



CANDIDATE GUIDEBOOK



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CANDIDATE GUIDEBOOK

INTRODUCTION

The Vancouver Island Emergency Response Academy (the Academy) and Malaspina University-College (Malaspina), in a joint venture, have been accredited by Pro Board to certify individuals to the following National Fire Protection Association (NFPA) Standards:

- NFPA 470 Hazardous Materials Awareness and Hazardous Materials Operations
- NFPA 1021 Fire Officer Level 1 and Level 2
- NFPA 1041 Fire Service Instructor Level 1 and Level 2
- NFPA 1521 Fire Service Incident Safety Officer

The Academy provides the content expertise, curriculum, methodology, training and evaluation, while Malaspina provides post secondary recognition, academic infrastructure, registration and records management.

Candidates successful in meeting the requirements of the written exam and the practical skills evaluation for the respective NFPA standard will receive a Pro Board seal on their certificate. The seal ensures the candidate has met or exceeded the professional requirements of that NFPA standard and will be recognized nationally and internationally.

This guidebook has been developed to assist the candidate by providing valuable information and guidance of the certification process from start to finish.

The Academy and Malaspina Objectives:

The core objectives for providing accredited training in our region are as follows:

1. To provide high quality and internationally-recognized training and certification to members of Fire Departments and other Emergency Response Organizations, within BC Zone 1, as defined by the British Columbia Office of the Fire Commissioner.
2. To provide cost effective and accessible training by providing it locally at the Academy facility or by hosting it on-site at a fire department or industry in BC Zone 1.
3. Create opportunities for all emergency response organizations in BC Zone 1 to have their training Pro Board accredited, post-secondary recognized and provide international reciprocity with other institutions for laddering into advanced diploma and degree programs of professional career advancement.
4. Work cooperatively with all learning institutions, all local fire services and emergency response organizations to accomplish these objectives.

Board of Directors

The Academy is managed by a Board of Directors from Nanaimo Fire Rescue (NFR) and Malaspina. The Advisory Committee provides recommendations to the Board of Directors, and the Board of Directors makes decisions and sets policy, objectives and operational direction for the Academy.

The Board of Directors is also the tribunal to investigate and to decide on appropriate action to be taken with a candidate's appeal.

Advisory Committee

The Academy has created an Advisory Committee to provide stakeholders a forum in which they can voice their opinion and provide advice and recommendations to the Board of Directors on the development and ongoing management of Pro Board Accredited programs.

The Advisory Committee consists of representation from the following stakeholders:

- Nanaimo Fire Rescue Department
- Vancouver Island Career Fire Departments
- BC Volunteer Firefighter's Association
- Industrial Emergency Response Representatives
- BC Fire Chiefs' Association
- BC Training Officers' Association
- BC Office of the Fire Commissioner

Training Facility

The Academy training facility includes a 4.2 acre training site, with a four-storey concrete burn structure, technical rescue props, natural gas prop, gas/diesel pit prop, car fire prop, dumpster fire prop and pump testing facility. The training facility also comes with a fully-equipped classroom for electronic media presentation, showers, and washrooms. The training facility is located at 1900 Labieux Road, Nanaimo BC. For a map to the facility see Appendix 1.

Malaspina University-College (Malaspina)

Malaspina University-College is a public, degree-granting institution that offers both university and college programs. Over 10,000 full-time Canadian students and 1,000 international students attend from more than 50 countries. Established in 1969 the main campus is located in Nanaimo, BC, with two regional campuses in Duncan and Powell River and a Malaspina University-College Centre in Parksville/Qualicum. The main campus is located at 900 Fifth Street, Nanaimo BC. For a map to Malaspina see Appendix 1.

REGISTRATION

Who is eligible to apply for Certification Programs?

Any individual that is a member of a career fire department, a volunteer fire department, or a recognized industrial brigade may apply for Fire Service Instructor Level 1 and Level 2, Fire Officer Level 1 and Level 2 and Incident Safety Officer. Hazardous Materials Awareness is open to the general public. Hazardous Materials Operations is open to the general public providing they are certified to the Awareness level.

Other emergency response organizations or special interest groups such as: military, coast guard, search and rescue, etc., may also be eligible for certification. These groups must apply in writing to the Board of Directors seeking special permission for their members or employees to be eligible for certification.

What are the prerequisite requirements?

Most NFPA standards require that an individual seeking certification in that standard meet prerequisite requirements. Prerequisites for each of the NFPA programs are listed in Appendix 3.

In addition, most NFPA standards have a practical skills evaluation that must be completed for certification. These practical evaluations are physically demanding, therefore individuals must meet the physical requirement of NFPA 1500 or those physical requirements set by the candidate's fire department or industry. NFPA 1500 physical requirements can also be found in Appendix 3.

Course Calendar

Candidates can find dates for training courses, written exam tests and practical skills evaluations on the Academy web page (www.nanaimo.ca) and the Malaspina web page (www.mala.ca). Open registration dates will be posted on both web pages by November 1 for the upcoming calendar year. Please note: course and evaluation dates are subject to change based on demand.

How to Apply?

- Submit all the required documentation as outlined in the admission requirements for the course you are intending to apply for.
- Complete the Malaspina Admissions form and include which course you are applying for (Appendix 2).
- \$30 application fee for first time applicants of Malaspina University-College.
- Accepted applicants will receive a letter from Admissions outlining dates and fee payment procedures.

The Malaspina Admissions form (Appendix 2) must be completed by any candidate wanting to enroll in the training courses or evaluations. All admission forms must be submitted to the Registrar. Upon first time registration for a course or evaluation you will be issued Malaspina student number and a student file and transcript will be opened. This student number issued to you will remain with you and must be referenced for all future registrations at Malaspina. A copy of the Confirmation of Employment or Membership form (VIERA020) that can be used as proof of employment or membership can be found in Appendix 2. Documentation must also be produced at the time of registration to ensure you have met the required prerequisites as listed in Appendix 3. NFPA 1001 Level 1 and Level 2 Equivalency Application form (VIERA003) can be used for this purpose and is found in Appendix 2.

Registration is on a first qualified first served basis. Minimum and maximum class sizes will be determined based on course curriculum requirements, resource equipment requirements and safety requirements.

What if the course date is changed or you cannot make the original registration date?

Malaspina University-College, Centre for Continuing Studies will contact you in the event a course and/or evaluation is cancelled due to lack of registrations. Candidates registered will be transferred to the next available date and notified by phone and in writing. If a candidate cannot attend the course and/or evaluation date he/she is registered for, it is the responsibility of the candidate to contact Malaspina's Centre for Continuing Studies. Candidates can transfer to an alternative course or evaluation date providing space is available. A transfer fee may apply.

Register for Evaluations Only

Candidates are not required to attend the actual training course, and are entitled to challenge the written exam and practical skills evaluations providing they meet the required prerequisites.

Applying for Reciprocity

Candidates that have attended courses at other accredited institutions and have achieved certification with a Pro Board or International Fire Service Accreditation Conference (IFSAC) seal are entitled to reciprocity. When applying for admissions to a course or evaluation and reciprocity applies, please include your original transcript with your admission form. Malaspina will then verify the seal registration number with Pro Board and/or IFSAC. When the seal is verified, the candidate will be granted reciprocity and their transcript will be adjusted accordingly.

Course Reference Material

All accredited courses will meet or exceed the NFPA Standards and/or local, provincial or national standards or regulations. The three primary sources of reference material for the Academy accredited courses are the International Fire Service Training Association (IFSTA), Jones & Bartlett, and Delmar reference manuals.

Candidates can purchase the reference materials through the Malaspina book store. There will also be a limited number of copies of reference material available through the Malaspina Library which can be borrowed.

The candidate will be notified of the sections of reference material that will be covered in the course and written exam evaluation in the registration package and verified by the instructor.

The candidate may receive supplemental reference material hand-outs for any given course. It is possible some, or all, of the content in the hand-out may be included in the written exam, the candidate will be notified as such by the instructor.

TRAINING COURSES AND EVALUATIONS

Certification Programs

The Academy conducts all accredited certification programs in strict compliance with the procedures, policies and accepted evaluation practices established by Pro Board. All certification programs are conducted to ensure all candidates are evaluated fairly, consistently, equitably and without discrimination regardless of gender, ethnic origin, age or organizational status.

Tardiness

Course and evaluation start times and locations will be clearly identified in the candidate's registration package. Tardiness is not permitted and may result in the candidate not being permitted into the course or evaluation.

Safety

Safety will not be compromised. Each course and practical skills evaluation is designed and executed with the candidate's personal safety as the highest priority. Each candidate, instructor and evaluator has the duty and obligation to ensure they follow approved safety practices during training and evaluations. A candidate will **NOT** be penalized for interrupting training or an evaluation if a safety issue arises. If a candidate identifies a safety issue, he/she must inform the instructor or evaluator immediately.

Personal Protective Equipment

Any candidate actively participating in any training course or practical skill evaluation is required to come equipped with approved NFPA 1971 turnout gear. This must include boots, pants, coat, jacket, balaclava, helmet and gloves. All candidate turnout gear will be inspected by instructors or evaluators at the beginning of the course or evaluation.

SCBA Fit Test

If any candidate's facial hair extends into the area covered by the seal of a SCBA facemask, the individual will not be permitted to participate in any practical skills evaluation where SCBA is required. This limitation also applies to any candidate that cannot obtain a seal between their face and mask.

Practical Skills Requirements

Most NFPA standards have a number of requisite practical skills that must be demonstrated in order for a candidate to be successful and receive certification. A candidate's skills are assessed through a series of practical skills evaluations.

These evaluations can come in one of two forms:

- Table top scenario evaluations
- Hands-on controlled live scenario evaluations

Candidates are required to properly demonstrate 100% of the requisite skill requirements for that NFPA standard to be successful and to be certified. Evaluators use practical skills check sheets to assess a candidate's skills. These practical skills check sheets list all the skills required to be demonstrated by the candidate.

IMPORTANT: All practical skills check sheets can be found in Appendix 4.

Pre-Practical Skills Evaluation Instruction

Prior to the start of any practical skills evaluation all candidates will receive clear instructions from the evaluator on the evaluation, scenario, procedures and process. The evaluator will review the practical skills check sheet with all candidates and explain what tasks and skills must be demonstrated. In addition, the evaluator will specify each candidate's role and responsibility during the evaluation process. Candidates are encouraged to ask questions or seek clarification at this time.

Candidate Conduct during Training, Practical Skills Evaluation and Written Exams

Candidates are expected to behave in a professional manner during any course, practical skills evaluation or written exam. Simply put, a candidate may not deliberately behave in a manner that will endanger other candidates or themselves, damage equipment or compromise the integrity of the training, practical skills evaluation or written exams. Please refer to Appendix 6 Malaspina University-College Student Code of Conduct.

Candidates may not interfere with (with the exception of actions taken to ensure safety), nor coach, other candidates during practical evaluations. A candidate cannot take over another candidate's assigned task if the candidate assigned is unable to complete the task, unless directed to do so by an evaluator. Candidates can assist other candidates where applicable and encourage one another during a course training exercise.

In the case of candidate misconduct, evaluators will take one of the following appropriate actions.

1. In cases when misconduct does not affect the training or evaluation of others or does not present a safety risk: at completion of the exercise the offending candidate will be taken aside, informed that their conduct is unacceptable and what they must do (or not do) to correct the problem. A candidate's continued unacceptable conduct will result in their failure and/or ejection from the training program or evaluation.
2. In cases when misconduct does affect the training or evaluation of others and does not present a safety risk: the candidate will be taken aside at the completion of the exercise.

Typically, this misconduct is due to one candidate coaching another. The evaluator will decide:

- if the coaching was actually coaching or simply encouragement;
- was the coaching necessary because a candidate was having difficulty and was being assisted by the coaching?

a) If the misconduct was deemed encouragement the candidate doing so must be taken aside, informed that their conduct is unacceptable, and warned not to repeat it.

b) If the coaching was to assist another candidate to complete an assigned task during an evaluation, the candidate responsible for the coaching must be taken aside, informed that their conduct is unacceptable and warned that if the coaching is repeated he/she will be dismissed from the evaluation. Additionally, the candidate being coached must be taken aside and informed that they have failed the attempt, as they required coaching to complete it.

3. In cases where the misconduct does affect other candidates and does compromise safety, any evaluator will stop the training or evaluation safely and immediately. The candidate(s) involved in the misconduct will be dismissed from the training and evaluation process and given an unsuccessful grade.

Post Practical Skills Evaluation

Immediately concluding the practical skills evaluation, evaluator(s) will score each candidate. The candidates will then receive feedback on their result as being successful or unsuccessful. If unsuccessful, the evaluator will explain to the candidate where he/she did not demonstrate a required skill or where skills were demonstrated incorrectly.

Time permitting, and at the lead evaluator's discretion, a remedial evaluation can be conducted at that time. If time does not permit, or the lead evaluator feels that the candidate is not adequately prepared, the candidate will be required to register for a future evaluation date.

Written Exam Evaluation

The Academy and Malaspina conduct all written exams in strict compliance with the policies and procedures as set by Pro Board. The Malaspina University-College Academic Misconduct Policy (Appendix 5) will apply to all candidates attending a written exam evaluation. Upon registration the candidate will be informed of the reference material required to prepare for the written exam.

All exam questions will come in one of two forms:

- Multiple Choice Example:
The Capital City of British Columbia is:
A – Campbell River C – Victoria
B – Nanaimo D – Sooke
- True or False Example:
T ○ F ○ Victoria is the Capital of British Columbia

All written exams will be a minimum of 25 questions. Random exam questions are computer-generated from a validated exam bank by Malaspina. The time limit for written exams is two (2) minutes per question i.e. 30 questions = 60 minutes time limit.

All necessary resources will be provided to candidates at the written exam location by the proctor, i.e. pencils, erasers, paper, exam question sheet and exam answer sheet. One exception is if a calculator is required for a particular NFPA standard. Candidates will be notified at the time of registration if they are required to bring a calculator on exam day.

No cell phones or pagers will be permitted in the supervised exam area. Once a written exam has started candidates will not be permitted to leave the supervised area until they have completed and handed in their exam question and answer sheet. Once a candidate leaves a supervised evaluation area they will not be permitted back in until time has expired or all candidates have completed the exam.

Exams are electronically marked by Malaspina. The pass mark for all written exams is 75%. Candidates will be notified by mail from Malaspina of their results as PASS or FAIL.

DISPUTES AND APPEALS

What if a Candidate Fails a Written Exam or Practical Skills Evaluation?

If a candidate fails a written exam or practical skills evaluation it is the candidate's responsibility to contact the coordinator at Malaspina for a future evaluation date. Any candidate is entitled to re-evaluation, either written or practical, at the first available evaluation date (please check with Malaspina's Centre for Continuing Studies).

Copies of the OG #5910 Evaluation Failures and Re-Challenge and the Re-Written Exam Request form (VIERA014) can be found in Appendix 2.

If a candidate is unsuccessful on the re-evaluation he or she is **NOT** eligible to register for another evaluation for that NFPA standard for 90 days.

What if a Candidate wants to Dispute or Appeal their Result?

If a candidate feels that a written exam or practical skills evaluation has been conducted unfairly, the candidate has the right to dispute the evaluator's/proctor's decision and bring his/her concerns to the attention of the evaluators and/or proctors at the conclusion of the evaluation session. The evaluation team will discuss the candidate's concerns and determine if any action should be taken or inform the candidate that they stand by their decision.

If the candidate feels the evaluator's/proctor's decision is unfair, he/she may appeal their decision in writing. The written appeal must be sent to the Board of Directors within 14 days of the disputed evaluation. Copies of the OG #5911 Disputes and Appeals, the Appeals Submission Form (VIERA013) and Malaspina's Respond to Appeals Guide (CCSP6.10 and CCSW1205) can be found in Appendix 2.

The appeal must include the following:

- candidate's name and address;
- detailed information surrounding the dispute;
- all evaluators or proctors names;
- date and location of the evaluation;
- subject matter and NFPA standard.

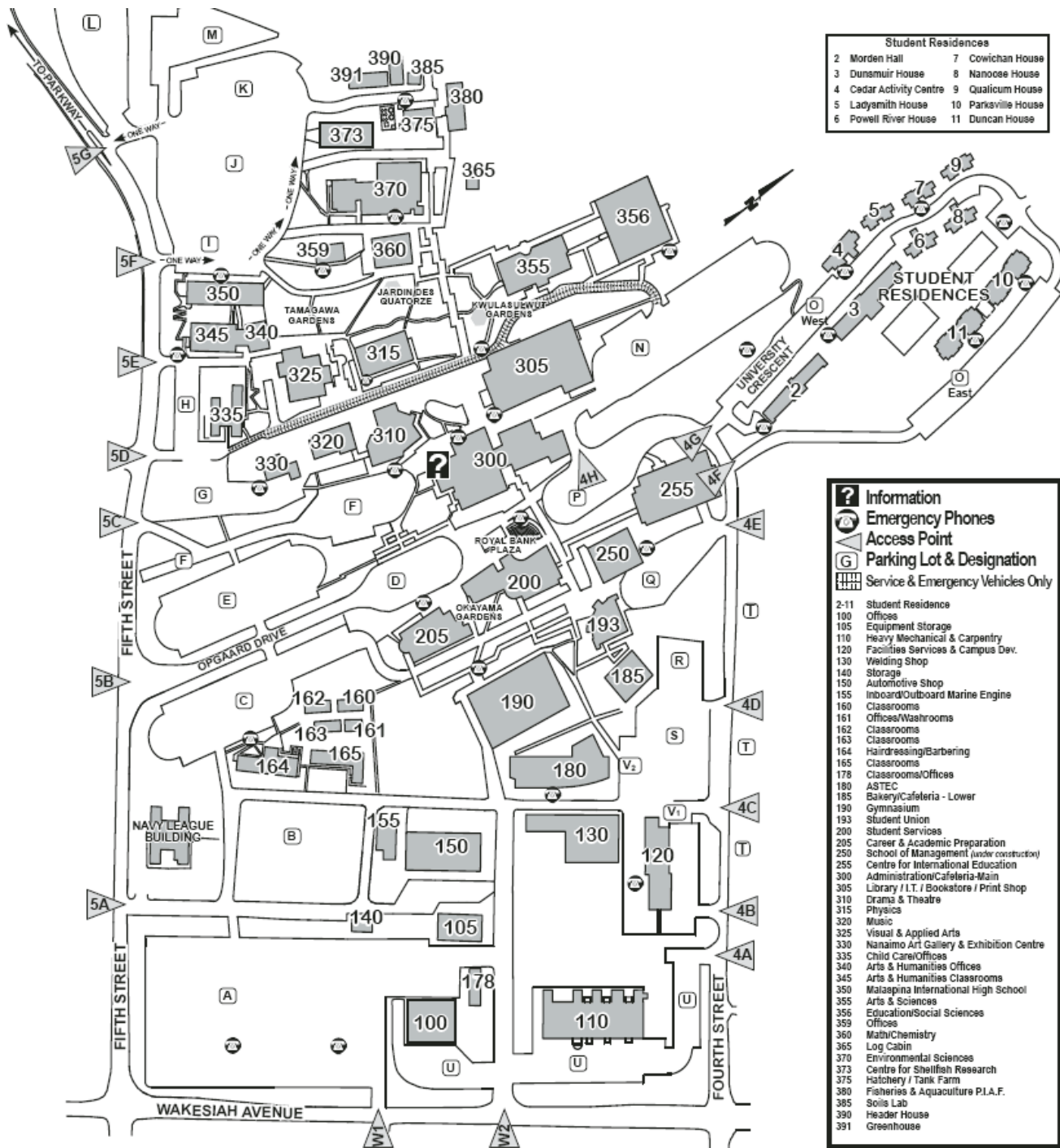
Mailing Address: Vancouver Island Emergency Response Academy, Board of Directors,
666 Fitzwilliam Street, Nanaimo BC V9R-3B2 E-mail: viera@nanaimo.ca

The Board of Directors will investigate the appeal and provide the candidate with a decision within 14 days of receiving the appeal. The Board of Director's decision will be final.

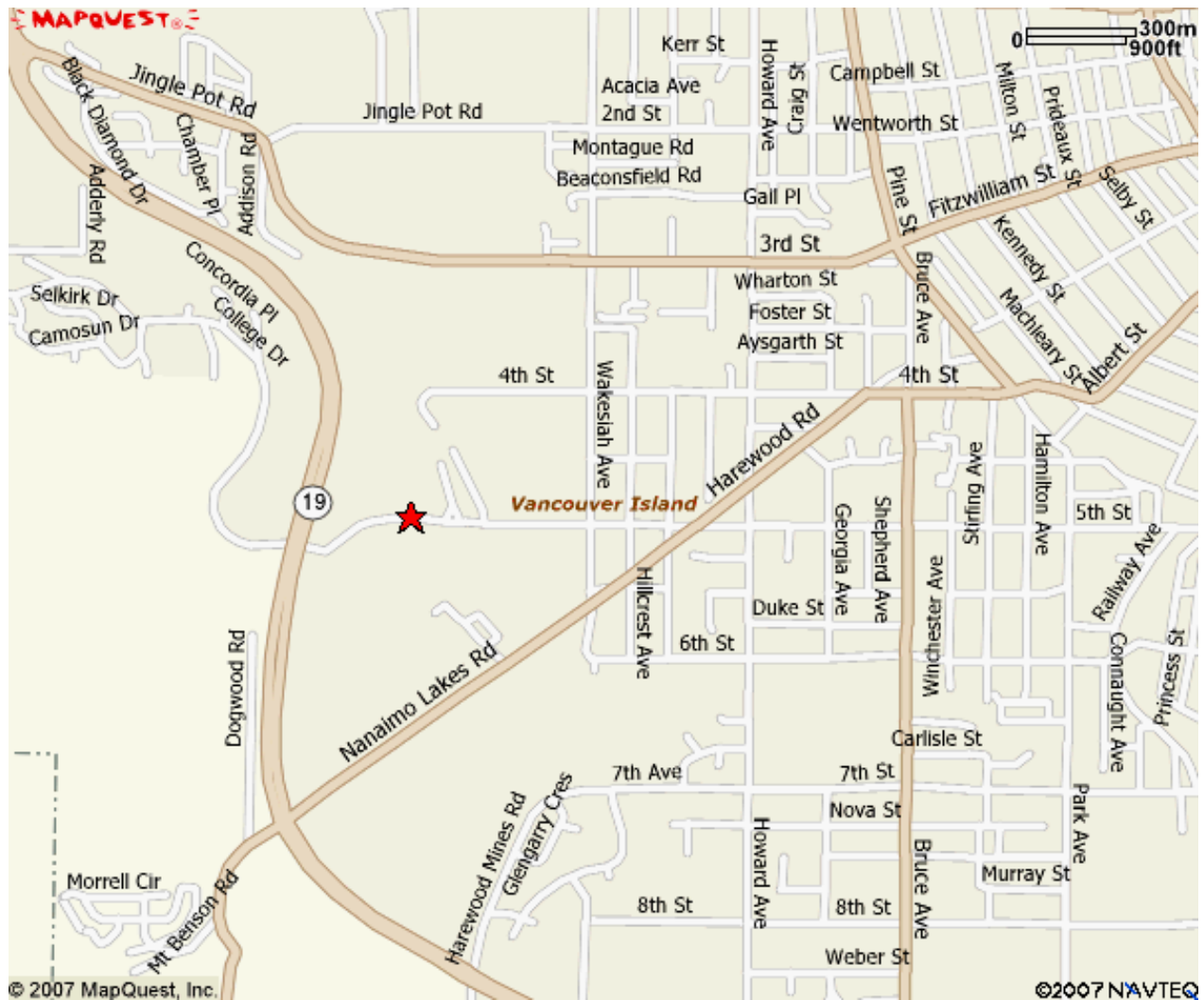
**NOTE: All information
contained in the candidate's written appeal will be kept confidential.**

Appendix 1

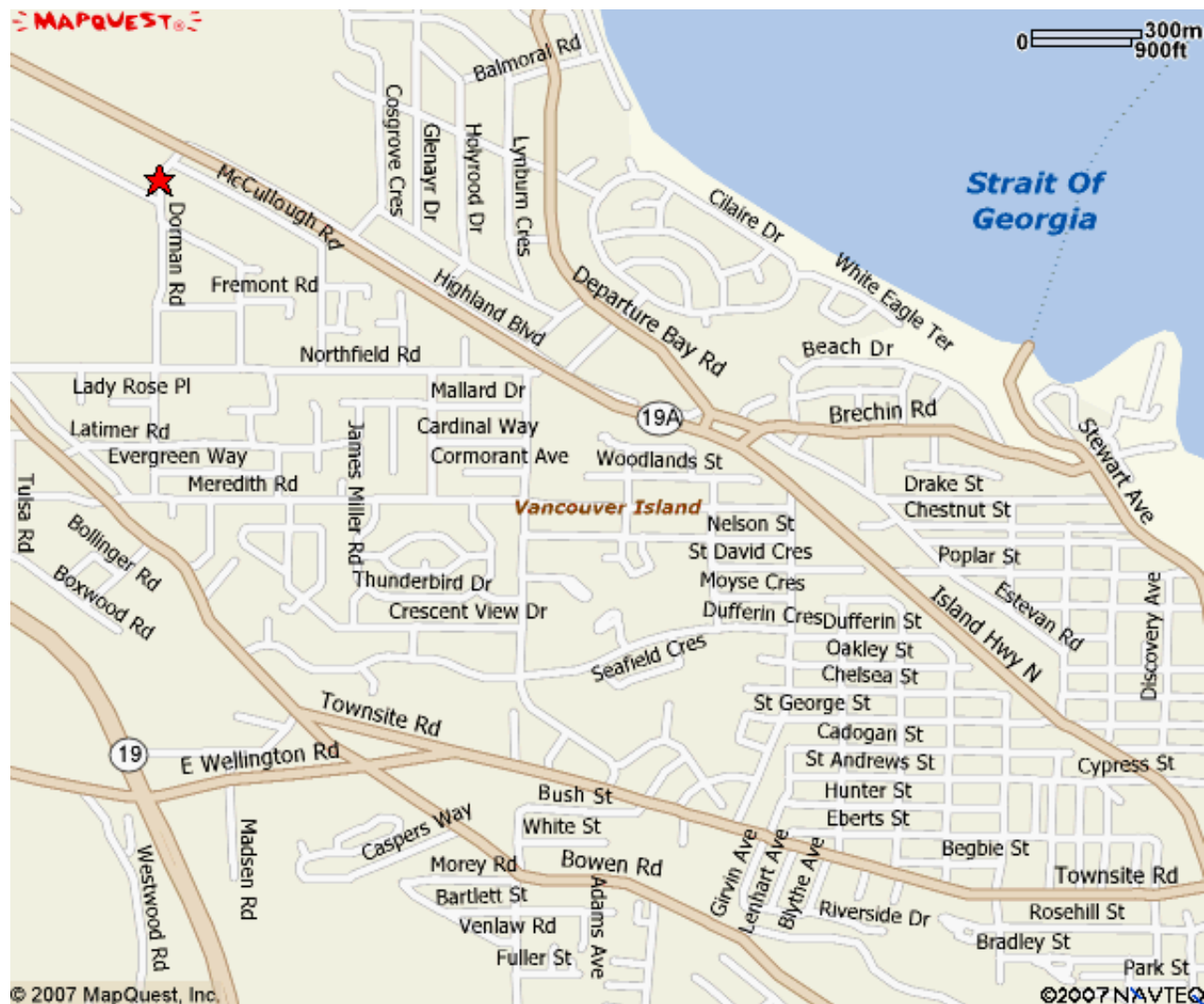
Maps



Malaspina University-College



★ Malaspina University-College



★ Vancouver Island Emergency Response Academy Training Facility

Appendix 2

Operational Guidelines, Forms, and Malaspina University-College Policies and Procedures

Vancouver Island Emergency Response Academy

Operational Guidelines

Evaluation Failure and Re-Challenge	OG5910
Disputes and Appeals.....	OG5911

Forms

NFPA 1001 Level 1 and Level 2 Equivalency Application Form	VIERA003
Unsuccessful Candidate	VIERA009
Appeals Submission	VIERA013
Re-Evaluation Request.....	VIERA014
Confirmation of Employment or Membership.....	VIERA020

Malaspina University-College Policies and Procedures

Application for Admission	Application
Respond to Appeals	Procedure CCSP6.10
Responding to Appeals	CCSWI205
Student Academic Code of Conduct.....	Policy 99.01
Student Academic Code of Conduct.....	Procedure 99.01.001
Student Conduct Code	Policy 32.05
Student Conduct Appeals.....	Policy 32.06

Appendix 3

NFPA Prerequisite Requirements

and References

NFPA Prerequisite Requirements and References *(for COA-05, section V)*

NFPA	Course	Level	Prerequisites	
				“Meet” or “Certified”
472	Hazardous Materials	Awareness	n/a	
472	Hazardous Materials	Operational	NFPA 472 - Awareness	Certified
1041	Fire Service Instructor	Level 1	n/a	
1041	Fire Service Instructor	Level 2	NFPA 1041 - Level 1	Certified
1021	Fire Officer	Level 1	NFPA 1001 – Level 2 NFPA 1041 – Level 1	Meet Meet
1021	Fire Officer	Level 2	NFPA 1021 – Level 1	Certified
1521	Incident Safety Officer	n/a	NFPA 1021 – Level 1	Meet

Note: Candidates must meet NFPA 1500 physical requirements or the requirements of the authority having jurisdiction.

Appendix 4

Practical Skills

Check Sheets

Vancouver Island Emergency Response Academy

Practical Skills Check Sheets Index

NFPA 472 – Hazardous Materials Awareness and Operations

Hazardous Materials Awareness	472-JPR-01
Analyzing the Incident	472-JPR-02
Implementing a Planned Response	472-JPR-15

NFPA 1021 - Fire Officer Level 1

Human Resource Management.....	1021-JPR-01
Community and Government Relations	1021-JPR-07
Administration.....	1021-JPR-11
Inspections and Investigations.....	1021-JPR-14
Emergency Service Delivery.....	1021-JPR-16
Health and Safety	1021-JPR-20

NFPA 1021 - Fire Officer Level 2

Human Resource Management.....	1021-JPR-22
Administration.....	1021-JPR-24
Implementing a Planned Response	1021-JPR-29
Inspections and Investigations.....	1021-JPR-30
Emergency Service Delivery.....	1021-JPR-31
Health and Safety	1021-JPR-34

Vancouver Island Emergency Response Academy

Practical Skills Check Sheets Index (continued)

NFPA 1041 - Fire Service Instructor Level 1

NFPA 1041..... [1041-JPR-01](#)

NFPA 1041 - Fire Service Instructor Level 2

Program Management..... [1041-JPR-02](#)

Instructional Development..... [1041-JPR-06](#)

Testing and Evaluation..... [1041-JPR-10](#)