



Robert L. Quinn
Commissioner

State of New Hampshire

DEPARTMENT OF SAFETY

Division of Fire Standards and Training & Emergency Medical Services

www.nh.gov/safety/divisions/fstems



Justin A. Cutting
Director

Jeffrey R. Phillips
Assistant Director

2024 State Fire Instructor Renewal Report

Executive Summary

Between April and June of 2024, the required minimum of 10% of all State Fire Instructor Renewal Applications were audited to ensure compliance with Fire 404.04. As a result of those audits, the initial 10% of renewals fell well below the 25% threshold requiring further scrutiny. By the end of the cycle on June 30th, 2024, a total of 164 State Fire Instructors successfully renewed their credentials through the online RespondNH portal. The renewal process and online application were implemented effectively.

Background

In September of 2023, the New Hampshire Fire Standards & Training Commission adopted a policy regarding the State Fire Instructor Renewal process auditing. Prior to the 2024 renewal cycle, each individual State Fire Instructor application was manually reviewed for accuracy and completeness. Here is the language regarding audits:

"It is the policy of the FSTC to have the Division audit 10% of the renewal applications that are received to ensure the documentation being submitted meets the requirements set forth within this policy. In the event during the audit, if more than 25% of the audited submissions are found not to meet the requirements an additional 10% of the renewal applications shall be audited. At the completion of the set round of audits, if it is found that more than 25% of the audited submissions do not meet the requirements a complete audit of all submissions shall take place."

Methodology

The Division is responsible for the execution and tracking of State Fire Instructor credentialing. Upon receipt of the rule, the Division began to operationalize the requirements. Ensuring transparency and equity in the process was paramount. Given that this was the first time utilizing this process with an unknown outcome, it was also crucial to ensure that the auditing process was timely and provided immediate feedback to any State Fire Instructors who needed to resubmit. As such, a schedule of auditing was adopted based on receipt of applications.

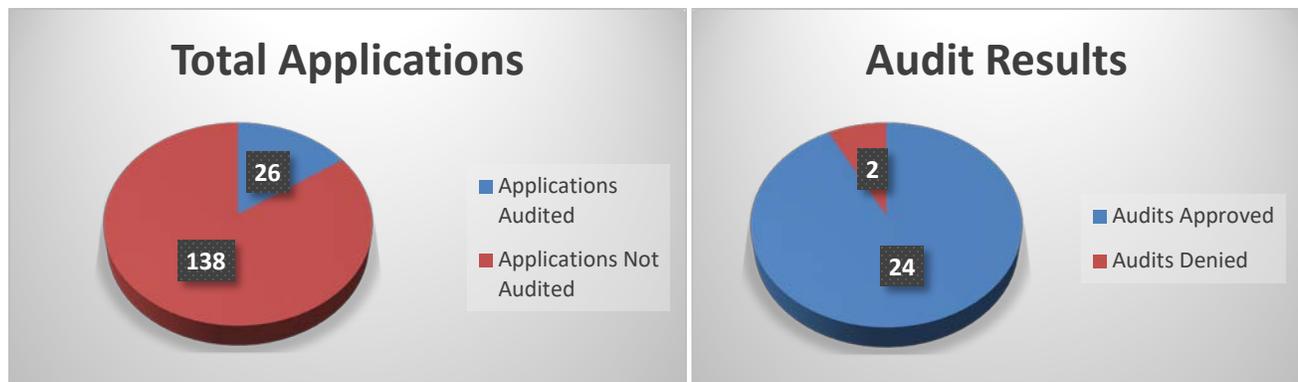
State Fire Instructors in need of renewal were provided system-generated 90, 60, 30, and 10 day warning notices about their impending expiration. The notices prompted an influx of applications, and a corresponding audit period. Audits were conducted of a given time period, and we maintained the minimum required 10% audit through the renewal period. The total number of applications received during the time period was accounted for, and the corresponding number of applications was randomly selected and audited for compliance. On a few occasions, applications were selected for audit due to self-reporting or other specific criteria. These audits, along with notes explaining the reason for their selection, were included in the final report.

State Fire Instructors who passed the audit were notified via email that their app had been selected for audit and that they subsequently were found in compliance. State Fire Instructors who failed the audit due to lack of compliance were notified via telephone by Captain Nick Bibeau.

Audit Results

During the renewal cycle, 164 applications were received, of which 26 were audited for a total of 15.9% audits. Of the 26 applications that were audited, there were only two failures (7.7% of audited applications and 1.2% of total applications). Additionally, one self-reported incomplete, which was subsequently corrected. At no time during the audit process did the results breach the 25% threshold.

Both instructors who were found to be out-of-compliance resubmitted and met the requirements before the expiration date. The compliance rate among the audited applications indicates a strong adherence to the renewal requirements.



Conclusion

Between April and June of 2024, the Division conducted audits of State Fire Instructor Renewal Applications to ensure compliance with Fire 404.04 following the new policy. Of the 164 applications received, 26 (15.9%) were audited, exceeding the required 10% minimum audit rate. Only two of the applications that were audited were initially found non-compliant (7.7% of audited applications and 1.2% of total applications), which is well below the 25% threshold that would have necessitated additional audits. Both instructors corrected their applications promptly. The successful implementation of the auditing process, which ensured transparency, equity, and timely feedback, reflects a strong adherence to renewal requirements among State Fire Instructors.