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North Carolina General Statute § 58-78-5(a)(14b) authorizes the State Fire and Rescue Commission to establish voluntary minimum professional qualifications for fire and rescue service personnel. The North Carolina Fire and Rescue Certification Board was established by the State Fire Commission to oversee the delivery of those standards.

This manual is written to define the responsibilities of the North Carolina Fire and Rescue Certification Board. This manual defines the authority granted to the Certification Board by the State Fire and Rescue Commission and the means by which the Certification Board may carry out its responsibilities. In no way does this manual limit the State Fire and Rescue Commission's ability to add to, or to take responsibilities from the Certification Board, nor should it limit or inhibit the Certification Board's flexibility to make rulings and judgments granted by the original intent of each of the qualification standards.
ACKNOWLEDGMENTS

The formulation of these certification programs have been the work of numerous individuals. The final authority for these and future professional qualification programs for the fire and rescue services remain with the members of the Fire and Rescue Commission.

FIRE AND RESCUE COMMISSION MEMBERS

Harley Cook, NC Society of Fire and Rescue Instructors - Chairman

Gary Whitman, NC Association of Rescue and EMS, Inc.

Robert Poe, NC Association of Rescue and EMS, Inc.

Freddy Johnson, NC Firemen’s Association

Phil Welch, NC Firemen’s Association

Ken Briscoe, NC Association of Fire Chiefs

Bill Rogers, NC Fire Marshal’s Association

Walter Gardner, NC League of Municipalities

Cloyce Anders, Public-at-Large

Kevin Gordon, Speaker of the House Appointee

David Wray, Governor’s Appointee

Josh Smith, Professional Firefighters and Paramedics of NC

Matt Davis, County Fire Marshal’s Association

Vacant, NC Association of County Commissioners

Ronnie Griffith, President of the Senate Appointee

Ex-Officio Members

Commissioner of Insurance
Commissioner of Labor
Department of Public Safety
Attorney General
Environment, Health and Natural Resources
Community Colleges System
I. **SCOPE**

In a continued effort to reduce the fire loss in the State of North Carolina, the State Legislature established GS 58-78-5(a)(14b), which requires the State Fire and Rescue Commission to establish voluntary minimum professional qualifications for all levels of fire and rescue service personnel. It is the intent of this manual to set forth policies and procedures pertaining to Certification Board. The following policy identifies the structure for the Certification Board.

A. **Membership**

1. The Certification Board consists of two (2) permanent members who serve by virtue of their position and eleven (11) members serving three-year terms representing various associations or appointments. Upon resignation of a three-year term member, he/she shall be replaced in the same manner as originally appointed, and may not be temporarily replaced or represented by another individual. A member has a right to complete his/her term and may not be replaced unless they agree to resign. Any member shall continue to serve until his/her successor is appointed.

2. Permanent members, who serve by virtue of their position, shall forfeit membership immediately upon their loss of position. They may be represented by an individual who is temporarily filling their position, until a permanent replacement has been found. This temporary individual must be recognized by their governing body as acting in that position. Upon permanent replacement of an individual in the position, he/she shall immediately begin serving as a permanent member of the Board.

3. If any of the organizations represented on the Board by either a three-year term member or a permanent member should dissolve, then the position is removed from the Board subject to replacement by the Commission at a later date by another organization.

4. Permanent Members are:
   a. Director, Public Safety Training Programs (NC Community College System), or designee
   b. Executive Director, NC Fire and Rescue Commission, or designee

5. Three-Year Term Members are:
   a. One (1) Member of the Commission
   b. One (1) Member appointed by the Chairperson of the Commission
   c. One (1) Member appointed by the Vice-Chairperson of the Commission
   d. One (1) Member representing the NC State Firemen’s Association
   e. One (1) Member representing the NC Association of Fire Chiefs
   f. One (1) Member representing the NC Society of Fire and Rescue Service Instructors
   g. One (1) Member representing the NC Fire Marshal’s Association
   h. Four (4) Members representing the NC Association of Rescue and EMS.
B. Appointment Procedure

1. The three-year term members shall be appointed in the following manner:
   a. The Commission Chairperson’s appointee shall be appointed to a three-year term by the current Chairperson of the Commission in office when the appointment comes up for replacement.
   b. The Commission Vice-Chairperson’s appointee shall be appointed to a three-year term by the current Vice-Chairperson of the Commission in office when the appointment comes up for replacement.
   c. The Commission member serving shall be nominated and elected at a regularly scheduled and announced Fire and Rescue Commission meeting, by a majority of the full voting membership present. This individual must be a Commission member at the time of appointment.
   d. Representatives of the NC Firemen’s Association, the NC Association of Fire Chiefs, the NC Society of Fire Service Instructors, and the NC Fire Marshal’s Association shall be elected by the Commission at a regularly scheduled Commission meeting, by a majority of the full voting membership present, after receiving resumes and nominations on two (2) individuals from the represented association. Representatives of the NC Association of Rescue and EMS, Inc. shall be elected by the Commission at a regularly scheduled Commission meeting, by a majority of the full voting membership present, after receiving resumes and nominations on four (4) individuals and two (2) alternates from the association.

C. Vacancies and Resignations

1. Vacancies shall be filled in the original manner, and shall begin a new three-year cycle. Terms not completed by a member will dissolve, and the new appointee will begin a new three-year term. Vacancies caused by resignations shall remain vacant until filled in the original manner. Delays in the appointment procedure will allow the current member whose term has expired to continue to fill the position until a successor is appointed.

D. Quorum

1. At all regularly scheduled and called meetings of the Board, no vote shall be cast and no policy decision made without a quorum of members present. Issues may be discussed for information only, but must be carried over until the next meeting where a quorum is present.
2. A quorum of voting members shall exist by the presence of seven (7) out of 13 members being present.

E. Member Attendance

1. Members whenever possible should be present at all meetings. Members must be present to vote, and shall not be allowed to send a delegate or designee in his/her place.
2. Whenever a member is unable to attend, he/she should make either the Chairman of the Board or staff know so that there can be assurances of a quorum.
3. Any member who misses two (2) consecutive meetings of the Board shall be considered to have resigned from the Board. In addition, any member who misses four (4) meetings in a two-year period shall be considered to have resigned from the Board. Legitimate absences may be excused by the Chairman.

4. Vacancies which occur shall be submitted to the represented association within 14 days for submission of two names to be placed before the Commission at the next scheduled meeting.

F. Representation By Alternate

1. Permanent Members of the Board, by virtue of their position may appoint an alternate to represent them at meetings they are unable to attend. The Chairman must be notified in writing by the Permanent Member of the beginning and ending dates of the representation. It must be renewed at least annually.
I. SCOPE

In a continued effort to reduce the fire loss in the State of North Carolina, the State Legislature established GS 58-78-5(a)(14b), which requires the State Fire and Rescue Commission to establish voluntary minimum professional qualifications for all levels of fire and rescue service personnel. It is the intent of this manual to set forth policies and procedures pertaining to Certification Board. The following policy establishes criteria for scheduling and outlines expectations of Certification Board meetings.

A. Frequency of Meetings
   1. Meetings shall be held at least quarterly, or within 60 days of an appeal. Scheduled meetings should be planned at the previous meeting as to date, time and location.

B. Location, Time, and Meeting Length
   1. The location, date, and time of regular meetings shall be set at the previous meeting. Members should select dates which the majority will be able to attend. Meeting length must be flexible. In some cases, the Chairperson and staff may decide to break the agenda up into two (2) meetings instead of trying to address all material in one day.

C. Called Meetings
   1. The Chairperson of the Board may at any time he/she deems necessary, or at the request of another Board member, call a special unscheduled meeting of the Board.

D. Meeting Announcements and Notification Procedures
   1. Each member must be notified in writing no less than two weeks prior to each meeting of the date, time, and location of a regular meeting. Special called meetings which give less than a two-week notification shall require notification by telephone or personal interface, in addition to a follow-up in writing. It shall be the responsibility of staff to issue these announcements upon direction of the Chairperson.

E. Rules of Order
   1. The rules contained in the current edition of Robert’s Rules of Order Newly Revised shall govern the Board in all cases to which they are applicable and in which they are not inconsistent with these policies and any special rules of order the Board may adopt.
   2. All requests, appeals, exemptions, etc., that are to be presented to the Board at a regularly scheduled meeting must be received a minimum of 15 working days prior to the meeting in order to give staff the time to make preparations for the meeting. All materials received after
the cut-off date may be held by staff until the following meeting. Board members requesting items to be placed on the meeting agenda should submit them to the Chairperson or staff prior to the cut-off date as well.

3. All meetings of the Board must have recorded minutes, which shall be voted on and approved at the following meeting. These minutes will be sent to Board members prior to the Board meeting for review.
I. SCOPE

In a continued effort to reduce the fire loss in the State of North Carolina, the State Legislature established GS 58-78-5(a)(14b), which requires the State Fire and Rescue Commission to establish voluntary minimum professional qualifications for all levels of fire and rescue service personnel. It is the intent of this manual to set forth policies and procedures pertaining to Certification Board. The following policy establishes criteria for selecting the Chairperson and Vice-Chairperson for the Certification Board and defines their responsibilities.

A. Election of Chairperson and Vice-Chairperson

1. There shall be a Chairperson of the Board, hereafter called “chairman”, who shall be elected by the Board. Elections shall be held during the last scheduled meeting of each year. Any member may serve as Chairman for as many terms as elected. The terms shall be for a period of one year. Upon the replacement or resignation of any member serving as Chairman, a new chairman shall be elected at the following Board meeting.

2. There shall be a Vice-Chairperson, hereafter called “vice-chairman”, who shall be elected by the Board. Elections shall be held during the last scheduled meeting of each year. Any member may serve as Vice-Chairman for as many terms as elected. The terms shall be for a period of one year. Upon the replacement or resignation of any member serving as Chairman, a replacement shall be elected at the following Board meeting.

B. Responsibilities of the Chairperson

1. The Chairman shall have the following duties:
   a. Communicate to staff agenda items for meeting;
   b. Conduct and “chair” all Board meetings, maintaining order, and following Robert’s Rules of Order;
   c. Call special meetings independently, or upon request of staff or members;
   d. Represent Board at Commission meetings, making annual reports, and testifying on Board actions at all appeals;
   e. Represent Board at various conferences, “chairing” hearings, meetings, etc., established for Board input;
   f. Select or appoint such committees as may be necessary to bring in specialists to properly evaluate programs; and
   g. Handle other duties as may be delegated by the Board and/or the Commission.

2. The Vice-Chairman shall serve in the absence of the Chairman.
C. Representation

1. If the Chairman is elected from one of the fire-related organizations, the Vice-Chairman must be elected from a rescue-related organization. If the Chairman is elected from a rescue-related organization, the Vice-Chairman must be elected from a fire-related organization.
I. SCOPE

In a continued effort to reduce the fire loss in the State of North Carolina, the State Legislature established GS 58-78-5(a)(14b), which requires the State Fire and Rescue Commission to establish voluntary minimum professional qualifications for all levels of fire and rescue service personnel. It is the intent of this manual to set forth policies and procedures pertaining to Certification Board. The following policy was established to identify Board Staff and Staff responsibilities to the Certification Board.

A. Board Staff and Staff Responsibilities

1. The Director of the NC Fire and Rescue Commission shall serve as staff of the Board. He/she may request or obtain such additional help as may be needed to complete his/her responsibilities.

2. Staff responsibilities are:
   a. Given written and/or verbal notice to all members of regular and special meetings
   b. Record and prepare written minutes of all meetings;
   c. Record and prepare written documentation of all Board rulings, keeping documentation for future reference;
   d. Working with the Chairman, prepare meeting agendas;
   e. Review all correspondence for the Board, giving members a brief description of the request, and staff recommendation based on past rulings and standards;
   f. Provide Board members at meetings with copies of necessary correspondence;
   g. Correspond, in writing, to all individuals presenting requests to the Board concerning the Board’s ruling involving their request, copying Board members for documentation. These copies are to be included in Board packets at following meetings;
   h. Keep Board Chairman and members informed of all related rulings and issues discussed and ruled on by the Commission;
   i. Prepare such operations procedure drafts, ruling drafts, etc., that the Board may request for approval, subject to staff time and availability;
   j. Maintain and update policies and procedures after adoption by the NC Fire and Rescue Commission, Certification Board;
   k. Arrange for meeting space subsequent to request from individuals to host meetings;
   l. Keep Chairman informed of any issues impacting the Board;
   m. Provide individuals with applications, and procedures for applications, to the Board;
   n. Answer questions concerning Board rulings and procedures to interested parties;
   o. Make interpretations, and rulings based on Board precedents, at the level requested by the current Board to individuals applying. This serves to keep repetitive requests from taking valuable Board time;
p. Relay Board requests to other organizations for developmental support as requested by the Board; and
q. Handle such other requests for assistance by the Board or Chairman, based on ability and time constraints.
I. SCOPE

In a continued effort to reduce the fire loss in the State of North Carolina, the State Legislature established GS 58-78-5(a)(14b), which requires the State Fire and Rescue Commission to establish voluntary minimum professional qualifications for all levels of fire and rescue service personnel. It is the intent of this manual to set forth policies and procedures pertaining to Certification Board. The following policy outlines Certification Board responsibilities.

A. General Responsibilities

1. It shall be the general responsibility of the Certification Board to establish rules, routines, reporting requirements, administrative guidelines, options, etc., for carrying out the various certification programs assigned to it. These rules, etc., should be based on the intent of each standard as passed by the Commission, and should not vary the context or original intent of the standard. Such rules, procedures, etc., promulgated by the Board, should further define the requirements of the standard, and make application, administration, documentation, and management of the standard more explicit. These responsibilities shall include, but not be limited to, the following:
   a. All qualification classes qualifying instructors to delivery standards work must come before the Board;
   b. Develop and evaluate tests when needed;
   c. Enforce certification requirements set forth by the NC Fire and Rescue Commission;
   d. Evaluate and develop forms, physicals, applications, etc., necessary for administration of the standard;
   e. Evaluate departments who make application for delivery agency status;
   f. Evaluate independent training programs;
   g. Evaluate Instructor teaching outlines;
   h. Evaluate other agency programs for compliance;
   i. Review individual records for certification; and
   j. Review out-of-state certification programs for compliance.

2. It shall also be the general responsibility of the Board to make rulings, set penalties, issue approval and conduct evaluations. Such evaluations, rulings, etc., shall be consistent with the original intent of each standard as passed by the Commission.
   a. Handle such rulings as may come up on individual problems or situations
   b. Make such rules, evaluations, etc., necessary to carry out the intent of the standard
   c. Monitor the quality of instructor work, and establish such rules as necessary to enforce the suspension requirements in the instructor standard. The Board may request such
assistance as necessary, such as from the DOI field staff, DCC Area Coordinators, etc., to
evaluate or investigate complaints and/or instructor ability

d. Rule on suspension of instructors, appeals, etc.,
e. Rule on violations of standard rules by individuals, organizations, schools, etc.

3. It shall also be the general responsibility of the Board to make recommendations to the
Commission regarding updating or amending standards based on improvements and further
clarification needed as viewed by the Board. This should be done a minimum of every five (5)
years.

4. The Board shall handle such additional certification standards as may be assigned to it by the
Fire and Rescue Commission.

5. Any rulings, procedures, documentation, etc., produced by the Board shall be forwarded to the
appropriate individuals.
I. SCOPE

In a continued effort to reduce the fire loss in the State of North Carolina, the State Legislature established GS 58-78-5(a)(14b), which requires the State Fire and Rescue Commission to establish voluntary minimum professional qualifications for all levels of fire and rescue service personnel. It is the intent of this manual to set forth policies and procedures pertaining to Certification Board. The following policy outlines proper steps for publication and announcements of Board rulings.

A. Board Rulings

1. Whenever the Board establishes a procedure, or makes a ruling on any issue, the Board shall, working with staff, make such ruling or procedure available to appropriate individuals or organizations.
2. Board member should take it upon themselves to keep the organizations they represent apprised of routine Board meetings and actions.
3. Specific actions shall be addressed, in writing, to appropriate agencies by staff when so directed by the Board.
I. SCOPE

In a continued effort to reduce the fire loss in the State of North Carolina, the State Legislature established GS 58-78-5(a)(14b), which requires the State Fire and Rescue Commission to establish voluntary minimum professional qualifications for all levels of fire and rescue service personnel. It is the intent of this manual to set forth policies and procedures pertaining to Certification Board. The following policy defines the required reports to the Fire and Rescue Commission from the Certification Board.

A. Quarterly Reports to the Fire and Rescue Commission

1. It shall be the responsibility of the Chairman (or OSFM Staff) to prepare a quarterly report of Board activity for the preceding quarter.

2. This quarterly report shall be presented to the Commission at their quarterly meeting by the Chairman (or OSFM Staff).

3. The report shall consist of:
   a. Significant Board rulings
   b. Number of meetings
   c. Change in representation of any agency
   d. Any surveys, procedures, reports, etc., requested by the Commission
   e. Board member names and attendance records
   f. Schedules for the upcoming year on standard revision suggestions
I. SCOPE

In a continued effort to reduce the fire loss in the State of North Carolina, the State Legislature established GS 58-78-5(a)(14b), which requires the State Fire and Rescue Commission to establish voluntary minimum professional qualifications for all levels of fire and rescue service personnel. It is the intent of this manual to set forth policies and procedures pertaining to Certification Board. The following policy was established to handle suspension, denial, or revocation of certifications.

A. Suspension, Denial, or Revocation of Certification

1. Instances that may result in the issuance of consequences include, but are not limited to:
   a. Has been convicted of a felony against this State or the United States, or convicted of a felony in another state that would also be a felony if it had been committed in this State;
   b. Has obtained certification through fraud, deceit or perjury;
   c. Has knowingly aided or abetted any person who has obtained certification through fraud, deceit or perjury; or
   d. Has been guilty of willful misconduct or gross incompetence.
2. The Board may investigate the actions of any certified individual or applicant upon the verified complaint, in writing, of any person alleging a violation of subsection A. 1. a.-d. above.
3. The Board may deny an application for certification, suspend or revoke a certification or refuse to grant a certification to any individual for any of the grounds that are described in subsection A. 1. a.-d. above. Within 30 days after receipt of a notification than an application for a certificate has been denied or a certification has been revoked, the applicant may make a written request for a hearing before the Fire and Rescue Commission.
I. SCOPE

In a continued effort to reduce the fire loss in the State of North Carolina, the State Legislature established GS 58-78-5(a)(14b), which requires the State Fire and Rescue Commission to establish voluntary minimum professional qualifications for all levels of fire and rescue service personnel. It is the intent of this manual to set forth policies and procedures pertaining to Certification Board. The following policy was established to handle suspension, denial, or revocation of qualified fire/rescue instructors.

A. Accountability for Qualified Fire/Rescue Instructors (FRI)
   1. Instances that may result in the issuance of consequences include, but are not limited to:
      a. Failure to adhere to the North Carolina Fire and Rescue Commission (NCFRC) Policies;
      b. Failure to accurately and timely report injuries or deaths associated with a certification class;
      c. Evidence of improper or unsafe training practices during certification classes;
      d. Dishonesty on examinations; and
      e. Breach of test bank security
   2. Any level of discipline may be the initial level depending on the circumstances and conduct of the FRI.

B. Letter of Caution
   1. NCFRC staff shall issue a letter of caution for the first failure to comply with any of the requirements placed on the FRI. Staff shall handle this level and notify the Discipline Committee (DC) who will then report to the Certification Board (CB) in the DC quarterly report. The consequences of this letter will be in effect for a period of a minimum of one year.

C. Letter of Warning
   1. NCFRC staff shall issue a letter of warning for a second failure to comply with any of the requirements placed on the FRI during the period of time that the consequences of a Letter of Caution issued to the FRI are in effect. A letter of warning may also be issued as a first consequence if the severity and the maliciousness of any actions by the FRI are found to warrant such action. Staff shall handle this level and notify the Discipline Committee (DC) who will then report to the Certification Board (CB) in the DC regular quarterly report. The consequences of this warning will be in effect for a period of a minimum of 2 years.
D. Suspension

1. The FRI’s certification/qualification shall be suspended for a period of not less than six months, and up to two years for repeated failure to comply with any of the requirements placed on the FRI. The instructor shall lose any and all qualifications held at the time of the suspension and shall be relegated to a General Instructor. After the suspension has been served, the FRI may elect to reacquire their previously qualification(s). The severity and the maliciousness of any actions by the FRI shall be taken into consideration when this consequence is enacted. Staff shall bring this level before the DC who will review and make a recommendation to the CB prior to issuing the notification.

2. If an instructor has any action taken, a copy shall be placed on permanent file with the NCFRC Office and notification to the DA and/or Chief of the FRI’s Department shall be made.

E. Revocation

1. The FRI’s certification/qualification may be permanently revoked for willful or wanton negligence that leads to death or permanent injury while engaged as a FRI. A FRI’s certification/qualification may also be permanently revoked for violation of any part of the CB Policies and Procedures that has received a previous suspension.

F. Due Process –

1. Once any of the above consequences have been issued, the FRI will have due process to aggrieve their penalty. Infractions that receive a Letter of Caution or Warning shall have the right to appear before the CB to receive an interpretation of their findings. FRI’s given a Suspension or Revocation will have the right to appeal to the NCFRC.
I. SCOPE

In a continued effort to reduce the fire loss in the State of North Carolina, the State Legislature established GS 58-78-5(a)(14b), which requires the State Fire and Rescue Commission to establish voluntary minimum professional qualifications for all levels of fire and rescue service personnel. The following policy was established to handle the appeals process of OSFM Staff or Certification Board decision/ruleds.

II. OSFM STAFF DECISION/RULINGS

Any decision or ruling of the OSFM Staff may be appealed by the affected individual, department, school, etc.

A. Appeal

1. The appeal shall be heard by the Certification Board (Board) at its quarterly meeting.
2. The appeal must be in writing and state that the affected party would like to appeal a decision to the Board. The written request for appeal must be received by the Fire and Rescue Commission (Commission) office 60 days prior to the scheduled meeting so that ample notification of the hearing can be provided.

B. Hearing Procedures

1. The hearing will be conducted by the Board, or its members present at a regularly scheduled meeting of the Board. A special meeting can be scheduled at the request of the Chairman or any two members of the Board if the appeal is time sensitive.
2. Members of the Board must be unbiased and must not have had direct involvement in the case prior to the hearing. Direct involvement would be demonstrated in such ways as participating in the investigation, providing information for the original ruling, filing the complaint, etc. Knowledge of the ruling would not be considered direct involvement.
3. Parties to the hearing are notified in writing of the hearing date, time, location and procedures at least thirty (30) days before the hearing.
4. Hearing procedures include the following:
   a. A written and/or electronic record of the proceedings is maintained.
   b. The Chairman of the Board, or in his absence the Vice-Chairman, shall serve as the Hearing Chairman during the Hearing.
   c. The proceeding is not governed by formal rules of evidence or by trial-like procedures. The procedures are those used by reasonable persons conducting a serious proceeding. The chairperson rules on all procedural questions.
   d. The chairperson reads the charges or complaint to the Board.
e. It is the responsibility of the appealing party to submit a clear and coherent statement providing the basis for the appeal, including any supporting documentation.

f. Each side presents its case in an informal format, and may use exhibits, witnesses, written submittals, or other supporting documentation.

g. Members of the Board have the right to question any of the parties or witnesses.

h. The Chairman may terminate a party’s or witness’s right to address the committee if the party becomes abusive or persists in presenting irrelevant evidence or information not considered pertinent by the Chairman.

i. If either party fails to appear, the hearing will continue as if the absent party were present.

j. The failure of any party to appear without justifiable cause will terminate that party’s right to appeal.

k. After the hearing, the Board deliberates and renders a decision by simple majority based on a preponderance of the evidence. If the Board decides to impose a penalty, it specifies the disciplinary action to be imposed. These will be provided in writing to the individual within 30 days of the decision by the Board.

5. Any appeal of the Board’s decision must be made to the Commission within 60 days of the receipt of this decision and state that the affected party would like to appeal a decision by the Board. The written request for appeal must be received by the Commission office 60 days prior to the scheduled meeting so that ample notification of the hearing can be provided.

6. All documentation for all hearings will be kept on file.

C. Hearing Rights

1. In appeal hearings, parties have the following rights:
   a. To be present during the hearing
   b. To be informed of all the evidence received by the Board and OSFM Staff
   c. To present witnesses
   d. To challenge or rebut evidence or testimony presented by the OSFM Staff
   e. To submit evidence on behalf of their own position

III. CERTIFICATION BOARD DECISION/RULINGS

Any decision or ruling of the Certification Board may be appealed by the affected individual, department, school, etc.

A. Appeal

1. The appeal shall be heard by the Commission at its quarterly meeting.
   The appeal must be in writing and state that the affected party would like to appeal a decision by the Board. The written request for appeal must be received by the Commission office 60 days prior to the scheduled meeting so that ample notification of the hearing can be provided.

B. Hearing Procedures

1. The hearing will be conducted by the Commission, or its members present at a regularly scheduled meeting of the Commission. A quorum of members must be present to conduct the
hearing. A special meeting can be scheduled at the request of the Chairman or any two members of the Commission if the appeal is time sensitive.

2. Members of the Commission must be unbiased and must not have had direct involvement in the case prior to the hearing. Direct involvement would be demonstrated in such ways as participating in the investigation, providing information for the original ruling, filing the complaint, etc. Knowledge of the ruling would not be considered direct involvement.

3. Parties to the hearing are notified in writing of the hearing date, time, location and procedures at least thirty (30) days before the hearing.

4. Hearing procedures include the following:
   a. A written and/or electronic record of the proceedings is maintained.
   b. The Chairman of the Commission, or in his absence the Vice-Chairman, shall serve as the Hearing Chairman during the Hearing.
   c. The proceeding is not governed by formal rules of evidence or by trial-like procedures. The procedures are those used by reasonable persons conducting a serious proceeding. The chairperson rules on all procedural questions.
   d. The chairperson reads the charges or complaint to the Commission.
   e. It is the responsibility of the appealing party to submit a clear and coherent statement providing the basis for the appeal, including any supporting documentation.
   f. Each side presents its case in an informal format, and may use exhibits, witnesses, written submittals, or other supporting documentation.
   g. Members of the Commission have the right to question any of the parties or witnesses.
   h. The Chairman may terminate a party’s or witness’s right to address the committee if the party becomes abusive or persists in presenting irrelevant evidence or information not considered pertinent by the Chairman.
   i. If either party fails to appear, the hearing will continue as if the absent party were present.
   j. The failure of any party to appear without justifiable cause will terminate that party’s right to appeal.
   k. After the hearing, the Commission deliberates and renders a decision by simple majority based on a preponderance of the evidence. If the Commission decides to impose a penalty, it specifies the disciplinary action to be imposed. The decision will be provided in writing to the individual within 30 days of the decision by the Commission.
   l. Any appeal (petition for contested case) of the decision must be made within 60 days of the receipt of this decision pursuant to 11 NCAC 1.0401, 11 NCAC 1.0403, Article 3A of N.C. Gen. Stat. Chapter 150B, and N.C. Gen. Stat. 150B-23(f), by requesting a hearing before the Commissioner of Insurance of the State of North Carolina or a hearing officer designated by him. Such hearing request must be in writing directed to Stewart Johnson, General Counsel, North Carolina Department of Insurance, 1201 Mail Service Center, Raleigh, North Carolina 27699-1201.

5. All documentation for all hearings by the Commission will be kept on file.

C. Hearing Rights

1. In appeal hearings, parties have the following rights:
   a. To be present during the hearing
b. To be informed of all the evidence received by the Commission and Board staff

c. To present witnesses

d. To challenge or rebut evidence or testimony presented by the Board

e. To submit evidence on behalf of their own position
I. SCOPE

In a continued effort to reduce the fire loss in the State of North Carolina, the State Legislature established GS 58-78-5(a)(14b), which requires the State Fire and Rescue Commission to establish voluntary minimum professional qualifications for all levels of fire and rescue service personnel. It is the intent of this manual to set forth policies and procedures pertaining to Certification Board. The following policy establishes criteria for handling additional certification standards as may be assigned to it by the Fire and Rescue Commission.

A. Approval process for new programs

1. OSFM Staff, or Emergency Service Agency, will present the idea/concept to the Certification Board (CB).
2. The CB will determine if the idea/concept is to be a certification program (meeting a NFPA professional qualification or alternative standard) or a hand-off training course. The CB will also set expectations for the certification program. Finally, the CB will assign the project to the appropriate Ad Hoc Committee.
   a. See attached flow chart on page 2.
3. The CB will present the program to the Fire and Rescue Commission (Commission) as part of the CB’s quarterly report for approval.
4. Once approved by the Commission, Staff and the assigned Ad Hoc Committee will develop and, if necessary, pilot the program.
5. The CB must approve the final product after development and/or the pilot offerings. This approval must include contact hours, instructor qualification process, and effective release date.
6. If approved, the OSFM Staff will release the program to the recognized Delivery Agencies or Emergency Service Agencies for delivery.
7. The Commission will receive final notice of the approved program as part of the CB’s quarterly report.

B. NC Certifications

1. If a non NFPA Professional Qualification course subject is approved as an alternative standard (NC certification), the CB shall require Job Performance Requirements (JPR) be written in a format consistent with NFPA standards identifying requisite knowledge and requisite skills. The JPR’s, requisite knowledge, and requisite skills shall all be used as information from which instructional objectives can be written.
I. SCOPE

In a continued effort to reduce the fire loss in the State of North Carolina, the State Legislature established GS 58-78-5(a)(14b), which requires the State Fire and Rescue Commission to establish voluntary minimum professional qualifications for all levels of fire and rescue service personnel. It is the intent of this manual to set forth policies and procedures pertaining to Certification Board. The following policy identifies the criteria for handling revision of established certification programs. The Certification Board shall make recommendations to the Commission a minimum of every five (5) years on changes to standards programs. They shall also request upgrade and qualification course agencies to re-evaluate or update courses when standards are changed, or upon need.

A. Process for revision of certification programs

1. OSFM Staff will present the NFPA Standard Comparison Matrix to the Certification Board (CB) to begin the process of revision for a current certification program area.
2. The CB will assign the Matrix to the Rules Committee. The Rules Committee will assess any needed changes to the administration of this particular certification program. The Committee will make any necessary recommendations to meet the applicable NFPA Professional Qualification Standard and/or direction of the NC Fire and Rescue Commission.
3. After receiving direction from the CB, OSFM Staff will prepare lesson plans, practical skills, test questions, and recommend supporting manuals for the certification program undergoing revision.
4. OSFM Staff will request the CB Chairman to appoint a Committee of subject matter experts to serve as a Validation Committee.
5. The appointed Validation Committee is to validate course content, test questions, and practical skill sheets. The Committee will recommend to the CB approval of the revised course when the Committee is satisfied and the course revision is complete.
6. When approved, the CB will release the revised program to the recognized Delivery Agencies or Emergency Service Agencies for delivery.
7. The Fire and Rescue Commission will receive final notice of the revised course as part of the CB’s quarterly report.
I. **SCOPE**

It is the policy and practice of the North Carolina Fire and Rescue Commission (NCFRC) to develop and disseminate training programs to Delivery Agency (DA’s), and administer a certification system following the criteria outlined by the International Fire Service Accreditation Congress (IFSAC) and the Pro Board Fire Service Professional Qualifications System (Pro Board).

A. **General Testing Requirements**

1. The (NCFRC) shall have on file a signed statement from all instructors/proctors acknowledging their intention to comply with the testing procedures of the NCFRC. Level II/III Qualified Instructors may only proctor written and practical skills tests in the subject areas in which they are qualified. (Example: A Level II Qualified Firefighter Instructor may only proctor a practical skills test for NFPA 1001 Firefighter Levels I and II). Instructors may be qualified at Regional Qualifications locations held across the state. The DA may use a college designee or the school director (SD) to proctor the written test as needed. The DA will make sure any proctor has read and has on file with the NCFRC a signed statement agreeing to comply with the testing procedures.

2. All instructors have to meet NFPA 1041 as prerequisite to become a Level I/II Certified Instructor. Once a Level II Certified Instructor, they must wait two years to take a job knowledge exam of 100 questions and make an 80% passing score in the subject area they are teaching and attend a three hour upgrade on testing policies set forth by the Commission. Once they pass the job knowledge exam and sit in the three hour class, they become a Level II Qualified Instructor. These qualifications are offered in our Regional Exams.

3. Written and practical skills test packages shall be made available to the DA by the NCFRC, to be disseminated by the DA, in sealed, separate packages, to the instructor/proctor prior to the completion of each block or blocks of instruction. The examination and evaluation dates are coordinated between the instructor/proctor and the local DA.

4. It is the instructor’s/proctor’s responsibility to make certain that all paperwork for the class is in order before the test begins, and that all necessary equipment and props are in place and working. The instructor/proctor must not open the written or practical skills test packages until the appointed test time.

5. Candidates must pass the practical skills test, when applicable to that subject, in order to sit for the written examination.

6. There shall be a maximum of two practical skills per test, per subject, selected by the SD.

7. Candidates shall not be allowed admittance to the test site once the test has begun.

8. Students must show a valid photo ID at both the practical and written test sites.
9. The instructor/proctor shall seal all tests in an envelope and return the envelope to the DA within 3 days or per the policy of the local DA. The test package must be accompanied by the instructor’s/proctor’s signature and last four digits of their social security number.

10. Test times must be pre-determined by the instructor/proctor and the DA.

B. Practical (Manipulative) Skills Testing Procedures

1. Practical skills shall be examined according to the practical skills tests provided by the NCFRC. Procedures for these tests are contained within the lesson plan outlines provided by the NCFRC to each instructor/proctor. Each candidate shall be tested on (two) randomly selected practical (manipulative) skills, as provided by the NCFRC. In some courses, there may be only one (1) practical skill scenario provided.

2. Practical skills tests shall be graded on a pass/fail basis, as determined by a minimum score of 70 percent.

3. Each practical skills test sheet has an instructor statement to read aloud to each student to ensure testing directions are consistent to all candidates.

4. Practical skills testing shall be conducted separately from the teaching process. The intention here is to prevent the checking off of objectives during times when students are practicing skills or actual teaching is occurring.

5. When conducting practical skills examinations, "tested" students must be separated from "untested" candidates.
   a. The use of cell phones or other electronic media devices is prohibited while the candidate is taking the test. This means texting, voice or camera use will not be tolerated unless it’s deemed an emergency or permission is given prior to the exam by the proctor.

6. If a candidate fails the practical skills exam, he/she shall be given one chance to retest. This should be done immediately and before the candidate is allowed to take the written exam.

C. Written (Cognitive) Testing Procedures

1. Knowledge objectives shall be measured by a written test created at random from a test bank of questions provided by the NCFRC. Passing grades shall equal a score of 70% or greater on each unit examination.

2. Prior to the written test starting, the instructor/proctor shall hand out answer sheets to each candidate and explain:
   a. The number of questions on the test.
   b. Candidates are not to make any marks on the test; they are to indicate their answers on the answer sheet provided.
   c. If any candidate should need clarification for any question on the test, the instructor/proctor may read the question aloud, but not offer any interpretation or further explanation which may indicate the answer.
   d. Candidates should fill out the appropriate information on the answer sheet before receiving the test.
   e. The maximum time allowed for the written test shall be indicated by the instructor/proctor.
f. The instructor/proctor shall maintain a quiet and secure environment during the entire time the test is being administered.
   i. The use of cell phones or other electronic media devices is prohibited while the candidate is taking the test. This means texting, voice or camera use will not be tolerated unless it’s deemed an emergency or permission is given prior to the test by the proctor.

g. Candidates shall be seated at least one foot apart from each other.

h. The only objects allowed on the table shall be the test answer sheet, the test booklet, and two No. 2 pencils, or pens unless other directions are given by the instructor/proctor.

i. The instructor/proctor shall explain correct procedure to follow if candidate wishes to change an answer once it has been marked:
   i. Completely erase original answer choice. Erase carefully and completely as this may interfere with the computer read answer sheet.
   ii. Completely fill in subsequent answer choice.
   iii. If using a pen, put an “X” through the one you want to change and mark your other choice.

j. The instructor/proctor shall tell candidates that the answer sheet may be computer scanned and any question with more than one answer choice marked shall be counted as a wrong choice and deducted.

k. The instructor/proctor shall tell candidates that any question not answered shall be counted as a wrong choice and shall be deducted.

l. The final score will be determined by subtracting the number of incorrect and blank choices from 100. The written test shall be graded by the DA and not the instructor/proctor.

m. The instructor/proctor shall tell the candidates that all written tests for certification courses require a minimum of 70% score for passing.

n. The instructor/proctor shall explain to the candidates that information concerning individual course grades shall be maintained by the DA.

o. Any candidate receiving less than a 70% grade shall be allowed to apply for re-testing at the local Delivery Agency. School Directors or their appointed representatives, shall be allowed to administer these retests.

p. Any candidate observed talking to another candidate or copying from another candidate’s paper shall be excused from the test and given a zero score. No retest will be allowed.

q. The instructor/proctor shall pass out the test booklets face down on the desks. The candidates are to be told not to turn the test booklets over until the instructor/proctor says begin.

r. At the end of the test period the instructor/proctor shall state that the test period has expired and to put down their pencils. It is recommended that a rule of 90 seconds per question be used as the guide for setting test times.

s. As the candidates complete their tests, they shall be allowed to bring their test booklet, answer sheet and pencils to the instructor/proctor.
t. At the end of the testing period, the instructor/proctor shall ensure that each candidate returns the test booklet and the answer sheet.

u. The instructor/proctor shall check each test booklet for marks, and that all information has been included on the answer sheet.

v. After the candidate has completed the test and all paperwork has been checked, the candidate must leave the room.

w. A candidate shall be allowed to leave the test area to use bathroom facilities and/or to take a break within the building only after turning his/her test booklet and answer sheet face down, raising his/her hand and waiting for the instructor’s/proctor’s permission.

x. If more than one room is used for the test, then at least one instructor/proctor for room shall be available.

D. Oral Testing Procedures for Written (Cognitive) Tests

1. Request For Oral Testing
   a. Candidate shall make request in advance to the instructor/proctor specifying the level of testing and reason(s) for requesting an oral test.
   b. Oral tests should be discouraged except for a temporary physical handicap which may impede his/her writing ability.

2. Oral Testing Procedures
   a. An official identification must be provided by the candidate to participate in testing.
   b. Instructor/proctor shall read the questions and the multiple choice answers twice, waiting 15 - 20 seconds between first and second reading. The instructor/proctor must read the question as written, neither emphasizing any particular portion, nor eliminating any particular portion, so as not to suggest the correct answer. The instructor/proctor shall then wait for 90 seconds before reading the next question.
   c. No other conversation and/or comments shall take place between the instructor/proctor and the candidate.

E. Retesting of Candidates

1. Any candidate that fails the written test will be allowed to retest one time before having to retake the entire class again.

2. Any candidate that is retesting must do so within 30 days of the date posted on the failure notification letter.

3. The written retest maybe given by the SD or the school designee (i.e. Administrative Assistant). Testing Centers shall not be used to administer certification exam.

4. Refer to the Community College DA Policy for testing of candidates who took the original test at a different school.

F. Auditing of Testing Procedures

The same instructor that teaches the class may proctor the test. The following procedures are in place for quality control.

1. Auditing of testing procedures shall be conducted by the staff of the NCFRC or its appointed representatives.

2. Auditing of testing procedures shall include direct observation of practical skills tests and written tests.
3. Auditing of testing procedures shall be randomly conducted.
4. Audits shall be conducted without prior notification to the instructor/proctor.
5. An audit form shall be provided by the NCFRC office. (See Form 300.01A)
6. The audit shall take place according to the following procedures;
   a. The Auditor may arrive at the test site prior to beginning of test.
   b. The Auditor shall identify himself/herself to the instructor/proctor immediately upon
      arrival and shall inform instructor/proctor as to purpose of visit.
   c. The Auditor shall determine whether the seal is intact on the written and/or practical
      test packet.
   d. If practical testing is being conducted the auditor shall determine that all necessary
      equipment is available.
   e. The Auditor shall remain at test site as long as necessary to determine that all NCFRC
      testing procedures are being followed.
   f. The Auditor shall discuss all audit findings with the instructor/proctor.
   g. Non-compliance with testing procedures may subject the instructor/proctor to
      suspension, revocation, or denial as outlined the N. C. Fire & Rescue Commission

II. RECORD KEEPING AND TEST BANK MANAGEMENT

A. Certification records shall be maintained indefinitely by the DAs.
B. The test bank system utilized by the NCFRC is supplied by Performance Training Systems, Inc. and by
   NCFRC Staff. Software programs are secure. Each question set has been validated as being job specific
   and fair. Tests are periodically created by NCFRC Staff and the tests are put online for the DAs to use.
C. The tests shall be available in several versions and shall be revised as needed. The tests shall not be
   weighted, the Standard Error of Management shall not be used, cut-scores distribution shall not be
   used, average scores shall not be used, standard Deviation shall not utilized, and reliability estimates
   shall not be used.
D. The test questions are developed based on the appropriate NFPA objective and referenced to related
   training materials.
E. When test questions and practical skills sheets are purchased, or obtained externally, the NCFRC shall
   ensure that each question and each skill sheet is validated. The NCFRC Staff shall ensure that purchased
   test banks shall be repaired and/or questions replaced when they don’t apply to North Carolina’s
   standards.
F. During the validation review of test banks, reviewers shall view test banks in a secure environment. No
   hard or electronic copies shall be made of the question banks by the validation reviewers.

III. APPEAL PROCESS

A. All appeals arising from testing procedures shall be directed to the NCFRC CB.
B. If a candidate feels that he/she should be exempt from a particular requirement, has met the
   requirement in another manner, or that exception should be taken to a requirement due to
   circumstances beyond his/her control, he/she should send this request in writing to the NCFRC staff.
C. If a candidate feels that he/she failed a requirement due to unfairness, prejudice, bias, or an inaccurate
   judgment, then he/she should submit this appeal in writing to the CB. Requests and appeals should
provide a complete description of the problem to give the board as much information to work with as possible.

D. All appeals to the board should include a minimum of the following information. Name of person initiating request for appeal, reason for request, documentation showing support for request, any supporting letters, etc., from others.

E. Requests or Appeals should be sent in writing to: N. C. Fire & Rescue Commission Attention: Certification Board 1202 Mail Service Center Raleigh, NC 27699-1202

IV. TESTING PERSONNEL POLICY

A. It shall be the policy of the NCFRC that the Delivery Status process shall not affect the current certification status of any individual.

B. Candidates requesting certification who are not from an accredited state shall be reviewed by the CB for equivalent certification.

C. Certification reciprocity of candidates from other accredited states shall be reviewed upon receipt of the appropriate documentation, and application. All requests for reciprocity will need to be approved by NCFRC staff.

D. Anyone previously certified by the NCFRC to a certified standard, shall upon accreditation by IFSAC, receive reciprocity for that standard.

E. All testing and certifying services shall be made available to all of the NCFRC constituents without regard to race, sex, disabilities or ethnic origin.
County: _________________ Location: ________________________ Date: ____________

Delivery Agency: __________________________________________________________

Class Title: ___________________________________________________________ Level: __________

Instructor’s Name: _______________________________ Last four digits of SSN______

# of Students Enrolled: ______________________ # of Students Evaluated: ______________

Practical Test Administered According to Procedure: Yes _____  No _____

Written Test Administered According to Procedures: Yes _____  No _____

If no, explain:

____________________________________________________________________________________
____________________________________________________________________________________
____________________________________________________________________________________
____________________________________________________________________________________

Recommendations:____________________________________________________________________
____________________________________________________________________________________
____________________________________________________________________________________
____________________________________________________________________________________
____________________________________________________________________________________

Comments:__________________________________________________________________________
____________________________________________________________________________________
____________________________________________________________________________________
____________________________________________________________________________________
____________________________________________________________________________________

Instructor/Proctor Signature: __________________________________________________________

Auditor’s Signature: ________________________________________________________________
All cell phone and pagers should be turned off or placed in silent mode.

Practical Test

☐ You must pass the practical test by a minimum score of 70% to qualify to take the written test.

☐ If you fail the practical test on the first attempt, you can retest once with no coaching from the instructor. If you fail a second time you will have to retake the complete course again.

☐ Tested candidates must be separated from the untested candidates until the testing session is completed.

Written Test

☐ Candidates must be seated at least one foot apart from each other.

☐ Remove all items from the desk/table with exception of the test booklet, answer sheet, and two No. 2 pencils or pens.

☐ Fill out the candidate’s information on the answer sheet.

☐ There are _______ questions on the exam and you have ______ minutes to complete it.

☐ You must make a 70% for a passing score. Any candidate receiving less than a 70% grade will be notify by the local delivery agency and allowed to retest once at the local delivery agency.

☐ Do not make any marks on the test booklet.

☐ No talking during the test and no cheating is allowed. This will cause you to receive a failing score.

☐ Should you have a question about a test question, raise your hand, I will come to you and can only read the question to you.

☐ There is only one correct answer for each question. Unmarked and/or two mark answers will be counted wrong.

☐ If you should want to change your marked answer, completely erase, or if you are using an ink pen, put an X through the one you want change and mark your other choice.

☐ Once you complete the test, turn in both the test and the response sheet and leave the room.
I. SCOPE

The purpose of a site visit to a Fire/Rescue Department Delivery Agency (DA) seeking initial Delivery Status should be to gather objective data and well-grounded impressions regarding the agency. The members of the site visit team should capitalize upon all feasible opportunities to observe characteristic operations of the DA seeking Delivery Agency Status. The report developed by the site visit team should provide a clear and coherent account of the facts and impressions relating to the DA actual operations.

A. Delivery Agency Request

1. Fire/Rescue departments requesting delivery status recognition shall make the request in writing to the Office of State Fire Marshal (OSFM) North Carolina Fire & Rescue Commission (NCFRC) with a completed application provided by NCFRC.
2. The Manager of the NCFRC shall notify the Director of Continuing Education, North Carolina Community College System Office NCCCS.
3. The Manager of the NCFRC shall schedule a site-team visit to include one (1) staff member of NCFRC.
4. The Manager of the NCFRC shall present the request to the Fire and Rescue Certification Board (CB) for approval. If, after the site visit, the fire/rescue department meets the identified requirements to be recognized as a DA, it may be recognized as a Fire/Rescue Department Delivery Agency.

B. Administration of Fire/Rescue Training Delivery Agency

1. All agencies or institutions approved for delivery status shall provide an agreement signed by the Fire Chief/Department Head.
2. The Fire Chief/Department Head of the institution or agency sponsoring any fire or rescue standards class shall have the responsibility for implementation of all applicable rules and standards and for administration of certification classes. The institution or agency shall abide by the approved rules and procedures of the certifying agency.
3. The Fire Chief/Department Head of the institution or agency shall designate one individual to coordinate each of the NCFRC programs. This individual shall be formally recognized by the NCFRC as the Fire and Rescue School Director. The School Director (SD) shall have the responsibility for planning, scheduling, presenting, coordinating the testing process, reporting, and generally managing the fire/rescue training program as it relates to NCFRC programs. This individual may not serve in the role of SD for more than one DA.
4. The Fire Chief/Department Head of the institution or agency shall notify NCFRC staff within 2 weeks of the replacement of a Fire Rescue SD and a change of SD form shall be filled out and sent to NCFRC staff.
5. The Fire Chief/Department Head shall ensure the institution or agency to maintains records for a period of 5 years of all fire/rescue training courses sponsored or delivered by the DA, reflecting:
   a. Course Title.
   b. Delivery hours of course.
   c. Course delivery dates.
   d. Testing dates.
   e. Names, date of birth and the last four digits of the social security numbers of certified instructors.
   f. A roster of enrolled students, showing their name, the last four digits of the social security number, attendance, and whether students participation was successful or unsuccessful (Satisfactory/ Unsatisfactory).
   g. Any documentation which may be needed to explain any abnormal occurrences during class.
   h. Any failures of the practical or written test that cause the student to fail the class.
   i. All Delivery Agencies shall submit all certification records monthly.
   j. When submitting the monthly certification records, they should be provided electronically in a format approved by the NCFRC.
   k. Record retention shall be subject to an audit for compliance.

6. The Fire Chief/Department Head of the DA sponsoring any NCFRC fire/rescue course of instruction shall:
   a. Allocate sufficient financial resources to provide NCFRC certified/qualified instructors and to meet other necessary program expenses.
   b. Provide adequate administrative and support staff assistance as required by the SD to submit required course documentation.

7. The DA may use another agency’s equipment, facilities and/or supplies available at the appropriate time during the course delivery as long as a memorandum of understanding is on file.

C. Responsibilities of the School Director

1. In planning, developing, coordinating, and delivering each NCFRC fire/rescue training course, the SD shall:
   a. Follow all rules and procedures described in the appropriate standard for each NCFRC certification course.
   b. Follow the procedures for testing of individuals participating in NCFRC certification courses as outlined in PFT 300.01 (Certification Testing).
   c. Select instructors who are properly qualified by the NCFRC for the particular course they are to teach.
   d. Provide each instructor with a NCFRC approved course outline and all other necessary information concerning the delivery of the course if needed
   e. Arrange for the timely availability of required audiovisual aids and materials as specified in the NFPA standard.
   f. Arrange for the timely availability of required equipment and facilities as specified in the NCFRC standard.
g. Reproduce and distribute NCFRC approved testing instruments as prescribed in the policy on Certification Testing.

h. File a pre-course delivery of any and all NCFRC certification courses sent to the appropriate regional certification specialist prior to the delivery of these courses containing:
   i. Title of course
   ii. Location of the class.
   iii. Beginning date of course.
   iv. Course instructor.
   v. Ending date of course.
   vi. Date and time of scheduled test

i. Collect, store electronically and grade the approved tests for each NCFRC certification course. Each SD shall report test grades electronically to the NCFRC or its representative.

j. Work cooperatively with the NCFRC staff in the evaluation of certified/qualified NCFRC instructors. Instructor evaluations shall be recorded on approved forms or approved DA forms.

k. Allow only those persons who have completed approved courses of instruction in NCFRC certification programs to participate in the testing process.

l. Not serve in the role of SD for more than one DA.

m. Report to NCFRC by OSFM online training report form any injuries that occurred to emergency service personnel while training in fire and rescue classes sponsored by your agency within 72 hours of the injury.

n. Ensure candidates have access to tests and test sites.

o. Notify NCFRC staff of any live fire training in acquired structures 14 days prior to the training by using the online registration form on the NCFRC website.

2. In the delivery of any Pro Board Accredited class, i.e. Fire Officer, Instructor, FLSE and any other class accreditation by the Pro Board, the SD shall attend regional testing to receive certifications. With the following exceptions:
   a. FD DA has an established Training Division, and
   b. FD DA has in place a policy which states the Department shall use different proctors, from those who delivered the course content, for all test in the areas that are Pro Board Accredited
   c. Shall only test students that attended the class ran by the FD DA.

D. General Overview of Fire/Rescue Training Delivery Support
   1. Instructors may use appropriate materials to enhance their presentations, but the use of NCFRC approved curriculum materials shall be required in all certification courses.

   2. SD should evaluate, or have evaluated, presentations by certified instructors on NCFRC approved evaluation forms and maintain these forms for a minimum of five years. They shall be made available for inspection by a representative of the NCFRC upon request.
E. Reporting of Test Grades to the NCFRC

1. The instructor/proctor shall allow only those individuals who have scored at least 70% on the practical skills test to sit for the written test. The proctor shall hand grade each skill sheet, assign points and double check it for accuracy.
2. The instructor/proctor shall place a “Satisfactory” or “Unsatisfactory” grade for the student in the designed space on the role sheet for the practical test (if one is provided).
3. Upon recording a passing grade for the practical skills test, the instructor/proctor shall allow the student to sit for the written test.
4. Upon the completion of the written tests, the instructor/proctor shall place the test booklets and answer sheets into an envelope, seal the envelope and return the envelope to the SD of the DA within 3 days of administering the written test.
5. The SD shall grade or cause to be graded the written test. It may be hand graded or electronically scanned as approved by the Authority Having Jurisdiction (AHJ). Double grading is preferred in order to ensure accuracy.

F. Delivery Agency Site Audits

1. Agencies having delivery status shall be reviewed every five (5) years for compliance with policies.
2. Audits shall be done by NCFRC staff to assure compliance.
3. Audits shall include record retention, required equipment inventory, and personnel.

G. Agreements to Comply with NCFRC Delivery Status

1. All approved DAs shall have signed agreements to comply with the North Carolina Fire & Rescue Commission Delivery Procedures.
2. Failure to comply with these procedures can result in the loss of delivery status.

H. Appeals

1. All appeals shall be made in accordance with PPM 200.10 (Appeal Process).
SECTION I

TO: North Carolina Fire & Rescue Commission

Application is hereby made to gain Delivery Status through the NCFRC to certify fire & rescue service personnel.

It is understood that such Delivery Status entails the adherence to the criteria as established by the NCFRC and this application is submitted in accordance with the aforementioned criteria.

It is further certified that the statements and information contained in this form are, to the best of my knowledge, truthful and.

I further certify that the criteria for Delivery Status through the NCFRC has been received and studied.

Signed: ____________________________________________

Name: _____________________________________________ Title: _________________________________
(Please Print) (Please Print)

Witnessed: __________________________________________
(Signature) (Please Print Name)

Date of Application: ________________________________
(Complete each part and provide supplementary documentation as required)

1) Name or title of entity for which Delivery Status is sought:

____________________________________________________________________________

2) Address of entity:

____________________________________________________________________________
____________________________________________________________________________

3) Fire Chief/ Department Head of entity:

____________________________________________________________________________

(Name)     (Title or Status)

4) School Director responsible for certification program(s):

____________________________________________________________________________

(Name)     (Title or Status)

5) Address where communications in regard to Delivery Status should be sent:

____________________________________________________________________________
____________________________________________________________________________
6) Delivery Status is requested to deliver the following levels:

*(Check appropriate block(s) below)*

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<thead>
<tr>
<th>CORRESPONDING NFPA LEVEL (S)</th>
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<tbody>
<tr>
<td>Firefighter I/II</td>
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<tr>
<td>Hazard Materials Responder I</td>
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<tr>
<td>Haz-Mat Personal Protective Equipment</td>
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<tr>
<td>Haz-Mat Mass &amp; Technical Decontamination</td>
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<td>Haz-Mat Air Monitoring &amp; Sampling</td>
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<td>Technical Rescuer Wilderness Rescue</td>
</tr>
<tr>
<td>Instructor I</td>
</tr>
<tr>
<td>Instructor II</td>
</tr>
<tr>
<td>Emergency Vehicle Driver</td>
</tr>
<tr>
<td>Driver Operator Aerial</td>
</tr>
<tr>
<td>Driver Operator Pumper</td>
</tr>
<tr>
<td>Airport Firefighter</td>
</tr>
<tr>
<td>Fire Life Safety Educator I</td>
</tr>
<tr>
<td>Fire Life Safety Educator II</td>
</tr>
<tr>
<td>Fire Life Safety Educator III</td>
</tr>
<tr>
<td>Fire Officer I</td>
</tr>
<tr>
<td>Fire Officer II</td>
</tr>
</tbody>
</table>
7) Is there a current agreement between North Carolina Fire and Rescue Commission and the Delivery Agency for compliance with all applicable rules and standards and for administration of certification classes?

☐ Yes
☐ No

I, ________________________________ (Applicant/School Director Signature) hereby verify that

_________________________________________________ has adequate resources.

Completed forms and supporting documentation should be sent to:

North Carolina Fire & Rescue Commission
1202 Mail Service Center
Raleigh, NC  27699-1202
☐ Initial Accreditation

☐ Re-Accreditation

Location: ____________________________________________________________

Date of Survey: _____________________________________________________

Agency Name: ______________________________________________________

Address: ___________________________________________________________

City: ____________________________ State: _____________________________

Telephone Number: ________________________________________________

Fax Number: _______________________________________________________

Contact Name: _____________________________________________________

Delivery Agency: __________________________________________________

Title: _____________________________________________________________

CEO/President/Chief
<table>
<thead>
<tr>
<th>Question</th>
<th>YES</th>
<th>NO</th>
<th>N/A</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Is certification training and testing available for everyone in the service area?</td>
<td></td>
<td></td>
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<td>3. Is there a secure place available to retain test banks? If no how are the old test destroyed (Old test should not be kept for more than 60 days.)</td>
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<td>8. Does the DA evaluate their instructors?</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**COMMENTS:** (any comment relevant to questions on the previous pages should indicate the question number)
Please indicate below the team’s recommendations on approval of this DA and any conditions that need to be met before approval:

Exceptions:

______________________________________________________________________________
______________________________________________________________________________
______________________________________________________________________________

Recommendations:

______________________________________________________________________________
______________________________________________________________________________
______________________________________________________________________________

Notes:

______________________________________________________________________________
______________________________________________________________________________
______________________________________________________________________________

School Director ____________________________ Date: ____________________________

NCFRC Staff ____________________________ Date: ____________________________

FRC Manager ____________________________ Date: ____________________________
AGREEMENT TO COMPLY WITH
NORTH CAROLINA FIRE AND RESCUE COMMISSION
DELIVERY AGENCY POLICIES & PROCEDURES

I, __________________________________ (Chief) of ____________________________________________ (Fire Department Name) hereby appoint _______________________________ to the position of School Director for ____________________________________________________ (Fire Department Name) and hereby agree to comply with the North Carolina Fire & Rescue Commission Delivery Agency Policies, Procedures and Standards.

I understand that the North Carolina Fire & Rescue Commission may audit our agency. I also understand should we fail to comply with the policies and procedures; we will receive a notice of non-compliance outlining our deviation from the policies and procedures. I understand that, once notified, we can be removed from Delivery Agency status for non-compliance with the policies and procedures unless the fire department corrects the non-compliance issues.

__________________________________________
Fire Department Chief Signature

I, ___________________ of _________________________ hereby agree to comply with the North Carolina Fire & Rescue Commission Delivery Agency Policies, Procedures and Standards.

I understand that the North Carolina Fire & Rescue Commission may audit our agency. I also understand should we fail to comply with the policies and procedures; we will receive a notice of non-compliance outlining our deviation from the policies and procedures. I understand that, once notified, we can be removed from Delivery Agency status for non-compliance with the policies and procedures unless we correct the non-compliance issues.

__________________________________________
School Director’s Signature
School Director Contact Information

North Carolina Fire and Rescue Commission

North Carolina Department of Insurance
Office of State Fire Marshal
1202 Mail Service Center
Raleigh, NC 27699-1202

Please Type or Print Clearly.

Full Name: _______________________________________________________________________________

Phone Number: ___________________________________________________________________________

Title or Agency Rank: _______________________________________________________________________ 

Delivery Agency: __________________________________________________________________________

Address: _________________________________________________________________________________

City: ___________________________ State: _______ ZIP: _________________________________________

Email Address: ____________________________________________________________________________

Contact Person (If other than you): ___________________________________________________________

Contact Person’s Phone Number: _____________________________________________________________

Contact Person’s Email Address: _____________________________________________________________

Are you currently a certified Fire or Rescue Instructor by the Commission? YES___  NO____

Are you assigned full-time to Fire/Rescue Training? YES___  NO____
If NO, list collateral duties and percentage of time devoted:

________________________________________________________________________________________
________________________________________________________________________________________

**Educational Background:** Include all colleges attended, degrees received, etc. If there is no college coursework, indicate your highest educational attainment.

<table>
<thead>
<tr>
<th>Dates Attended</th>
<th>Institution</th>
<th>Degree/Diploma</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
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<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Fire/Rescue Experience**

<table>
<thead>
<tr>
<th>Agency</th>
<th>Duties</th>
<th>Dates of Employment</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
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</tbody>
</table>

**Other Work Experience**

<table>
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<tr>
<th>Agency</th>
<th>Duties</th>
<th>Dates of Employment</th>
</tr>
</thead>
<tbody>
<tr>
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</tr>
</tbody>
</table>

School Director’s Signature_________________________ Date________________

Principal Officer’s Signature_________________________ Date________________
# Course and Instructor Evaluation Form

**Course Title:**

**Date:**

<table>
<thead>
<tr>
<th>E</th>
<th>VG</th>
<th>G</th>
<th>S</th>
<th>NI</th>
<th>US</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**E** = Excellent  **VG** = Very Good  **G** = Good  **S** = Satisfactory  **NI** = Needs Improvement  **US** = Unsatisfactory

## Course Evaluation

Rate the quality of the following criteria:

<table>
<thead>
<tr>
<th>Course Objectives</th>
<th>Organization of Content</th>
<th>Relation of Course Material to Work</th>
<th>Use of Class Time</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Comments regarding the course:

---

## Instructor Evaluations

### Instructor Name:

Rate the quality of the following criteria:

<table>
<thead>
<tr>
<th>Knowledge of Course Material</th>
<th>Presentation Skills</th>
<th>Instructor / Student Interaction</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Comments regarding this Instructor:

---

### Instructor Name:

Rate the quality of the following criteria:

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<td></td>
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</table>

Comments regarding this Instructor:

---

Additional Comments

---

2013 Edition
I. SCOPE

The policy shall provide a level of accountability for recognized Delivery Agencies (DA) of either Fire or Rescue Departments. This is an effort to ensure accuracy and fairness for the handling of all violations by a DA.

A. Accountability for Delivery Agencies (DA)
   1. Instances that may result in the issuance of consequences include, but are not limited to:
      a. Failure to adhere to the North Carolina Fire and Rescue Commission Policies
      b. Failure to accurately and timely report injuries or deaths associated with a certification class
      c. Evidence of improper or unsafe training practices during certification classes
      d. Dishonesty on examinations
      e. Breach of test bank security
   2. Any level of discipline may be the initial level depending on the circumstances and conduct of the DA.

B. Letter of Caution
   1. North Carolina Fire & Rescue Commission (NCFRC) staff shall issue a letter of caution for the first failure to comply with any of the requirements placed on the DA. Staff shall handle this level and notify the Discipline Committee (DC) who will then report to the Certification Board (CB) in the DC quarterly report. The consequences of this letter will be in effect for a minimum of one year.

C. Letter of Warning
   1. North Carolina Fire & Rescue Commission (NCFRC) staff shall issue a letter of warning for the second failure to comply with any of the requirements placed on the DA during the period of time that the consequences of a Letter of Caution issued to the DA are in effect. A letter of warning may also be issued as a first consequence if the severity and maliciousness of any actions by the DA are found to warrant such action. Staff shall handle this level and notify the Discipline Committee (DC) who will then report to the Certification Board (CB) in the DC quarterly report. The consequences of this warning will be in effect for a minimum of 2 years.

D. Suspension
   1. The DA status shall be suspended for a period of not less than six months, and up to one year for repeated failure to comply with the above requirements. The SD shall have to successfully complete a review of the DA’s policies and procedures with the appropriate NCFRC staff in order
to regain full delivery agency status. The severity and the maliciousness of any actions by the DA shall be taken into consideration when this consequence is enacted. Staff shall bring this level before the DC prior to issuing the notification of suspension. The DC will review and make a recommendation along with its findings to the CB. When the infractions reach this level, the DA shall be given an opportunity to appear before the CB before its DA status is suspended.

E. Revocation

1. The DA’s status shall be revoked for a period to be specified by the Certification Board of up to five years for repeated failure to comply with the above requirements. The DA will then be required to complete a thorough DA audit (all of the initial DA certification process requirements) and have a formal review of the DA’s policies and procedures with the appropriate NCFRC staff in order to regain full delivery agency status. The severity and the maliciousness of any actions by the DA shall be taken into consideration when this consequence is enacted. Staff shall bring this level before the DC prior to issuing the notification of suspension. The DC will review and make a recommendation along with its findings to the CB. When the infractions reach this level, the DA shall be given an opportunity to appear before the CB before its DA status is suspended.

F. Due Process

1. Once any of the above consequences have been issued, the DA will have due process to aggrieve their penalty. Infractions that receive a Letter of Caution or Warning shall have the right to appear before the CB to receive an interpretation of their findings. DA’s given a Suspension or Revocation will have the right to appeal to the Fire/Rescue Commission.
I. SCOPE

The purpose of a site visit to a Community College Delivery Agency (DA) seeking initial Delivery Status should be to gather objective data and well-grounded impressions regarding the agency. The members of the site visit team should capitalize upon all feasible opportunities to observe characteristic operations of the DA seeking Delivery Agency Status. The report developed by the site visit team should provide a clear and coherent account of the facts and impressions relating to the DA actual operations.

A. Delivery Agency Request

1. Community Colleges requesting delivery status recognition shall make the request in writing to the Office of State Fire Marshal (OSFM) North Carolina Fire & Rescue Commission (NCFRC) with a completed application provided by NCFRC.
2. The Manager of the NCFRC shall notify the Director of Continuing Education, North Carolina Community College System Office NCCCS.
3. The Manager of the NCFRC shall schedule a site-team visit to include one (1) staff member of NCFRC and one (1) staff member from the NCCCS.
4. The Manager of the NCFRC shall present the request to the Fire and Rescue Certification Board (CB) for approval. If, after the site visit, the Community College meets the identified requirements to be recognized as a DA, it may be recognized as a Fire/Rescue Department Delivery Agency.

B. Administration of Fire/Rescue Training Delivery Agency

1. All agencies or institutions approved for delivery status shall provide an agreement signed by the Chief Executive Officer/ Department Head.
2. The Chief Executive Officer/ Department Head of the institution or agency sponsoring any fire or rescue standards class shall have the responsibility for implementation of all applicable rules and standards and for administration of certification classes. The institution or agency shall abide by the approved rules and procedures of the certifying agency.
3. The Executive Officer/ Department Head of the institution or agency shall designate one individual to coordinate each of the certification programs. This individual shall be formally recognized by the NCFRC as the Fire and Rescue School Director. The School Director (SD) shall have the responsibility for planning, scheduling, presenting, coordinating the testing process, reporting, and generally managing the fire/rescue training program as it relates to NCFRC programs. This individual may not serve in the role of SD for more than one DA.
4. The Executive Officer/ Department Head of the institution or agency shall notify NCFRC staff within 2 weeks of the replacement of a Fire Rescue SD and a change of SD form shall be filled out and sent to NCFRC staff.
5. The Executive Officer/Department Head shall ensure the institution or agency to maintains records for a period of 5 years of all fire/rescue training courses sponsored or delivered by the DA, reflecting:
   a. Course Title.
   b. Delivery hours of course.
   c. Course delivery dates.
   d. Testing dates.
   e. Names, date of birth and the last four digits of the social security numbers of certified instructors.
   f. A roster of enrolled students, showing their name, the last four digits of the social security number, attendance, and whether students participation was successful or unsuccessful (Satisfactory/Unsatisfactory).
   g. Any documentation which may be needed to explain any abnormal occurrences during class.
   h. Any failures of the practical or written test that cause the student to fail the class.
   i. All Delivery Agencies shall submit all certification records monthly.
   j. When submitting the monthly certification records, they should be provided electronically in a format approved by the NCFRC.
   k. Record retention shall be subject to an audit for compliance.

6. The Executive Officer/Department Head of the DA sponsoring any NCFRC fire/rescue course of instruction shall:
   a. Allocate sufficient financial resources to provide NCFRC certified/qualified instructors and to meet other necessary program expenses.
   b. Provide adequate administrative and support staff assistance as required by the SD to submit required course documentation.

7. The DA may use another agency’s equipment, facilities and/or supplies available at the appropriate time during the course delivery as long as a memorandum of understanding is on file.

C. Responsibilities of the School Director

1. In planning, developing, coordinating, and delivering each NCFRC fire/rescue training course, the SD shall:
   a. Follow all rules and procedures described in the appropriate standard for each NCFRC certification course.
   b. Follow the procedures for testing of individuals participating in NCFRC certification courses as outlined in PFT 300.01 (Certification Testing).
   c. Select instructors who are properly qualified by the NCFRC for the particular course they are to teach.
   d. Provide each instructor with a NCFRC approved course outline and all other necessary information concerning the delivery of the course if needed.
   e. Arrange for the timely availability of required audiovisual aids and materials as specified in the NFPA standard.
   f. Arrange for the timely availability of required equipment and facilities as specified in the NCFRC standard.
g. Reproduce and distribute NCFRC approved tests as prescribed in the policy on Certification Testing.

h. File a pre-course delivery of any and all NCFRC certification courses sent to the appropriate regional certification specialist prior to the delivery of these courses containing:
   i. Title of course
   ii. Location of the class.
   iii. Beginning date of course.
   iv. Course instructor.
   v. Ending date of course.
   vi. Date and time of scheduled test

i. Collect, store electronically and grade the approved tests for each NCFRC certification course. Each SD shall report test grades electronically to the NCFRC or its representative.

j. Electric devices shall not be used to administer tests; this includes computer based testing. All tests shall be administrated in paper format and marked with pencils or pens.

k. Testing Centers shall not be used to administer tests.

l. The DA shall implement the following policy for retests:
   i. The original testing SD shall make a request to the SD at the DA where the student wishes to retest. The SD who will retest the student shall arrange a time with the student and administer the test. After that has been completed the SD shall provide the score sheet to the original DA. The original DA shall be responsible for grading the test and making sure credit for the student is sent to OSFM, if the student passes. If the student fails a second time, the original SD will notify the student. This only applies to a retest for a written test.

m. Work cooperatively with the NCFRC staff in the evaluation of certified/qualified NCFRC instructors. Instructor evaluations shall be recorded on approved forms or approved DA forms.

n. Allow only those persons who have completed approved courses of instruction in NCFRC certification programs to participate in the testing process.

o. Not serve in the role of SD for more than one DA.

p. Report to NCFRC by OSFM online training report form any injuries that occurred to emergency service personnel while training in fire and rescue classes sponsored by your agency within 72 hours of the injury.

q. Ensure candidates have access to tests and test sites.

r. Notify NCFRC staff of any live fire training in acquired structures 14 days prior to the training by using the online registration form on the NCFRC website.

2. In the delivery of any Pro Board Accredited class, i.e. Fire Officer, Instructor, FLSE and any other class accreditation by the Pro Board, the SD shall attend regional testing to receive certifications.
D. General Overview of Fire/Rescue Training Delivery Support
   1. Instructors may use appropriate materials to enhance their presentations, but the use of NCFRC approved curriculum materials shall be required in all certification courses.
   2. SD should evaluate, or have evaluated, presentations by certified instructors on NCFRC approved evaluation forms and maintain these forms for a minimum of five years. They shall be made available for inspection by a representative of the NCFRC upon request.

E. Reporting of Test Grades to the NCFRC
   1. The instructor/proctor shall allow only those individuals who have scored at least 70% on the practical skills test to sit for the written test. The proctor shall hand grade each skill sheet, assign points and double check it for accuracy.
   2. The instructor/proctor shall place a “Satisfactory” or “Unsatisfactory” grade for the student in the designed space on the role sheet for the practical test (if one is provided).
   3. Upon recording a passing grade for the practical skills test, the instructor/proctor shall allow the student to sit for the written test.
   4. Upon the completion of the written tests, the instructor/proctor shall place the test booklets and answer sheets into an envelope, seal the envelope and return the envelope to the SD of the DA within 3 days of administering the written test.
   5. The SD shall grade or cause to be graded the written test. It may be hand graded or electronically scanned as approved by the Authority Having Jurisdiction (AHJ). Double grading is preferred in order to ensure accuracy.

F. Delivery Agency Site Audits
   1. Agencies having delivery status shall be reviewed every five (5) years for compliance with policies.
   2. Audits shall be done by NCFRC staff to assure compliance.
   3. Audits shall include record retention, required equipment inventory, and personnel.

G. Agreements to Comply with NCFRC Delivery Status
   1. All approved DAs shall have signed agreements to comply with the North Carolina Fire & Rescue Commission Delivery Procedures.
   2. Failure to comply with these procedures can result in the loss of delivery status.

H. Appeals
   1. All appeals shall be made in accordance with PPM 200.10 (Appeal Process).
SECTION I

TO: North Carolina Fire & Rescue Commission

Application is hereby made to gain Delivery Status through the NCFRC to certify fire & rescue service personnel.

It is understood that such Delivery Status entails the adherence to the criteria as established by the NCFRC and this application is submitted in accordance with the aforementioned criteria.

It is further certified that the statements and information contained in this form are, to the best of my knowledge, truthful.

I further certify that the criteria for Delivery Status through the NCFRC has been received and studied.

Signed: ______________________________________________________________________________

Name: _________________________________________Title: _________________________________
(Please Print) (Please Print)

Witnessed: ___________________________________________________________________________
(Signature) (Please Print Name)

Date of Application: ____________________________________________________________________

(Complete each part and provide supplementary documentation as required)

1) Name or title of entity for which Delivery Status is sought:
2) Address of entity:

3) Executive Officer / Department Head of entity:

(Name)     (Title or Status)

4) School Director responsible for certification program(s):

(Name)     (Title or Status)

5) Address where communications in regard to Delivery Status should be sent:
6) Delivery Status is requested to deliver the following levels:

*(Check appropriate block(s) below)*

<table>
<thead>
<tr>
<th>CORRESPONDING NFPA LEVEL (S)</th>
</tr>
</thead>
<tbody>
<tr>
<td>□ Firefighter I/II</td>
</tr>
<tr>
<td>□ Hazard Materials Responder I</td>
</tr>
<tr>
<td>□ Haz-Mat Personal Protective Equipment</td>
</tr>
<tr>
<td>□ Haz-Mat Mass &amp; Technical Decontamination</td>
</tr>
<tr>
<td>□ Haz-Mat Air Monitoring &amp; Sampling</td>
</tr>
<tr>
<td>□ Technical Rescuer General</td>
</tr>
<tr>
<td>□ Technical Rescuer VMR</td>
</tr>
<tr>
<td>□ Technical Rescuer Ropes</td>
</tr>
<tr>
<td>□ Technical Rescuer Confined Space</td>
</tr>
<tr>
<td>□ Technical Rescuer Structural Collapse</td>
</tr>
<tr>
<td>□ Technical Rescuer Water Rescue</td>
</tr>
<tr>
<td>□ Technical Rescuer Trench</td>
</tr>
<tr>
<td>□ Agriculture Rescue</td>
</tr>
<tr>
<td>□ Technical Rescuer Wilderness Rescue</td>
</tr>
<tr>
<td>□ Instructor I</td>
</tr>
<tr>
<td>□ Instructor II</td>
</tr>
<tr>
<td>□ Emergency Vehicle Driver</td>
</tr>
<tr>
<td>□ Driver Operator Aerial</td>
</tr>
<tr>
<td>□ Driver Operator Pumper</td>
</tr>
<tr>
<td>□ Airport Firefighter</td>
</tr>
<tr>
<td>□ Fire Life Safety Educator I</td>
</tr>
<tr>
<td>□ Fire Life Safety Educator II</td>
</tr>
<tr>
<td>□ Fire Life Safety Educator III</td>
</tr>
<tr>
<td>□ Fire Officer I</td>
</tr>
<tr>
<td>□ Fire Officer II</td>
</tr>
<tr>
<td>□ Marine Firefighting for Land-based Firefighters</td>
</tr>
</tbody>
</table>

2013 Edition
7) Is there a current agreement between North Carolina Fire and Rescue Commission and the Delivery Agency for compliance with all applicable rules and standards and for administration of certification classes?

☐ Yes  
☐ No

I, ____________________________ (Applicant/School Director Signature) hereby verify that ____________________________ has adequate resources.

Completed forms and supporting documentation should be sent to:

North Carolina Fire & Rescue Commission
1202 Mail Service Center
Raleigh, NC 27699-1202
☐ Initial Accreditation

☐ Re-Accreditation

Location: ______________________________________________________________

Date of Survey: _______________________________________________________

Agency Name: ________________________________________________________

Address: _____________________________________________________________

City: ___________________________ State: ________________________________

Telephone Number: ___________________________________________________

Fax Number: _________________________________________________________

Contact Name: _______________________________________________________

Delivery Agency: _____________________________________________________

Title: ________________________________________________________________

CEO/President/Chief
### Delivery Status Site Team Survey

<table>
<thead>
<tr>
<th></th>
<th>YES</th>
<th>NO</th>
<th>N/A</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Is certification training and testing available for everyone in the service area?</td>
<td>□</td>
<td>□</td>
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<td>□</td>
<td>□</td>
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<td>□</td>
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<td>□</td>
<td>□</td>
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**COMMENTS:** (any comment relevant to questions on the previous pages should indicate the question number)
Please indicate below the team’s recommendations on approval of this DA and any conditions that need to be met before approval:

Exceptions:

______________________________________________________________________________
______________________________________________________________________________
______________________________________________________________________________

Recommendations:

______________________________________________________________________________
______________________________________________________________________________
______________________________________________________________________________

Notes:

______________________________________________________________________________
______________________________________________________________________________
______________________________________________________________________________

School Director _____________________________ Date: _____________________________

NCFRC Staff _____________________________ Date: _____________________________

FRC Manager _____________________________ Date: _____________________________
AGREEMENT TO COMPLY WITH
NORTH CAROLINA FIRE AND RESCUE COMMISSION
DELIVERY AGENCY POLICIES & PROCEDURES

I, ______________________________________ of __________________________________ (Community College’s Name) hereby appoint _______________________________ to the position of School Director for ____________________________________________________ (Community College’s Name) and hereby agree to comply with the North Carolina Fire & Rescue Commission Delivery Agency Policies, Procedures and Standards.

I understand that the North Carolina Fire & Rescue Commission may audit our agency. I also understand should we fail to comply with the policies and procedures; we will receive a notice of non-compliance outlining our deviation from the policies and procedures. I understand that, once notified, we can be removed from Delivery Agency status for non-compliance with the policies and procedures unless the fire department corrects the non-compliance issues.

____________________________________________________________
Community College Supervisor/Director/Manager Signature

I, _________________ of _______________________________ hereby agree to comply with the North Carolina Fire & Rescue Commission Delivery Agency Policies, Procedures and Standards.

I understand that the North Carolina Fire & Rescue Commission may audit our agency. I also understand should we fail to comply with the policies and procedures; we will receive a notice of non-compliance outlining our deviation from the policies and procedures. I understand that, once notified, we can be removed from Delivery Agency status for non-compliance with the policies and procedures unless we correct the non-compliance issues.

____________________________________________________________
School Director’s Signature
Please Type or Print Clearly.

Full Name: _______________________________________________________________________________

Phone Number: ___________________________________________________________________________

Title or Agency Rank: _______________________________________________________________________

Delivery Agency: __________________________________________________________________________

Address: _________________________________________________________________________________

City: _______________________________ State: _________ ZIP: ___________________________________

Email Address: ____________________________________________________________________________

Contact Person (If other than you): ___________________________________________________________

Contact Person’s Phone Number: _____________________________________________________________

Contact Person’s Email Address: _____________________________________________________________

Are you currently a certified Fire or Rescue Instructor by the Commission?  YES___  NO____

Are you assigned full-time to Fire/Rescue Training? YES___  NO____
If NO, list collateral duties and percentage of time devoted:

________________________________________________________________________________________
________________________________________________________________________________________

Educational Background: Include all colleges attended, degrees received, etc. If there is no college coursework, indicate your highest educational attainment.

<table>
<thead>
<tr>
<th>Dates Attended</th>
<th>Institution</th>
<th>Degree/Diploma</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
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</tbody>
</table>

Fire/Rescue Experience

<table>
<thead>
<tr>
<th>Agency</th>
<th>Duties</th>
<th>Dates of Employment</th>
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<tbody>
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<td></td>
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</table>

Other Work Experience

<table>
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<tr>
<th>Agency</th>
<th>Duties</th>
<th>Dates of Employment</th>
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</tbody>
</table>

School Director’s Signature______________________________________Date________________

Principal Officer’s Signature_____________________________________Date________________
# Course and Instructor Evaluation Form

<table>
<thead>
<tr>
<th>Course Title:</th>
<th>Date:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>E</strong> = Excellent</td>
<td><strong>VG</strong> = Very Good</td>
</tr>
</tbody>
</table>

## Course Evaluation

Rate the quality of the following criteria

<table>
<thead>
<tr>
<th>Criteria</th>
<th>E</th>
<th>VG</th>
<th>G</th>
<th>S</th>
<th>NI</th>
<th>US</th>
</tr>
</thead>
<tbody>
<tr>
<td>Course Objectives</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Organization of Content</td>
<td></td>
<td></td>
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<td></td>
<td></td>
</tr>
<tr>
<td>Relation of Course Material to Work</td>
<td></td>
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<tr>
<td>Use of Class Time</td>
<td></td>
<td></td>
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</tbody>
</table>

Comments regarding the course:

## Instructor Evaluations

**Instructor Name:**

Rate the quality of the following criteria

<table>
<thead>
<tr>
<th>Criteria</th>
<th>E</th>
<th>VG</th>
<th>G</th>
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<th>NI</th>
<th>US</th>
</tr>
</thead>
<tbody>
<tr>
<td>Knowledge of Course Material</td>
<td></td>
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<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Presentation Skills</td>
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<td></td>
<td></td>
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</tr>
</tbody>
</table>

Comments regarding this Instructor:

**Instructor Name:**

Rate the quality of the following criteria

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<th>E</th>
<th>VG</th>
<th>G</th>
<th>S</th>
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</tr>
</tbody>
</table>

Comments regarding this Instructor:

Additional Comments:

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68 2013 Edition
I. SCOPE

The policy shall provide a level of accountability for recognized Delivery Agencies (DA) of Community Colleges. This is an effort to ensure accuracy and fairness for the handling of all violations of a DA. The Certification Board shall have the power to suspend, revoke or refuse to grant certification issued by the Commission under its voluntary professional qualification program.

A. Accountability for Delivery Agencies (DA)
   1. Instances that may result in the issuance of consequences include, but are not limited to:
      a. Failure to adhere to the North Carolina Fire and Rescue Commission Policies
      b. Failure to accurately and timely report injuries or deaths associated with a certification class
      c. Evidence of improper or unsafe training practices during certification classes
      d. Dishonesty on examinations
      e. Breach of test bank security
   2. Any level of discipline may be the initial level depending on the circumstances and conduct of the DA.

B. Letter of Caution
   1. North Carolina Fire & Rescue Commission (NCFRC) staff shall issue a letter of caution for the first failure to comply with any of the requirements placed on the DA. Staff shall handle this level and notify the Discipline Committee (DC) who will then report to the Certification Board (CB) in the DC quarterly report. The consequences of this letter will be in effect for a minimum of one year.

C. Letter of warning
   1. North Carolina Fire & Rescue Commission (NCFRC) staff shall issue a letter of warning for the second failure to comply with any of the requirements placed on the DA. A letter of warning may also be issued as a first consequence if the severity and maliciousness of any actions by the DA are found to warrant such action. Staff shall handle this level and notify the Discipline Committee (DC) who will then report to the Certification Board (CB) in the DC quarterly report. The consequences of this warning will be in effect for a minimum of 2 years.

D. Suspension
   1. The DA status shall be suspended for a period of not less than six months, and up to one year for repeated failure to comply with the above requirements. The DA responsible party shall
have to successfully complete a review of the DA’s policies and procedures with the appropriate NCFRC staff in order to regain full delivery agency status. The severity and the maliciousness of any actions by the DA shall be taken into consideration when this consequence is enacted. Staff shall bring this level before the DC prior to issuing the notification of suspension. The DC will review and make a recommendation along with its findings to the CB. When the infractions reach this level, the DA shall be given an opportunity to appear before the CB to have due process in the matter.

E. Revocation

1. The DA’s status shall be revoked for a period to be specified by the Certification Board of up to five years for repeated failure to comply with the above requirements. The DA will then be required to complete a thorough DA audit (all of the initial DA certification process requirements) and have a formal review of the DA’s policies and procedures with the appropriate NCFRC staff in order to regain full delivery agency status. The severity and the maliciousness of any actions by the DA shall be taken into consideration when this consequence is enacted. Staff shall bring this level before the DC prior to issuing the notification of suspension. The DC will review and make a recommendation along with its findings to the CB. When the infractions reach this level, the DA shall be given an opportunity to appear before the CB to have due process in the matter.

F. Due Process

1. Once any of the above consequences have been issued, the DA will have due process to aggrieve their penalty. Infractions that receive a Letter of Caution or Warning shall have the right to appear before the CB to receive an interpretation of their findings. DA’s given a Suspension or Revocation will have the right to appeal to the Fire/Rescue Commission.
I. SCOPE

The purpose of a site visit to any Agency seeking initial Delivery Status should be to gather objective data and well-grounded impressions regarding the agency. The members of the site visit team should capitalize upon all feasible opportunities to observe characteristic operations of the DA seeking Delivery Agency Status. The report developed by the site visit team should provide a clear and coherent account of the facts and impressions relating to the DA actual operations.

A. Delivery Agency Request

1. High School/County requesting delivery status shall make the request known to the North Carolina Department of Public Instruction (DPI) who will then set up a meeting with the Office of State Fire Marshal (OSFM), the High School, the County Continuing Technology Education (CTE) coordinator and a local fire department.

B. Administration of High School Delivery Agency

1. The CTE and the High School Principal shall request instructor approval from the North Carolina Fire Rescue Commission (NCFRC). The instructor must be qualified to teach the Firefighter 1 and 2 certification programs. The NCFRC lesson plans shall be used as the minimum to teach the class by.

2. A second meeting shall be held before the semester starts. The meeting should include NCFRC certification specialist, the approved instructor, the CTE coordinator and the testing coordinator. During the meeting the process will be reviewed for conducting the program. This shall include the delivery of the lesson plans and practicals as well as administrative requirements including application requirements, testing requirements and grade transfer. The attached check list should be given to the CTE coordinator, instructor and testing coordinator.

3. If a vacancy is left by the instructor leaves, OSFM shall be notified within 2 business days.

C. Delivery of the High School Program

1. The NC Fire and Rescue Commission (NCFRC) qualified Teacher instructor creates a tentative monthly calendar listing test dates for the semester and gives to the Testing Coordinator and the NCFRC Certification Specialist.

2. The Testing Coordinator sends an email to the Certification Manager, NCFRC, two weeks in advance of the test date.

3. The Certification Manager, NCFRC, emails the written test back to the Testing Coordinator (in a password protected format.)
a. After six months with no change of the Testing Coordinator and a check-off by the NCFRC Certification Specialist, the Testing Coordinator will be given a website and a log in to be able to download the test that is needed.

4. The Testing Coordinator duplicates the written test and response sheets and places them in an envelope. The envelope is sealed and signed for security purposes.

5. The Testing Coordinator chooses the appropriate number of practical skills to be tested with corresponding grading sheets. These are placed into a separate envelope from the written testing materials and sealed and signed for security purposes.

6. The Testing Coordinator delivers the testing envelopes to the TeacherInstructor by or on the day of the test.

7. The TeacherInstructor is responsible for administering and grading the practical skills test. Students must pass the practical skills test prior to taking the written test.
   a. If a student fails the practical skills test, he/she is allowed one retest per practical skill test. The student can elect to immediately retest or may go to a designated area away from untested students to review practice materials before retesting.
   b. If a student fails the practical skills retest, he/she may take the written test for high school credit only. The student will not be given certification credit for the class.

8. Once the test is administered, the TeacherInstructor places the tests and answer sheets back into the corresponding envelopes, seals, signs and delivers the envelopes back to the Testing Coordinator.

9. The Testing Coordinator shall create a spreadsheet (Form 600.01A) for the purpose of reporting grades back to the NCFRC. The spreadsheet will contain the school name, student name, student ID’s (last four digits of SSN), birth date, grade, course title, FIP code number and course date.

10. The Testing Coordinator shall grade the written tests and places those grades on the spreadsheet. If a student has a written test score reported on the form, it is assumed that the student passed the practical skills required to take the written test.

11. Any time a re-test is requested (within the retest window) the same exact procedures are followed. In addition, the spreadsheet is updated with the new grade and re-sent to the TeacherInstructor with the new grade highlighted.

12. The Testing Coordinator keeps all testing and retesting materials on file at the school office. All materials are to be kept in a locked office or locked filing cabinet.
   a. The Testing Coordinator may also elect to shred all written tests after the re-testing period.

13. Upon completion of the course, the Testing Coordinator will send the spreadsheet to the Certification Manager at the NCFRC for the purpose of entering into the OSFM database. This should be done within two weeks from the completion of the class. See Appendix A for a sample of the reporting format. Excel or Word is acceptable.
   a. If a student fails a practical test and the practical retest, then the student should not appear on the spreadsheet. This will prevent a student from accidentally receiving certification credit.

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<table>
<thead>
<tr>
<th>Full Name (Last, First MI)</th>
<th>Student's Last 4 Digits of SSN</th>
<th>Student's Birth Date</th>
<th>Practical Pass/Fail</th>
<th>Practical Retest</th>
<th>Written Test Pass/Fail</th>
<th>Written Retest</th>
<th>High School Credit Only</th>
</tr>
</thead>
<tbody>
<tr>
<td>Smith, John Q</td>
<td>1234</td>
<td>1/1/1996</td>
<td>Pass</td>
<td></td>
<td>Pass</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Doe, Jane H</td>
<td>4321</td>
<td>2/2/1996</td>
<td>Pass</td>
<td>Fail</td>
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<td></td>
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</table>
I. SCOPE
   A.
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            i.
I. SCOPE

   A.

      1.

         a.

            i.