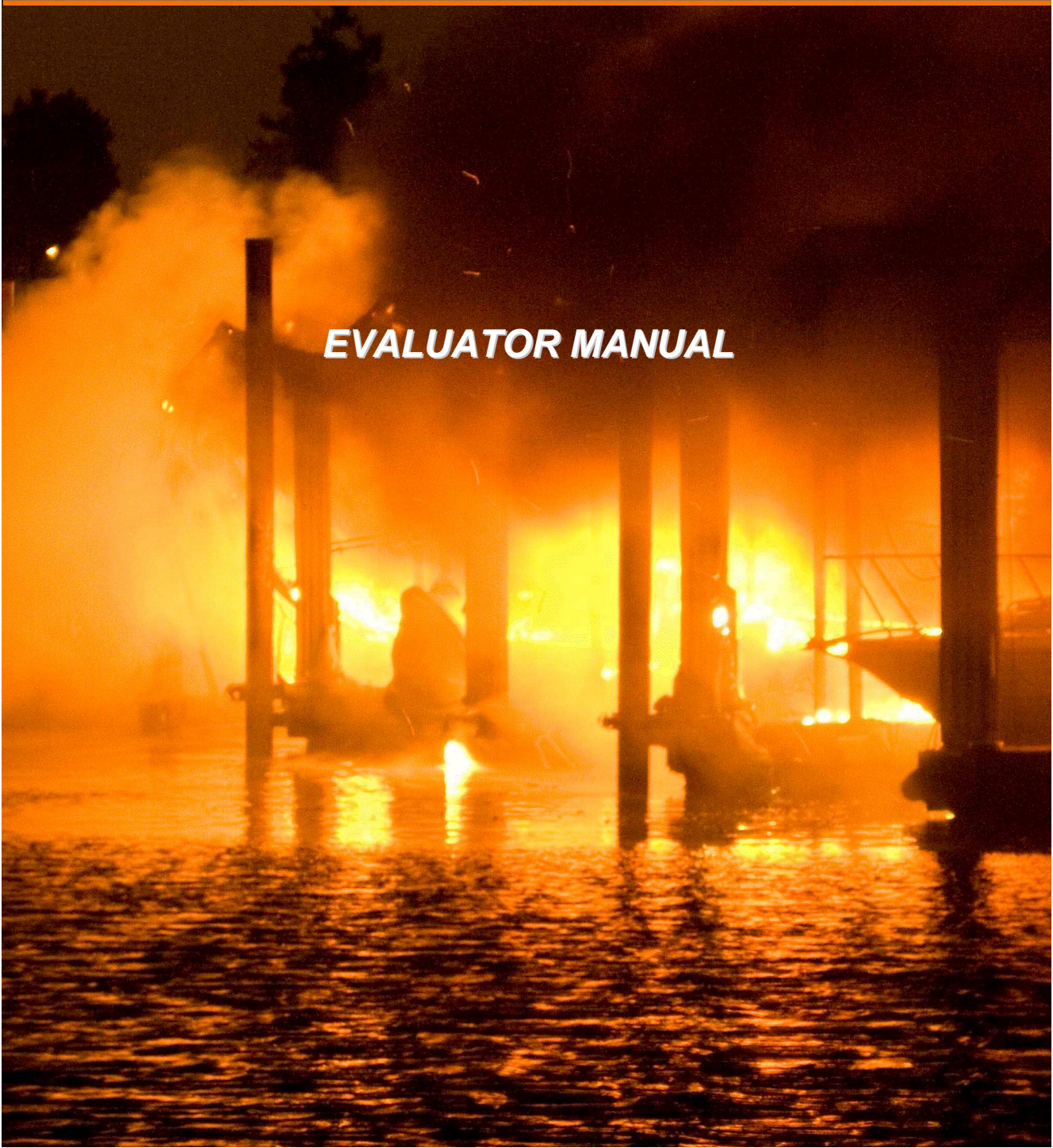




VANCOUVER ISLAND EMERGENCY RESPONSE ACADEMY



EVALUATOR MANUAL

VIERA

INTRODUCTION

A MESSAGE FROM THE FIRE CHIEF

Instructor/Evaluators and Proctors are vital to the success of the Vancouver Island Emergency Response Academy (VIERA) certification program. Respect, fairness, consistency, and equality are the key elements we all must maintain to ensure the confidence of our stakeholders and comply with our accreditation from The Pro Board. Each of you has the responsibility of ensuring that this confidence and essential trust is maintained.

Thank you for your willingness to uphold this trust through your strict adherence to the processes you've studied. Thank you for being part of VIERA.



Nanaimo Fire Rescue
Fire Chief Karen Fry

BEFORE EVALUATIONS

READY TO REPRESENT VIERA WITH PROFESSIONALISM?

- Your conduct must be the highest standard possible during evaluations.
- When you evaluate people enrolled in our programs, what we are essentially asking is that you take off your department hat and put on your VIERA Evaluator hat. In those moments, you are there representing VIERA.
- We put our trust in you, and so do the people you are evaluating. You must commit to being:
 - Respectful – kind and professional
 - Fair – without discrimination of any kind
 - Consistent – the process will be the same from one candidate to the next
 - Equal – despite differences in personnel, apparatus and equipment
- Candidates should be encouraged to perform tasks in a way that is most efficient for them and that gets the job done safely. Different techniques should be evaluated equally, without implying that one method is somehow inferior.
- In an evolution that requires several candidates' coordinated efforts, some standardization of technique will be necessary for efficient and safe execution of the evolution. It is efficiency, effectiveness and safety that should be the guiding criteria for an approved technique.
- Each Evaluator must recognize the importance of certification to the candidates and their departments. Jobs, professional advancement and self-esteem depend on the outcome of the evaluation process. Evaluators must create an environment that is favourable to successful completion of the evaluation.
- Lastly, there are many details that we ask you to abide by in the evaluation process. If you're someone that doesn't love to follow directions and tends to like to do things "your way", this probably isn't for you.
- Reference OGs 5901, 5911, 5922, 5946, 5967, 5970, 5971, 5972, 5973, 5976, 5985

HAVE YOU RULED OUT ANY CONFLICTS OF INTEREST?

- You cannot, under any circumstance, evaluate the candidate if you instructed them as they prepared for certification. Not even if you're the only one who can. This is non-negotiable for The Pro Board.
- You have declared to VIERA any personal connection to candidates to avoid suspension. This would be your sibling, spouse or other immediate family being evaluated by you. Make sure to declare this to us ahead of time.
- Reference OGs 5967, 5973

ARE ALL OF THE CANDIDATES REGISTERED AND READY FOR THE EVALUATION?

- You can't evaluate them if they aren't registered with VIERA for the course.
- Make sure you or your department representative has sent VIERA their completed Registration and Consent Form
- Ensure that the student has received access to the textbook and the Moodle program
- And it's really important to make sure that all their questions have been answered about the course content they are being evaluated on

WRITTEN EVALUATIONS

ARE YOU QUALIFIED TO PROCTOR A WRITTEN EXAM?

- You are a person that holds a position of trust and is approved by VIERA. Such positions of trust include, but are not limited to:
 - Senior Fire Officer or RCMP
 - Administrative Assistant
 - Academy practical skills Instructor/Evaluator
 - Teacher or Pastor
 - College or University Professor
 - City or Municipal Peace Officer
 - Administrator, etc.
- You have signed the Operational Guideline Agreement Form (VIERA006)
- You have been added to the list of approved Proctors having delivered one written evaluation
- Reference OG 5925, 5973, 5979

HAVE YOU REQUESTED AND RECEIVED WRITTEN EXAMS FROM VIERA?

- You have submitted the Grouped Exam Request Form for 1001 found [here](#) and received the exam package from VIERA
- If so, is the package in a locked cabinet that candidates cannot access?
- Are you willing to keep the package secured at all times? Yes, we really mean at all times. It's either locked away where only you and your most trusted person can access

it, or it is in your sight. We know it sounds strict because it is strict. Thanks for helping us prevent having a compromised test bank. When that happens everyone, including the candidates, feel the impact.

- Written exams may not be copied – for any reason
- You have checked the evaluation package for the following:
 - A list of candidates registered to write the exam. Only those on the registration list are eligible to write the exam at that session.
 - The correct exam subject matter
 - The correct number of exams and answer sheets to match the registration list
 - The contact person and number of the client, if needed
 - The key for the VIERA facility if needed
- You have adequate pencils, erasers and scratch paper if required
- VIERA will post a list of open registration dates for written exam evaluations. Any individual meeting the NFPA and AHJ prerequisites is eligible to register for the scheduled written exam evaluation date
- Reference OGS 5907, 5937, 5946, 5949, 5976

WILL YOU BE THERE 30 MINUTES EARLY TO SET UP THE ROOM?

- Please arrive at the location of the written exam 30 minutes prior to the posted evaluation time - even for your home department
- Ensure the tables and chairs are arranged in such a manner to eliminate candidate interaction
- We know this is a lot of details, but with a Pro Board Accredited Academy, the details really matter. Thank you for helping us maintain our accreditation.

PRACTICAL EVALUATIONS

ARE YOU QUALIFIED TO EVALUATE THE PRACTICAL SKILLS?

- In order to qualify to evaluate the practical skills you must meet the following criteria:
 - NFPA 1041 Fire Service Instructor 1 Certification, or equivalent
 - Certified to the NFPA standard you will evaluate and, if possible, higher
 - Successful completion of the Evaluator Workshop
 - Signed Evaluator Agreement form found [here](#) (VIERA007)
 - Resume submitted to VIERA - have you done that yet?
 - Approved to evaluate by VIERA
 - Reference OGs 5940, 5967, 5970, 5973

DO YOU HAVE THE EVALUATOR SUPPLY LIST ITEMS? (See Appendix 1)

- You have printed enough copies of the Skills Checksheets for each student
- Ensure that students receive the checksheets at least 24 hours before the evaluation

HAVE YOU COMPLETED ALL SAFETY REQUIREMENTS?

- Are you committed to making candidate safety your highest priority? It is our priority.
- You accept the duty and obligation to ensure that approved safety practices are followed
- You will not penalize a candidate for interrupting evaluations for safety reasons
- You have ensured the evaluation site is safe and free from obstructions and distractions that may impede candidate performance
- A Safety Plan has been drafted to use in the event of an emergency using the Safety Plan Template form (VIERA021). (See Appendix 4.)
- A Site Plan has been created (sample in Appendix 3).
- You have reported to VIERA any hazards or potential hazards that pose a threat to human safety, equipment, property or environment using the Training Facility Hazard Report form (VIERA017)

- You are prepared to contact 911 in the event of an emergency including, but not limited to:

- Fatalities
- Serious injury requiring medical attention
- Natural disasters
- Facility structural damage needing immediate attention
- Environment damage
- If you are evaluating in the city of Nanaimo, you are ready to notify the Duty Chief immediately after calling 911 in the event of an emergency at 250-268-2131 (Appendix 2.)
- Reference OGs 5901, 5922, 5925, 5946, 5958, 5961, 5967, 5971, 5972, 5976, 5985

IS THE SITE READY?

- The evaluation team has conducted an inspection of the evaluation site(s) in advance of the certification process. During this inspection the safety pre-plan was developed and finalized.
- Correct facilities are essential for proper evaluation. This point must be stressed to Fire Department and Industry requesting to host a practical skills evaluation. You must not be swayed by the insistence of a Host that the facilities they have secured are adequate. If adequate facilities have not been secured, are not safe or are not available for inspection during the site visit, the evaluation process must be delayed. Facilities can only be considered adequate when they have been inspected and approved by the evaluation team.
- Adequate equipment is as essential as the facilities. All equipment, from personal protective clothing and equipment to vehicles and tools must be inspected by the evaluation team. The Host must be able to demonstrate that equipment has been properly maintained, equipment and materials are safe, in proper working order and in sufficient numbers.
- A safety plan complying with the Host's guidelines must be completed by the evaluation team for each practical exercise site to be used during the certification process. All members of the evaluation team assigned to the certification process must be satisfied that the safety plans are complete before the certification process may proceed.
- Reference OGs 5922, 5949

DURING EVALUATIONS

WRITTEN EVALUATIONS

ARE YOU READY TO FOLLOW ALL PROCTOR INSTRUCTIONS?

- The location is quiet and free of distractions.
- There are adequate tables and chairs.
- Take attendance as per your registration list, and excuse people not on the list
- Use discretion with regards to admitting late candidates, up until the exams are distributed to the candidates. Once the exams are distributed no other persons will be accepted into the evaluation session.
- Read this script to the candidates:
 - “The emergency exits are located _____.
 - The location of the washrooms are _____ so please leave to use them now, if required, because you will not be able to leave once you begin.
 - In the event of an emergency, you will be given the location of the muster station and will be instructed to turn your exams and answer sheets facedown, leave them on the table and exit the room immediately from the nearest exit point and proceed to the muster station.
 - Do not discuss the exam with other candidates during this time. Too much interaction of candidates with regards to the exam, can lead to termination of the evaluation session. All exams and answer sheets will be collected and destroyed. A new date and time will be set and a different preset exam will be provided by VIERA.
 - Please remove all material from the top of your table or desk and place it on the floor beneath the table.
 - Shut off all cell phones and pagers for the duration of the evaluation session.
 - 75% is a passing grade, and if you do not pass, you can request a rewrite at a time that works for your proctor. After a second unsuccessful attempt, you must wait 30 days to rewrite. After a third unsuccessful attempt, you must retake the course.”
- Distribute exams and answer sheets facedown to each candidate.
- Ask candidates to turn over answer sheets and provide instruction on the proper procedure of using the answer sheet: how to mark answers on the answer sheet; fill the circle with the letter on the answer sheet that corresponds to the letter by the answer selected.

- Provide instructions on how to change an answer - “by erasing the previously selected answer and selecting the new answer as described above”.
- Ensure the candidate’s name is clearly printed in the correct location.
- Explain that the questions are Multiple Choice or True or False.
- The proctor will instruct the candidates to:
 - Read the entire question before attempting to answer;
 - Read all possible answers;
 - Select the best answer suited to the question.
- Ensure that the candidates know the number of questions that are on that particular exam.
- Let them know how long they have. Unless otherwise indicated, candidates will be given 1.5 minutes per question to complete the exam, for example: a 30 question exam would have a time limit of 45 minutes.
- Let them know there is to be no talking during the evaluation session.
- Instruct the candidates that once they have completed the exam they are to turn both the exam and answer sheet into the proctor. At that time candidates may leave the room but will not be allowed to return until all candidates have completed the exam or time has expired.
- Do not interrupt the evaluation
- Explain that exams will be returned to VIERA for marking. The pass mark is 75% and the candidate will be given a pass or fail grade along with their percentage.
- Candidates will be notified of the results within 30 days.
- The proctor will give the following instruction: “the time now is XX:XX you have until XX:XX to complete the exam, you may begin”.
- You may re-phrase a question to provide clarity, but being careful that the re-phrasing does not assist the candidate directly in answering the question.
- When the time limit has expired the proctor will provide the following instruction: “Stop, time has expired, pencils down and turn your exams and answer sheets over”.
- Inform candidates that certificates are sent to candidates and it is critical that the candidate contact information and address is accurate and complete.
- Collect both exam question and answer sheets at which time any remaining candidates can be dismissed.
- If the exam is interrupted, for reasons out of your control (fire alarm etc.), the candidates may complete the written evaluation at your discretion.
- Reference OGs 5922, 5925, 5958, 5961, 5971, 5972, 5985

ARE YOU PREPARED TO HANDLE DISQUALIFICATIONS AND MISCONDUCT?

- You are responsible to ensure the integrity of the evaluation so that any question of cheating or misconduct can be defended against.

- At no time are candidates to be left alone during the course of the written exam process
- Once the written exam evaluation is in progress candidates will not be allowed to leave the supervised evaluation area except for cases of medical and personal emergency. In such cases the candidate will be accompanied by a neutral third party to deal with the emergency.
- If a candidate leaves the supervised evaluation area and cannot return because of the nature of the emergency, the candidate's exam question and answer sheet will be collected. The proctor will write across both the exam question sheet and the answer sheet: "disqualified, left supervised evaluation area", the date, the time and the proctor's signature.
- At the conclusion of the exam the proctor will return all exam question and answer sheets to VIERA, making special note that a candidate(s) was disqualified for leaving, or in the case of an emergency, unable to return to the supervised evaluation area. The event will be recorded on the candidate's student file.
- Any candidate(s) suspected of cheating is to be noted by the proctor
- After the evaluation is completed, the lead proctor will be informed of any candidate(s) suspected of having cheated during the evaluation
- If you are the lead proctor, you must investigate and determine if the candidate in question should receive a failing mark
- The decision of the Lead Proctor is final during the certification process
- It is the responsibility of the candidate, if disqualified, to re-schedule the written exam evaluation for future date.
- Reference OG 5964

ARE YOU READY TO DELIVER ORAL EVALUATIONS, IF NOTIFIED?

- If notified by VIERA of a request for an oral exam, set a time and location with the candidate
- Read the stem and possible answers to the candidate and repeat as required
- You may re-phrase a question providing the re-wording does not indicate the answer
- The candidate's answer will be accepted as final and you **will not** prompt the candidate if the answer is incorrect
- Reference OG 5903

PRACTICAL EVALUATIONS

ARE YOU READY TO FOLLOW ALL PRACTICAL EVALUATION INSTRUCTIONS?

- Ask all candidates to complete the Candidate Emergency Contact Information form (VIERA004) and seal it in an envelope with his/her name clearly printed on the front. The Evaluator must inform all candidates that providing this information is done so strictly on a voluntary basis and will be returned or shredded at the end of the evaluation.
- Review the practical checklist with the candidates and clearly state all task(s), and skill(s) that are to be completed by the candidates. Provide any clarification that's needed.
- Review all safety concerns with candidates that relate to the location
- Clearly state to the student that if any unsafe act occurs or has the potential to occur, the evaluation will be stopped and an unsuccessful result will be issued to the student
- Clearly identify all necessary equipment and PPE
- Inform the candidates that they must demonstrate 100% of all the requisite skills in order to successfully complete the evaluation.
- Intervene and/or stop the evaluation at any point where he/she feels that safety is, or will be, compromised, and an automatic unsuccessful will be assessed to the candidate.
- Upon completion of the evaluation provide immediate feedback to the candidate, informing them if they are successful or unsuccessful.
- At the discretion of the lead Instructor/Evaluator he/she may elect to conduct one additional evaluation on an unsuccessful candidate if he/she feels the candidate made minor errors that result in the unsuccessful result.
- If unsuccessful the Unsuccessful Candidate form (VIERA009) must be completed and signed by candidate and Evaluator.
- The Evaluator must inform any unsuccessful candidate that it is his/her responsibility to schedule a re-evaluation.
- Reference OGs 5901, 5922, 5946, 5967, 5976, 5985

ARE YOU PREPARED TO HANDLE DISQUALIFICATIONS AND MISCONDUCT DURING PRACTICAL EVALUATIONS?

- Prior to the start of a practical skills evaluation inform candidates that if they are not involved in an evaluation scenario they will be asked to remain in a pre-determined staging area until they are called upon to perform their evaluation.

- If a candidate needs to leave the supervised evaluation area, he/she will inform the nearest Evaluator that they are leaving the staging area and for what reason (washroom, re-hydration etc). The Evaluator will make note of the candidate's name and time of request. The candidate will inform the Instructor/Evaluator(s) of his/her return to the staging area.
- In the event of an emergency or circumstance in which a candidate cannot return to the staging area, the candidate will be disqualified and will be required to re-take the practical skills evaluation in its entirety at a future date.
- In the event a candidate cannot complete a practical skills evaluation for whatever reason, the Instructor/Evaluator will write across the candidate's practical skills evaluation check sheet "incomplete " along with date, time, and the Evaluator's signature.
- The Evaluator must inform any incomplete candidate that it is their responsibility to re-register for a future evaluation date.
- Upon completion of the practical skills evaluation process return all practical skills evaluation check sheets to VIERA, making note of the candidate(s) incomplete status.
- Candidates are expected to behave in a professional manner during the evaluation process. Simply put, a candidate may not deliberately behave in a manner that will endanger anyone or compromise the integrity of the certification process of other candidates.
- Participants may not interfere with (with the exception of actions taken to ensure safety) nor coach other candidates during written or practical evaluations. Candidates can assist where applicable and encourage one another during an exercise - that is a normal occurrence in the fire service, and it is considered the sign of a good "team" player. Candidates must not coach or take over another candidate's assigned task if the candidate assigned is unable to complete the task, unless directed to do so by an Instructor/Evaluator.
- Ensure the safety of all candidates and Evaluators strive to create conditions that ensure a fair and equitable environment. In the case of candidate misconduct, you must take the following appropriate action.
 - In cases when misconduct does not affect the evaluation of others or present a safety risk, wait for the completion of the exercise. Take the offending candidate aside and inform them of their unacceptable conduct and what they must do (or not do) to correct the problem. Stress to the candidate that continuation of unacceptable conduct will result in their failure and/or ejection from the accreditation process.
 - In cases when misconduct is repeated, but does not affect the evaluation of others or present a safety risk, Evaluators will wait for the completion of the scenario and then report the incident immediately to the lead Evaluator. The lead Evaluator of the accreditation process will investigate the incident and determine if the candidate in question should receive a failing mark on the exercise or be ejected from the remainder of the certification process. The decision of the lead Evaluator is final during the certification process.

- In cases when misconduct does affect the evaluation of others and does not present a safety risk, wait for the completion of the exercise. Typically, this misconduct is due to one candidate coaching another. The Instructor/Evaluator must decide:
 - If the coaching was actually coaching or simply encouragement.
 - Did the coaching occur because of some other reason?
 - Was the coaching necessary because a candidate was having difficulty and was being assisted by the coaching?
- If the coaching was to assist another candidate complete an assigned task, the person coaching must be taken aside and informed of their unacceptable conduct and warned not to repeat it. Additionally, the person being coached must be taken aside and informed that they have failed the attempt, as they required coaching to complete it.
- If a coaching offence is repeated, report the incident to the lead Evaluator immediately, concluding the evaluation evolution. The lead Evaluator of the certification process will investigate the incident and determine if the candidate in question should receive an unsuccessful grade on the evaluation or be dismissed from the remainder of the certification process. The decision of the lead Evaluator is final during the certification process.
- In cases where the misconduct does affect other candidates and does compromise safety, any Evaluator has the authority to, and must, stop the scenario safely and immediately. The candidate(s) involved in the misconduct will be dismissed from the evaluation process and given an unsuccessful grade.
- If a candidate is unsuccessful or ejected and wishes to dispute or appeal an Evaluator's decision they are to tell the Evaluator. The Evaluator will clearly explain to the candidate VIERA's Disputes and Appeals Process and provide the candidate with the Appeals Submission form (VIERA013).
- Reference OGs 5910, 5911, 5964

AFTER EVALUATIONS

WRITTEN EXAMS ARE COLLECTED & SENT TO VIERA

- Collect all *used and unused* exam question and answer sheets and return all of them to VIERA
- We will mark the exams and destroy the hard copy exam questions
- We will notify the candidate of a pass or fail result and percentage within 30 days.
- If a candidate wishes to dispute or appeal the result they can request a copy of the Disputes and Appeals OG 5911, and will be instructed to follow the process as outlined in the Appeals Submission Form (VIERA013)

SKILLS CHECKSHEETS ARE COMPLETE & SENT TO VIERA

- Ensure that all candidates' evaluation skills check sheets are completed in their entirety, with candidate and evaluator signatures, date, location, names of other Evaluators and lead Evaluator.
- Once you are confident the evaluation sheet is complete, submit all evaluation check sheets to the lead Evaluator.
- If you're the lead Evaluator, you must submit all candidates' completed practical skills evaluation check sheets to VIERA.

ANY ISSUES ARE DISCUSSED AND REPORTS ARE SENT TO VIERA

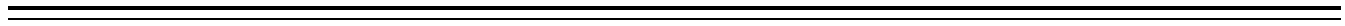
- Meet with the other Evaluators at the conclusion of the evaluation process to discuss any abnormalities, such as unsuccessful or dismissed candidates, safety near misses, equipment failure or malfunction, etc
- Create a report for any mishaps: Injuries, Training Facility Damage or Equipment Damage or Malfunction, and Facility Incidents using VIERA forms 016, 018, or 019 and submit to VIERA
- Reference OGs 5922, 5925, 5943, 5962

Appendix 1

Evaluator Supply List

Evaluator Supply List

- ❑ **Skills Checksheets for the JPRs you will evaluate**
- ❑ **VIERA004 Candidate Emergency Contact Information form**
- ❑ **Plain blank envelopes for VIERA004 forms**
- ❑ **VIERA009 Unsuccessful Candidate form**
- ❑ **VIERA013 Appeals Submission form**
- ❑ **VIERA016 Injury Report form**
- ❑ **VIERA017 Training Facility Hazard Report form**
- ❑ **VIERA018 Training Facility Equipment Damage or Malfunction form**
- ❑ **VIERA019 Training Facility Incident Report form**



Appendix 2
Emergency and Non-Emergency
Contact Numbers

Emergency

Contact Numbers

- Nanaimo Fire Duty Chief C-250-268-2131
- FireComm W-250-755-4569

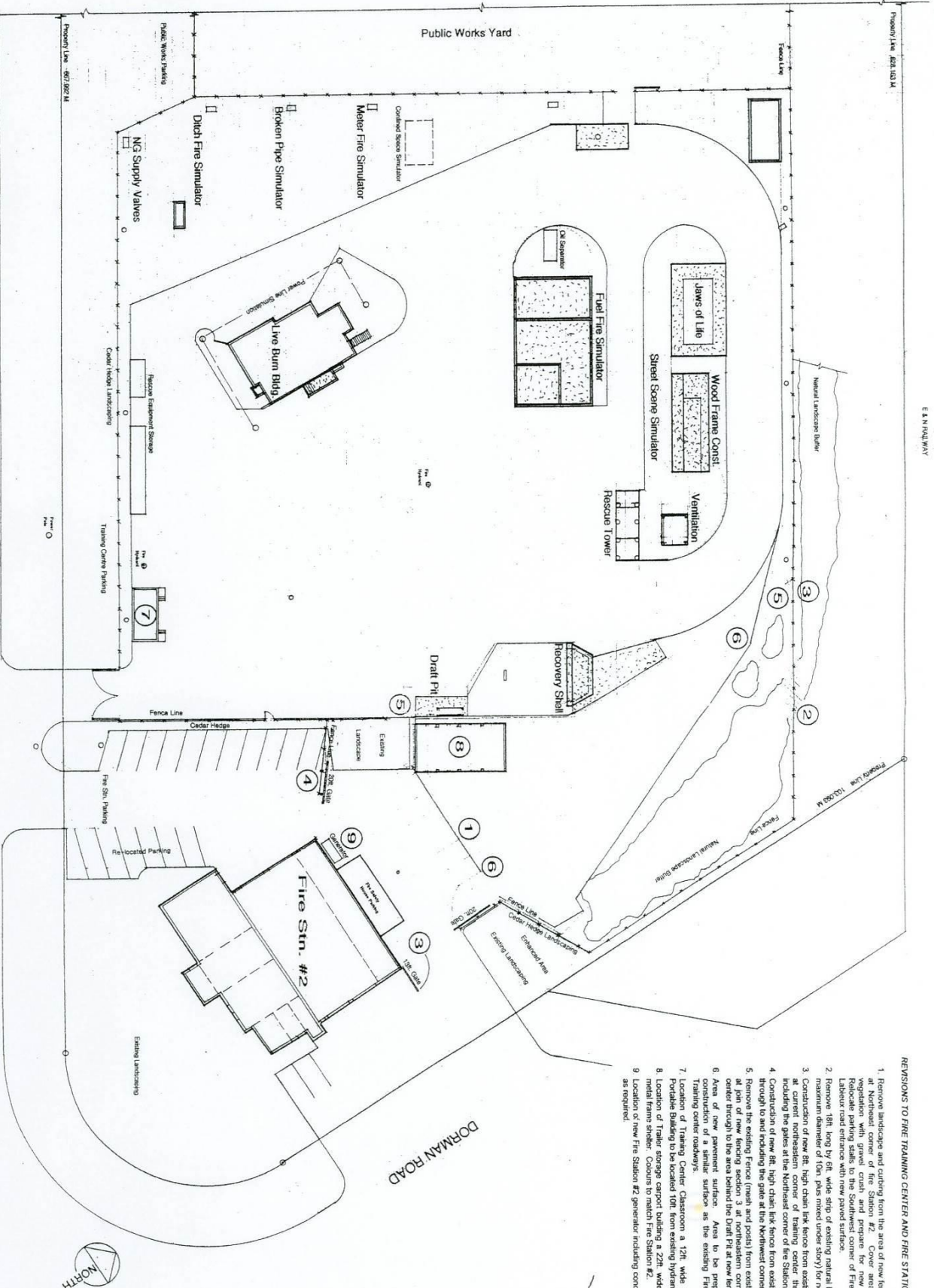
Non-Emergency

Contact Numbers

- VIERA W-250-755-4551
viera@nanaimo.ca

Appendix 3

Site Plan Sample



- REVISIONS TO FIRE TRAINING CENTER AND FIRE STATION #2 SITE
1. Remove landscape and garden from the area of new fences and gates at the southwest corner of Fire Station #2. Prepare for new paved area with gravel crush and prepare for new paved area.
 2. Relocate parking stalls to the Southwest corner of Fire Station #2 at Labieux road entrance with new paved surface.
 3. Remove 18ft. long by 6ft. wide strip of existing natural buffer (5 trees maximum diameter of 10in. plus mood under story) for new fencing.
 4. Construction of new 8ft. high chain link fence from existing fence post at current northwestern corner of training center through to and including the gates at the Northwest corner of the Station #2.
 5. Construction of new 8ft. high chain link fence from existing fence post through to and including the gate at the Northwest corner of the Station #2.
 6. Removal of existing fence (iron and post) from existing fence post center through to the area behind the Draft Pit at new fence section 4.
 7. Area of new pavement surface. Area to be prepared for the construction of a similar surface as the existing Fire Station and Training center roadways.
 8. Location of Training Center Classroom a 12ft. wide by 24ft. long Portable Building to be located 10ft. from existing hydrant.
 9. Location of Trailer storage carport building a 22ft. wide by 40ft. long metal frame shelter. Colours to match Fire Station #2.
 10. Location of new Fire Station #2 generator including concrete slab floor as required.

SITE PLAN
SCALE: 1" = 10' 0"

LABIEUX ROAD

DORMAN ROAD



NANAIMO FIRE RESCUE
FIRE TRAINING CENTER & FIRE STN. #2
SITE REVISIONS


JAK 0412
SHEET 1 of 1
Drawing: 04-12-03

Appendix 4

Safety Plan

Vancouver Island Emergency Response Academy

Safety Plan

Course or Evaluation:	 Indicate North
Instructor or Instructor/Evaluator:	
Date:	First Aid:
Location:	Safety Officer

Appendix 5

Operational Guidelines

Vancouver Island Emergency Response Academy

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Appendix 6

Forms

Vancouver Island Emergency Response Academy

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