



Candidate Preparation Guide Experience and Education (E&E) Claim

Police Sergeant, Lieutenant & Captain Promotional Exams

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The Experience & Education (E&E) claim is a mandatory examination component of the police promotional exams.

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

Please note that this preparation guide is intended for candidates taking a 2025 Promotional Statewide or Sole Assessment Center with E&E for the rank of Police Sergeant, Lieutenant and/or Captain examination. These instructions will be valid from August 2025 through August 2026 and should not be relied upon for any examinations outside of this period.

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

Background

The E&E component has three main categories: 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.

Weights and Scoring

The E&E examination component is one of the examination components and is weighted at 20%* of the final score. The three main categories make up the E&E component of the examination and they carry the following weights.

Experience	54%
Training	22%
Education	24%

Unlike previous E&E claim forms, a candidate will not be able to see the point values for the associated claim entries. When examination scores are released, candidates will receive two score notices - one containing their final score broken down by examination component and a second containing their scores for each E&E category.

**Unless otherwise specified in the examination poster.*

Accessing the E&E Claim Website

All candidates who are registered to take a promotional police examination will be sent an email with a link that takes the candidate to the E&E claim application. **This email with your E&E application link will**

be sent approximately three weeks before the examination. Only online claims will be accepted. No other form of submission will be accepted.

Claim Submission

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

- Starting the claim: Make sure the claim is for the correct examination title. If candidates are taking the 2025 Police Sergeant written promotional examination, they must apply for the 2025 Police Sergeant E&E examination claim. When participating in multiple written promotional exams, candidates must submit an E&E application for each appropriate promotional E&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.

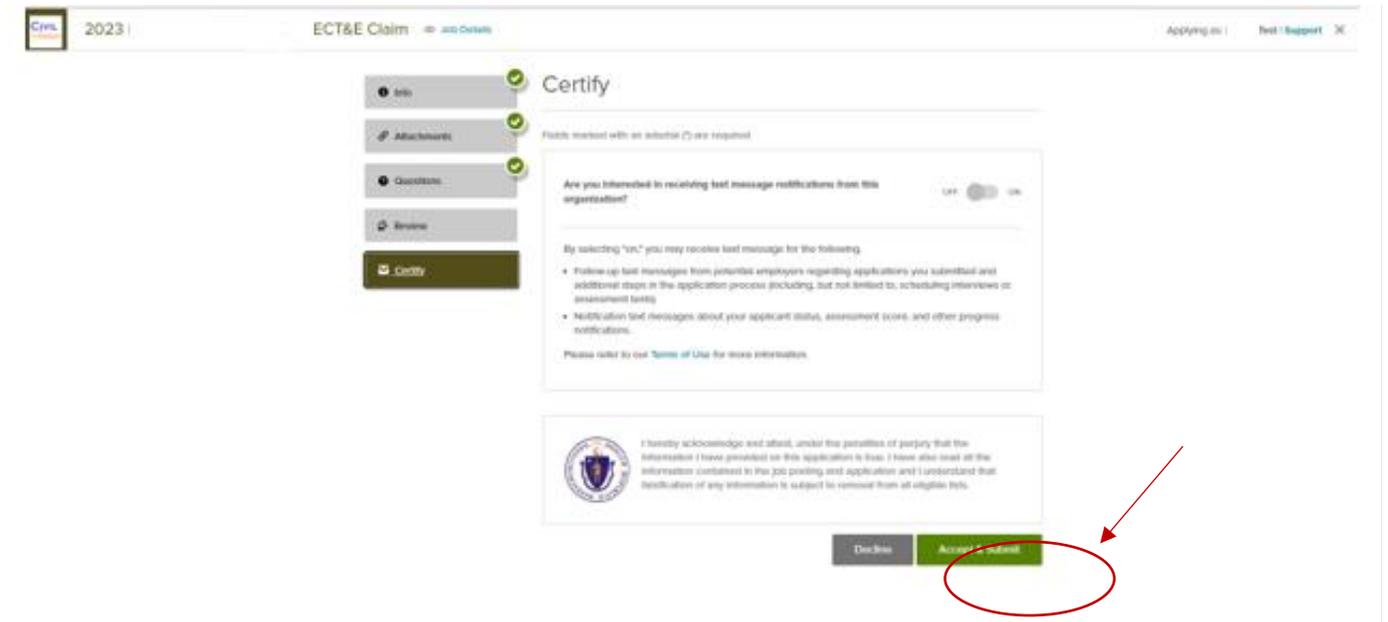
- Changing a submitted claim: Once a claim is submitted, candidates can no longer make changes. If the deadline has not yet passed, changes can be made to submitted claims by emailing: civilservice@mass.gov. Include the candidate’s name, person ID, and E&E examination title in the subject of the email (e.g., John S. Smith – 123456 – E&E Police Captain).

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

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 revised through the online portal. If a revision is needed, a candidate can email Civil Service at civilservice@mass.gov before the application end date.

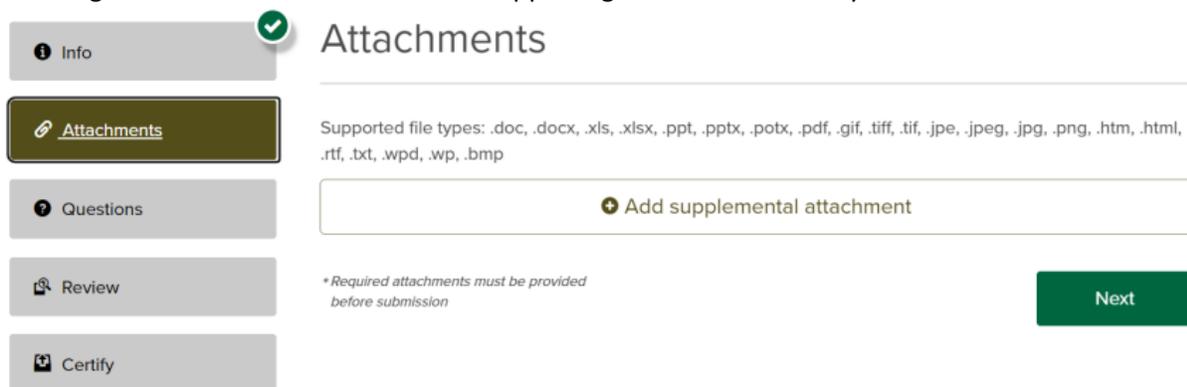


Supporting Documentation

ALL claims, whether for experience, training, or education, require supporting documentation. This guide will identify what is supporting documentation for each category. The online 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. It is not necessary to resubmit documents that have been submitted for past examinations. Examples of this include college transcripts or DD214s.

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



Recommended Labels When Uploading Documents to the Online Application

Category	Attachment Type	Naming Examples
Policing Experience – current and past departments	Employment Verification Form (EVF)	Current Dept EVF Outside Dept EVF Outside Dept Letter
Non-Policing Supervisor Experience – company and military letters	Promotional Examination Supervisor Experience, DD 214 (if uploading a DD 214 form)	Outside Supervisor Time DD 214
Education – college transcripts, diplomas	College Transcript	Curry College Transcript Boston University Diploma
Trainings	Training/Certificate	FBI National Academy Training

Experience Category

The E&E asks a series of questions about a candidate’s employment and supervisory experience. All departmental experience claims must be supported by a current employment verification form (EVF) or a signed letter by an appointing authority (outside department). Instructions on how to fill out the E&E application will be sent to candidates prior to the date of the examination or sole assessment center. For Statewide Promotional exams, these forms can also be accessed on the [Promotional Examination Forms](#) page on the Civil Service website. For Sole Assessment Centers, these forms can be accessed on the [Sole Assessment Centers](#) page on the Civil Service website. Resumes will not be accepted in lieu of work verification forms for any type of work experience claim.

Employment Verification Form (EVF)

An EVF for all police promotional exams is available on our website. Please ensure that you are entering the examination title you are participating in. The experience you provide should only be candidate experience gained on or before the examination date. Each section of the EVF may not apply to all departments participating in the examination.

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 2025 Police Promotional EVF form is [here](#).

Current Department Work Experience

Candidates must submit a current employment verification form (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 rank, whether it was a full- or part-time position, and reasons for any breaks in service. Time is calculated per rank, and can include any temporary, provisional and/or acting time in a

rank. Any acting, provisional and/or temporary time submitted will be deducted from the next lower rank. Acting time is only accepted in rank of the examination title. Do not claim work experience that occurred concurrently in more than one category.

Leaves of absence: HRD will only grant credit for work experience for time spent actually working within a department. Time spent away from actually working 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.

Outside Department Work Experience

This is experience in the police service outside your current department. Police officer 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 police officer in a supervisory or non-supervisory rank, this time cannot also be claimed under supervisor experience in a non-police role.

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, as well as a document indicating the date when the experience ended (if the candidate is no longer serving in that capacity). Please note that the time claimed as a military police officer will be subtracted from your military supervisory experience in a non-policing role.

Supporting Documentation:

- Outside Department EVF: This experience category requires its own EVF, signed by the relevant appointing authority.
- Letter from appointing authority
- DD214 (if claiming military police officer experience)

Calculating Police 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 and deducted from the previous permanent rank served.

Rounding:* Round experience to the nearest year. **Round up** to the next full year if your experience is **180 days or more** beyond the last full year, and **round down** to the previous full year if your experience is **less than 180 days** beyond the last full year (ex. If candidate X has 1 year and 185 days Police Sergeant experience, round up and select 2 years. If candidate X has 1 year and 160 days Police Sergeant experience, round down and select 1 year.)

For questions that are in month ranges, select the month range that your totaled months of experience falls within. If your total experience falls in between two options, select the nearest month (rounding up***

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if it is **16 or more days** beyond the last full month and **rounding down** if it is **less than 16 days** beyond the last full month).

For any part-time employment claims, it is the candidate’s responsibility to tally the number of hours worked and submit the total. Submission of part-time hours in a format other than totaled (ex. “shifts”, “hours per week”, “days per week”) 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:

III. ACTING, TEMPORARY, AND PROVISIONAL SERVICE IN THE DEPARTMENT

<u>Rank</u>	<u>Hours</u> <small>(Please indicate if experience is full-time. If part-time, include number of hours)</small>	<u>Dates of Service</u>
(Example 1: Sgt.)	FT	(12/01/2019 - 03/20/2021)
(Example 2: Lt.)	276	(01/01/2023 - 06/01/2024)
<u>Captain</u>	<u>300</u>	<u>1/3/2019 - 6/5/2019</u>
_____	_____	_____
_____	_____	_____

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 “FT” instead.

III. ACTING, TEMPORARY, AND PROVISIONAL SERVICE IN THE DEPARTMENT

<u>Rank</u>	<u>Hours</u> <small>(Please indicate if experience is full-time. If part-time, include number of hours)</small>	<u>Dates of Service</u>
(Example 1: Sgt.)	FT	(12/01/2019 - 03/20/2021)
(Example 2: Lt.)	276	(01/01/2023 - 06/01/2024)
<u>Captain</u>	<u>FT</u>	<u>1/3/2019 - 6/5/2019</u>
_____	_____	_____
_____	_____	_____

Please see below for an example of calculating time:

**Commonwealth of Massachusetts Human Resources Division
2025 Police Departmental Promotional Exam
Employment Verification Form**

Instructions: The Appointing Authority (or designee) must sign and date this form, certifying the information provided is accurate. Attach additional paperwork if necessary. This form and any supporting documentation must be scanned and attached to the Experience and Education (E&E) application or sent to civilservice@mass.gov no later than seven calendar days following the written exam date. **Acting time will be creditable only in the title of the exam.**

Note: Some sections of this form may not apply to every department.

25 Year Promotional Preference: This form will serve as the primary source of verification and computation of a candidate's eligibility for this preference, and the original written exam date will be the computation cut-off date. Time worked as a Permanent Reserve/Intermittent or Temporary Police Officer after certification may be applied towards eligibility for this preference. Service as a Student Officer does not count towards meeting this preference.

Candidate Name: Jack Smith **Exam Date:** 1234
Verifying Department: Town/City **Exam Title:** Statewide Captain

I. PERMANENT APPOINTMENT

Police Officer permanent appointment date: 1/10/2001
List end date (if not current department): _____
List dates and reasons for any breaks in service at all ranks: _____

II. PERMANENT PROMOTIONS IN THE DEPARTMENT

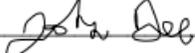
<u>Rank</u>	<u>Date of Promotion</u>
<u>Sergeant</u>	<u>4/5/2006</u>
<u>Lieutenant</u>	<u>9/15/2015</u>
_____	_____
_____	_____

III. ACTING, TEMPORARY, AND PROVISIONAL SERVICE IN THE DEPARTMENT

<u>Rank</u>	<u>Hours</u>	<u>Dates of Service</u>
	<small>(Please indicate if experience is full-time. If part-time, include number of hours)</small>	
(Example 1: Sgt.)	FT	(12/01/2019 - 03/20/2021)
(Example 2: Lt.)	276	(01/01/2023 - 06/01/2024)
<u>Temp Lieutenant</u>	<u>FT</u>	<u>6/10/2014 - 9/15/2014</u>
<u>Acting Captain</u>	<u>820</u>	<u>9/23/2016 - 8/6/2017</u>
_____	_____	_____

IV. For the purposes of computation for the candidate's eligibility for promotional preference for 25 years, list any service as a Reserve/Intermittent or Temporary Police Officer after certification. Please include service dates and number of hours worked: _____

Print Name and Title of Appointing Authority (or designee): John Doe

Signature of Appointing Authority (or designee):  **Date:** 9/15/2025

Computation Examination Date: 9/20/2025

Police Officer Experience:

Start: 1/10/2001
End: 4/5/2006
Total Time: 5 years and 3 months = **5 years**

Sergeant Experience:

Start: 04/05/2006
End: 09/15/2015
Subtotal: 9 years and 5 months
Subtract temporary Lieutenant time (from Section III): 3 months
Total Time: 9 years and 2 months (9 years and 68 days) = **9 years**

Lieutenant Experience:

Start: 09/15/2015

End: 09/20/2025

Subtotal: 10 years

Add temporary Lieutenant time (from Section III): 3 months

Subtract Acting Captain time (from Section III): 5 months

Total Time: 9 years and 10 months = 10 years

Captain Experience:

820 hours

Divide by: 172 hours

Total Time: 4 months and 23 days = **5 months**

Supervisor Experience in a Non-Policing Role

Claims may be submitted for employment with supervisory responsibilities in a non-police officer position in the military and private companies.

Non-Military

For non-police positions in a private company, public organization, or a non-profit, a signed “Outside Supervisor Form” must be provided. All sections of the form must be completed to be awarded this time.

A link to the 2025 Outside Supervisor Form is [here](#).

NOTE: If a candidate owns their own company, they must complete the “Outside Supervisor Form” listed for a private company.

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 (Note: the rank of Specialist is **not** an NCO rank, and therefore does not qualify as supervisory experience)
- 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 for all active-duty period(s) served in the supervisory rank(s) listed above 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

Below is an example calculation for a member of the Army:

CERTIFICATE OF RELEASE OR DISCHARGE FROM ACTIVE DUTY					
This Report Contains Information Subject to the Privacy Act of 1974, As Amended.					
1. NAME (Last, First, Middle) LAST NAME FIRST NAME		2. DEPARTMENT, COMPONENT AND BRANCH ARMY/RA		3. SOCIAL SECURITY NUMBER XXX XX XXXX	
4a. GRADE, RATE OR RANK SGT	b. PAY GRADE E05	5. DATE OF BIRTH (YYYYMMDD) YYYYMMDD	6. RESERVE OBLIGATION TERMINATION DATE (YYYYMMDD) 00000000		
7a. PLACE OF ENTRY INTO ACTIVE DUTY		b. HOME OF RECORD AT TIME OF ENTRY (City and state, or complete address if known) STREET ADDRESS CITY STATE ZIP CODE			
8a. LAST DUTY ASSIGNMENT AND MAJOR COMMAND		b. STATION WHERE SEPARATED STATION, STATE ZIP CODE			
9. COMMAND TO WHICH TRANSFERRED N/A			10. SGLI COVERAGE AMOUNT:	<input type="checkbox"/> NONE	
11. PRIMARY SPECIALTY (List number, title and years and months in specialty. List additional specialty numbers and titles involving periods of one or more years.)		12. RECORD OF SERVICE			
		a. DATE ENTERED AD THIS PERIOD	YEAR(S)	MONTH(S)	DAY(S)
		b. SEPARATION DATE THIS PERIOD	2019	01	22
		c. NET ACTIVE SERVICE THIS PERIOD	2024	05	20
		d. TOTAL PRIOR ACTIVE SERVICE	0005	03	29
		e. TOTAL PRIOR INACTIVE SERVICE	0000	00	00
		f. FOREIGN SERVICE	0000	00	00
		g. SEA SERVICE	0001	01	01
		h. INITIAL ENTRY TRAINING	0000	00	00
		i. EFFECTIVE DATE OF PAY GRADE	0000	05	16
			2022	03	01

Calculation = Box 12i to Box 12b
 3/1/2022 – 5/20/2024 = 2 years 2 months
 Total supervisor time = 2 years (rounded down)

Education Category

Candidates may receive credit for an Associates, Bachelors or Masters or higher degree from a regionally accredited higher education institution in the United States. Candidates are to indicate the highest degree attained to receive credit and must submit official transcripts to support their submission. A combination of unofficial transcripts and a diploma will be accepted in lieu of official transcripts. All degrees are required to be earned on or before the examination date.

Please note that related degrees have more value than non-related degrees. (For example, if the candidate received a related bachelor’s degree and unrelated master’s degree, they should select the “related bachelor’s degree” category.)

List of Related Degrees:*

- Business
- Business Administration
- Business Management
- Communications
- Computer Science
- Counseling
- Criminal Justice
- Criminal Law
- Criminology
- Education
- Forensics
- Human Services
- Homeland Security
- Information Technology
- Law
- Law Enforcement
- Legal Studies
- Management
- Organizational Development
- Psychology
- Public Administration
- Social Work
- Sociology

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*Related degrees are based on job analysis conducted with our subject matter experts. Any degree not listed above is considered a non-related degree and can be claimed as such.

All original transcripts/credentials from institutions outside of the United States must be accompanied by an approved agency's professional evaluation of degrees and conferred dates. This will be at the expense of the candidate. Please note, these evaluations can take up to three weeks to be completed.

Note: No transcript links will be accepted

Police Training Category

Candidates may claim training courses they have passed as of the date of the written examination. Every training listed will be equal in value. All training courses require documentation in the form of an awarded certificate, record of certificate or transcript. If a certificate is not provided, supporting documentation must include completion date of the training. **The maximum number of trainings that can be claimed is six.**

Accepted Trainings for Promotional Examinations in the Title of: Sergeant

- FBI - Law Enforcement Executive Development Seminar (LEEDS)
- FBI - Leadership Fellows Program
- FBI - LEEDA Command Leadership Institute (CLI)
- FBI - LEEDA Supervisor Leadership Institute (SLI)
- FBI - National Academy Training
- FBI - National Executive Institute
- FBI - Police Executive Fellowship Program
- FEMA/MEMA - ICS 100-400
 - Note: Candidates must complete all four classes to be issued credit: ICS-100: An Introduction to the Incident Command System, ICS-200: Basic Incident Command System for Initial Response, ICS 300: Intermediate ICS for Expanding Incidents, and ICS 400: Advanced ICS.
- International Association of Chiefs of Police (IACP) - Leadership in Police Organizations
- International Critical Incident Stress Foundation (ICISF) - Certificate of Specialized Training
 - Requires completion of four core curriculum courses in addition to a specialty track curriculum. Note: certificates indicating completion of individual courses will **NOT** be accepted.
- Leaders Helping Leaders Network (LHLN) - Master Leader OR a combination of Servant Officer and Intentional Leader
- Municipal Police Training Committee (MPTC) - First Line Supervisor Training/Front Line Leadership Training
 - Note: an equivalent 40+ hour first line supervisor course will be eligible for credit
 - Examples of accepted equivalent trainings:
 - Roger Williams University - Command Training: First Line Supervisor Course
 - Northwestern University Center for Public Safety (NUCPS) - Supervision of Police Personnel

- MPTC - Basic Sergeant Training
 - Municipal Police Institute (MPI) - Supervisor Leadership Training
- Municipal Police Training Committee (MPTC) - Instructor Development Course
- Police Executive Research Forum (PERF) - Senior Management Institute for Police (SMIP)
- Southern Police Institute - Administrative Officers Course (AOC)
- Southern Police Institute - Command Officers Development Course (CODC)

Accepted Trainings for Promotional Examinations in the Title of: **Lieutenant**

- FBI - Law Enforcement Executive Development Seminar (LEEDS)
- FBI - Leadership Fellows Program
- FBI - LEEDA Command Leadership Institute (CLI)
- FBI - LEEDA Executive Leadership Institute (ELI)
- FBI - LEEDA Supervisor Leadership Institute (SLI)
- FBI - LEEDA Managing & Conducting Internal Affairs Investigations (MCIAI)
- FBI - National Academy Training
- FBI - National Executive Institute
- FBI - Police Executive Fellowship Program
- FEMA/MEMA - ICS 100-400
 - Note: Candidates must complete all four classes to be issued credit: ICS-100: An Introduction to the Incident Command System, ICS-200: Basic Incident Command System for Initial Response, ICS 300: Intermediate ICS for Expanding Incidents, and ICS 400: Advanced ICS.
- International Association of Chiefs of Police (IACP) - Leadership in Police Organizations
- International Critical Incident Stress Foundation (ICISF) - Certificate of Specialized Training
 - Requires completion of four core curriculum courses in addition to a specialty track curriculum. Note: certificates indicating completion of individual courses will **NOT** be accepted.
- Leaders Helping Leaders Network (LHLN) - Master Leader OR a combination of Servant Officer and Intentional Leader
- Municipal Police Training Committee (MPTC) - First Line Supervisor Training/Front Line Leadership Training
 - Note: an equivalent 40+ hour first line supervisor course will be eligible for credit
 - Examples of accepted equivalent trainings:
 - Roger Williams University - Command Training: First Line Supervisor Course
 - Northwestern University Center for Public Safety (NUCPS) - Supervision of Police Personnel
 - MPTC - Basic Sergeant Training
 - Municipal Police Institute (MPI) - Supervisor Leadership Training
- Municipal Police Training Committee (MPTC) - Instructor Development Course
- Police Executive Research Forum (PERF) - Senior Management Institute for Police (SMIP)
- Southern Police Institute - Administrative Officers Course (AOC)
- Southern Police Institute - Command Officers Development Course (CODC)

Accepted Trainings for Promotional Examinations in the Title of: **Captain**

- FBI - LEEDA Command Leadership Institute (CLI)
- FBI - LEEDA Executive Leadership Institute (ELI)
- FBI - LEEDA Supervisor Leadership Institute (SLI)
- FBI - LEEDA Managing & Conducting Internal Affairs Investigations (MCIAI)
- FBI - Leadership Fellows Program
- FBI - Law Enforcement Executive Development Seminar (LEEDS)
- FBI - National Academy Training
- FBI - National Executive Institute
- FBI - Police Executive Fellowship Program
- International Association of Chiefs of Police (IACP) - Leadership in Police Organizations
- International Critical Incident Stress Foundation (ICISF) - Certificate of Specialized Training
 - Requires completion of four core curriculum courses in addition to a specialty track curriculum. Note: certificates indicating completion of individual courses will **NOT** be accepted.
- FEMA/MEMA - ICS 100-400
 - Note: Candidates must complete all four classes to be issued credit: ICS-100: An Introduction to the Incident Command System, ICS-200: Basic Incident Command System for Initial Response, ICS 300: Intermediate ICS for Expanding Incidents, and ICS 400: Advanced ICS
- Leaders Helping Leaders Network (LHLN) - Master Leader OR a combination of Servant Officer and Intentional Leader
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 - MPTC - Basic Sergeant Training
 - Municipal Police Institute (MPI) – Supervisor Leadership Training
- Municipal Police Training Committee (MPTC) - Instructor Development Course
- Police Executive Research Forum (PERF) - Senior Management Institute for Police (SMIP)
- Southern Police Institute - Administrative Officers Course (AOC)
- Southern Police Institute - Command Officers Development Course (CODC)

Statutory Preference Points

Individuals qualifying for Veteran's Preference or the 25 Years of Service Promotional Preference will receive an additional 2.0 points on their overall passing (general average) score. If you are qualified for both the Veteran's Preference and the Promotional Preference for 25 years of service, please be advised that 2.0 points are the maximum allowable number of points to be added to your overall passing score. In order to be eligible to receive these preference points, you must achieve a passing grade on this examination.

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The E&E instruction notice will indicate the current Veteran and 25 Year status HRD has on file for you. If these are correct, you do not need to submit anything. However, if you qualify for either of these preferences and do not see it noted on your E&E instruction notice, you must claim it in the E&E application and submit supporting documentation.

25 Years of Service Promotional Preference

Any candidate who can provide written documentation may receive 2.0 extra points on their overall **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 until the date of the written examination or sole assessment center. Experience from multiple Massachusetts municipal police departments can be combined to make up the 25 years. An EVF or signed letter is required from each department to verify experience. Experience that occurred concurrently will be awarded. The time calculated for this preference cannot be rounded. For example, a candidate who has 24 years and 7 months of experience will not qualify for the 25 years of service promotional preference.

If a candidate has already been approved for the 25-year experience credit, it will be noted on your E&E instruction notice and 2 points will automatically be added to your final passing score.

Veteran's Preference

Any candidate who qualifies for disabled veteran's or veteran's preference may receive an additional 2.0 points on their overall **passing grade** for the examination.

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's preference, it is not necessary to resubmit documentation to be awarded veteran points. It will automatically be added to your final score. For more information on Veteran status, refer to the Military Information section on the Civil Service website.

Note: Veteran's status must be attained on or before written examination/sole assessment center date.

Appeal Rights

Per [Massachusetts General Law \(MGL\) Chapter 31, Section 24](#), candidates have 17 calendar days from the emailing of the score notice to file an appeal of their E&E claim. No new claims can be requested once you submit your online E&E Claim. An application may not be submitted after the deadline. 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 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.

Frequently Asked Questions

Experience

1. How are the years rounded on the EVF?

Rounding:* Round experience to the nearest year. **Round up** to the next full year if your experience is **180 days or more** beyond the last full year, and **round down** to the previous full year if your experience is **less than 180 days** beyond the last full year (ex. If candidate X has 1 year and 185 days Police Sergeant experience, round up and select 2 years. If candidate X has 1 year and 160 days Police Sergeant experience, round down and select 1 year.)

2. 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 or an official letter from each department they would like to claim experience for.

3. 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.

4. I meant to select “10 years” in Question 3 but only selected “9 years”. What can I do about that?
A candidate can request to make any changes to their E&E application through the deadline of 7 days after the written examination date by sending an email to civilservice@mass.gov

5. I didn't know I needed to fill out a separate E&E application and missed the deadline. What can I do?

HRD sends all candidates several reminders with the ET&E application link. It is important to read all emails and complete the application before the deadline. No E&E applications will be accepted after the deadline for this examination component.

6. 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.

7. I have submitted a letter in the past as supporting documentation for "outside supervisor" time. Do I need to fill out the new form to get awarded credit for this examination?

Your letter must include all the requirements for credit (full-time or part-time, total hours worked if part-time, supervisor duties listed, tax id number, and signature of supervisor/manager).

Education

1. 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.

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

Only degrees conferred by schools that are regionally accredited will be accepted.

3. I submitted my transcripts for my last examination. Do I need to resubmit them? HRD is in the process of vetting degrees from past examinations.

Your E&E Instructions notice will have any vetted degrees listed. If you do not see your current, highest degree listed, please submit your transcripts for review.

Trainings

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

A job analysis was performed prior to this examination. 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.

2. I have completed a Municipal Police Institute (MPI) – Supervisor Leadership Training, MPTC – First Line Supervisor Training and an equivalent 40+ hours first line supervisor course. Will this be credited as 3 trainings?

No, only one first-line supervisor (or equivalent) training will be credited.

Statutory Preference Points

1. 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.

2. 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.

3. 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.*

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

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

5. 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.