



Office of Training
and Certification

New Jersey Division of Fire Safety

BASIC PRACTICAL SKILLS EXAMINATION REPORT

Skill sheet #

FO1-8

Certification title

Fire Officer I
COMMUNITY AND GOVERNMENT RELATIONS
INITIATE ACTION TO A CITIZEN'S CONCERN

Applicant Information

Candidate name

DFS ID #

Course #

Evaluation

Standard:
NFPA 1021, 2009 Edition
4.3.2

Task
Initiate action to a citizen's concern so that the concern is answered or referred to the appropriate individual for action and all policies and procedures are complied with

Conditions and Outcome
Given an actual or simulated situation with a citizen expressing concern and a set of policies and procedures The candidate shall be able to demonstrate familiarity with public relations, communicate verbally, and initiate action to a citizen's concern. **The candidate will complete this task with a minimum of 4 items answered correctly**

Number	Task Steps	First Test		Retest #1		Retest #2	
		Pass	Fail	Pass	Fail	Pass	Fail
1	Provide serious and immediate attention to citizen's complaint in a professional, courteous manner						
2	Properly identify the citizen's complaint						
3a	Initiate action so that the citizen's concern is answered; OR						
3b	Refer the citizen's concern to the appropriate individual						
4	Assure the citizen that proper action will be taken to alleviate concerns						
5	Respond to public inquiry in accordance with applicable policies and procedures						
Final Test Result for Entire Task							

Evaluator signature & comments, Test #1		Evaluator signature & comments, Retest #1		Evaluator signature & comments, Retest #2	
Evaluator signature	Date	Evaluator signature	Date	Evaluator signature	Date
Candidate signature & acknowledgement, Test #1		Candidate signature & acknowledgement, Retest #1		Candidate signature & acknowledgement, Retest #2	
By my signature below I acknowledge I have read and understood the evaluation results and evaluator comments		By my signature below I acknowledge I have read and understood the evaluation results and evaluator comments		By my signature below I acknowledge I have read and understood the evaluation results and evaluator comments	
Candidate signature	Date	Candidate signature	Date	Candidate signature	Date

Form DFS-SS-1 10/12

Approved by NJ SME Committee 12/3/2013