



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

### **Police Chief & Deputy Police Chief Promotional Exams**

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For all examinations with an Experience and Education (E&E) component, E&E is a mandatory exam component that must be completed by all candidates. This section of the exam is similar but not the same as the Experience and Education (E&E) section of previous years. This guide is intended to help candidates familiarize themselves with the E&E component of the exam.

Please note that this preparation guide is intended for candidates taking a Promotional Statewide or Sole Assessment Center with E&E for the rank of Police Chief or Deputy Police Chief examination occurring after July 2024.

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 that is not available online. Use the information in this guide to assist in completing the claim.

## **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 exam component is one of the exam components and is weighted at 20%\* of the total exam. For all police promotional titles, the three main categories of the E&E component carry the following weights.

Experience	46%
Training	26%
Education	28%

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

*\*Unless otherwise specified in the exam poster.*

## **E&E Claim Submission**

The Human Resources Division (HRD) recommends that candidates thoroughly read and reference the E&E Prep Guide to complete the Online E&E claim. Only electronically completed and electronically submitted E&E claims will be accepted. Printed copies of your E&E claim submitted to HRD are not considered an officially submitted claim. Submitting an E&E claim other than through the electronic online claim process will result in a failing E&E component score.

The Online E&E claim allows you to save your work at any point and exit the claim. Up to 7 days after the written examination date, you can log in, complete, and submit your Online E&E Claim. After submission, your Online E&E Claim will be saved to your online account and you will have access to download or print a copy at any time. Please be aware that once it is submitted, you will not be able to alter your Online E&E Claim in the online portal. Written requests for modification of a submitted claim must be emailed to [civilservice@mass.gov](mailto:civilservice@mass.gov) within 7 days after the written examination date and will be added to your record for this examination component. Please include your full name, civil service personal identification number, and examination in the subject line of any email sent. For example: John S. Smith – ID 123456 – Police Chief.

When participating in multiple written promotional exams, candidates must submit an E&E application for each appropriate promotional E&E application. Please ensure that the candidate's personal identification number on the E&E notice is utilized when submitting the E&E application.

Please note: The confirmation email is confirmation that your application has been received. It is **not** confirmation that all your supporting documents have been accepted. Do not attach supporting documents to any application other than to your E&E claim application. Please review this preparation guide carefully to ensure all the proper documentation is submitted.

### **Accessing the E&E Claim Website**

All candidates who are registered to take a promotional exam with an E&E component will be sent an email after the close of the application period and prior to the date of the examination. This email will contain a link that takes the candidate to the E&E Claim online application. Only online claims will be accepted. No other form of submission will be accepted.

### **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](mailto:civilservice@mass.gov) before the application end date.

2023 | ECT&E Claim | Job Details | Applying as: | Test: Support X

**Certify**

Fields marked with an asterisk (\*) are required

Are you interested in receiving text message notifications from this organization? ☐ OFF ☒ ON

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

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

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

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

## Supporting Documentation

This guide will identify the supporting documentation for each category of the E&E claim. All claims, whether it be for experience, training, or education, require supporting documentation. Supporting documentation must be submitted through the “attachments” section of the online form. Candidates can revisit the “attachments” section as many times as necessary to submit all required documentation before the claim is submitted. If you are having technical issues, or need to adjust a submitted claim, documents can be emailed to [civilservice@mass.gov](mailto:civilservice@mass.gov). If you are emailing documents, please include your name, person identification number, and the exam title. When submitting documents through the online form, **please label your document(s) to ensure it is processed accordingly.**

### **Recommended Labels When Uploading Documents to the Online Application**

Category	Attachment Type	Naming Suggestions	Example
Policing Experience – current and past departments	Employment Verification Form (EVF)	Department EVF Department Letter	HRD EVF HRD Department Letter
Non Policing Supervisor Experience – company and military letters	Promotional Exam Supervisor Experience	Outside Supervisor Time	Outside Supervisor Time
Education – college transcripts, diplomas	College Transcript	Institution_Degree	Curry College_BA Management
Trainings	Training/Certificate	Training Name	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. 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 Exam 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.

### **Current 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. Reserve and/or intermittent time will only be taken into consideration for 25-year statutory preference claims. Do not claim work experience that occurred concurrently in more than one category.

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

### **Outside Police 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 signed from an appointing authority on department letterhead will be accepted. Resumes will not be accepted in lieu of a work verification letter.

### **Calculating Policing 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.

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

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

For 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 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 Chief examination, has served part-time as an acting Chief from 1/3/2019 – 6/5/2019 for a total of 300 hours, then under Section III, they would input the following:

**III. ACTING, TEMPORARY, PROVISIONAL, RESERVE/INTERMITTENT SERVICE IN THE DEPARTMENT.** *(Examples: Provisional Captain, Temporary Captain, etc.)*

<u>Rank:</u>	<u>Total # of Hours:</u> (Within specified Service Timeframe. If full-time, enter "FT". If part-time, include total amount & the word "Hrs".)	<u>Dates of Service Timeframe:</u> (From – To)
(Example: Temp Captain <u>Police Chief</u>	FT <u>300 Hrs</u>	(12/1/2019–03/20/2021) <u>1/30/2019 - 6/5/2019</u>

If the individual above had served as an acting Chief for the same time period, but on a full-time basis, then under "Total # of Hours" they would write "FT" instead.

**III. ACTING, TEMPORARY, PROVISIONAL, RESERVE/INTERMITTENT SERVICE IN THE DEPARTMENT.** *(Examples: Provisional Captain, Temporary Captain, etc.)*

<u>Rank:</u>	<u>Total # of Hours:</u> (Within specified Service Timeframe. If full-time, enter "FT". If part-time, include total amount & the word "Hrs".)	<u>Dates of Service Timeframe:</u> (From – To)
(Example: Temp Captain <u>Police Chief</u>	FT <u>FT</u>	(12/1/2019–03/20/2021) <u>1/30/2019 - 6/5/2019</u>

Please see below for an example of calculating time:

<b>Name of Applicant:</b> <u>John Smith</u>		<b>Last 4 digits of Social Security #:</b> <u>1234</u>
<b>Verifying Department:</b> <u>Town/City</u>	<b>Exam Title:</b> <u>Police Chief</u>	
<b>I. PERMANENT SERVICE</b>		
<b>List Date of Original Permanent Appointment:</b> <u>1/10/2001</u>		<b>Title:</b> <u>Police Officer</u>
<b>List Dates and Reasons for any breaks in service:</b> _____		
<b>II. PROMOTIONS WITHIN DEPARTMENT (List Dates of Promotions and Rank):</b>		
<b><u>Rank:</u></b>	<b><u>Date of Promotion:</u></b>	
<u>Sergeant</u>	<u>4/5/2006</u>	
<u>Lieutenant</u>	<u>9/15/2015</u>	
_____	_____	
<b>III. ACTING, TEMPORARY, PROVISIONAL, RESERVE/INTERMITTENT SERVICE IN THE DEPARTMENT. (Examples: Provisional Captain, Temporary Captain, etc.)</b>		
<b><u>Rank:</u></b>	<b><u>Total # of Hours:</u></b> <small>(Within specified Service Timeframe. If full-time, enter "FT". If part-time, include total amount &amp; the word "Hrs".)</small>	<b><u>Dates of Service Timeframe:</u></b> <small>(From – To)</small>
(Example: Temp Captain	FT	(12/1/2019–03/20/2021)
<u>Temporary Lieutenant</u>	<u>FT</u>	<u>6/10/2014 - 9/15/2014</u>
<u>Police Chief</u>	<u>820 Hrs</u>	<u>6/10/2014 - 9/15/2014</u>
_____	_____	_____
_____	_____	_____
<b>IV. For the purpose of computing the applicant's eligibility for the 25-Year Promotional Preference, list any service as a Reserve/Intermittent or Temporary Police Officer after certification. Please include service dates and number of hours worked:</b>		
_____		
_____		
<b>Print Name of Appointing Authority (or designee):</b> <u>John Chris</u>		
<b>Title of Designee:</b> <u>Chief</u>		
<b>Signature of Appointing Authority (or designee):</b> <u>Chief John Chris</u>		<b>Date:</b> <u>9/15/2024</u>

Computation Date: 9/23/2024

Police Officer Experience:

Start: 1/10/01

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

Prepared by the Commonwealth of Massachusetts, Human Resources Division (HRD)

Last Updated October 2, 2024



Subtract temporary Lieutenant time (from below): 3 months

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

Lieutenant Experience:

Start: 09/15/2015

End: 9/23/2024

Subtotal: 9 years

Add temporary Lieutenant time: 3 months

Subtract Acting Chief time (from below): 5 months

Total Time: 8 years and 10 months = **9 years**

Chief Experience:

820 hours

Divide by: 172 hours

Total Time: 4 months and 22 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.

#### **Private Companies**

For non-police positions in a private company, a signed letter on business letterhead must be provided. This letter must include the following information:

- Start and end date(s) of employment.
- Whether the experience was full or part-time. If the position was part-time, the letter must indicate the total number of hours actually worked and the time period it occurred.
- List of official duties.
  - Recognized duties in - Supervising staff and work processes, enforcing policies and procedures, monitoring employee productivity, and providing feedback, setting performance goals, assisting with scheduling, employee corrective measures.
- For documentation from a non-governmental company (private or non-profit organization), the tax ID must be included in the supporting documentation.

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

Any experience claim that is not accompanied by supporting documentation and totaled within each category on the letter from the appointing authority or supervisor will be deducted from your E&E claim score.

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

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

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## ABC Company

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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

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### Military

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

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

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

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

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

Additional Documents:

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

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

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

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

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

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		
		a. DATE ENTERED AD THIS PERIOD		
		b. SEPARATION DATE THIS PERIOD		
		c. NET ACTIVE SERVICE THIS PERIOD		
		d. TOTAL PRIOR ACTIVE SERVICE		
		e. TOTAL PRIOR INACTIVE SERVICE		
		f. FOREIGN SERVICE		
		g. SEA SERVICE		
		h. INITIAL ENTRY TRAINING		
		i. EFFECTIVE DATE OF PAY GRADE		

Calculation (based on written exam date of 6/25/2024)

- 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- 6/25/2024 = 6 years (rounded up) x 40 days/year = 240 days

Total supervisor time = 805 days x 1 year/365 days = 2 years (rounded down)

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		
			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)

## Education Category

Candidates may receive credit for an Associate's, Bachelor's, Master's, 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 assessment center 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 an 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

\*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.

## **Graduate Certificates**

Candidates may receive credit for a graduate certificate earned from a regionally accredited higher education institution in the United States in a related field. Credit will not be awarded if the graduate certificate includes coursework that was applied towards completion of a Bachelor's or Master's degree. To receive credit, candidates 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 graduate certificates are required to be earned on or before the assessment center date.

### **List of Related Fields:**

- Business Administration
- Business Management
- Human Resources
- Leadership
- Management Essentials
- Management Leadership
- Organizational Leadership
- Public Administration
- Public Management
- State and Local Government
- Strategic Management in Criminal Justice

## **Police Training Category**

Candidates may claim training courses they have passed as of the date of the written exam. 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.

### **Accepted Trainings:**

- FBI - Law Enforcement Executive Development Seminar (LEEDS)
- FBI - Leadership Fellows Program
- FBI - National Academy Training
- FBI - National Executive Institute
- FBI - Police Executive Fellowship Program
- Harvard Kennedy School of Government - Senior Executives in State and Local Government
- International Association of Chiefs of Police (IACP) - Leadership in Police Organizations (LPO)
- 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. To be eligible to receive these preference points, you must achieve a passing grade on this exam.

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 and 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. Any experience as a reserve or intermittent police officer can be counted toward the 25 years of service promotional preference. In addition, experience that occurred concurrently will also be awarded.

For example, Candidate X took their promotional exam on 3/24/2024. They have worked as a reserve police officer in an outside department for 860 hours from 8/2/1998 to 12/1/1999 and works in their current department Y from 7/15/1999 to present with no breaks in services. Candidate X would be credited 5 months as a reserve police officer in an outside department and 24 years and 8 months in their current department. In total Candidate X has 25 years and 1 month experience which qualifies them for the 25 years of service promotional preference.

Supporting documentation can be attached to your E&E claim application or emailed to [civilservice@mass.gov](mailto:civilservice@mass.gov) and must be submitted no later than 7 calendar days after the sole assessment center date.

### **Veteran's Preference**

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

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

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

Supporting documentation can be attached to your E&E claim application or emailed to [civilservice@mass.gov](mailto:civilservice@mass.gov) and must be submitted no later than 7 calendar days after the sole assessment center date.

If a candidate has already been approved for veteran preference, it is not necessary to resubmit documentation to be awarded veteran points. It will automatically be added to your final score. For more information on veteran status, refer to the Military Information section on the Civil Service website.

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

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

### **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. 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?

*Years are calculated by rank and are rounded up if experience is 6 months or over. Experience will be rounded down to the next year if it's less than 6 months. (Ex. 6 years and 6 months as a Sergeant rounds up to 7 years; Ex. 6 years and 5 months as a Sergeant rounds down to 6 years)*

2. 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.*

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

Prepared by the Commonwealth of Massachusetts, Human Resources Division (HRD)

Last Updated October 2, 2024



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

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

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

5. 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.*

6. I worked as a campus police officer full time for 3 years prior to becoming a police officer. Can I claim this time as outside current department experience?

*Time as a campus police officer will be creditable as "outside Police Officer" experience.*

#### **Education**

7. 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.*

#### **Trainings**

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

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

#### **Statutory Preference Points**

9. 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.*



10. 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.*

11. Can I claim 25-year statutory preference if I have worked for both a civil service police department 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.*

12. 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.*