



Police Sole Assessment Center

Experience and Education (E&E) Claim

Candidate Preparation Guide

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For all Sole Assessment Centers with Experience and Education (E&E), 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.

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 in a way other than through the electronic online claim process will result in a failing E&E component score. The Online E&E claim provides you with the ability to save your work at any point and exit the claim. Up to 7 days after the Sole Assessment Center date, you will be able to log in, complete, and submit your Online E&E Claim. After submission, your Online E&E Claim will be saved in 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. Written requests for modification of a submitted claim must be emailed to civilservice@mass.gov within 7 days after the Sole Assessment Center date and will be added to your record for this examination component. Please include E&E Assessment Center in the subject line, provide your name, personal identification number, and exam you have applied for.

Background

The E&E component has three main sections: 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.

Section Weights and Scoring

The E&E exam component is one of two exam components and is weighted at 20%* of the total exam. The E&E component has three main sections that have the following weights applied to all titles:

Experience	54%
Training	22%
Education	24%

*Unless otherwise specified by the municipality.

Unlike previous E&E claim forms, a candidate will not be able to see point values for the associated claim entries.

Supporting Documentation

This guide will identify what is supporting documentation for each category of the E&E claim. The online form includes a section entitled “attachments” for submission of documents. **Please label your document to ensure it is processed accordingly.** A candidate can revisit the “attachments” page as many times as necessary to submit all required documentation before the claim is submitted. If submitting documentation through the Civil Service email, civilservice@mass.gov, please include Sole AC E&E in the subject line, provide your name, personal identification number, and exam you have applied for. Candidates are encouraged to utilize their NeoGov account for all submissions.

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. A blank EVF will be sent to candidates along with instructions on how to fill out the E&E application. These forms can also be accessed on the [Sole Assessment Center 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

In this section, candidates will answer questions related to their experience working in their current department.

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 can include any temporary, provisional, reserve, and/or intermittent time in a rank. Acting time is only accepted in the examination title category. Any acting, provisional and/or temporary time submitted will be deducted from the next lower rank. 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.

Work Experience Earned in Another Department

In this section, candidates will answer questions related to their experience working in a department outside of their current department.

List of Recognized Departments & Roles

- Federal, state or municipal police departments

- Roles: Police Chief, Deputy Police Chief, District Police Chief, Police Captain, Police Lieutenant, Police Sergeant, Police Officer, Sheriff, Deputy Sheriff, Court Officer, Federal Marshall, Campus Police Officer, and Military Police Officer
- Special agent employed by a branch of the United States government such as the Federal Bureau of Investigation, U.S. Customs Service, U.S. Secret Service, Internal Revenue Service, Drug Enforcement Agency, or the Bureau of Alcohol, Tobacco and Firearms.

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.

For time served as a military police officer, a candidate can 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.

Supervisor Experience in a Non-Policing Role

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

- a letter on business letterhead with an original signature indicating start/end dates of employment.
- full- or part-time position. If the claim is for part-time employment, the letter must indicate how many actual hours were worked or the number of hours worked per week. This will be calculated under the prorated, part-time calculation (172 hour/month).
- supervisory responsibility with official duties listed. Duties include: Supervising staff and work processes, enforcing policies and procedures, monitoring employee productivity, and providing feedback, setting performance goals, assisting with scheduling, employee corrective measures.
- For documentation from a non-governmental company (private or non-profit organization), the tax ID must be included in the supporting documentation.

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

All documentation listed 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

Time spent within the Non-Commission Officer (NCO) ranks or time spent within the Officer ranks would qualify as supervisory experience in a non policing role. 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.

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.

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 rank.

If a candidate's experience is 6 months or over, round up to the next full year. If experience is 5 months or less, round down to the previous lower year. 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.

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 months-worked claim. Examples:

- If a candidate worked part time for a total of 220 hours, the calculation would be 220 hours divided by 172 hours, resulting in 1.28 months of work. This would be rounded to credit for one month of work.
- For 670 hours of part-time work, the calculation would be 670 hours divided by 172 hours, resulting in 3.89 months worked. This would be rounded on the claim form, for a submission of 4 months of employment.

For example, if a candidate taking the Police Captain examination, has served part time as an acting Captain from 1/3/2019 – 6/5/2019 for a total of 300 hours, they would input the following:

III. ACTING, TEMPORARY AFTER CERTIFICATION OR PROVISIONAL, 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>Acting Captain</u>	FT _____ <u>300 Hrs</u>	(12/1/2019–03/20/2021) _____ <u>1/03/19 - 6/05/19</u>

If the individual above had served as an acting Captain for the same time period, but on a full-time basis, then under "Hours" they would write "Full Time" instead.

III. ACTING, TEMPORARY AFTER CERTIFICATION OR PROVISIONAL, 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>Acting Captain</u>	FT _____ <u>FT</u>	(12/1/2019–03/20/2021) _____ <u>1/03/19 - 6/05/19</u>

Please see below for an example of calculating time:

EVF Example: For an AC Date = September 23, 2023.

Name of Applicant: John Smith Last 4 digits of Social Security #: 1234
Verifying Department: Town/City Exam Title: Police Captain

I. PERMANENT SERVICE

List Date of Original Permanent Appointment: 1/05/01 Title: Police Officer
List Dates and Reasons for any breaks in service: _____

II. PROMOTIONS WITHIN DEPARTMENT (List Dates of Promotions and Rank):

<u>Rank:</u>	<u>Date of Promotion:</u>
<u>Sgt</u>	<u>04/15/06</u>
<u>Lt</u>	<u>09/10/15</u>
_____	_____
_____	_____

III. ACTING, TEMPORARY AFTER CERTIFICATION OR PROVISIONAL, 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)	FT	(12/1/2019–03/20/2021)
<u>Acting Captain</u>	<u>820</u>	<u>5/01/20 - 12/31/23</u>
_____	_____	_____
_____	_____	_____

IV. List service as a Reserve/Intermittent Police Officer after certification, for the purpose of computing the applicant's eligibility for the 25-Year Promotional Preference. Include service dates and number of hours worked: _____

Print Name of Appointing Authority (or designee): Robert Doe
Title of Designee: Chief

Signature of Appointing Authority (or designee): Chief's Signature Date: 2/10/24

Please see the calculation for the EVF example above:

Candidate was appointed to police officer on 1/05/01.
Candidate was promoted to rank of Sergeant on 4/15/06.

The candidate work experience in the rank of police officer is 5 years and 3 months. Candidate should claim 5 years as an officer.

Candidate was promoted to rank of Sergeant on 4/15/06.
Candidate was promoted to Lieutenant on 9/10/15.

Sgt. Time is calculated from their appointment to Sgt until their appointment to Lt. Time as a Sgt is 9 years and 5 months. Candidate should claim 9 years as a Sergeant.

This candidate worked 820 hours as an Acting Captain. This candidate took the their Sole Assessment Center on September 23, 2023.



This candidate worked 820 hours as an Acting Cpt. 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. Lt. time is calculated from their appointment time until the date of the exam. Time as a Lt. (8 yrs) with Act. Cpt time (5 months) deducted is 7 years and 7 months. Candidate should claim 8 years as a Lt and '3 months up to 6 months' for Act. Cpt time.

Police Training Category

Candidates may claim training courses they have passed as of the date of the written exam. The claim will be the sum of all specified training the candidate has completed. Every training listed will be equal in value. All training courses require documentation in the form of an awarded certificate. If a certificate is not provided, supporting documentation must include completion of the training. The following trainings are eligible under this category:

- CCSIM Training
- FBI Law Enforcement Instructor School
- FBI Leadership Fellows Program
- FBI LEEDA Supervisor Leadership Institute
- FBI LEEDA Command Leadership Institute
- FBI LEEDA Executive Leadership Institute
- FBI National Academy Training
- FBI National Command Course
- FBI National Executive Institute (NEI)
- FBI Police Executive Fellowship Program
- Front Line Leadership
- International Critical Incident Stress Foundation (ICISF) Specialized Training Program -All
- Law Enforcement Executive Development Seminar (LEEDS)
- Leadership in Police Organizations (LPO)-formerly known as West Point Leadership
- Municipal Police Institute (MPI) Supervisor-Leadership Training
- Municipal Police Training Committee (MPTC) First Line Supervisor Training
- Senior Executives in State and Local Government (Harvard Kennedy School of Government)
- Senior Management Institute for Police (SMIP)

Education Category

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 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 unrelated master's degree, they should select the "related bachelor's degree" category.)

List of Related Degrees:*

- Business
- Business Administration
- Business Management
- Criminal Justice
- Criminal Law
- Criminology
- Forensics
- 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.

Statutory Preference Points

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

In order to be eligible to receive these preference points, you must achieve a passing grade on this 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 sole assessment center. Experience from multiple municipal 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.

Supporting documentation can be attached to your E&E claim application or emailed to 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 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.

Appeal Rights

Under Massachusetts law, once a candidate receives their examination score, they have 17 calendar days from the emailing of the score notice to file an appeal of their E&E claim.

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

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.

Accessing the E&E Claim Website

All candidates who are registered to take their sole assessment center will be sent an email after the close of the application period and prior to the date of the sole assessment center. 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 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 fully completed the claim; once submitted the claim cannot be resubmitted. If a revision is needed, a candidate can email Civil Service at civilservice@mass.gov before the application end date.



2023 |

ECT&E Claim [Job Details](#)

Applying as: [Test Support](#) X

- Info
- Attachments
- Questions
- Review
- Certify**

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 tasks)
- 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.

Decline

Accept & Submit

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 Sergeant=7 years)

2. Why do I have to submit an official transcript? And why does my diploma not count?

Official transcripts are sent directly from the school registrar and contain coursework information. Unofficial transcripts will be accepted accompanied by a copy of the diploma.

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

The non-active duty training DD214 or a statement of service/Commanding Officer letter on Official letterhead with appropriate signature and include details of your military service to date that includes: dates of full-time active duty, current assignment, date of entrance into service, estimated time of separation, expected discharge type (i.e., honorable), statement confirming that you will receive a DD214 not for training at the completion of your current Active-Duty service.

4. I am unable to provide my military documents because the only people who can verify this information are currently deployed.

Even under deployment, a candidate should be able to send an email or reach out to those who can provide the documentation.

5. Who selects the trainings that are eligible for points on the 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.

6. I was laid off from my department for two years, am I eligible to calculate my laid off time as part of my 25 years of service?

An individual member needs to serve as a member in the force for 25 years for HRD to calculate the 25 years of service. Therefore, the individual would not receive credit for the years they were laid off.

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

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

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

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

9. Can I claim 25-year statutory preference if I have worked for a civil service police and fire department?

In the statute, 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.

10. 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.*

11. 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.