



Candidate Preparation Guide

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

Statewide Fire Promotional Examinations

Lieutenant and Captain

Examination Administration Date:

April 27, 2024

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The Experience, Certification, Training, and Education (ECT&E) claim is an examination component of the April 27, 2024, Fire Promotional examinations for the titles of Lieutenant and Captain.

This section of the examination 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 examination.

Please note these instructions are for candidates taking the April 27, 2024 examination. These instructions should not be relied upon for any future exam.

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

Claim Submission

The ECT&E claim for the April 27, 2024, Lieutenant and Captain Promotional Examination is available for candidates to input information from the opening date of April 6, 2024, until the deadline of May 4, 2024, at 11:59 p.m. If the candidate starts but does not submit the claim, it can be finished later by “saving” the form; it does not need to be completed in one sitting. However, the claim needs to be submitted no later than 11:59 pm on May 4, 2024, for a candidate to receive credit. A “saved” claim is not a “submitted” claim. For the claim to be scored, it must be “submitted”. Once a candidate clicks “submit”, they cannot go back in and edit their submission. All claims will be reviewed based on the answers provided. Written requests for modification of a submitted claim must be emailed to civilservice@mass.gov on or before the deadline date, May 4, 2024, and will be added to your record for this examination component. You must include your full name, civil service personal identification number and the examination title in the subject line of any email sent. For example: John S. Smith – 123456 – Statewide Lieutenant.

Candidates must ensure they are submitting an ECT&E claim to the correct exam plan. If candidates are taking the 2024 Statewide Captain written promotional exam, they must apply for the 2024 Statewide Fire Captain ECT&E exam claim. Please ensure that the candidate’s personal identification number on the ECT&E notice is utilized when submitting the ECT&E application.

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

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

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.

ECT&E 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 from civil service departments and the test vendor, the weight distribution was determined through our job analysis test development process. Each exam is evaluated in partnership with subject matter experts. ECT&E components are displayed in the application and are specific to this examination.

Weights and Scoring

For the April 27, 2024, 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	54%
Certifications/Trainings/Licenses	26%
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, situational judgment component and ECT&E claim score.

Candidates who fail to submit an ECT&E application or fail to include any supporting documentation to their ECT&E application by the deadline of May 4, 2024, will receive an "INCOMPLETE" score.

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 documents 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 you are submitting documentation through the Civil Service email, civilservice@mass.gov, you must include ECT&E in the subject line, and within the email body provide your name, personal identification number, and exam you have applied for. Candidates are encouraged to utilize their NeoGov account for all submissions.

Relevant Time Periods for Experience Submissions

The ECT&E asks a series of questions about a candidate's employment and supervisory experience. The following experience timeframes apply for this exam title:

April 27, 2024, Statewide Fire Lieutenant and Captain – candidate experience gained on or before examination date.

A link to the **2024 Statewide Fire Lieutenant EVF** form is [here](#).

A link to the **2024 Statewide Fire Captain EVF** form is [here](#).

Current Work Experience

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

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

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

Work Experience Earned in Another Department

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

Calculating Work Experience

The EVF form will be used to calculate work experience at each rank. Temporary and provisional time will be added to the candidates' time in the rank they are working in as temporary and/or provisional. Resumes will not be accepted in lieu of a work verification letter. Leaves of absence or breaks in service for more than six months will not be counted toward work experience.

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. When the response required is calculated in years, round to the nearest year. When the response is calculated in months, round to the nearest month. When calculating to the nearest month, if a candidate has 15 or more days of experience, round up the next month. Please remember that all types of experience in each category must be totaled on your EVF or letter from the appointing authority. Experience that is not totaled cannot be credited.

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

For part-time work calculations only, part-time work should be prorated based on a 172 hour/month to produce a month-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 Statewide Fire Lieutenant examination, has served part time as an acting Lieutenant from 1/3/2019 – 6/5/2019 for a total of 300 hours, they would input the following:

IV. ACTING TIME IN EXAMINATION TITLE

<u>Hours:</u> 300 hrs	<u>Dates of Service (From – To):</u> 1/3/2019 - 6/5/2019
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If the individual above had served as an acting Fire Lieutenant 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

<u>Hours:</u> Full Time	<u>Dates of Service (From – To):</u> 1/3/2019 - 6/5/2019
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Please see below for an example of calculating time:
EVF Example:

Commonwealth of Massachusetts Human Resources Division 2024 Statewide Fire Lieutenant & Captain 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 the application or sent to civilservice@mass.gov no later than May 4, 2024. Please be thorough in completing this form. Not indicating full-time or part-time (if part-time hours) will be considered insufficient verification. Acting time will be creditable only in the title of the examination. <i>Candidates who are claiming the Promotional Preference for 25 Years:</i> 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 April 27, 2024, will be the computation cut-off date. Time worked as a Permanent Reserve/Intermittent, Call and/or Temporary Firefighter after certification may be applied toward a candidate's eligibility for this preference.		
Name of Candidate:	<u>Robert Zulini</u>	Last four digits of Social Security #: <u>1234</u>
Verifying Department:	<u>Anytown, MA</u>	Examination Title: <u>Captain</u>
I. PERMANENT ORIGINAL SERVICE		
List Date of Permanent Appointment in rank of Firefighter:	<u>1/10/01</u>	
List End Date (if not current department)	<u></u>	
List Dates and Reasons for any breaks in service at any and all ranks: <u></u>		
II. PROMOTIONS WITHIN DEPARTMENT (List Ranks and Dates of Promotions):		
<u>Rank:</u>	<u>Date of Promotion:</u>	
<u>Lt.</u>	<u>9/15/15</u>	
<u></u>	<u></u>	
<u></u>	<u></u>	
III. TEMPORARY AND PROVISIONAL TIME IN RANK(S)		
<u>Rank:</u>	<u>Dates of Service (From – To):</u>	
<u>Lt.</u>	<u>6/10/14-9/15/14</u>	
<u></u>	<u></u>	
<u></u>	<u></u>	
IV. ACTING TIME IN EXAMINATION TITLE ONLY		
<u>Hours:</u>	<u>Dates of Service (From – To):</u>	
<u>820</u>	<u>2/3/21-1/3/24</u>	
V. RESERVE, INTERMITTENT OR CALL TIME AS FIREFIGHTER		
<u>Rank:</u>	<u>Total # of Hours (include if part-time):</u>	<u>Dates of Service (From – To):</u>
(Example: Reserve Firefighter)	(250 Hrs.)	(12/1/2015–01/20/2018)
<u></u>	<u></u>	<u></u>
<u></u>	<u></u>	<u></u>
Print Name of Appointing Authority (or designee): <u>John Doe</u>		
Title of Designee: <u>Fire Chief</u>		
Signature of Appointing Authority (or designee): <u>John Doe</u> Date: <u>4/10/24</u>		

Please see the calculation for the EVF example above:
Candidate was appointed to firefighter on 1/10/01.

Candidate was promoted to rank of Lieutenant on 9/15/15.

Time in the rank of a firefighter is calculated from appointment date of firefighter until the next promotional appointment date minus any temporary/acting time. The candidate time between the rank of FF until the rank of Lt is 14 years and 8 months. His temporary time of 3 months (below) is subtracted from that time. Time as a FF is 14 years, 5 months. Time rounded is 14 years.

Candidate worked as a temporary Lt. 6/10/14-9/15/14.

This candidate worked 3 months as a temp Lt. while a FF. This time will be added to their Lt. time but subtracted from FF. time. Lt. time is calculated from their appointment date (9/15/15) until their exam date (4/27/24), plus any temporary time (3 months)= 8 yrs/10 months. Any Cpt. Acting time will be subtracted from Lt. time but awarded under the acting category.

This candidate worked 820 hours as an Acting Captain. This candidate took the Statewide Captain promotional exam on April 27, 2024.

This candidate worked 820 hours as an Acting Captain. This time is divided by 172 to obtain a calculation in months (5 months). This time is awarded as Acting time but subtracted from Lt. time. Their time as a Lieutenant is 8 years and 10 months minus 5 months=8 yrs and 5 months, rounded to 8 years.

Supervisor Experience in a Firefighter Role Outside the Candidate's Department

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

Claims may be submitted for firefighter work outside of the candidate's department; this includes:

1. Military firefighter or work in another department. The documentation must include the start and end dates if claiming time in another department.
2. A separate EVF must be filled out and signed for any claim of experience in another department.
3. A candidate can submit their DD214 as supporting documentation of time served as a military firefighter if the DD214 specifies that title in block 11. Additional documentation will be needed to support the claim of military firefighter if it is not indicated in block 11. Additional documents can include initial orders joining the military with the job of military firefighter.

Supervisor Experience in a Non-Firefighter Role

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

1. A letter on business letterhead with an original signature indicating start/end dates of employment (MM/DD/YYYY).
2. Specification of a 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).
3. Supervisory responsibility with official duties listed. Duties can 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, etc.
4. For documentation from a non-governmental company (private or non-profit organization), the tax ID must be included in the supporting documentation.

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

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

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

ABC Company

September 10, 2023

123 Main St
Anytown, MA 01234

To Whom it May Concern:

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

Sincerely,

Mac Macdonald

Non-Commission Officer or Officer Ranks

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

When submitting documentation showing officer ranks that would qualify as outside supervisor experience, please be sure to include:

- Start and end date of their service.
- Breaks in service.
- National Guard/Reserve time- When Claiming time in the National Guard, or Reserves, inactive time is calculated on a part-time basis. Awarding 42 days per year plus 2.5 days per each additional month.
- Rank and grade.

Fire Training and Certifications

Candidates may claim certification and training courses they have earned as of the date of the written exam. Please indicate the number of certifications/certificates you have earned. The claim will be the sum of all specified certifications and training the candidate has completed; the maximum number of training and certifications a candidate can be awarded is eight. All training courses require documentation in the form of an awarded Pro-Board or FEMA certificate. If a certificate is not provided, a Pro Board certification registry will be accepted. **Certificates of attendance are not accepted.** The following certifications are accepted for credit and must be obtained either through MA Fire Academy, FEMA or the National Board of Fire Service Professional Qualifications:

- 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
- Basic Fire Investigation*
- Advanced Fire Investigation*

- Safety Officer
- Public Fire Educator*
- Fire Inspector I
- Fire Inspector II
- Haz Mat Technician
- Hazardous Materials: Operations Level
- Driver Operator/Pumper
- Driver Operator/Aerial
- Incident Safety Officer
- Technical Rescuer: Rope Rescue I/II
- Technical Rescuer: Confined Space Rescue I/II
- Technical Rescuer: Trench Rescue I/II
- Technical Rescuer: Surface Water I/II
- Technical Rescuer: Swift Water Rescue I/II
- ICS 100: 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
- Chief Fire Officer MGMT Training (MFA)

*Certification of Completion accepted. Certifications of completion are only accepted for classes denoted with an asterisk.

Below is an example of an **accepted** certification:



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Below is an example of an **unaccepted** certification:



Please note: April 27, 2024, for all Statewide Lieutenant and Captain candidates – training and certificates are required to be earned on or before written exam date.

Trade Licenses

A candidate will receive credit for holding up to two trade licenses on the list of accepted trades. 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 a Master Pipe Fitter License. The following is a list of accepted trade licenses:

- Boiler & Pressure Valve: Technician, All Classes of Fireman and Engineer Licenses
- Class A Driver's License
- Commercial Hood Cleaning: Restricted, Unrestricted
- Construction Supervisor: Restricted, Unrestricted
- Electrician: Journeyman, Master
- Fire Alarm Systems: Technician, Contractor, S-License
- Hoisting : Class 1, Class 2, Class 3, Class 4
- Gas Fitter: Journeyman, Master, Limited, Limited Undiluted
- Mariner: Operator of Uninspected Pass. Vehicles, Master Inland, Master Near Coastal
- Oil Burner: Technician
- Pipe Fitter: Journeyman, Master
- Plumber: Journeyman, Master
- Refrigeration: Technician, Contractor
- Sheetmetal Worker: Journeyman, Master

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- Sprinkler Fitter: Journeyman, Contractor, Fire Protection

Please note: April 27, 2024, for all Statewide Lieutenant and Captain candidates – trade licenses are required to be earned and active or before written exam date.

Education

Candidates may receive credit for an associate, bachelor, master, and doctorate degrees from a regionally accredited higher education institutions in the United States; or institutions outside the United States granting degrees or degree program credits that are recognized by one of the United States regional accrediting agencies or that are transferable to a regionally accredited higher education institution in the United States. Candidates can receive credit for a related degree (listed below) or an unrelated degree. Candidates are to indicate the highest degree attained to receive credit. 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.) Related degrees are based on job analysis conducted with our subject matter experts. A candidate is able to receive credit for only one degree.

A candidate must submit official transcripts to support their submission. A combination of unofficial transcripts and a diploma will be accepted in lieu of official transcripts. Transcript links cannot be accepted. 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

Please note: April 27, 2024, for all Statewide Lieutenant and Captain candidates – degrees are required to be earned on or before the written exam date.

EMT Licenses

A candidate will get credit for holding a current EMT license, such as EMT Basic/Advanced or Active Paramedic license. All licenses claimed require a copy of the candidate's current license including the license number and expiration date. A license will be accepted from the National Registry of Emergency Medical Technicians or the Massachusetts Emergency Medical Technician License.

25 Years of Service

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

The 25 years' experience credit is calculated from the starting employment date provided on the EVF and until the date of the exam. Experience from multiple municipal fire 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. Time worked as a Permanent Reserve/Intermittent, Call and/or Temporary Firefighter **after certification** may be applied toward a candidate's eligibility for this preference. The 25-year experience points are not eligible to be rounded up.

Please note: April 27, 2024, for all Statewide Lieutenant and Captain candidates – Experience is required to be earned on or before written exam date.

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 score 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

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- 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.

Please note: Veterans status must be attained on or before April 27, 2024, for all Statewide Lieutenant and Captain candidates.

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

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 passing score.

In order to be awarded your preferential Veterans points, you must achieve a passing grade on the exam. 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.*

Accessing the ECT&E Claim Website

All candidates who are registered to take the Statewide Lieutenant and Captain exam on April 27, 2024, will receive an email prior to the opening of the ECT&E application 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 at civilservice@mass.gov before the application end date.

The screenshot shows the 'ECT&E Claim' application interface. On the left, a sidebar contains buttons for 'Info', 'Attachments', 'Questions', 'Review', and 'Certify'. The 'Certify' button is highlighted with a green background. 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 section for 'By selecting "yes," you may receive text message for the following:' with two bullet points: '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)' and 'Notification text messages about your applicant status, assessment scores, and other progress notifications.' At the bottom, there is a 'Decline' button and a green 'Accept & Submit' button, which is circled in red with a red arrow pointing to it.

Appeal Rights

Appeal Rights: Once you receive your examination score, you will have 17 calendar days from the date of the score notice to appeal the scoring of your online ECT&E Claim to HRD. Please note that on appeal, HRD will not consider requests for credit in any category that were not originally claimed in the initial ECT&E submission.

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

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.

FAQ's

1. How are the years rounded on the EVF?

Years are calculated by rank and are rounded up. (Ex. 6 years/6 months as a Lieutenant=7 years). When the response required is calculated in years, round up to the nearest year. When the response is calculated in months, round to the nearest month.

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 accepted 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 accepted 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 accepted for credit. 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.

6. I was laid off from my department for two years, am I entitled 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 signed by their appointing authority 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 Massachusetts municipal fire departments can be combined to make up the 25 years. An EVF is required from each Massachusetts department 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 another Massachusetts 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 on 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 majored in Accounting and minored in Public Administration. Can I claim a related degree?

Your related degree must be the degree listed on your transcripts as your major.

13. Is time worked as a firefighter in another state count towards my experience?

This time is counted towards experience in another department, but not towards your 25-year preferential points.

14. My school will send Civil Service a link to access my transcripts. Is this acceptable?

Links to access transcripts are not acceptable as they often have an expiration date or are not accessible to us.

15. Can I submit credit for more than one degree?

A candidate is able to receive credit for only one degree. Candidates are to indicate the highest degree attained to receive credit. The degrees are listed on the application in order of highest point value.