



New Hampshire Fire Standards & Training Commission

Title: Remediation and Retesting	Effective Date: --
Meeting Approved: --	Revised Date: --

PURPOSE

This policy establishes procedures for candidates who have failed a certification exam to complete retraining and become eligible for retesting. On June 28, 2017, the NH Fire Standards and Training Commission (FSTC) modified administrative rule to allow candidates who have failed a certification exam twice to receive retraining without having to repeat an entire certification program. This policy applies to any State Fire Instructor responsible for the delivery of training and remediation, and to any agency responsible for the scheduling and administration of FSTC-approved certification exams.

POLICY

I Definitions

- (a) **Candidate.** A person taking an examination.
- (b) **Remediation.** A structured training process with the goal of identifying and addressing specific knowledge gaps or skill deficiencies that led to an unsuccessful exam attempt.

II Roles and Responsibilities

- (a) The role of the NH Fire Standards and Training Commission (FSTC) is to approve plans of remediation for candidates who have failed two consecutive attempts at a certification exam.
- (b) The role of the Division of Fire Standards and Training and Emergency Medical Services (FSTEMS) is to recommend plans of remediation to the FSTC for candidates who have failed two consecutive attempts at a certification exam; to provide a report to instructors to guide remedial training; and to administer the certification testing process, ensuring eligibility to test per NH Administrative Rule and this policy.
- (c) The role of the FSTC certified State Fire Instructor (SFI) is to request a remediation course reference (CREF) number and report from the Division when remediation is indicated, deliver

remedial training as indicated, and submit all required paperwork in a timely manner to allow remediated students to test.

III General Guidance

- (a) **Authority.** Per NH Administrative Rule § Fire 403.07(a), candidates who fail two consecutive attempts at a certification exam will not be eligible to take the exam again until they complete remedial training as recommended by the Division Director and approved by the FSTC.
- (b) **Recommendation by the FSTEMS Division Director.** Programs recommended and approved for remedial training will abide by section IV of this policy, as applicable. Programs not recommended for remedial training will require candidates to complete the certification training program in its entirety prior to being eligible for retesting. Appendix A of this policy will provide a recommendation for remedial training.
- (c) **Candidate Request.** Individuals who fail an FSTC certification exam twice consecutively will be directed to contact the instructor of record for their certification training course to request remedial training.
- (d) **Remedial Training.** The coordination of remedial training will be the responsibility of the instructor of record of the training program through which the candidate became eligible to test.
 - (1) The Instructor of Record must request from the Division the establishment of a remedial training course. The instructor of record may request from the Division a report containing the candidate's general performance on the failed exam.
 - (2) The instructor of record or designee must deliver any necessary remedial training. Remedial training should address the deficiencies noted in the remediation report(s). Remedial training must be delivered by instructors qualified to teach the program. Remediation will be solely the responsibility of the instructor that provided the initial training.
 - (3) Upon completion of remedial training, the instructor of record must submit to the Division a course completion roster for the established remedial training course. Candidates who have been marked as complete in a remedial training course will be eligible to test twice more, per NH Administrative Rule § Fire 403.07(b).
- (e) **Subsequent Failures.** Candidates who fail a certification examination twice more following remedial training must complete the associated certification training program in its entirety prior to being eligible for retesting.

IV Remediation Reporting

- (a) **Cognitive Examinations.** Upon being contacted by an individual seeking remedial training for a cognitive exam failure, the instructor of record may request from the Division a remediation

report that includes the topic areas covered on the certification exam for which the individual received a below-passing score. Individual numerical scores will not be reported.

- (b) **Practical Examinations.** Upon being contacted by an individual seeking remedial training for a practical exam failure, the instructor of record may request from the Division a remediation report that includes the individual skill stations or process evaluations for which the individual received a below-passing score. Evaluator notes regarding a candidate's performance at a practical station will not be reported.
 - (1) **Retesting Practical Skill Stations.** If a candidate fails two or fewer stations within a practical examination, they may retest only the failed stations. If a candidate fails three or more stations within a practical examination, they must retest all stations.
- (c) **Project-Based Assessments.** All projects within a certification training program must be completed according to the approved scoring instruments before a candidate will be eligible to test.
- (d) **Reciprocity Testing.** Candidate completing testing as part of a transfer of credit and certification petition process, as described in Administrative Rule § Fire 405.02I-(d), will have one opportunity to pass all components of a certification examination. Upon failing a certification examination, the petitioner must successfully complete an FSTC-approved training program to be eligible to attempt certification again.

Appendix A: FSTEMS Division Director Recommendation for Remediation by Program

Program	Recommended Remediation
Hazmat Awareness	None, must repeat the training program.
Hazmat Operations	Cognitive and Practical
Firefighter I	Cognitive and Practical
Firefighter II	Cognitive and Practical
Driver Operator Aerial	Cognitive Only
Driver Operator Pump	Cognitive Only
Driver Operator All Vehicles	Cognitive Only
Airport Firefighter	Cognitive Only
Confined Space Rescue	Cognitive Only
Rope Rescue Awareness	Cognitive Only
Rope Rescue Operations	Cognitive Only
Rope Rescue Technician	Cognitive Only
Swiftwater Rescue	Cognitive Only
Trench Rescue	Cognitive Only
Ice Rescue	Cognitive Only
Fire Officer I	Cognitive Only
Fire Officer II	Cognitive Only
Fire Inspector I	Cognitive and Practical
Fire Inspector II	Cognitive and Practical
Fire Investigator	Cognitive Only
Instructor I	Cognitive and Practical
Instructor II	Cognitive and Practical
Instructor III	Cognitive Only