



Candidate Preparation Guide

Experience, Certification, Training and Education (ECT&E) Claim

Fire Promotional Exams

Fire Chief

Contents

Candidate Preparation Guide	1
Experience, Certification, Training and Education (ECT&E) Claim	1
Fire Promotional Exams	1
Fire Chief	1
Claim Submission	3
Weights and Scoring	4
Background	4
Supporting Documentation	4
Employment Verification Form (EVF)	5
Current Work Experience	5
Work Experience Earned in Another Department	5
Calculating Work Experience	6
Outside Department Experience	8
Supervisor Experience Outside the Fire Service	9
Fire Trainings and Certifications	12
Trade Licenses.....	16
Education	16
EMT Licenses.....	17
25 Years of Service	18
Veteran’s Preference	18
Appeal Rights	19
Claim Audits	19
Accessing the ECT&E Claim Website	19
Submission of the Claim	20
FAQ’s	21

The Experience, Certification, Training and Education (ECT&E) claim is an exam component of the fire promotional exams for the title of Fire Chief.

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 ECT&E component of the exam.

Please note these instructions are for candidates taking the current Fire Chief promotional 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. This preparation guide includes unique information, not available online. Use the information in this guide to assist in completing the claim.

Claim Submission

Final ECT&E Submission Deadline: 7 days after written exam date, at 11:59 p.m.

- Starting the claim: Make sure the claim is for the correct exam title. If candidates are taking the 2024 Fire Chief written promotional exam, they must apply for the 2024 Fire Chief ECT&E exam claim. When participating in multiple written promotional exams, candidates must submit an ECT&E application for each appropriate promotional ECT&E application.
- “Saving” VS “Submitting”: The claim can be completed in more than one sitting, and progress can be saved. However, a claim must be submitted by the deadline. A saved claim cannot be scored and will be considered incomplete.
- Changing a submitted claim: Once a claim is submitted, candidates can no longer make changes. If the deadline has not yet passed, changes can be made to submitted claims by emailing: civilservice@mass.gov. Include the candidate’s name, person ID, and ECT&E exam title in the subject of the email (e.g., John S. Smith – 123456 – ECT&E Fire Chief).
- Confirmation of submission: When a claim is submitted, a confirmation email will be sent. If you do not receive 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 confirmation email for their records. If an email is sent to the Civil Service account with supporting documents, an auto reply will be generated. This is not confirmation that an application has been submitted.

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.

Weights and Scoring

For the Fire Chief exam, the ECT&E exam component is one of three exam components and is weighted at 20% of the total exam. The ECT&E component has three main sections that have the following weights applied:

Experience	52%
Certifications/Trainings/Licenses	28%
Education	20%

Unlike previous ECT&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 ECT&E claim score.

Background

The ECT&E component has three main sections: Experience, Certifications/Trainings/Licenses 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. Each exam is evaluated in partnership with subject matter experts. Components and/or specifications of each component are subject to change with evaluations of each exam.

Supporting Documentation

ALL claims, whether for experience, certification, training, license 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 for some reason you are unable to attach a document to the claim, or you need to make a change see “Changing a submitted claim” above.

NOTE: If you have attached all necessary supporting documents to your online claim, you do **NOT** need to email a second copy to Civil Service.

The image below shows where to submit supporting documentation on your ECT&E claim:

Attachments

Supported file types: .doc, .docx, .xls, .xlsx, .ppt, .pptx, .potx, .pdf, .gif, .tiff, .tif, .jpe, .jpeg, .jpg, .png, .htm, .html, .rtf, .txt, .wpd, .wp, .bmp

[Add supplemental attachment](#)

** Required attachments must be provided before submission*

[Next](#)

Employment Verification Form (EVF)

Ensure you are filling out the EVF for the **correct exam title**. The experience you provide should only be candidate experience gained on or before the exam date.

The EVF must be signed and dated by your department's appointing authority or their designee for work in their current department.

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

NOTE: A resume will never be accepted instead of an EVF.

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 absence: The first six months (180 consecutive days) of a leave of absence can be claimed as time worked on your EVF. 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.

Work Experience Earned in Another Department

An EVF must be filled out for each department that a candidate is claiming work experience from. 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, including temporary and provisional time.

Rounding: Sections I, II, III, & V of the EVF are calculated in years. If a candidate's experience is 6 months or over, round up to the next full year. If experience is less than 6 months, round down to the previous lower year. Days are not considered when rounding to the nearest year. Therefore, if a candidate has 1 year, 5 months, and 29 days of experience in a rank that will round to 1 year of experience in that rank.

Section IV, Acting Time, is calculated in months. If a candidate has 16 or more days of experience, round up the next month. Therefore, if a candidate has 2 months and 16 days of experience of acting time, this would round to 3 months.

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 Fire Chief examination, has served part time as an acting Fire Chief 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 Fire Chief 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

Please see below for an example of calculating time:

EVF Example:

Commonwealth of Massachusetts Human Resources Division 2023 Fire Chief Departmental Promotional Examinations Employment Verification Form		
Instructions: The Appointing Authority (or their designee) <u>must sign</u> and date this form, certifying the information provided for each promotional candidate is accurate. Attach additional paperwork if necessary. This form must be submitted no later than seven calendar days after the written examination date. This form and any supporting documentation must be scanned and attached to your application or sent to civilservice@mass.gov no later than November 25, 2023 . Please be thorough in completing this form. Not indicating full-time or part-time (if part-time then hours) will be considered insufficient verification. Acting time will be creditable only in the title of the examination.		
Candidates who are claiming the Promotional Preference for 25 Years: This form will serve as the primary source of verification and computation of a candidate's eligibility for this preference, and the examination date of November 18, 2023 , will be the computation cut-off date. Time worked as a Permanent Reserve/Intermittent Firefighter or Call and Temporary Firefighter after certification may be applied toward one's eligibility for this preference.		
Name of Candidate:	<u>Robert Zulini</u>	Last four digits of Social Security #: <u>1234</u>
Verifying Department:	<u>Amytown, MA</u>	Examination Title: <u>Fire Chief</u>
I. PERMANENT ORIGINAL SERVICE		
List Date of Permanent Appointment in rank of Firefighter: <u>1/10/2001</u>		
II. PROMOTIONS WITHIN DEPARTMENT (List Ranks and Dates of Promotions):		
<u>Rank:</u>	<u>Date of Promotion:</u>	
<u>LT</u>	<u>4/05/2006</u>	
<u>CPT</u>	<u>9/15/2015</u>	
<u>Deputy</u>	<u>2/10/2019</u>	
III. TEMPORARY AND PROVISIONAL TIME IN RANK(S)		
<u>Rank:</u>	<u>Dates of Service (From – To):</u>	
<u>CPT</u>	<u>6/10/2014-9/15/2014</u>	
IV. ACTING TIME IN EXAMINATION TITLE ONLY		
<u>Hours:</u>	<u>Dates of Service (From – To):</u>	
<u>820</u>	<u>2/3/2021-7/19/2023</u>	
V. RESERVE, INTERMITTENT OR CALL TIME AS FIREFIGHTER		
<u>Rank:</u> (Example: Reserve Firefighter)	<u>Total # of Hours (include if part-time):</u> (250 Hrs.)	<u>Dates of Service (From – To):</u> (12/1/2015–01/20/2018)
<u></u>	<u></u>	<u></u>
List Dates and Reasons for any breaks in service at <u>any and all</u> ranks: <u></u>		
<u></u>		
Print Name of Appointing Authority (or designee): <u>John Doe</u>		
Title of Designee: <u>Chief</u>		
Signature of Appointing Authority (or designee): <u>John Doe</u> Date: <u>10/01/2023</u>		

Please see the calculation for the EVF example above:

Firefighter Experience:

Start: 01/10/01

End: 04/05/2006

Total Time: 5 years and 3 months = **5 years**

Lieutenant Experience:

Start: 04/05/2006

End: 09/15/2015

Subtotal: 9 years and 5 months

Subtract temporary Captain time: 3 months

Total Time: 9 years and 2 months = **9 years**

Captain Experience:

Start: 09/15/2015

End: 2/10/19

Subtotal: 3 years 5 months

Add temporary Captain time (from above): 3 months

Total Time: 3 years and 8 months = **4 years**

Deputy Fire Chief Experience:

Start: 2/10/19

End: 09/18/2023 (exam date)

Subtotal: 4 years 9 months

Subtract acting time (from below): 5 months

Total Time: 4 years 4 months = **4 years**

Acting Fire Chief Experience:

820 hours

Divide by: 172 hours

Total Time: 4 months and 22 days = **5 months**

Outside Department Experience

This is experience in the fire service outside your current department. Firefighter time can be claimed, as well as time in the supervisory ranks. Work experience can only be claimed once. If you plan to claim time as a military firefighter, this time cannot also be claimed under supervisor experience in a non-firefighter role.

Supporting Documentation:

- Outside Department EVF: This experience category requires its own EVF, signed by the relevant appointing authority.
- DD214

Supervisor Experience Outside the Fire Service

Claims may also be submitted for employment with supervisory responsibilities in a non-firefighter position.

Supporting Documentation- Non-Military (candidates must submit all the following details):

- 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.

NOTE: If a candidate owns their own company, they must follow the same guidelines listed for 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

Supporting Documentation- Military:

Non-policing military experience will qualify as supervisory experience in the Officer rank and the following Non-Commission Officer (NCO) ranks:

- Army and Marine Corp: rank of Corporal or above
- Navy and Coast Guard: ranks of Petty Officer 3rd Class or above
- Air Force: ranks of Staff Sergeant or above

A DD214 **must be provided** and include the following information:

- Box 1 - Name
- Box 2 – Department, component and branch
- Box 4a – Grade, rate or rank
- Box 4b – Pay grade
- Box 12 - Record of Service

Along with your DD214, submit any additional documents that support time served in a supervisory position.

Additional Documents:

- Commanding Officer (CO) Letter – **must** be provided by candidates still serving in the military
- Enlisted Record Brief/Soldier Record Brief (ERB/SRB)
- Non-Commission Officer Evaluation Report (NCOER)
 - Must include orders showing date of rank

For candidates no longer serving in the military, supporting documentation must include their Expiration Term of Service (ETS) date. For officers, documents must include officer rank, date promoted to each rank and ETS date.

For time served as a military police officer, a candidate must submit their DD214 as supporting documentation of time. Block 11 on the DD214 must specify the length of the experience and that the experience was as a military police officer. If this is not indicated in block 11, additional documentation will be needed to support the claim of military police officer. Additional documents can include initial orders joining the military with the job of military police.

For National Guard and Reserve time, inactive time is calculated on a part-time basis and will be awarded 40 days per year.

Below is an example calculation for a member of the United States Coast Guard Reserve:

Fire Trainings and Certifications

Candidates may claim certification and training courses they have earned as of the date of the written exam. The claim will be the sum of all specified certifications and trainings the candidate has completed; the maximum number of trainings and certifications a candidate can be awarded is eight.

The following trainings and certifications are accepted for credit and must be certified by FEMA/MEMA or ProBoard:

Accepted Proboard Certifications:

- **Advanced Fire Investigation***
- **Basic Fire Investigation***
- Chief Fire Officer MGMT Training (MFA)
- Driver Operator/Aerial
- Driver Operator/Pumper
- Firefighter I
- Firefighter II (Select both for a "FF I/II Certificate")
- Fire Instructor I
- Fire Instructor II
- Fire Instructor III
- Fire Officer I
- Fire Officer II
- Fire Officer III
- **Fire Officer IV***
- Fire Prevention Officer I
- Fire Prevention Officer II
- **Fire Prevention Officer Credentialing I***
- **Fire Prevention Officer Credentialing II***
- **Fire Prevention Officer Credentialing III***
- Fire Inspector I
- Fire Inspector II
- Haz Mat Technician
- Hazardous Materials: Operations Level
- **Public Fire Educator/PFALSE***
- Safety Officer
- Technical Rescuer: Confined Space Rescue I/II
- Technical Rescuer: Rope Rescue I/II
- Technical Rescuer: Surface Water I/II
- Technical Rescuer: Swift Water Rescue I/II
- Technical Rescuer: Trench Rescue I/II

***Certifications marked with an Asterix are the ONLY ones where a certificate of completion is acceptable, as no further certification currently exists.**

Accepted FEMA/MEMA Certifications:

- ICS 100.C: Introduction to the Incident Command System
- ICS 200: Basic Incident Command System for Initial Response
- ICS 300: Intermediate ICS for Expanding Incidents
- ICS 400: Advanced ICS
- ICS 700: An Introduction to the national incident Management System
- ICS 800: National Response Framework, An Introduction
- Technical Rescuer: Confined Space Rescue I/II
- Technical Rescuer: Rope Rescue I/II
- Technical Rescuer: Surface Water I/II
- Technical Rescuer: Swift Water Rescue I/II
- Technical Rescuer: Trench Rescue I/II

NOTE: Technical Rescuer certifications can only be claimed once. You cannot get credit for a ProBoard and FEMA certification.

Supporting Documentation:

- Screenshots & PDFs: images or copies of the transcripts from either the ProBoard or FEMA website showing the trainings and certifications, as well as clearly showing the candidate's name, are preferred and accepted.
- Certifications: copies of each individual certification from one of the approved certifying agencies.
 - Fire Prevention Officer Credentialing: must not be expired and supporting documents submitted must show certification date, which must be within 3 years of the exam date.
 - Full certification is required to attain credit for a training. For example, submitting certification of only the practical or only the written portion of a training will **NOT** be accepted.


NOTE: Mass Fire Academy transcripts, or screenshots from the learning management system, are **NOT** acceptable. Certificates of attendance are **NEVER** accepted.

Below is an example of an **accepted** screenshot from ProBoard:

Name	Certification	Date Certified	Standard	Certifying Agency
	Fire Fighter I/II		1001 - 2002	MASSACHUSETTS FIRE TRAINING COUNCIL
	Fire Instructor I		1041 - 2002	MASSACHUSETTS FIRE TRAINING COUNCIL
	Fire Officer I		1021 - 2003	MASSACHUSETTS FIRE TRAINING COUNCIL
	Fire Officer II		1021 - 2009	Massachusetts Fire Training Council
	Fire Officer III		1021 - 2014	Massachusetts Fire Training Council
	Hazardous Materials First Responder at the Operations Level with Product Control Mission Specific Competency		472 - 2008	Massachusetts Fire Training Council
	Hazardous Materials Technician		472 - 1997	MASSACHUSETTS FIRE TRAINING COUNCIL
	Hazardous Materials Technician		472 - 1997	MASSACHUSETTS FIRE TRAINING COUNCIL

es Division (HRD)

Below is an example of an **accepted** FEMA Transcript:



FEMA
Emergency Management Institute
Independent Study Program
Student Transcript
[Redacted]

SID#: [Redacted]

IS-00100.c: Introduction to Incident Command System, ICS-100
Date Completed: [Redacted]
CEU: 0.20

IS-00200.b: ICS for Single Resources and Initial Action Incident, ICS-200
Date Completed: [Redacted]
CEU: 0.30

IS-00700.b: An Introduction to the National Incident Management System
Date Completed: [Redacted]
CEU: 0.40

IS-00800.d: National Response Framework, An Introduction
Date Completed: [Redacted]
CEU: 0.30

***** END OF TRANSCRIPT *****

Below is an example of an **accepted** certification (note the ProBoard logo in the orange circle):



Below are examples of an **unaccepted** certifications:



This document is not accepted as it is not a ProBoard certificate **AND** is not an accepted training from the above lists.



This is not accepted as this is a certification of passing the Written exam only and not documentation of the whole ProBoard Certification.

Trade Licenses

A candidate will receive credit for holding up to two trade licenses on the list of accepted trades on or before the exam date. Any trade license claimed requires a copy of the candidate's current trade license including the license number and issuing agency. Only one trade will be accepted in each category. For example, you can receive credit for a Journeyman's Pipe Fitter license or an Apprentice Pipe Fitter License. The following is a list of accepted trade licenses:

- Blasting Certificate of Competency
- Boiler & Pressure Valve: Technician, All Classes of Fireman and Engineer Licenses
- Construction Supervisor: Restricted, Unrestricted
- Driver's Licenses: Class A & Class B
- Electrician: Journeyman, Master
- Fire Alarm Systems: Technician, Contractor
- Fire Equipment Certificate of Competency: CC-41, CC-46, CC-47, CC-48
- Fireworks & Special Effects Certificates of Competency
- Hoisting Engineer: Class 1, Class 2, Class 3, Class 4
- Hood Cleaning Certificate of Competency: Unrestricted
- Gas Fitter: Journeyman, Master, Limited, Limited Undiluted
- Mariner: Operator of Uninspected Pass. Vehicles, Master Inland, Master Near Coastal
- Pipe Fitter: Journeyman, Master
- Plumber: Journeyman, Master
- Professional Engineer Licenses
- Refrigeration: Technician, Contractor
- Sheetmetal Worker: Journeyman, Master
- Sprinkler Fitter: Journeyman, Contractor, Fire Protection

Supporting Documentation:

A candidate must submit a copy of a currently held (non-expired) trade license. The front and back of the license must be included. Additionally, a screenshot from [ePlace](#) with the candidate's name, license type, number, and expiration date can also be submitted.

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 can receive credit for one degree: related degree (listed below) or an unrelated degree. The degrees are listed on the application in order of highest point value. (For example, if the candidate received a related bachelor's and an unrelated master's degree, they should select the "related

bachelor's degree" category to receive the most points.) Related degrees are based on job analysis conducted with our subject matter experts. The degree must be earned/conferred before the exam date.

The related degrees in the fire service are:

- Biochemical Science
- Building Construction Engineering/Management
- Business Administration
- Business Management
- Chemical Engineering
- Chemistry
- Civil Engineering
- Communications
- Computer Science
- Emergency Management
- Executive/Organizational Leadership
- Fire Administration
- Fire Prevention Engineering
- Fire Safety
- Fire Service
- Fire Science
- Homeland Security/Security and Intelligence Studies
- Nursing
- Occupational Safety
- Paramedic Medicine
- Public Administration
- Psychology
- Social Work
- Structural Engineering

Supporting Documentation:

- Official Transcript: must include name, major, degree confer date, and institution name.
- Unofficial Transcript & Diploma: must include name, major, degree confer date, and institution name.

NOTE: Transcript links are **NOT** accepted.

EMT Licenses

A candidate will get credit for holding an un-expired EMT license, such as EMT Basic/Advanced or Active Paramedic license. A license will be accepted from the National Registry of Emergency Medical Technicians or the Massachusetts Emergency Medical Technician License.

Supporting Documentation:

- Candidates do not need to submit documentation; civil service will be checking claimed statuses via the Office of [Health and Human Services \(EOHHS\) License Verification Site](#).

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 fire department in Massachusetts on or before written exam date.

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 to verify experience. In addition, experience that occurred concurrently will also be awarded.

If a candidate has already been approved for the 25-year experience credit, as shown on your ECT&E application notice, it will automatically be added to your final score.

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 ECT&E application notice.

NOTE: 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.

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 ECT&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

Per [Massachusetts General Law \(MGL\) Chapter 31, Section 22](#), candidates have 17 calendar days from the emailing of the score notice to file an appeal of their E&E claim. Instructions on how to file an E&E appeal during the 17-day appeal period will be sent to all candidates in their E&E score notice.

Claim Audits

HRD reserves the right to audit any ECT&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 ECT&E Claim Website

All candidates who are registered to take the Fire Chief exam, were sent an email 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 ECT&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 ECT&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.

The screenshot shows the 'ECT&E Claim' application page. On the left is a sidebar with navigation links: 'Info', 'Attachments', 'Questions', 'Review', and 'Certify'. The 'Certify' link is highlighted in green. The main content area is titled 'Certify' and includes a toggle switch for 'Are you interested in receiving text message notifications from this organization?'. Below this, there is a list of bullet points explaining the benefits of selecting 'yes'. At the bottom of the main content area is a declaration statement with a red arrow pointing to the 'Accept & Submit' button, which is highlighted with a red circle. The 'Decline' button is also visible.

2023 | ECT&E Claim | Job Details | Applying on | Test | Support

Certify

Fields marked with an asterisk (*) are required

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

By selecting "yes," 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 scores, and other progress notifications.

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

I hereby acknowledge and affirm, under the penalties 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 jobs.

Decline **Accept & Submit**

FAQ's

1. How are the years rounded on the EVF?

Years are calculated by rank and are rounded. (Ex. 6 years/6 months as a Lieutenant=7 years, or 6 years/5 months as a Lieutenant=6 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 ECT&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, fire is 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 firefighter, 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 firefighter. 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.

12. I have earned my Master's degree from a school that is Nationally accredited. Can I earn points for this school?

Only schools that are regionally accredited will be accepted.