



SECTION #2 – Canadian Fire Rescue College Educational Policies

Certification and Testing

Policy #: 2.2

Responsibility: Director, CFRC

Date approved: January 12, 2023

Purpose: To describe the CFRC policy and procedures for CFRC Certification and Testing

Scope: Certification and Testing

Policy: To describe the policies outlining the requirements for certification and testing

2.2.1 GENERAL

2.2.1.1 Testing and/or evaluation: All official certification testing and evaluating is done by third party contractors approved by the CFRC.

Eligibility for Testing: Written and practical testing are available to all CFRC students who have met all pre-requisites, requisites and/or requirements of the course or program of study prior to registering for testing (these may be found in each program information page, or in the application package at www.canadianfirerescuecollege.com).

2.2.1.2 Exam Challenges: The CFRC does not allow individuals to challenge a written or practical exam based on informal or formal learning.

2.2.1.4 Course Evaluation Methods/Minimum Performance Standards: All course evaluation methodologies will be published by the CFRC through the following mechanisms:

2.2.1.4(a) The course syllabus available on the CFRC student portal (www.cfrccourses.com)



- 2.2.1.4(b) Performance Evaluation Packages are available on the CFRC student portal (www.cfrc-courses.com).
- 2.2.1.5 Testing Scheduling: The CFRC is responsible for the scheduling of all written and practical testing and arranging for all proctors and evaluators. Testing is done at pre-determined and approved CFRC sites and announced through the CFRC Course Schedule available at www.canadianfirerescuecollege.com
- 2.2.1.6 Application Procedures for Testing: For testing not scheduled at the end of the course delivery, students must pre-register for a testing site using the CFRC Course Application Form, a minimum of 30 Working days prior to the scheduled test date. Deadline dates for each test site are outlined in the CFRC Course Schedule (available at www.canadianfirerescuecollege.com)
- 2.2.1.7 Initial Testing: All initial written and/or practical testing must be completed by the student on the date indicated in the CFRC course schedule.
- 2.2.1.8 Request for Extension of Initial Testing: Students may request an extension to their scheduled testing date through their course Instructor or the Admissions Team. All initial testing (written and practical) must be completed no later than twelve (12) months after the end date of the course. No extensions will be granted. Students who have not completed testing during this specified time will have an incomplete (INC) recorded on their transcript.
- 2.2.1.9 Re-tests: All re-tests for written and practical must be done within six (6) months after the completion of the initial testing. It is the student's responsibility to schedule all re-tests with the CFRC. Students who have not completed their re-tests within the specified time will have to redo the entire course.
- 2.2.1.9(a) Students who are unsuccessful on a written exam will NOT be permitted to re-test on the same day as their initial testing.



- 2.2.1.9(b) Students who are unsuccessful on a practical evaluation may be permitted a second attempt on the same day. This will be at the discretion of the Lead Evaluator.
- 2.2.1.9(c) It is the student's responsibility to register for the next scheduled testing date. Testing dates are posted on the CFRC website (www.canadianfirerescuecollege.com)
- 2.2.1.10 Testing Sites: The CFRC will only test at sites that meet health and safety requirements of federal, provincial and local authorities.
- 2.2.1.11 Written Testing Sites: All written testing sites must be evaluated by the CFRC. These sites must be suitable to accommodate the number of individuals scheduled to write, be able to accommodate a classroom arrangement conducive for taking written tests and be secure.
- 2.2.1.12 Practical Testing Sites: All practical testing sites will be evaluated by the CFRC and approved by the authority having jurisdiction (AHJ). These sites must have adequate space, props and equipment to facilitate testing 100% of the applicable NFPA Standard for that course and be secure.
- 2.2.1.13 Certification: Individuals seeking certification in accredited courses or programs of study must be aware of the minimum performance standards in each testing component for that level of certification.
- 2.2.1.14 Grade Notification: Official transcripts and original certificates will be mailed directly to the student using email, or regular mail through Canada Post. Individuals requesting any other method of distribution (i.e. courier) will be at their expense.
- 2.2.1.14(a) Successful Candidates: may receive an updated transcript and/or certificate (dependent on the course) in the mail after all course requirements, documentation and fees have been received.



- 2.2.1.14(b) Unsuccessful Candidates: will receive a letter in the mail notifying them of their grade and the re-write requirements.
- 2.2.1.16 Appeals: The CFRC does not handle appeal proceedings related to certification testing. Any appeal processes must be conducted in accordance with the requirements of the accredited agency.
- 2.2.1.17 Integrity of the Testing Environment: The CFRC is dedicated to ensuring the integrity of the written and practical testing process. All written examinations, assignment grading and practical evaluations must be conducted by a recognized third-party Proctor and/or Evaluator.
- 2.2.1.18 Selection of Evaluators and/or Proctors: Selection of CFRC evaluators/proctors is the exclusive right of the CFRC. Evaluators/proctors of certification testing shall not have taught the candidate in the subject being tested.
- CFRC Evaluators and/or Proctors are considered subcontractors and are entitled to an established hourly or daily fee, transportation, expenses and lodging (if required).
- 2.2.1.19 Exam Materials: No copies of any exam, practical scenario or assignments will be made, faxed or duplicated in any manner. No examination materials are permitted to be removed from the written/practical examination sites or out of the proctor/evaluators possession.
- 2.2.1.20 Refusal to Test: The CFRC reserves the right not to test any individual who is disrespectful, disruptive or reckless at testing sites or who is arriving at written or practical testing without the required materials which is outlined in their confirmation letter/e-mail (e.g. included but are not limited to: picture identification, Personal Protective Equipment and logbooks).



- 2.2.1.21 Candidate Briefings: All students will receive a pre-test briefing from the CFRC Proctor/Lead Evaluator to assure that all students understand what is expected of them while being tested.
- 2.2.1.22 Documentation: Upon completion of the written/practical examination ALL associated documentation is to be accounted for and returned to the CFRC no later than the first working day after the examination. Any exam/evaluation returned to the Admission Team by someone other than the Proctor/evaluator or an CFRC staff member will be voided.
- 2.2.1.23 Testing Audit Procedures: The CFRC maintains the right to conduct periodic audits of proctors/ evaluators to assess currency of knowledge levels. These audit process shall ensure that all CFRC policies and procedures are being followed. Any violations shall be immediately reported to the CFRC Director. Accrediting bodies from IFSAC and Pro Board, may attend any CFRC Certification testing session upon providing notice of intent to observe the test at least forty-eight (48) hours prior to the testing. The CFRC will provide any requests for dates, time and location of testing upon request from any of these accrediting bodies.
- 2.2.1.24 Safety: All personnel are responsible for ensuring the safety of all students at written and/or practical evaluation sites, this is inclusive of, but not limited to, ensuring all PPE, equipment, and apparatus meets or exceeds applicable laws, regulations, policies and standards.
- 2.2.1.25 Injury/ Incident Reports: In the event of injury (staff or student) and CFRC Incident Report Form will be filled out and returned to CFRC with all testing documentation (if the injury involves a student then a copy of this form will be sent to the Fire Department/Fire Chief for their records – if applicable).
- 2.2.1.26 Emergencies: In the event of an emergency the Proctor/Lead Evaluator will direct all students to leave the testing materials, (lock the door where available) and proceed to a pre-determined location. Communication will be minimized between students, and it will be at the Proctor/ Lead Evaluator's discretion as to whether the exam will continue or not. Proctors/Lead Evaluator's will provide documentation supporting their decision to the CFRC Director.



2.2.2 WRITTEN TESTING

2.2.2.1 General: All CFRC written testing will be administered by individuals recognized by the CFRC as Proctors.

2.2.2.2 Proctor/ Student Ratio: The CFRC will have a maximum of 25 students for every 1 Proctor.

2.2.2.3 CFRC Written Test Administration:

2.2.2.3(a) Testing Integrity: Proctors shall maintain the integrity of the testing environment and shall follow proctor directions provided to them by the accredited agency. Any proctor directions provided by the accredited agency, even those that are in conflict with this document, shall be adhered to.

2.2.2.3(b) Scope of Practice: Proctors may clarify spelling or grammatical errors, clarifications are to be communicated to students and documented on the proctor reporting documents for the CFRC. Proctors shall NOT instruct, lead, describe, define or explain answer choices.

2.2.2.3(c) Security: Proctors will not allow cell phones, textbooks or notebooks in the exam area unless it is an open book examination (proctors will be notified of open book exams).

2.2.2.3(d) Timelines: Proctors will adhere to CFRC timelines for administration of written exams. CFRC exams have a maximum time available for students to complete the examination. These timelines are based on the number and type of questions on the examination and are outlined on the Written Examination Briefing form provided to all proctors. CFRC reserves the right to extend the timelines for written exams based on students requiring accommodations.

2.2.2.4 Proctor Selection: The CFRC will seek out additional Proctors on an as needed basis.



2.2.2.5 Institutional Invigilation: The CFRC may set up agreements with acceptable test sites to serve as invigilation sites upon request. These sites will be set up on an as needed basis. These sites may appoint individuals to proctor on behalf of the CFRC. These sites must be approved by the CFRC Director and include but are not limited to:

- Post-Secondary Educational facility;
- Certifying / government agencies recognized by the CFRC;
- Fire Department
- Private Corporation

2.2.2.6 Proctor Selection: Individuals wishing to be recognized as CFRC proctors will meet the following requirements:

- Submission of a current resume and cover letter.
- Proctors must be approved by the CFRC Director.

2.2.2.7 Proctor Update Requirements: To maintain status as a proctor for the CFRC a proctors/ institutions must:

- Be involved in a minimum of two (2) exams/ yr for the CFRC (the CFRC reserves the right to review this on a case-by-case basis based on the annual evaluation schedule).
- Individual proctors may be required to take the CFRC proctor training annually.
- The CFRC may also require a proctor to attend face-to-face meetings, workshops or training sessions following major policy or procedure revisions hosted by the accredited agency.

NOTE: It is the Proctor's responsibility to ensure they attend meetings and/or workshops. If Proctor fails to do so they may be removed from the CFRC Proctor list.

2.2.3 PRACTICAL, PROJECT, PORTFOLIO TESTING

2.2.3.1 General: All CFRC practical skills testing, project assessments and portfolio assessments will be administered by individuals recognized by the CFRC as Evaluators.



- 2.2.3.2 Practical Testing & Beards: Persons using respirators or breathing apparatus shall be clean-shaven where the face piece seals to the skin. Evaluators will not test anyone who does not comply.
- 2.2.3.3 Evaluator/ Student Ratio: The CFRC will have an Evaluator/ student ratio based on the individual course criteria. At no time will this ratio compromise safety.
- 2.2.3.4 CFRC Lead Evaluator: Will be responsible for the following;
- Acting as Site Safety Officer,
 - Designating individual and location for site administration,
 - Briefing evaluators,
 - Briefing students,
 - Scheduling and assignment of evaluators/ students,
 - Addressing evaluator/ student concerns regarding skills checklists and/ or evaluation scenarios,
 - Identifying potential training issues relating to students being evaluators and making site decisions regarding the continuation of students at the evaluation.
 - Judgments regarding same-day re-testing of students
 - Ensuring completeness of all evaluation documentation and returning documentation to CFRC in accordance with CFRC policy.
- 2.2.3.5 Evaluator Briefing: At the start of any practical evaluation the Lead Evaluator (as defined in the glossary) will provide a briefing to all evaluators. This briefing will include a review of acceptable performance criteria, proper completion of forms and procedures for handling questions, problems or injuries arising during testing.
- 2.2.3.6 CFRC Practical Skills Test Administration:
- 2.2.3.6(a) Testing Integrity: Evaluators shall maintain the integrity of the testing environment in accordance with policy 2.2.1.12.



- 2.2.3.6(b) Scope of Practice: Evaluators will be provided practical skills checklists and/or scenarios and are expected to apply reasonable judgment when assessing the candidate's compliance with the required skills. Checklist must be adhered to.
- Prior to starting skill/ scenario evaluations the evaluators shall clearly indicate to the student being evaluated, what the task is to be accomplished and what is expected of the student during the evaluations. This will be accomplished by reading the evaluation objectives aloud to the student.
 - The evaluator is NOT to instruct, lead, or demonstrate the skill to the students.
 - Situational changes to scenarios are to be communicated to all students at the beginning and/or throughout the evaluation scenario and will be documented on the evaluator package.
 - Evaluators will document, in writing, on the evaluation package provided by accredited agency, any student failures, errors, misuse of equipment, or any instance that a student does not follow directions.
 - Evaluators have the authority to request clarification regarding demonstration of skills within the parameters of the checklists or scenarios being tested at the time of testing.
 - Following the completion of each practical evaluation scenario evaluators will document their observations prior to releasing results to the candidates.
 - In the event of unsuccessful students evaluators will inform the Lead Evaluator and explain to the student(s) the reason for failure.
- 2.2.3.6(c) Security: Evaluators are responsible during an evaluation to ensure that individuals who are not being evaluated (instructors, Fire Chiefs, support staff) are prevented from influencing students during evaluation procedures. All individuals attending practical testing must abide by all direction given to them from the Lead and other evaluators on site.
- 2.2.3.7 Evaluators: The CFRC will review the status of the Evaluators on an annual basis to determine if there is a need for additional Evaluators. The CFRC will seek out additional Evaluators on an as needed basis through the publicly posted advertisements.
- 2.2.3.7(a) Evaluator Selection: individuals may be recognized as CFRC Evaluators by meeting the following criteria:



- Emergency Services Instructor Level II (ESI II) or equivalent
- Instructor in good standing with the CFRC or an established subcontractor.
- Certification in the content area of evaluation.
- Submission of a current resume and cover letter.
- Evaluators must be approved by the CFRC Director.
- Evaluators must attend information sessions hosted by the accredited agency in the levels they intend to evaluate.
- Evaluators must meet any additional requirements as established by the accredited agency.

2.2.3.7(b) Evaluator Update Requirements: To maintain status as an evaluator for the CFRC evaluators must:

- Be involved in a minimum of two (2) evaluations per year in their designated content area (the CFRC reserves the right to review this on a case-by-case basis based on the annual evaluation schedule).
- The CFRC may also require an evaluator to attend face-to-face meetings, workshops or training sessions following major policy or procedure revisions hosted by the accredited agency.

NOTE: It is the Evaluator's responsibility to ensure they attend meetings and/or workshops. If the evaluator fails to do so they may be removed from the CFRC Evaluator list.

2.2.4 EVALUATOR/ PROCTOR STATUS

2.2.4.1 CFRC evaluator / proctors are casual contractors and are not considered employees of the CFRC and there is no obligation for the CFRC to offer work to the contractor or for the contractor to accept work that is offered.

2.2.4.2 The CFRC reserves the right to revoke an Evaluator/ Proctor's status based on any of the following indicators:

- When an evaluator/ proctor is found to be in violation of any CFRC policy.



- If a complaint is launched against the evaluator/ proctor.
- Recurring issues are identified at CFRC testing sites based on course evaluation forms.
- Concerns are identified through CFRC evaluator/ proctor audits.
- Student performance issues are identified consistent with evaluator/ proctor error.

2.2.4.3 The CFRC will ensure, that prior to revoking an Evaluator/ proctor's status a fair and equitable process is implemented. A formal review of the evaluator/ proctor performance on the testing date or policy violation will be conducted.


2.2.5 PROCEDURE FOR CERTIFICATION TESTING

2.2.5.1 The procedure for arranging certification testing will follow the following steps:

1. Admissions Team Program Manager will meet with the Fire Chief of Fire Rescue International (Onway Regional Fire Services), who will inform of their training and desired testing schedule.
2. The program manager will complete an application to host testing form and submit to the appropriate email (for Alberta: ma.certexam@gov.ab.ca).
3. The Admissions Team will receive an instructor package and will forward it to the lead instructor.
4. The Admissions Team Program Manager will reach out to Proctors and Evaluators and book them for the desired testing and evaluation dates.
5. Administrators will receive a written exam package, and a skills evaluation package via mail and will notify the designated administrator. The designated administrator will open the skills evaluation package and record the contents of the envelope. The designated administrator is NOT permitted to open the written examination envelope.
6. The designated administrator will send recorded skills package contents in an email to the Admissions Team Program Manager. If there are deficiencies or errors, the Program Manager will contact the accredited agency.
7. The designated administrator will write the class number and the name of the associated proctor/evaluator on a sticker, which will then be adhered to the cover of both the written testing, and skills evaluation envelopes.
8. The designated administrator will then place the packages in a designated lockable file cabinet. Only the designated administrator, Director, proctor, and evaluator have the combination to open it.



9. On testing and evaluation days, the proctor/evaluators will open the cabinet and retrieve the tests/evaluations. The written exam package will be opened at the time of the exam. If exams are missing, the exam session will be postponed.
10. When the proctor/evaluator has completed their duties, they will place completed tests and evaluations back in the lock box and notify the designated administrator.
11. The designated administrator will then open the box, open the envelopes, and review the contents for completeness and compare the contents to the record taken initially to ensure all paperwork is present and in good order.
12. If any forms require additional signatures or are missing information, the designated administrator will reach out to the respective party to have this done. Otherwise, they will seal the envelope, and mail it back to the accredited agency.

Signed: Director Erik Ives	
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