



Candidate: _____

Successful

Evaluator: _____

Unsuccessful

Date: _____

1021-PRODUCT-08

Standard:	NFPA 1021 – 2020 edition – 4.3.2
Task:	Initiate action to a citizen’s concern.
Performance Outcome:	The concern is answered or referred to the correct individual for action and all policies and procedures are complied with.
Conditions:	Given policies and procedures.
Candidate Directive:	“Using policies and procedures, initiate action to help the concerned citizen in the scenario”.

NO.	TASK STEPS	CRITERIA				Points
		4	3	2	1	
1	The concern is answered	The concern is thoroughly answered	The concern is somewhat answered	The concern is mostly answered	The concern is not answered	
2	Policies and procedures were fully complied with	Action fully complied with policies and procedures	Action mostly complied with policies and procedures	Action somewhat complied with policies and procedures	Action did not comply with policies and procedures	

Evaluator/Candidate Comments:

Candidate (print and sign)

Date

Evaluator (print and sign)

Date