



Candidate Preparation Guide

Experience and Education (E&E) Claim

Statewide Police Promotional Exams

Sergeant, Lieutenant, & Captain

Written Exam Administration Date:
September 17, 2022 – Re-administered on September 23, 2023
&
September 23, 2023

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The Experience and Education (E&E) claim is an exam component of the September 17, 2022, and September 23, 2023, police promotional exams for Sergeant, Lieutenant, and Captain titles.

This section of the exam is similar but not the same as the Education and Experience (E&E) section of previous years. This guide is intended to help candidates familiarize themselves with the E&E component of the exam.

Please note these instructions are for candidates taking the September 17, 2022 – Re-administered on September 23, 2023, exam and the September 23, 2023, exam. These instructions should not be relied upon for any future exam.

It is strongly recommended you closely read the on-line instructions, download, and print a copy of the claim, and work on it off-line before beginning your on-line submission.

Claim Submission

The E&E claim for the September 17, 2022, re-administered exam and September 23, 2023, exam titles are available for candidates to input information from opening date of September 1, 2023, until the deadline of September 30, at 11:59 p.m. If the candidate starts but does not submit the claim, it can be finished later by “saving” the form; it does not need to be completed in one sitting. However, the claim needs to be submitted no later than 11:59 pm on September 30, 2023, for a candidate to receive credit. A “saved” claim is not a “submitted” claim. For the claim to be scored, it must be “submitted”. Once a candidate clicks “submit”, they cannot go back in and edit their submission. All claims will be reviewed based on the answers provided. Written requests for modification of a submitted claim must be emailed to civilservice@mass.gov on or before the deadline date, September 30, 2023, and will be added to your record for this examination component. Please include your full name, civil service personal identification number and the examination in the subject line of any email sent. For example: John S. Smith – 123456 – Statewide Sergeant.

Candidates must ensure they are submitting an E&E claim to the correct exam plan. If candidates are taking the 2023 Statewide Sergeant written promotional exam, they must apply for the 2023 Statewide Sergeant E&E exam.

When participating in multiple written promotional exams, candidates must submit an E&E application for each appropriate promotional E&E application.

The online E&E Claim application is not complete until you have electronically completed and submitted the online E&E claim and received a confirmation email acknowledging receipt of the E&E Claim application. If you have not received a confirmation email, you must resubmit your online application prior to the submission deadline, until you have received a confirmation email. Candidates should retain a copy of their email for their records.

Please note: The confirmation email is confirmation that your application has been received. It is not confirmation that all your supporting documents have been accepted. Please review the preparation guide carefully to ensure all the proper documentation is submitted.

Please ensure that the candidate’s personal identification number on the E&E notice is utilized when submitting the E&E application.

Weights and Scoring

For the September 17, 2022, re-administered exams and September 23, 2023, the E&E exam component is one of three exam components and is weighted at 20% of the total exam. The E&E component has three main sections that have the following weights applied to all titles:

Experience	54%
Training	22%
Education	24%

Unlike previous E&E claim forms, a candidate will not be able to see point values for the associated claim entries. When exam scores are released, the candidate will receive a breakdown of their final score consisting of their written exam technical knowledge component; written exam situational judgment testing component; and E&E claim score.

Background

The E&E component has three main sections: Experience, Training, and Education. Through collaboration of HRD Civil Service Unit, subject matter experts and the test vendor, the weight distribution was determined through our job analysis test development process. This process consists of multiple panel sessions accompanied by surveys to all civil service departments across the Commonwealth.

Supporting Documentation

ALL claims, whether for experience, training, or education, require supporting documentation. This guide will identify what is supporting documentation for each category. The on-line form includes a section entitled “attachments” for submission of documents. **Please label your document to ensure it is processed accordingly.** A candidate can revisit the “attachments” page as many times as necessary to submit all required documentation before the claim is submitted. If submitting documentation through the Civil Service email, civilservice@mass.gov, please include E&E in the subject line, provide your name, personal identification number, and exam you have applied for. Candidates are encouraged to utilize their NeoGov account for all submissions.

Examples of how to Label Attachments is included below:

Relevant Time Periods for Experience Submissions

The E&E asks a series of questions about a candidate’s employment and supervisory experience. The following experience timeframes apply for the different exam titles:

September 17, 2022, re-administered exam, for the re-administered exam for all Statewide Sergeant, Lieutenant, and Captain– candidate experience gained on or before original written exam date.

September 23, 2023, for all Statewide Sergeant, Lieutenant, and Captain– candidate experience gained on or before written exam date.

Please ensure that you sure filling the Employment Verification Form (EVF) that corresponds with your approved exam date.

A link to the 2022 EVF form is [here](#).

A link to the 2023 EVF form is [here](#).

Current Work Experience

Candidates must submit a current EVF signed by their appointing authority or their designee for work in their current department. The appointing authority must include start/end dates for each grade level (rank), whether it was a full- or part-time position, and reasons for any breaks in service. Time is calculated per rank, and it can include any temporary, provisional, reserve, and/or intermittent time in a rank. Acting time is only accepted in the examination title category.

Leaves of absences or breaks in service for more than six months must be recorded on the EVF and will not be counted toward work experience.

HRD will only grant credit for work experience for time spent actually working within a department. An approved leave of absence will count towards E&E credit for up to 180 consecutive calendar days. HRD will not grant E&E credit for any time spent away from actually working (leaves or absences) in excess of 180 consecutive calendar days. For leaves or absences of more than 180 consecutive calendar days, only the first 180 consecutive calendar days will count towards E&E. "

Work Experience Earned in Another Department

An EVF must be filled out for each department that a candidate is claiming work experience from. All time should be listed accordingly on the EVF. If an EVF from another department is unable to be submitted, a letter from an appointing authority on the department letterhead will be accepted.

Calculating Work Experience

The EVF form will be used to calculate work experience at each rank. Temporary and provisional time will be added to the candidates' time in rank.

If a candidate's experience is 6 months or over, round up to the next full year. If experience is 5 months or less, round down to the previous lower year. Please remember that all types of experience in each

category must be totaled on your EVF or letter from the appointing authority. Experience that is not totaled cannot be credited.

For any part-time employment claims, it is the candidate’s responsibility to tally the number of hours worked and submit them in total within the “employment” category. Submission of part-time hours within the “shifts” category will not be accepted.

For part-time work calculations only, part-time work should be prorated based on a 172 hour/month to produce a months-worked claim. Examples:

- If a candidate worked part time for a total of 220 hours, the calculation would be 220 hours divided by 172 hours, resulting in 1.28 months of work. This would be rounded to credit for one month of work.
- For 670 hours of part-time work, the calculation would be 670 hours divided by 172 hours, resulting in 3.89 months worked. This would be rounded on the claim form, for a submission of 4 months of employment.

For example, if a candidate taking the Police Captain examination, has served part time as an acting Captain from 1/3/2019 – 6/5/2019 for a total of 300 hours, they would input the following:

IV. ACTING TIME IN EXAMINATION TITLE

Hours:
300 hrs

Dates of Service (From – To):
1/3/2019 - 6/5/2019

If the individual above had served as an acting Captain for the same time period, but on a full-time basis, then under “Hours” they would write “Full Time” instead.

IV. ACTING TIME IN EXAMINATION TITLE

Hours:
Full Time

Dates of Service (From – To):
1/3/2019 - 6/5/2019

Resumes will not be accepted in lieu of a work verification letter.

Please see below for an example of calculating time:

EVF Example:

Name of Candidate: <u>Robert Zulini</u>		Last four digits of Social Security #: <u>1234</u>	
Verifying Department: <u>Town/City</u>		Examination Title: <u>Statewide Captain</u>	
I. PERMANENT ORIGINAL SERVICE			
List Date of Permanent Appointment in rank of Police Officer: <u>01/10/01</u>			
II. PROMOTIONS WITHIN DEPARTMENT (List Ranks and Dates of Promotions):			
Rank:		Date of Promotion:	
<u>Sgt</u>		<u>04/05/06</u>	
<u>Lt.</u>		<u>09/15/15</u>	
III. TEMPORARY AND PROVISIONAL TIME IN RANK(S)			
Rank:		Dates of Service (From – To):	
<u>Temp Lt.</u>		<u>6/10/14-9/15/14</u>	
IV. ACTING TIME IN EXAMINATION TITLE			
Hours:		Dates of Service (From – To):	
<u>820 hrs</u>		<u>6/10/14-9/15/14</u>	
V. RESERVE OR INTERMITTENT TIME AS POLICE OFFICER			
Rank:	Total # of Hours (include if part-time):	Dates of Service (From – To):	
<u>(Example: Reserve Police Officer)</u>	<u>(250 Hrs.)</u>	<u>(12/1/2015–01/20/2018)</u>	
_____	_____	_____	
_____	_____	_____	
List Dates and Reasons for any breaks in service at any and all ranks: _____			

Print Name of Appointing Authority (or designee): <u>John Doe</u>			
Title of Designee: <u>Chief</u>			
Signature of Appointing Authority (or designee): <u>Chief's Signature</u>			
Date: <u>9/15/23</u>			

Please see the calculation for the EVF example above:

Candidate was appointed to police officer on 1/10/01.
Candidate was promoted to rank of Sergeant on 4/05/06.

The candidate work experience in the rank of police officer is 5 years and 3 months.

Candidate worked as a temporary Lt. 6/10/14-9/15/14.
Candidate was promoted to Lieutenant on 9/15/15.

This candidate worked 3 months as a temp Lt. while a Sgt. This time will be added to their Lt. time but subtracted from their Sgt. Time. Sgt. Time is calculated from their appointment to Sgt until their appointment to Lt. Time as a Sgt is 9 years and 2 months (9 yrs/5 months minus 3 months).

This candidate worked 820 hours as an Acting Captain. This candidate took the Statewide Captain promotional exam on September 23, 2023.



This candidate worked 820 hours as an Acting Cpt. This time is divided by 172 to obtain a calculation in months (5 months). This time is awarded as Acting time but subtracted from Lt. time. Lt. time is calculated from their appointment time until the date of the exam. Time as a Lt. is 8 years rounded off (8 years' time plus 3 months temp Lt. time, minus 5 months Act, Cpt. time)

Supervisor Experience in a Police Officer role Outside the Candidate's Department

Claims for work experience can be entered only once; multiple entries of the same work experience will not be scored.

Claims may be submitted for police officer work outside of the candidate's department, this includes military police or work in another department.

A separate EVF must be filled out and signed for any claim of experience in another department.

A candidate can submit their DD214 as supporting documentation of time served as a military police officer if the DD214 specifies that title in block 11. Additional documentation will be needed to support the claim of military police officer if it is not indicated in block 11. Additional documents can include initial orders joining the military with the job of military police.

Supervisor Experience in a Non-Police Officer Role

Claims may also be submitted for employment with supervisory responsibilities in a non-police officer position. Supporting documentation for non-police position(s) including a private company should be:

- a letter on business letterhead with an original signature indicating start/end dates of employment.
- full- or part-time position- If the claim is for part-time employment, the letter must indicate how many actual hours were worked or the number of hours worked per week. This will be calculated under the prorated, part-time calculation (172 hour/month)
- supervisory responsibility with official duties listed. Duties include: Supervising staff and work processes, enforcing policies and procedures, monitoring employee productivity, and providing feedback, setting performance goals, assisting with scheduling, employee corrective measures.
- For documentation from a non-governmental company (private or non-profit organization), the tax ID must be included in the supporting documentation.

Please note: If a candidate owns their own company, they must follow the same guidelines listed for a private company.

All documentation listed must be submitted to support a claim of outside supervisor time in a private company.

The example below will **NOT** be accepted as supporting documentation for outside supervisor time.

ABC Company

September 10, 2023

123 Main St
Anytown, MA 01234

To Whom it May Concern:

I have owned the ABC company for 5 years. I have experience managing my budget and ensuring my customers receive great service. I can provide references upon request. My EIN #1274365.

Sincerely,

Mac Macdonald

Time spent within the Non-Commission Officer (NCO) ranks or time spent within the Officer ranks would qualify as supervisory experience. Proof for NCOs would be Orders showing date of rank, NCOERs, ERB/SRB. A candidate who is no longer in the military would need to show Expiration Term of Service (ETS) date. If a candidate is still serving, then they would need to provide proof of still serving (Commanding Officer letter). For officers, they would provide proof of date of rank to officer and ETS date.

Resumes will not be accepted in lieu of a work verification letter. Leaves of absences or breaks in service for more than six months will not be counted toward work experience.

Police Training

Candidates may claim training courses they have passed as of the date of the written exam. The claim will be the sum of all specified training the candidate has completed. Every training listed will be equal in value. All training courses require documentation in the form of an awarded certificate. If a certificate is

not provided, supporting documentation must include completion of the training. The following trainings are eligible under this category:

- CCSIM Training
- FBI Law Enforcement Instructor School
- FBI Leadership Fellows Program
- FBI LEEDA Supervisor Leadership Institute
- FBI LEEDA Command Leadership Institute
- FBI LEEDA Executive Leadership Institute
- FBI National Academy Training
- FBI National Command Course
- FBI National Executive Institute (NEI)
- FBI Police Executive Fellowship Program
- International Critical Incident Stress Foundation (ICISF) Specialized Training Program -All
- Law Enforcement Executive Development Seminar (LEEDS)
- Leadership in Police Organizations (LPO)-formerly known as West Point Leadership
- Municipal Police Institute (MPI) Supervisor-Leadership Training
- Municipal Police Training Committee (MPTC) First Line Supervisor Training
- Senior Executives in State and Local Government (Harvard Kennedy School of Government)
- Senior Management Institute for Police (SMIP)

Please note:

September 17, 2022, re-administered exam, for all Statewide Sergeant, Lieutenant, and Captain– candidate training and certificates are required to be earned on or before original written exam date.

September 23, 2023, for all Statewide Sergeant, Lieutenant, and Captain– candidate training and certificates are required to be earned on or before written exam date.

Education

Candidates may receive credit for an associate, bachelor, master, and doctorate degrees from a regionally accredited higher education institutions in the United States; or institutions outside the United States granting degrees or degree program credits that are recognized by one of the United States regional accrediting agencies or that are transferable to a regionally accredited higher education institution in the United States. Candidates are to indicate the highest degree attained to receive credit. (For example, if the candidate received a related bachelor’s and master’s degree, they should select the “master’s degree” category.) Related degrees have more value than non-related degrees. Related degrees are based on job analysis conducted with our subject matter experts.

A candidate must submit official transcripts to support their submission. A combination of unofficial transcripts and a diploma will be accepted in lieu of official transcripts. The related degrees in the police service are:

- Law

- Criminal Law
- Law Enforcement
- Criminal Justice
- Criminology
- Legal Studies
- Forensics
- Public Administration
- Management
- Business
- Business Administration
- Business Management
- Psychology
- Sociology
- Social Work
- Organizational Development

Additionally, a candidate can receive credit for a degree from a regionally credited college or university in a field outside of the above specified related law enforcement degrees identified as a non-related degree.

Please note:

September 17, 2022, re-administered exam, for all Statewide Sergeant, Lieutenant, and Captain– candidate degrees are required to be earned on or before original written exam date.

September 23, 2023, for all Statewide Sergeant, Lieutenant, and Captain– candidate degrees are required to be earned on or before written exam date.

25 Years of Service

Any candidate who can provide written documentation may receive 2.0 extra points on a passing grade for having completed 25 years of service as a member of a regular municipal police department in Massachusetts.

The 25 years’ experience credit is calculated from the starting employment date provided on the EVF and until the date of the exam. Experience from multiple municipal departments can be combined to make up the 25 years. An EVF is required from each department is required to verify experience. In addition, experience that occurred concurrently will also be awarded.

Please note:

September 17, 2022, re-administered exam, for all Statewide Sergeant, Lieutenant, and Captain– candidate 25-year preference are required to be earned on or before original written exam date.

September 23, 2023, for all Statewide Sergeant, Lieutenant, and Captain– candidate 25-year preference are required to be earned on or before written exam date.

If a candidate has already been approved for the 25-year experience credit, it will automatically be added to your final score.

The 25-year experience credit will also be documented on your E&E application notice.

Veteran's Preference

Any candidate who qualifies for disabled veteran or veterans' preference may receive 2.0 extra points on a passing grade for the examination.

In order to update your Veteran status, a candidate must submit their DD214 or a statement of service/Commanding Officer letter on Official letterhead with appropriate signature and include details of your military service to date that includes:

- Dates of full-time active duty
- Current assignment
- Date of entrance into service
- Estimated time of separation
- Expected discharge type (i.e., honorable)
- Statement confirming that you will receive a DD214 not for training at the completion of your current Active-Duty service.

If a candidate has already been approved for veteran preference, it is not necessary to resubmit documentation to be awarded veteran points. It will automatically be added to your final score.

Veteran preference will also be documented on your E&E application notice.

Please note:

September 17, 2022, re-administered exam, for all Statewide Sergeant, Lieutenant, and Captain– Veterans status must be attained on or before original written exam date.

September 23, 2023, for all Statewide Sergeant, Lieutenant, and Captain– Veterans status must be attained on or before written exam date.

In order to be awarded your preferential Veterans or 25 years of service points, you must achieve a passing grade on the exam.

Please note: A candidate cannot receive both 2.0 points for 25 years of service **and** 2.0 points for Veteran's Preference. The maximum number of points awarded between the two categories is 2.0 extra points on a **passing grade** for the examination.

The following information is on the exam poster.

*Statutory Preference Points: Upon submission of written proof, two points will be added to the **passing score** of qualified Veterans and Disabled Veterans or individuals who have 25 years of service as a member of a regular police or fire force and have passed an examination for promotional appointment in such force. If you are qualified for both the Veteran's Preference and the Promotional Preference for 25 years of service, please be advised that two points are the maximum allowable number of points to be added to your passing, overall (general average) examination score. To claim the Promotional Preference for 25 years of service, candidates must claim this preference in the E&E Claim application and verify eligibility on the Employment Verification Form submitted for this examination. To claim veterans' preference, claim veteran status in the application and attach your DD214 to the application or email it to civilservice@mass.gov. For more information on veteran status refer to the Military Information section on our website.*

Appeal Rights

Under Massachusetts law, once a candidate receives their examination score, they have 17 calendar days from the emailing of the score notice to file an appeal of their E&E claim.

[General Law - Part I, Title IV, Chapter 31, Section 24 \(malegislature.gov\)](http://malegislature.gov)

Claim Audits

HRD reserves the right to audit any E&E claim from the time of submission through the life of any eligible list. Candidates should maintain original copies of any documentation submissions in case HRD, or an appointing authority requests them.

Accessing the E&E Claim Website

All candidates who are registered to take the promotional police officer exam on September 23, 2023, and the readministered September 17, 2022, exam were sent an email on September 1, 2023 with a link that takes the candidate to the web page. Only on-line claims will be accepted. No other form of submission will be accepted.

Scores are issued from the information on a candidate's E&E application.

If a candidate has created two profiles, they must use the profile sent to them to access their on-line claim. It is important to use the same profile when submitting all documentation or inquiries related to their claim.

Submission of the Claim

After candidates complete and review their submission, they must "accept and submit" their E&E claim by clicking on the button highlighted below under the "certify" section of the application. Failure to click this button will result in no score for the claim. Candidates should only submit their claim when they have completed the claim; once submitted the claim cannot be revisited. If a revision is needed, a candidate can email Civil Service a civilservice@mass.gov before the application end date.

- Info
- Attachments
- Questions
- Review
- Certify**

Certify

Fields marked with an asterisk (*) are required

Are you interested in receiving text message notifications from this organization?

OFF ON

By selecting "on," you may receive text message for the following:

- Follow-up text messages from potential employers regarding applications you submitted and additional steps in the application process (including, but not limited to, scheduling interviews or assessment tests)
- Notification text messages about your applicant status, assessment score, and other progress notifications.

Please refer to our [Terms of Use](#) for more information.



I hereby acknowledge and attest, under the penalty of perjury that the information I have provided on this application is true. I have also read all the information contained in the job posting and application and I understand that falsification of any information is subject to removal from all eligible bids.

Decline

Accept & Submit

FAQ's

1. How are the years rounded on the EVF?

Years are calculated by rank and are rounded up. (Ex. 6 years/6 months as a Sergeant=7 years)

2. Why do I have to submit an official transcript? And why does my diploma not count?

Official transcripts are sent directly from the school registrar and contain coursework information. Unofficial transcripts will be accepted accompanied by a copy of the diploma.

3. What documents do I need to submit to verify my veteran's status?

The non-active duty training DD214 or a statement of service/Commanding Officer letter on Official letterhead with appropriate signature and include details of your military service to date that includes: dates of full-time active duty, current assignment, date of entrance into service, estimated time of separation, expected discharge type (i.e., honorable), statement confirming that you will receive a DD214 not for training at the completion of your current Active-Duty service.

4. I am unable to provide my military documents because the only people who can verify this information are currently deployed.

Even under deployment, a candidate should be able to send an email or reach out to those who can provide the documentation.

5. Who selects the trainings that are eligible for points on the E&E claim?

A job analysis was performed prior to this exam. Subject matter experts met to evaluate the criteria for eligible trainings based on the curriculum, and accessibility. A survey was sent out to all civil service departments in the Commonwealth to evaluate what trainings should be eligible for credit.

6. I was laid off from my department for two years, am I eligible to calculate my laid off time as part of my 25 years of service?

An individual member needs to serve as a member in the force for 25 years for HRD to calculate the 25 years of service. Therefore, the individual would not receive credit for the years they were laid off.

7. If I have worked in more than one Civil Service department, do I need to submit more than one EVF?

Yes, a candidate must submit a separate EVF form for each department they would like to claim experience for.

8. Can I combine the time from multiple departments to qualify for 25 years statutory preference?"

Experience from multiple departments can be combined to make up the 25 years. An EVF is required from each department is required to verify experience.

9. Can I claim 25-year statutory preference if I have worked for a civil service police and fire department?

In the statute, police are considered to be a separate "force". You need to be a part of one or the other municipal force to qualify for 25 years.

10. If I'm a veteran and have 25 years in the force as a police officer, can I receive 4 points onto my score?

*A candidate cannot receive both 2.0 points for 25 years of service **and** 2.0 points for Veteran's Preference. The maximum number of points awarded between the two categories is 2.0 extra points on a **passing grade** for the examination.*

11. I worked as a corrections officer for 10 years prior to becoming a police officer. Can I claim this time under "outside supervisor" time since I "supervised" inmates as a corrections officer?

Time as a corrections officer will not be considered for "outside supervisor" time. This role is considered "care of custody" for inmates and does not meet the duties intended to fulfill this role.