



Office of Training
and Certification

New Jersey Division of Fire Safety

BASIC PRACTICAL SKILLS EXAMINATION REPORT

Skill sheet #

FO1-6

Certification title

Fire Officer 1
COMMUNITY AND GOVERNMENT RELATIONS
INITIATE ACTION TO A CITIZEN'S CONCERN

Applicant Information

Candidate name

DFS ID #

Course #

Evaluation

Standard:
NFPA 1021, 2020 Edition
4.3.2 & 4.3.3

Task

Initiate action to a citizen's concern so that the concern is answered or referred to the appropriate individual for action in accordance with applicable policies, procedures and practices.

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 5 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 issue / concern in a professional, courteous manner.						
2	Respond to citizen issue / concern in a courteous and respectful manner in accordance with policies, procedures and practices.						
3	Initiate action to answer questions accurately, verbally or in writing.						
4	If applicable, refer the citizen's concern to the appropriate individual.						
5	Assure the citizen that proper action will be taken to alleviate concerns.						
6	Respond to public inquiry in accordance with applicable policies, procedures and practices.						
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