Note: *These policies and procedures are additional requirements specific to accredited certification programs. All programs must also follow the policies and procedures published in the Arizona Fire Service Certification System Policies and Procedures.*

- A-1.1 [Training Records Required](#)
- A-1.2 [Prerequisites for Certification Testing](#)
- A-1.3 [Upgrading Existing Arizona Fire Fighter II certifications Issued prior to IFSAC accreditation of AZCFSE](#)

SECTION 1 THE ARIZONA FIRE SERVICE CERTIFICATION SYSTEM

1.1 History

Arizona Fire Service Certification is conducted through the Arizona Center for Fire Service Excellence (AZCFSE). AZCFSE was established in 2010 through the support of the Arizona Fire Service Institute (AFSI) and is responsible for coordinating fire service training and certification within the State of Arizona. AFSI is a consensus body representing Arizona's fire services with representation from the Arizona Fire Chiefs Association, Professional Firefighters of Arizona, Arizona Fire District Association, Volunteer Firefighters of Arizona and Metro Fire Chiefs. AZCFSE was established a few months after the Fire Service Training and Certification functions were eliminated from the Office of the State Fire Marshal due to budgetary constraints. With cooperation of the State Fire Marshal, the training functions were transferred to AZCFSE at that time. The Executive Board of the Arizona State Fire Training Committee (ASFTC), which has been coordinating the Arizona State Fire School since 1972, is responsible for day to day operations, and AFSI provide policy guidance.

1.2 Purpose

1.2.1 The purpose of the Arizona Fire Service Certification System is to:

- a. Stimulate professional development in Arizona's Fire Service; and
- b. Provide a means to allow fire fighters to demonstrate their ability to meet professional qualification standards through an objective measure of their professional knowledge.

1.3 Mission Statement and Supporting Goals

1.3.1 Mission statement:

The mission of the Arizona Center for Fire Service Excellence is to deliver and administer state-of-the-art continuing professional education courses and accredited testing and practical skills evaluations, based on national fire service professional standards, which meet the comprehensive training needs of fire and rescue personnel, emergency managers and other responders utilizing the most efficient and effective means possible, thereby enabling them to better protect lives and property within their communities.

1.3.2 Supporting goals

- a. To establish and promulgate the fire service in the State of Arizona as a professional service delivered by paid and volunteer personnel.
- b. To establish and maintain valid procedures that measure specific levels of skills, abilities and knowledge consistent with standards approved and adopted by the Arizona Fire Service.
- c. To improve the performance and coordination of all certification efforts through the development of minimum performance requirements.
- d. To establish and maintain guidelines that assist in the certification of all participants who satisfactorily fulfill qualification requirements regardless of department affiliation.
- e. To establish statewide, uniform testing procedures for a consistent means of evaluation.

1.4 Entities and organizations involved in the certification process

- 1.4.1 **AFSI:** The Arizona Fire Service Institute is the supporting entity through which AZCFSE was founded. AFSI is a consensus body representing Arizona's fire services with representation from the Arizona Fire Chiefs Association, Professional Firefighters of Arizona, Arizona Fire District Association, Volunteer Firefighters of Arizona and Metro Fire Chiefs. AZCFSE recognizes policy resolutions supported and passed through consensus by the five voting AFSI representatives as expressing the wishes of the Arizona Fire Service.
- 1.4.2 **Executive-Board (E-Board) of the Arizona State Fire Training Committee:** The governing board, which provides operating policy and budgetary oversight, and day to day operating guidelines.
- 1.4.3 **Subject Matter Experts and Statewide Input Organizations:** These groups provide expertise in the review and creation of written test banks, and skill sheets, and other policy input from statewide organizations representing colleges and fire/emergency services departments from all parts of the state. Approved instructors and coordinators from around the state get together on a regular basis to review programs and discuss updates and changes to testing processes.
- 1.4.4 **AZCFSE Staff:**
 - a. **Certification and Testing Coordinator:** manages test banks and the creation of new test versions, coordinates input group and subject matter expert group meetings, reviews and coordinates updates to AZCFSE policies, schedules program examinations at off-site locations, coordinates and assigns test proctors, manages updates to test documents, instructions and forms.
 - b. **Executive Assistant / Program Coordinator:** creates certificates, manages student records, test packaging and grading, manages written test copies, schedules re-testers and coordinates written examinations at the AZCFSE office, manages database of contacts/ email lists.
- 1.4.5 **AZCFSE Test Examination Proctors:** Responsible for administering and overseeing written and practical examinations; responsible for overseeing test Evaluators during the testing process.
- 1.4.6 **AZCFSE Practical Examination Evaluators:** Selected by the lead approved Instructor or Coordinator for a certification program; Evaluators must be approved by AZCFSE prior to participation in any practical examination evaluations; Evaluators sign contracts promising to abide by AZCFSE policies and guidelines.

1.5 Availability of Certification Services

- 1.5.1 AZCFSE makes all training programs, testing, and certifying services available to all fire service personnel without regard to department affiliation, race, sex, or ethnic origin.

- 1.5.2 AZCFSE establishes all policies, practices and procedures to ensure impartiality and fairness in all certification programs. AZCFSE is a consensus body and will not allow any individual, entity, or interest group to exercise undue or inappropriate influence over the Arizona certification system. Anyone who believes that any person or group has exercised undue or inappropriate influence over the certification system can bring forth their concerns to any member of the AZCFSE Advisory Group for a review and discussion by all member organizations. At the request of the AZCFSE Advisory Group, the issue may be forwarded to the Training Committee Executive Board for further review.
- 1.5.3 AZCFSE shall make all testing and certifying services available to all Arizona fire and emergency services personnel meeting all published prerequisites and requirements listed for all accredited programs.

1.6 Arizona Certification

1.6.1 What is certification?

Certification provides fire service personnel a means to demonstrate their ability to meet professional qualification standards through an objective measure of their professional knowledge. Certification in Arizona is voluntary. There are no state regulations requiring fire service personnel to become certified. However, departments may choose to make certification mandatory for their fire fighters. Individuals seeking certification must meet the criteria established by the Arizona Fire Service Certification System. Candidates for certification are tested for competency using the applicable NFPA standard.

1.6.2 State examinations are offered for all certification levels.

1.6.3 Participants who meet the requirements of the training program, successfully complete all manipulative skill objectives, and pass all written certification examination(s) are eligible for Arizona certification.

1.6.4 Arizona certification is currently available for the following levels:

- a. Fire Fighter I & II
- b. Hazardous Materials First Responder, Level I – Awareness and Operations
- c. Hazardous Materials Technician – through Phoenix Fire Department
- f. Fire Inspector I & II
- h. Fire Instructor I & II
- i. Fire Officer I & II

1.7 IFSAC Accreditation and Arizona Certification

1.7.1 IFSAC Accreditation

AZCFSE is accredited for the following certification levels:

- a. Fire Fighter I
- b. Fire Fighter II
- c. Hazardous Materials – Awareness Level I
- d. Hazardous Materials – Operational Level I
- e. Fire Instructor I
- f. Fire Instructor II
- g. Fire Officer I
- h. Fire Officer II

Additional accredited levels may be added in the future.

1.7.2 Arizona Certification, Accredited by IFSAC

To be eligible for Arizona certification, participants must successfully complete a certification program that has been approved by AZCFSE. Upon completion of the certification program, participants must pass a practical skill certification examination and a written certification examination conducted by AZCFSE.

- a. Projects must be completed instead of a practical skill certification exam for some levels.

1.7.3 Impact of Accreditation

Participants who achieve Arizona certification receive certificates with a numbered IFSAC seal. Candidates' names are placed on an International Registry indicating the discipline and level of certification obtained.

1.7.4 How persons previously certified can participate

- a. Accreditation of the Arizona Fire Service Certification System will not negatively affect persons previously certified at the state level. Under current policies, Arizona certifications do not expire.
- b. Sections listed below outline how previously certified individuals will be affected by IFSAC accreditation for each level accredited

1.7.5 Participants who completed a Firefighter I & II program and successfully passed both written and practical certification exams administered by the Office of the Arizona State Fire Marshal after they were accredited by IFSAC in October, 1999, may receive an equivalent certification with an IFSAC seal by:

- a. submitting a request to AZCFSE,
- b. paying any applicable fees listed on the Certificate Request Form

Persons who hold an Arizona Firefighter II certification, issued prior to October 1999, through the Office of the State Fire Marshal, will be recognized as holding a valid Arizona Certification; however they will not be eligible to receive an equivalent certification with an IFSAC seal.

1.7.6 Participants with an AZCFSE Firefighter I and II certification issued between May 2010 and December 2013, prior to AZCFSE initial IFSAC accreditation, may receive an updated AZCFSE certification with an IFSAC seal by completing a Certificate Request Form (Note: Firefighter certifications issued during this period, prior to AZCFSE accreditation by IFSAC, met the same requirements as the previously accredited State Fire Marshal testing process).

- a. Duplicate certifications with IFSAC seals, are issued under the same NFPA standard edition as the original certifications were tested under and originally issued under.
- b. If an applicant does not complete a Certificate Request Form to receive a new certification with an IFSAC seal, the applicant will continue to be recognized as holding a valid Arizona Fire Fighter I & II state certification (issued prior to accreditation without an IFSAC seal).

- 1.7.7 Persons holding a valid AZCSE Fire Instructor I, Fire Instructor II, Fire Officer I, or Fire Officer II certification without an IFSAC seal, issued prior to January 1, 2018 under one of the previous two editions of the applicable NFPA standard, may apply to take the current AZCFSE written and practical exam to the currently tested NFPA edition, and if successfully passed, will be eligible to receive an Arizona certification with an IFSAC seal, to that level. See Section 12, Reciprocity Testing, for more details.
- 1.7.8 Any candidate applying to test under the challenge testing provisions will have two attempts to take the applicable AZCFSE certification exam(s).
 - a. If unsuccessful after two testing attempts, a candidate may reapply to take the certification exam again after a period of 90 days, and a new application and testing fee must be submitted with each application.
- 1.7.9 Applicable testing fees or administrative fees will apply to anyone taking any certification exam, or applying to receive certification through the process outlined in this section.
- 1.7.10 An unsuccessful result by any candidate taking a certification exam following the process outlined in this section, or Section 12, under Challenge Testing, will not cause the candidate to lose any current AZCFSE certification previously issued.
 - a. For example, if a candidate has a valid AZCFSE Fire Instructor I certification without an IFSAC seal, and the candidate fails the current testing process for the AZCFSE Fire Instructor I certification with an IFSAC seal, the candidate will still be recognized as continuing to hold the original Fire Instructor I certification without the IFSAC seal.
- 1.7.11 Certifications issued prior to accreditation will still be considered valid state certifications and meet required prerequisites as listed and stated in applicable NFPA standards.

1.8 Currency and Re-certification

- 1.8.1 Period of time which certification is valid

Certification received from AZCFSE is valid from the time it is issued. There are currently no re-certification requirements.
- 1.8.2 Continuing education process

There is no established continuing education process defined by AZCFSE. Except for courses and/or certifications that require prerequisites, training programs can be completed as needed.

1.9 Standards for Certification/Performance Criteria

- 1.9.1 The following NFPA Professional Qualifications Standards are used as certification standards in the AZCFSE Fire Service Certification System programs:
 - a. NFPA 1072, Professional Competencies of Responders to Hazardous Materials Incidents.
 - b. NFPA 1001, Fire Fighter Professional Qualifications.
 - c. NFPA 1021, Fire Officer Professional Qualifications.
 - d. NFPA 1041, Fire Service Instructor Professional Qualifications.
 - e. NFPA 1031, Standard for Professional Qualifications for Fire Inspector and Plan Examiner (not IFSAC accredited)

- f. NFPA 1033, Standard for Professional Qualifications for Fire Investigator (not IFSAC accredited)
- 1.9.2 AZCFSE may continue to certify to previous editions of applicable NFPA standards for a period of up to three calendar years from the official adoption date of the particular standard by the NFPA.
- a. AZCFSE will move to the most recent NFPA standard Edition for accredited levels within three (3) calendar years of the official date of adoption of any NFPA standards which govern those levels

SECTION 2 PARTICIPATION IN THE ARIZONA FIRE SERVICE CERTIFICATION SYSTEM

2.1 Training and Certification Programs

Participation in the Arizona Fire Service Certification System begins with completing an approved training and certification program.

2.2 Training and Certification Programs may be Conducted by AZCFSE, or sponsored by local Community Colleges, and Fire or Emergency Services Departments around Arizona

Any programs sponsored directly by AzCFSE will be advertised by email notice and on the AZCFSE website at www.azfiretraining.org. Departments and Colleges advertise their own programs.

2.3 Sponsored Training and Certification Programs conducted by other agencies for certification testing by AZCFSE.

This type of program may include fire department academies and community college or other approved courses.

2.3.1 Arizona certified Adjunct Instructors are required to submit, for review and approval by AZCFSE, a "New Certification Program Application and Test Request", and other documents referenced in the document titled "New Certification Program Information" prior to the start of the program.

2.3.2 These programs are not necessarily advertised by AZCFSE.

2.3.3 The community college or department conducting the training program determines individual participation in these programs.

2.3.4 Participants who successfully complete a program approved by AZCFSE, who appear on the final roster signed by the approved instructor indicating that the candidates meet all requirements and prerequisites for certification testing, and who pay any required testing fees, are eligible to test for certification.

2.3.5 These training and certification programs may include:

- a. Firefighter I & II (tested together)
- b. Hazardous Materials First Responder, Level I – Awareness and Operations (tested together)
- c. Fire Instructor I & II
- d. Fire Officer I & II
- e. Fire Inspector I & II (not IFSAC accredited)
- f. Fire Investigator I & II (not IFSAC accredited)

SECTION 3 CERTIFICATION PROGRAMS

3.1 Certification

3.1.1 Arizona certification

Candidates who successfully complete programs approved by AZCFSE are eligible to test for Arizona certification. Candidates must be evaluated on all knowledge and manipulative skill objectives of the applicable NFPA standard during the course of the program.

3.2 Approval of Certification Programs

The following criteria must be met before a Certification Program is approved by AZCFSE:

- 3.2.1 Programs must be conducted by an AZCFSE approved Adjunct Instructor and sponsored by a recognized Arizona Fire or Emergency Services Department, or recognized Arizona college.
- 3.2.2 Programs must be approved in advance by AZCFSE.
- 3.2.3 The Program Adjunct Instructor must submit a complete Program Submittal Package to AZCFSE at least 30 days before the start of the program.
 - a. Incomplete Program Submittal Packages will not be accepted.

3.3 Program Submittal Package

3.3.1 The Program Submittal Package must include:

- a. [New Certification Program Application and Facilities Verification Form](#)
- b. Program syllabus and schedule
- c. Other forms or documents may be required for specific programs as noted on the AZCFSE website.

3.3.2 Program Syllabus

- a. In order to be successful on the certification examination, the program must prepare candidates in all knowledge and skill requirements of any applicable NFPA standards, and any topic or lesson requirements as established by AZCFSE.
- b. The syllabus and/or "Firefighter Program Requirements" form must indicate the dates of class meetings, the topics covered, the type (knowledge or skill) and number of hours of instruction for each topic.
- c. It must be documented on the course syllabus that the AZCFSE document titled "Preparing for Certification testing" will be distributed to candidates or made accessible to them in some manner.

3.3.3 Program Facilities Verification Form

Programs must submit a completed and signed [Program Facilities Verification Form](#) which is included as part of the New Program Application. Completion of the form verifies that:

- a. The classroom and manipulative skills testing facilities used for the program have adequate space and provide for the health and safety of program participants.
- b. The training facilities, equipment, apparatus, and personal protective equipment used for the program meets the requirements of NFPA 1500, *Standard on Fire Department Occupational Safety and Health Program*.
- c. Personal protective equipment (PPE), apparatus, and equipment to be used during skill testing meet or exceed applicable NFPA standards.
- d. Classroom and skills training sessions for programs and workshops must be conducted at Fire Department facilities, other Emergency Services Department facilities, or recognized college facilities in Arizona in order to receive certificates from AZCFSE, unless there is a valid reason for the training to be conducted at an offsite location. Approval for any offsite training locations must be obtained on a case by case basis prior to issuance of any certificates.

3.3.4 Program Candidate Testing Rosters

Programs must submit an initial Program Roster of candidates using the following guidelines:

- a. Programs approved for certification must submit an initial roster, verified by the program approved Adjunct Instructor, after the second scheduled week of program instruction. This roster must show everyone enrolled in the program who plans to test for certification at the conclusion of the program.
- b. The program must also submit a final roster of candidates eligible for certification testing, signed by the authorized adjunct instructor, at the conclusion of the program, or at least three weeks prior to the test date, whichever comes first.
- c. Programs that are scheduled to continue for less than one month may submit only the final roster three weeks prior to the requested test date.

3.4 Program Facility Requirements

3.4.1 Safety and Health Requirement

The Program Adjunct Instructor must provide documentation (in the form of the [Program Facilities Verification Form](#)) that:

- a. The department seeking approval for the certification program meets or exceeds applicable NFPA safety and health standards or their equivalent.
- b. Personal protective equipment, apparatus, and equipment used during certification testing must meet or exceeds applicable NFPA standards or their equivalent.

3.4.2 Safety officer(s) must be provided for participant safety during Live Fire practical skill evaluations.

3.4.3 Facility and Equipment Requirement

The Program Instructor/Evaluator or Program Coordinator must submit a Program Facilities Verification Form that states:

- a. Testing sites provide adequate space for classroom and manipulative skills testing.
- b. The department seeking approval for the certification program will provide facilities and equipment that ensures the health and safety of participants.
- c. Equipment and facilities will be available during the certification exam to test any of the AZCFSE required skills which are selected for the exam.

- d. Classroom and skills training sessions for programs and workshops must be conducted at Fire Department facilities, other Emergency Services Department facilities, or recognized college facilities in Arizona in order to receive certificates from AZCFSE, unless there is a valid reason for the training to be conducted at an offsite location. Approval for any offsite training locations must be obtained on a case by case basis prior to issuance of any certificates.
- e. Facilities and Equipment are subject to review and audit by AZCFSE staff, upon request, and by AZCFSE certification testing Proctors during scheduled examinations, to verify safety and adequacy of facilities and equipment to be used during AZCFSE certification exams.

3.5 Training Records Requirement

Each participant must have a training record on file with the department or community college. It is strongly recommended that these records be maintained as a permanent training record.

- 3.5.1 Training records must be kept in accordance with organizational policies and State of Arizona records retention requirements.

3.6 Certification Examination Requirements

- 3.6.1 Certification requires the successful completion of written and practical skill certification exams. Programs must conduct both the written and practical certification exams.
- 3.6.2 The Program Adjunct Instructor must request the certification examination(s) by submitting the following before the desired testing date:
 - a. [Request for Certification Testing](#) at least 60 days ahead of requested test date(s)
 - a. [Roster of Candidates Eligible for Certification Testing](#) at least 21 days ahead of requested test date(s) on the official AZCFSE roster form
 - b. The names of individuals who will serve as AZCFSE practical exam evaluators prior to the requested test date(s)

3.7 Medical and Fitness Standards

- 3.7.1 Fitness requirements are established and enforced by the sponsor of an approved program conducted for state certification through AZCFSE.

**SECTION 4
GENERAL PREREQUISITES AND ELIGIBILITY FOR ALL CERTIFICATION TESTING**

4.1 Eligibility for Certification Testing

- 4.1.1 In addition to the prerequisite requirements for each certification level, the following eligibility prerequisites must be met. Candidates must:
- a. Be at least 18 years old before certification testing.
 - b. Successfully complete a certification program approved by AZCFSE.
 - c. Successfully complete all program requirements before taking the written certification examination.
 - d. Appear on the final roster signed by the Lead Authorized Adjunct Instructor.

4.2 Prerequisites for Certification Testing

- 4.2.1 Prerequisites for certification testing are published in:
- a. The *Arizona Center for Fire Service Excellence Policies and Procedures*
 - b. The document, [Preparing for Certification Testing](#), available on the AZCFSE website (www.azfiretraining.org)
 - c. see Appendix A-1.2 below for more detailed information regarding prerequisites.

SECTION 5 SCHEDULING AND ANNOUNCEMENT OF CERTIFICATION TESTING

5.1 Certification Test Scheduling

5.1.1 Certification examinations are offered for every accredited level of certification offered.

- a. Practical examinations are conducted to test manipulative skills.
- b. Written examinations are conducted to test knowledge objectives.

5.1.2 Scheduling of certification testing will be broad enough to allow access to testing for all eligible candidates on a regular basis. This is accomplished by:

- a. Scheduling testing to coincide with the completion of each training program, generally at the program's facilities.
 - (1) Testing at program facilities is open to candidates from other approved programs around the state as long as the program is able to accommodate other candidates.
- b. Scheduling open monthly testing during most months, at a location selected by AZCFSE.

5.1.3 When possible, certification examinations will be scheduled to occur at, or near, the facility where the training program was conducted.

5.2 Announcement of Certification Testing & Description of testing

5.2.1 Certification testing schedules will announced by the following means:

- a. The dates of certification examinations are announced to candidates by the program approved adjunct instructor.
- b. Test dates are listed on the AZCFSE website (www.azfiretraining.org)

5.2.2 Each candidate will be given the opportunity to review to the document titled "Preparing for Firefighter Certification Testing" at the beginning of an approved program or course, by distribution of hardcopies, or through access to an electronic copy posted on the AZCFSE website. This document contains information describing the certification examination(s). It must be documented on the syllabus that this document will be distributed to candidates or made accessible to them in some manner.

- a. Written material describing AZCFSE certification examination(s) includes:
 - (1) A description of the written certification examination.
 - (2) How to prepare for certification examination.
 - (3) Examples of questions from the written certification examination.
 - (4) A list of texts and/or material that can be studied to prepare for the written certification examination.
 - (5) A description of the practical skill certification examination.
 - (6) A description of the practical skill test criteria.

5.3 Notification and Access to Testing by IFSAC Administration

5.3.1 AZCFSE will provide the date, time and location of any testing process upon receipt of a request for such information from the IFSAC Certificate Assembly Administrative Office.

- 5.3.2 AZCFSE will 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.

SECTION 6 PRACTICAL SKILL TESTING

6.1 Practical Skill Testing

- 6.1.1 Manipulative skill objectives are examined through a process of practical skill testing.
- 6.1.2 Safety officer(s) must be provided for participant safety during Live Fire practical skill testing.

6.2 Practical Skill Testing Conducted for Arizona Certification

- 6.2.1 Practical skill testing for Arizona certification is conducted as part of the certification testing process.
 - a. Testing, within a program or course, can be accomplished during training ONLY when a clear distinction is made between the training mode and the testing mode.
- 6.2.2 Each candidate must be evaluated on a random selection of skills generated from a skill test bank correlated to 100% of the requisite skills in the applicable NFPA standard(s).
 - a. The random selection process shall take into consideration the need for a diverse degree of difficulty and a diverse range of job areas.
 - (1) All firefighter I & II practical exams will contain multiple skills from the Firefighter I bank and the firefighter II bank.
 - (2) All firefighter I & II practical exams will only contain one skill from any major job category (i.e. Fire Attack, Ventilation, etc).
 - b. The random selection process shall produce the possibility of a unique set of skills in each testing session using test generation software capable of randomly selecting skills from the entire bank.
- 6.2.3 The program Instructor must certify that the candidate has successfully demonstrated all manipulative skills during a certification program, prior to testing for certification, by signing the roster listing each candidate who has successfully met all requirements for testing.

6.3 Practical Skill Certification Examination

- 6.3.1 Participants must:
 - a. Meet the requirements for Arizona certification as outlined in Section 4-2.
 - b. Participate in a practical skill certification examination proctored by AZCFSE.
- 6.3.2 The practical skill certification examination is a randomly generated examination requiring successful completion of all required practical skill stations on the exam.
 - a. The practical skill certification examination is administered by approved evaluators under the observation of an AZCFSE proctor.
 - b. The practical skill test proctor and evaluators are responsible for the security, integrity and objectivity of the practical skill evaluation and grading process.
- 6.3.3 Program participants must successfully complete the written and practical skill certification examinations.

- a. If the authorized program Adjunct Instructor is not present, candidates must present a photo ID to the proctor before testing.
 - (1) If the Program Adjunct Instructor is present at the start of the test briefing, the photo ID check is not required.

6.4 Practical Skill Test Criteria

6.4.1 Manipulative skills must be completed swiftly, safely and with competence as defined below:

- a. Safely— Manipulative skills must be completed without careless acts resulting in injury to the trainee or others, or damage to equipment.
- b. Swiftly— Manipulative skills must be completed within the allotted time.
- c. With competence— Manipulative skills must be performed in accordance with AZCFSE skill worksheets. This includes performing the proper steps in sequence.

6.5 Practical Skill Test Grading

6.5.1 Practical skill examinations are graded on a pass/fail basis according to criteria established for each skill on AZCFSE skill sheets.

- a. Each required skill station must be successfully completed to pass the practical skill certification examination.

6.5.2 Candidates are evaluated on each manipulative skill by approved Evaluators under the observation of an AZCFSE proctor.

6.5.3 Some levels require completion of skill projects, which are graded with a predetermined methodology and meet the requirements of the JPR. See skill sheets for Fire Instructor I, Fire Instructor II, Fire Officer I, and Fire Officer II for details on all requirements.

6.6 Procedure for Grading Skill Tests

6.6.1 To assure uniformity of skill test grading, skills are evaluated using the appropriate AZCFSE skill sheets. AZCFSE skill sheets use predetermined parameters, established by subject matter experts, to evaluate the performance of each manipulative skill.

6.6.2 The predetermined parameters on each skill sheet assure consistent evaluation of a candidate's performance, independent of the evaluator.

6.3.3 The parameters for scoring manipulative skills are specific to each skill. Scoring guidelines are provided on each skill sheet, based on the specific performance of the candidate.

- a. Points are accumulated on each skill sheet to determine whether the skill is passed or failed.

6.6.4 Each candidate is given 2 attempts to successfully complete each skill. The total time at a skill station is not to exceed 10 minutes per skill attempt. Some skill sheets may have a maximum time which is shorter than 10 minutes, as determined by subject matter experts.

6.6.5 Upon completion of the practical skill certification examination, the proctor will record the pass/fail status candidate on the practical skill certification examination *Candidate Cover Page* and the examination roster.

6.7 Release of Practical Skill Test Results

6.7.1 Candidates are notified of their pass/fail status for the practical skill certification examination at the time of the examination.

6.8 Practical Skill Retesting

6.8.1 Candidates are given three opportunities to pass the practical skill certification examination.

- a. Candidates that fail the practical skill certification examination three times must repeat the training program if certification is desired.
- b. If a candidate repeats a Training Program because the candidate was unsuccessful in completing either the written or practical exam, the candidate must successfully pass both a written and skills test as part of that new program.

6.8.2 Arrangements for retesting must be coordinated through AZCFSE.

6.8.3 Opportunities for retesting include:

- a. Retesting scheduled for an Adjunct Instructor by special request (for a program which had several candidates who failed the practical examination). Additional fees may apply.
- b. Retesting with the same program the next time a practical skill certification examination is scheduled (if less than one year from program completion).
- c. Retesting with another scheduled program in the state or at another location listed on the AZCFSE website test schedule.

6.8.4 Certification testing must be completed within one year of completion of the program.

SECTION 7 WRITTEN CERTIFICATION EXAMINATIONS

7.1 Written Certification Examinations

- 7.1.1 Knowledge objectives are examined through objectively graded written examinations.
- 7.1.2 Written certification examinations are randomly generated from test banks that represent the current applicable NFPA standard.
- 7.1.3 At least three versions of each written certification examination, for accredited levels, shall be in use.
 - a. New versions of written examinations are generated periodically.
 - b. Examinations that are suspected of being compromised are immediately replaced.
 - c. Versions of test are randomly generated, using test generation software, from test banks correlated to 100% of the applicable NFPA standard(s)

7.2 Identification Requirement

If the program authorized Adjunct Instructor is not present Candidates must show a picture ID to the proctor before certification testing begins.

7.3 Grading

- 7.3.1 Written examinations are scored with a predetermined grade level denoting the pass level.
 - a. The passing score for written certification examinations is 70% correct, which was determined through a review process that occurred between AZCFSE in consultation with Subject Matter Experts, and a review of generally accepted pass rates by other diverse states and other accredited entities.
- 7.3.2 Written examinations are objectively graded by an automatic scoring system.

7.4 Written Examination Retesting

- 7.4.1 Candidates are given three attempts to meet the minimum passing score on the written certification examination.
 - a. A thirty-day waiting period is required before a candidate can retest.
 - b. If a candidate fails to pass the written certification examination after three successive attempts, a training program must be repeated.
 - c. If a candidate repeats a training program because the candidate was unsuccessful in completing either the written or practical exams given as part of the previous program, the candidate must successfully pass both a written and skills test as part of the new program.
 - d. candidates retesting for accredited levels will be given a different test instrument.
- 7.4.2 Certification testing must be completed within one year of completion of a program.

7.5 Test Scores

- 7.5.1 All "First Attempt" Test scores are conveyed to the program's Adjunct Instructor within 30 days or less of the examination.
- 7.5.2 Candidates that attend open testing at the Avondale AZCFSE office will be notified of their test score by telephone within 30 days or less of the examination date.
- 7.5.3 See the Document Titled "Preparing for Certification Testing" for information on how long test scores will remain valid prior to meeting all requirements for certification (NOTE: Candidates who successfully pass a written and/or practical exam will not receive certification until all certification requirements and prerequisites have been met.)

7.6 Procedure for Using a Reader During regular Program Testing

- 7.6.1 AZCFSE will permit a reader to be used during the administration of a certification examination if a candidate provides documentation from a qualified professional indicating a documented disability that may be helped by using a reader.
- 7.6.2 The program Adjunct Instructor or Coordinator must contact AZCFSE to request the use of a reader during the test.
- 7.6.3 The program Adjunct Instructor is responsible for arranging the reader if the test is conducted at the program site.
 - a. The reader must be a third party not involved in the certification program.
 - b. The reader must not be affiliated directly with the Fire Service.
 - c. A reader from a college testing center is preferred.
 - d. AZCFSE must approve readers prior to the test date.
- 7.6.4 AZCFSE will provide a reader if the test is conducted at the AZCFSE office.
 - a. AZCFSE must be notified at least 30 days prior to any examination attempt, if a candidate wishes to use a reader during the examination
- 7.6.5 During the examination, the reader cannot interpret the meaning of the test questions.

7.7 Procedure for Using a Reader During a Written Exam Retest

- 7.7.1 AZCFSE will provide a reader for a retest if a student provides documentation from a qualified professional indicating a documented disability that may be helped by using a reader.
 - a. AZCFSE must be notified, and provided documentation referenced above, at least 30 days prior to any examination attempt, if a candidate wishes to use a reader during the examination
- 7.7.2 Re-tests using a Reader must be done in the AZCFSE Avondale Office at a time in which the conference room and a Reader are available.

SECTION 8 VALIDITY AND RELIABILITY OF CERTIFICATION EXAMINATIONS AND TEST BANK ITEMS

8.1 General

- 8.1.1 Performance Training Systems, Inc. (PTS) guarantees the validity, currency and reliability of test bank question validated through their subject matter experts.

8.2 Validity of Test Bank Items and Examinations

- 8.2.1 Test bank items are analyzed for validity by Performance Training Systems, Inc. subject matter experts:
- a. **Technical Content Validity:** Test bank items are referenced to current NFPA standards and IFSTA or Jones & Bartlett reference manuals.
 - b. **Job Content Validity:** Test bank items are analyzed for job content validity by a committee of subject matter experts. The subject matter experts analyze items for technical accuracy and job content validity.
- 8.2.2 Test items are also reviewed for validity by Arizona subject matter experts, selected from the pool of approved program instructors at college and fire departments.

8.3 Reliability

- 8.3.1 Test scores are analyzed for reliability on a regular basis
- a. AZCFSE reviews test scores regularly.
 - b. A *Statistics[Test]* report are periodically generated from the test bank software after a test is scored. Test score statistics are regularly reviewed for:
 - (1) Highest/lowest scores, the mean and the median score.
 - (2) The scores and test questions are analyzed for reliability and difficulty.
- 8.3.2 The resolution of a challenged test item is addressed by:
- a. Written Examination: When a question of validity of a test question is raised by a candidate to the exam Proctor, the question is noted and referred to the Certification Coordinator, or designee, for resolution.
 - (1) The Certification Coordinator, or designee, will review the question challenged. The question will be validated back to the appropriate program text. If the challenge is supported, test grading will be adjusted in a manner that does not negatively penalize any candidate's test score.
 - (2) AZCFSE will notify the candidate filing the challenge of any action taken regarding the question.
 - (3) The question challenged will be revised or removed from the test bank if the challenge is upheld.
 - b. Practical Examination Challenges

- (1) The AZCFSE Proctor will attempt to resolve any issue raised by a candidate during practical skill testing, at the time of the challenge.
- (2) The Certification Coordinator is notified of any challenges lodged during a Practical Skill Examination for possible follow-up with the program lead adjunct instructor

8.4 Test Statistics Collected

8.4.1 The following test statistics are collected for each exam type:

- a. Number of persons that took the test
- b. Distribution of the test scores
- c. Average test scores

SECTION 9 TEST SECURITY AND TEST BANK MANAGEMENT

9.1 Policy on Test Security

- 9.1.1 Examinations are maintained with the highest level of security by controlling use, storage, and access to examination materials.

9.2 Storage and Handling of Examination Materials

- 9.2.1 Copies of examinations are stored in a locking cabinet inside a controlled access building, unless they are in use or under review by personnel approved by AZCFSE.
- 9.2.2 Examinations are only reproduced or graded by AZCFSE staff at a secure location.
- 9.2.3 Examinations that are damaged, outdated, or suspected of being compromised are shredded.

9.3 Security of Examination Materials at Testing Sites

- 9.3.1 Examination instruments that are suspected of being compromised are immediately taken out of circulation and all copies shredded.
- 9.3.2 Practical skill examination stations are set up and conducted in a location and manner secure from the observation of other candidates.
- 9.3.3 If the program authorized Adjunct Instructor is not present, candidates must show a picture ID to the test proctor before taking any examination.

9.4 Access to Examination Materials

- 9.4.1 Access to examination materials is restricted to:
 - a. The Certification Coordinator and his/her designees
 - b. Training staff of AZCFSE are responsible for:
 - (1) Distributing test booklets and materials to proctors.
 - (2) Grading examinations using the computerized automatic scoring system
 - c. Approved test proctors
 - d. Representatives designated by the IFSAC Certificate Board of Assembly for the purpose of site visits.

9.5 Issuing Examinations to Test Proctors

- 9.5.1 Examination materials will be issued to a Proctor by one of the following methods:
 - a. The Proctor will pick up the examination materials at the AzCFSE Avondale Office.
 - b. The Examination materials will be sent in a sealed package to the Proctor's home address using the US postal service or a private package delivery service.
 - b. All examination materials will be returned by the Proctor to the AZCFSE within 3 business days of the test date. Materials shall be returned by the same methods used for delivery.

- 9.5.2 The proctor is responsible for:
- a. Securing the test materials until the time of the test.
 - b. Keeping track of the number of examinations distributed to examinees and ensuring that test materials are returned from each examinee.
- 9.5.3 Examinations returned to AZCFSE are counted to ensure that the proctor returns all tests.

9.6 Maintenance of Test Banks

- 9.6.1 Purchased test item banks are maintained for each certification level offered.
- a. AZCFSE utilizes Test Banks purchased from Performance Training Systems, Inc. for written certification examinations.
 - b. Test banks shall contain sufficient questions to represent 100% of the NFPA standard.
 - c. Test item banks shall be large enough to offer several versions of each examination.
- 9.6.2 AZCFSE practical skill item banks are representative of the manipulative skill objectives of the NFPA standard

9.7 Test Bank Security

- 9.7.1 Test banks are maintained with the highest level of security by controlling use and access to the banks.
- a. Test banks are stored in in a locking cabinet in a controlled access building when not in use, and electronic files are securely backed up using encryption. All printed copies and electronic copies of exams and test banks are located within a restricted access area. The Certification Coordinator, Program Coordinator, or designee, will have sole access to these copies and documents.
 - 1) A copy of a test bank may be created for the purpose of review and/or modification by Subject Matter Experts.
 - 2) The AZCFSE Certification Coordinator, or designee, will maintain control of all test bank printed copies while they are in use.
 - 3) Test bank printed copies will be destroyed or securely stored as referenced above after use by Subject Matter Experts.
 - b. Outdated versions of certification exams will be destroyed by shredding.
- 9.7.2 Access to test banks is restricted to:
- a. AZCFSE Certification Coordinator and Program Coordinator, by lock and password security.
 - b. A designee under the direction of the AZCFSE Certification Coordinator for the purpose of automatically scoring examinations and updating test bank statistics.
 - c. Designated representatives of the IFSAC Certificate Assembly for the purpose of reviewing the banks during site visits.
 - d. Subject Matter Experts, for the purpose of review, under the supervision of the AZCFSE Certification Coordinator, or designee.

SECTION 10 CERTIFICATION EXAMINATION PROCTORS AND EVALUATORS

10.1 Written & Practical Skill Examination Proctors

- 10.1.1 Proctors for written & practical skill certification examinations are responsible for the security of AZCFSE written certification examination and the administration of the examination. See AZCFSE [Proctor Guidelines and Instructions](#) for a detailed list of proctor responsibilities.
- 10.1.2 Proctors serve entirely at the discretion of AZCFSE as independent contractors and are selected for certification tests on an as-needed basis. Selection as an AZCFSE Proctor for a certification exam does not guarantee selection for any future certification examinations as a Proctor, or constitute a contract of employment with AZCFSE.
- 10.1.3 Practical examination proctors must have subject matter expertise and familiarity with AZCFSE testing procedures, having been involved in previous AZCFSE testing processes as an instructor, assistant instructor, or evaluator.
- 10.1.4 All Proctors must attend AZCFSE Proctor Training and Orientation
- 10.1.5 All Proctors must observe a testing process with an experienced proctor before conducting their own testing as an AZCFSE Test Proctor
- 10.1.6 All Proctors must be observed during their first testing process conducted as an AZCFSE Test Proctor
- 10.1.7 All proctors must sign a Proctor Agreement form acknowledging their intentions to comply with AZCFSE certification testing policies and procedures.
- 10.1.8 Proctors must use AZCFSE [Proctor Guidelines and Instructions](#) for administering all examinations.
- 10.1.9 The Certification Coordinator, or designee, may revoke or suspend the duties of any test proctor that does not comply with AZCFSE certification testing policies and procedures.

10.2 Written Test Proctors:

- 10.2.1 Criteria for the selection of written examination proctors
 - a. Written exam proctors are assigned by the Certification Coordinator, or designee, and may be selected from:
 - (1) Staff of AZCFSE
 - (2) Other individuals, who are experienced and familiar with AZCFSE exam procedures, as approved by the Certification Coordinator.
- 10.2.2 Training and Evaluation of written test proctors
 - a. Written test proctors must attend a training program based on AZCFSE [Proctor Guidelines for Written Certification Examinations](#), which contain all the policies and procedures for individuals to serve as written test proctors.
 - b. Written test proctors must observe an experienced test Proctor conducting a written certification exam prior to conducting his or her own exam as a test proctor.

- c. Written test proctors must be observed by an experienced test Proctor during his or her first time proctoring an AZCFSE written test.
- d. Periodically, a 3rd party observer, designated by AZCFSE staff, may observe testing processes to assess the performance of the test proctor.
- e. Each written test Proctor's test documentation is desk audited after each test for completeness. Any discrepancies found are referred to the Certification Coordinator, or designee, who will attempt to resolve any testing discrepancy with the individual Proctor.
- f. Written test Proctors receive individual instruction, from the Certification Coordinator, or designee, whenever written examination policies and guidelines are updated or revised.
- g. A survey of program instructors, and/or evaluators, may be conducted after AZCFSE certification exam to assess the performance of the written test Proctor.

10.2.3 Written Test Proctors:

- a. Must sign a Proctor Agreement form.
- b. Follow all requirements and responsibilities outlined in the [Proctor Guidelines for Written Certification Examinations](#)

10.3 Practical Skill Test Evaluators

10.3.1 Practical skill test evaluators are responsible for evaluating candidates and documenting the candidate's results on the skill sheet.

10.3.2 All evaluators must sign an [Evaluator Agreement](#), acknowledging their intentions to comply with AZCFSE certification testing policies and procedures, and to perform evaluations in an objective manner.

10.3.3 Criteria for the selection of practical skill test evaluators

- a. Evaluators for practical skill tests must meet the following criteria:
 - (1) Must have a documented certification issued under the NFPA standard at or above the level that will be evaluated
 - a. Hazardous Materials Awareness and Operations Level Evaluators who were certified prior to 2013 may be certified at the level of Firefighter II, which includes a hazardous materials FRA and FRO component (note: prior to 2013, Hazardous Materials Awareness and Operations was a component of Firefighter certification but not tested or certified separately.)
 - (2) Arizona certified Fire Instructor, Level I, or equivalent
 - a. Equivalencies are listed on the AZCFSE Testing Roster Form to be signed by the approved Adjunct Instructor.
 - (3) Shall not be the same person that instructed the skill being evaluated to the candidate being evaluated.
 - (4) Documentation of the above listed Evaluator requirements for certification level and Instructor credential must be available upon request, subject to verification by the test proctor or AZCFSE staff.
 - a. Appropriate documentation may include copies of certificates or transcripts showing the program completed.
- b. Evaluators must sign an [Evaluator Agreement](#), acknowledging their intentions to comply with AZCFSE certification testing policies and procedures.

10.3.4 Practical skill test evaluators must follow written procedures to ensure that evaluations are performed in an objective manner

- a. Written procedures for practical skill test evaluators are established by AZCFSE and are published in the [Evaluator Guidelines and Instructions](#).

10.3.5 Training and Evaluation of skill test evaluators

- a. All AZCFSE certification skill evaluators must meet training and certification requirements as noted on page two of the AZCFSE certification exam roster form
 - (1) Skill evaluators must be certified at the level they are evaluating, or a higher level.
 - (2) Skill evaluators must hold one of the instructor credentials listed on the examination roster for the level being tested
 - (3) Skill evaluators are expected to have participated previously as instructors, co-instructors, or assistant instructors for state certification programs of the type being tested, or higher level programs, and to therefore be familiar with the skills being evaluated and the AZCFSE testing process for the level being evaluated.
- b.. All evaluators must attend the pretest briefing held before the beginning of the practical skill examination.
 - (1) The pretest briefing serves as a training process, administered by the certification exam proctor, to cover the guidelines and expectations for evaluating at the certification skill examination.
- c. AZCFSE conducts periodic evaluations to assess currency of skills and knowledge levels of evaluators by:
 - (1) Reviewing the evaluator's paperwork,
 - (2) Observing evaluators while they are conducting evaluations, and
 - (3) Using a proctor to oversee the practical skill certification examination.
- e. All Skill Evaluators will be notified of any updates regarding policy or procedural changes.

10.3.6 The pretest briefing for each practical skill certification examination will include:

- a. A review of acceptable test performance criteria
- b. The proper use of skill test check sheets
- c. Proper completion of forms used for evaluating candidates
- d. Procedures for handling questions or problems, which arise during testing

10.3.7 Skill project evaluators

- a. All AZCFSE skill project evaluators must follow the guidelines and procedures for skill project evaluation as listed in the Evaluator Guidelines for Practical Skill Certification Projects, for the level being evaluated.

10.3.8 Training and Evaluation of skill project evaluators

- a. All AZCFSE certification skill project evaluators must have certification as noted on page two of the AZCFSE certification exam roster form
 - (1) Skill project evaluators must be certified at the level they are evaluating, or a higher level.
 - (2) Skill project evaluators must hold one of the instructor credentials listed on the examination roster for the level being tested
 - (3) Skill evaluators are expected to have participated previously as instructors, co-instructors, assistant instructors, or skills instructors for state certification programs of the type being tested, or higher level programs, and to therefore be familiar with the skills being evaluated and the AZCFSE testing process for the level being evaluated.
 - (4) Skill evaluators receive instructions describing the expectations required of them.
- b. AZCFSE conducts evaluations of evaluators by:
 - (1) Verifying Evaluator credentials prior to the certification exam process.

- (2) Using a proctor to observe and review the practical skill projects which were approved initially by the project evaluator.
- (3) The AZCFSE Program Coordinator audits program projects after completion of the exam process to verify they meet the skill requirements.

10.4 Practical Skill Exam Proctors

- 10.4.1 A practical skill test proctor is utilized to oversee the practical skill certification examination
- 10.4.2 The practical skill test proctor is responsible for the security, integrity, and objectivity of the practical skill testing process.
- 10.4.3 All Proctors must attend AZCFSE Proctor Training and Orientation
- 10.4.4 All Proctors must observe a testing process with an experienced proctor before conducting their own testing as an AZCFSE Test Proctor
- 10.4.5 All Proctors must be observed during their first testing process conducted as an AZCFSE Test Proctor
- 10.4.6 Criteria for the selection of practical skill test proctors
Proctors are assigned by the Certification Coordinator, or designee, and may be selected from:
 - a. Staff of AZCFSE
 - b. Members of the Arizona State Fire Training Committee
 - c. Other individuals approved by the AZCFSE Certification Coordinator, or designee.
- 10.4.7 Training and evaluation of practical skill test proctors
 - a. Practical skill test proctors must attend a training program based on AZCFSE Practical Test Proctor Guidelines and Instructions. The [Proctor Guidelines for Practical Certification Examinations](#) contain all the policies and procedures for individuals to serve as practical test proctors.
 - b. Practical test proctors must observe an experienced test Proctor conducting a practical certification exam prior to conducting his or her own exam as a test proctor.
 - c. Practical test proctors must be observed by an experienced test Proctor during his or her first time proctoring an AZCFSE practical exam.
 - d. Periodically, a 3rd party observer, designated by AZCFSE staff, may observe testing processes to assess the performance of the test proctor.
 - e. Each practical test Proctor's test documentation is desk audited after each test for completeness. Any discrepancies found are referred to the Certification Coordinator, or designee, who will attempt to resolve any testing discrepancy with the individual Proctor.
 - f. Practical test Proctors receive individual instruction, from the Certification Coordinator, or designee, whenever written examination policies and guidelines are updated or revised.
 - g. A survey of program instructors, and/or evaluators, may be conducted after an AZCFSE certification exam to assess the performance of the written test Proctor.
- 10.4.8 Practical skill test proctors:
 - a. Must be Certified at or above the level of the examination that is proctored.

- b. Hazardous Materials Operations Level Proctors must be certified at the HazMat, First Responder Awareness and Operations level or at the level of Firefighter II, which includes a hazardous materials FRO component (note: prior to 2013, HazMat certifications were not issued separately during the Firefighter program certification process but HazMat was a required component of all programs)
- c. Must have participated in at least two Arizona certification programs as an instructor, or assistant instructor and/or have adequate experience and understanding of the AZCFSE testing process and receive approval of the AZCFSE Certification Coordinator.
- d. Must sign a Practical Skill Examination Proctor Agreement form.
- e. Must follow all requirements and responsibilities outlined in the [Proctor Guidelines for Practical Certification Examinations](#)
- f. All Skill Proctors will be required to participate in periodic updates regarding any policy or procedural changes.

10.4.9 Practical skill test proctors responsibilities include:

- a. Receiving and transporting the practical skill certification examination and examination materials to the testing site.
- b. Meeting with the Program authorized Adjunct Instructor and reviewing the candidates' training records.
- c. Conducting the pretest briefing with all evaluators.
- d. Monitoring the skill evaluation scenarios to ensure objectivity in administration and grading.

10.4.10 Written procedures for practical skill test proctors

Written procedures for skill test proctors are established by AZCFSE and are published in the [Proctor Guidelines and Instructions for Practical Skill Certification Examinations](#). Skill test proctors must use the established procedures during all practical skill certification examinations.

10.4.11 The Certification Coordinator, or designee, may revoke or suspend the duties of any test proctor that does not comply with AZCFSE certification testing policies and procedures.

10.4.12 Skill test proctors must conduct a pretest briefing for evaluators that includes:

- a. The review of acceptable test performance criteria
- b. The proper use of skill test check sheets
- c. Proper completion of forms used in the evaluation
- d. Procedures for handling questions or problems that arise during testing

10.5 Procedure for Dismissing a Test Proctor

10.5.1 Assignment as a test proctor for AZCFSE is a privilege, not a right of any person. The Certification Coordinator, or designee, may revoke or suspend a proctor's assignment at any time, with or without cause.

10.5.2 An examination proctor who fails to abide by AZCFSE testing procedures will be dismissed from the testing process.

10.5.3 AZCFSE will investigate any formal complaint related to the performance of an AZCFSE test proctor. The complaint must be submitted in writing to the Certification Coordinator.

- a. The Certification Coordinator, or designee, will conduct an investigation of the complaint and prepare a written report of their findings within 30 days of receipt of the complaint.
- b. A proctor under investigation will not proctor any AZCFSE examinations until the Certification Coordinator makes a determination on the matter.
- c. If an investigation finds that a test proctor did not fulfill responsibilities as required by AZCFSE, the Certification Coordinator may take disciplinary action, which may include revoking the proctor of his/her current status as an approved proctor for AZCFSE.
- d. The Certification Coordinator will notify the complainant of any findings or action taken in response to the complaint.

SECTION 11 CERTIFICATES

11.1 Eligibility for Certification

A candidate is eligible for certification after successful completion of an AZCFSE approved certification training program and all applicable certification testing.

11.1.1 For AZCFSE certification, the candidate must pass the written certification and practical examinations.

11.2 Certifications issued at the conclusion of a program and testing

11.2.1 Certificates are issued to candidate who:

- a. Successfully complete a certification program.
- b. Pass written and practical certification exams
- c. Pay applicable fees

11.3 Requesting duplicate or additional copies of Certificates

11.3.1 Certificate copies may be requested by submitting the following to AZCFSE:

- a. [Certificate Request Form](#)
- b. Copy of photo identification
- c. Applicable fees

11.3.2 Requests for certificates are processed as soon as possible, at least within Forty-five (45) days of receipt.

11.3.3 Certified candidates receive a certificate, or a certificate and an ID card.

11.4 Certificate Fees

11.4.1 Certification Fees must be submitted

- a. With the Certificate Request Form, for individual requests
- b. By the program instructor with the final testing roster, for Program requests

11.4.2 Fees must be submitted by check or money order made payable to the Arizona Center for Fire Service Excellence (AZCFSE).

11.4.3 Certificate fees are established and published on the Certificate Request Form, and the Student Roster Form.

SECTION 12 RECIPROCITY

12.1 Reciprocity Policy

- 12.1.1 AZCFSE reciprocity policy is based on a commitment to maintain the minimum national standards of knowledge and skill competencies demonstrated by AZCFSE certified training programs.
- 12.1.2 AZCFSE will examine the certification credentials of individuals certified by other IFSAC accredited entities to determine which level of certification, if any, is applicable.

12.2 Reciprocity and Challenge Testing Process

This procedure applies to individuals who hold certification from other state certification boards, IFSAC, or ProBoard accredited entities, or other individuals meeting challenge testing criteria as stated below.

- 12.2.1 AZCFSE will determine which certification levels will be eligible for reciprocity.
 - a. Reciprocity through challenge testing will be made available for any levels for which AZCFSE holds IFSAC accreditation
- 12.2.2 Applicants must possess a valid certification from a recognized state certification board, IFSAC or ProBoard accredited entity, or meet the criteria for an Arizona fire chief's signature option as outlined below.
- 12.2.3 Applicant must submit an AZCFSE Challenge Testing Application form and provide copies of applicable certifications. Application information will be verified by AZCFSE.
- 12.2.4 The applicant must pay a non-refundable application and testing fee established by AZCFSE.
- 12.2.5 Applicants for reciprocity must follow the requirements listed in the below sections, for the level of certification desired
- 12.2.6 Firefighter I & II, and Hazardous Materials Awareness and Operations reciprocity and Challenge Testing:
 - a. An applicant with a valid certification from an IFSAC or ProBoard entity, or recognized state certification board, which was issued under the currently tested edition, or later, or issued to the previous two editions of the applicable NFPA standard for one of the above listed levels may apply to take the Arizona written and practical certification examinations to the currently tested edition of the applicable NFPA standard for that level.
 - (1) AZCFSE will verify the validity of each certification submitted with the IFSAC or ProBoard entity prior to allowing testing for Arizona certification under this section.
 - b. An application must be submitted, and payment of certification or application fee may be required.
 - c. The applicant must pass both the written and practical skill certification examinations, and any required prerequisite examinations to the currently tested edition of the applicable NFPA standard in use by AZCFSE for certification testing.

- d. An applicant may provide a copy of a valid certification for any prerequisite levels with IFSAC or ProBoard seals to meet the prerequisite requirement, and bypass the testing for that prerequisite level (i.e. a candidate with a valid certification for Hazardous Materials FRA and FRO that meets the stated requirement may be allowed to take the Firefighter I and II certification exam and will not be required to complete Hazardous Materials FRA and FRO testing by AZCFSE to meet that prerequisite).

12.2.7 Firefighter I & II, and Hazardous Materials Awareness and Operations challenge testing option with a Fire Chief's signature

- a. A person not meeting the previously stated requirements for reciprocity, who currently works for an Arizona emergency services department and has five (5) years of current active duty, may be given the option to test for Arizona certification by completing a challenge testing application with their Arizona fire chief's signature.
- b. In order to challenge the test, the signature of a currently active Arizona fire chief will be required.
 - (1) the candidate must be a member of the organization represented by the fire chief who signs the application
- c. All required AZCFSE written and practical exams, and any applicable prerequisite exams must be successfully passed for a candidate to receive certification.
- d. Any applicable fees must be paid prior to any candidate receiving certification.
- e. Applicants have one year to complete all challenge testing requirements.
- f. Applicants may apply to challenge test again if unsuccessful, after waiting 90 days from the previous challenge attempt, and paying any required fees.

12.2.8 Fire Instructor I, Fire Instructor II, Fire Officer I, and Fire Officer II Reciprocity and Challenge Testing:

- a. An applicant with a valid AZCFSE certification to one of the listed levels without an IFSAC seal, which was issued prior to January 1, 2018 under one of the two previously tested editions (prior to that date) of the applicable NFPA standard for that level, may apply to take the AZCFSE written and practical certification exams to the currently tested NFPA edition for that level.
- a. An applicant with a valid certification from an accredited IFSAC entity, issued under the currently tested NFPA edition, or later, for the requested level(s) may apply to take the Arizona written certification examination(s) to the currently tested NFPA edition for that level.
- b. An applicant with a valid certification from an accredited IFSAC entity, issued under the previous two editions of the applicable NFPA standard for the requested level(s) may apply to take the AZCFSE written and practical certification examinations to the currently tested NFPA edition for that level.
- c. An applicant with a valid certification from a ProBoard entity, issued under the currently tested edition, or later, or issued to the previous two editions of the applicable NFPA standard for the requested level(s) may apply to take the Arizona written and practical certification examination(s) to the currently tested NFPA edition for that level.
- d. AZCFSE will verify the validity of any certification(s) submitted with the IFSAC or ProBoard entity prior to allowing testing for Arizona certification under this section.
- e. An application must be submitted, and payment of certification or application fee may be required.
- f. The applicant must pass the required certification examinations, and any required prerequisite examinations to the currently tested edition of the applicable NFPA standard in use by AZCFSE for certification testing.

- g. An applicant may provide a copy of a valid certification for any prerequisite level(s) with IFSAC or ProBoard seals, or issued by AZCFSE or the Office of the Arizona State Fire Marshal prior to accreditation, to meet the prerequisite requirement, and bypass the testing for that prerequisite level
- h. AZCFSE will determine which NFPA editions of a prerequisite level meet the prerequisite requirements.

12.2.9 Fire Instructor I, Fire Instructor II, Fire Officer I, and Fire Officer II challenge testing option with a Fire Chief's signature

- a. A person not meeting the previously stated requirements for reciprocity, may be given the option to test for Arizona certification by completing a challenge testing application with an Arizona Fire Chief's signature.
- b. In order to challenge the test, the signature of a currently active Arizona Fire Chief will be required.
 - (1) the candidate must be a member of the organization represented by the Fire Chief who signs the application
- c. All required AZCFSE written exams and any applicable prerequisite exams must be successfully passed for a candidate to receive certification.
- d. Any required skill projects must be completed by the candidate and signed by an approved evaluator.
 - (1) The evaluator who signs off on the skill projects for a candidate must meet the requirements to be an AZCFSE evaluator for that level of certification.
- e. After submittal to AZCFSE, the required skill projects for that level will be evaluated by an AZCFSE Proctor, or Certification Coordinator, to determine that all requirements were met prior to certification being issued.
- f. If the requested level also requires a practical examination, in addition to skill projects (ie. Fire Instructor I), that exam must also be successfully passed by a candidate, prior to receiving an AZCFSE certification for that level.
- g. Any applicable fees must be paid prior to any candidate receiving certification.
- h. Applicants have one year to complete all challenge testing requirements.
- i. Applicants may apply to challenge test again if unsuccessful, after waiting 90 days from the previous challenge attempt, and paying any required fees.

12.2.10 Other policies which apply to all challenge testing applicants

- a. Challenge Testing applicants are provided two opportunities to pass any required written and practical certification examinations, and any required prerequisite examinations.
- b. Applicants must pass all required written and practical certification examination within two attempts to receive Arizona certification through AZCFSE.
- c. If skill projects are required for the level of certification requested, the required skills must be completed satisfactorily or the candidate will be required to resubmit and will not be eligible to receive certification until such time as the skill projects have been satisfactorily completed.
- d. Candidates will have one year from receipt of the application to complete all required certification testing and any required skill projects.
- e. A candidate unsuccessful after 2 attempts, or after one year lapses, may apply to take all required examinations and skill projects again, by completing another Challenge Testing application after a 90 day wait, and paying all required fees.

12.2.11 All applicable testing fees or administrative fees will apply to anyone taking any certification exam, or applying to receive certification through the process outlined in this section.

12.2.12 An unsuccessful result by any candidate taking a certification exam following the process outlined in this section, will not lose any current AZCFSE issued certification already held by that candidate.

a. For example, if a candidate has a valid AZCFSE Fire Instructor I certification without an IFSAC seal, and the candidate fails the current testing process for the AZCFSE Fire Instructor I certification with an IFSAC seal, the candidate will still be recognized as continuing to hold the original Fire Instructor I certification without the IFSAC seal.

SECTION 13
CERTIFICATION: REVOCATION, SUSPENSION, AND DENIAL

13.1 General Policy

13.1.1 AZCFSE may revoke, suspend, or deny the certification of any participant who:

- a. Makes any intentional misstatement on an application for certification.
- b. Falsifies training records, signatures, or other intentional misrepresentations or violations of policies and procedures.

13.1.2 Participants whose certification is revoked, suspended, or denied will receive written notice of the action by certified mail to the last address provided to AZCFSE.

13.1.3 The written notice will include a description of the violation(s) of policies and procedures.

13.1.4 Upon revocation, suspension, or denial of certification, the participant shall return all certificates and ID cards issued for the noted certification level to AZCFSE.

13.2 Appeal Process

13.2.1 Participants who have certification revoked, suspended, or denied may appeal the decision within 30 days of the action.

- a. See testing appeals process below. Certification is automatically issued to all qualified individuals who successfully pass a written and skills exam administered by AZCFSE, meet all required prerequisite levels, and pay any applicable required testing and/or certification fees.

SECTION 14 TESTING APPEAL POLICY

14.1 General

- 14.1.1 The Arizona Center for Fire Service Excellence seeks to make testing and certifying services available to Arizona's Fire Service in a fair and equitable manner, without regard to race, sex, religion, or ethnic origin.
- 14.1.2 The appeal process provides a way for participants to present questions and seek answers to appeals regarding AZCFSE testing and certification procedures and decisions. The process ensures that appeals can be made without the fear of reprisal.
- 14.1.3 An appeal of an examination is limited to the most recent examination.

14.2 The Testing Appeal Process

- 14.2.1 The first step in the appeal process is to informally address questions or concerns to the authorized lead adjunct Instructor, or AZCFSE staff. Responses to candidates can be answered informally by the instructor or a representative of AZCFSE.
- 14.2.2 The second step in the appeal process is to formally address questions or concerns to the Certification Coordinator, or designee, by submitting a written appeal.
- 14.2.3 The appeal must be received within 10 days of the action or decision prompting the appeal.
- 14.2.4 The written appeal must contain:
 - a. The appellant's name
 - b. The appellant's mailing address
 - c. The name and dates of the certification program attended
 - d. A detailed explanation of the basis for the appeal, including the date of the action or decision being appealed.
- 14.2.5 If the subject of the appeal is a certification examination, the appellant must also identify:
 - a. The date and location of the certification examination
 - b. The type of certification examination (written or practical)
- 14.2.6 AZCFSE will respond to appeals within 30 days of receipt. The appellant will be notified of the result of the appeal by certified mail.

SECTION 15 RECORD KEEPING

15.1 Certification Records Maintained

15.1.1 Names and Electronic Identification Numbers (EIN) of candidates certified

- a. Records maintained on the certification examination roster, and in the AZCFSE Fire Fighter Training Database.

15.1.2 Level and discipline of certification(s)

- a. Records maintained in the AZCFSE Training Database

15.1.3 IFSAC seal numbers

- a. Records maintained in the AZCFSE seal tracking worksheet..

15.2 Procedure for Retaining Records from the Written Certification Examination

15.2.1 Scores are recorded and maintained:

- a. In an electronic database
- b. On the examination roster kept in the program file
- c. Program files are kept for a minimum of five years

15.2.2 Answer sheets are retained for 10 business days from the date test scores are released.

15.2.3 If certification is obtained, the level and date of certification is entered into the AZCFSE Fire Fighter Training Database.

15.3 Procedure for Retaining Records from the Practical Skill Certification Examination

15.3.1 The pass/fail status for each skill station is recorded on the evaluation portion of the skill sheet by the evaluator.

- a. Skill sheet evaluation forms are retained for 10 business days after the examination.

15.3.2 Based on the pass/fail status of all skill stations, the proctor records the pass/fail status of the practical skill certification examination on the [Candidate Cover Page](#).

- a. *Candidate Cover Pages* are retained in the program file for a minimum of five years.

15.3.3 The pass/fail status of each candidate is recorded on the certification examination roster.

- a. A copy of the roster is maintained in the program file for a minimum of five years.

15.4 Procedure for Maintaining Records of Certification Programs

15.4.1 The following documents are retained in the program file:

- a. [New Certification Program Application Form](#)
- b. [Program Facilities Verification Form](#)
- c. Syllabus
- d. Student Disclosure Affidavits (if applicable)
- e. [Request for Certification Testing](#)
- f. Copy of Certification Examination Roster with test results
- g. Copy of Practical Skill Examination Roster with test results

15.4.2 Program files are retained for a minimum of five years

15.5 Storage and Security of Student Certification Database

15.5.1 Student certification records will be kept in a secure database accessible by AZCFSE staff.

**SECTION 16
QUALIFYING CRITERIA, RESPONSIBILITY, AND ACCOUNTABILITY FOR AUTHORIZED
CERTIFICATION PROGRAM INSTRUCTORS**

16.1 Requirements

16.1.1 Fire service personnel may qualify to teach one or more AZCFSE approved courses.

- a. Emergency Medical Technician, Technical Rescue and Hazardous Materials Technician courses must be taught by instructors certified in their specific fields.
- b. Specialized fire service knowledge and skills that qualify as occupational experience, course work, and teaching experience for Instructors may be established for each AZCFSE Certification by the responsible Arizona Fire Service professional organization(s) recognized by AZCFSE.

16.1.2 To qualify as an Authorized Adjunct Instructor, an applicant must meet, as a minimum, the criteria of each section below.

- a. The Instructor applicant must meet one of the following Instructor Training requirements:
 - (1) A current, valid Community College teaching credential; or
 - (2) Completed the NFA Fire Service Instructional Methodology course; or
 - (3) Completed a certified course meeting the requirements for Fire Instructor I per NFPA Standard 1041; or
 - (4) M-410 Facilitative Instructor or equivalent as determined by the review committee; or
 - (5) Completed four semester units of upper division credit in educational materials, methods and curriculum development.
- b. Qualifying Occupational Experience required (either volunteer or career):
 - (1) A minimum of 3 years experience in the subject area including having held the position or rank within the department. Performing in an "acting" or "part-time" capacity does not qualify.
- c. The applicant must meet at least one of the following Course Work requirements:
 - (1) Certification to the NFPA standard as an Instructor for the requested course; or
 - (2) Attended and passed the accredited course (s) or an approved equivalent; or
 - (3) Participated in the curriculum development/maintenance of the course requested for authorization; or
 - (4) Taught the current course curriculum as an AZCFSE Lead Instructor prior to 2003.
- d. Qualifying Teaching Experience required:
 - (1) Completed at least 20 hours of teaching within a fire service related program.

16.2 Application Process

16.2.1 Resume and Application Evaluation

- a. The applicant must submit a completed application package to the Arizona Center for Fire Service Excellence for review that includes all of the following:
 - (1) Application registration form.
 - (2) Up-to-date resume of education, position/rank, and experience.
 - (3) Verification of instructor training and experience.
 - (4) Verification of subject related occupational experience
 - (5) Verification of course work.
- b. Written verification of occupational and teaching experience shall be submitted on department letterhead and signed by a Supervisor and/or Fire Chief.

- c. Instructor applications and resumes will be reviewed by the Instructor Review Committee.
 - (1) Any identified application deficiencies noted by the Committee must be satisfactorily resolved by the applicant within one year of notification of those deficiencies by the State Fire Training Officer.
 - (2) If any deficiencies noted by the Committee are not resolved within a one-year period, from the date the applicant is notified, the applicant will be required to resubmit the entire application package again for review by the Committee.
- d. Any misrepresentation or falsification of information by an applicant may be grounds for denial of Instructor authorization.
- e. If the instructor candidate has displayed conduct that does not uphold the values of honesty, integrity, and responsibility expected of an AZCFSE instructor, authorization may be denied or revoked.
- f. The Instructor Review Committee will submit candidate recommendations for authorization as State Fire Instructors to the State fire Training Officer on, at least, a quarterly basis.

16.2.2 Denial of Instructor Authorization

- a. Denial of Instructor authorization is an adverse action that may be heard administratively by following the appeal steps in 16.2.3 below.
- b. Denial of Instructor authorization will be based on factors listed in section 16.2.1 above.

16.2.3 The Appeal Process for Denials of Authorization

- a. The Instructor Candidate must submit an appeal and all supporting evidence in writing to the Certification Coordinator, or designee, within thirty (30) calendar days of receipt of the Notice of Action or denial of authorization.
- b. The Certification Coordinator, or designee, will review the submitted material within thirty (30) calendar days of receipt to determine if the appeal requires scheduling a review by the Executive Board. The Certification Coordinator will only schedule a review after a discussion with the Instructor Candidate.
- c. The Certification Coordinator, or designee, will notify the Instructor Candidate of a decision after a review of the submitted materials, or within thirty (30) calendar days following the review by the Executive Board.
- d. The decision of the Executive Board regarding the appeal is final.

16.3 Instructor/Lecturer Responsibilities

16.3.1 The Authorized Instructor Responsibilities are as follows:

- a. Ensuring that all objectives of the course curriculum are met.
- b. Instructing, and Supervision of Assistant Instructors and Guest Lecturer's presentations during the course..
- c. Ensuring all administrative requirements are completed, including but not limited to:
 - (1) Insuring class location and scheduling.
 - (2) Identification of Assistant Instructors and verification of the Assistant Instructors qualifications.
 - (3) Returning, within two weeks of course completion, all student materials, examinations, answer sheets and evaluations, as appropriate.
- d. Record keeping requirements
 - (1) Maintaining an accurate Course Syllabus.
 - (2) Maintaining daily attendance records.
 - (3) Maintaining Student progress chart/Student assignment records.
 - (4) Maintaining record of student grades.

- e. Maintaining all class records in accordance with organizational policies and State of Arizona records retention requirements.
 - (1) AZCFSE may request, at any time, the Primary Instructor to submit these records for review.
 - (2) Failure to comply may result in loss of AZCFSE Instructor certification.
- f. Verifying the eligibility of each student taking a certification exam.
- g. Following all local community college requirements, in community college sponsored classes, for record keeping and submittal.

16.3.2 Maintenance of Instructor Authorization

- a. To maintain instructor authorization, an instructor shall:
 - (1) Maintain subject area involvement either by teaching or operational assignment.
 - (2) Submit any change of department/home address or phone number to AZCFSE in a timely manner.
 - (3) Agree to comply with all published State Fire Training policies and procedures of the Arizona Center for Fire Service Excellence.

16.3.3 Assistant Instructor/Guest Lecturer Requirements

- a. Assistant Instructors (including Guest Instructors) used for an accredited course shall:
 - (1) Have documentation of expertise in the subject on which they intend to lecture.
 - (2) Have their qualifications reviewed and approved by the Primary Instructor.
- b. The Primary Instructor must approve all guest lectures.
- c. The Assistant Instructor/Guest Lectures, in community college sponsored classes, must follow all local community college rules, regulations and policies related to adjunct instructors.
- d. Upon request, the Primary Instructor will provide documentation to AZCFSE verifying these requirements.

16.3.4 Assistant Instructor/Guest Lecturer Responsibilities

- a. Assistant Instructors teach under supervision of the Approved Lead Instructor.

16.4 Instructor Accountability

16.4.1 Instructor Accountability

- a. Suspension/Revocation of Instructor Authorization
 - (1) Suspension/Revocation of Instructor authorization is an adverse action that may be heard administratively.
 - (2) A suspension /revocation of authorization will be based on documented evidence of AZCFSE policy breaches while conducting an AZCFSE accredited course.
 - (3) Instructors will be notified in writing by AZCFSE, within 30 calendar days, upon receipt of any written complaint that could result in the suspension or revocation of AZCFSE authorization.
 - (4) Within 30 calendar days following the date of the written notice to an Instructor AZCFSE will send a written Notice of Action by Certified Mail. The Notice of Action will document the findings of AZCFSE with regard to the complaint and outline any proposed action(s) to be taken by AZCFSE.
 - (5) An Instructor must appeal the Notice of Action, in writing, to the State Certification Coordinator within thirty (30) calendar days after receipt.

16.4.2 Appeal Process for a Suspension/Revocation of Instructor Authorization

- a. The Instructor must submit a request to appeal and all supporting evidence in writing.
- b. The appeal is to be submitted to the Certification Coordinator, or designee, within thirty (30) calendar days after receipt of the Notice of Action or denial of authorization.
- c. The Certification Coordinator, or designee, will review the submitted material within thirty (30) calendar days of receipt to determine if the appeal requires a review by the Executive Board.
- d. The Certification Coordinator, or designee, will notify the Instructor of a decision after review of submitted written materials, or within thirty (30) calendar days following the review of the Executive Board.
- e. The decision of the Executive Board regarding appeals is final.

16.4.4 Reinstatement

- a. Reinstatement as an authorized Instructor can be achieved by:
 - (1) Submitting a new application for instructor authorization.

16.4.5 Community College Instructor Responsibilities

- a. Instructors shall reference the local community college Adjunct Instructor Manual for rules, regulations and policies concerning instructor accountability and review process required by the college.

16.5 Function and Organizational Structure of the Instructor Qualification Review Committee

16.5.1 Role of the Committee

- a. The Instructor Qualification Review Committee shall review Instructor applications to the Arizona Center for Fire Service Excellence (AZCFSE) for completeness and conformity with the established minimum knowledge, education and experience requirements for authorization as a State Instructor for AZCFSE. Based on this review, the committee shall make recommendations regarding authorization of candidates as State Instructors for general fire service topics. General Topics are organized or specialized fire service knowledge and skill sets that are not represented by a specific Arizona Fire Service professional organization.
- b. When requested by AZCFSE, the Committee shall review information, letters and reports provided by AZCFSE regarding a program or Instructor performance issue and make recommendations to address the issue for consideration by AZCFSE.

16.5.2 Committee Membership

- a. Members of the Review Committee will be appointed by the Chairman of the Governing Arizona Fire Service Professional Organization.
- b. The Review Committee will be comprised of:
 - (1) Two (2) members of the Governing Arizona Fire Service Professional Organization.
 - (2) An officer of the Governing Arizona Fire Service Professional Organization, who will act as Chairman.
 - (3) A non-voting representative of AZCFSE.
 - (4) Non-voting technical advisors may be appointed by the Chairman of the Governing Arizona Fire Service Professional Organization based on a specific need of the Review Committee.

16.5.3 Organizational Structure

- a. The Review Committee Chairman shall forward the recommendations of the Review Committee, within 14 days of a Review Committee meeting, directly to the Arizona Center for Fire Service Excellence (AZCFSE).

16.5.4 Meetings

- a. Meetings of the Review Committee will be scheduled on at least a quarterly basis. The Chairman of the Governing Arizona Fire Service Professional Organization may consider, after receipt of a request by AZCFSE, calling a special meeting of the Review Committee at a time and location determined in consultation with the Review Committee Chairman.
- b. The Review Committee may meet and conduct business by teleconference or other electronic means if approved by the Committee Chair.

16.5.5 Committee Protocol

- a. AZCFSE staff shall assemble and distribute to all Committee members any documents required for the review of an application as requested by the Committee Chairman.
- b. The Committee will review all applications for completeness and to determine eligibility for a recommendation as an authorized Instructor to AZCFSE.
- c. The Committee will not review incomplete applications. Incomplete applications will be returned to AZCFSE noting the deficiencies to be addressed by the applicant. AZCFSE staff will forward the findings of the Committee to the applicant within 30 days of the meeting.
- d. The Committee will submit a written report of recommendations for consideration by AZCFSE within 14 days of the meeting date.

16.5.6 Responsibility of the Chair

- a. Interpretations and decisions are the purview of the Chair. The Chair shall evaluate any issue that is sensitive, or ambiguous, and request a resolution of the issue by the Certification Coordinator, or designee.

16.5.7 Reconsideration of Recommendation

- a. Unsuccessful applicants may submit a new application for review no sooner than 6 months after notice of denial from AZCFSE.
- b. AZCFSE may request a second review, at the next regularly scheduled meeting of the Committee, of a complete application not recommended by the Committee. The request to the Committee Chair shall be based on material information, verified by AZCFSE that was not available to the Review Committee at the time of the initial review.

SECTION 17 DEFINITIONS

The following definitions apply to the *Arizona Fire Service Certification System Policies and Procedures*:

- 17.0 **AZCFSE:** The Arizona Center for Fire Service Excellence, or the AZCFSE Chief Operating Officer and staff
- 17.1 **Authorized Adjunct Instructor:** Someone who has gone through the application and approval process to act as an instructor for a training program to receive AZCFSE certification or certificates.
- 17.2 **Candidate:** Individual who has satisfied all training requirements
- 17.3 **Certified:** The status of a candidate who has met or exceeded cognitive and psychomotor behavioral objectives of the certification program and has applied for and been granted certification by AZCFSE
- 17.4 **Cognitive objective:** Pertinent questions, lists, or problems relative to the level for which a candidate is tested
- 17.5 **Delmar curriculum:** The Delmar Publication for Fire Fighter Training
- 17.6 **Demonstrate:** To show by actual use, illustration, simulation, or explanation
- 17.7 **Denial:** An act by AZCFSE to deny certification to a candidate
- 17.8 **Identify:** To physically select, indicate, or explain verbally or in writing, using the standard terms recognized by the fire service
- 17.9 **IFSAC:** The International Fire Service Accreditation Congress
- 17.10 **IFSTA curriculum:** The International Fire Service Training Association publication for Fire Fighter Training
- 17.11 **Manipulative skill:** A skill that uses the psychomotor domain of learning. Refers to the ability to physically manipulate an object or move the body to accomplish a task.
- 17.12 **NFPA curriculum:** The National Fire Protection Association publication for Fire Fighter Training
- 17.13 **MOU: Memorandum of Understanding**
- 17.14 **Participant:** An individual participating in the Arizona Fire Service Certification System
- 17.15 **Participating agency:** Any agency, public or private, which is participating in the Arizona Fire Service Certification System
- 17.16 **Practical skill examination:** Practical competency-based test that measures mastery of a psychomotor objectives as they are performed in a job or evolution
- 17.17 **Prerequisite requirements:** Necessary psychomotor and/or cognitive skill requirements from preceding certification level

- 17.18 Program coordinator:** The individual responsible for overseeing the training program. The program coordinator is responsible for ensuring the training.
- 17.19 Program instructor—**The individual responsible for instructing the certification program. The Instructor/Evaluator submits the program for approval, requests certification testing, and is the program's contact person.
- 17.20 Program submittal package:** A set of documents that is submitted to AZCFSE to receive approval for a certification program. The documents included in a Program Submittal Package are the program application, syllabus, and the *Program Facilities Verification Form*.
- 17.21 Psychomotor objective:** An accomplishment by actual use or performance, safely, efficiently and in accordance with established procedures and standards
- 17.22 Reciprocity:** A recognition by two IFSAC accredited entities of the validity of each others certification
- 17.23 Reciprocity Agreement:** An agreement between two IFSAC accredited entities to accept the others certification without challenge testing. A reciprocity agreement is in the form of a Memo of Understanding.
- 17.24 Revocation:** An act by AZCFSE to revoke the certification of a participant
- 17.25 Safely:** To perform the objective without endangering or injuring oneself, equipment, or others
- 17.26 Suspension:** An act by AZCFSE to suspend the certification of a participant
- 17.27 Syllabus:** An outline of the course, including class meeting dates, topics covered, and number of hours instructed for each topic.
- 17.28 With competence:** To possess knowledge, skills, and judgement according to an approved standard needed to satisfactorily and safely perform indicated objectives, as determined by the examining authority.

APPENDIX A FIRE FIGHTER I & II AND HAZARDOUS MATERIALS CERTIFICATION PROGRAMS

A-1.1 Training Records Required

A-1.1.1 Training records must be kept in accordance with organizational policies and State of Arizona records retention requirements.

A-1.2 Prerequisites for Certification

A-1.2.1 Hazardous Materials Operations

The following additional requirements must be met before a participant may receive Hazardous Materials Operations certification issued by AZCFSE.

- a. Hazardous Materials Awareness testing
Participants must successfully pass the AZCFSE Hazardous Materials First Responder, Level I – Awareness Level certification exam (Note: at this time Hazardous Materials Awareness certification is issued along with Hazardous Materials Operations certification and it is not issued separately)

A-1.2.2 Firefighter I

The following additional requirements must be met before a participant may receive Fire Fighter I certification issued by AZCFSE (Note: at this time Firefighter I certification is issued along with Firefighter II certification and it is not issued separately).

- a. Hazardous Materials Awareness and Operations testing
Participants must successfully pass the AZCFSE Hazardous Materials First Responder, Level I – Awareness and Operations Level certification exam, or present a valid Hazardous Materials Awareness and Operations level certificate with an IFSAC, or ProBoard seal, to the NFPA 472, 2008 (or later) Edition prior to receiving Firefighter I certification (issued together with Firefighter II certification).
- b. Emergency Medical Care
Participants must complete an approved course of instruction that addresses the following knowledge and skill objectives to conform to NFPA 1001, 2013 Edition, Section 4.3, as defined by AZCFSE. The approved course must teach students to:
 - (1) Define the principles of infection control and universal blood and body fluid precautions as prescribed for public safety workers by the Centers for Disease Control in Guideline for Prevention of Transmission of Human Immunodeficiency Virus and Hepatitis B Virus to Health-Care and Public-Safety Works.
 - (2) Demonstrate the use, decontamination, disinfection, and disposal of personal protective equipment used for protection from infection.
 - (3) Perform the following procedures as defined in the Journal of the American Medical Association Standards and Guidelines for Cardiopulmonary Resuscitation (CPR) and Emergency Cardiac Care (ECC):
 - a. Single rescuer CPR
 - i. Adult
 - ii. Child
 - iii. Infant
 - b. Two rescuer CPR on an adult
 - c. Management of an obstructed airway
 - i. Conscious and unconscious adult
 - ii. Conscious and unconscious child
 - iii. Conscious and unconscious infant

- (4) Demonstrate the use of a resuscitation mask in the performance of single- and two-rescuer CPR.
- (5) Demonstrate a primary survey for life threatening injuries.
- (6) Identify three types of external bleeding and the characteristics of each type.
- (7) Demonstrate three procedures for controlling external bleeding.
- (8) Identify characteristics and emergency medical care of thermal burns according to degree and severity.
- (9) Identify the emergency medical care for chemical burns, including chemical burns of the eyes.
- (10) Identify the symptoms and demonstrate emergency medical care of traumatic shock.
- (11) Identify the symptoms and demonstrate emergency medical care for ingested poisons and drug overdoses.
- (12) Identify the method of contacting the poison control center that serves the local jurisdiction.

Or;

Participants must possess current Arizona Certification or National Registry Certification for:

- (1) First Responder; or
- (2) Emergency Medical Technician: Basic, Intermediate, or Paramedic

c. CPR Certification

Participants must have current BLS-C: CPR for Rescuers

d. Payment of all applicable required testing and/or certification fees.

A-1.2.3 Fire Fighter II

The following additional requirements must be met before a participant may receive Fire Fighter II certification issued by AZCFSE:

a. Participants must successfully pass the AZCFSE Firefighter I certification exam prior to receiving Firefighter II Certification (Note: at this time Firefighter I certification is issued along with Firefighter II certification and it is not issued separately).

b. Hazardous Materials Testing

Participants must successfully pass the AZCFSE Hazardous Materials First Responder, Level I – Awareness and Operations Level certification exam, or present a valid Hazardous Materials Awareness and Operations level certificate to the NFPA 472, 2008 (or later) Edition with an IFSAC, or ProBoard seal, prior to receiving Firefighter II certification.

c. Emergency Medical Care

- (1) Participants must complete an approved course of instruction as defined in the above section (A-1.2.2, Firefighter I)

Or; possess current Arizona certification or national registry certification for:

- (1) First Responder; or
- (2) Emergency Medical Technician: Basic, Intermediate, or Paramedic

d. CPR Certification

Participants must have current BLS-C: CPR for Rescuers

e. Payment of all applicable required fees.

A-1.2.4 Fire Fighter I & II

The following additional requirements must be met before Fire Fighter I & II certification will be issued by AZCFSE:

- a. Hazardous Materials Testing
Participants must successfully pass the AZCFSE Hazardous Materials First Responder, Level I – Awareness and Operations Level certification exam, or present a valid Hazardous Materials Awareness and Operations level certificate with an IFSAC, or ProBoard seal, to the NFPA 472, 2008 (or later) Edition prior to receiving Firefighter II certification.

- b. Emergency Medical Care
 - (1) Participants must complete an approved course of instruction as defined in the above section (A-1.2.2, Firefighter I)Or; possess current Arizona certification or national registry certification for:
 - (1) First Responder; or
 - (2) Emergency Medical Technician: Basic, Intermediate, or Paramedic

- d. CPR Certification
Participants must have current BLS-C: CPR for Rescuers
- e. Payment of all applicable required fees