



Candidate Examination Guide

Experience and Education (E&E) Examination Guide

2026 Institutional Parole Officer D

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The Experience and Education (E&E) claim is an exam component of the Institutional Parole Officer D (IPO D) promotional exam.

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 current IPO D promotional exam. These instructions should not be relied upon for any future exam.

It is strongly recommended you closely read the online instructions, download, and print a copy of the claim, and work on it off-line before beginning your online submission. This preparation guide includes unique information, not available online. Use the information in this guide to assist in completing the claim.

Background

The E&E component has two main sections: Experience and Education. Through collaboration of HRD Civil Service Unit, subject matter experts and the test vendor, the weight distribution was determined via our job analysis test development process. Each exam component is created in collaboration with subject matter experts.

Accessing the E&E Claim Application

All candidates who are registered to take the Institutional Parole Officer D exam are sent an email with a link that takes the candidate to their respective claim. Only online claims will be accepted. No other form of submission will be accepted.

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

Claim Submission

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

- Starting the claim: Make sure the claim is for the correct exam title. Candidates taking the 2026 IPO D written promotional exam must complete the 2026 IPO D E&E claim using the link emailed to them.

- “Saving” VS “Submitting”: The claim can be completed in more than one sitting, and progress can be saved. However, the claim must be submitted by the deadline. A claim that is saved but not submitted cannot be scored and will be considered incomplete.
- Changing a submitted claim: Once a claim is submitted, candidates can no longer make changes directly to the claim. If the deadline has not yet passed, changes can be made to submitted claims by emailing civilservice@mass.gov. Candidates must include their name, person ID, and E&E exam title in the subject of the email (e.g., John S. Smith – 123456 – E&E IPO D) along with details of the change(s) they are requesting in the body of the email.
- Confirmation of submission: When a claim is submitted, a confirmation email will be sent to the candidate. 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 the confirmation email for their records.
- Candidates can only receive credit for items claimed through the statutory deadline (seven days after the examination). The examination date will be the date of the written examination.

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 this guide carefully to ensure that all the proper documentation is submitted.

Weights and Scoring

The Institutional Parole Officer D E&E exam component is one of four exam components and is weighted at 20% of the total exam score. The E&E component has two main sections that have the following weights applied:

Experience	78%
Education	22%

When exam scores are released, the candidate will receive a breakdown of their final score consisting of their exam components.

Supporting Documentation

All claims, whether for experience or education, require supporting documentation. This guide will identify and detail what constitutes supporting documentation for each category. The online form includes a section titled “attachments” for submission of documents. When attaching your documents, **please label them appropriately to ensure they are easily identifiable (e.g., diploma, Form 30, Public Safety Experience, etc.)**. A candidate can revisit the “attachments” page as many times as necessary to submit all required documentation before the claim is submitted.

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

The screenshot shows a navigation menu on the left with five items: Info, Attachments, Questions, Review, and Certify. The 'Attachments' item is highlighted in a dark green box and has a green checkmark icon above it. To the right of the menu is the 'Attachments' section. It features a list of 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. Below this list is a text input field with a plus icon and the text 'Add supplemental attachment'. A note below the field states: '* Required attachments must be provided before submission'. At the bottom right of the section is a green 'Next' button.

E&E Claim

The following section outlines each question as it appears in the E&E Claim and provides instructions on accepted supporting documentation.

Verifying Experience Claims: Current department experience must be supported by a current, signed Employment Verification Form (EVF). Time in each rank must include a start and end date.

- **Part-time:** Experience must include the total number of hours worked, or it will not be credited. When calculating part-time work, the total hours worked should be prorated based on a rate of 172 hours/month to produce a months-worked claim.

Examples:

1. 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.
2. If a candidate worked part time for a total of 670 hours, 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.

- **Breaks in Service:** HRD will only grant credit for work experience for time spent actually working within a department. 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 of more than six months must be recorded on the EVF and the time beyond the first six months will not be counted toward work experience.
- **No Double Counting:** Do not claim work experience that occurred concurrently in more than one category. Any acting, provisional and/or temporary time submitted will be deducted from the next lower rank (e.g., temporary time as an IPO C will be subtracted from TPO A/B time).
- **Crediting "Acting" Service:** This experience may be claimed only in the exam title.
- **Crediting "Provisional" or "Temporary After Certification" Service:** This experience may be claimed in any promotional title(s) specified in the application.
- **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 (e.g., if candidate X has 1 year and 185 days of TPO A/B experience, round up and select 2 years. If candidate X has 1 year and 160 days of TPO A/B 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 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).*

➤ IPO D application – Question 2

Massachusetts Parole Board TPO A/B Experience: Indicate how many year(s) you have served in the rank of Transitional Parole Officer A/B in the Mass Parole Board.

➤ IPO D application – Question 3

- ◆ **Supporting document required:** [Employment Verification Form \(EVF\)](#)
- ◆ **Reference:** Appendix A

Calculation for examination: Date of TPO appointment through date of IPO C promotion (minus any IPO C temporary and/or provisional time).

Massachusetts Parole Board IPO C Experience: Indicate how many year(s) you have served in the rank of Institutional Parole Officer C in the Mass Parole Board.

➤ IPO D application – Question 4

- ◆ **Supporting document required:** [Employment Verification Form \(EVF\)](#)
- ◆ **Reference:** Appendix A

Calculation: Calculate the time between your permanent appointment as an IPO C to your date of the exam (minus any IPO D temporary, provisional, or acting time, plus any IPO C temporary or provisional time).

Massachusetts Parole Board IPO D Experience: Indicate the total number of months worked as an acting, provisional and/or temporary after certification Institutional Parole Officer D in the Mass Parole Board.

➤ IPO D application – Question 5

- ◆ **Supporting document required:** [Employment Verification Form \(EVF\)](#)
- ◆ **Reference:** Appendix A

Calculation: Hours must be listed on EVF. Divide hours by 172 to get a calculation in months.

Ex. 1080 hours is divided by 172= 6.28= 6 months

Massachusetts Parole Board Non-Supervisory Experience & Other Experience in Supportive Services: Indicate how many year(s) you have served in a non-supervisory role (i.e., not supervising subordinate employees) in the following positions at the Mass Parole Board or supportive services at the county or state level. Do not include experience claimed in question 3 as a TPO A/B:

- Transitional Services Unit (e.g., Office Support Specialist, Word Processing Operator)
- Field Services Unit (e.g., Field Parole Officer AB)
- Department of Youth Services as a Group Worker, or Case Worker (Note: no contract employee time accepted)
- Correctional Program Officer A/B
- Entry level Probation Officer

- County/state supportive services (e.g., Assistant ELMO Coordinator, Sherriff's Dept. Classification Counselor, Correctional Counselor)
- Other experience that is strongly related to the duties performed by an Institutional Parole Officer while not overseeing subordinate employees will be considered in this category

➤ IPO D application – Question 6

- ◆ **Supporting document required:** [Employment Verification Form \(EVF\)](#) or A letter from the appointing authority that is on official letterhead, signed, and includes the following details:
 - Job title/s held
 - Whether or not the position oversaw subordinate employees
 - Start and end date(s) of employment
 - Whether the experience was full or part time. If part time, total hours worked must be included
 - Job description, or list of relevant duties (e.g., form 30)

- ◆ **Reference:** Appendix A

Massachusetts Parole Board Supervisory Experience & Other Experience

in Supportive Services: Indicate how many year(s) you have served in a supervisory role (i.e., supervising subordinate employees) in the following positions at the Mass Parole Board or supportive services at the county or state level. Do not include experience claimed in question 4 or 5 as an IPO:

- Transitional Services Unit
- Field Services Unit (e.g., Field Parole Officer C or D)
- Department of Youth Services as a Group Worker, or Case Worker (Note: no contract employee time accepted)
- Correctional Program Officer C or D
- Supervising Probation Officer (i.e., overseeing other probation officers)
- County/state supportive services (e.g., Administrator V or Clerk V at the DOC)
- Other experience that is strongly related to the duties performed by an Institutional Parole Officer while overseeing subordinate employees will be considered in this category

➤ IPO D application – Question 7

- ◆ **Supporting document required:** [Employment Verification Form \(EVF\)](#) or a letter from the appointing authority that is on official letterhead, signed, and includes the following details:
 - Job title/s held

- Whether or not the position oversaw subordinate employees
- Start and end date(s) of employment
- Whether the experience was full or part time. If part time, total hours worked must be included
- Job description, or list of relevant duties (e.g., form 30)

◆ **Reference:** Appendix A

Other Massachusetts Public Safety Non-Supervisory Experience: Indicate the total number of year(s) worked in a Mass Public Safety non-supervisory role (e.g., not supervising subordinate employees) in the following roles:

- Police Officer
- DOC Correction Officer
- County Correctional Officer

➤ IPO D application – Question 8

◆ **Supporting document required:** [Employment Verification Form \(EVF\)](#) or a letter from the appointing authority that is on official letterhead, signed, and includes the following details:

- Job title/s held
- Whether or not the position oversaw subordinate employees
- Start and end date(s) of employment
- Whether the experience was full or part time. If part time, total hours worked must be included
- Job description, or list of relevant duties (e.g., form 30)

◆ **Reference:** Appendix A

Other Massachusetts Public Safety Supervisory Experience: Indicate the total number of year(s) worked in a Mass Public Safety supervisory role (e.g., supervising subordinate employees) in the following roles:

- Police Promotional Ranks (i.e., Sergeant, Lieutenant, Captain)
- DOC Correction Promotional Ranks (i.e., Sergeant, Lieutenant, Captain)
- County Correctional Promotional Rank (i.e., Sergeant, Lieutenant, Captain)

➤ IPO D application – Question 9

◆ **Supporting document required:** [Employment Verification Form \(EVF\)](#)

or a letter from the appointing authority that is on official letterhead, signed, and includes the following details:

- Job title/s held
- Whether or not the position oversaw subordinate employees
- Start and end date(s) of employment
- Whether the experience was full or part time. If part time, total hours worked must be included
- Job description, or list of relevant duties (e.g., form 30)

◆ **Reference:** Appendix A

Outside Parole Non-Supervisory Experience: Indicate the total number of year(s) worked in a non-supervisory role (e.g., not supervising subordinate employees) as an Institutional Parole Officer outside of Massachusetts.

➤ IPO D application – Question 10

◆ **Supporting document required:** [Employment Verification Form \(EVF\)](#) or a letter from the appointing authority that is on official letterhead, signed, and includes the following details:

- Job title/s held
- Whether or not the position oversaw subordinate employees
- Start and end date(s) of employment
- Whether the experience was full or part time. If part time, total hours worked must be included
- Job description, or list of relevant duties (e.g., form 30)

◆ **Reference:** Appendix A

Outside Parole Supervisory Experience: Indicate the total number of year(s) worked in a supervisory role (e.g., supervising subordinate employees) as an Institutional Parole Officer outside of Massachusetts.

➤ IPO D application – Question 11

◆ **Supporting document required:** [Employment Verification Form \(EVF\)](#) or a letter from the appointing authority that is on official letterhead, signed, and includes the following details:

- Job title/s held
- Whether or not the position oversaw subordinate employees
- Start and end date(s) of employment

- Whether the experience was full or part time. If part time, total hours worked must be included
- Job description, or list of relevant duties (e.g., form 30)

◆ **Reference:** Appendix A

Outside Experience: Indicate the total number of year(s) worked in a non-parole supervisory role. This includes military, maritime service and private companies.

➤ IPO D application – Question 12

◆ **Supporting document required:** Military: DD214

◆ **Reference:** Appendix B

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

◆ **Supporting document required:** Private Company: [Private Company Supervisor Form](#) This form must be completed in its entirety.

◆ **Reference:** Appendix C

Education: As of the written exam date, if you have a related and/or unrelated conferred degree(s) from a regionally accredited college or university, choose the highest-ranked degree you have obtained. Below is a list of related degree fields.

- Business Administration
- Business Management
- Counseling
- Criminology
- Criminal Justice
- Education
- Human Services
- Law
- Law Enforcement
- Psychology
- Political Science
- Public Administration
- Rehabilitation

- Sociology
- Social Work

Non-Related Degree Fields: All other fields.

➤ IPO D application – Question 13

Candidates can receive credit for one degree only. 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.

- ◆ **Supporting document required:** Official transcript, or unofficial transcript accompanied by a copy of your diploma. All transcripts must contain a confer date, degree, major and institution name.
 - 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.

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. No new type of credit can be claimed 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.

Appendix

Appendix A: EVF Example:

**Commonwealth of Massachusetts Human Resources Division
2026 Massachusetts Parole Board 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. **Provisional and/or temporary after certification time will only be creditable in the title of the exam.**

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

Candidate Name: Jane Doe

Exam Date: 06/06/2026

Verifying Agency: MA Parole Board

Exam Title: Institutional Parole Officer D

I. PERMANENT APPOINTMENT

List permanent entry level title: Transitional Parole Officer A/B

Permanent appointment date: 06/10/2001

List dates and reasons for any breaks in service at all ranks: _____


II. PERMANENT PROMOTIONS IN THE AGENCY

<u>Rank</u>	<u>Date of Promotion</u>
<u>IPO C</u>	<u>02/05/2006</u>
_____	_____
_____	_____

IV. TEMPORARY (AFTER CERTIFICATION) OR PROVISIONAL SERVICE IN EXAMINATION TITLE ONLY

<u>Temporary or Provisional</u>	<u>Rank</u>	<u>PT (list hours) or FT</u>	<u>Dates of Service</u>
<u>Temporary</u>	<u>IPO C</u>	<u>PT 700 hrs</u>	<u>02/01/2004 - 11/25/2004</u>
_____	_____	_____	_____
_____	_____	_____	_____

Print Name and Title of Appointing Authority (or designee): Francis Smith

Signature of Appointing Authority (or designee): 

Date: 04/29/2026

TPO A/B Experience:

Start: 06/10/2001

End: 02/05/2006 (IPO C Appointment date)

Subtotal: 4 years and 240 days

Subtract Temporary IPO C Time: 122 days

Total Time: 4 years and 118 days = **4 years**

IPO C Experience:

Start: 02/05/2006

End: 06/06/2026 (exam date)

Subtotal: 20 years and 121 days

Add Temporary IPO C time: 122 days

Total Time: 20 years and 243 days = **21 years**

Temporary IPO C Experience:

700 hours

Divide by: 172 hours

Total Time: 1 month and 19 days = **2 months**

Appendix B: DD214

A DD214 **must be provided** for all active-duty period(s) served in a supervisory rank 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

If the DD214 does not cover all time claimed, additional documents that support the additional time must be submitted.

Additional documents can include:

- Commanding Officer (CO) Letter – **must** be provided by candidates still serving in the military
- Enlisted Record Brief/Soldier Record Brief (ERB/SRB)

If you are currently on active duty and are unable to provide a DD214 for your current active-duty period, a Commanding Officer (CO) Letter can be provided instead. The CO Letter must include the following information:

- Name
- Department, component and branch
- Grade, rate or rank
- Date promoted to current rank
- Dates of active-duty service and the rank(s) (time spent in training will not be credited)

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 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:

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 HOMELAND SECURITY: USCG: RSV		3. SOCIAL SECURITY NUMBER XXX			
4a. GRADE, RATE OR RANK ME2	b. PAY GRADE E5	5. DATE OF BIRTH (YYYYMMDD) XXXXX	6. RESERVE OBLIGATION TERMINATION DATE (YYYYMMDD) 20181212				
7a. PLACE OF ENTRY INTO ACTIVE DUTY TOWN, STATE		b. HOME OF RECORD AT TIME OF ENTRY (City and state, or complete address if known)					
8a. LAST DUTY ASSIGNMENT AND MAJOR COMMAND		b. STATION WHERE SEPARATED					
9. COMMAND TO WHICH TRANSFERRED			10. SGLI COVERAGE <input type="checkbox"/> NONE AMOUNT:				
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.) X		12. RECORD OF SERVICE			YEAR(S)	MONTH(S)	DAY(S)
		a. DATE ENTERED AD THIS PERIOD			2017	09	15
		b. SEPARATION DATE THIS PERIOD			2018	09	14
		c. NET ACTIVE SERVICE THIS PERIOD			1	0	0
		d. TOTAL PRIOR ACTIVE SERVICE			0	3	0
		e. TOTAL PRIOR INACTIVE SERVICE			6	6	2
		f. FOREIGN SERVICE			0	9	3
		g. SEA SERVICE			0	0	0
		h. INITIAL ENTRY TRAINING			0	0	20
		i. EFFECTIVE DATE OF PAY GRADE			2012	08	01

Calculation (based on Reserve Obligation Termination Date of 12/12/2018)

- Promoted to E5 on 8/1/2012
- Active duty dates 9/15/2017- 9/14/2018 = 365 days

Inactive time (credited as reserve/part time).

- 8/1/2012 – 9/14/2017 = 5 years (rounded down) x 40 days/year = 200 days
- 9/15/2018- 12/12/2018 = 88 days (0.24 years) x 40 days/year = 9.6 days

Total supervisor time = 574.6 days x 1 year/365 days = 2 years (rounded up)

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 <input type="checkbox"/> NONE AMOUNT:				
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			YEAR(S)	MONTH(S)	DAY(S)
		a. DATE ENTERED AD THIS PERIOD			2019	01	22
		b. SEPARATION DATE THIS PERIOD			2024	05	20
		c. NET ACTIVE SERVICE THIS PERIOD			0005	03	29
		d. TOTAL PRIOR ACTIVE SERVICE			0000	00	00
		e. TOTAL PRIOR INACTIVE SERVICE			0000	00	00
		f. FOREIGN SERVICE			0001	01	01
		g. SEA SERVICE			0000	00	00
		h. INITIAL ENTRY TRAINING			0000	05	16
		i. EFFECTIVE DATE OF PAY GRADE			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)

Appendix C: Private Company Form

**Commonwealth of Massachusetts- Human Resources Division
2026 Promotional Exam- Private Company Experience Form**

Instructions: An Owner/Supervisor/Manager must sign and date this form, certifying the information provided is complete and accurate. Attach additional paperwork if necessary. This form and any supporting documentation must be scanned and attached to the Experience, Certification/Training and Education (E&E/ECT&E) application or sent to civilservice@mass.gov no later than seven calendar days following the exam date.

(To be filled out by candidate)

Candidate Name: Liz Lopez
Exam Date: 4 / 7 / 2026 Exam Title: Fire Captain 1YP

Outside Employment Information:

Company Name: LVC Corp Position: Supervisor

Dates of Employment (Month, Day, and Year):

Start Date of Employment: 01 / 10 / 2001 End Date of Employment: 07 / 20 / 2006

Full or Part-Time Employment:

Please indicate if your experience was full-time (FT) or part-time (PT). If your employment was part-time (PT), you must indicate how many total hours worked. This will be calculated under the prorated, part-time calculation (172 hours/month).

Full or Part-Time Employment: PT For PT Employment, List Total Hours Worked: 3620

Official Duties of Employment: (To be filled out by employer)

List supervisory responsibility with official duties or attach the job description. Duties can include supervising staff, enforcing policies and procedures, monitoring employee productivity, providing feedback, setting performance goals, and implementing employee corrective measures, etc.

Supervised staff of 8. Responsible for payroll,
performance reviews,

disciplining employees as needed and
providing productivity updates to owners.

Print Name and Title of Supervisor/Manager/Owner: Robert Belmont

Signature of Supervisor/Manager/Owner: 

Tax ID Number: 1234567 Date: 3/1/2026

FAQ's

1. How are the years rounded on the EVF?

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 (e.g., If candidate X has 1 year and 185 days of Fire Lieutenant experience, round up and select 2 years. If candidate X has 1 year and 160 days of Fire Lieutenant experience, round down and select 1 year.)

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 if they are accompanied by a copy of the diploma.

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

*A DD214 (that is **NOT** for active-duty training) or a statement of service/Commanding Officer letter on an Official letterhead with an appropriate signature and details of your military service to date. Those details must include: 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. If I have worked in more than one department or agency, do I need to submit more than one EVF?

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

6. I worked as an entry level Correction Officer (CO I) for 10 years prior to becoming a Parole Officer. Can I claim this time under question 12 "outside supervisor" time since I "supervised" inmates as a Correction Officer?

*Time as a Correction Officer will **NOT** be considered for question 12 “outside supervisor” time. This role is considered “care of custody” for inmates and does not include the duties required for an outside supervisory role. This CO I time can be claimed under question 8.*

7. 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.

8. 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.

9. 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 E&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.

10. 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 have submitted your transcripts for past examinations, they do not need to be resubmitted.

11. Can I make changes to my application after the submission deadline?

As stated in the E&E examination poster, “No new type of credit can be claimed once you submit your online E&E Claim.”