



Rogers Fire Department Standard Operating Procedures

Policy Title:	Promotions and Testing		
Policy Number:	121	Volume:	Administration
Approved By:	Tom Jenkins	Last Reviewed:	April 2023
CFAI Reference:	7A.3, 7B.1, 7B.3, 7B.5, 7B.6, 8A.4, 8A.5	CAAS Reference:	106.05.01, 106.06.01
Revision Summary:	Created – October 2011 Formatted – May 2012 Updated RPFA Information – July 2012 Updated RPFA Information – February 2013 Updated Fire Equipment Operator – September 2013 BC and CP Testing Requirements – September 2015 Updated Master Paramedic Firefighter – May 2016 Updated FEO Geography Test and Schedule – Oct 2017 Updated Testing Requirements – August 2019 Updated VOSS Program for Firefighter – March 2019 Updated FEO and Master Paramedic and Firefighter age change – August 2019 Updated Promotional Books and Appendix A – February 2021 Updated Minimum qualifications and associated rules for Civil Service Commission consistency - April 2023		

PURPOSE

The purpose of the job summary sheets and promotions policy is to provide regulated, systematic and uniform standards for positions within the RFD and the promotions that govern the appointing of personnel to those positions.

POLICY

The City of Rogers Human Resources Department shall be responsible for the maintenance of job descriptions and formal personnel records. Personnel records will also be kept in a secure location at fire administration. Many promotional opportunities require the use of assessors to evaluate the behavioral dimensions of candidates. Whenever assessors are used, they shall be used as prescribed in the City of Rogers Civil Service Rules and Regulations. All assessors shall be trained in the assessment center process by a RFD official. Although assessments are conducted from outside evaluators, the process shall be administered internally and managed by a member of the RFD command staff. This policy, under extreme circumstances, may be modified or changed by the Fire Chief as prescribed in the Rogers Civil Service Commission rules.

POSITION:	Firefighter
DEPARTMENT:	Fire
REPORTS TO:	Fire Captain
FLSA STATUS:	Non-Exempt
CATEGORY:	Full-Time

Educational Background

1. High School Diploma or equivalent

Prerequisites

1. Must pass Arkansas State Firefighters Pension Physical Examination or physical compliant with NFPA 1582.
2. Valid Arkansas driver's license
3. Emergency Medical Technician – Basic or Paramedic (National and Arkansas Certification) or have completed the Northwest Arkansas Regional Fire Academy within the previous fourteen months. Enrolment in EMT school also is qualifying.
4. 18 Years of Age at time of hire

Postrequisites

Additional training may be required as determined by the Fire Chief based upon the individual's assignment or academy assessment.

Northwest Arkansas Regional & Rogers Fire Academy

New firefighters with no previous career experience shall be required to participate in the Northwest Arkansas Regional Fire Academy (NWARFA). The NWARFA shall include materials and curriculum so that new recruit firefighters meet NFPA 1001, Firefighter Level 1 and NFPA 472 Hazardous Materials Operations Level response upon completion, as well as become familiar with RFD policies and procedures, complete required National Incident Management Systems training and become familiar with medical protocols. New recruit firefighters shall all receive International Fire Service Accreditation Congress (IFSAC) certification to Firefighter 1, Firefighter 2, Hazardous Materials Awareness, and Hazardous Materials Operations prior to being assigned to field operations.

Alternatively, new firefighters with experience on a career fire department, or fire academy training commensurate with the expectations of the RFD may participate in a Verification of Skill Sets (VOSS) process. This process, while similar to the NWARFA, seeks to utilize existing training and capability while orienting the member to the Rogers Fire Department. In order for probationary

firefighters to participate in VOSS they need to have the certifications associated with the NWARFA and the approval of the Fire Chief. During VOSS, members will serve a designated number weeks of formal orientation at the Training Center, followed with an assignment to a Captain for the remainder of the NWARFA. The Captain shall have full authority to make a written request that the VOSS firefighter be returned to the NWARFA if the firefighter is not meeting their prescribed expectations.

Firefighters hired out of conjunction with the NWARFA shall enter VOSS and be assigned to a Field Operations Captain at the discretion of the Training Division.

All new firefighters who do not possess the following courses will return to the Training Division for Basic Special Operations Academy after the NWARFA:

- Rescue Core
- Hazardous Materials Technician
- Rope Rescue Technician

Firefighters participating in the VOSS will have a contingent fifth week to improve any skill sets deficiencies identified by their assigned Captain. The Training Division shall have a meeting with the assigned Captain two weeks prior to the end of NWARFA to determine if the fifth week shall be needed. If needed, the Training Division shall notify the Deputy Chief of Operations of the change in work schedule.

The content, delivery and administration of the academy shall be governed by the Deputy Fire Chief of Special Operations and Training. The content of the academy shall be outlined in the Academy Manual found in Appendix A of this promotional manual.

End of Probationary Period Training

The Probationary Firefighter shall be administered an end-of-training test as part of the completion of probationary training. This test shall include a collaboration of information from all training received during the training period. The test shall be 100 questions and shall consist of the following information:

- Firefighter 1 (Current Edition of IFSTA Essentials Manual)
- Haz-Mat Operations & Awareness (Current Edition of IFSTA Hazardous Materials First Responder Manual)
- Rogers Fire Department Standard Operating Procedures

The probationary firefighter shall receive two (2) opportunities to pass this exam with the following stipulations:

- The first time, the firefighter can pass with a 75%

- The second time, the firefighter can review his old test for sixty (60) minutes and must make 90% to pass

If the firefighter does not successfully complete the end-of-probationary test after the second attempt, this alone may constitute grounds for termination based on evaluation of the circumstances by the Fire Chief.

POSITION:	Master Paramedic Firefighter
DEPARTMENT:	Fire
REPORTS TO:	Captain
FLSA STATUS:	Non-Exempt
CATEGORY:	Full-Time

Educational Background

1. High School Diploma or equivalent
2. Paramedic Curriculum

Prerequisites

1. Valid Arkansas driver's license
2. IFSAC Firefighter II certification
3. Valid Arkansas Paramedic license
4. Minimum 2 years continuous service with the Rogers Fire Department as a paramedic
5. Completion of Rogers Fire Department Relief Driver Training Program (SOP 122)
6. American Heart Association BLS Instructor

Postrequisites

1. Instructor Certified in EMS-discipline as approved by Training Division
2. Additional training may be required as determined by the Fire Chief based upon the individual's promotional assignment.

Selection Process

Selections for the position of Master Paramedic Firefighter shall follow the following timeline:

- Position shall be posted with a closing application time of two (2) weeks
- Written test (25% of final score) shall be administered first with a required passing percentage of 70 to pass to the next phase of testing. The written test should be administered no less than thirty days from the date of posting for the position.
 - The written test shall include information from the latest edition of the following books:
 1. NWA EMS Protocols – 50%
 2. Rogers Fire Department SOPs – 50%
- An oral interview consisting of the Medical Director and associated EMS administrators of the department (25% of final score).
- Geography Test (25% of final score) – To include identification by memory of main arterial streets and use of the map book to design routes to provided addresses. Eligible information for testing includes any city

streets controlled by electronic traffic signals, roads with three or more lanes, and obvious landmarks (schools, public buildings, target hazards, etc).

- The assessment center portion of the examination (25% of final score) shall be administered immediately following the written examination and shall last approximately 45 minutes per applicant. The assessment center evaluators shall consist of three (3) unbiased representatives (appointed by the Fire Chief) from fire departments of similar size and operation. The representatives shall hold equal or greater rank to the position being tested. All assessment center participants shall have received training the assessment center process. The assessment center training should be conducted by a designated and capable RFD officer prior to the beginning of the assessment center evaluations. The assessment center shall be setup so that each participant has ten minutes to prepare for both an incident command simulation and a group meeting scenario (twenty minutes, total preparation time). Each participant shall have ten minutes to present the incident command scenario and ten minutes to present their group meeting scenario. Evaluators shall have ten minutes to grade in between candidates. A sample schedule for candidates is provided on the next page.

9:00-9:10	Candidate 1			
9:10-9:20	Preparation			
9:20-9:30	Candidate 1, ICS Presentation			
9:30-9:40	Candidate 1, Group Meeting Presentation		Candidate 2 Preparation	
9:40-9:50	Candidate 1, Evaluator Scoring			
10:00-10:10			Candidate 2, ICS Presentation	
10:10-10:20			Candidate 2, Group Meeting Presentation	Candidate 3 Preparation
10:20-10:30			Candidate 2, Evaluator Scoring	

- Incident Command Scenario – To include demonstration of strategies and tactics as well as development of an ICS chart, incident action plan and safety

considerations. Scenario should be realistic and allow the candidate to utilize normal resources available to the RFD.

- Group Meeting Scenario – To include demonstration of a candidate's ability to persuade subordinates, motivate a workforce, defend a position and anticipate stakeholder concerns. Scenario should contain a topic that is realistic and understood by the candidate.

After completion of all phases of testing the overall scores for each applicant should be computed as follows:

(Written Test Score x .25) + (Geography Examination x .25) + (Medical Director Oral Interview x .25) + (Assessment Center x .25) = Maximum 100%

POSITION:	Fire Equipment Operator (FEO)
DEPARTMENT:	Fire
REPORTS TO:	Captain
FLSA STATUS:	Non-Exempt
CATEGORY:	Full-Time

Educational Background

1. High School Diploma or equivalent

Prerequisites

1. Valid Arkansas drivers license
2. IFSAC Firefighter II certification
3. Emergency Medical Technician – Basic
4. Minimum three years continuous service with the Rogers Fire Department
5. Completion of Rogers Fire Department Relief Driver Training Program (SOP 122)
6. Completion of Rogers Fire Department Fire Equipment Operator Academy.

Postrequisites

Additional training may be required as determined by the Fire Chief based upon the individual's promotional assignment.

Promotional Testing

Promotions for the position of Fire Equipment Operator shall follow the following timeline:

- Position shall be posted with a closing application time of two (2) weeks
- Written test shall be administered first with a required passing percentage of 70 to pass to the next phase of testing. The written test should be administered the same day as the assessment center testing and no less than thirty days from the date of posting for the position.
 - The written test shall include information from the latest edition of the following books:
 1. IFSTA Company Officer – 25%
 2. IFSTA Pumping Apparatus Driver/Operator - 25%
 3. IFSTA Aerial Apparatus Driver/Operator – 25%
 4. Rogers Fire Department SOPs – 25%
- The practical examination shall be administered up to one week after the written test is given, depending on the number of candidates and other logistics. Only participants scoring at least 70% on their written

examination shall proceed to the practical portion. The practical examination shall consist of the following three parts:

- Geography Test (20%) – To include identification by memory of main arterial streets and use of the map book to design routes to provided addresses. Eligible information for testing includes any city streets controlled by electronic traffic signals, roads with three or more lanes, and obvious landmarks (schools, public buildings, target hazards, etc).
- Obstacle Course (10%) – To include the following events:
 - Straight line driving in forward and reverse
 - Confined space turnaround
 - Alley Dock
 - Serpentine
 - Offset Alley
 - Diminishing Clearance
 - Stop Sign
- Apparatus Operations Test (10%) – To include the following events:
 - Pumping of two (2) 1.75" fire hoses of designated length and nozzle selection to appropriate pressure
 - Pumping of both fixed and portable master streams to appropriate pressure
 - Simultaneous operation of fire hoses and master stream devices at appropriate pressures
 - Changeover from booster tank water to hydrant water without interruption of fire streams
 - Demonstrated use of all valves, gauges, and controls
 - Demonstrated use of a foam system, to include injection, foam educator, or batch mixing
 - Demonstrated proficiency in refilling booster tank water once supply from a hydrant has been established
 - Demonstrated ability to operate a hydrant according to industry best practices
 - Use of aerial ladder and elevated master stream
- The assessment center portion of the examination shall be administered immediately following the written examination and shall last approximately 45 minutes per applicant. The assessment center evaluators shall consist of three (3) unbiased representatives (appointed by the Fire Chief) from fire departments of similar size and operation. The representatives shall hold equal or greater rank to the position being tested. All assessment center participants shall have received training the assessment center process. The assessment center training should be conducted by a designated and capable RFD officer prior to the beginning of the assessment center evaluations. The assessment center shall be setup so that each participant has ten minutes to prepare for both an incident command simulation and a group meeting scenario (twenty minutes, total preparation time). Each participant shall have ten minutes to present the

incident command scenario and ten minutes to present their group meeting scenario. Evaluators shall have ten minutes to grade in between candidates. A sample schedule for candidates is provided on the next page.

9:00-9:10	Candidate 1				
9:10-9:20	Preparation				
9:20-9:30	Candidate 1, ICS Presentation				
9:30-9:40	Candidate 1, Group Meeting Presentation			Candidate 2 Preparation	
9:40-9:50	Candidate 1, Evaluator Scoring				
10:00-10:10				Candidate 2, ICS Presentation	
10:10-10:20				Candidate 2, Group Meeting Presentation	Candidate 3 Preparation
10:20-10:30				Candidate 2, Evaluator Scoring	

- Incident Command Scenario – To include demonstration of strategies and tactics as well as development of an ICS chart, incident action plan and safety considerations. Scenario should be realistic and allow the candidate to utilize normal resources available to the RFD.
- Group Meeting Scenario – To include demonstration of a candidate’s ability to persuade subordinates, motivate a workforce, defend a position and anticipate stakeholder concerns. Scenario should contain a topic that is realistic and understood by the candidate.

After completion of all phases of testing the overall scores for each applicant should be computed as follows:

$$\text{(Written Test Score x .20) + (Assessment Center x .20) + (Pumping Score x .20) + (Geography Test Score x .20) + (Obstacle Course Score x .20) = Maximum 100\%}$$

POSITION:	Captain
DEPARTMENT:	Fire
REPORTS TO:	Battalion Chief or Deputy Chief
FLSA STATUS:	Non-Exempt
CATEGORY:	Full-Time

Educational Background

1. High School Diploma or equivalent
2. A minimum 30 hours of higher education from an accredited college or university

Prerequisites

1. Valid Arkansas driver's license
2. IFSAC Firefighter II certification
3. Emergency Medical Technician – Basic
4. IFSAC Fire Officer I certification
5. IFSAC Instructor I certification or Arkansas EMT Instructor Certification
6. Minimum 2 years continuous service as either a Fire Equipment Operator (FEO) or Master Paramedic Firefighter, unless the member was hired before January 1, 2014
7. At least (six) years of service with the RFD
8. Hazardous Materials Technician Certification
9. Completion of Rogers Fire Department Future Company Officer Program (SOP 139)

Postrequisites

Additional training may be required as determined by the Fire Chief based upon the individual's promotional assignment.

Promotional Testing

Promotions for the position of Captain shall follow the following timeline:

- Position shall be posted with a closing application time of two (2) weeks
- Written test shall be administered first with a required passing percentage of 70 to pass to the next phase of testing. The written test should be administered the same day as the assessment center testing and no less than thirty days from the date of posting for the position.
 - The written test shall include information from the latest edition of the following books:
 1. IFSTA Building Construction Related to the Fire Service (IFSTA FPP Item Number 36327) – 25%

2. IFSTA Command and Control: ICS, Strategy Development and Tactical Selections Book 1 (IFSTA FPP Item Number 36880)- 25%
 3. FPP Fire Prevention Applications for Company Officers (IFSTA FPP Item Number 36854) – 25%
 4. Rogers Fire Department Standard Operating Procedures – 25%
- The assessment center portion of the examination shall be administered immediately following the written examination and shall last approximately 75 minutes per applicant. The assessment center evaluators shall consist of three (3) unbiased representatives (appointed by the Fire Chief) from fire departments of similar size and operation, outside the Northwest Arkansas Area. The representatives shall hold equal or greater rank to the position being tested. All assessment center participants shall have received training on the assessment center process. The assessment center training should be conducted by a designated and capable RFD officer prior to the beginning of the assessment center evaluations. The assessment center process shall consist of three separate events designed to test the candidate's ability to manage elements of the desired job. The assessment center starts with twenty minutes to prepare for both an incident command simulation and a group meeting scenario (twenty minutes, total preparation time). Each participant shall have ten minutes to present the incident command scenario and ten minutes to present their group meeting scenario. Immediately following the group meeting and ICS presentation, the candidate shall be provided twenty minutes to conduct an in-basket exercise that is designed to test their time management abilities, SOP implementation familiarity, and form usage. A sample schedule for candidates is provided on the next page.

9:00-9:10	Candidate 1 ICS and Group Meeting Preparation		
9:10-9:20			
9:20-9:30	Candidate 1, ICS Presentation	Candidate 2 ICS and Group Meeting Preparation	
9:30-9:40	Candidate 1, Group Meeting Presentation		
9:40-9:50	Candidate 1, In-Basket Exercise	Candidate 2, ICS Presentation	Candidate 3 ICS and Group Meeting Preparation
9:50-10:00		Candidate 2, Group Meeting Presentation	
10:00-10:10		Candidate 2, In-Basket Exercise	Candidate 3, ICS Presentation
10:10-10:20			Candidate 3, Group Meeting Presentation
10:20-10:30			Candidate 3, In-Basket Exercise

- Incident Command Scenario – To include demonstration of strategies and tactics as well as development of an ICS chart, incident action plan and safety considerations. Scenario should be realistic and allow the candidate to utilize normal resources available to the RFD.
- Group Meeting Scenario – To include demonstration of a candidate's ability to persuade subordinates, motivate a workforce, defend a position and anticipate stakeholder concerns. Scenario should contain a topic that is realistic and understood by the candidate.
- In-Basket Exercise – To include demonstration of a candidate's ability to utilize standard operating procedures in realistic situations, manage realistic forms, paperwork, and duties of a company officer in a time sensitive situation and formulate a plan of action.

After completion of all phases of testing the overall scores for each applicant should be computed as follows:

(Written Test Score x .40) + (Assessment Center x .40) + (Civil Service Score x .20) = Maximum 100%

POSITION:	Battalion Chief
DEPARTMENT:	Fire
REPORTS TO:	Fire Chief
FLSA STATUS:	Non-Exempt
CATEGORY:	Full-Time

Educational Background

1. High School Diploma or equivalent -
2. Bachelor's Degree or 120 hours from an accredited college or university

Prerequisites

1. Valid Arkansas drivers license
2. IFSAC Firefighter II certification
3. IFSAC Fire Officer II certification
4. Hazardous Materials Technician Certification
5. Completion of NFA Incident Safety Officer or equivalent
6. IFSAC Instructor I certification or Arkansas EMT Instructor Certification
7. Rank of Captain, five (5) Years
8. Completion of RFD Future Chief Officers Program (SOP 140)

Postrequisites

Additional training may be required as determined by the Fire Chief based upon the individual's promotional assignment.

Promotional Testing

Promotions for the position of Battalion Chief shall follow the following timeline:

- Position shall be posted with a closing application time of two (2) weeks
- Written test shall be administered first with a minimum required score of 70 percent to pass to the next phase of testing. The written test should be administered the same day as the assessment center testing and no less than thirty days from the date of posting for the position.
- The written test shall include information from the latest edition of the following books:
 1. IFSTA Chief Officer Manual (IFSTA FPP Item Number 35071) – 25%
 2. IFSTA Occupational Safety, Health, and Wellness (IFSTA FPP Item Number 36254)- 25%
 3. IFSTA Command and Control 2: ICS, Strategy Development and Tactical Selections Book 2 (IFSTA FPP Item Number 35421)- 25%

4. Rogers Fire Department Standard Operating Procedures – 25%

- The assessment center portion of the examination shall be administered immediately following the written examination and shall last approximately 85 minutes per applicant. The assessment center evaluators shall consist of three (3) unbiased representatives (appointed by the Fire Chief) from fire departments of similar size and operation, outside the Northwest Arkansas Area. The representatives shall hold equal or greater rank to the position being tested. All assessment center participants shall have received training on the assessment center process. The assessment center training should be conducted by a designated and capable RFD officer prior to the beginning of the assessment center evaluations. The assessment center process shall consist of three separate events designed to test the candidate’s ability to manage elements of the desired job. The assessment center starts with twenty minutes to prepare for both an incident command simulation and a group meeting scenario (twenty minutes, total preparation time). Each participant shall have ten minutes to present the incident command scenario and ten minutes to present their group meeting scenario. Immediately following the group meeting and ICS presentation, the candidate shall be provided thirty minutes to conduct an in-basket exercise that is designed to test their time management abilities, SOP implementation familiarity, staffing assignment actions, and ability to review National Fire Incident Reporting System (NFIRS) reports. A sample schedule for candidates is provided on the next page.

9:00-9:10	Candidate 1 ICS and		
9:10-9:20	Group Meeting Preparation		
9:20-9:30	Candidate 1, ICS Presentation	Candidate 2 ICS and Group Meeting Preparation	
9:30-9:40	Candidate 1, Group Meeting Presentation		
9:40-9:50	Candidate 1, In-Basket Exercise	Candidate 2, ICS Presentation	Candidate 3 ICS and Group Meeting Preparation
9:50-10:00		Candidate 2, Group Meeting Presentation	
10:00-10:10		Candidate 2, In-Basket Exercise	
10:10-10:20			
10:20-10:30			

- Incident Command Scenario – To include demonstration of strategies and tactics as well as development of an ICS chart, incident action plan and safety considerations. Scenario should be realistic and allow the candidate to utilize normal resources available to the RFD.
- Group Meeting Scenario – To include demonstration of a candidate’s ability to persuade subordinates, motivate a workforce, defend a position and

anticipate stakeholder concerns. Scenario should contain a topic that is realistic and understood by the candidate.

- In-Basket Exercise – To include demonstration of a candidate's ability to utilize standard operating procedures in realistic situations, manage realistic forms, paperwork, and duties of a chief officer in a time sensitive situation, manage day-to-day staffing challenges, review NFIRS reports and formulate a plan of action for identified problems.

After completion of all phases of testing the overall scores for each applicant should be computed as follows:

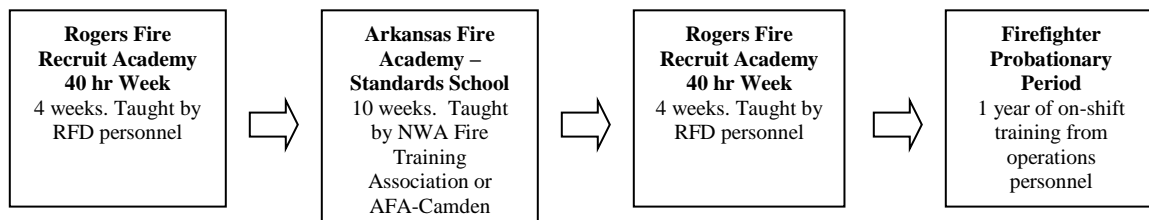
(Written Test Score x .20) + (Assessment Center x .40) + (Civil Service Score x .20) + (Fire Chief Interview x .20) = Maximum 100%

APPENDIX A – ROGERS FIRE RECRUIT ACADEMY INFORMATION

The purpose of the Rogers Fire Academy shall be to introduce recruit firefighters to the Rogers Fire Department, City of Rogers and to meet the training requirements of NFPA 1001, Standard for Firefighter Professional Qualifications; NFPA 472, Standard for Hazardous Materials Responder Professional Qualifications; mandated federal and state training requirements such as the National Incident Management System and Emergency Medical Protocols. This knowledge will assist firefighters in establishing a foundation of knowledge with which they can begin their careers. Firefighters shall be issued an Essentials of Firefighting, Hazardous Materials Operations manual, access to the RFD Standard Operating Procedures (SOP), and RFD map book.

ACADEMY TYPES

All new firefighters will attend the Rogers Fire Academy, which incorporates “Firefighter Standards” and is taught by, or in conjunction with, the Arkansas Fire Academy. (Firefighter standards may be up to ten weeks in length) The format of the RFA is shown in the figure below:



The RFA contains approximately eighteen (18) weeks of instruction. Afterwards, new recruit firefighters enter “Probationary” status for a period of 1 year, during which they will be assigned to shift. Training and instruction will be delivered by operations personnel. This schedule is subject to change based on the Arkansas Fire Academy schedule, the Rogers Fire Department hiring process, or at the discretion of the Fire Chief.

After completing the RFA, candidates will be able to:

1. Identify the standards and regulations of the RFD
2. Define their roles and responsibilities within the RFD.
3. Understand training requirements for operations as a Firefighter, EMT, Haz-Mat Operations team member and technical rescuer
4. Understand requirements of NFPA 1001, Firefighter 1 and NFPA 472 Haz-Mat Operations Level
5. Understand risk, safety, and personal accountability at incident scenes
6. Identify the need for effective incident response plans and operating procedures
7. Identify rescuer Health and Fitness issues
8. Understand rescuer roles and responsibilities

9. Ensure that personal protective equipment is always utilized properly at emergency scenes
10. Ensure that response equipment is commensurate with operational level and is maintained and accounted for at all times
11. Be compliant with medical control protocols and directives
12. Understand and complete required National Incident Management Systems objectives
13. Meet the job performance requirements of NFPA 1001, Firefighter Level 1, NFPA 472, Hazardous Materials Operations and Awareness Levels.