



EVALUATION MANUAL

This document is a part of the Evaluation and Certification Guide published by the Saskatchewan Office of the Fire Commissioner.



Saskatchewan Fire Service Evaluation and Certification Guide

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Introduction

Evaluators are the heart of the Office of the Fire Commissioner's Fire Service Certification program. Successful dealings with participants, sponsors and other evaluators are key to maintaining confidence in the certification system. Honesty, accountability and professionalism are the tools for gaining and keeping that confidence. In the final analysis, it is the trust in the certification system by the fire service community that makes certification valuable. Each evaluator has the responsibility of ensuring that this essential trust is not broken.

Evaluator Qualifications and Eligibility

Evaluators must be individuals with knowledge, skills and experience in the fire fighting profession. The process of evaluation requires the Evaluator to be fully conversant with the skills and knowledge required to properly and safely complete a job performance requirement. Individuals accepted within this program as an Evaluator will require the following qualifications:

- Certification, at minimum, as a Level 1 Fire Service Instructor NFPA 1041.
- Certification in the NFPA Standards the individual will evaluate, or have a combination of knowledge, skills and experience acceptable to the Office of the Fire Commissioner (OFC).
- Successful completion of the Evaluator Program.

Acceptance as an Evaluator may be restricted to specific NFPA Standards, based on qualification, skills and experience of the individual. Evaluators must have the necessary knowledge and experience to make competent and accurate judgements.

NFPA Standards are revised on a 3 to 5 year schedule. Written and practical skills evaluation tools are changed to reflect NFPA revisions as the standards change. Once a standard change is adopted and included in the Certification System, Evaluators must use the updated standard. Depending on the scope of revisions, the OFC will distribute information about the changes or conduct workshops. To be able to continue acting as an Evaluator, individuals in the Evaluator Program must participate in this updating process.

Conflict of Interest

Evaluators may not evaluate a participant whom they have instructed to prepare them for the Certification program. Evaluators with a professional or personal connection to a participant taking part in a Certification program must declare their potential conflict of interest. Failure to declare a conflict of interest may lead to the suspension of the Evaluator and will result in the failure of the participant(s) to gain certification.

Evaluators Role and Responsibility

Participants will see the conduct of an Evaluator as setting the standard for what is acceptable during a certification program. Evaluators must behave in a professional manner during all contacts with sponsors and participants.

Fairness

Each evaluator must strive to develop and implement an evaluation process that is fair to every participant regardless of gender, ethnic origin, fire fighting background or departmental membership.

Consistency

Each evaluator must strive to develop and implement an evaluation process that is consistent, regardless of the standard being evaluated, the department membership of the participant or the location of the exercise.

Equality

Each evaluator must strive to ensure all evaluation exercises are, despite the differences in personnel and apparatus from department to department, equal in the assessment of performance against the standard being evaluated.

Most fire ground skills can be performed safely and efficiently by more than one method. Persons often tend to view the method they were taught as "right" and other methods as "wrong". Firefighters should be encouraged to perform a task in a way that is most efficient for them and gets the job done safely. Different techniques should be evaluated equally, without implying that one method is somehow inferior or should only be used if the fire fighter is having trouble with the "normal" or "regular" method.

In an evolution that requires several firefighters' coordinated efforts, some standardization of technique will be necessary for efficient operation. But it is efficiency, effectiveness and safety that should be the guiding criteria, not "how we've always done it."

Each evaluator must recognize the importance of certification to the participants and their departments. Jobs, professional advancement and self-esteem depend on the outcome of the evaluation process. Evaluators must create an environment that is favourable to successful completion of the evaluation.

Conduct During Evaluations

Participants are expected to behave in a professional manner during evaluations. Simply put, a participant may not deliberately behave in a manner that will endanger anyone or compromise the integrity of the certification process.

Participants may not interfere with (with the exception of actions taken to ensure safety) nor coach other participants during written or practical evaluations. Participants can assist and encourage one another during an exercise - that is a normal occurrence in the fire service, and it is considered the sign of a good "team" player. Participants must not coach or take over another participants assigned task if the participant assigned is unable to complete the task, unless directed to do so by an evaluator or command and control personnel.

Evaluators must ensure not only the safety of all participants, they must strive to create conditions that ensure a fair and equitable environment. In case of participant misconduct, evaluators must take the following appropriate action.

1. In cases when misconduct does not affect the evaluation of others or present a safety risk, wait for the completion of the exercise. Take the offending participant aside and inform them of their unacceptable conduct and what they must do (or not do) to correct the problem. Stress to the participant that a repetition of unacceptable conduct will result in their failure and/or ejection from the certification program.
2. In cases when misconduct is repeated, but does not affect the evaluation of others or present a safety risk, wait for the completion of the exercise. Report the incident immediately to the lead evaluator. The lead evaluator of the certification program will investigate the incident and determine if the participant in question should receive a failing mark on the exercise or be ejected from the remainder of the Certification program.
The decision of the lead evaluator is final during the certification program.

3. In cases when misconduct does affect the evaluation of others but does not present a safety risk, wait for the completion of the exercise. Typically, this misconduct is due to one participant coaching another. The evaluator must decide:
 - a) If the coaching was actually coaching or simply encouragement.
 - b) Did the coaching occur because of some other reason?
 - c) Was the coaching necessary because a participant was having difficulty and was being assisted by the coaching?
 - a) If the misconduct was encouragement or occurred for some other reason, the person doing so must be taken aside, informed of their unacceptable conduct, and warned not to repeat it.
 - b) If the coaching was to assist another participant complete an assigned task, the person coaching must be taken aside and informed of their unacceptable conduct and warned not to repeat it. Additionally, the person being coached must be taken aside and informed that they have failed the attempt, as they required coaching to complete it.

If a coaching offence is repeated, report the incident immediately to the lead evaluator. The lead evaluator of the certification program will investigate the incident and determine if the participant in question should receive a failing mark on the exercise or be ejected from the remainder of the Certification program.

The decision of the lead evaluator is final during the certification program.

4. In cases where the misconduct of a participant puts others at risk, the evaluation exercise must be terminated safely and quickly. The offending individual must be ejected from the exercise and failed.

Participants who are failed or ejected must be informed of their rights to appeal, as detailed in the ECG.

Certification Programs

Evaluators will be contacted and invited to assist at a certification program by the OFC or certification program Sponsor who will identify Evaluators to the Lead Evaluator.

A Lead Evaluator will be assigned by the OFC to each certification program. Their responsibility is:

- a) To ensure all participants are eligible for certification. (Review of information gathered by Sponsor).
- b) To obtain appropriate types and numbers of evaluation tools from the OFC.
- c) To establish a certification program schedule with the Sponsor and to assign command, control and safety personnel (provided by Sponsor) and evaluators to each part of the schedule. The schedule must also be provided to the Sponsor to ensure personnel, equipment and facilities are available when required.
- d) To arrange and hold the site visit and evaluator meeting before the certification program.
- e) To deliver the Orientation Program to the participants before the certification program begins.
- f) To conduct the certification program.
- g) To collect and file all necessary paperwork with the OFC.

Evaluators will be contacted by the Lead Evaluator and notified of the time and location of the certification program and site visit meeting. This is typically conducted the first day of the certification program.

Site Visit

The evaluation team will conduct an inspection of the evaluation site(s) in advance of the certification program. During this inspection the safety pre-plan is finalized. Inspections are made to ensure all required facilities, equipment and materials are available.

Facilities

Correct facilities are essential for proper evaluation. This point must be stressed to sponsors. Sponsors may have trouble securing buildings for practical skills or live fire exercises cars for vehicle extrication and fires or safe areas for flammable liquid suppression. However, Evaluators must not be swayed by the insistence of a Sponsor that the facilities they have secured are adequate. If adequate facilities have not been secured, are not safe or are not available for inspection during the site visit, *the evaluation session must be delayed*. Facilities can only be considered adequate when they have been inspected and approved by the evaluation team.

Equipment

Adequate equipment is as essential as the facilities. All equipment, from personal protective clothing and equipment to vehicles and tools must be inspected by the evaluation team. The Sponsor must be able to demonstrate that equipment has been properly maintained and is serviceable.

Safety Plan

A safety plan complying with the Sponsors Guide must be completed by the Sponsor for each practical exercise site to be used during a certification program. Evaluators assigned to the certification program must be satisfied that safety plans are complete before a certification program may proceed.

Evaluation Materials

Written evaluation materials are supplied by the OFC. These materials must remain under control at all times. Written evaluations may not be copied except by permission of the OFC. The Lead Evaluator should contact the OFC at least **two weeks** before the certification program and identify;

- The NFPA Standard(s).
- The number of participants attempting certification under the NFPA Standard(s)..

Marking and grading tools are not provided with written evaluation tools unless the Lead Evaluator has made prior arrangements with the OFC. Sponsors and participants may wish to know if they were successful in their attempt at certification during the certification program. Marking and grading tools can be provided if the Lead Evaluator requests them when requesting the evaluation tools.

Where marking and grading is not conducted during the certification program, marking and grading will be conducted by the OFC and each participant will be informed of their results (Pass or Fail).

Evaluators should note that Certificates are sent to participants by the OFC and it is critical that the certification program Participant List be completed by the Sponsor.

Certification Program Schedule

The Lead Evaluator will develop an evaluation schedule with the Sponsor for each certification program and assign evaluators as appropriate. Schedules are laid out based on the evaluator's experience, the number of candidate's involved and staffing requirements of the sponsoring organization.

It must be stressed that the majority of practical evaluations are not run on a fixed timetable. Progress is measured, instead, by the number of JPR's completed. The amount of time required to achieve this will vary from group to group. Sponsors and other participants tend to think of evaluation sessions as being governed by the number of hours or days required. Sponsors must understand that the evaluation process is not necessarily governed by the clock. With this in mind, adequate arrangements must be included in pre-plans to allow for sessions that run longer, or shorter, than detailed in the original schedule.

Orientation

All participants must be provided the orientation program provided by the OFC covering certification, evaluation process and safety. This orientation package is provided to all evaluators by the OFC.

Evaluation

Written Evaluations

- Ensure no papers, books or other materials are available except as permitted by the Evaluation and Certification Guide (ECG) for the evaluation
- Distribute evaluations randomly, ensuring participants sitting beside each other do not have matching evaluations and that participants have matching question booklet and answer sheet (each are coded on the bottom corner).
- Inform participants
 - The name of the evaluation (ie: for certification under NFPA 1001 Level 1 and 2 professional qualifications for fire fighter)
 - The number of questions
 - The time permitted
 - How to mark answers on the answer sheet
(fill the circle with the letter on the answer sheet that corresponds to the letter by the answer selected)
 - How to change an answer on the answer sheet
(X through the previously selected answer (do not erase) and select the new answer as described above)
 - What to do if they have a question
 - Assistance in understanding the question is permitted and available from the evaluator proctoring the evaluation.
 - To write their name in block letters on the answer sheet
 - To not mark on the question booklet
 - In taking the evaluation they should;
 - Read the entire question
 - Read all the possible answers completely
 - Select the best answer to the question

The evaluations ask for the best answer, not necessarily a single correct answer.

- What to do when finished writing the evaluation (ie: place answer and evaluation booklet on desk – leave the room)
- When they can expect to receive notification of PASS/FAIL

- Talking to other participants is not permitted during the evaluation
- Answer any questions participants may have
- Start the evaluation.

During a written evaluation the evaluator proctoring the evaluation is responsible to ensure the integrity of the evaluation so that any question of cheating or misconduct can be defended against. At no time are participants to be left alone during the course of the evaluation.

Any participant(s) suspected of cheating is to be noted by the Evaluator. Do not interrupt the evaluation. After the evaluation is completed, report to the Lead Evaluator any persons suspected of having cheated during the evaluation. The Lead Evaluator will investigate and determine if the participant in question should receive a failing mark.

The decision of the lead evaluator is final during the certification program.

Once all participants have completed the written evaluation or the time allowed for the evaluation has passed.

- Stop the evaluation
- Collect all evaluation materials
- Place them in the envelope provided
- Pass the envelope to the Lead Evaluator

Practical Skills Evaluations

1. Ensure all participants assigned to the evaluation site are present.
2. Ensure you have the practical skill evaluation sheet(s)
3. Inform participants;
 - a) The name of the evaluation (ie: for certification under NFPA 1001 Level 1 and 2 professional qualifications for fire fighter)
 - b) Explain to participants exactly what they are required to do to complete the evaluation and the standard (written on evaluation sheet).
 - c) The time permitted (as appropriate)
 - d) That they are permitted two attempts to complete the evaluation
 - e) That they are evaluated not only as individuals, but on their work as a member of a team (as appropriate).
 - f) That they are evaluated on all aspects of the assigned task (ie: a participant may fail even though they have completed the task properly, but failed to wear protective clothing properly).
 - g) That the exercise will not be stopped until it is completed, the participant is unable to complete a task or a safety issue occurs.
 - h) That all participants are expected to work safely and if they note an activity that is unsafe to bring it to the evaluators attention immediately or to call a stop to the exercise if the situation requires.
 - i) What to do if the exercise is halted for:
 - Safety concerns (participants must leave exercise site to safe area – identify safe area)
 - Injury (as per safety plan developed by Sponsor)
 - Loss of control of fire or equipment failure (as per safety plan developed by Sponsor)
 - Other emergencies (as per safety plan developed by Sponsor)
 - For any other reason by the evaluator.
4. Not to coach other participants
5. Introduce Command and Control and Safety Officer(s) to the participants

6. Conduct Pre-burn Safety briefing (see NFPA 1403)
7. Ask if participant have any questions and answer any questions participants may have
8. Start the evaluation.

Evaluators must treat all participants with respect and dignity in conducting an evaluation or when discussing evaluation results. Evaluators are to evaluate and ensure safe practices are followed. Evaluators must not coach or instruct during the evaluation.

Once all participants have completed the evaluation or the time allowed for the evaluation has passed.

- Stop the evaluation
- Have participant(s) move out of the exercise area to a safe location.
- A group discussion and critique must be conducted pointing out both strong and any weak areas.
- Where a participant(s) are unsuccessful, all discussion about skill evaluations and scoring must be conducted in a location that is separated from other participants and will provide privacy and ensure confidentiality.
- Complete the practical evaluation sheet for each participant who fails. Comments concerning the unsuccessful attempt by the participant(s) must be included and then sign the sheet.
- Have the participant sign acknowledging they were unsuccessful and have discussed the grade with the evaluator
- Place all the evaluation sheet(s) in the envelope provided
- Pass the envelope to the Lead Evaluator

After all evaluations are completed

- Refer any problems or questions that develop during the evaluation process to the lead evaluator.
- Attend the debriefing session with the lead evaluator to discuss the certification program and any issues or problems that developed.

Lead Evaluator

All evaluation materials (used or not) and program documentation must be returned to the OFC, including:

- The certification program participant list and all prerequisite documentation for each participant collected by and from the Sponsor.
- If the written evaluation was marked and graded during the certification program, the participant list should be marked as **PASSED** or **FAILED** in the appropriate column.
- All practical evaluation sheets where a participant was unsuccessful in completing the evaluation.

Evaluator Application



Send to:

Office of the Fire Commissioner
Suite 310-1855 Victoria Avenue
Regina, Saskatchewan
S4P 3V7

Or Email to: FIRS@cps.gov.sk.ca

Name: _____

Fire Department: _____

Address: _____

Municipality: _____ Postal Code: _____

Contact Information:

Home Phone: _____

Work Phone: _____

Cell Phone: _____

E-Mail: _____

IFSAC Seal Number for Certification under 1041 (Level 1 minimum): _____

If the applicant is not IFSAC certified to at least NFPA 1041 Level 1, please provide;

- a) a letter of recommendation signed by your fire chief/immediate supervisor identifying knowledge, skills and experience appropriate to being an evaluator.
- b) A resume identifying training and experience.

Example of a Certification Program Schedule

Anytown 1001, Evaluation Schedule

Friday, June 7, 200x 1800 – 2200 Written Examination
Saturday, June 8, 200x 0800 – 0900 IFSAC Orientation Program
0900 – 1000 Drills Station 1 – Bob Evaluating 1. SCBA & PPE Donning/Doffing/Inspection/Servicing 2. Hose Testing Station 2 – Len evaluating 1. Burst Hose Replace (supply) 2. Hydrant Flow Test
1000 – 1200 Vehicles Station 1 – Bob evaluating (Tom and Rick set up, Bill safety) Auto Extrication Station 2 – Chuck evaluating (Len set up, Paul; safety) Vehicle Fires
1300 – 1500 Flammable Liquid Fires Station 1 – Chuck evaluating (Len set up, Paul; safety) Portable Fire Extinguisher Application Station 2 – Bob evaluating (Tom and Rick set up, Bill safety) Foam Application
1500 – 1700 Forcible Entry/ Ventilation/Rescue (Live Fire House) Bob, Len, Chuck - evaluating Bill - Safety Tom, Rick - set up Allan - command
Sunday, June 9, 200x 0800 – 1200 Live Structure Fires (3 scenarios) Bob, Len, Chuck – evaluating Bill - Safety Tom and Rick - set up Allan - command

Prerequisites

There are three types of prerequisites.

1. Confirmation of membership in a fire department or eligibility must come in writing from the Fire Chief of the department (see appropriate appendices). For a Fire Chief, a letter from a municipal mayor/reeve or administrator is acceptable.
2. Copies of certificates or documentation showing completion of required prerequisite qualification or training.
3. Completed Job Performance Requirements forms from the appropriate appendix.

NFPA STANDARD	PREREQUISITE QUALIFICATION	REQUIRED DOCUMENTATION
HazMat Responder		Letter of recommendation from Fire Chief
472 Awareness		Completed JPR forms (from appendix)
472 Operational	Certification NFPA 472 Awareness	Certificate NFPA 472 Awareness
		Completed JPR forms (from appendix)
Fire Fighter		Letter of recommendation from Fire Chief
1001	Certification NFPA 472 Awareness	Certificate NFPA 472 Awareness Level
	Certification NFPA 472 Operational	Certificate NFPA 472 Operations Level
	First Aid and CPR	Current First Aid/CPR (C Level) Certificate
		Completed JPR forms (from appendix)
Driver/Operator		Letter of recommendation from Fire Chief
1002	Certification NFPA 1001	Certificate NFPA 1001 Level 1
		Completed JPR forms (from appendix)
Fire Inspector		Letter of recommendation from Fire Chief
1031	Certification NFPA 472 Awareness	Certificate NFPA 472 Awareness
	Fire Fighter skills (basic)	Certificate NFPA 1001 Level 1*
		Completed JPR forms (from appendix)
Investigator		Letter of application
1033		Letter of recommendation from Fire Chief
		2 letters of reference
	Certification NFPA 472 Awareness	Certificate NFPA 472 Awareness
	Fire fighting knowledge	Certificate NFPA 1001 Level 2*
	Extensive fire prevention knowledge	Certificate NFPA 1031 Level 1*
	Fire safety skills (advanced)	Certificate NFPA 1035 Level 2*
	Instructional skills (advanced)	Certificate NFPA 1041 Level 2*
		Completed JPR forms (from appendix)
Life Safety Educator		
1035 Level 1		Letter of recommendation from Fire Chief
	Fire Fighter skills (basic)	Certificate NFPA 1001 Level 1*
	Instructional skills (basic)	Certificate NFPA 1041 Level 1*
		Completed JPR forms (from appendix)
1035 Level 2	Certification NFPA 1035 Level 1	Certificate NFPA 1035 Level 1
	Instructional skills (advanced)	Certificate for NFPA 1041 Level 2*
		Completed JPR forms (from appendix)
	Media relation skills	Public Information Officer Qualification*
Instructor		Letter of recommendation from Fire Chief
1041 Level 1		Completed JPR forms (from appendix)
1041 Level 2	Certification NFPA 1041 Level 1	Certificate NFPA 1041 Level 1
		Completed JPR forms (from appendix)

* Identifies that an alternative means of documentation or qualification may be accepted for certification requirements. Refer to the appropriate appendix.

Lead Evaluator Certification Program Nomenclature

Assigned to Certification Program – NFPA: _____

Date of Program: _____ Location: _____

OFC Liaison: _____

OFC Liaison Phone #: _____

OFC Liaison Email: _____

Sponsor: _____ Organization: _____

Address: _____

Phone #(s): (w) _____ (h) _____ (c) _____

E-mail: _____

1. Contact Sponsor
 - Initial discussion on program
 - Identify number of expected participants
2. Contact OFC for evaluation tools (minimum 2 weeks prior to program)
3. Create Program Schedule
 - Identify evaluator, safety and command/control personnel needs to Sponsor
 - Identify equipment/material needs to Sponsor
4. Prepare for Certification Program
 - Prepare copies of evaluation tools for evaluator use
 - Contact and discuss assignments with evaluators
5. Conduct Certification Program
 - Review participant list for eligibility and required documentation
 - Conduct Evaluator meeting/assignments
 - Conduct Site Visit
 - Inspect equipment and materials
 - Conduct Participant Orientation
 - Conduct Evaluations (as applicable)
 - Written
 - Practical
6. Gather documentation and submit to OFC
 - Participants list (complete)
 - Eligibility documentation for each participant
 - Written evaluation tools (used and unused)
 - Practical Evaluation Sheet (where participant was unsuccessful)

