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Federal Emergency Management Agency
United States Fire Administration
National Fire Academy

National Fire Academy-specific Standard Operating Procedure

Number	Date
100.1	**July 2021**

National Fire Academy-specific Standard Operating Procedures

I. **Purpose:** This National Fire Academy (NFA)-specific standard operating procedure (SOP) outlines the organizational structure and implementation of NFA-specific guidance, policies, procedures, and instructions to enhance efficiency and consistency.

II. **Supersession:** Replaces NFA-specific SOP 100.1, dated January 2021.

III. **Authority/Reference:** 15 U.S.C. § 2206 (c) "Powers of Superintendent."

IV. **Definitions:** Refer to NFA-specific SOP 100.2.

V. **Responsibilities:** NFA-specific guidance, policies and procedures shall be developed and documented in accordance with this SOP.

VI. **Standard Operating Procedures:**

A. Any employee may propose an NFA-specific guidance, policy or procedure.

B. Except in the case of emergencies or other unforeseen events, proposed NFA-specific guidance, policies or procedures shall be posted for comment for no less than 30 days before implementation.

C. NFA-specific SOPs shall become effective immediately upon signing by the NFA Deputy Superintendent.

D. NFA-specific SOPs shall be indexed with the following numbering system.

    100 Series: Administration
    200 Series: Budget/Finance/Procurement
    300 Series: Curriculum Development
    400 Series: Curriculum Delivery
    500 Series: Instructor Recruitment/Training/Evaluation/Retention
    600 Series: Partnerships and Outreach
    700 Series: Student Affairs

E. Individual NFA-specific SOPs shall be numbered in the following sequence: series number.1, series number .2, series number.3, etc.

Examples: 400.1, 400.2, 400.3

F. Documents associated with NFA-specific SOPs shall be numbered in the footer in the following manner: series number.SOP number.1, series number.SOP number.2, series number.SOP number.3, etc.

Examples: Document 400.1.1, Document 400.1.2, Document 400.1.3

G. Once adopted, the approved NFA-specific SOPs shall be posted in the Enterprise Shared Workspace and also placed on the U.S. Fire Administration webpage for student and instructor access. A master file of original NFA-specific SOPs that are signed by the Deputy Superintendent shall be maintained under the supervision of the office of the NFA Deputy Superintendent.

VII. **Questions:** Questions regarding the content of this NFA-specific SOP may be addressed to the office of the NFA Deputy Superintendent at (301) 447-1083.

Eriks J. Gabliks
Superintendent
National Fire Academy

Nothing in this SOP shall be construed or implied as to be in conflict with Department of Homeland Security or Federal Emergency Management Agency policies, procedures or instructions, or collective bargaining agreements that are in effect.

Federal Emergency Management Agency
United States Fire Administration
National Fire Academy

National Fire Academy-specific Standard Operating Procedure

Number	Date
100.2	**July 2021**

Definitions

I.   **Purpose:** This National Fire Academy (NFA)-specific standard operating procedure (SOP) includes the definition of terms found in the NFA-specific guidance, policies, procedures and instructions.

II.   **Supersession:** Replaces NFA-specific SOP 100.2, dated January 2021.

III.   **Authority/Reference:** 15 U.S.C. § 2206 (c) "Powers of Superintendent."

IV.   **Definitions:**

Academic grievance shall mean a complaint that meets all of the following conditions:
1.   It must concern an academic decision, action, or judgment for which no existing National Fire Academy, United States Fire Administration or National Emergency Training Center complaint procedure is available,
2.   It must not involve a grade, and,
3.   It is a matter for which a remedy can be identified.

Academic misconduct shall mean cheating, plagiarism, fabrication of information and other citations, facilitating acts of academic dishonesty by others, unauthorized prior possession of examinations, submitting the work of another person or work previously used without informing the instructor and securing written approval, tampering with the academic work of other students and any other deliberate falsification, and other unethical behaviors that affect performance and outcomes in NFA-sponsored classes.

Accredit shall mean to give official authorization to or approval of; to provide with credentials; to recognize or vouch for as conforming to a standard; to recognize (an educational institution) as maintaining standards that qualify its graduates for admission to higher or more specialized institutions or for professional practice.

ACE shall mean the American Council on Education of Washington, DC.

Allied Profession shall mean professional organizations working tangentially to support fire prevention and control activities.

Approved course shall mean a course developed and/or submitted by one State Fire Training agency and peer reviewed by several other State Fire Training agencies or an accrediting organization for compliance with the approved standards, requirements and procedures. These courses are accepted by NFA (assigned a "Y" code), and a state-sponsored NFA certificate is issued.

Blended/Hybrid course shall mean courses where a portion (25-75 percent) of the traditional face-to-face instruction or activities are replaced or supplemented by web-based online learning. Examples can include group blogs or individual discussion threads that include the use of traditional face-to-face delivery methods but also use online web-based content and resources any time before, during or after the course delivery.

Branches shall mean the organizational branches within the NFA:
- o   Education, Training and Partnerships (ETP)
- o   Leadership and Community Risk Reduction (LCRR)
- o   Response
- o   Training Administration, Planning and Analysis (TAPA)

Certificate shall mean a document presented to students on behalf of the National Fire Academy that represents the student has completed an NFA-sponsored or State-sponsored course.

Certification shall mean the process by accredited agencies and/or organizations for verifying credentials and compliance with applicable fire and EMS standards.

Certified shall apply only to individuals and shall mean that individual has met the requirements of an authorized certification agency/organization.

Classroom shall mean a traditional "brick and mortar" setting and/or a virtual web- based online (mediated) setting.

Coffee Break Bulletin shall mean information that can be delivered in very short (5-10 minute) snippets that viewers, listeners or readers can absorb, digest, discuss and share. The information can be delivered live or downloaded through podcats, formatted using a template design with weekly/regular dissemination to subscribers through a ListServ, or some other means.

Complete instructor application shall mean a cover letter listing the courses they want to teach; resume; documentation that clearly addresses how they meet the instructor selection criteria (e.g., academic requirements, instructional experience, knowledge and experience in the subject matter, and continuing practice or education); and three references from persons who are knowledgeable about their character as well as their teaching ability.

Contact information shall mean the applicant's name, mailing address, telephone number(s), and email address(es). It does not include any other personally identifiable information.

Continuing Education Unit (CEU) shall mean the standard unit of measurement for continuing education and training. The U.S. Department of Education defines 1 CEU equivalent to 10 contact hours of training/education.

Contractor shall mean a person who is employed as or by a sole proprietor, corporation, partnership, or non-governmental organization (NGO) for the purpose of providing goods or services to the Federal Government.

Course Call shall mean a process that is used twice per fiscal year to determine which 2 or 6 day courses the state fire training systems and the Regional TRADE co-chairs wish to offer either at the NFA or within their state/region during the next fiscal year.

Course Call (Resident) shall mean a once yearly process to determine which courses the NFA Training Specialists wish to schedule during the next fiscal year.

Course Code shall mean an alpha/numeric code assigned to new courses by the NETC Admission's Office that designates the delivery method and is used to track the number of course offerings and the student enrollment/completion statistics.

Curriculum Management Committee shall mean a group that provides continued guidance and support in the planning, selection, design, development, delivery, review and evaluation of the Curriculum Management Guide and National Fire Academy courses. The members of the Curriculum Management Committee include the NFA Superintendent, Deputy Superintendent and NFA Branch Chiefs.

Curriculum Management Guide shall mean the document that establishes guidance and responsibilities for the selection, design, delivery and evaluation of all National Fire Academy curricula in accordance with the United States Fire Administration vision and mission.

Eligible contract instructor shall mean an instructor who meets all course criteria and has completed/maintained all administrative requirements which makes them eligible to bid for a course(s) as a "contract" instructor for the National Fire Academy.

Employee shall mean a person who is employed by the Federal Government on a full-time or part-time basis.

End-dated course shall mean any course that is no longer available for delivery in the state sponsored mode by virtue of the decision of the responsible Training Specialist. This is done annually in March, and States are notified that the course(s) will be removed from the State Dashboard on September 30. NFA certificates will not be issues after November 30 for the end-dated course(s).

End-of-course grade shall mean a letter grade that represents the sum of student assessment instrument scores accumulated during the NFA-sponsored course.

Enfranchised course shall mean a National Fire Academy 5, 6 or 10-day (N code) course that is approved by the individual Training Specialist for delivery by State/local/tribal organizations in accordance with a pre-authorized agreement. *Note: Training Specialists review their courses for applicability and provide a "check list" of conditions on a semi-annual basis in conjunction with the Course Call periods.*

Enfranchised course delivery shall mean a National Fire Academy 5, 6 or 10-day (N code) course delivered at the State/local level through a pre-authorized agreement with the NFA. *Note: These courses are eligible for American Council on Education credit recommendation.*

ESW shall mean the Enterprise Shared Workspace.

FEMA shall mean the Federal Emergency Management Agency.

FESHE Recognition Program shall mean an NFA sponsored program that acknowledges particular higher education institutions that have met standardized core curriculum as established by the FESHE Professional Development committee.

Fire and Emergency Services Higher Education (FESHE) shall mean an NFA-coordinated group of post-secondary institutions promoting higher education and enhancing the recognition and development of fire and emergency services as a profession.

Foreign student shall mean anyone who is not a citizen of the United States.

Gov Delivery shall mean email communications channel that allows USFA/NFA to distribute notifications effectively and efficiently to audiences that self-select the subject area for which they want to receive notifications.

Grade appeal shall mean a written complaint submitted by the student within 15 calendar days from the completion of the course.

Grade sheet shall mean any method used to record the results of student assessment instruments during the duration and completion of a NFA-sponsored course.

Handheld or wireless technology shall mean any electronic device that is capable of two-way communication, and includes, but is no limited to, hand-held radios, laptop computers, tablet computers, smart phones, mini computers, air cards or similar devices.

IACET shall mean the International Association for Continuing Education and Training.

IFSAC shall mean the International Fire Service Accreditation Congress.

Inactive course shall mean any course that is no longer offered as an NFA sponsored course by virtue of the decision of the responsible Training Specialist. Note: inactive courses remain in the State Dashboard and are available for state/local sponsored delivery; state-sponsored NFA certificates are issued.

Instructor shall mean one or more contractors, volunteers or staff members who have been retained by the NFA to deliver courses.

Instructor applicant shall mean a person who has applied to become an eligible instructor.

Instructional systems specialist shall mean an NFA staff member with responsibilities for course design, course development and evaluation.

LMS shall mean learning management system which is a software application for the administration, documentation, tracking, reporting and delivery of educational courses or training programs. The NFA uses an LMS to support its on-line self-study courses and its on-line instructor mediated courses.

Local fire training system shall include, but not be limited to, city, county, fire company/department, regional, metropolitan, special district or authority training agencies or any other government entity charged or authorized to conduct fire service training.

Local host shall mean an organization or entity that has been authorized by the state fire training system to offer a course at a facility of its choosing.

NAFTD shall mean the North American Fire Training Directors.

National Fire Academy-specific Standard Operating Procedure (SOP) shall mean a guidance, policy, procedure or instruction that is applicable only to employees, students and contract staff of the Department of Homeland Security Federal Emergency Management Agency, United States Fire Administration, National Fire Academy.

NETC Instruction shall mean instruction, policies and procedures promulgated by the Director of Management, Operations and Student Services for the National Emergency Training Center.

NFA shall mean the United States Fire Administration's National Fire Academy.

NFA Instructor Tracking Database shall mean an internal system used to track: 1) new applicant instructor(s) through the administrative requirements to become an NFA instructor: favorable fingerprint suitability, record of a DUNS number from Dunn and Bradstreet and valid registration in the System for Award Management (SAM); and 2) current NFA instructors who meet the teaching criteria to become eligible to teach additional courses and/or specific roles for the NFA.

NFA Online shall mean the National Fire Academy's learning management system for delivering web-based distance learning courses that include: prerequisite training, self-study, instructor mediated and blended-learning options.

NFA Online customer advocate shall mean an NFA Online team member who is assigned to work directly with NFA Training Specialists to help facilitate the process of posting and delivering on-line course content.

NFA-sponsored course shall mean a National Fire Academy course that by virtue of need, demand, emergent issues or other consideration must be delivered using NFA eligible instructors or NFA distance education technologies. Instructors and course materials are funded by the National Fire Academy. These courses are coded with an F, W, N, R, M, H, and Q; an NFA-sponsored certificate is issued. *Note: Upon successful completion of Q courses, students have direct access to view/print their course certificate within the learning management system.*

NFPA shall mean the National Fire Protection Association.

Non-governmental organization (also known as an "NGO") shall mean an organization that is not part of the local, state or Federal government.

NPDSC shall mean National Professional Development Steering Committee. The NPDSC coordinates and supports activities of the TRADE and FESHE working groups and reports to the NFA BOV.

Observers shall mean an NFA TS, ISS, Branch Chief, or Deputy Superintendent who has been trained to perform contract instructor classroom and laboratory observations.

Off-Campus Program Manager shall mean the NFA staff person assigned to manage the delivery of off-campus courses.

Online Mediated Instruction shall mean web-based courses conducted online by the NFA that are facilitated by an instructor using collaboration tools.

Online self-study course shall mean any web-based course conducted online where students learn independently, proceeding at their own pace without the aid of an instructor.

Partner shall mean any Federal, state, local or tribal agency that is working directly with the NFA to support the professional development of the fire and emergency medical services.

Passing score shall mean a score of 70 percent. For all Executive Fire Officer (EFO) Program courses, a score of 80 percent is required.

Pilot delivery shall mean a course offering where new course materials are tested and evaluated by students and the course development team.

Plagiarism shall mean the knowing use, without appropriate approval, of published materials, expressions, or works of another with intent to represent the material(s) as one's own. It shall include self-plagiarism by presenting one's own previous works as a new idea.

Podcast shall mean a series of digital audio or video files that a user can stream, download view/listen to.

ProBoard shall mean the National Board on Fire Service Professional Qualifications.

Professional Development Initiative shall mean an NFA coordinated program that supports the collaborative efforts of both training and higher education to foster life-long learning.

Receiving institution shall mean a university, college, trade school or other institution to which a student is requesting transfer of academic credit through the American Council on Education for NFA-sponsored courses.

Resident course shall mean a National Fire Academy course that is delivered at the National Emergency Training Center.

Rubric shall mean a guide listing a set of criteria that is used to measure performance. A rubric focus on measuring a stated objective (performance, behavior, or quality), uses a range to rate performance, and contains specific performance characteristics arranged in levels indicating the degree to which a standard has been met.

SCO shall mean sharable content object.

SCORM shall mean sharable content object repository manual.

Semester shall mean the two divisions of the National Fire Academy academic year. The semesters are October 1 -March 31 and April 1 - September 30.

SLO shall mean student learning outcomes.

Social media shall mean all Social Media channels that the USFA subscribes to (currently Facebook and Twitter).

State emergency medical service directors as defined by the National Association of EMS Physicians, EMS Medical Oversight is "the ultimate responsible authority for the medical actions taken by a prehospital provider or EMS system and the process of performing actions to ensure that care provided by EMS personnel is appropriate."

State fire training system shall include, but not be limited to, state fire training officials, state fire marshals, state fire drill masters, state fire training agencies or any other government entity charged or authorized by a state to conduct fire service training.

State-sponsored course shall mean a National Fire Academy course that by virtue of need, demand, emergent issues or other consideration should be delivered to as broad an audience as possible and is made available to the state fire training systems for off campus delivery. Instructors, course materials, and classroom facility/expenses are funded by the state fire training system. State-sponsored courses include:

- O Code: NFA developed 2/6-day courses – course content is downloadable from the state dashboard.

- Y Code: State developed courses/NFA accepted – a listing of the approved courses is available in the state dashboard and on the USFA web site (also known as state-partner developed courses).

- N Code: NFA developed 5/6/10-day enfranchised courses – a select listing of the available courses/technical specifications/hosting application procedures is updated semi-annually and posted in the state dashboard and on the USFA web site. *Note: A pre-authorized agreement is required for these courses.*

Student shall mean anyone enrolled in any class/classes sponsored by the National Fire Academy.

Student assessment instruments shall mean any rubric to establish passing scores or evaluate the application of course learning objectives. This may include written exams, oral exams, special projects, group activities, research projects and papers, or demonstrations.

Student learning history shall mean a transcript of all the courses and/or items a user has taken.

Substantive issues shall mean content errors of fact, errors of law, elements of content obsolescence or emergent matters of content affecting curriculum.

Training Resources and Data Exchange program (TRADE) shall mean a regionally based network to foster the exchange of fire-related training information and resources among Federal, state and local levels of government.

Training specialist shall mean an NFA staff member with responsibilities for curriculum areas, courses and the development and/or delivery of same.

Volunteer Incentive Program (VIP) shall mean an on-campus educational opportunity designed specifically for volunteer and combination department emergency services personnel.

V.   **Responsibilities:** These definitions shall be employed in NFA-specific SOPs.

VI.   **Standard Operating Procedures:**

     A.   Unless otherwise expressly stated with NFA-specific guidance, policies, procedures or instruction, words and terms shall have the meanings shown in this SOP.

     B.   Words defined within individual NFA-specific guidance, policies, procedures or instructions shall apply solely to that policy, procedure or instruction.

     C.   Words used in the present shall include the future; words stated in the masculine gender shall include the feminine and the neuter; the singular number includes the plural, and the plural; the singular.

D.   Where words or terms are not defined in accordance with this SOP, such words or terms shall have ordinarily accepted meanings such as the context implies.

VII.   **Questions:** Questions regarding the content of this NFA-specific SOP may be addressed to the office of the NFA Deputy Superintendent at (301) 447-1083.

Eriks J. Gabliks
Superintendent
National Fire Academy

Nothing in this SOP shall be construed or implied as to be in conflict with Department of Homeland Security or Federal Emergency Management Agency policies, procedures or instructions, or collective bargaining agreements that are in effect.

Federal Emergency Management Agency
United States Fire Administration
National Fire Academy

National Fire Academy-specific Standard Operating Procedure

Number	Date
100.3	**July 2021**

Maintenance/Update of U.S. Fire Administration Key Contact Lists

I.   **Purpose:** This National Fire Academy (NFA)-specific standard operating procedure (SOP) outlines the process for development/maintenance of the U.S. Fire Administration (USFA) Key Contact Lists stored in the Enterprise Share Workspace (ESW).

II.   **Supersession:** Replaces NFA-specific SOP 100.3 dated January 2021.

III.   **Authority/Reference:** 15 U.S.C. § 2206 (c) "Powers of Superintendent."

IV.   **Definitions**: Refer to NFA-specific SOP 100.2

V.   **Responsibilities:** This NFA-specific SOP is applicable to all USFA/NFA staff and contract staff.

VI.   **Standard Operating Procedures:**

A.   It is the policy of the NFA that the USFA/NFA Logistics/Administrative Support Contractor shall maintain/update all key contact lists located in the ESW. USFA staff can access the ESW at
https://intranet.fema.net/org/usfa/collab/Pages/default.aspx

1.   Click the bolded words "**USFA Key Contact Lists**" under the "Quick Launch" menu located on the left side of the screen.

2.   The key contact lists currently populated in the ESW are:
- EMS Officials
- Fire Related Organizations
- Metro Fire Chiefs
- Metro Training Officers
- National Fire Information Council
- NFA Board of Visitors
- State Fire Marshals
- State Training Directors
- TRADE Regional Co-chairs
- TRADE Organizations

B.   USFA staff are responsible for submitting updates/changes to the Key Contact Lists by forwarding the requested change(s) via email to FEMA-NFA-OutreachTraining@fema.dhs.gov This mailbox is monitored by the USFA/NFA Logistics/Administrative Support Contractor.

C.   USFA/NFA Logistics/Administrative Support Contract staff will verify the requested change with the designated staff person having oversight for the specified list. After receiving approval, the USFA/NFA Logistics/Administrative Support Contract staff shall make the change/update to the appropriate list in the ESW.

D.   Changes to the Key Contact Lists in the ESW will be made by the USFA/NFA Logistics/Administrative Support Contract staff on a weekly basis. USFA/NFA Logistics/Administrative Support Contract staff will have sole access to make changes in the ESW. All other staff will have "read only" access and will not be able to make changes.

E.   Mailing labels:

      1.   Staff may submit a USFA/NFA Logistics/Administrative Support Contract task request to obtain the labels.

      2.   An alternative to submitting a task request is to download the list(s) to an Excel spreadsheet using the "All Items View" from the Key Contact List. Use the MS Word merge document label template to create labels.

VII.   **Questions:** Questions regarding the content of this NFA-specific SOP may be addressed to the office of the NFA Deputy Superintendent at (301) 447-1083.

Eriks J. Gabliks
Superintendent
National Fire Academy

Nothing in this standard operating procedure shall be construed or implied as to be in conflict with Department of Homeland Security or Federal Emergency Management Agency policies, procedures or instructions, or collective bargaining agreements that are in effect.

Federal Emergency Management Agency
United States Fire Administration
National Fire Academy

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Number	Date
200.1	**July 2021**

Interagency Agreement Preparation: Step-by-Step Instructions

I.   **Purpose:** This National Fire Academy (NFA)-specific standard operating procedure (SOP) provides detailed step-by-step instructions to create and execute an Interagency Agreement (IAA) between NFA and other Federal Agencies (OFA). This SOP should assist all NFA personnel to better understand the process.

II.   **Supersession:** Replaces NFA-specific SOP 100.2, dated January 2021.

III. **Authority/Reference:** 15 U.S.C. § 2206 (c) "Powers of Superintendent."

IV.   **Definitions:** Refer to NFA-specific SOP 100.2.

V.   **Responsibilities:** This NFA-specific SOP is applicable to employees of the NFA who are creating and executing an IAA with OFAs.

VI.   **Standard Operating Procedures:**

    A.   It shall be the policy of the NFA that NFA-sponsored IAAs are in accordance with this SOP.

    B.   NFA Project Officers should follow the below step-by-step instructions to create an IAA from the initial contact with the OFA through the project being certificated/obligated in FEMA's Integrated Financial Management Information System (IFMIS) and transmittal to the Office of Chief Procurement Officer's (OCPO's) automated contract writing system for acquisitions (PRISM).

    C.   There are two forms of IAAs that NFA uses. One can be referred to as "incoming" where NFA receives funding from another agency and NFA completes work on the outside agency's behalf. Some examples are:

        1.   Accepting funding from another agency to pay participants for training (on the OFA's behalf).

        2.   Accepting funding to collaborate on a project (e.g., curriculum development/revision project).

3.   Accepting funding for providing a service to an OFA (e.g., NFA hosts an OFA's courses on our Learning Management System).

D.   The other type of IAA would be considered "outgoing" where NFA provides funding to another agency and they complete tasks (agreed upon by the OFA and NFA) on NFA's behalf. An example of that would be providing funding to another agency to allow them to use their expertise to complete tasks/projects on NFA's behalf (e.g., burn building/range area).

E.   The step-by-step instructions for each of the most common NFA IAAs are provided below:

1.   IAA (incoming) to deliver training for an OFA where the OFA provides the funding to cover student stipends or other expenses associated with the training.

a.   The interested party from the OFA creates the Statement of Work (SOW) and coordinates with an NFA Project Officer to finalize the SOW. The SOW identifies the work or service to be performed.

b.   The OFA completes their agency's form that will transfer funding from their agency to FEMA. The OFA submits the form to the NFA Project Officer to start the process. The OFA form requires a signature of a Contracting Officer in FEMA's OCPO; Mitigation, Preparedness, and Continuity Branch; Preparedness Section. The NFA Project Officer forwards the form to the Preparedness Section for signature.

c.   After the OFA form is signed by the Contracting Officer, the NFA Project Officer returns the form to the OFA to complete the form at their agency OFA.

d.   In the interim, while the OFA is finalizing their form (funding document), the NFA Project Officer can initiate the DHS Form 710-1A, Inter/Intra-Agency Agreement.

e.   The OFA sends a copy of their finalized (funding document) form to the NFA Project Officer. (A sample of the Department of Transportation's (DOT) form - for illustrational purposes only - is located at Appendix A.)

f.   The NFA Project Officer completes the DHS Form 710-1A (sample provided at Appendix B) and forwards the DHS Form 710-1A, the OFA's form (Appendix A-illustrational purposes only) and the SOW to the NFA budget point of contact (POC).

g. The NFA budget POC sends the IAA package (i.e., OFA Form (funding document), DHS Form 710-1A and SOW) to the USFA Budget Analyst for review and further signatures/processing.

h. The USFA Budget Analyst reviews the package and forwards it to OCPO/Preparedness Section for the Contracting Officer's signature on the DHS Form 710-1A.

i. After the Contracting Officer signs the form, the OCPO/Preparedness Section returns the form to the USFA Budget Analyst.

j. The USFA Budget Analyst forwards the OFA form and DHS Form 710-1A to FEMA's Office of Chief Financial Officer (OCFO) to obtain a reimbursable fund code. At this time, the OCFO loads the OFA's funds into NFA's budget.

k. FEMA OCFO returns the package to the USFA Budget Analyst, along with the FEMA Incoming Reimbursable Interagency Agreement Transmittal Sheet (sample provided at Appendix C) or an email identifying the same information (Accounting Classification Code Structure (ACCS)) that is included on the Transmittal Sheet. The ACCS is also commonly referred to as the "fund code."

l. The USFA Budget Analyst returns the package with signed forms and the FEMA Incoming Reimbursable Interagency Agreement Transmittal Sheet to the NFA budget POC and the NFA Project Officer. Information from these documents will be used to create the FEMA Form 146-0-2, Requisition and Commitment for Services and Supplies, in FEMA's Enterprise Coordination and Approval Processing System (eCAPS). (The eCAPS system is a web-based application that consolidates the processes of committing, routing, and approving funds for goods or services.)

m. After all NFA internal approvals are obtained (electronically through eCAPS), the USFA Budget Analyst certifies the FEMA Form 146-0-2. The requisition is then obligated in the NETC Budget Office, and a copy of the obligated form is emailed to the NFA Project Officer, NFA budget POC, and the stipend reimbursement POC in the USFA Management Operations and Support Services Branch. The obligated FEMA Form 146-0-2 provides NETC Admissions the funding to pay student stipends.

n. If the OFA requested a copy of the completed paperwork, it is the responsibility of the NFA Project Officer to provide a copy to the OFA.

2.   IAA (incoming) to initiate curriculum development/revision/delivery of NFA courses for an OFA, or for projects where NFA provides a service for an OFA (e.g., loading of course materials on NFA's Learning Management System for another agency):

    a.   The POC from the OFA creates the SOW and coordinates with an NFA Project Officer to finalize the SOW. The SOW identifies the work to be performed by each agency.

    b.   The OFA completes their agency's form that will transfer funding from their agency to FEMA. The OFA submits their form (funding document) to the NFA Project Officer to start the process. NFA is responsible for completing NFA's portion of the OFA form and returning the form to the OFA. (Appendix D provides a sample of a completed DOT Form F2300 for illustrational purposes only.)

    c.   The OFA form requires signature of a Contracting Officer in the OCPO/Preparedness Section.

    d.   After the OFA form is signed by the Contracting Officer in the OCPO/Preparedness Section, the NFA Project Officer returns the form to the OFA to complete the process within their agency.

    e.   In the interim, while the OFA is finalizing their form (funding document), the NFA Project Officer can initiate the DHS Form 710-1A, Inter/Intra-Agency Agreement.

    f.   Simultaneously, the NFA Project Officer can begin to work on the other documentation that will be required when the requisition package is submitted in eCAPS. Documentation includes:

        1)   DHS Form 710-1A (Appendix B).
        2)   Independent Government Cost Estimate (IGCE).
        3)   Market Research.
        4)   Justification for Other than Full and Open Competition (if applicable).
        5)   Quality Assurance Surveillance Plan.
        6)   Recommended Source list.
        7)   Acquisition Plan.
        8)   Analysis of Alternatives.

    g.   As soon as all forms are returned to the NFA Project Officer, the requisition is ready to be submitted in eCAPS. The following final documents should be attached to the requisition in eCAPS:

        1)   SOW.
        2)   DHS Form 710-1A.
        3)   OFA Form.

        4)   IGCE.

        5)   Market Research.

        6)   Justification for Other than Full & Open Competition (if applicable).

        7)   Quality Assurance Surveillance Plan.

        8)   Recommended Source List.

        9)   Acquisition Plan.

        10)   Analysis of Alternatives.

h.   The USFA Budget Analyst forwards the package to FEMA's OCFO to obtain a reimbursable fund code. At that time, OCFO loads the OFA funding into NFA's budget.

i.   FEMA OCFO returns the package to the USFA Budget Analyst, along with the FEMA Incoming Reimbursable Interagency Agreement Transmittal Sheet (sample provided at Appendix C) or an email identifying the same information (Accounting Classification Code Structure (ACCS)) provided on the Transmittal Sheet. (The ACCS is also commonly referred to as the "fund code.")

j.   The NFA Project Officer creates the FEMA Form 146-0-2 in eCAPS. After NFA coordination and approvals in eCAPS, the USFA Budget Analyst certifies the FEMA Form 146-0-2. The requisition is then transferred electronically to PRISM. No further action is needed until the NFA Project Officer is contacted by the Contract Specialist to start the process for contract award.

k.   This ends the funding/approval process for the project. If the OFA requested a copy of the completed paperwork, it is the responsibility of the NFA Project Officer to provide a copy to the OFA.

        NOTE: There could be multiple FEMA Form 146-02's created to use the money at various points during the period of performance for the IAA.

3.   IAA (outgoing) providing funding to other Servicing Agencies (OFAs) to conduct work on FEMA/NFA's behalf (e.g., NFA provides funding to the Department of Justice's Bureau of Alcohol, Tobacco and Firearms to support the NFA Burn Building Range area whereby FEMA/NFA is the Requesting Agency) (outgoing IAA).

a.   The NFA Project Officer coordinates with an OFA to create a SOW to identify the work to be performed by the OFA. (This depends on the OFA's cooperation prior to having any funds

transferred via the IAA. Not all OFAs will assist in this without first having funds.)

b. NFA is also responsible for creating the following documents as part of the IAA package when providing funding to the OFA. Package includes:

1) Statement of Work.
2) IGCE.
3) Market Research.
4) Determination of Best Procurement Approach for Assisted and Direct Acquisitions (OCPO/Preparedness Section can assist with this).
5) FMS Form 7600A and 7600B, U.S. Government Interagency Agreement (IAA) – Agreement Between Federal Agencies, General Terms and Conditions (GT&C) Section and Order Requirements and Funding Information (Order) Section.

    a) NFA completes as much of the Servicing Agency side (right side) of the form as possible prior to sending to OCPO/Preparedness Section.
    b) NFA coordinates with the OFA to have them complete the right side of the form prior to sending to OCPO/Preparedness Section.

6) Notification of which Legislative Authority will be used. Only use Economy Act if no other act/authority applies. Federal Fire Prevention and Control Act may apply for USFA/NFA use. If Economy Act has to be used absent another authority, OCPO/Preparedness Section will assist in developing the Determination & Findings (D&F) for use of Economy Act.
7) Contracting Officer Representative (COR) Nomination Letter and documentation providing certification of active eligibility at appropriate COR level

c. NFA coordinates with a Contracting Officer in FEMA's OCPO/Preparedness Section, who will review all documents. If OCPO approves the package, they sign all the above forms. If they accept the COR nomination, they will provide the COR Appointment Letter and Notification to Supervisor letter.

d. OCPO/Preparedness Section transmits all documentation for the IAA to the Servicing Agency (OFA). They also provide a copy of the documents to the NFA Project Officer. It is the NFA Project Officer's responsibility to provide a copy to the NFA budget POC.

      e.   The NFA Project Officer is responsible for preparing the FEMA Form 146-0-2, Requisition and Commitment for Services and Supplies, in eCAPS to fund projects.

      f.   After NFA coordination and approvals in eCAPS, the USFA Budget Analyst certifies the FEMA Form 146-0-2 in eCAPS. The requisition is then transferred electronically to OCPO/ Preparedness Section via PRISM and the project gets assigned to a Contract Specialist.

VII.   **Questions:** Questions regarding the content of this NFA-specific SOP may be addressed to the office of the NFA Deputy Superintendent at (301) 447-1083.

Eriks J. Gabliks
Superintendent
National Fire Academy

Attachments (4)
1.   Appendix A - DOT IAA Form for Stipends
2.   Appendix B - DHS Form 710-1A DOT
3.   Appendix C - FEMA IAA Transmittal Form
4.   Appendix D - DOT Form 2300

Nothing in this SOP shall be construed or implied as to be in conflict with Department of Homeland Security or Federal Emergency Management Agency policies, procedures or instructions, or collective bargaining agreements that are in effect.

INTERAGENCY AGREEMENT		1. IAA NO. DTFH6117X30047			PAGE 1	OF 2
2. ORDER NO.		**3. REQUISITION NO.** HOTOXX1700000036PR		**4. SOLICITATION NO.**		
5. EFFECTIVE DATE	**6. AWARD DATE** 9/18/17	**7. PERIOD OF PERFORMANCE** 09/15/2017 TO 09/14/2018				

8. SERVICING AGENCY
FEDERAL EMERGENCY MANAGEMENT AGENCY
ALC: 70-07-004
DUNS: 147252415 +4:
DEPARTMENT OF HUMAN SERVICES
NATIONAL FIRE ACADEMY
16825 SOUTH SETON AVENUE
EMMITSBURG MD 21727

POC   LAURIE WIVELL
TELEPHONE NO. 301-447-1581

9. DELIVER TO
JAMES AUSTRICH, 202-366-0731
FEDERAL HIGHWAY ADMINISTRATION
OFFICE OF TRANSPORTATION OPERATIONS
1200 NEW JERSEY AVENUE, SE
WASHINGTON DC 20590

10. REQUESTING AGENCY
FEDERAL HIGHWAY ADMINISTRATION
ALC: 69-05-0001
DUNS: 928338219 +4:
OFFICE OF ACQUISITION & GRANTS MGMT
1200 NEW JERSEY AVENUE, SE
WASHINGTON DC 20590

POC   KOREN WHEELER
TELEPHONE NO. 202-366-9196

11. INVOICE OFFICE
FEDERAL HIGHWAY ADMINISTRATION
PO BOX 268865
OKLAHOMA CITY OK 73126-8865

12. ISSUING OFFICE
FEDERAL HIGHWAY ADMINISTRATION
OFFICE OF ACQUISITION & GRANTS MGMT
OFFICE OF ASSISTANCE AGREEMENTS
AND ACQUISITION SERVICES
1200 NEW JERSEY AVENUE, SE
WASHINGTON DC 20590

13. LEGISLATIVE AUTHORITY
ECONOMY ACT (31 U.S.C. 1535)

14. PROJECT ID

15. PROJECT TITLE
STUDENT TRAVEL STIPEND FOR LEADERSHIP SYMPOSIUM

16. ACCOUNTING DATA
15X0456160.0000.070D561600.7001000000.25305.61000600

17. ITEM NO.	18. SUPPLIES/SERVICES	19. QUANTITY	20. UNIT	21. UNIT PRICE	22. AMOUNT
	NFA ALC: 70-07-004				
	NFA DUNS: 147252415				
	NFA TIN: 52-1227911				
	NFA TAFS: 70-17-0564				
	FHWA ALC: 69-05-0001				
	FHWA DUNS: 928338219				
	FHWA TIN: 22-3934584				
	FHWA TPC: 691500				
	FHWA TAFS: 69-X-8083				
	Continued ...				

23. PAYMENT PROVISIONS INTERGOVERNMENTAL PAYMENT ACCOUNTING CODE	**24. TOTAL AMOUNT** $96,379.56

25a. SIGNATURE OF GOVERNMENT REPRESENTATIVE (SERVICING)		26a. SIGNATURE OF GOVERNMENT REPRESENTATIVE (REQUESTING) BRANDON O LORTHRIDGE *Digitally signed by BRANDON O LORTHRIDGE*	
25b. NAME AND TITLE Kimberly A. Logue Contracting Officer DHS / FEMA	25c. DATE 9/18/17	26b. CONTRACTING OFFICER Brandon O. Lorthridge	26c. DATE 09/15/2017

| 00001 | The Federal Emergency Management Agency, National Fire Academy shall provide the Federal Highway Administration with Student travel stipends to support the the Traffic Incident Management (TIM) Training and Leadership Group Symposium in accordance with the attached Statement of Work.

The maximum potential value of this agreement is $96,379.56.

Currently, funds in the amount of $96,379.56 are obligated to fully fund this agreement.

Agreement Termination: parties to the agreement shall provide 120 days notice for cancellation or termination of supplies, services and/or deliverables described in this agreement. | | | | 96,379.56 |

Appendix B

DEPARTMENT OF HOMELAND SECURITY
INTER/INTRA-AGENCY AGREEMENT

1. AGREEMENT NUMBER:	2. AMENDMENT/MODIFICATION NUMBER:	3. TASK ORDER NUMBER:

4. AUTHORITY:	TYPE (Check appropriate block):
☒ Economy Act (31 USC 1535)	Inter-Agency ☒
☐ Other (Specify):	Intra-Agency ☐

5. REQUESTING AGENCY (Include Name, Complete Address, DUNS, Tax ID Number):	6. SERVICING AGENCY (Include Name, Complete Address, & DUNS Number):
U.S. Dept of Transportation, Pipeline & Hazardous Materials Safety Administration, Acquisition Services Division 1200 New Jersey Ave., SE, Washington, DC 20590 ALC: 69-140001 TPC: 695000 DUNS: 92-8290071 TAFS: 69-1314-5282 TIN: 80-0216967	National Fire Academy United States Fire Administration 16825 South Seton Avenue Emmitsburg, MD 21727 ALC: 70-07-0004 TIN: 521227911 DUNS: 147252415 TAFS: 70-18-0564

7. REQUESTING AGENCY TECHNICAL REPRESENTATIVE (Include Name, Complete Address, Phone & Fax Numbers & E-mail address):	8. SERVICING AGENCY (Include Name, Complete Address, Phone & Fax Numbers & E-mail address):
Shakira Mack, 202-366-5090 1200 New Jersey Avenue, SE Washington, DC 20590 shakira.mack@dot.gov	Wayne Yoder, 301-447-1090 wayne.yoder@fema.dhs.gov U.S. Fire Administration National Fire Academy 16825 South Seton Avenue Emmitsburg, MD 21727

9. ESTIMATED COST:	10. OBLIGATED AMOUNT:

11. REQUESTING AGENCY PAYING OFFICE (Include POC and address & Phone Number):	12. SERVICING AGENCY BILLING OFFICE (Include POC and address & Phone Number):
Angela Sung, 202-366-5431 angela.sung@dot.gov 1200 New Jersey Avenue, SE Washington, DC 20590	Brian Lineweaver, 540-504-1667 FEMA Finance Center 188 Brooke Road, Winchester, VA 22603 brian.lineweaver@fema.dhs.gov

13. ACCOUNTING AND APPROPRIATION DATA:

13A. FUNDS AVAILABILITY/BUDGET APPROVAL:

_____

(Signature, date and phone number of person authorized to commit funds (or attach signed funding document)

14. ACCEPTANCE BY BOTH PARTIES TO THE AGREEMENT (Signature, date and phone number of authorized officials)

14A. SIGNATURE OF SERVICING ORGANIZATION CONTRACTING OFFICER:		14B. SIGNATURE OF REQUESTING ORGANIZATION CONTRACTING OFFICER: SEE ATTACHED	
Kimberly A. Logue			
PHONE NUMBER: +1 (301) 447-1266	DATE:	PHONE NUMBER:	DATE:

Other Terms and Conditions: *(Include the following as appropriate: description of supplies/services to include such items as quantity ordered, unit cost, delivery requirements or attach a statement of work or other description as appropriate; reporting requirements; Patents and technical data restrictions; Disputes resolution procedures; Organizational Conflict of Interest considerations/requirements; Payment terms; Any other terms and conditions.)*

Sample

Appendix C

FEMA Incoming Reimbursable Interagency Agreement Transmittal Sheet

ACCS Code:	**2018-FA-X162IA-U300-4100R**	Amount:	$96,379.56
ACCS Code:		Amount:	
ACCS Code:		Amount:	
ACCS Code:		Amount:	
		TOTAL:	**$ 96,379.56**

Requesting Agency: **DOT - FHA**   **Agreement Number:** **DTFH6117X30047**

Comments: **FHA Traffic Incident Management (TIM) Training and Leadership Group Symposium at the National Fire Academy (NFA)**

Short Summary of Purpose (i.e. New Program/Funding, Amendment, Close-Out & Return Residual Funds)

Budget Action: Carry over Funding From: ☐ YES   Appropriation Transfer From: Fund _____ ☐ YES   To: Fund _____

Requesting Agency Data Included in IAA? / Verify if YES Otherwise If NO, Please Provide Here:

Obligating Document #: _____ ☐ YES

ALC: ☐ YES **69-05-0001**   **Requisition/PO #:** _____ ☐ YES

DUNS #: ☐ YES **928338219**   **FSN # (if DOD):** _____ ☐ YES

EIN/TIN: ☐ YES **22 934584**   **IFMIS Vendor ID #** _____ ☐ YES

Accounting & Appropriation Data Provided: ☐ YES ☐ NO

Requesting Agency TAS: 69 8082

Type of Funding ☐ ANNUAL ☐ MULTI-YEAR ☐ NO YEAR

Year   If so, note Yr Range (i.e. 2011-2013)
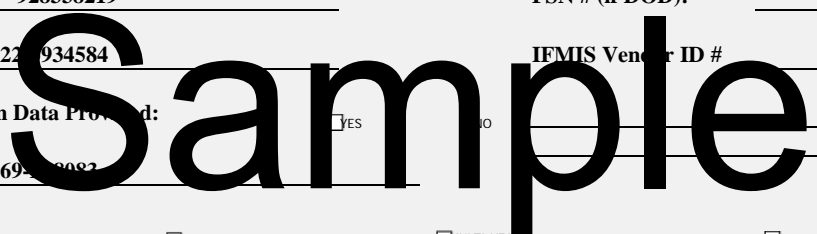
Activity/Review/Approval:

OCFO/BPAD Preparer
Sent to Funds Control

Name:	Angela Young	Initials:	AY	1/17/2018

Posted to IFMIS-Budget/
Sent to Accounting/FFC

	Angela Young	Initials:	AY	1/17/2018

Review
Reimbursable Accountant

	Kristi Hall	Initials:		

Signed by
Accounting Officer

	Greg Teets	Initials:		

Current Funding Level (if Amendment / Carry-Over Adj.)	$ -	**TOTAL PROGRAM:**	**$ 96,379.56**

Appendix D

Interagency/Intra-agency Agreement	
Parties to the Agreement	

BUYER		SELLER	
1A. Department		**1B.** Department	
2A. Agency		**2B.** Agency	
3A. Office		**3B.** Office	
4A. **OBLIGATION NUMBER**		**4B.** **AGREEMENT NUMBER**	
5A. Agency Location Code (ALC)		**5B.** Agency Location Code (ALC)	
6A. Data Universal Numbering Sys. # (DUNS)		**6B.** Data Universal Numbering Sys. # (DUNS)	
7A. Tax Identification # (TIN)		**7B.** Tax Identification # (TIN)	
8A. Treasury Approp. Fund Symbol (TAFS)		**8B.** Treasury Approp. Fund Symbol (TAFS)	
9A. Trading Partner Code		**9B.** Trading Partner Code	
10A. Accounting Classification Code		**10B.** Accounting Classification Code	

Points of Contact for the Agreement	

BUYER		SELLER	
11A. Finance Point of Contact		**11B.** Finance Point of Contact	
Name		Name	
Address		Address	
Phone		Phone	
E-mail		E-mail	
12A. Program Point of Contact		**12B.** Program Point of Contact	
Name		Name	
Address		Address	
Phone		Phone	
E-mail		E-mail	

13. Period of Performance		**14.** Legal Authority	
From (mm/dd/yy)	To (mm/dd/yy)		

15. Total Agreement Amount (estimate)	**16.** Payment Terms and Schedule
$	

SAMPLE

17. Description of the Supplies, Services and Deliverables Required.

Agreement Termination : Parties to the agreement shall provide 120 days notice for cancellation or termination of supplies, services, and/or deliverables described in this agreement.

Authorized Approvals	

BUYER		SELLER	
18. Name and Title of Authorized Official		**20.** Name and Title of Authorized Official	
Signature	Date	Signature	Date
19. Name and Title of Fund Certification Officer			
Signature	Date		

Form DOT F2300.1a (Rev. 10-2006)

Federal Emergency Management Agency
United States Fire Administration
National Fire Academy

National Fire Academy-specific Standard Operating Procedure

Number	Date
300.1	**July 2021**

National Fire Academy Curriculum Management Guide

I.   **Purpose:** This National Fire Academy (NFA)-specific standard operating procedure (SOP) establishes the NFA curriculum management process.

II. **Supersession:** Replaces NFA-specific SOP 300.1, dated January 2021.

III. **Authority/Reference:** 15 U.S.C. § 2206 (c) "Powers of Superintendent."

IV. **Definitions:** Refer to NFA-specific SOP 100.2.

V.   **Responsibilities:**

    A.   This NFA-specific SOP is applicable to employees of the NFA.

    B.   The authority of the Superintendent of the NFA to establish curriculum under 15 USC 49 § 2206 shall not be abridged by anything in this SOP or attachments.

VI. **Standard Operating Procedures:**

    A.   It shall be the policy of the NFA to employ and maintain an up-to-date Curriculum Management Guide that establishes guidance for the selection, design, delivery and evaluation of all NFA curricula in accordance with the United States Fire Administration vision and mission

    B.   The Curriculum Management Guide shall be reviewed by the Curriculum Management Committee for editorial and content currency and accuracy at least annually.

        1.   Updated versions of the Curriculum Management Guide shall be provided not later than June 30 of each year.

        2.   The NFA Deputy Superintendent shall be responsible for the maintenance of the Curriculum Management Guide.

        3.   The Curriculum Management Guide is stored in the Enterprise Shared Workspace.

_____

C.   Changes to the Curriculum Management Guide shall be documented and tracked within the text.

D.   The Curriculum Management Guide shall be an attachment to this SOP and shall be subject to the full authority of this SOP.

VII.   **Questions:** Questions regarding the content of this NFA-specific SOP may be addressed to the office of the NFA Deputy Superintendent at (301) 447-1083.

Eriks J. Gabliks
Superintendent
National Fire Academy

Attachment - FY2018-2019 Curriculum Management Guide

_____

National Fire Academy
FY 18-19 Curriculum Management Guide

REVISION HISTORY

No.	Revision	Date
1.	Added Question No. 6 to Course Development or Major Revision Proposal form.	6.22.2011
2.	Added section chief: Education and training partnerships to Curriculum Management Committee.	8.17.2011
3.	Corrected a typographical error on page 10 ("addresses").	10.13.2011
4.	Added "Recommended Revisions/Updates" line to Course Development or Major Revision Proposal form.	03.09.2012
5.	Added revision scale, new title and numbering requirement to Course Development or Major Revision Proposal form.	04.19.2012
6.	For major revisions, added new course name and numbering requirement to "Curriculum Revision Guidance" table.	04.19.2012
7.	Added new Question No. 5 to Course Development or Major Revision Proposal form, and renumbered subsequent questions.	10.21.2013
8.	Edited U.S. Fire Administration Mission Statement to align with agency statement.	10.21.2013
9.	Changed name to "Approved" courses from "Endorsed" courses.	10.21.2013
10.	Added final approval sign-off by Curriculum Management Committee on Curriculum Management Committee Approval Tracking sheet.	10.21.2013
11.	Miscellaneous editorial corrections: updated course delivery format terminology, clarified how/when Curriculum Management Committee meetings called; editorial changes to Course Development/Major Revision Proposal form.	04.12.2015
12.	Deleted: Scheduling Commitment section; Curriculum Management Committee review of needs analysis results and plan of instruction.	04.12.2015
13.	Added Acknowledgment of staff role in Analysis portion of ADDIE model; references to American Council on Education, International Association of Continuing Education Training and Continuing Education Coordinating Board for Emergency Medical Services (CECBEMS) course credit; sample Bloom's Taxonomy of Learning Domains.	04.12.2015
14.	Completely revised the entire document.	09.29.2016
15.	Added information and processes regarding the internal American Council on Education review, checklists, course call, and the Final Course Development — Revision Submittal to the Curriculum Management Committee Revised document.	06.27.2017

TABLE OF CONTENTS

PART 1: OVERVIEW

This Curriculum Management Guide is a framework that establishes guidance for the selection, design, delivery and evaluation of all National Fire Academy (NFA) curricula in accordance with the U.S. Fire Administration (USFA) vision and mission. It is intended to be flexible and responsive to emerging issues and organizational changes.

U.S. Fire Administration vision

The USFA is America's fire and emergency services leader.

U.S. Fire Administration mission

We provide national leadership to foster a solid foundation for fire and emergency services stakeholders for prevention, preparedness and response.

National Fire Academy mission

The NFA:

- Promotes the professional development of the fire and the emergency response community and its allied professionals.

- Supports state, local, tribal and U.S. territorial training organizations to fulfill their obligation to the fire and emergency services.

- Develops, delivers and manages educational and training programs having a national focus which is outside the state, local, tribal and U.S. territorial training mission or exceeds state, local, tribal and U.S. territorial capabilities because of cost or audience.

Our efforts are designed to support the Department of Homeland Security (DHS), Federal Emergency Management Agency (FEMA), and USFA goals to help federal, state, local, tribal and U.S. territorial first-responder agencies prevent, mitigate, prepare for, respond to, and be resilient against local, regional and national emergencies.

Education and training mission

The NFA education and training mission areas:

- Senior officer programs where the level of audience exceeds that which is targeted by state, regional, tribal and U.S. territory programs.

- Programs targeting new, emergent issues and sponsoring national changes that are not yet targeted by state, local, tribal and U.S. territory levels.

- Specialized technical and educational programs where the size of the audience or delivery costs associated with the course renders such training impractical at the state, local, tribal and U.S. territory levels.

Curriculum philosophy

Quality curricular control requires:

- A comprehensive needs assessment that is completed prior to submitting a development proposal. This assessment is the foundation for decisions.

- A comprehensive curriculum review process at the Curriculum Management Committee (CMC) board to discuss, identify and eliminate redundancies across curricula prior to development approval.

- Clearly identified infrastructure limitations to the design and delivery process.

- A well-constructed written curriculum, in clear and consistent format, for application by classroom instructors, or related instructional methods that use instructionally sound tasks, concepts and skills for adult learning.

- Curriculum that is assessed by Kirkpatrick's levels of training evaluation (i.e., Levels 1, 2 and 3) and instructor observations conducted by the training specialists.

Curriculum development guiding principles

Our curriculum focus is defined by our national mission, and priorities are based on and supported by a comprehensive needs assessment.

- Strive to develop and deliver content that meets the training needs of state, local, tribal and U.S. territorial agencies.

- Have a flexible curriculum guide intended to project at least three years from today, and that ensure the guide aligns with the DHS, FEMA and USFA vision, mission and strategic goals.

- Develop curriculum that is ongoing and cyclical, including analyzing, designing, developing, implementing, evaluating, managing, monitoring and revising as necessary.

- Make curriculum decisions based on documented needs assessments and achievable, measurable outcomes.

- Develop curriculum that encourages student-centric and critical thinking, as well as growth and opportunity for change, using the appropriate method of learning (e.g., Socratic).

- Develop curriculum consistent with current instructional methods, and design curriculum to meet the needs of all stakeholders so that it is accessible to all stakeholders.

- Evaluate curriculum and delivery using Kirkpatrick's levels of evaluation (i.e., Levels 1, 2 and 3) and instructor observations.

Our relationships

- Course curriculum is developed and delivered to support nationwide stakeholders, which include, but are not limited to, state, local, tribal, U.S. territories, metropolitan fire training organizations, professional and trade associations (e.g., Fire and Emergency Services Higher Education, Training Resources and Data Exchange, Prevention Advocacy Resources and Data Exchange, National Fire Protection Association, International Association of Arson Investigators, etc.), and DHS and federal agencies.

- Course curriculum is developed and delivered to our stakeholders by qualified contract instructors and state instructors.

Our resources

- Technology (e.g., mediated, self-study, Bring Your Own Device, simulations, etc.) does not substitute learning, but has great potential to improve how we operate. Learning media and environments suitable for improving performance outcomes should be considered for every development. This allows for a variety of methods to meet diversified student learning styles. Our technology should be reviewed every three years to ensure that it meets our mission and constituents' needs.

- Meeting our mission requires responsible planning and stewardship of our funds (e.g., budget items like curriculum development, student stipends, instructor contracts, etc.) and the resources that we have available (e.g., staff; qualified instructors; contractors; infrastructure to include classrooms, labs, Fire Science Training Complex; online platforms; etc.).

Non-negotiable curriculum and instructional elements

The following instructional elements are the minimum requirements for successful student performance improvement:

- Develop student-centric curriculum that encourages critical thinking, engagement, growth and opportunity for change using the appropriate method of learning (e.g., Socratic).

- Professional development and instruction, recognizing and accounting for differences in learning styles, student experiences, cultural differences, educational levels and social standards.

- Research-based best practices and methods.

- Use of Bloom's taxonomies to stimulate higher forms of thinking in education by increasing the levels of sophistication and rigor appropriate to the scope of the curriculum.

- Align learning objectives with evaluation tools to achieve measurable performance improvements.

- Evaluation and documentation of all students' performance through assessments, role play, presentations, projects, labs, panel discussions, guided scenarios, or other suitable assessment instruments that are in line with terminal and enabling objectives.

Prioritizing National Fire Academy curriculum development

The USFA and NFA management are obligated to their staff to lead the curriculum development process by articulating organizational priorities; identifying national issues; achieving DHS, FEMA and USFA strategic priorities; and managing resources responsibly.

To that end, the CMC provides broad annual curriculum guidance and a framework to establish course development priorities for the upcoming fiscal years.

The staff is encouraged to promote ideas and recommendations for solutions to gaps identified in a needs assessment, address national level needs (e.g., based on natural disasters or events) and political insight. All proposals will receive full consideration from the CMC.

Prioritizing National Fire Academy curriculum revisions

Curriculum will remain relevant and current — ensuring students have the latest information for their performance improvement. When a course is evaluated for major revision (i.e., either in-house or by a contractor), the Leadership and Community Risk Reduction (LCRR) and Response branch chiefs, acting on behalf of the CMC, will consider the following for prioritizing the revision of content-specific curriculum:

- What are the results of the needs analysis? In lieu of a needs analysis, describe the research that was accomplished that supports this revision. Copies of the research will accompany the revision proposal. Although not required, a business case analysis should accompany the proposal.

- Submission of the current curriculum management plan is required to show the number of offerings and the number of students that have taken the course in the past three years.

- Should the course continue to be offered by the NFA, be sponsored by another organization, or be removed from the catalog? If continued, should the course be offered in the same delivery method?

- Is comparable course content found in other courses offered by the NFA, Emergency Management Institute, etc.?

- Is there an equivalent course offered at another entity (e.g., college, state, professional organizations, etc.) to meet the needs of the target audience?

- What other factors are there for considering this course for a major revision?

National Fire Academy course delivery formats

NFA courses will be delivered in one or more of the following formats and will be described in these terms:

- **Course length.** Course length is determined by the amount and depth of the content to be covered. For standardization, cost management, and ease of administration, NFA classroom based courses are two, six or 10 days in length. Online courses (i.e., self-study and mediated) are measured in hours of instruction based on the amount of time it will take a median group of students to complete the course.

  All courses are assessed for instructional contact hours to determine the appropriate American Council on Education (ACE) credit recommendation, or the number of International Association of Continuing Education Training (IACET) or International Code Council (ICC) continuing education units that will be assigned.

- **Course delivery descriptions.** Courses are described in terms of length, sponsor and location (e.g., NFA sponsored, state sponsored, off campus, self-study or mediated learning). The terms direct delivery, regional delivery, enfranchised, resident and handoff are no longer used.

- **NFA-sponsored courses.** These are NFA courses that, by virtue of need, demand, emergent issues or other considerations, should be delivered using NFA-eligible instructors. The NFA absorbs the costs of student materials and instructor costs. When the course is delivered on campus, the NFA also provides dormitory space. When the course is delivered off campus, the host agency covers the costs of the classroom facility and any other support costs. Students who successfully complete NFA-sponsored classes are eligible for ACE credit, IACET and/or ICC continuing education units.

- **State/local-partner sponsored courses.** The NFA courses that, by virtue of need, demand, emergent issues or other considerations, should be delivered to as broad of an audience as possible and are given to the state fire training systems for off-campus delivery. Instructors, course materials and classroom facility/expenses are funded by the state fire training system or local host agency. Students who successfully complete state-sponsored classes are eligible for IACET and/or ICC continuing education units.

- **Approved courses.** These courses are developed by one state fire training agency and are certified by the state for compliance with the approved standards, requirements and procedures. They are approved by the NFA, and a state-sponsored certificate is issued.

- **NFA online self-study.** These courses use the NFA's learning management system for delivering self-paced web-based distance learning courses that include prerequisite training, as well as stand-alone courses.

- **Blended course.** Blended courses are classes where a portion (25 to 70 percent) of the traditional face-to-face instruction or activities are replaced or supplemented by web-based online learning (using both self-study and/or mediated instruction methods). Examples can include group blogs or individual discussion threads, viewing videos or pictures with assignments, completing individual activities, etc. Blended learning is not constituted by completing an online exam or using electronic Student Manuals (SMs).

- **NFA online mediated instruction.** These are online courses that are conducted by the NFA and are facilitated by an instructor using collaboration tools. These courses are coded with an M and are issued an NFA-sponsored certificate.

Curriculum Management Committee

A key component of the NFA Curriculum Management Guide is the existence of a standing CMC. This committee is the governing body that provides direction and sets policy on all NFA curriculum matters. This includes, but is not limited to, the following:

- Establishes requirements and timelines for needs assessment.
- Approves course development and revision proposals.
- Prioritizes developments and revisions.
- Allocates necessary funds.
- Approves curriculum management plans.
- Approves deviations from style guide.
- Establishes requirements and timelines.
- Approves courses for ACE review.
- Approves courses for semester course calls.
- Ensures all courses are copyright compliant.
- Establishes version control for all course materials.
- Ensures assessment analysis (e.g., testing) is conducted and appropriate steps are taken to resolve issues.
- Ensures assessment procedures (e.g., testing) are standardized and implemented.
- Ensures student evaluations are reviewed and appropriate actions are taken to resolve issues.

The members of the CMC include:

- Deputy Superintendent.
- Branch Chief: Response.
- Branch Chief: LCRR.
- Branch Chief: Education and Training Partnerships.
- Branch Chief: Training Administration, Planning and Analysis.

Committee meetings are scheduled on an **ad hoc** basis and may be requested by any USFA employee.

Curriculum Management Committee role

Curriculum coordination and approval

The CMC is responsible for the overall evaluation and approval of the proposed curriculum through review of overarching curriculum goals and objectives, project proposals, on-going needs analysis/curriculum review reports, and discussions with course development teams. This is especially important if the parameters of the proposed course or courses differ as a result of course development team analysis from the original vision of the project. The CMC must approve such changes and will instruct the course development team concerning any modifications it wishes to make regarding outcome, development/delivery strategies, schedules, and personnel issues/ decisions. The CMC will ensure that each curriculum area is prepared with a three-year planning cycle.

The CMC must approve projects at the following decision points:

- Upon submittal of the "Course Development or Major Revision Proposal" for in-house or contract development/revision (see appendix).

- Course call determination (both residential and state fire training). The training specialist submits courses that are available for upcoming course call. The CMC reviews and approves all course call requests. However, courses that are under development will not be added to the course call until they have been finalized and approved by the CMC. This will occur after the CMC has approved the course. The training specialist will submit the "Final Course Development — Revision Submittal to the CMC" document, instructor criteria and a course management plan that identifies an adequate pool of eligible instructors, projected course offerings, student criteria, etc. to the CMC for review and approval.

- Any changes in testing methodology/technology/instructor role that impact ACE accreditation.

- Additional funding requirement for bids or contract modification (e.g., funding unfunded task items).

- Reprioritizing development and/or revision projects that are pending awards.

In addition, representatives from the CMC are responsible for providing information to the NFA Board of Visitors and stakeholder groups. The CMC will also provide status reports on curriculum area needs assessments, current development projects, processes, funding, key findings, and trends identified by Kirkpatrick's levels of training evaluation (i.e., Levels 1, 2 and 3); answer congressional inquiries regarding the NFA's course development processes and initiatives; oversee projects that cut across multiple curricula; and represent curriculum development with USFA senior staff.

Resource commitment

An initial resource allocation budget is provided concurrently with design approval. The design process may identify changes in course parameters with resulting increased resource costs. Cost increases more than the Federal Acquisition Regulations' micro purchase threshold will require fiscal review and approval from the CMC for course development to continue.

Emerging issues that cause reprioritization

It is the nature of the fire and emergency services that a singular catastrophic event or a series of smaller ones raises awareness and urgency at the national level. As a result, there are political, intergovernmental or varied demands for immediate response from the NFA. If a scheduled activity requires delay or cessation, then the reprioritization will be determined as follows:

- **Voluntary.** Development committees will be asked if one (or more) would be willing to delay or abandon (based on a change to the original needs assessment) their current effort.

- **Directed.** If the voluntary process is not successful, or if the direction from supervisors or the congress is so urgent so as to preclude (by time or money) the process described above, the CMC will make a preliminary recommendation to reprioritize selected staff and financial resources that shall be subject to final approval by the NFA superintendent.

Curriculum plans

Curriculum management plans will be maintained for each course within a curriculum area. Plans will be updated and submitted for approval. They are submitted to the CMC in September every year.

PART 2: COURSE DEVELOPMENT

The ADDIE model will be used for all course revisions/developments. All courses will be developed using the current Bloom's Taxonomy that is recommended by ACE. All courses will meet or exceed the standards contained within this document. All courses are subject to be

reviewed by a third party recognized entity for continuing education units (i.e., the IACET and ICC) and recommended for higher educational credits (i.e., ACE). These guidelines can be located under the CMC folder on the Enterprise Shared Workspace (ESW).

PART 3: INTERNAL AMERICAN COUNCIL ON EDUCATION REVIEW

On the first workday in October of each calendar year, the ACE program manager will forward a list of recommended courses to the CMC for approval. The CMC will forward the list to all training specialists. By the first workday in December, the training specialists will recommend courses to the CMC that should be reviewed by ACE. The CMC will approve and publish the list by the second Monday in December. Training specialists are required to make sure their courses are ready for the internal review. The training specialist will review their courses before the first workday in February, and they will notify their branch chief the results of the review (i.e., ready for the internal review).

The ACE program manager will forward the Course Data Forms to the training specialists by the first workday in January. The training specialist will forward the completed Course Data Forms to the ACE program manager before the first workday in February.

The LCRR and response branch chiefs will work collectively to assign an instructional systems specialist to review each course. They will review the course to make sure it is educationally sound, content and activities are in line with the objectives, objectives are aligned with the course purpose, measureable rubrics are in place, there are at least three questions per objective so that a minimum of two exams can be created, questions are mapped back to the course materials, etc. These reviews will be conducted from February through April. The branch chiefs will assign the actual suspense dates. As a minimum, the instructional systems specialists will use the checklists located in the appendix.

Training specialists are encouraged to review courses outside of their curriculum areas. For training specialists that are interested in assisting the review process, the branch chiefs will assign the specialists up to three courses to review and a suspense date for the review. The reviews will be conducted from February through April. These reviews will consist of teachability, functionality, delivery recommendations, activities meeting the objectives, the accuracy of directions, etc.

The training specialist that is responsible for the course will review all the recommendations and provide comments to their branch chief by the first workday in June. If appropriate, the training specialist will submit a task request by the first workday in June to update the course based on the feedback that was provided to them. All courses will be updated and ready for print no later than the first workday in August.

Internal American Council on Education review process chart

Date	Staff responsibility	Task
October (first workday)	ACE program manager	Forward list of courses to CMC for approval.
October	CMC	Forward list to training specialists.
December (first workday)	Training specialists	Recommend courses to CMC that should be reviewed by ACE.
Second Monday in December	CMC	CMC approves and publishes the list of courses to be reviewed.
January (first workday)	ACE program manager	Forward Course Data Forms to training specialists.
December/January	Training specialists	Review courses in curriculum area.
February (first workday)	Training specialists	Notify their branch chief of the results from their review (i.e., ready for internal review).
February (first workday)	Training specialists	Submit completed Course Data Forms to ACE program manager.
February	Branch chiefs	Assign an instructional systems specialist to review each course.
February/March/April	Instructional systems specialists	Review assigned courses and send recommendations to the branch chief and training specialist.
February/March/April	Training specialists (if applicable)	Review assigned courses and send recommendations to the branch chief and training specialist.
June (first workday)	Training specialists	Review recommendations made by instructional systems specialist and training specialist (if applicable), and provide comments to their branch chief.
June (first workday)	Training specialists	Submit a task request to update course based on feedback provided.
August (first workday)	Training specialists	All courses are updated and ready for print.

APPENDICES

COURSE DEVELOPMENT OR MAJOR REVISION PROPOSAL

Working title: _____

Curriculum area: _____

Brief description: _____

_____

_____

_____

Recommended revisions/updates:

_____

_____

_____

1. What is the audience and performance problem that this proposal will address? ("Who" can't do "what"?)

    _____

    _____

    _____

2. Why is this problem important to the USFA/FEMA/DHS, and how does this proposal align with our strategic plans?

    _____

    _____

    _____

3. What analysis was conducted to determine this requirement?

    _____

    _____

    _____

4. Can this problem be addressed by training, and why do you think so? What other options exist (job aid, book, webinar, seminar, etc.)?

5. If you had training that addresses the problem, what format and delivery system would be necessary to reach the audience and why?

6. Do you expect to incorporate any distance learning component (e.g., self-study, mediated, webinar, podcast, etc.) in this development?

7. Attach your Independent Government Estimate for the proposed development. What are your optional work and funding levels?

8. Have you identified subject matter expert criteria?

9.   For revision projects to more than 35 percent of the course content, including learning objectives and examinations, a new course title and course number are required. What is your proposed course title?

CURRICULUM MANAGEMENT COMMITTEE APPROVAL TRACKING

Course development or major revision working title: _____

_____

_____

Course approvals

1. **Upon submittal of "Course Development or Major Revision Proposal"**

Submitted by:	Date:
Approved by: CMC Chairman	Date:
Rejected by: CMC Chairman	Date:

Reason for rejection:

2. **Upon completion of development and prior to final release.**

Submitted by:	Date:
Approved by: CMC Chairman	Date:
Rejected by: CMC Chairman	Date:

Reason for rejection:

FINAL COURSE DEVELOPMENT — REVISION SUBMITTAL TO THE CURRICULUM MANAGEMENT COMMITTEE

Course code/title: _____

_____

_____

CMC submittal(s):

- Submit a new Course Management Plan (use the current version on the ESW).
- Submit a copy of the current.

Instructor criteria certification of completion:

☐ Copyright permissions on file (e.g., photos, articles, videos, etc.).
☐ Appropriate level of Bloom's was used.
☐ The appropriate evaluation method was used to evaluate the objectives (e.g., sufficient number of questions on an exam to evaluate the objectives, rubrics designed to evaluate objectives, etc.).
☐ Course call information.
☐ Support materials on hand (e.g., videos, diagrams, etc.).
☐ NFA website updated or web content submission form completed (e.g., remove pilot information, etc.).
☐ Field delivery kits (list) created/revised.
☐ List of logistical and material needs that are not included in the kit were sent to Lori.
☐ Instructor criteria finalized and ready for publishing.
☐ Have sufficient number of instructors to teach on- and off-campus deliveries.
☐ Dextera task request submitted to have final materials sent to Stacey for an IACET review.
☐ Course data provided to the program support specialist so they can update the ESW.

_____   _____
Training Specialist's Signature/Date   Instructional Systems Specialist's Signature/Date

INTERNAL AMERICAN COUNCIL ON EDUCATION REVIEW CHECKLIST(S)

Instructional Systems Specialist Quality Assessment Review Checklist

Course number/title: _____

Units: _____

Reviewer (ISS): _____

Course owner (TS): _____

Date: _____

Terminal objectives			
	Yes	**No**	**Comment**
1. Did you look at the previous ACE review notes? Were there any suggestions?			
2. Can DEXTERA provide list of revisions since the last ACE review? How many were there? How extensive were they?			
3. Does each unit have no more than one terminal objective?			
4. Is the terminal objective written using correct verbiage (Bloom's Taxonomy)?			
5. Are the terminal objectives written using behavior, condition and standard?			
6. Are the terminal objectives written at an appropriate level of performance (Bloom's Taxonomy)?			
Additional comments:			

Enabling objectives			
	Yes	**No**	**Comment**
1. Do the enabling objectives support the corresponding terminal objective?			

		Yes	No	Comment
2.	Are the enabling objectives written using correct verbiage (Bloom's Taxonomy)?			
3.	Are the enabling objectives written at an appropriate level of performance (Bloom's Taxonomy)?			
Additional comments:				

Content

		Yes	No	Comment
1.	Does the content support the objectives?			
2.	Is the content presented in the same order as the objectives?			
3.	Is there a clear and logical flow to the content of the course?			
4.	Is there adequate explanation/ information presented so that no matter who instructs the course, the content will be consistent?			
Additional comments:				

Formative evaluation

		Yes	No	Comment
1.	Are there activities, Q&As, etc., to provide adequate evaluation of whether participants are learning the content and staying adequately engaged?			
2.	Are the formative evaluations aligned with the objectives?			

		Yes	No	Comment
3.	Are the formative evaluations designed to mimic (as nearly as possible) on-the-job conditions?			
4.	Is there adequate time for debriefing after activities?			
5.	Is there adequate explanation/ information presented so that no matter who instructs the course, the debriefings will be consistent?			
6.	Are there sufficiently detailed rubrics provided for any graded activities?			
Additional comments:				

Summative evaluation				
		Yes	No	Comment
1.	Is there an end of course evaluation (test, paper or other)?			
2.	If there is an end of course evaluation, are there two versions?			
3.	Is the summative evaluation requirement at an appropriate level for the goal and objectives of the course?			
4.	If the summative evaluation is a multiple choice test, is there an accurate answer key to ensure consistent grading of the test?			

		Yes	No	Comment
5.	If the summative evaluation is a paper or other project, is there a sufficiently detailed rubric to ensure consistent grading of the summative evaluation?			
6.	Does the summative evaluation align with the objectives?			
7.	Are all objectives assessed explicitly or implicitly within the summative evaluation?			
8.	Is there a mechanism for providing feedback to the participants on summative evaluation results if grading is done after the class has concluded?			

Additional comments:

Timing

		Yes	No	Comment
1.	Do the allotted times match/ add up throughout the materials?			
2.	Is adequate time allotted for all activities, lectures and exams?			
3.	How much time is estimated that the student work on assignments outside of class?			

Additional comments:

Recommendations			
	Yes	No	Comment
1. Is the reviewed material ready for ACE review?			
2. Is Rigor appropriate?			
Additional comments:			

ANNUAL DEVELOPMENT PLANNING CALENDARS (THREE-YEAR PLANNING CYCLE)

This calendar represents the three-year planning and spending cycle for the federal budget, overlaid with the annual USFA spending, curriculum planning and delivery schedule. The dates in the grayed "Federal Budget" cells describe the overall timeline associated with developing the out-year budgets and spend plan. Unless otherwise noted, the "due date" is the last business day of the month.

Current budget year: Executing/Spending fiscal year appropriation

	Oct.	Nov.	Dec.	Jan.	Feb.	March	April	May	June	July	Aug.	Sept.
Federal budget						Budget guidance from FEMA for two years out	Over-budget requests due to FEMA for two years out		Budget submission to FEMA for two years out	Budget request to FEMA	FEMA budget requests to DHS for two years out	
USFA spending	Begin current FY activities spending										Course development spend plan due to program specialist	Spend plan submitted for next FY
Curriculum planning	Contract needs assessment package is due by Oct. 1 CMC meets	Course development or revision plans due for the current FY	CMC meets	CMC meets		Last call for course development packages for the current FY CMC meets			Senior management provides curriculum framework guidance for next FY		Course development packages for assessed curriculum areas are due for next FY	Submit course management plans to the CMC
Course delivery		On-campus course calendar due for next FY	Off-campus course call due for next FY Student acceptance criteria due for next FY Course catalog updates due for next FY			Course criteria sheets due for next FY						

Subsequent year: Appropriation process

	Oct.	Nov.	Dec.	Jan.	Feb.	March	April	May	June	July	Aug.	Sept.
Federal budget		OMB provides changes and appeal period	Prepare Congressional submittal for two years out	Submit revised budget to DHS for two years out	DHS submits draft budget to Congress for two years out	Appropriation hearings for two years out						DHS request to OMB for two years out
USFA spending	Begin current FY activities spending				USFA spending plan prepared for one year out				FEMA provides spending plan guidance for one year out	USFA works with CFO to finalize spending plan for one year out	Course development spend plan due to program specialist	Spend plan submitted for next FY
Curriculum planning	Contract needs assessment package is due by Oct. 1 CMC meets	Course development or revision plans due for the current FY	CMC meets	CMC meets		Last call for course development packages for the current FY CMC meets			Senior management provides curriculum framework guidance for next FY		Course development packages for assessed curriculum areas are due for next FY	Submit course management plans to the CMC
Course delivery		On-campus course calendar due for next FY	Course call due for next FY Student acceptance criteria due for next FY Course catalog updates due for next FY			Course criteria sheets due for next FY						

Second out-year: Formulation process

	Oct.	Nov.	Dec.	Jan.	Feb.	March	April	May	June	July	Aug.	Sept.
Federal budget												Congressional approval for two years out
USFA spending	Begin current FY activities spending										Course development spend plan due to program specialist	Spend plan submitted for next FY
Curriculum planning	Contract needs assessment package is due by Oct. 1 CMC meets	Course development or revision plans due for the current FY	CMC meets	CMC meets		Last call for course development packages for the current FY CMC meets			Senior management provides curriculum framework guidance for next FY		Course development packages for assessed curriculum areas are due for next FY	Submit course management plans to the CMC
Course delivery		On-campus course calendar due for next FY	Course call due for next FY Student acceptance criteria due for next FY Course catalog updates due for next FY			Course criteria sheets due for next FY						

CURRICULUM REVISION GUIDANCE

Category	Percent change	Frequency	Description
Contemporaneous maintenance	**Less than 10%** of the course content with no revisions to learning objectives or examinations other than to keep them up-to-date.	**It is expected that course content will reflect current industry standards and practice.**	Contemporaneous maintenance may be done to **each course delivery** by existing contract instructors (or the training specialist) under the direction and concurrence of the instructional systems specialist and training specialist for no additional charge. As part of the Statement of Work, subject matter experts or contract instructors may arrive one to two days prior to the class to make the changes at no additional charge to the delivery. Room and meeting space will be provided. All changes must be documented, approved by the instructional systems specialist for educational suitability, training specialist for content, and branch chief. Updates will be submitted to editorial support and posted on the instructor access website for the next delivery of the course.

Category	Percent change	Frequency	Description
Minor revision	Revision to **less than 15 to 35%** of the course content, with few revisions to learning objectives or examinations other than to make them contemporaneous.	**Not to exceed three years from a major revision or new course launch.**	This would be a small revision to the class. The typical format would be to bring in a subject matter expert to sit in on a class delivery and make adjustments to the content and delivery to update the current course. A Statement of Work and contract would be issued to an experienced subject matter expert or contract instructor to complete this work in a timely manner under the direction of the instructional systems specialist and training specialist. All changes must be documented, approved by the instructional systems specialist for educational suitability, training specialist for content, and branch chief. Updates will be submitted to editorial support and posted on the instructor access website for next full semester course delivery.

Category	Percent change	Frequency	Description
Major revision	Revision to **more than 35%** of the course content, including learning objectives and examinations.	Not to exceed five years after the previous major revision or launch.	This revision would involve a total rewrite and redirection of the course to reflect more current needs of the course or a changing audience. This would include content, format, delivery mode, learning objectives, examinations, activities and directions. A contract may be issued to an outside contractor to oversee the development of the new materials based upon a Statement of Work that specifies the changes needed. All changes must be documented, approved by the CMC and submitted to editorial support for inclusion in the next fiscal year. **New course title and course number required. Otherwise, major revisions must include a justification for keeping course in the catalog and/or as an on- or off-campus delivery. This justification will be reviewed and approved by the CMC.**

COURSE DEVELOPMENT FRAMEWORK

The Course Development Team uses the following questions to organize a proposal package.

1. How will this material "enhance the professionalism of America's fire and emergency services and allied professionals?"
    a. What research was performed to confirm this?
    b. What information does the needs assessment reveal?

2. How will this material "supplement and support other training organizations"?
    -   What research was performed to confirm this?

3. How will this material reduce injuries, lives lost or property damage?
    -   How will they be measured?

4. What are the expected outcomes of this material?
    -   How will they be measured?

5. What is unique about this material?
    a. What research was performed to confirm this?
    b. Is it offered anywhere else?
    c. If so, by whom and in what format (classroom, online, other)?

6. What are the prerequisite knowledge, skills and abilities for this course?
    -   What NFA or other-source course(s) must be taken as a prerequisite?

7. Is this material available in any federal, state, local or tribal system, or is there anything else like it that can be adapted?
    -   What research was performed to confirm this?

8. How does this material address emerging trends and/or how is it "future-oriented"?
    -   What research was performed to confirm this?

9. How has the need for this material been determined?
    -   What research was performed to confirm this?

10. Has it been discussed with the instructional systems specialist(s) to evaluate and establish the most suitable delivery mode?
    -   What was the result?

11. Who are likely representatives to aid in development and delivery?
    a. Have they been contacted?
    b. Are they committed to cooperative efforts?
    c. What do they contribute to the effort?

12. What is the most suitable delivery mode?
    a. Resident 10- or six-day (blended?).
    b. Off-campus.
        i. Two-day on or off campus.
        ii. 10- or six-day off campus.
        iii. Hybrid (online and classroom).
        iv. Online (D2L or NFA Online solely).
    c. Other.
        i. Book/Report.
        ii. CD.
        iii. Job aid.
        iv. Podcast.
        v. Webinar.

13. Who is the target audience?
    a. How large is the target audience?
    b. What are they expected to do with this material?
    c. How will they evaluate whether it is effective?

14. What about this material will enhance the stature, relevance and visibility of the FEMA/USFA?
    - How will this material be marketed?

15. What is the life expectancy of this material?
    - How frequently should it be revised or reevaluated for effectiveness and value?

GLOSSARY

ADDIE Model	The ADDIE model is a systematic instructional design model that consists of five phases: (1) Analysis, (2) Design, (3) Development, (4) Implementation, and (5) Evaluation.
American Council on Education	American Council on Education (ACE) is an organization that provides an independent review of higher education courses to determine the level of credit that could be awarded by an accredited institution recognized by the Department of Education.
Andragogy	The methods or techniques used to teach adults.
Course Development Team	The designated training specialist, instructional systems specialist, NFA Online representative, staff support and contractors assigned to develop and/or revise curricula.
Course goal	A general statement about the desired outcome of an instructional program. Unlike an objective, a goal cannot be measured.
Bloom's Taxonomy	Classification of the different objectives that define six levels of cognitive mastery. From "The Taxonomy of Educational Objectives, The Classification of Educational Goals, Handbook I: Cognitive Domain," by Benjamin Bloom, 1956.
Curriculum, taught	The delivery of the written curriculum by instructors or facilitators.
Curriculum, written	The standards, goals and objectives learners are to achieve and instructors are to teach using Instructor Guides (IGs), SMs and audiovisual aids development by the NFA.
Curriculum, assessed	The portion of the written or taught curriculum that is assessed, both formally and informally, to evaluate learner progress toward performance improvement.
Enabling Objectives	The sub-objectives (skill objectives) that lead to the accomplishment of a terminal objective (course or unit objective). Enabling objectives are sometimes referred to as Enabling Learning Objectives (ELOs).

Instructor Guide (IG)	A document that includes the information and guidance to enable a course manager and qualified instructor(s) to present a FEMA course in the manner described in the Plan of Instruction (POI).
IACET	International Association for Continuing Education and Training (IACET) is an international organization that provides continual education/training units through an accreditation process.
Kirkpatrick's "Evaluating Training Programs: The Four Levels"	A four-level model to evaluate the value of training. The four levels are:

1. Reaction — How did the participant feel about the training and its relevancy to their job?

2. Learning — What did the participants learn (e.g., knowledge, skills and attitude)?

3. Behavior — Did the participants change their behavior when they returned to their jobs based on the training they received?

4. Result — Did the change in the participant's behavior have a positive effect on the organization?

Needs analysis	Technique for determining the steps to be taken in moving from a current state to a desired future-state. It begins with (1) listing of characteristic factors (such as attributes, competencies, performance levels) of the present situation ("what is"), (2) cross-lists factors required to achieve the future objectives ("what should be"), and then (3) highlights the "gaps" that exist and need to be "filled." Also called need-gap analysis, needs analysis, and needs assessment.
Out-year	Future fiscal years beyond the current fiscal year.
Performance improvement	The process of identifying and analyzing important organizational and individual performance gaps, planning for future performance improvement, designing and developing cost-effective and ethically justifiable interventions to close performance gaps, implementing the interventions, and evaluating the financial and non-financial results.

Plan of Instruction (POI)	A document that describes elements essential to designing training. The course elements of the POI include course goal, course objectives, rationale, student and instructor qualifications, table of contents, etc. Unit elements include unit objectives, scope, methodology and reference, etc.
Rigor	Teaching and learning that expects students to apply critical thinking, reasoning and problem-solving skills; to analyze, evaluate, critique, synthesize, communicate and create new knowledge; to manage and direct their own learning.
Rubric	A scoring tool for subjective assessments. It is a set of criteria and standards linked to learning objectives used to assess a student's performance on papers, projects, essays and other assignments. Rubrics for all standardized evaluations according to specified criteria, making grading simpler and more transparent.
Student Manual (SM)	A document or tool used by course participants as a reference or as a workbook to support course activities described in the IG. The SM may be paper or electronic.
Terminal Objective	Specific descriptions of the desired end result of training in terms of student performance. Course and unit objectives are examples of terminal objectives. Terminal objectives are sometimes referred to as Terminal Learning Objectives (TLOs).

ACRONYMS

CECBEMS	Continuing Education Coordinating Board for Emergency Medical Services
CMC	Curriculum Management Committee
DHS	Department of Homeland Security
ESW	Enterprise Shared Workspace
FEMA	Federal Emergency Management Agency
ICC	International Code Council
LCRR	Leadership and Community Risk Reduction
NFA	National Fire Academy
USFA	U.S. Fire Administration

Federal Emergency Management Agency
United States Fire Administration
National Fire Academy
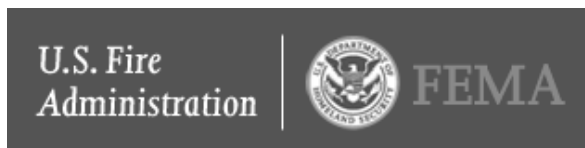
National Fire Academy-specific Standard Operating Procedure

Number	Date
400.1	**July 2021**

National Fire Academy Course Delivery Formats

I.   **Purpose:** This National Fire Academy (NFA)-specific standard operating procedure (SOP) describes the NFA course delivery formats.

II.   **Supersession:** Replaces NFA-specific SOP 400.1, dated January 2021.

III.   **Authority/Reference:** 15 U.S.C. § 2206 (c) "Powers of Superintendent."

IV.   **Definitions:** Refer to NFA-specific SOP 100.2.

V.   **Responsibilities:** This NFA-specific SOP is applicable to employees of the NFA.

VI.   **Standard Operating Procedures:** It shall be the policy of the NFA that its courses will be delivered in prescribed formats that are denoted by sponsorship, format/venue and course length. **Note**: In all cases, class length is determined based on learning objectives, content and administrative requirements.

      Prescribed Formats:

      A.   NFA-sponsored courses. These are NFA courses that by virtue of need, demand, emergent issues or other consideration should be delivered using NFA-eligible instructors and/or NFA distance education technologies. Instructors and course materials are funded by the NFA and courses receive ongoing evaluation. These courses are coded with a F, M, N, R, Q, S, or W, and an NFA-sponsored certificate* is issued.

          1.   Resident courses (R/W): These courses are conducted at the NFA and typically range from 2 to 10-days in length. Resident courses may utilize the online learning management system (LMS) for course assignments, content, and resources any time before, during, or after the course delivery. Additionally, some resident courses are preceded by coursework completed using the online LMS. This pre-course work is considered part of the residential delivery and may be evaluated as such within the scope of the course assessments. American Council on Education (ACE) credit recommendations and International Association for Continuing Education and Training (IACET) units apply.

2. Classroom courses (W/F/N): Through the annual course call process, states may select up to nine 2-day courses and three 6-day courses for delivery at their own locations or at the National Emergency Training Center through the State Weekend Program. ACE credit recommendations and IACET units apply.

2. (a) Enfranchised courses (no separate code): These include select classroom-based courses offered off- campus through an official Letter of Agreement. The requestor/State or local host must obtain delivery authorization and meet all course delivery criteria. ACE credit recommendations and IACET units apply.

3. Mediated courses (M): Online asynchronous courses that may have interactive, synchronous components. Students have remote access to content and NFA instructors. These courses typically mimic undergraduate or graduate online course delivery formats. Mediated courses may range from 2 – 8 weeks or more in length. ACE credit recommendations and IACET units apply.

4. Self-Study courses (Q): Completely asynchronous, self-directed, web-based courses using a learning management system. *Students can print their own NFAOnline certificate. IACET units apply.

5. Synchronous courses (S): Online courses held in real-time, with live streaming and interactive components. These courses may include the streaming of existing resident course held on campus or in the field or may be designed solely as a virtual delivery mechanism. ACE credit recommendations and IACET units may apply. *Resident courses that are offered virtually must have comparable content and assessment methods.

B. State sponsored courses (O). NFA courses that by virtue of need, demand, emergent issues or other consideration should be delivered to as broad an audience as possible and are made available for downloading to the state fire training systems and state emergency medical service (EMS) directors for off-campus delivery. Instructors, course materials, and classroom facility/expenses are funded by the state fire training system or the state EMS agency. These courses are coded with an O, and a state-sponsored certificate is issued. State sponsored NFA courses typically range from 2-to 10-days in length.

C. Approved courses (Y). Courses developed and/or submitted by one state fire training agency and peer reviewed by several other state fire training agencies for compliance with the approved standards, requirements and procedures. These courses are approved by NFA (with a Y code), and a state-sponsored certificate is issued.

VII.   **Questions:** Questions regarding the content of this NFA-specific SOP may be addressed to the office of the NFA Deputy Superintendent at (301) 447-1083.

Eriks J. Gabliks
Superintendent
National Fire Academy

Nothing in this SOP shall be construed or implied as to be in conflict with Department of Homeland Security or Federal Emergency Management Agency policies, procedures or instructions, or collective bargaining agreements that are in effect.

Federal Emergency Management Agency
United States Fire Administration
National Fire Academy
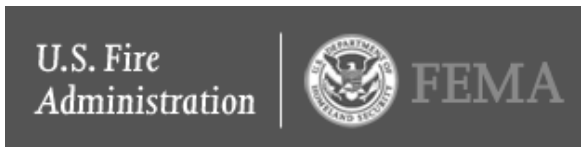
National Fire Academy-specific Standard Operating Procedure

Number	Date
400.2	**July 2021**

National Fire Academy Sponsored Courses

I.   **Purpose:** This National Fire Academy (NFA)-specific standard operating procedure (SOP) outlines the policies and procedures associated with NFA sponsored courses. NFA sponsored courses may be delivered on- or off-campus. Courses are delivered using NFA eligible instructors and NFA covers the cost of instructors and course materials.

II.   **Supersession:** Replaces NFA-specific SOP 400.2, dated January 2021.

III.   **Authority/Reference:** 15 U.S.C. § 2206 (c) "Powers of Superintendent."

IV.   **Definitions:** Refer to NFA-specific SOP 100.2.

V.   **Responsibilities:** This NFA-specific SOP is applicable to employees of the NFA and specific state fire training systems and Training Resource and Data Exchange (TRADE) regions that wish to have NFA sponsored courses delivered at their location.

VI.   **Standard Operating Procedures:**

A.   It shall be the policy of the NFA that NFA-sponsored courses are in accordance with this SOP.

B.   State fire training systems are eligible to select nine NFA sponsored 2-day courses each fiscal year. These courses may be delivered on- or off-campus. These courses are in addition to the annual state fire training grants provided by NFA.

C.   State fire training systems may choose to have their nine courses delivered at the National Emergency Training Center (NETC) or within their own state.

D.   TRADE regions are eligible to conduct three NFA sponsored courses (the courses are 6-days in length) within their Federal Emergency Management Agency (FEMA) Region each fiscal year.

E.   States and regions select their courses through the annual course call process:

1.   Two-Day Off-Campus:

a)   The NFA shall offer a course call (via the NFA Courses Course Call Dashboard) to the state fire training systems twice a year.

b)   The state fire training system shall coordinate its request with the NFA Program Manager (Training Specialist, Education, Training and Partnerships Branch).

c)   The state shall be responsible for acquiring classroom, facility, or laboratory access, as well as any special equipment requirements needed for the course delivery.

d)   Students shall complete a FEMA Form 119-25-2, General Admissions Application Short Form, for enrollment in a 2-day off-campus course.

e)   The state will advertise the course and recruit and accept students based on the established student selection criteria.

f)   NFA must receive a student roster with a minimum of 15 names at least 40 days prior to the start date of the course or it may be cancelled.

g)   Prior to the course delivery, the state should contact the NFA Program Manager for final coordination.

h)   The state/local host will mail a cover sheet, student application forms, student test answer sheets and the letter graded roster to the NFA in a pre-addressed envelope. Note: Course evaluation is now conducted online.

i)   For the purpose of grade appeals, students may be provided with specific question(s)/answer(s) that have come into question.

j)   The NFA sponsored certificates will be emailed to the students who have successfully completed the course by the NETC Admissions Office.

k)   All tests will be destroyed (shredded) by the host agency. (Protection of all test materials is paramount to preventing a test compromise.)

l)   These courses are designated with an "F" code.

2.   Two-Day On-Campus:

a)   During the first open course call period, the state training system can choose to offer some of their nine deliveries (up to eight course deliveries) on the NETC Campus during a State Weekend Program (SWP).

b)   The NFA Program Manager (State Weekend Coordinator) shall be responsible for confirming the dates and discussing potential pairings of states to maximize the use of the NETC facility.

c)   Once the SWP courses are approved and the schedule is published, the responsibility for the coordination and communication with the individual states is transferred to the NFA Program Manager/State Weekend Coordinator.

d)   The state will advertise the course and recruit and select the students based on the established student selection criteria.

e)   Students interested in attending a 2-day program on the NETC Campus should contact their state, who will have information on the courses scheduled for the weekend, transportation, registration requirements, and other logistical information.

f)   The state fire training system shall collect all NFA student applications (FEMA Form 119-25-2) and submit them to the NETC Admissions Office as a package. The applications package must be received in the NETC Admissions Office 40 days prior to the scheduled weekend program.

g)   The state fire training agency is responsible for notifying students of their acceptance/rejection into the 2-day on-campus program.

h)   The NETC Admissions Office provides the student rosters to the NFA Program Manager.

i)   Immediately prior to the scheduled weekend, the State Coordinator should contact the NFA Program Manager for final coordination.

j)   At the beginning of the course, the instructors will submit corrected rosters to the NFA Program Manager for forwarding to the NETC Admissions Office.

k)   The NETC Admissions Office will email NFA-sponsored certificates to the students who have successfully completed the course.

l)   These courses are designated with a "W" code.

3.   Six-Day Off-Campus:

a)   During the open course call period, the TRADE Regional points of contact (POC) shall select three NFA sponsored courses (via the Course Call Dashboard) to conduct within their FEMA region per fiscal year.

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b) The TRADE POC will be responsible for acquiring a classroom, facility or laboratory access, as well as any special equipment requirements needed for course delivery.

c) The NFA will provide instructors and all course materials.

d) Students will be responsible for costs associated with individual travel, lodging and meals.

e) The training experience shall replicate the NFA on-campus experience as much as possible.

f) The course shall be delivered in the same timeframe as occurs on campus.

g) The TRADE POC will advertise the course and recruit and select the students based on the established student selection criteria.

h) Students will complete a FEMA Form 119-25-1 and submit it to the TRADE POC.

i) The TRADE POC will submit the approved student application forms to the NETC Admissions Office 40 days prior to the course start date. A minimum of 15 students is required to conduct a class, with on-going recruitment expected until the day of the delivery.

j) The NETC Admissions Office will notify the students of their acceptance into the course.

k) Prior to the course delivery, the TRADE POC should contact the NFA Program Manager for final coordination.

l) The TRADE POC will mail the cover sheet, class roster, student test answer sheets and the final grade sheet to the NFA in a pre-addressed envelope. Note: Course evaluation is conducted online.

m) For the purpose of grade appeals, students may be provided with specific question(s)/answer(s) that have come into question.

n) The NFA sponsored certificates will be emailed to the students who have successfully completed the course by the NETC Admissions Office.

o) All tests will be destroyed (shredded) by the host agency. (Protection of all test materials is paramount to preventing a test compromise.)

p) These courses are designated with an "N" code.

VII.   **Questions:** Questions regarding the content of this NFA-specific SOP may be addressed to the office of the NFA Deputy Superintendent at (301) 447-1083.

Eriks J. Gabliks
Superintendent
National Fire Academy

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Federal Emergency Management Agency
United States Fire Administration
National Fire Academy

National Fire Academy-specific Standard Operating Procedure

Number	Date
400.3	**July 2021**

State Sponsored National Fire Academy Courses

I. **Purpose:**

    A.   This National Fire Academy (NFA)-specific standard operating procedure (SOP) outlines the policies and procedures for state sponsored NFA courses.

    B.   The purpose of state sponsored courses is to provide the fire service and allied professionals the opportunity to attend NFA courses within their geographical region. The state is responsible for all costs associated with the course delivery. These courses are not eligible for American Council on Education credit unless the state has its own designation.

II. **Supersession:** Replaces NFA-specific SOP 400.3, dated January 2021.

III. **Authority/Reference:** 15 U.S.C. § 2206 (c) "Powers of Superintendent."

IV. **Definitions:** Refer to NFA-specific SOP 100.2.

V. **Responsibilities:** It shall be the policy of the NFA that delivery of state sponsored courses shall be in accordance with this SOP.

VI. **Standard Operating Procedures:**

    A.   The NFA will provide the course materials (available for download from the web in the State Dashboard) to each of the state fire training agencies. **<u>Note</u>**: In July 2018, access to the course materials was provided to State Emergency Medical Service Directors. They will work in collaboration with their individual state fire training agency to deliver these courses.

        1.   The NFA will support the maintenance/updating of course content as long as the course is being delivered/sponsored by the NFA.

        2.   When the NFA training specialist makes the decision to discontinue the delivery of a course (marking it "inactive") individual states will still have the opportunity to continue delivering the course in the "state sponsored" mode and receive certificates as long as the course is available in the State Dashboard.

3. If the NFA training specialist makes the decision to "end-date" a course, all states will be notified that the course has been removed from the State Dashboard and certificates will no longer be issued. **Note**: States will be provided with a 60-day grace period after the notice is issued.

B. The state provides their own instructors with the qualifications needed to teach the NFA-developed courses. The individual course instructor criteria shall be provided to the state.

C. The training experience shall replicate the NFA experience as much as possible, which ensures that all course objectives are met and evaluated.

D. The state is responsible for acquiring a classroom, facility, and any special materials/ items needed for the course delivery. If the course has special requirements; i.e., burn scenes, computer workstations, projectors, radios, software, or other course specific items, the state may have the option of using a portion of their grant funds to purchase these items to support the delivery.

E. The state is responsible for submitting the student applications (FEMA Form 119-25-2) with a cover sheet to the National Emergency Training Center (NETC) Admissions Office.

F. The NETC Admissions Office will email the state sponsored certificates to the students.

G. These courses are designated with an "O" code.

VII. **Questions:** Questions regarding the content of this NFA-specific SOP may be addressed to the office of the NFA Deputy Superintendent at (301) 447-1083.

Eriks J. Gabliks
Superintendent
National Fire Academy

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Federal Emergency Management Agency
United States Fire Administration
National Fire Academy

National Fire Academy-specific Standard Operating Procedure

Number	Date
400.4	**July 2021**

Distance Learning/National Fire Academy Online

I.   Purpose:

A.   This National Fire Academy (NFA)-specific standard operating procedure (SOP) outlines the policies and procedures associated with online distance learning.

B.   The NFA faces a challenge of reaching the more than 1.2 million fire and emergency services personnel throughout the United States. Different delivery methods other than traditional instructor-led classroom training will help meet this need. Some of these include: blended-courses, online self-study courses, asynchronous on-line mediated courses, Coffee Break – subscription style training, collaboration using Adobe Connect or similar tools, Webinars and/or other web-based delivery methods.

II.   Supersession: Replaces NFA-specific SOP 400.4, dated January 2021.

III. Authority/Reference: 15 U.S.C. § 2206 (c) "Powers of Superintendent."

IV.   Definitions: Refer to NFA-specific SOP 100.2.

V.   Responsibilities: This NFA-specific SOP is applicable to employees of the NFA.

VI.   Standard Operating Procedures:

A.   It shall be the policy of the NFA that development and delivery of distance training and education courses/programs shall be in accordance with this SOP.

B.   The items below apply to the development/revision of self- study/blended/ mediated courses:

1.   Following Curriculum Management Committee (CMC) approval, the Instructional Systems Specialist (ISS)/Training Specialist (TS) will email the NFA Online (NFAO) program and technical leads with the preliminary course/proposal information.

2.   The NFAO customer advocate will provide the ISS with the following, which can also be found in the Enterprise Shared Workspace, in the Online Course Development Resources Folder. (https://intranet.fema.net/org/usfa/collab/NFA/NCD/Online%20Course%20Development%20Resources/Forms/AllItems.aspx)

    a.   Guidelines for Publishing a Course to the Web:
        1)   Planning Your Successful Self-Study Course.
        2)   Planning Your Successful Blended/Mediated Course.
        3)   Course Knowledge Checks & Final Exam Guidelines.
        4)   Using NFAOnline's Adobe Connect.

    b.   NFAO Technical Standards:
        1)   Images.
        2)   Video.
        3)   PDF/Word/PPT.
        4)   Resolution/Operating Systems/Web Browsers.
        5)   Section 508 Technical Requirements.

    c.   Templates:
        1)   Blended/Mediated Templates Job Aid (D2L).
        2)   E-learning Templates User Guide (Self-study).
        3)   NFAO Templates Job Aid (Self-study).

C.   Self-Study Registration/Delivery:

1.   Students must obtain a Federal Emergency Management Agency (FEMA) Student Identification (SID) Number https://cdp.dhs.gov/femasid

2.   Students register in NFAO, obtain a User ID and password and enroll in courses listed in the NFAO catalog.

3.   NFAO students must read and agree to the academic conduct notice prior to taking a course exam and will be limited to three attempts to pass the exam.

4.   Students may request remediation any time during the course. If they request remediation, or have specific questions regarding course content, they will be referred to the TS responsible for the course.

5.   Students will print their certificates electronically after they successfully complete the course.

6.   Courses that are offered in this venue are designated with a "Q" or "U" course code.

D.   Blended/Mediated Course Registration/Delivery:

1.   Mediated courses will follow the same process as NFA resident course deliveries.

a.   Course will be advertised on the NFA schedule.

b.   Students will apply through the National Emergency Training Center (NETC) Admissions Office and Admissions staff will review the applications.

c.   NFAO staff retrieves the roster from the NETC Admissions database and sets up student accounts; normally one week in advance of the delivery, unless directed otherwise by the TS.

d.   A qualified instructor list must be established.

e.   Instructors will be obtained through the same acquisition procedures as resident instructors.

f.   Instructors will download the grades from the system, and provide to TS, who will forward to the NETC Admissions Office.

g.   Upon successful completion of the course, students will be issued an NFA-sponsored course certificate directly from the NETC Admissions Office via email.

2.   Courses that are offered in this venue are designated with an "M" course code or an "R" code if it is used in a resident delivery.

E.   It is recognized that with advances in technology, there are many other alternative training venues (i.e., Adobe Connect, podcasts, webinars, mobile learning, etc.). Use of any alternative delivery method must be approved by the CMC, and coordinated with the ISS, TS, and the NFAO team.

VII.   **Questions:** Questions regarding the content of this NFA-specific SOP may be addressed to the office of the NFA Deputy Superintendent at (301) 447-1083.

Eriks J. Gabliks
Superintendent
National Fire Academy

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Federal Emergency Management Agency
United States Fire Administration
National Fire Academy

National Fire Academy-specific Standard Operating Procedure

Number	Date
400.6	**July 2021**

Course Maintenance and Distribution

I. **Purpose:** This National Fire Academy (NFA)-specific standard operating procedure (SOP) outlines the criteria for course maintenance and distribution.

II. **Supersession:** Replaces NFA-specific SOP 400.6, dated January 2021.

III. **Authority/Reference:** 15 U.S.C. § 2206 (c) "Powers of Superintendent."

IV. **Definitions:** Refer to NFA-specific SOP 100.2.

V. **Responsibilities:**

    A. It shall be the policy of the NFA that until such time as an NFA developed course (all formats) is removed from the NFA course catalog, the Training Specialist (TS) shall retain responsibility for its currency and maintenance.

    B. It shall be the TS responsibility to maintain the course to meet American Council on Education (ACE) credit recommendation and International Association of Continuing Education and Training (IACET) continuing education unit criteria. Any requirements, improvements or recommendations by either ACE or IACET are to be met within their timeframe.

VI. **Standard Operating Procedures:** It shall be the policy of the NFA that courses will be released for distribution and delivery in accordance with the following procedures:

    A. Courses may be piloted on- or off-campus until such time as the TS and Instructional Systems Specialist (ISS) recommend to the Curriculum Management Committee (CMC) that it is ready to be released for delivery.

    B. Courses may be advertised and placed on the semi-annual course call when there are an adequate number of eligible NFA instructors to enable competitive bidding.

    C. Courses may be released upon the recommendation of the TS and ISS; and when approved for release by the CMC.

D.   In accordance with the Curriculum Management Guide, TS's shall annually review their courses' content to make interim/incremental changes or improvements based on research or activities that occur in their particular discipline (e.g. court decisions, lessons learned, emerging issues). TS's are expected to review end of course student evaluations to identify potential areas for course improvement.

E.   In accordance with the Curriculum Management Guide, all NFA courses shall be reviewed thoroughly every three years. The TS shall identify, in cooperation with the ISS, areas of potential improvement to maintain currency in both content and delivery method.

F.   If end-of-course or local host evaluations identify shortcomings or corrections, the course may be recalled from general circulation and revised upon recommendation of the CMC.

   1.   The office of the NFA Deputy Superintendent shall be responsible for notifying the state fire service training system(s) that a course has been suspended from advertising on the course call.

   2.   If the course is recalled, it will be suspended from advertising on the course call until approved/released by the CMC.

G.   TS's, in conjunction with ISS's, shall respond to issues brought forth by instructors or students in their evaluations, class comments or Superintendent's Lunch and make corrections as needed.

H.   Once the course has been reviewed, revised and approved by the CMC, the course version shall be changed to the new date. **Note**: CMC approval is not required for incremental changes. When a new course is added to the course call list, it will also be added to the State Dashboards. This will allow the states to download all course materials, and conduct state sponsored deliveries using their own instructors.

   Note: In July 2018, access to the course materials was provided to State Emergency Medical Service Directors. They will work in collaboration with their individual state fire training agency to deliver these courses.

   Note: The process identified in F.1. and F.2. above apply here as well.

I.   The NFA will support the maintenance/updating of course content as long as the course is being delivered/sponsored by the NFA; e.g. the NFA is paying for the instructor(s). When the NFA makes the decision to discontinue delivering the course, it will be marked "inactive." However, individual states will still have the ability to continue delivering the course in the "state sponsored" mode and receive certificates as long as the course is available in the State Dashboard.

J.   The TS has the authority to "end-date" a course annually in March. An announcement will be sent to the States notifying them that the course has been end dated, and that it will remain in the State Dashboard until September 30 of that year. The course(s) will be removed from the State Dashboard on September 30.

K.   States will have 60 days (until November 30) to submit applications and receive NFA certificates for the end dated course(s). After November 30, no NFA certificates will be issued.

L.   TAPA Branch Staff will notify the NETC Admissions Office that the course has been end dated, and when to stop issuing NFA certificates.

VII.   Questions: Questions regarding the content of this NFA-specific SOP may be addressed to the office of the NFA Deputy Superintendent at (301) 447-1083.

Eriks J. Gabliks
Superintendent
National Fire Academy

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Federal Emergency Management Agency
United States Fire Administration
National Fire Academy

National Fire Academy-specific Standard Operating Procedure

Number	Date
400.7	**July 2021**

National Fire Academy Pilot Course Delivery

I.   **Purpose:** This National Fire Academy (NFA)-specific standard operating procedure (SOP) outlines the procedures for scheduling and delivering pilot deliveries of NFA courses.

As stated in the NFA Curriculum Management Guide, "one or more pilot tests of the draft training materials, analysis of the pilot test results, and final revision of the materials based upon the results of that pilot testing is critical to the development phase."

II.   **Supersession**: Replaces NFA-specific SOP 400.7, dated January 2021.

III. **Authority/Reference:** 15 U.S.C. § 2206 (c) "Powers of Superintendent."

IV.   **Definitions:** Refer to NFA-specific SOP 100.2.

V.   **Responsibilities:** It shall be the policy of the NFA that NFA courses shall be pilot tested in accordance with this SOP.

VI.   **Standard Operating Procedures:**

A.   As part of the course development/revision process, Training Specialists (TS) and/or Instructional System Specialists (ISS) identify the need to conduct a pilot delivery of a course.

B.   The TS/ISS obtain approval to conduct a pilot delivery from the Curriculum Management Committee (CMC).

C.   The TS/ISS emails the Training, Administration, Planning and Analysis (TAPA) Branch point of contact with the course title and proposed date.

D.   The TAPA point-of-contact checks the housing/classroom schedule to identify available date(s) for the pilot; finalizes the date with the TS/ISS staff, and submits required paperwork to Admissions/Housing to finalize the reservation.

E.   The TS/ISS emails TAPA staff responsible for instructor procurement with date of delivery and names of instructors as early as possible in the development process. The email must also include whether or not the instructor costs are being funded from the development contract and whether they are being sole sourced.

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    F.   If instructors are being sole sourced, the TS/ISS must complete the sole source justification document and submit it through their Branch Chief to the TAPA Branch (sample attached). The course offering will be removed from the competitive bidding process upon receipt of the sole source justification document.

    G.   If instructors are being contracted and funded from the course development contract, the same notification process applies as in paragraph E above so TAPA staff can verify the instructors have met all administrative requirements.

    H.   The TS/ISS will prepare a student recruitment notice (sample attached) for the pilot delivery and coordinate with the TAPA point of contact to have it distributed using social media and posted on the website. The recruitment notice shall include course description, student selection criteria, application instructions and stipend information. **<u>Please Note</u>**: Not all pilot courses are eligible for the stipend reimbursement program, some pilots do not include the bus shuttle between the airport and campus, etc.

    I.   The TS/ISS will be responsible for ensuring that all instructional materials (Instructor Guide and Student Manual) are ready for the pilot delivery and will be responsible for providing materials to the instructor in advance.

VII.   **Questions:** Questions regarding the content of this NFA-specific SOP may be addressed to the office of the NFA Deputy Superintendent at (301) 447-1083.

Eriks J. Gabliks
Superintendent
National Fire Academy

Attachments (2)
1. Sample Sole Source Justification Document
2. Sample Student Recruitment Notice

Nothing in this standard operating procedure shall be construed or implied as to be in conflict with Department of Homeland Security or Federal Emergency Management Agency policies, procedures or instructions, or collective bargaining agreements that are in effect.

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NFA-specific SOP 400.7a – Sample Sole Source Justification
National Fire Academy Instructional Delivery Service Requirements
Micropurchase Threshold ($10,000 and below)

Identification of Sole Source Vendor: *Name/Contact Information*

Statement of Availability: *Include period of performance /dates and verification that the sole source vendor is available during this timeframe.*

Description of Service Requirement: *Please indicate if the standard contract instructor statement of work can be used to describe this requirement.   If NOT, the requestor must provide a specific description of services sought*

Rationale for Sole Source Selection: *Why is this vendor being singled out for a specific contract award? What uniquely qualifies them for this award?*

Name of Requestor: *Name of Training Specialist/Instructional Systems Specialist*

Supervisory Concurrence: Branch/Deputy *Chief must approve all sole source requests.*

FEMA Sole Source Justification
For Actions: OVER the Micropurchase Threshold ($10,000)

Date: _____

Justification for
Other Than Full and Open Competition

Part I

1. **Agency.** (Identification of Requiring Office, COTR, Address, Agency, Telephone Number, Facsimile Number, Email Address.)

2. **Nature and/or description of the action being approved.** (List the name and address of the proposed contractor(s).)

3. **Description of the supplies or services required to meet the agency's need**. (Provide a detailed description of requirement.)

4. **Estimated value of the acquisition.** (Insert the total estimated value and relevant details of the IGCE.

5. **Authority for acquiring the supplies or services on other than a full and open competitive basis.** (Check applicable exception and provide a justification to include a demonstration that the proposed contractor's unique qualifications or the nature of the acquisition requires use of the authority cited below the selection.)

    [ ] Authority is FAR 6.302-1, only one responsible source and no other supplies or services will satisfy agency requirements.

    [ ] Authority is FAR 6.302-2, **unusual and compelling urgency.**

    [ ] Authority is FAR 6.302-5, authorized or required by statute. (Check one.)
    □ Qualified Nonprofit Agencies for the Blind or other Severely Disabled— 41 USC 46-48c.
    □ Government Printing and Binding—44 USC 501.
    □ Sole source award under the 8(a) Program—15 USC 637.
    □ Sole source award under the HUBZone Act of 1997—15 USC 657a
    □ Sole source award under the Veterans Benefit Act of 2003—15 USC 657f
    [ ] Authority is FAR 8.4, brand name specifications or less than three sources are being considered under Federal Supply Schedule.

    Justification:

6. **Additional supporting facts for the acquisition:**

   a. If only one source is the basis for the J&A, explain why technical data packages, statements of work or purchase descriptions suitable to maximize competition to the maximum extent practicable have not been developed or are not available.

   b. If the proposed acquisition is a follow on acquisition, an estimate of the cost to the government that would be duplicated by awarding to a different contractor and how that estimate was derived.

   c. If the new work is a logical follow-on to an original Federal Supply Schedule order was the original order placed in accordance with the applicable Federal Supply Schedule ordering procedures? (Note: The original order must not have been previously issued under sole source or limited source procedures.)

   d. If the basis of a sole source is unusual and compelling urgency, furnish data, estimated cost or other rationale as to the extent of harm to the government if competition were obtained.

7. **Actions taken to removal of barriers to competition.** (Provide a statement of the actions, if any, the agency may take to remove or overcome any barriers to competition before any subsequent acquisition for the supplies or services required.)

I certify this requirement meets the Government's minimum need and that the supporting data, which forms a basis for this justification, is complete and accurate.

_____   _____
Technical Representative   Date

PART II

1. **Description of efforts made to ensure that offers are solicited from as many potential sources as is practicable and listing of the sources, if any that expressed, in writing, an interest in the acquisition.** (Insert details here including whether a notice was or will be publicized as required by Subpart 5.2 and, if not, which exception under 5.202 applies.)

2. **Market Research.** □ Additional or □ no additional market research was conducted to determine potential sources because/or the results were: (provide a description of the market research conducted and the results or a statement of the reason market research was not conducted)

3. **Determination by the contracting officer that the anticipated cost to the Government will be fair and reasonable.** I have determined that the anticipated price(s) will be fair and reasonable based on the following: (Insert details here).

Based on the estimated acquisition value identified above, I concur with and approve the above justification:

_____   _____

Contracting Officer's Signature   Date
(Greater than $100,000)

_____   _____

Office of Chief Counsel   Date
(Reviews Greater than $100,000
and provide Legal Advice, as applicable)

_____   _____

Competition Advocate's Signature   Date
(Greater than $550,000)

_____   _____

Head of the Contracting Activity's   Date
Signature
(Greater than $11,500,000)

_____   _____

Chief of the Procurement Office, DHS   Date
Signature
(Greater than $57,000,000)

NFA-specific SOP 400.7b - SAMPLE RECRUITMENT NOTICE

The U.S. Fire Administration's National Fire Academy is seeking students to help pilot test the two new 6-day courses in the Fire Inspection Principles series. Fire Inspection Principles I will be held January 24 – 29, 2019 and Fire Inspection Principles II will be held the following week, January 31 – February 5, 2019. Please note that you are required to attend BOTH weeks of training.

Fire Inspection Principles I (P0390): This 6-day course introduces the student to the fundamental methodology for application of fire and life safety codes and standards.

Fire Inspection Principles II (P0391): This 6- day course introduces the student to the fundamental methodology for application of the requirements for fire protection systems, including detection, notification, fire control and extinguishment, and mitigation of fire-related hazards, with special emphasis on fire alarm and fire suppression systems.

Although these courses contain many of the basic principles of code enforcement, more experienced code inspectors and officials may find it useful as a review of essential methodologies and as a useful update to current code enforcement applications. It is not the intent of this course to present specific code requirements, however the focus is more on the methodology of the use of these requirements.

Fire Inspection Principles I (P0390) Course Dates: January 24 – 29, 2019
Fire Inspection Principles II (P0391) Course Dates: January 31 – February 5, 2019

Student Selection Criteria:
- Individuals with at least one year's experience whose primary duties are those of a full-time code enforcement inspector/officer.
- Individuals who have the responsibility to train personnel involved in full-time code enforcement activities.
- Suppression COs responsible for in-service fire code enforcement activities.

NOTE: Special consideration will be given to individuals and departments starting new fire prevention bureaus or preparing an individual as an instructor for a code enforcement training program within their department.

Prerequisites: ICS-100-level and ICS-200-level training. Preferred courses are Q0462 and Q0463, available through NFA Online at www.usfa.fema.gov/training/nfa/courses/online.html. Chief's signature attests that the applicant has completed this required training.

Here's How to Apply:

Students interested in attending these two pilots must submit the FEMA Form 119-25-1, General Admissions Application available for downloading at:
http://www.usfa.fema.gov/training/nfa/admissions/apply.html

Because you are required to attend both of these pilot offerings, please submit TWO applications, one for each course.

Submit your completed applications to the NETC Admissions Office not later than **December 1, 2019** via mail, fax, or email:

NETC Admissions Office
16825 South Seton Avenue
Emmitsburg, MD 21727
Fax: 301-447-1441
Email: netcadmissions@fema.dhs.gov

Do not make plans to attend this course until you have received your acceptance notification from the NETC Admissions Office.

Stipend reimbursement is available for qualified students through the Student Stipend Reimbursement Program following successful completion of the courses.

Federal Emergency Management Agency
United States Fire Administration
National Fire Academy

National Fire Academy-specific Standard Operating Procedure

Number	Date
400.8	**July 2021**

American Council on Education Credit Recommendations

I.   Purpose:

This National Fire Academy (NFA)-specific standard operating procedure (SOP) outlines the procedures involved with the review of NFA courses by the American Council on Education (ACE). Courses presented at NFA are equal in difficulty to those at the college/university level. Although the NFA itself is not an accredited institution, completed NFA courses may contribute credits towards a college degree program.

ACE reviews and issues credit recommendations for new NFA courses and requires that courses be reviewed three years to validate and maintain their previous credit recommendation. NFA courses, along with their credit recommendation are listed in the ACE National Online Guide on their website at:
http://www2.acenet.edu/credit/?fuseaction=browse.getOrganizationDetail&FICE=300536

II.   Supersession: Replaces NFA-specific SOP, dated January 2021.

III.   Authority/Reference: 15 U.S.C. § 2206 (c) "Powers of Superintendent."

IV.   Definitions: Refer to NFA-specific SOP 100.2.

V.   Responsibilities: This NFA-specific SOP is applicable to all NFA staff. It shall be the Training Specialist (TS) responsibility to maintain/update the courses in their respective curriculum areas to meet ACE credit recommendation criteria. Any requirements, improvements or recommendations by ACE are to be met within the established timeframe.

VI.   Standard Operating Procedures:

A.   It shall be the policy of the NFA that all newly developed courses will be reviewed by ACE for credit recommendation. Courses that have been awarded an ACE credit recommendation, will be submitted every three years for a re-review to validate and maintain their previous credit recommendation.

B.   The NFA Training, Administration, Planning and Analysis (TAPA) Branch point of contact (POC) with ACE will prepare a list of courses (both new and re-review) that are due for review. The list will be forwarded to the Branch Chiefs for review with their TS staff. Their recommendations, e.g., whether the course should/should not be added to the ACE review list, will be sent to the Curriculum Management Committee (CMC)/NFA Management Team.

C.   After the CMC has approved the final list, it will be forwarded to ACE to make preparations for the annual review.

D.   The TS in conjunction with the ISS staff shall review all course materials and make any necessary changes to their course(s) prior to the ACE review date.

E.   The NFA/TAPA POC will forward the required ACE documents (ACE Course Data Form) to the TS for completion. Completed documents will be sent to the ACE Review Panel for preview prior to the review at the National Emergency Training Center.

F.   The NFA/TAPA POC will prepare and submit all necessary documents for the review; e.g., 146 funding document, Statement of Work, Cost Estimate, Security Access Request, Classroom set-up Task Order, etc.

G.   The NFA/TAPA POC will request all course materials for each course on the review list from the USFA/NFA Logistics/Administrative Support Contractor.

H.   A "quality check" will be performed by the TS/ISS staff to confirm all materials are ready prior to the review.

I.   Requisite NFA staff will be available during the review dates to answer questions that may surface during the review.

J.   Upon review completion, ACE will submit a final report containing their credit recommendations, which will be forwarded to all staff and will also be included in the NFA course descriptions and NFA catalog.

K.   If NFA chooses to conduct a virtual review, all course materials must be uploaded in electronic format by the ISS/TS.

L.   After approval by the ISS/TS, the TAPA POC will upload the materials to the ACE SharePoint Site.

VII.   **Questions:** Questions regarding the content of this NFA-specific SOP may be addressed to the office of the NFA Deputy Superintendent at (301) 447-1083.

Eriks J. Gabliks
Superintendent
National Fire Academy

Nothing in this standard operating procedure shall be construed or implied as to be in conflict with Department of Homeland Security or Federal Emergency Management Agency policies, procedures or instructions, or collective bargaining agreements that are in effect.

Federal Emergency Management Agency
United States Fire Administration
National Fire Academy

National Fire Academy-specific Standard Operating Procedure

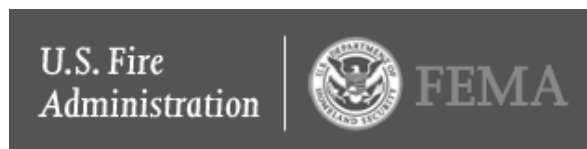| Number	Date
400.9	**July 2021**

Developing/Publishing Coffee Break Bulletins

I. **Purpose**: This National Fire Academy (NFA)-specific standard operating procedure (SOP) describes the process for developing and publishing Coffee Break Bulletins (CBB), which is information that can be delivered in very short (5-10 minute) snippets that viewers, listeners or readers can absorb, digest, discuss and share. The information can be delivered live or downloaded through podcats, formatted using a template design with weekly/regular dissemination to subscribers through a ListServ, or some other means.

II. **Supersession:** Replaces NFA-specific SOP 400.9, dated January 2021.

III. **Authority/Reference:** 15 U.S.C. § 2206 (c) "Powers of Superintendent."

IV. **Definitions:** Refer to NFA-specific SOP 100.2.

V. **Responsibilities:** This NFA-specific SOP is applicable to employees of the NFA.

VI. **Standard Operating Procedures:**

A. The Training Specialists (TS) are responsible for developing CBB for their curriculum areas.

1. Learning objectives are not required.

2. There will be no bundling and testing/assessment.

3. Continuing Education Units will not be awarded.

4. Pictures and/or audio/video content must have release permissions on file and noted.

5. Copyright permissions (if applicable) must be secured and provided to the USFA/NFA Logistics/Administrative Support Contractor for file retention.

6.   The edition must be annotated when referencing codes and/or standards (e.g., NFPA, ICC, etc.).

7.   Contact information must be listed at the bottom of the CBB (e.g., For more information about ….)

B.   The TS have the option of working with their contract instructors to provide support for CBB content development. This is part of the contract instructor's non "on-the-platform" responsibilities which is delineated in their Statement of Work.

C.   After drafting CBB content, the TS forwards it to their respective Branch Chief for review.

D.   The respective Branch Chief sends the CBB draft material to the Branch Chief within the Education, Training, and Partnerships Branch. The Program Support Assistant will work with the Branch Chief to edit/format the content to ensure consistency and adherence to web standards. The CBB is then posted on the USFA website and/or disseminated through the CBB ListServ through GOVDelivery.

E.   The individual CBB releases will be removed from the USFA website after a period of three years.

F.   Other CBB audio/video files will be removed in accordance with policies/ directives from the USFA webmaster.

VII.   **Questions:** Questions regarding the content of this NFA-specific SOP may be addressed to the office of the NFA Deputy Superintendent at (301) 447-1083.

Eriks J. Gabliks
Superintendent
National Fire Academy

Nothing in this SOP shall be construed or implied as to be in conflict with Department of Homeland Security or Federal Emergency Management Agency policies, procedures or instructions, or collective bargaining agreements that are in effect.

Federal Emergency Management Agency
United States Fire Administration
National Fire Academy

National Fire Academy-specific Standard Operating Procedure

Number	Date
400.10	**July 2021**

Issuing Continuing Education Units for National Fire Academy Courses

I.   **Purpose:** This National Fire Academy (NFA)-specific SOP outlines the policies and procedures for issuing Continuing Education Units **(**CEUs) as an Authorized Provider for the International Association of Continuing Education and Training (IACET).

II. **Supersession:** Replaces NFA-specific SOP 400.10, dated January 2021.

III. **Authority/References:**

    A.   15 U.S.C. § 2206 (c) "Powers of Superintendent."

    B.   NFA Curriculum Management Guide.

    C.   American National Standards Institute (ANSI)/IACET Standard 1-2013.

IV. **Definitions:** Refer to NFA-specific SOP 100.2.

V.   **Responsibilities:** It shall be the policy of the NFA that all individual courses will be reviewed, and if all IACET requirements are met, the course will be awarded the appropriate number of CEUs. The courses must be in compliance with the guidelines/principles set forth by IACET.

VI. **Standard Operating Procedures:**

    A.   The CEU is a standard unit of measure. One CEU represents 10 contact hours participation in accordance with IACET standards.

    B.   As a requirement on the "Final Submittal of a New or Revised Course to the Curriculum Management Committee" form, it states that the course must be submitted for CEU review.

    C.   The Training Specialist (TS) will submit a USFA/NFA Logistics/Administrative Support Contract task request to have final course materials sent to the Instructional Systems Specialist (ISS)/CEU Evaluator (Stacey Harmon).

    D.   For classroom courses, the CEU Evaluator will:

1)   Review the course to ensure it meets all of the standard categories identified in the ANSI/IACET Standard for Continuing Education and Training.

2)   Complete the "Application for Continuing Education Units" form (see Attachment).

3)   Assign the appropriate number of CEUs to the course.

4)   Send the application to the TS for approval.

5)   Send copies of the approved application to the IACET point of contact (POC), the POC for the NFA catalog/website, and the NETC Admissions Office.

E.   For online courses, the CEU Evaluator will:

1)   Review the course to ensure it meets all of the standard categories identified in the ANSI/IACET Standard for Continuing Education and Training.

2)   Prepare a time estimate for course completion based on course components such as static pages, videos, activities and exam questions. The time estimate should be saved along with the CEU application form in the Evaluator's records.

3)   Review the student pilot evaluation forms that collect student times within each module, tabulate and average the time per module, plus time in the final exam to determine an average course time.

4)   Consult with the NFAOnline team to cross-check the Evaluator's time estimate against student reported times and system recorded times.

5)   Complete the "Application for Continuing Education Units" form (see Attachment).

6)   Assign the appropriate number of CEUs to the course

7)   Send the application to the TS for approval.

8)   Send copies of the approved application to the IACET POC, the POC for the NFA catalog/website, and the NETC Admissions Office.

F.   For mediated online courses, the CEU Evaluator will:

1)   Review the course to ensure it meets all of the standard categories identified in the ANSI/IACET Standard for Continuing Education and Training.

2)   Prepare a time estimate for course completion based on course components such as assigned readings, written responses, research and paper preparation, and exams. The time estimate should be saved along with the CEU application form in the Evaluator's records.

3)   Review the student pilot evaluation forms that collect student times per activity each week, tabulate and average the time per module, plus time in the final exam to determine an average course time.

4)   Complete the "Application for Continuing Education Units" form (see Attachment).

5)   Assign the appropriate number of CEUs to the course.

6)   Send the application to the TS for approval.

7)   Send copies of the approved application to the IACET POC, the POC for the NFA catalog/website, and the NETC Admissions Office.

G.   The NETC Admissions Office will record the appropriate number of CEUs in the admission's system so the CEUs will be displayed on the student's course completion certificate.

H.   All "Application for Continuing Education Units" forms will be maintained by the IACET POC and made available if requested by IACET.

VII.   **Questions:** Questions regarding the content of this NFA-specific SOP may be addressed to the office of the NFA Deputy Superintendent at (301) 447-1083.

Eriks J. Gabliks
Superintendent
National Fire Academy

Attachment - Application for Continuing Education Units Form

Nothing in this standard operating procedure shall be construed or implied as to be in conflict with Department of Homeland Security or Federal Emergency Management Agency policies, procedures or instructions, or collective bargaining agreements that are in effect.

APPLICATION FOR CONTINUING EDUCATION UNITS

Course Code/Title: _____

Course Manager: _____

Type of Course: ☐ **Resident**   ☐ **Resident Off-site**   ☐ **Independent Study**

☐ Course has clear and concise written statements of intended learning outcomes.

☐ Learning outcomes are developed from identified needs.

☐ The number of planned outcomes is appropriate for the learning activity, course, or program.

☐ Outcome statements are clear, concise, and measurable.

☐ Learners are informed of intended learning outcomes.

☐ Individuals involved in activity, course, or program planning and instruction are qualified by virtue of their education and/or experience.

☐ Expertise in subject content and instructional methodologies is used in developing learning activities.

☐ Individuals involved in activity, course, and program planning understand and utilize learning outcomes in planning and development.

☐ Satisfactory learner completion level identified.

- Evaluation type: ☐ Written Test   ☐ Performance   ☐ Other

- **Number of interactive contact hours: _____.**

For Resident Courses Only:

☐ Instructors are reasonable and consistently effective in meeting learning outcomes and learner expectations.

☐ Instructors are provided feedback on their performance.

☐ Instructors demonstrate high standards of professional conduct and do not discriminate against learners on the basis of gender, age, socioeconomic or ethnic background, sexual orientation, or disability.

Reviewed/verified in accordance with IACET Standards/Guidelines:

Signature: _____   **Date:** _____
       (Course Manager)

To be completed by Reviewer:

Number of CEU's authorized using IACET guidelines: _____

Name of Reviewer: _____

Signature: _____**Date:** _____

[Print Form]

Federal Emergency Management Agency
United States Fire Administration
National Fire Academy

National Fire Academy-specific Standard Operating Procedure

Number	Date
400.11	July 2021

National Fire Academy State Dashboard

I.   Purpose:

A.   This National Fire Academy (NFA)-specific standard operating procedure (SOP) outlines the policies and procedures for NFA's State Dashboard.

B.   The purpose of the State Dashboard is to provide the State Fire Training Directors and State Emergency Medical Services (EMS) Directors (or their designee) the opportunity to download NFA courses for state-sponsored deliveries.

C.   The State Fire Training Directors were initially given access to the State Dashboard in April 2014. In an effort to expand the outreach and collaborate with our EMS partners, the State EMS Directors were given access to the State Dashboard in July 2018.

II.   Supersession: Not Applicable. New NFA-specific SOP created January 2021.

III.   Authority/Reference: 15 U.S.C. § 2206 (c) "Powers of Superintendent."

IV.   Definitions: Refer to NFA-specific SOP 100.2.

V.   Responsibilities: It shall be the policy of the NFA that designated NFA (2- and 6-day) courses are made available in the State Dashboard after they are approved by the Curriculum Management Committee (CMC).

VI.   Standard Operating Procedures:

A.   Adding/Removing Courses to/from the State Dashboard:

1.   When a new 2- or 6-day course is approved by the CMC and added to the course call list, it will also be added to the State Dashboard. **Exception**: Courses that require a national-level audience and/or on-campus resources. **Note**: If copyrighted materials are included in the course materials, all copyright approvals must be documented and on file with the USFA/NFA Logistics/Administrative Support contractor.

2.   Each state has direct access to the electronic course materials for courses in the State Dashboard from a password protected web portal. This allows the states to download all course materials and conduct state-sponsored deliveries using their own instructors.

3. The respective Training Specialist (TS) (administrative support) submits a task request for the USFA/NFA Logistics/Administrative Support contractor to package the course contents and create a "Package Contents Sheet."

4. USFA/NFA Logistics/Administrative Support contract staff notifies the Training, Administration, Planning and Analysis (TAPA) Branch when the course package is ready for upload to the web.

5. TAPA Branch staff uploads the package contents sheet and course package to the State Dashboard area.

6. TAPA Branch staff submits a task request to the Media Production Center to create a one-page informational flyer for the course (sample flyer attached). States may use the flyer to advertise the course.

7. TAPA Branch staff sends the flyer electronically to the states notifying them that a new course has been uploaded to the State Dashboard area.

8. NFA will support the maintenance/updating of course content in the State Dashboard as long as the course is being delivered/sponsored by the NFA. If a course is updated/revised, the new version will be uploaded to the State Dashboard, replacing the old version.

9. When the NFA/TS makes the decision to discontinue the delivery of a course (marking it "inactive"), individual states will still have the opportunity to continue delivering the course in the "state-sponsored" mode and receive certificates as long as the course is available in the State Dashboard area.

10. The TS has the authority to "end date" a course annually in March. An announcement will be sent to the States notifying them that the course has been end dated, and that it will remain in the State Dashboard until September 30 of that year. The course(s) will be removed from the State Dashboard on September 30.

11. States will have 60 days (until November 30) to submit applications and receive NFA certificates for the end dated course(s). After November 30, no NFA certificates will be issued.

12. TAPA Branch Staff will notify the NETC Admissions Office that the course has been end dated, and when to stop issuing NFA certificates.

B. Providing Access to the State Dashboard:

1. The State Fire Training Director/State EMS Director submits an email to the NFA POC with the name and email address of the individual(s) who should be given access to the State Dashboard area.

---

2.   The State Fire Training Directors and State EMS Directors serve as the authorized parties within their respective states. They provide the NFA with the names of the individuals/designees who should be given password access privileges to the State Dashboard area. Since each course package contains all course materials, including exams, the integrity/security of the exams is an important issue for the states to consider.

3.   The NFA POC will set up an account for the individuals designated by the state and send them an email with their user name, password, and instructions on how to access the State Dashboard.

4.   The NFA POC will maintain a master list (by state) of all individuals who have access to the dashboard and will retain all of the documentation that authorized each state/individual's access privileges.

C.   Student Applications/Certificates:

1.   The State Fire Training agency is responsible for submitting the student applications (FEMA Form 119- 25-2) with a cover sheet to the NETC Admissions Office.

2.   When a State EMS agency conducts a class, they are responsible for submitting their student applications (FEMA Form 119- 25-2) through the State Fire Training agency to the NETC Admissions Office in order for students to receive certificates.

3.   The NETC Admissions Office will email the state-sponsored certificates to the students.

4.   These courses are designated with an "O" code.

VII. Questions: Questions regarding the content of this NFA-specific SOP may be addressed to the office of the NFA Deputy Superintendent at (301) 447-1083.

Eriks J. Gabliks
Superintendent
National Fire Academy

Attachment – Sample Informational Flyer for New "O" Course

Nothing in this standard operating procedure shall be construed or implied as to be in conflict with Department of Homeland Security or Federal Emergency Management Agency policies, procedures or instructions, or collective bargaining agreements that are in effect.

This SOP is applicable only to the United States Fire Administration National Fire Academy.

New National Fire Academy Courses Added to Your Dashboard

These courses have been added to your State Dashboard. You now have access to download these course materials and deliver them within your state.

"Leadership in Supervision: Creating Environments for Professional Growth" (O0646)
This two-day course presents the supervisor with the basic leadership skills and tools needed to perform effectively in the fire service environment. The course includes concepts related to a successful transition to supervisory and leadership roles, including concepts of adaptive leadership; change management; active followership; effective communication, including difficult conversations and advocacy-inquiry based dialogue; ethics; authority; power; decision-making; and active engagement through development of a personal plan.

"Leadership in Supervision: Perspectives in Thinking" (O0647)
This two-day course provides the supervisor with the conceptual foundation and framework for success in leadership roles by exploring creative, analytical, political and critical thinking perspectives. The course addresses skills needed for assessing situations from multiple perspectives, making critical decisions, fostering creativity and innovation, and using persuasion.

"Leadership in Supervision: Frameworks to Success" (O0648)
This two-day course provides the supervisor with the knowledge and skills to perform successfully in the fire and Emergency Medical Services environments. The course addresses professionalism, resilience, emotional intelligence, and situational awareness, as well as managing conflict, delegating mentoring, coaching, empowering, and building collaboration and synergy for professional growth.

U.S. Fire Administration
National Fire Academy

Federal Emergency Management Agency
United States Fire Administration
National Fire Academy

National Fire Academy-specific Standard Operating Procedure

Number	Date
400.12	**July 2021**

National Fire Academy Enfranchised Course Delivery Process

I. **Purpose:** This National Fire Academy (NFA)-specific standard operating procedure (SOP) outlines the policies and procedures required to conduct an NFA course off-campus as an enfranchised course delivery.

II. **Supersession:** Not applicable. New SOP created January 2021.

III. **Authority/Reference:** 15 U.S.C. § 2206 (c) "Powers of Superintendent."

IV. **Definitions:** Refer to NFA-specific SOP 100.2.

V. **Responsibilities:** This NFA-specific SOP is applicable to employees of the NFA, state fire training systems and/or other state/local, tribal, and military organizations that wish to deliver designated NFA enfranchised courses at their location.

VI. **Standard Operating Procedures:** It shall be the policy of the NFA that NFA enfranchised courses are delivered in accordance with this SOP.

   A. Administrative Authorization.

      1. Semi-annually in conjunction with the off-campus course call process, individual curriculum Training Specialists (TS) submit their list of enfranchised course(s) and a course requirements "check list" for each course that details the specific delivery criteria/conditions.

      2. The list of enfranchised courses and the course requirements "check lists" are uploaded to the state dashboard area and the information is also made available through the U.S. Fire Administration's web site.

   B. Delivery Authorization.

      1. The state or local host submits a written request to sponsor an enfranchised course delivery to FEMA-NFA-OutreachTraining@fema.dhs.gov with a "cc" to the State Fire Training Agency *(if the host is other than the State Agency).*

2. The NFA Off-Campus Program Manager sends the enfranchised course delivery request to the appropriate curriculum TS for review and approval.

3. The curriculum TS contacts the requesting agency to discuss the course delivery requirements and identifies/emphasizes any special requirements for the course such as burn scenes, exercise area, radio/communications, appropriate classroom facilities including required audiovisual resources, decontamination requirements, etc. The curriculum TS makes the determination and notifies the Off-Campus Program Manager in writing as to whether or not the requested course can be successfully delivered off-site.

4. If the request is approved, the NFA Off-Campus Program Manager initiates a formal Letter of Agreement with the requesting agency with a "cc" to the State Fire Training Agency (if the State Fire Training Agency is not the requestor) to ensure:

   a. Only NFA student selection criteria is used when the state/local host reviews/approves student applications.

   b. Students use FEMA Form 119-25-1 to apply for the requested course.

   c. All approved student applications/FEMA Form 119-25-1 are submitted to the NETC Admissions Office 30 days prior to the start of the course delivery.

   d. Only NFA contract instructors are used to deliver the requested course.

   e. Only NFA course materials, e.g., student and instructor manuals, course assessments, and grading rubrics will be used during the course delivery. *(In order for students to be eligible for American Council on Education (ACE) credit recommendations, all course materials and assessments must align with the NFA approved curriculum and the student contact hours must be met.)*

   f. Host site personnel adhere to the NFA's standard operating procedures. Specifically: 400.12, 500.2, 500.3, 500.3-a, 500.3-b, 600.1, 700.1, 700.1-a, 700.2, 700.3, 700.4, 700.4-a, 700.5, 700.6, 700.7 and 700.8.

   g. Students are provided with the online electronic NFA end-of-course evaluation at the conclusion of the course delivery.

   h. All testing/grading materials are shredded at the conclusion of the course delivery.

i.   The final letter-graded student roster is returned to the Off-Campus Program Manager at the conclusion of the course delivery. *(In order for students to be eligible for ACE credit recommendations, all student grades and completion dates must be submitted to NFA to be housed in their ACE approved centralized recordkeeping system.)*

j.   Host site submits an assessment of the completed enfranchised course delivery within 7 business days to the Off-Campus Program Manager.

    5.   If the request is not approved, the NFA Off-Campus Program Manager will notify the requesting agency.

C.   The Host:

    1.   Bears all financial responsibility for the enfranchised course delivery.

    2.   Conducts the enfranchised course delivery in accordance with the signed letter of agreement and the plan of instruction.

D.   Upon successful completion of the enfranchised course delivery, students will receive an NFA course completion certificate and will be eligible to apply for ACE course credit recommendation.

VII.   **Questions:** Questions regarding the content of this NFA-specific SOP may be addressed to the office of the NFA Deputy Superintendent at (301) 447-1083.

Eriks J. Gabliks
Superintendent
National Fire Academy

Attachment - Official Letter of Agreement

<div align="center">

LETTER OF AGREEMENT
BETWEEN
<HOST VENUE>
AND
DEPARTMENT OF HOMELAND SECURITY,
FEDERAL EMERGENCY MANAGEMENT AGENCY,
US. FIRE ADMINISTRATION,
NATIONAL FIRE ACADEMY
FOR CONDUCT OF AN
ENFRANCHISED COURSE DELIVERY
<COURSE CODE/TITLE>

</div>

In accordance with the Federal Emergency Management Agency (FEMA), U.S. Fire Administration (USFA), National Fire Academy's (NFA) approval to conduct an enfranchised course delivery of: <Course Code/Course Name> , in <City/State>, for <Host Venue>, on <Course Dates>, the parties mutually agree to the following conditions:

1.   **<Host Venue> will:**

   a.   Provide a Host Point-of-Contact (POC) to work with the NFA Off-Campus Program Manager on coordination before, during and after the training event.
   b.   Use only NFA student selection criteria when reviewing/approving student applications.
   c.   Ensure students use FEMA Form 119-25-1 to apply for the enfranchised course.
   d.   Submit all approved student applications/FEMA Form 119-25-1 to the NETC Admissions Office 30 days prior to the start of the course delivery.
   e.   Use only NFA contract instructors to deliver the requested course.
   f.   Adhere to all course delivery criteria set forth by the curriculum Training Specialist (attached).
   g.   Use only NFA course materials, e.g., student and instructor manuals, course assessments, and grading rubrics during the course delivery. *(In order for students to be eligible for American Council on Education (ACE) credit recommendations, all course materials and assessments must align with the NFA approved curriculum and the student contact hours must be met.)*
   h.   Adhere to the NFA's standard operating procedures. Specifically: 400.12, 500.2, 500.3, 500.3-a, 500.3-b, 600.1, 700.1, 700.1-a, 700.2, 700.3, 700.4, 700.4a, 700.5, 700.6, 700.7 and 700.8.
   i.   Provide students with the online electronic NFA end-of-course evaluation at the conclusion of the course delivery.
   j.   Shred all testing/grading materials at the conclusion of the course delivery.
   k.   Return the final letter-graded student roster to the Off-campus Program Manager at the conclusion of the course delivery. *(In order for students to be eligible for ACE credit recommendations, all student grades and completion dates must be submitted to NFA to be housed in their ACE approved centralized recordkeeping system.)*
   l.   Bear all costs and liability associated with the course delivery.

Letter of Agreement between <host venue>and Department of Homeland Security, Federal Emergency Management Agency, U.S. Fire Administration, National Fire Academy for Conduct of an Enfranchised Course Delivery

       m.   Submit an assessment of the completed enfranchised course delivery within 7 business days to the Off-Campus Program Manager.

2.   FEMA/USFA/NFA will:

       a.   Provide the assistance of the Off-Campus Program Manager to work with the Host POC to help manage the coordination and delivery of <Course Code/Course Name> prior to and following the course offering.

       b.   Provide a copy of the signed Letter of Agreement.

       c.   Provide access to downloadable course materials for <Course Code/Course Name>.

       d.   Provide a student roster.

       e.   Provide log-on credentials for the on-line electronic evaluation.

       f.   Email course certificates to participants who successfully complete <Course Code/Course Name>.

3.   <Host Venue> will return this completed Letter of Agreement to:

FEMA/USFA/NFA
16825 South Seton Avenue
Lori Welch
Building J
Emmitsburg, Maryland 21727
Lori.Welch@fema.dhs.gov

In the event that any of these conditions cannot be, or are not met, FEMA/USFA/NFA will not recognize <Course Code/Course Name> as an enfranchised course delivery, student course certificates will not be issued and ACE credit recommendation will not apply.
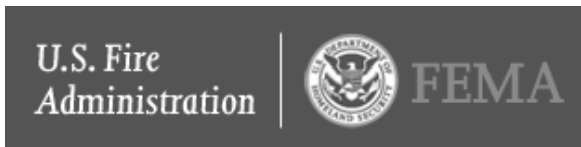
Attachment (Course Delivery Criteria)

For Host Venue: For FEMA:

_____   _____
<Name>   Date   Stephen A. Dean   Date
<Title>   Deputy Superintendent
<Host Venue>   National Fire Academy

Federal Emergency Management Agency
United States Fire Administration
National Fire Academy

National Fire Academy-specific Standard Operating Procedure

Number	Date
400.13	**July 2021**

Using the FEMA Adobe Connect System with National Fire Academy Online Courses

I.   **Purpose:** This National Fire Academy (NFA)-specific standard operating procedure (SOP) outlines the use of the Federal Emergency Management Agency (FEMA) Adobe Connect system with NFA courses and provides important information relating to responsibilities, setup and training associated with this software.

II.   **Supersession:** Replaces NFA-Specific SOP 400.13, dated January 2021.

III.   **Authority/Reference:** 15 U.S.C. § 2206 (c) "Powers of Superintendent."

IV.   **Definitions:** Refer to NFA-specific SOP 100.2.

V.   **Responsibilities:** This NFA-specific SOP is applicable to NFA staff, contract instructors and students.

VI.   **Standard Operating Procedures:**

A,   It shall be the policy of the NFA that, when using the FEMA Adobe Connect system with NFA Online or blended courses, it shall be in accordance with this SOP.

B.   Responsibilities:

1.   The Training Specialist (TS) or federal-designated representative is responsible for:

a.   Scheduling Adobe Connect session(s) with the NFA Online team and working with the NFA Online team to ensure the sessions are properly configured.

b.   Recording each session and distributing recording hyperlink to the course instructors for posting on the applicable system(s).

c.   Being available during each session to perform general administrative functions, provide technical support, and answer any questions the instructors or students may have.

                  d.   Ensuring they (or a federal-designated representative) have been formally trained by NFA Online staff on monitoring Adobe Connect sessions.

                  e.   Having an active Adobe Connect account with a valid username/password. Must hold a valid FEMA Personal Identity Verification (PIV) card.

    2.   The NFA Online team is responsible for:

                  a.   Setting up Adobe Connect sessions and ensuring all elements associated with the sessions are properly configured.

                  b.   Providing a hyperlink and call-in bridge information to the requester to distribute to the students and contract instructors.

                  c.   Providing training to the TSs, federal-designated representatives and contract instructors.

                  d.   Troubleshooting any issues that the TS or federal-designated representative cannot solve on their own.

                  e.   Maintaining Adobe Connect policy and job aids for TSs, contract instructors and students.

C.   Training:

    1.   The NFA Online team offers Adobe Connect training for both TSs (their federal-designated representatives) and contract instructors. Please contact the NFA Online team to schedule this training. Following is a description of each type of training available:

                  a.   Adobe Connect monitoring: TS or federal-designated representative who monitors Adobe Connect session(s) in conjunction with a mediated or blended learning course shall participate in a training session lasting approximately one hour. This training will teach all relevant aspects of monitoring an Adobe Connect session, troubleshooting technical issues and recording the sessions.

                  b.   Course contract instructors are required to attend Adobe Connect training developed specifically for them. This training provides information on all aspects of Adobe Connect to include key features, login protocol and other relevant information. This training will be offered a minimum of four times per year by the NFA Online team. The dates for this training will be posted on the NFA contract instructor website.

        c.   The TS or federal-designated representative will host a "dry run" prior to the first scheduled session for each class. The dry run will consist of contract instructors and TS logging into the Adobe Connect system, developing a plan for the Adobe Connect features that will be used, and how they plan to structure the session(s).

        d.   Students will be trained on Adobe Connect during the first session of each course. The first session will focus on getting students setup (typically, many students will have technical issues during the first attempt to log in to Adobe Connect) and familiarize them with the various features of the system. This training is typically provided by the instructor and/or TS.

    D.   Monitoring Adobe Connect sessions:

        1.   The TS or federal-designated representative will monitor each Adobe Connect session that is offered as part of any course(s) they manage. They will have also been formally trained by NFA Online staff on monitoring Adobe Connect sessions. During each Adobe Connect session, those monitoring sessions will:

            a.   Approve participants as they request permission to join the Adobe Connect session.

            b.   Login to the Adobe Connect session and "bump" course contract instructors to host (contract instructors will initially log in as a guest unless they have a FEMA PIV card).

            c.   Record the Adobe Connect session and distribute the associated recording (hyperlink) to course instructors for dispersal to the participants.

            d.   Prior to recording the session, the Adobe Connect monitor must announce that the session is about to be recorded. If there is any opposition to the recording from a student, then those students who have objected will:

                1)   Be asked to place their phone on mute.
                2)   Be instructed to ask any questions they may have via email (or other means that are not recorded as part of the session).

            e.   Troubleshoot any technical issues that may arise, and answer any questions contract instructors/students may have about the system.
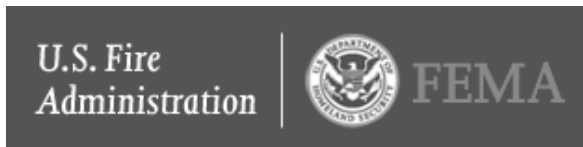
VII. **Questions:** Questions regarding the content of this NFA-specific SOP may be addressed to the office of the NFA Deputy Superintendent at (301) 447-1083.

Eriks J. Gabliks
Superintendent
National Fire Academy

Nothing in this SOP shall be construed or implied as to be in conflict with Department of Homeland Security or Federal Emergency Management Agency policies, procedures or instructions, or collective bargaining agreements that are in effect.

This SOP is applicable only to the United States Fire Administration National Fire Academy.

U.S. Fire Administration | FEMA

National Fire Academy-specific Standard Operating Procedure

Number	Date
400.14	**July 2021**

National Fire Academy Online Mediated Course Development and Delivery

I. **Purpose:** This National Fire Academy (NFA)-specific standard operating procedure (SOP) outlines the policies and procedures associated with the development and delivery of online mediated courses. These web-based courses are conducted online using a learning management system and facilitated by an NFA instructor. Courses typically range from four to six weeks in length. American Council on Education credit recommendations and International Association for Continuing Education and Training continuing education units may be granted for the online mediated courses if they meet the respective organization's requirements/standards.

II. **Supersession:** Replaces NFA-Specific SOP 400.14, dated January 2021.

III. **Authority/Reference:** 15 U.S.C. § 2206 (c) "Powers of Superintendent."

IV. **Definitions:** Refer to NFA-specific SOP 100.2.

V. **Responsibilities:** This NFA-specific SOP is applicable to NFA staff, contract Instructional System Specialists (ISSs), course developers and instructors.

VI. **Standard Operating Procedures:**

A. It shall be the policy of the NFA that the development and delivery of mediated courses shall be in accordance with this SOP. After the development process is complete, the Curriculum Management Committee (CMC) approves the course for delivery.

1. The CMC Guide is the overall guiding principle document for all developments. This SOP, or any other SOP, shall not contradict the CMC Guide.

2. Additionally, the CMC approves all developments, allocates resources, etc. It is the overall governing body for course development and delivery.

B.	Development:

1.	Prior to contract award, a determination will be made as to whether direct system input or storyboard process will be assigned to the development contract. The Training Specialist (TS) is responsible for requesting an "M" course code from Training Administration Planning and Analysis (TAPA) staff (all mediated course codes start with the letter "M"). TAPA staff are responsible for completing an add sheet and forwarding a copy to the Mediated System Administrator(s).

2.	The Mediated System Administrator(s) must attend the initial kick-off meeting to provide the learning management system (D2L) technical requirements and 508 guidance documentation. At the kick-off meeting, the TS/ISS shall provide the timeline for the acceptance/review/approval of course materials for walk-through.

   a.	If direct system input is selected, the contractor must undergo the process of obtaining elevated access to the D2L system, including:

   1)	Background check.
   2)	Successful completion of two self-study courses on Department of Homeland Security privacy and security.
   3)	Training on the mediated system course development process.
   4)	Review and acceptance of the D2L/Brightspace Technical Requirements

   Note: All four items must be completed prior to any access being granted for direct system input.

   i.	**IMPORTANT**: If direct input is selected, a prototype (module of the course) needs to be reviewed by the Mediated System Administrator(s) or designee for Section 508 compliance and usability; recommendations for compliance and/or usability suggestions are provided to the TS/ISS. **(Note: 10 business days are required for this review process.)**

        ii.   Once the prototype module has been approved, the remaining content can be entered into the mediated system by the contractor. The TS/ISS sends notification to the Mediated System Administrator(s) when content is ready for final 508/technical review. The Mediated System Administrator(s) reviews the entire course for 508 compliance and usability/functionality of content. **(Note: 15 business days are required for this review process.)**

    b.   If storyboard process is selected, a storyboard template will be provided and must be used.

        1)   The TS/ISS shall provide the timeline for the acceptance/review/approval of course material for walk-through.

        2)   Once the storyboard has been approved by TS/ISS staff, the Mediated System Administrator(s) or designee will work with the TS/ISS to set up a course shell in the mediated system and create a task request through the Program Support Contract with instructions on entering the walk-through course materials into the mediated system. **(Note: 15 to 30 business days from the acceptance of the task request are required for the content input process as well as 15 business days for the technical/508 review for a total of up to 45 business days.)**

        3)   Once the content process is completed, the Mediated System Administrator(s) will review the entire course for 508/technical accuracy. The NFA Online team requires 15 business days for this review.

3.   Once the technical review has been completed, the course content shall be "locked down." Dates and release conditions are set by the Mediated System Administrator(s) in accordance with TS/ISS direction. At this time, the TS/ISS needs to verify that the course content has been properly entered, the course is operating correctly, dates and release conditions are properly set, and provide the "green light" for pilot.

4.   Instructors are identified by the TS/ISS and placed in the course. NFA Online mediated staff will create instructor accounts and provide instructor job aids.

5.   NFA Online mediated staff obtains a student roster from the Training Information Access System (TIAS) and sets up student accounts. An email is then sent to the student with login information and any other course-specific information provided by the TS. The TS identifies when the email should be sent.

6.   At the conclusion of the pilot, the TS/ISS may want to make modifications to the course, and/or development contractor post-pilot revisions may be required. Content changes will be coordinated through the Mediated System Administrator(s). **(Note: 15 to 30 business days are required for this process.)**

7.   Following course completion, or Executive Fire Officer Program completion, student accounts will remain in the system indefinitely but will move to inactive status after one year from the last login. Course materials will remain accessible to students/instructors for a minimum of two weeks after course completion and will then be archived.

C.   Delivery:

1.   Course advertisement and registration: Mediated courses will follow the same process as NFA resident course deliveries.

   a.   Regular course offerings will be advertised on the NFA schedule.

   b.   Students will apply through the National Emergency Training Center Admissions Office, and admissions staff will review the applications.

   c.   At the time designated by the TS prior to class start date, NFA Online mediated staff will add students/instructors to the course, retrieve the roster from TIAS and then set up student accounts in the system.

   d.   NFA Online mediated staff sends an email to students with their login information, temporary password and instructions on how to access the system.

2.   Contract instructors: Instructors will be obtained through an acquisition process like the process used for resident instructors.

   a.   The TS will submit a Statement of Work (SOW), Independent Government Cost Estimate, suggested source list or sole source justification to the TAPA staff for each mediated course eight weeks prior to course start date.

   b.   A qualified instructor list must be established.

      c.   Instructors will follow the SOW that is specific to mediated course delivery.

    3.   Course completion:

      a.   At the conclusion of the course, the TS (or designated federal staff) will be responsible for exporting any student data (discussion posts, papers, final examinations, etc.).

      b.   Contract instructors will download student grades from the system and provide them to the TS.

      c.   The TS forwards grades and final roster to the Admissions Office.

      d.   Students will be issued an NFA-sponsored certificate directly from the Admissions Office via email.

    4.   Mediated licenses: Once a student is enrolled and logs into the D2L Brightspace system, a license will be assigned to the student for a period of one year. After a year of inactivity (no logins for more than a year), the license can then be rolled over to another student.

VII.   **Questions:** Questions regarding the content of this NFA-specific SOP may be addressed to the office of the NFA Deputy Superintendent at (301) 447-1083.

Eriks J. Gabliks
Superintendent
National Fire Academy

Nothing in this SOP shall be construed or implied as to be in conflict with Department of Homeland Security or Federal Emergency Management Agency policies, procedures or instructions, or collective bargaining agreements that are in effect.

Federal Emergency Management Agency
United States Fire Administration
National Fire Academy

National Fire Academy-specific Standard Operating Procedure

Number	Date
400.15	**July 2021**

NFACourses Admin Web-Based Application

I.   **Purpose:** This National Fire Academy (NFA)-specific standard operating procedure (SOP) describes the functions, administration, and roles of the NFACourses Admin web-based application, also known internally as the backend application. This application is used to set the schedule for NFA on- and off-campus courses, to give access to course materials, to obtain instructor bids, to create and publish instructor awards, to evaluate courses and instructors, to maintain lists, to create correspondence, and to print various reports.

II.   **Supersession:** Replaces NFA-specific SOP 400.15, dated January 2021.

III. **Authority/Reference:** 15 U.S.C. § 2206 (c) "Powers of Superintendent."

IV.   **Definitions:** Refer to NFA-specific SOP100.2.

V.   **Responsibilities:** This NFA-specific SOP is applicable to employees of the NFA.

VI.   **Standard Operating Procedures:** The functions described in this section correspond to the NFACourses Admin application screens. Each user has access to the functions/screens that have been predetermined according to his/her position.

A.   Functions:

a.   Courses & instructors.

i.   Schedule. NFA course schedule is developed and maintained by TAPA staff. This screen allows the schedule to be filtered and viewed.

ii.   Courses. All courses offered by NFA are represented by a record in the NFACourses system. This record contains the courses code, the course name, the status of the course, the delivery type, the long-term evaluation period, the number of seats available per offering, the curriculum to which in belongs, bidding information , social media promotional information, CEUs associated with the course, application information URLs, ACE recommendations, the course description, prerequisites, post-course requirements, selection criteria, and student comments about the course.

iii.   Offerings. Offerings are created by TAPA staff by selecting the course, delivery type, and dates for which a course is to be offered.

iv.   Bidding periods. Four established bid periods are set throughout the year that coincide with the course schedule. Special bid periods can also be set. Instructors bid through their instructor dashboard for course offerings set in the specified bid period. NFA instructors submit bids for instructional services for those courses they are eligible to teach.

v.   Instructors. Instructor dashboards are created. This includes profile information, administrative information, eligibilities/roles. Can also view biography and review changes. Ability to e-mail instructors by filtering. Also have ability to e-mail instructors during the four established bid periods.

vi.   Bids. Instructor bids are recorded for course offerings/roles.

vii.   Awards. Instructor awards are recorded for course offerings/roles.

b.   Course call.

i.   Dashboard. This dashboard displays open course call request periods and allows for management of upcoming request periods. Request periods—request periods (or course call periods) are created by NFA staff. Also, displays by state and region the status of courses quested and the submit date and contact.

ii.   Request periods. These periods are set by NFA staff.

iii.   Two-Day on-campus dates. These dates are set by NFA staff for the State Weekends after taking into consideration the dates request by each state.

    iv.   State/regional contacts. The list contains training directors, EMS training directors and other state and regional contacts for NFA courses. Contacts appear on reports and can be emailed through the system.

c.   Training specialist management.

    i.   Dashboard. Displays open request periods and associated dates. Also, NFA training specialists, their curriculum areas, number of course requests for the current course call and submit date are displayed.

    ii.   Request periods.

    iii.   Six-day course dates. Offerings and dates are entered in these screens to create the NFA schedule.

    iv.   Ten-day course. Offerings and dates are entered in these screens to create the NFA schedule.

    v.   Training specialists. NFA training specialists are identified, assigned curriculum areas, and their usernames and emails are recorded through this screen.

d.   Training specialist portal.

    i.   Course call request. Displays open course call information.

    ii.   Courses and downloads. Provides access to all NFA course files available for download.

    iii.   Offerings, awards, and evaluations. Provides access to information about offerings, instructor awards, and course evaluation reports.

e.   Evaluations.

    i.   Evaluation inbox – All NFA evaluations containing comments go to the evaluation inbox for review by TAPA evaluation staff. Evaluation staff read the comments and accept the evaluation. Evaluations, once accepted, go into the reports. Evaluations without comments go directly to reports without going through the inbox.

    ii.   End-course evaluations—All online end-of-course evaluations since December 2005 can be accessed through this screen. Additionally, logins for each offering are created and managed by clicking the "Create logins" button.

      iii.   Long-term evaluations—All long-term evaluations (LTE) since March 2007 can be accessed through this screen. Additionally, long-term evaluations can be initiated by clicking the "Create LTE" button and entering student and supervisor contact information.

      iv.   Distance learning evaluations—All distance learning evaluations since March 2011 can accessed through this screen.

      v.   Form editor—NFA evaluations, once approved by OMB, are edited and updated through this screen.

    f.   Reports.

      i.   Course/offering reports

          1.   Course report
          2.   Course checklist report
          3.   Tracking checklist report – Provides listing of all course offerings. This report can be filtered by course code/name, start/end date, delivery type, curriculum area, city/state/region.
          4.   Precount report

      ii.   Course call reports

          1.   Course Coordination plan report
          2.   Course request report
          3.   State/regional contact report

      iii.   Bid/award reports

          1.   Bid summary report – Provides consolidated lists of instructor bids. Can be filtered by course code/name, start/end date, delivery type, curriculum area, city/state/region, instructor.
          2.   Bidders and awards report – Provide consolidated lists of instructor bids and annotates instructor award. Can be filtered by course code/name, start/end date, delivery type, curriculum area, city/state/region, instructor.
          3.   Eligibilities report – Provides reports related to all instructor eligibilities. Can be filtered by course code/name, delivery type, curriculum, and individual instructor. Reports can be filtered to show instructor roles, pending case, active/inactive, instructor profile details.

       4.   Conflicts report – Provides a report to show if there is an overlap with instructor awards. Can be filtered in different ways; however, normally filter by date range after a bidding period has closed and instructors awarded offerings/roles for that bid period. Report is checked for conflicts prior to publishing awards.

iv.   Financial reports

       1.   Instructor report – Awards itemized by instructor. Can be filtered various ways.

       2.   Course report – Awards itemized by course. Can be filtered various ways.

       3.   Schedule report –Awards itemized by course offering. Can be filtered by various ways.

       4.   Geographic report – Awards itemized by location. Can be filtered by various ways.

v.   End-of-course evaluation reports.

       1.   Single evaluation report – provides each response entered on an individual End of Course Evaluation.

       2.   Annual report – provides the aggregate data for a selected course and time frame, excluding comments.

       3.   Offering report – Provides the aggregate data for an individual course offering, including comments.

       4.   Instructor report – provides average score for all instructor specific questions as well as the index score for a selected instructor. The aggregate scores for all NFA instructors are also provided. This report may be filtered by city, state, course, delivery type, curriculum, and instructor role.

       5.   Export – provides the raw end of course evaluation data in csv format for a selected period of time. This report may be filtered by curriculum, course code, city, and state.

vi.   Long-term evaluation reports.

       1.   Student single evaluation report – provides each response entered on an individual student evaluation.

       2.   Student aggregate – report provides the aggregate student data for a selected time frame, excluding comments. This report may be filtered by course code.

       3.   Supervisor single evaluation report – provides each response entered on an individual supervisor evaluation.

4.   Supervisor aggregate report – provides the aggregate supervisor data for a selected time frame, excluding comments. This report may be filtered by course code.

5.   Quarterly/annual statistics report—provides a subset of data from the student and supervisor Long Term Evaluations for a selected time period.

6.   Static questionnaire export– provides the raw Long Term Evaluation data in csv format for a selected period of time for either students or supervisors. This report may be filtered by curriculum, course code, city, and state.

vii.   Distance learning evaluation reports.

1.   Single evaluation report – provides each response entered on an individual distance learning evaluation.

2.   Aggregate report – provides the aggregate supervisor data for a selected time frame, including comments. This report may be filtered by course code.

viii.   Letters/labels.

1.   Course coordination plan labels
2.   Eligibility labels
3.   State/regional contact labels
4.   Award letters – Letters are printed out for purpose of checking for instructor conflicts prior to publishing awards after an open bidding period.

ix.   Correspondence. Provides a record of Long Term Evaluation correspondence letters sent by the system.

g.   Settings.

i.   Email notification

ii.   Lists (comprised of three categories: airports/curriculum/instructor role). Instructor role list is used to create a new instructor role for a particular curriculum.

B.   Administration:

a.   System Access. All requests for user access (changes/new) should be sent to the application point of contact (POC) within the TAPA Branch. This request must include the following:

i.   Completed and signed USFA Web Farm Rules of Behavior form (ROB).

ii.   FEMA UserID - The FEMA UserID can be found by the <u>user</u> here: https://sso.fema.net/feims/#/home

iii.   Job position – this determines the level of system access to be granted. In order to maintain system security access is limited by job function.

b.   Reporting System Errors. System errors should be reported to the application POC within the TAPA Branch. The POC reports errors to the USFA Web Farm Program Manager through the email USFA-APPS@fema.dhs.gov. This process allows TAPA and the Web Farm Program Manager to track and prioritize fixes and updates to the application.

C.   Roles: The role(s) assigned to each user determines the functions/screens that the user can access. These roles are as follows:

a.   Administrator.

       i.   Root

b.   Course call.

       i.   Dashboard

       ii.   Course call

       iii.   Course call request periods

       iv.   Two-day on-campus dates

       v.   Course call contacts

       vi.   Reports

       vii.   Reports: Courses

       viii.   Reports: Course checklist

       ix.   Reports: Tracking checklist

       x.   Reports: Course coordination plans

      xi.   Reports: Course requests

      xii.   Reports: Course call contacts

      xiii.   Lists

      xiv.   Courses (view only)

      xv.   Courses (auto-complete only)

      xvi.   Instructors (auto-complete only)

c.   Course call support.

      i.   Dashboard

      ii.   Offerings

      iii.   Course call

      iv.   Course call request periods

      v.   Two-day on-campus dates

      vi.   Course call contacts

      vii.   Reports

      viii.   Reports: Course checklist

      ix.   Reports: Tracking checklist

      x.   Reports: Course coordination plans

      xi.   Reports: Course requests

      xii.   Reports: Course call contacts

      xiii.   Reports: Eligibilities

      xiv.   Reports: Letters and labels

      xv.   Lists

      xvi.   Courses (view only)

       xvii.   Courses (auto-complete only)

       xviii.   Instructors (auto-complete only)

d.   Evaluations.

       i.   Dashboard

       ii.   Evaluations inbox

       iii.   End-of-course evaluations

       iv.   Long-term evaluations

       v.   Distance learning evaluations

       vi.   Evaluation form editor

       vii.   Reports

       viii.   Reports: Tracking checklist

       ix.   Reports: Bidders and awards

       x.   Reports: Eligibilities

       xi.   Reports: Financial

       xii.   Reports: End-of-course evaluations

       xiii.   Reports: End-of-course export

       xiv.   Reports: Long-term evaluations

       xv.   Reports: Distance learning evaluations

       xvi.   Correspondence

       xvii.   Correspondence report

       xviii. Courses (view only)

       xix.   Offerings (view only)

       xx.   Courses (auto-complete only)

xxi. Instructors (auto-complete only)

e. Instructors.

 i. Dashboard

 ii. Schedule

 iii. Courses

 iv. Offerings

 v. Instructors

 vi. Bidding periods

 vii. Bids and awards

 viii. Reports

 ix. Reports: Tracking checklist

 x. Reports: Precount

 xi. Reports: Course requests

 xii. Reports: Course call contacts

 xiii. Reports: Bid summary

 xiv. Reports: Bids and awards

 xv. Reports: Eligibilities

 xvi. Reports: Conflicts

 xvii. Reports: Financial

 xviii. Reports: End-of-course evaluations

 xix. Reports: Long-term evaluations

 xx. Reports: Distance learning evaluations

 xxi. Reports: Letters and labels

        xxii.   Lists

        xxiii.   Training specialists (view only)

        xxiv.   Instructors (auto-complete only)

   f.   Manager.

        i.   Dashboard

        ii.   Reports

        iii.   Reports: Financial

        iv.   Reports: Financial - Instructor report

        v.   Reports: Financial - Course report

        vi.   Reports: Financial - Schedule report

        vii.   Reports: Financial - Geographic report

        viii. Reports: Distance learning evaluations

        ix.   Reports: Distance learning evaluations: Single evaluation report

        x.   Reports: Distance learning evaluations: Aggregate report

        xi.   Reports: End-of-course evaluations

        xii.   Reports: End-of-course evaluations - Single evaluation report

        xiii. Reports: End-of-course evaluations - Annual report

        xiv. Reports: End-of-course evaluations - Offering report

        xv.   Reports: End-of-course evaluations - Instructor report

        xvi. Reports: End-of-course evaluations - Export

        xvii. Reports: Long-term evaluations

        xviii. Reports: Long-term evaluations - Student single evaluation report

        xix. Reports: Long-term evaluations - Student aggregate report

xx.   Reports: Long-term evaluations - Supervisor single evaluation report

xxi.   Reports: Long-term evaluations - Supervisor aggregate report

xxii.   Reports: Long-term evaluations - Status distribution report

xxiii.   Reports: Long-term evaluations - Quarterly/annual statistics report

xxiv.   Reports: Long-term evaluations - Course objectives (count) export

xxv.   Reports: Long-term evaluations - Static questionnaire export

xxvi.   Reports: Bid/award reports

xxvii.   Reports: Bid/award reports - Bidders and awards report

xxviii.   Reports: Bid/award reports - Eligibilities report

xxix.   Courses (auto-complete only)

xxx.   Instructors (auto-complete only)

g.   Schedule.

i.   Dashboard

ii.   Schedule

iii.   Courses

iv.   Offerings

v.   Course call

vi.   Training specialist course call

vii.   Training specialist request periods

viii.   Six-day on-campus dates

ix.   Ten-day on-campus dates

x.   Training specialists

xi.   Reports

xii.   Reports: Courses

xiii.   Reports: Bids and awards

xiv.   Reports: Financial

xv.   Reports: End-of-course evaluations

xvi.   Reports: Long-term evaluations

xvii.   Reports: Distance learning evaluations

xviii.   Instructors (auto-complete only)

VII.   Questions: Questions regarding the content of this NFA-specific SOP may be addressed to the office of the NFA Deputy Superintendent at (301) 447-1083.

Eriks J. Gabliks
Superintendent
National Fire Academy

Attachment (1)
400.15a - USFA Form 140-1-4 Web Farm Rules of Behavior

Nothing in this SOP shall be construed or implied as to be in conflict with Department of Homeland Security or Federal Emergency Management Agency policies, procedures or instructions, or collective bargaining agreements that are in effect.

DEPARTMENT OF HOMELAND SECURITY
FEDERAL EMERGENCY MANAGEMENT AGENCY
RULES OF BEHAVIOR FOR USERS OF THE
UNITED STATES FIRE ADMINISTRATION WEB FARM SYSTEM

The following rules of behavior apply to all Department of Homeland Security (DHS) employees and contractors who use the United States Fire Administration (USFA) Web Farm System.

The rules of behavior apply to all hardware and software used in the development, operations, and maintenance of the USFA Web Farm System and are intended to supplement the general rules of behavior regarding DHS systems and IT resources.

These rules of behavior are consistent with IT security policy and procedures within DHS Management Directive 140-1 (Information Technology Systems Security), DHS Sensitive Systems Policy Directive 4300A, and DHS 4300A Sensitive Systems Handbook.

The rules of behavior apply to users at their primary workplace and at any alternate workplaces (e.g., telecommuting from home or from a satellite site). They also apply to users on official travel.

USFA Web Farm System Access

* I understand that I am given access to only those USFA Web Farm System components for which I require access to perform my official duties.

* I will not attempt to access USFA Web Farm System components that I am not authorized to access.

* I will notify my supervisor and/or application point of contact and the USFA Web Farm System Steward when I no longer require access to USFA Web Farm System components to perform my official duties.

USFA Web Farm Passwords and Other Access Control Measures

* I will choose strong passwords that:
  - are at least eight characters long
  - have a combination of letters (upper-and lower-case), numbers, and special characters
  - are not the same as the previous 8 passwords
  - do not contain any dictionary word
  - do not contain any proper noun or the name of any person, pet, child, or fictional character, nor any employee serial number, Social Security Number, birth date, phone number, or any information that could be readily guessed about the creator of the password
  - do not contain any simple pattern of letters or numbers, such as "qwert" or "xyz123"
  - are not any word, noun, or name spelled backwards or appended with a single digit or with a two-digit "year" string, such as 98xyz123
  - are not the same as the UserID

* I will protect passwords from disclosure. I will not share passwords. I will not provide my password to anyone, including system administrators. I will not record passwords on paper or in electronic form and store them on or with DHS workstations, laptop computers, or Personal Electronic Devices (PEDs). To prevent others from obtaining my password via "shoulder surfing," I will shield my keyboard from view as I enter my password.

* I will promptly notify the USFA Web Farm System Steward and Information System Security Officer (ISSO) and change my password whenever the compromise of that password is known or suspected.

* I will not attempt to bypass access control measures.

USFA Web Farm Data Protection

* I will use only government owned/furnished equipment (e.g., workstations, laptops, PEDs) to access USFA Web Farm System components and information that are not authorized for public disclosure without restriction; I will not use personally owned equipment. "Government owned/furnished equipment" is equipment controlled or owned and maintained by any U.S. local, state, territory, tribal, or federal government entity; or, corporate equipment owned and maintained by a U.S. company contracted to provide services to DHS/FEMA under local, state, territory, tribal or federal government contracts.

* I understand that the USFA Web Farm System is a Privacy Sensitive System that collects, uses, or maintains Personally Identifiable Information (PII) that must be protected from disclosure to unauthorized persons or groups.

* I will protect PII collected, used, or maintained by the USFA Web Farm System in accordance with:

  - the DHS Privacy Office's Handbook for Safeguarding Sensitive PII at DHS
    http://dhsconnect.dhs.gov/org/comp/priv/pta/Documents/privacy_guide_spii_handbook.pdf

  - FEMA Privacy Training

    http://on.fema.net/components/msb/ocao/Documents/PRIVACY%20AWARENESS%20TRAINING%20101full%20version_Oct%202010.pdf

* I understand that any information processed by the USFA Web Farm System that is not specifically authorized for public disclosure is considered sensitive information, and I will protect sensitive information from disclosure to unauthorized persons or groups.

* I will protect all types of information processed by the USFA Web Farm System (information authorized for public disclosure without restriction, sensitive information, and PII) from erroneous manipulation or alteration.

* I will only use information processed by the USFA Web Farm System that is not specifically authorized for public disclosure to perform my official duties.

* I will log off or lock my workstation or laptop computer, or I will use a password-protected screensaver, whenever I step away from my work area, even for a short time; I will log off when I leave for the day. Specific procedures for logging off, locking workstations, and enabling password-protected screensavers are published in DHS 4300A Sensitive Systems Handbook, Attachment I Workstation Logon.

USFA Web Farm Software

* I agree to comply with all software copyrights and licenses.

* I will only use software procured for the USFA Web Farm System to perform my official duties for the USFA Web Farm System. Personal use of software is not authorized.

* I will not install or use unauthorized software (this includes software available for downloading from the Internet, software available on DHS networks, and personally owned software) on any USFA Web Farm System component.

USFA Web Farm Remote Access

* I understand that remote access to the USFA Web Farm System is only permitted via the FEMA iPass Corporate Access ™ service remote access system; I will not use any other method for remote access to the USFA Web Farm System.

Incident Reporting

* I will promptly report IT security incidents, e.g., compromise of passwords, disclosure of PII or other sensitive data to unauthorized persons or groups, etc.

* I will follow incident response and reporting procedures as described in FEMA Instruction 1540.1, Management of Information Technology Security Incidents and DHS 4300A Sensitive Systems Handbook, Attachment F, Incident Response   and Reporting.

Accountability

* I understand that I have no expectation of privacy while using the USFA Web Farm System.

* I understand that I will be held accountable for my actions while accessing and using the USFA Web Farm System.

Acknowledgment Statement

I acknowledge that I have read the rules of behavior, I understand them, and I will comply with them. I understand that failure to comply with these rules could result in verbal or written warning, removal of system access, reassignment to other duties, criminal prosecution, or termination.

| Name of User (Printed) | User's Phone Number | User's E-mail Address |

| Organization | Location or Address |

| Supervisor's Name | Supervisor's Phone Number | Supervisor's E-mail Address |

| User's Signature | Date |

Federal Emergency Management Agency
United States Fire Administration
National Fire Academy

National Fire Academy-specific Standard Operating Procedure

Number	Date
500.1	**July 2021**

Contract Instructor Recruitment and Selection

I. **Purpose:** This National Fire Academy (NFA)-specific standard operating procedure (SOP) outlines the administrative procedures for the recruitment, selection and placement of eligible instructors for NFA courses.

II. **Supersession:** Replaces NFA-specific SOP 500.1, dated January 2021.

III. **Authority/Reference:** 15 U.S.C. § 2206 (c) "Powers of Superintendent."

IV. **Definitions:** Refer to NFA-specific SOP 100.2.

V. **Responsibilities:** It shall be the policy of the NFA that instructor recruitment and selection shall be in accordance with this SOP. Variations from the specific procedures are permitted when in the best interest of the government (FAR Subpart 1.102 (d)).

VI. **Standard Operating Procedures:**

    A. Instructor Application Review and Processing:

        1. The instructor candidate submits his/her application package to the NFA instructor applicant mailbox: fema-nfainstructorapp@fema.dhs.gov or directly to the TS. Please **note:** This is a shared mailbox.

        2. The appropriate Branch administrative staff forwards the application package to the appropriate TS for review to determine if all of the required documents were provided and sends an email within **5** business days to the instructor candidate to confirm receipt of his/her application package.

        Please note: The required documentation may vary for each course and/or curriculum area. Please reference the following link for course specific requirements:
http://www.usfa.fema.gov/training/nfa/instructors_officials/criteria.html

        3. If the application package is incomplete, the administrative staff creates a list of deficiencies and sends the application package back to the instructor candidate via email with a "cc" to the administrative staff.

4.   If the application package is complete, the administrative staff will forward it with a check to the appropriate TS who will compare the applicant credentials to the published instructor qualification criteria. This must be completed within **15** working days (except for vacation, travel, deployment and illness).

5.   If the TS does not approve the instructor candidate's application package, the administrative staff will craft a rejection email send it to the TS to send to the applicant.

6.   If the TS approves the candidate instructor's application, he/she forwards the instructor name, address, phone number(s), email address, appropriate course name, course code, and role(s) to the appropriate Branch administrative staff using. The appropriate Branch administrative staff then enters the information into the NFA Instructor Tracker/Enterprise Shared Workspace (ESW).

7.   A "cc" copy of the acceptance status letter is sent to the Training, Administration, Planning and Analysis (TAPA) Branch who is responsible for coordinating the administrative requirements.

8.   Please note: The TS is responsible for coordinating the student "Special Admit" process through their Branch Chief for approval and also making the necessary arrangements to evaluate their technical expertise and teaching performance.

B.   Administrative Requirements: The TAPA Branch point of contact (POC) will pull the approved instructor contact information from the NFA Instructor Tracker/ESW and initiate the Suitability Determination/National Crime Information Center (NCIC) check process.

Suitability Determination/NCIC Check:

1.   Effective October 10, 2019 by direction of FEMA Personal Security Division (PSD), Office of the Chief Security Officer (OCSO) we are only required to process a National Crime Information Center (NCIC) check for NFA Instructors to be conducted every six (6) months.

2.   TAPA Branch POC will contact instructors (applicant or current) to request the necessary PII information for the NCIC check which includes: full name, date of birth, place of birth, and social security number prior to the expiration of a previous NCIC check.

Please note: The timeframe for the approval process of an NCIC check ranges from 24 – 72 hours.

DUNS/SAM:

1.   All potential new NFA Instructors must obtain a DUNS number from Dunn and Bradstreet. Specific instructions on how to obtain a DUNS number can be found at: www.dnb.com

2.   All potential new NFA Instructors must register their DUNS number in the SAM and have a valid registration before they can contract with the government. Specific instructions regarding SAM registration can be found at: www.sam.gov. **Note:** Instructors must update their SAM registration annually.

3.   The TAPA Branch will send reminder emails at the 30, 60 and 70 days to inquire about the instructor candidate's status in providing PII information and also the DUNS number and SAM registration requirements. If after the 70 days, the TAPA Branch POC has not received a reply from the candidate instructor, an email message will be sent to the TS to notify them. The TS will follow up with the candidate instructor to confirm their continued interest in becoming an NFA instructor and to inform them that they will be removed from the process if the requirements are not completed within the next 10 days.

C.   Final Approval/Notification to Bid:

1.   After the candidate instructor has met all of the administrative requirements, the TAPA Branch POC will notify the TS for final approval with a "cc" to the administrative staff.

2.   The Branch administrative staff will initiate a task request for the USFA/NFA Program Support Services Contractor to send a complete set of the course materials to the new instructor.

3.   The TAPA Branch will add the new instructor and his/her course eligibilities into the NFACourses System. This will provide the new instructor with immediate access to a web-based instructor portal where he/she can view instructional opportunities, submit bids, view end-of-course evaluation reports and download instructor guide materials.

4.   The TAPA Branch will send the new instructor an email with bidding instructions and other pertinent information. Please **Note:** Existing instructors who receive added course eligibilities will also receive an email notification.

5.   Additional Notes: All instructor applications/supporting documentation will be maintained in a central repository by the Branch administrative staff.

VII. **Questions:** Questions regarding the content of this NFA-specific SOP may be addressed to the office of the NFA Deputy Superintendent at (301) 447-1083.

Eriks J. Gabliks
Superintendent
National Fire Academy

Nothing in this standard operating procedure shall be construed or implied as to be in conflict with Department of Homeland Security or Federal Emergency Management Agency policies, procedures or instructions, or collective bargaining agreements that are in effect.

National Fire Academy-specific Standard Operating Procedure

Number	Date
500.2	**July 2021**

Processing Complaints Regarding Contract Instructors

I.   **Purpose:** This National Fire Academy (NFA)-specific standard operating procedure (SOP) outlines the procedures for documenting and processing complaints regarding contract instructor physical or on-line classroom performance and/or conduct.

II.   **Supersession:** Replaces NFA-specific SOP 500.2, dated January 2021.

III.   **Authority/Reference:** 15 U.S.C. § 2206 (c) "Powers of Superintendent."

IV.   **Definitions:** Refer to NFA-specific SOP 100.2.

V.   **Responsibilities:** It shall be the policy of the NFA that physical or on-line classroom performance or conduct complaints received regarding contract instructors shall be processed in accordance with this SOP.

VI.   **Standard Operating Procedures:**

A.   Upon the receipt of a complaint or issue with any contract instructor for any NFA course, the staff member receiving the complaint shall document the receipt of the complaint or issue. The complaint or issue must be in writing from the person or agency making the complaint.

B.   Documentation shall include the date and time the complaint was received, the nature of the complaint/issue, facts surrounding the incident, and the name and position of the person who made the complaint.

C.   The staff member shall consult with the Deputy Superintendent who shall determine if the complaint/issue is a classroom performance or a conduct matter.

D.   For classroom performance matters, the Training Specialist (TS) responsible for that course shall be responsible to determine the facts, document, and make recommendations for resolution of the issue. For courses conducted off-campus and those conducted through the State Weekend Program, the TS shall work with the other assigned TS and the state sponsor.

E.   After investigating the incident and determining the facts; if corrective action is needed, the following steps shall be followed:

1. The first step in this process is an oral warning issued by the TS to the instructor regarding the performance matter along with specific recommendations for improvement. The TS may include recommendations for the formative observation or summative evaluation of the instructor in accordance with NFA-specific SOP 500.3, Contract Instructor Observation and Evaluation.

2. The second step in this process is a written letter issued by the TS to the instructor to document that the performance matter has not been corrected.

3. The third and final step in this process is a written letter issued by the Deputy Superintendent to the instructor notifying them that their performance has not improved. This letter will provide the instructor with a 14-day window in which they may respond.

F. For conduct matters, the Deputy Superintendent shall be responsible to take immediate action in accordance with National Emergency Training Center (NETC) policies and procedures. Refer to NFA-specific SOP 700.1 - *Code of Conduct* and NETC SOP 119-22 - *Conduct on the NETC Campus.*

G. If the complaint alleges discrimination, harassment, failure to complete contractual obligations, violation of the Human Dignity Statement, or intentionally providing incorrect information to students, the person having knowledge of the incident shall immediately notify the TS, the respective Branch Chief in that chain-of-command and the Deputy Superintendent.

VII. **Questions:** Questions regarding the content of this NFA-specific SOP may be addressed to the office of the NFA Deputy Superintendent at (301) 447-1083.

Eriks J. Gabliks
Superintendent
National Fire Academy

Nothing in this SOP shall be construed or implied as to be in conflict with Department of Homeland Security or Federal Emergency Management Agency policies, procedures or instructions, or collective bargaining agreements that are in effect.

Federal Emergency Management Agency
United States Fire Administration
National Fire Academy

NFA-specific Standard Operating Procedure

Number	Date
500.3	**July 2021**

Contract Instructor Observation and Evaluation

I. **Purpose:** This NFA-specific standard operating procedure (SOP) establishes a contract instructor observation and evaluation process to assess and maintain the quality of instruction and delivery. It will:

A. Satisfy curriculum accreditation standards by maintaining a contractor instructor observation process.

B. Provide Training Specialists (TS), Instructional Systems Specialists (ISS) and contract instructors a standardized quality assurance process.

C. Provide quality assurance observation and evaluation instruments to include an instructor observation/evaluation document and accompanying rubric.

D. Adequately document and retain observations, findings, recommendations, and actions in a central location so that NFA staff can track and reference data in order to perform longitudinal analysis.

II. **Supersession:** Replaces NFA-specific SOP 500.3, dated January 2021.

III. **Authority/Reference:** 15 U.S.C. § 2206 (c) "Powers of Superintendent".

IV. **Definitions:** Refer to NFA-specific SOP 100.2 and DHS Training Glossary at https://dhsconnect.dhs.gov/org/comp/esec/Documents/Lexicon/DHS-Training-Glossary.pdf

V. **Responsibilities:**

A. NFA will provide direct access to all of its SOPs, which includes the procedures for contract instructor observation and evaluation and the associated documents.

This information is located online at https://www.usfa.fema.gov/training/nfa/instructors_officials/index.html#instructors By accepting an instructional contract with the NFA, instructors are subject to the provisions of the observation and evaluation process, and shall uphold and support them without compromise or exception.

B.   The TS will review the observation/evaluation document and rubric with contract instructors prior to observation/evaluation, explain the SOP, and address any questions or comments instructors may have regarding the process.

C.   The TS/observer will conduct instructor observation/evaluations annually, on-campus, or at the first opportunity for less frequent instructors. Beyond the minimal annual requirement, observations/evaluations are at the discretion of the training specialist based on course logistics, availability, or any other criteria, and may occur at any time and as frequently as the TS determines appropriate.

D.   For planning purposes the TS will submit two off-site observation/evaluation requests annually and approval will be based on available funding, programmatic priorities and logistics.

E.   The respective NFA Branch administrative staff will create and maintain a database and electronic folder for storing instructor observation/evaluation findings and related correspondence. *NOTE: An Enterprise Shared Workspace (ESW) location is planned for this information.*

F.   Revisions to the observation/evaluation instruments, such as the observation/ evaluation document and rubric, shall be vetted through TS, ISS, and management staff.

VI.   Standard Operating Procedures:

A.   Observers:

1.   An "observer" is an NFA TS, ISS, Branch Chief, or Deputy Superintendent who utilizes the standard observation/evaluation document and rubric. Primary responsibility and discretion resides with the TS responsible for course administration.

2.   Observation/evaluations must include all instructional methodologies included in the course delivery to support meeting course objectives.

B.   Observations:

1.   The observation/evaluation document and rubric maintain a standard for performance; however, it is understood that different curricula may require varied instructor strengths to be considered by the TS.

2.   The NFA will provide direct access to all of its SOPs, which includes the procedures for contract instructor observation and evaluation and the associated documents. This information is located online at: https://www.usfa.fema.gov/downloads/pdf/nfa/nfa_policies.pdf. The observation/evaluation process may occur at any time during the instruction of a course. Notification is at the discretion of the TS.

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3. The observer shall document observations on the instructor observation document (attached). The TS/observer shall use the observation/evaluation document and rubric to objectively determine the instructor's performance rating. The TS/observer are encouraged to provide substantial supporting documentation in Section III of the observation/evaluation document in order to emphasize any strengths and/or weaknesses observed.

C. Post-Observation Debriefing:

1. The TS (in the case of the State Weekend Program and/or the Off-campus Direct Delivery Program, the TS/COR) shall meet with the contract instructor within 24 hours of the class observation/evaluation to review and discuss the results. A copy of the instructor observation document will be provided to the instructor at that time. (If the observation is performed by an ISS or other staff, the TS/COR will remain the instructor liaison and the TS/COR will disseminate findings as they deem appropriate.)

2. The TS will provide the respective NFA Branch administrative staff with a copy of the instructor observation document for inclusion in the database and filing in the electronic folder.

3. The TS/COR shall follow and use NFA-specific SOP 500.2, *Processing Complaints Regarding Contract Instructors*, to address performance issues.

4. Egregious behavior, such as a violation of the NFA Human Dignity Statement and/or any violation of NETC SOP 119-22 *Conduct on the NETC Campus*, may result in immediate contract termination and instructor removal at the discretion of the TS/COR who shall consult with a supervisor, contracting officer, and/or the Deputy Superintendent.

D. Frequency:

1. Conduct one observation per calendar year for on-campus courses. Travel for off-site observations to be planned and executed as determined by the TS and approved by NFA management.

2. Instructors who have not taught within the last calendar year, shall minimally be observed throughout their first on-campus delivery.

3. Additional observations/evaluations shall be determined by the TS based on student feedback, instructor feedback, scheduling or course logistics, or any other reason.

E. Recordkeeping/Documentation:

1. The TS is responsible for saving a completed, electronic copy of the instructor observation document in the instructor folder on the shared drive so that all TSs may view current and previous performance.

2. The TS is responsible for sending a copy to their respective Program Support to track performance issues that may impact future contract awards.

VII. **Questions:** Questions regarding the content of this NFA-specific SOP may be addressed to the office of the NFA Deputy Superintendent at (301) 447-1083.

Eriks J. Gabliks
Superintendent
National Fire Academy

Attachments (2)
1. Instructor Observation/Evaluation Rubric
2. Instructor Observation/Evaluation Document

Nothing in this SOP shall be construed or implied as to be in conflict with Department of Homeland Security or Federal Emergency Management Agency policies, procedures or instructions, or collective bargaining agreements that are in effect.

NFA-specific SOP 500.3 Attachment 1 - Instructor Observation Rubric

for Section I. B. (Instructional Skill and Ability) of NFA-specific SOP 500.3 Attachment 2 - Instructor Observation Document

Behavior	Outstanding	Excellent	Satisfactory	Needs Improvement
1. Was prepared for class.	Built knowledge and skills both in content areas and pedagogy through formal education, preservice learning, job-embedded learning, or participation in professional development activities. Routinely seeks TS input for self-evaluation. Evaluates areas where one's own pedagogical and/or content knowledge needs to be strengthened and seeks out professional development settings and resources to address these needs as part of a professional development plan. Reviewed IG and SM prior to class to ensure familiarity with all content in both IG and SM. Is prepared to manage discrepancies and/or deficiencies in course materials. Seeks information from TS on learners' content knowledge; prior learning experiences; and learning level.	Built knowledge and skills both in content areas and pedagogy through formal education, preservice learning, job-embedded learning, or participation in professional development activities. Reviewed IG and SM prior to class to ensure familiarity with all content in both IG and SM. Is prepared to manage discrepancies and/or deficiencies in course materials.	Reviewed IG and SM prior to class to ensure familiarity with all content in both IG and SM. Is prepared to manage discrepancies and/or deficiencies in course materials.	Unaware of IG SM discrepancies. Unfamiliar with any course content. Unfamiliar with current professional practices related to course content. Late to class.

Behavior	Outstanding	Excellent	Satisfactory	Needs Improvement
2. Stated lesson overview and included clear statement of objectives.	Clear step-by-step overview of lesson outlined; correlated the objective to performance on the job; clearly explained instructor assists and method of student measurement. Communicates learning goals and explains to learners in clear language how day-to-day instruction, assignments, and projects support them in achieving those goals.	Objectives were written on the board, flip chart, training material or other audiovisual aid and matched POI; stated the objectives up front and properly explained lesson.	Stated lesson overview and included a statement of the objectives.	Objectives of the lesson not stated; no overview. Instructor did not state the name of the lesson.
3. Used appropriate techniques (examples, scenarios) to assist and motivate students to learn.	Observed student participation in class and properly evaluated progress to identify requirements for individual improvement; actively involved students in the lesson; used explicit and interesting examples to stimulate student interest and motivation, uses a personal appeal to students and re-enforces their desire to learn. Addresses diverse learning modalities, abilities, needs, and interests through differentiated instruction. Varies instructional activities and examples to	Adjusted approach to subject matter to assure students assimilated material; maintained positive learning environment; related material to actual job performance. Engages students actively in their own learning through relevant, thought-provoking questions; problems; and tasks that stimulate interest. Provides learners opportunities to apply their knowledge, skills, and new learning to identify obstacles and solutions to real-life and	Attempted to involve students in the lesson; displayed enthusiasm during instruction; and provided appropriate motivation. Emphasized key points.	Did not attempt to involve the students in the lesson; displayed a lack of enthusiasm for the material. Instructor failed to incorporate core values into the lesson.

Behavior	Outstanding	Excellent	Satisfactory	Needs Improvement
	improve conceptual understanding and skill development. Establishes a community of practice among learners to encourage peer-to-peer learning and a rapport with other students so that they feel encouraged to voice ideas and opinions without fear of negative consequences.	classroom projects through independent and collaborative problem-solving activities.		
4. Used training aids effectively.	Marker board and other training aids were extremely effective in teaching the subject matter; training aids integrated seamlessly and flawlessly into lesson; no errors in training aid use.	Training aids and devices used in a manner that enhanced training outcome; all aids fully visible to all students; few errors in training aid use, which were not repeated.	Used training aids effectively; several errors occurred in training aid use, but they did not detract from the lesson.	Training aids not effectively used; frequent errors in training aid use detracted from the lesson. (Example: Aids not visible, out of order or sequence with instruction; instructor talked to the aid, used training aids inappropriately, apologized for the training aids, etc.)
5. Displayed natural mannerisms (movement) and maintained eye contact.	Used eye contact to assess student understanding and to draw students into the discussion; gestures completely relaxed and natural; no distracting mannerisms.	Impartial eye contact with all students; few distracting mannerisms; used gestures to emphasize and clarify difficult points.	Displayed natural mannerisms; maintained eye contact most of the time; used appropriate gestures; several distracting mannerisms.	Eye contact not impartial; did not speak directly to the students for long periods or excessively read to the students; gestures stiff and unnatural; distracting mannerisms occurred frequently or persisted for an excessive period of time (i.e., hands in pockets, jingling keys).

Behavior	Outstanding	Excellent	Satisfactory	Needs Improvement
6. Verbalized effectively (i.e., good volume/tone/ pitch/speed/grammar) and avoided verbal distracters.	Used vocal variety to convey difference in meaning; no grammar or sentence structure errors; no verbal distracters. Speaks and writes clearly and accurately when giving directions for tasks, clarifying content, questioning, and evaluating student work and ideas.	Varied rate of delivery as well as the volume, force, and pitch of voice; few grammar or sentence structure errors; few verbal distracters. Speaks and writes clearly and accurately when giving directions for tasks, clarifying content, questioning, and evaluating student work and ideas.	Verbally clear and easily heard; several grammar and sentence structure errors; several verbal distracters; several grammar or sentence structure errors. Speaks and writes clearly and accurately when giving directions for tasks, clarifying content, questioning, and evaluating student work and ideas.	Mispronounced technical terms; frequently used improper grammar and sentence structure; voice too loud or too quiet; frequent verbal distracters (for example, overuse of stock expressions, vocalized pauses).
7. Used effective question and answer technique.	Used leadoff, follow-up and spontaneous questions to initiate, support and control the discussion effectively; used both overhead and directed questions to draw all students into the discussion; planned questions to ensure all students reached the objective; did not use questions that did not stimulate thought; questions were easily understood by all, and all responses were validated. Used questioning strategies for understanding and responding to student comments and questions in order to engage learners in inquiry, challenging their own	Used questions to initiate, support, and control the discussion; used questions to draw students into the discussion; planned questions that supported the objective; rarely used questions that did not stimulate thought; questions were understood by most and no responses were discounted. Used questioning strategies for understanding and responding to student comments and questions in order to engage learners in inquiry, challenging their own assumptions, and problem-solving.	Used few questions to control the discussion; used questions to draw most students into the discussion; in addition to thought-provoking questions, used several questions that did not stimulate thought; planned questions related to the objective; most questions were understood by students and few responses were discounted. Engaged students actively in their own learning through relevant, thought-provoking questions; problems; and tasks that stimulate interest.	Did not use questions to control the discussion; relied solely on overhead or directed questions leaving many students out of the discussion; questions were not planned or did not support the objective; did not use thought- provoking questions— students merely parroted back answers; questions were not understood by students—students did not know how to respond; did not adequately address student questions or discounted student responses to questions. Instructor failed to give students an opportunity to ask questions.

Behavior	Outstanding	Excellent	Satisfactory	Needs Improvement
	assumptions, and problem-solving. Assists learners in reflecting on their own performance.			
8. Maintained conducive learning environment.	Full attention of each student focused on lesson. Student behavior and attitudes conducive to learning; student attention was focused on lesson; few inattentive students noted; inattentive students were effectively refocused and/or counseled. Students made to feel comfortable asking questions, voicing opinion, and working within group.	Student behavior and attitudes conducive to learning; student attention was focused on lesson; few inattentive students noted; inattentive students were effectively refocused and/or counseled.	Students were for the most part attentive to the lesson; inappropriate student behavior, if displayed, was corrected; several inattentive students were noted; classroom rules were enforced.	Student behavior distracted other members of the class; inappropriate student behavior was not corrected; majority of students did not have their attention on the lesson; classroom rules not enforced (i.e., drinks around equipment, student late reporting or returning to class from a break, etc.). Instructor failed to manage distractions to prevent obstacles to learning.
9. Demonstrated thorough knowledge of subject/procedures.	Clearly explained the subject at hand; quickly and correctly answered questions pertaining to the subject; no technical errors noted. If unsure of answer, instructor states that he or she does not know, but that they will find out the answer. Instructor follows-up with class on any unanswered questions and or keeps Parking Lot.	Demonstrated thorough knowledge of subject and procedures; used examples to clarify problem areas; no more than one corrected technical error noted.	Demonstrated adequate knowledge of the subject and procedures; few technical errors noted (incorrect, inaccurate, outdated information, and/or procedures); adequately corrected all technical errors.	Did not fully understand the subject; lesson contained one or more uncorrected technical errors (incorrect, inaccurate, outdated information); lesson contained several uncorrected technical errors.

Behavior	Outstanding	Excellent	Satisfactory	Needs Improvement
10. Demonstrated poise and set positive example of dress and behavior.	A role model for students; far exceeded dress and appearance requirements.	Displayed professional attitude, confidence and good posture; exceeded dress and appearance requirements.	Exhibited professional behavior; in compliance with dress and appearance standards.	Behavior not professional; cynicism, profanity, intimidation, or off-color remarks used; not in compliance with dress and appearance standards. Violated the dress code outlined in the NETC welcome packet in any way.
11. Managed time effectively/completed all phases of lesson, reviewed main points in lesson summary.	All main points were covered in detail; transitions were used between main points with little to no distraction to the learning environment. Extremely smooth-flowing lesson; interim summaries used to fully support the lesson; main points of the lesson reviewed in depth at the conclusion of the lesson; effectively re-motivated students during conclusion; re-motivation left students with a clear understanding of the "why" they should perform the lesson. Managed/reined-in tangential topics.	All objectives/main points presented; effective conclusions, interim summaries, and transitions used to bridge key points; in group-paced classes, adjusted pace according to student needs when appropriate.	All portions of the lesson were covered; lesson well-paced; conclusions, interim summaries, transitions used most of the time in the lesson; they were reasonably effective in moving between main points with minimal distractions to the learning environment; re-motivation left students on a positive note.	All objectives not covered; lesson pace too fast or too slow; conclusions, interim summaries, transitions were not used as indicated in lesson plan; missed main points which prevented significant information being presented and/or presented information out of sequence which distracted from the learning environment; re-motivation poorly motivated the students and did not provide an understanding of the "why" which negatively impacted the lesson. Instructor failed to re-state name of the lesson or objective in the summary.
12. Provided clear and concise answers and examples during lesson review exercises.	Ensured all students understood all aspects of the performance exercise; previewed elements of the lesson plan and	Thoroughly explained the performance exercise, including the evaluation criteria; integrated the exercise with the lesson.	Briefed students on the performance exercise instructions and guidance using correct terminology.	Failed to explain the performance exercise to the students; used incorrect terminology.

Behavior	Outstanding	Excellent	Satisfactory	Needs Improvement
	performance exercise and accentuated known difficult areas of the lab. Ensured understanding of all procedures and various approved techniques to accomplish the procedures.	Thoroughly explained step-by-step instructions as procedures and technical methods as techniques.	Differentiated between procedure and technique (i.e., what to do vs. how to do, etc.).	Did not differentiate between procedure and technique.
13. Accurately assessed student achievement of goals/objectives.	Thoroughly assessed all aspects of the students' performance of the task or mastery of the subject. Elicits direct, observable evidence of learners' abilities to independently demonstrate the targeted set of standards. Builds learner confidence by providing feedback on progress in relationship to learning goals and encouragement and clear feedback about the steps needed to continue moving toward goal attainment Used questioning strategies for understanding and responding to student comments and questions in order to engage learners in inquiry, challenging their own assumptions, and problem-solving	Assessed elements of subject or task. Used questioning strategies for understanding and responding to student comments and questions in order to engage learners in inquiry, challenging their own assumptions, and problem-solving Proficiently used all formative assessment tools (such as classroom observations, activities, lesson closure discussions, quizzes, and student feedback) to monitor learning and adjust instruction.	Evaluated most key elements of subject or task. Used questioning strategies for understanding and responding to student comments and questions in order to engage learners in inquiry, challenging their own assumptions, and problem-solving. Proficiently used most formative assessment tools (such as classroom observations, activities, lesson closure discussions, quizzes, and student feedback) to monitor learning and adjust instruction.	Did not accurately assess (e.g. instructor stated students performed well, but students performed poorly) or failed to assess student achievement and understanding. Did not adequately utilize formative assessment tools (such as classroom observations, activities, lesson closure discussions, quizzes, and student feedback) to monitor learning and adjust instruction.

Behavior	Outstanding	Excellent	Satisfactory	Needs Improvement
	Proficiently used all formative assessment tools (such as classroom observations, activities, lesson closure discussions, quizzes, and student feedback) to monitor learning and adjust instruction.			

Instructor Observation	Date

Instructor (Last, First)	**Total # Hours Instruction:** **Total # Hours Observed:**

Observer (Last, First)	**Course Title**	**Subject/Unit**

Observation Type
☐ **Qualification**　■ **Scheduled**　☐ **Follow-up**

Legend: O – **Outstanding** E – **Excellent** S – **Satisfactory** NI – **Needs Improvement** NA – **Not Applicable**

Instructions: Enter an "X" under "YES" or "NO" and applicable rating in Section I. "NA" applies to items that are not applicable to the lesson presented. "NI" ratings require a short justification in the "Comments" block on the reverse side of the form (reference item number). "NI" ratings will be followed up at the next scheduled course of instruction.

SECTION I ITEM	Rating						
	YES	NO	O	E	S	NI	NA
A. TEACHING PREPARATION							
1. Lesson plan/other teaching guides approved by TS?	☐	☐				☐	☐
B. INSTRUCTIONAL SKILL AND ABILITY							
2. Was prepared for class.			☐	☐	☐	☐	☐
3. Stated lesson overview and included clear statement of objectives.			☐	☐	☐	☐	☐
4. Used appropriate techniques (examples, scenarios) to assist and motivate students to learn.			☐	☐	☐	☐	☐
5. Used training aides effectively.			☐	☐	☐	☐	☐
6. Displayed natural mannerisms (movement) and maintained eye contact.			☐	☐	☐	☐	☐
7. Verbalized effectively (i.e., good volume/tone/pitch/speed/grammar) and avoided verbal distracters.			☐	☐	☐	☐	☐
8. Used effective question and answer technique.			☐	☐	☐	☐	☐
9. Maintained conducive learning environment.			☐	☐	☐	☐	☐
10. Demonstrated thorough knowledge of subject/procedures.			☐	☐	☐	☐	☐
11. Demonstrated poise and set positive example of dress and behavior.			☐	☐	☐	☐	☐
12. Managed time effectively/completed all phases of lesson, reviewed main points in lesson summary.			☐	☐	☐	☐	☐
13. Provided clear and concise answers and examples during lesson review exercises.			☐	☐	☐	☐	☐
14. Accurately assessed student achievement of goals/objectives.			☐	☐	☐	☐	☐
C. NFA Human Dignity Statement							
Was there any violation of the NFA Human Dignity Statement? *Selection of Yes requires a detailed explanation in Section III and corrective action.*	☐	☐					

SECTION II. OVERALL PERFORMANCE RATING

☐ **Outstanding**   12 or more items rated "Outstanding." No items rated "Needs Improvement."

☐ **Excellent**   11 or more items rated "Excellent" or "Outstanding". No items rated "Needs Improvement."

☐ **Satisfactory**   11 or more items rated "Satisfactory" or higher. No more than 2 items rated "Needs Improvement."

☐ **Needs Improvement** 3 items rated "Needs Improvement."

☐ **Unacceptable**   4 or more of the items rated "Needs Improvement" or any violation of the NFA Human Dignity Statement. Any egregious behavior (such as sleeping) in the classroom.

SECTION III. RECOMMENDATIONS FOR IMPROVEMENT OR GENERAL COMMENTS

General comments.

SECTION IV. SIGNATURE OF OBSERVER

Printed Name of Observer	Signature of Observer	Date

Federal Emergency Management Agency
United States Fire Administration
National Fire Academy

National Fire Academy-specific Standard Operating Procedure

Number	Date
500.4	July 2021

Administrative Requirements for National Fire Academy Contract Instructors and Subject Matter Experts

I.   **Purpose:** This National Fire Academy (NFA)-specific standard operating procedure (SOP) outlines the administrative procedures that NFA contract instructors and subject matter experts (SMEs) must comply with to maintain eligibility to teach and/or participate in course development activities for NFA courses. Also see NFA-specific SOP 500.1, Contract Instructor Recruitment and Selection.

II.   **Supersession:** Replaces NFA-specific SOP 500.4, dated January 2021.

III.   **Authority/References:** 15 U.S.C. § 2206 (c) "Powers of Superintendent."

IV.   **Definitions:** Refer to NFA-specific SOP 100.2.

V.   **Responsibilities:** This NFA-specific SOP is applicable to all contract instructors and SMEs.

VI.   **Standard Operating Procedures:**

A.   Contract Instructors:

    1.   After the candidate instructor is recommended to teach by the Training Specialist (TS), their contact information is entered into the NFA Instructor Tracker/Enterprise Shared Workspace, and the Training, Administration, Planning and Analysis (TAPA) Branch staff initiates the Suitability Determination/NCIC Check process, which includes:

        a.   Suitability Determination/NCIC Check:

            1.   Effective October 10, 2019 by direction of FEMA Personal Security Division (PSD), Office of the Chief Security Officer (OCSO) we are only required to process a National Crime Information Center (NCIC) check for NFA Instructors to be conducted every six (6) months.

2. TAPA Branch point of contact will contact instructors (applicant or current) to request the necessary personally identifiable (PII) information for the NCIC check which includes: full name, date of birth, place of birth, and social security number prior to the expiration of a previous NCIC check.

3. Please note: The timeframe for the approval process of an NCIC check ranges from 24 – 72 hours.

    b. <u>Data Universal Numbering System (DUNS)</u>:

1. All potential new NFA Instructors must obtain a DUNS number from Dunn and Bradstreet. Specific instructions on how to obtain a DUNS number can be found at www.dnb.com

    c. <u>System for Award Management (SAM)</u>:

1. All potential new NFA Instructors must register their DUNS number in the SAM and have a valid registration before they can contract with the government. Specific instructions regarding SAM registration can be found at www.sam.gov. **Note**: Instructors must renew their SAM registration each year.

2. After all administrative requirements are met, the instructor will receive a letter from the Branch Chief informing them of their eligibility to teach.

3. The TAPA Branch staff will send the new instructor an email with bidding instructions and other reference information.

B. SMEs:

1. All SMEs must secure a favorable Background Suitability Determination, step A.1.a. above applies. To initiate this process, the NFA Instructional Systems Specialist provides the TAPA Branch staff with the contact information for the SME candidate.

2. Any SME contracting directly with the Federal Government must also secure a DUNS number and register in SAM, steps A.1.b. and A.1.c. above apply.

VII.   **Questions:** Questions regarding the content of this NFA-specific SOP may be
addressed to the office of the NFA Deputy Superintendent at (301) 447-1083.

Eriks J. Gabliks
Superintendent
National Fire Academy

Nothing in this standard operating procedure shall be construed or implied as to be in
conflict with Department of Homeland Security or Federal Emergency Management
Agency policies, procedures or instructions, or collective bargaining agreements that are
in effect.

Federal Emergency Management Agency
United States Fire Administration
National Fire Academy

National Fire Academy-specific Standard Operating Procedure

Number	Date
600.1	**July 2021**

Course Delivery Partnerships

I.   **Purpose:** This National Fire Academy (NFA)-specific standard operating procedure (SOP) describes the framework where the NFA will enter formal partnerships with other organizations and agencies to deliver courses.

II.   **Supersession:** Replaces NFA-specific SOP 600.1, dated January 2021.

III.   **Authority/Reference:** 15 U.S.C. § 2206 (c) "Powers of Superintendent."

IV.   **Definitions:** Refer to NFA-specific SOP 100.2.

V.   **Responsibilities:** It shall be the policy of the NFA that it will use a state fire training agency as identified by legislation or statute to deliver its sponsored training.

VI.   **Standard Operating Procedures:**

    A.   For NFA sponsored training, the NFA shall use contract instructors who deliver courses to meet American Council on Education (ACE) and International Association of Continuing Education and Training (IACET) standards. The rigorous standards and processes that NFA employs to recruit, vet, evaluate and retain NFA instructors are an important element in maintaining NFA's academic rigor, integrity and credibility, as well as NFA's curriculum requirements with ACE and IACET. **Note**: Students who successfully complete NFA-sponsored courses are eligible to earn an NFA-sponsored end-of-course certificate and may be eligible for ACE and IACET credit.

    B.   For enfranchised course deliveries, state fire training systems and/or other state/local, tribal and military organizations that wish to deliver designated NFA enfranchised courses at their location must comply with NFA-specific Standard Operating Procedure 400.12/National Fire Academy Enfranchised Course Delivery Process, including the Official Letter of Agreement.

    C.   State fire training agencies may use their certified instructors and may teach to national consensus standards. **Note**: Students who successfully complete state-sponsored courses are eligible to earn a state-sponsored end-of-course certificate but are not eligible for ACE or IACET credit.

_____

D.   The NFA and the state fire training systems collect student attendance and performance records and maintain them in accordance with The Family Educational Rights and Privacy Act (FERPA) (20 U.S.C. § 1232g; 34 CFR Part 99).

E.   Any organization that wishes to formally partner with the NFA shall meet this standard and be able to provide proof of same.

F.   Federally appropriated funds may not be used to assist non-governmental organizations to develop or deliver training for which non-governmental organizations received a Federal grant.

G.   In accordance with the U.S. Fire Administration Reauthorization Act of 2008, the Fire Administrator may enter into a contract with nationally recognized organizations that have established on-site training programs that comply with national voluntary consensus standards for fire service personnel to facilitate the delivery of the education and training programs.

H.   In accordance with 15 USC 49 § 2206 (m) 2 A, the Fire Administrator may not enter into a contract with a nationally recognized organization unless the organization provides training that leads to certification by a program that is accredited by a nationally and/or regionally accredited institution that is recognized by the United States Department of Education; or the Fire Administrator determines if the training is of equivalent quality to an accredited fire service training program.

     1.   When making a decision, the Fire Administrator may consider the fact that an organization has provided a satisfactory fire service training program pursuant to a cooperative agreement with a Federal agency as evidence that such a program is of equivalent quality to a fire service training program.

     2.   The amounts expended by the Fire Administrator to carry out this subsection in any fiscal year shall not exceed 7.5 percent of the appropriated amount. See 15 USC 49 § 2206 (m) 3.

_____

VII. **Questions:** Questions regarding the content of this NFA-specific SOP may be addressed to the office of the NFA Deputy Superintendent, at (301) 447-1083.

Eriks J. Gabliks
Superintendent
National Fire Academy

Nothing in this SOP shall be construed or implied as to be in conflict with Department of Homeland Security or Federal Emergency Management Agency policies, procedures or instructions, or collective bargaining agreements that are in effect.

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This SOP is applicable only to the United States Fire Administration National Fire Academy.

U.S. Fire Administration | FEMA

National Fire Academy-specific Standard Operating Procedure

Number	Date
600.2	**July 2021**

Fire and Emergency Services Higher Education Recognition Program Process

I.   **Purpose:**

A.   This National Fire Academy (NFA)-specific standard operating procedure (SOP) describes the Fire and Emergency Services Higher Education (FESHE) Recognition Program process. The FESHE Recognition Certificate is an acknowledgement that particular collegiate divisions of emergency services degree programs meet the minimum standards of excellence established by FESHE professional development committees and the NFA.

B.   These regionally or nationally accredited colleges and universities have demonstrated a commitment to the nationally recognized FESHE model of standardized professional development education criteria. At present, FESHE has concentrated on degree programs that emphasize firefighting response, fire prevention and fire administration, and emergency medical services management degree programs.

II.   **Supersession:** Replaces NFA-specific SOP 600.2, dated January 2021.

III.   **Authority/Reference:** 15 U.S.C. § 2206 (c) "Powers of Superintendent."

IV.   **Definitions:** Refer to NFA-specific SOP 100.2.

V.   **Responsibilities:** This NFA-specific SOP is applicable to employees of the NFA.

VI.   **Standard Operating Procedures:**

Application:

A.   The institution requests an application for recognition through email using the email address of FEMA-FESHE@fema.dhs.gov

B.   The NFA FESHE program manager sends the institution point of contact (POC) a request for recognition application packet.

C.   The institution requestor returns the completed application packet which includes:

1.   The application document signed by the requestor and the appropriate department head or their superior.

2.   Course syllabi for the six core courses which indicates that the student learning outcomes (SLOs) are met.

D.   NFA FESHE program manager notifies the institution POC that the packet has been received and the 45 day review process will begin. The institution is added to the Enterprise Shared Workspace (ESW) for tracking purposes.

E.   The NFA reviewer completes the review, noting concurrence or deficiencies.

F.   The NFA FESHE program manager emails the POC stating either:

1.   The review process is complete and the packet is being forwarded to the appropriate State Fire Training Director (SFTD) for concurrence; or,

2.   Indicating deficiencies noted for correction and steps to follow for further consideration. After receipt of the resubmitted packet, the 45 day review process will begin again.

G.   When the application is sent to the SFTD office:

1.   The NFA FESHE program manager will send the application explaining that the SFTD may review the application; contact the institution POC for any questions prior to signing concurrence/non-concurrence and resolve non-concurrence issues prior to returning the application to NFA; or,

2.   Return the signed application with SFTD concurrence within seven days upon receipt from the NFA.

H.   If the application is approved by the SFTD, the NFA FESHE program manager will:

1.   Notify the institution POC indicating the review process is complete, their signed certificate will be forthcoming, and that they may now submit student applications for course certificates.

2.   Notify the webmaster to add the school to the recognized list.

I.   The NFA program support staff will forward the certificate on to the appropriate SFTD to sign and return.

J.   The NFA program support staff will mail the completed certificate to the institution POC.

Reporting/Compliance:

A.   The NFA FESHE program manager will send an email to the institution POC with the requirements for reporting/compliance to include the NETC student application process, FESHE Recognition cover sheet and sample/instructions on completing the student application.

B.   The NFA FESHE program manager will audit each institution for compliance every year. Institutions found "not in compliance" will be denied further participation until deficiencies have been corrected and the institution submits an updated application for review/approval. The NFA FESHE program manager will immediately notify the appropriate SFTD of this action.

   1.   The NFA FESHE program manager will pull the institution's FESHE certification if the institution is not in compliance. This includes program cancellation due to low enrollment, non-reporting or not teaching to all of the FESHE student outcomes.

   2.   The NFA FESHE program manager will remove the institution from the FESHE website.

C.   Institutions may appeal revocation of participation rights by submitting a written appeal to the NFA FESHE program manager which will be forwarded to the National Professional Development Steering (NPDS) Committee within 30 days of notification of revocation. The NPDS Committee will then have 30 days to respond by either upholding the revocation or re-instituting the school's recognition status. In either case, written recommendations will be made to the NFA FESHE program manager. The NFA FESHE program manager will contact the SFTD and the appealing institution.

VII.   **Questions:** Questions regarding the content of this NFA-specific SOP may be addressed to the office of the NFA Deputy Superintendent at (301) 447-1083.

Eriks J. Gabliks
Superintendent
National Fire Academy

Attachment - FESHE Institutional Recognition Request Form

Nothing in this SOP shall be construed or implied as to be in conflict with Department of Homeland Security or Federal Emergency Management Agency policies, procedures or instructions, or collective bargaining agreements that are in effect.

FIRE & EMERGENCY SERVICES HIGHER EDUCATION (FESHE)

INSTITUTIONAL RECOGNITION REQUEST

Part A: To be completed by FESHE Institution		
NAME OF COLLEGE/ UNIVERSITY:		
POINT OF CONTACT:		
MAILING ADDRESS:		
CITY, STATE, ZIP CODE:		
EMAIL:	PHONE:	
INSTITUTION URL:		

TYPE OF DEGREE(S) OFFERED: (e.g., AS, AA, AAS, BA, BS, ETC., IN FIRE SCIENCE)	
FESHE COURSE CODE & TITLE	**INSTITUTION COURSE TITLE**
ASSOCIATE'S CORE CURRICULUM (Check all that apply) ☐ C0275-Building Construction for Fire Protection ☐ C0276-Fire Behavior and Combustion ☐ C0286-Fire Prevention ☐ C0288-Fire Protection Systems ☐ C0273-Principles of Emergency Services ☐ C0281-Principles of Fire and Emergency Services Safety and Survival	
While FESHE strongly suggests adoption of the non-core curriculum, only the core curriculum is evaluated for purposes of national FESHE recognition. Non-core (elective) courses are evaluated only to assure course outcome compliance for student certificate purposes.	
ASSOCIATE'S NON-CORE CURRICULUM (Check all that apply) ☐ C0290-Advanced Concepts in Structural Fire Protection ☐ C0294-Fire and Life Safety Education ☐ C0283-Fire Investigation I ☐ C0284-Fire Investigation II ☐ C0292-Fire Plans Review ☐ C0277-Fire Protection Hydraulics and Water Supply ☐ C0282-Hazardous Materials Chemistry ☐ C0291-Human Behavior in Fire ☐ C0270-Legal Aspects of the Emergency Services ☐ C0278-Occupational Health and Safety ☐ C0289-Performance-Based Design Fire Protection ☐ C0293-Principles of Code Enforcement ☐ C0272-Principles of Fire and Emergency Service Administration ☐ C0279-Strategy and Tactics	

BACHELOR'S CORE CURRICULUM (Check all that apply) ☐ C0260-Applications of Fire Research ☐ C0287-Community Risk Reduction for the Fire and Emergency Services ☐ C0271-Fire and Emergency Services Administration ☐ C0264-Fire Prevention Organization and Management ☐ C0266-Personnel Management for the Fire and Emergency Services ☐ C0258-Political and Legal Foundations of Fire Protection	

While FESHE strongly suggests adoption of the non-core curriculum, only the core curriculum is evaluated for purposes of national FESHE recognition. Non-core (elective) courses are evaluated only to assure course outcome compliance for student certificate purposes.

BACHELOR'S NON-CORE CURRICULUM (Check all that apply) ☐ C0280-Advanced Principles in Fire and Emergency Services Safety and Survival ☐ C0265-Analytical Approaches to Public Fire Protection ☐ C0296-Disaster Planning and Control ☐ C0257-Fire Dynamics ☐ C0285-Fire Investigation and Analysis ☐ C0295-Fire Protection Structures and Systems ☐ C0263-Fire-Related Human Behavior ☐ C0269-Managerial Issues in Hazardous Materials	

SUBMIT COURSE OUTCOMES THAT MATCH THE FESHE COURSES USING THE ATTACHED TEMPLATE.			
INSTITUTION URL: (where curriculum can be found)			
WITHIN 14 WORKING DAYS OF COURSE COMPLETION THE FESHE RECOGNIZED INSTITUTION AGREES TO COLLECT AND SUBMIT THE FEMA FORM 119-25-2 WITH THE ATTACHED COVER LETTER TO THE NETC ADMISSIONS OFFICE FOR ALL STUDENTS WHO SUCCESSFULLY COMPLETE THE APPROVED COURSES.			
SUBMITTED BY:		TITLE:	
INSTITUTIONAL APPROVAL: (Division Dean Signature)			

Part B: To be completed by the appropriate FESHE Degree Program Committee

REVIEWER(s) ☐ CONCUR ☐ NONCONCUR ☐ Return for Revision (see comments below)			
REVIEWED BY:		TITLE:	
DATE:		SIGNATURE(s):	
COMMENTS:			

Part C: To be completed by the State Training Director		
☐ CONCUR ☐ NONCONCUR		
SIGNATURE:		TITLE:
DATE:		
COMMENTS:		

Federal Emergency Management Agency
United States Fire Administration
National Fire Academy

National Fire Academy-specific Standard Operating Procedure

Number	Date
600.3	**July 2021**

Social Media and Gov Delivery

I.   **Purpose:** This National Fire Academy (NFA)-specific standard operating procedure (SOP) outlines the policies and procedures for submitting materials to be posted on NFA social media channels.

II. **Supersession:** Replaces NFA-specific SOP 600.3, dated January 2021.

III. **Authority/Reference:** 15 U.S.C. § 2206 (c) "Powers of Superintendent."

IV. **Definitions:** Refer to NFA-specific SOP 100.2.

V.   **Responsibilities:** This NFA-specific SOP is applicable to employees of the NFA.

VI. **Standard Operating Procedures:**

A.   All staff are encouraged to submit material to be disseminated through the social media and Gov Delivery channels in order to promote NFA programs. Social media includes all social media channels that the U.S. Fire Administration (USFA) subscribes to; i.e., Facebook and Twitter. Gov Delivery is an email communications channel that allows USFA/NFA to distribute notifications effectively and efficiently to audiences that self-select the subject area for which they want to receive notifications.

B.   Staff submitting content are required to submit materials via their supervisor to the Social Media Manager. Content should be short, concise and reference the appropriate USFA/NFA webpage. Content requiring distribution in addition to the social media channels described above should be coordinated through the USFA External Affairs Specialist.

C.   Photos are highly encouraged. Photos of students/instructors must include confirmation that a completed and signed National Emergency Training Center (NETC) Video-Photo Release (attached) is electronically forwarded to the Social Media Manager with the social media content. The Social Media Manager will retain the completed and signed NETC Video-Photo Release. Photos are not used in Gov Delivery releases.

VII. **Questions:** Questions regarding the content of this NFA-specific SOP may be addressed to the office of the NFA Deputy Superintendent at (301) 447-1083.

Eriks J. Gabliks
Superintendent
National Fire Academy

Attachment - NETC Video-Photo Release

Nothing in this standard operating procedure shall be construed or implied as to be in conflict with Department of Homeland Security or Federal Emergency Management Agency policies, procedures or instructions, or collective bargaining agreements that are in effect.

DEPARTMENT OF HOMELAND SECURITY
Federal Emergency Management Agency
PHOTO, VIDEO AND AUDIO CONSENT FORM

I _____ , do hereby grant the Federal Emergency Management Agency (FEMA) and the U.S. Department of Homeland Security (DHS) permission to take, use and release photographs, video, and/or audio recordings in which I (and or my minor child named below) is represented or in which my likeness appears in print, audio, digital, internet or other forms of media and broadcasting. I also grant FEMA, DHS permission to use and display any products recorded, including the display of logos and artwork.

I fully understand that, in the case of news interviews, all or portions of the interview may be quoted and/or aired both locally and nationally. I understand that I will not have any editorial input regarding the final product. I also understand that the video or film footage is the property of FEMA, DHS. I understand that these photographs, video, and/or audio recordings may be included in a DHS or FEMA Media Library subject to the Media Library guidelines respectively. However, this consent does not authorize the release of my home address, social security number, date of birth, and/or any other identifying information that it may possess.

I understand that no time limitations shall apply to this release of rights for the use of my likeness, photograph, video, and/or audio recordings. My signature below acknowledges that I have read the above information and I fully understand it. By signing this statement, I hereby consent to the above conditions and further release to Federal Emergency Management Agency, Department of Homeland Security all rights, claims, interests for use in fixed or broadcast media. I declare under penalty of perjury under the laws of the United States of America that the aforementioned is true and correct (28 U.S.C. § 1746).

Self/Parent/Guardian (print)   Date:

_____   _____

Signature:

_____

Names of Children if under 18:

_____

_____

_____

_____

National Fire Academy-specific Standard Operating Procedure

Number	Date
700.1	**July 2021**

Code of Conduct

I. Purpose:

    A. This National Fire Academy (NFA)-specific standard operating procedure (SOP) establishes a Code of Conduct for NFA students.

    B. It is not possible to list all acts of misconduct/disorderly conduct that can occur on campus or in the classroom, but students are required to exhibit the highest forms of good manners, behavior and respect for the NFA community and its inhabitants.

    C. Students are expected to exhibit exemplary ethical behavior and conduct as part of the NFA community and society as a whole. Acts of academic dishonesty including cheating, plagiarism, deliberate falsification, and other unethical behaviors are considered breaches of this Code of Conduct.

II. Supersession: Replaces NFA-Specific SOP 700.1, dated January 2021.

III. Authority/Reference: 15 U.S.C. § 2206 (c) "Powers of Superintendent."

IV. Definitions: Refer to NFA-specific SOP 100.2.

V. Responsibilities:

    A. It shall be the policy of the NFA that a Code of Conduct is adopted in accordance with this SOP.

    B. By accepting admission to NFA-sponsored classes, students are automatically subject to the provisions of this Code of Conduct and shall uphold and support them without compromise or exception. Ignorance of any aspect of the Code of Conduct shall not be a defense to an alleged violation.

    C. A copy of this SOP shall be made available to all students and instructors.

VI. **Standard Operating Procedures:**

A. Academic misconduct shall include:

1. Deliberate alteration of graded material for a re-grade or grade correction.

2. Submitting without authorization the same assignment for credit in more than one course.

3. Collaborating on any work when not allowed, either in or outside the classroom setting.

4. Forging the signature of another or allowing forgery by another for any classroom related document.

5. Use of unauthorized material stored or recorded on electronic devices during an exam or quiz.

6. Use of crib notes or other unauthorized written material during an exam or quiz unless specifically authorized by the course Training Specialist (TS).

7. Attempting to or allowing impersonation by another in order to take one's exam or quiz.

8. Copying, alteration or fabrication of data such as that collected in a teaching laboratory or as part of a research project without specific original author citation or written original author permission.

9. Intentionally or knowingly helping or attempting to help another commit an act of academic dishonesty.

10. Intentionally plagiarizing the works of others, in whole or in part, in specific words or ideas, and/or self-plagiarizing previously submitted works by submission as new work.

11. Establishing multiple user accounts to enroll in and pass on-line self-study courses.

12. Continually retaking on-line self-study course exams to record the test questions and the correct answers.

B. General Code of Conduct:

1. Students shall abide by all NFA, National Emergency Training Center (NETC), Federal Emergency Management Agency, and Federal rules and regulations, standards, and laws.

2.   Students and instructors shall abide by FEMA Policy 123-0-2 *FEMA Educational and Training Participant Standards of Conduct*, FEMA Directive 123-0-2-1 *Personnel Standards of Conduct*, and NETC SOP 119-22 *Conduct on the NETC Campus* (attached to this SOP and also available to NETC staff at http://netc.fema.net/directives/default.aspx).

3.   Students attending NFA-sponsored classes in locations other than the NETC shall abide by this Code of Conduct and any Code of Conduct adopted by the agency or organization that is hosting the class.

4.   A violation of the host agency or organization Code of Conduct shall be considered a violation of this SOP.

5.   Instructors are responsible for maintaining a classroom environment that facilitates effective teaching, learning, and safety. Instructors shall ensure against hostile environment incidents while conducting any class for the NFA. This includes (but is not limited to) admonishing students who make any comment that could be construed as offensive and remaining alert for drifts in classroom atmosphere that could lead to inappropriate comments.

6.   The instructor has the right to determine appropriate behavior standards in the classroom as long as the requirement does not infringe upon the individual's rights nor is in violation of FEMA Policy 123-0-2, *FEMA Educational and Training Participant Standards of Conduct*, FEMA Directive 123-0-2-1 *Personnel Standards of Conduct*, and NETC SOP 119-22. Disruptive and disrespectful behavior on the part of any student shall not be tolerated.

7.   The instructor shall identify students who are in violation of the appropriate decorum or safety procedures and shall provide reasonable warning to the students of the consequences of such conduct.

     Note: A reasonable warning would include a verbal reminder or a written note regarding the expected decorum in the classroom or while on the NETC campus.

8.   The instructor shall notify the TS if violations of appropriate behavior standards are not corrected.

     a.   The penalty for continued inappropriate conduct may include expulsion from the class for the day in question and a notice sent to the Branch Chief and then to the Deputy Superintendent.

     b.   In extreme or exigent cases, the penalty for continued inappropriate conduct may include expulsion from the classroom or NETC in accordance with FEMA Policy 123-0-2, *FEMA Educational and Training Participant Standards of Conduct*, FEMA Directive 123-0-2-1 *Personnel Standards of Conduct*, and NETC SOP 119-22 *Conduct on the NETC Campus*.

9.   Return of the student to the classroom shall require a written pledge by the student to abide by the rules of expected classroom decorum or safety. The signed pledge shall be provided to the TS, the Branch Chief and Deputy Superintendent.

10.   Further action may be taken in accordance with FEMA Policy 123-0-2, *FEMA Educational and Training Participant Standards of Conduct*, FEMA Directive 123-0-2-1 *Personnel Standards of Conduct*, and NETC SOP 119-22 *Conduct on the NETC Campus,* and may include permanent exclusion from NFA-sponsored courses.

11.   Academic misconduct is a violation of this Code of Conduct.

12.   For classroom and NFAOnline mediated courses, students are expected to report academic misconduct to the instructor or the TS when they witness a violation. All cases of academic misconduct shall be reported by the instructor to the TS.

13.   The TS shall report the incident to the Branch Chief and the Deputy Superintendent.

14.   For NFAOnline self-study courses, students who believe that academic misconduct has occurred should first follow their organization's process for reporting unethical behavior.

15.   If a student is found to have engaged in misconduct and the allegations are upheld, the penalties may include, but are not limited to one or a combination of the following:

      a.   Expulsion.

      b.   Withholding of stipend or forfeiture of stipend paid.

      c.   Exclusion from future classes for a specified period; depending on the severity it could range from 1-10 years or even a life-time ban.

      d.   Forfeiture of certificate for course(s) enrolled in at NETC.

16.   Notification of the misconduct will be made to the student's sponsoring organization.

17.   Standards of conduct and other operational policies and procedures relating to the Executive Fire Officer (EFO) Program are outlined in the EFO Program Handbook at http://www.usfa.fema.gov/downloads/pdf/efop_guidelines.pdf

18. Standards of conduct and other operational policies and procedures relating to the Managing Officer (MO) Program are outlined in the MO Program Handbook at: https://www.usfa.fema.gov/downloads/pdf/nfa/managing_officer_program_handbook.pdf

19. Students have the right to dispute any action in accordance with NFA-specific SOP 700.6 *Academic Grievances and Grade Appeals*.

VII. **Questions:** Questions regarding the content of this NFA-specific SOP may be addressed to the office of the NFA Deputy Superintendent at (301) 447-1083.

Eriks J. Gabliks
Superintendent
National Fire Academy

Attachments
700.1a - NETC SOP 119-22 *Conduct on the NETC Campus*
700.1b - FEMA Policy 123-0-2 *FEMA Educational and Training Participant Standards of Conduct*
700.1c - FEMA Directive 123-0-2-1 *Personnel Standards of Conduct*

Nothing in this SOP shall be construed or implied as to be in conflict with Department of Homeland Security or Federal Emergency Management Agency policies, procedures or instructions, or collective bargaining agreements that are in effect.

NETC Standard Operating Procedure (SOP)

NETC SOP	Date	Organization
#119-22	December 4, 2017	FA

Conduct on the NETC Campus

I. Purpose

This Standard Operating Procedure (SOP) identifies the policies, procedures and standards for conduct on Federal property at the National Emergency Training Center (NETC) in Emmitsburg, Maryland. It identifies the actions to be taken for violation of these standards, and is applicable to all persons entering, while on, or leaving NETC. Nothing in this document creates any rights enforceable by law and nothing in this document limits or preempts the application of law, regulations, Federal Emergency Management Agency (FEMA) or Department of Homeland Security (DHS) directives, manuals, policies or guidance which will control if this document is inconsistent in any way.

II. Supersession, Review, Definitions, Authorities and References: See "Additional Information" beginning on page 12.

III. Responsibilities

A. Supervisors at all levels are responsible for implementation of these policies and procedures.

B. All employees are responsible for notifying their supervisors of any violations of these regulations.

C. NETC Management Operations and Support Services (MOSS) Division maintains a record of student misconduct.

IV. Policy

It is FEMA's policy to maintain a work and learning environment which is free from disruptions, misconduct, and discrimination or harassment based on age, disability, gender, nationality, pregnancy, race, religion, and sexual orientation.

Individuals entering or present on the NETC campus in any capacity are expected to conduct themselves in a manner that reflects respect for order, personal honor, the rights of others, and the functions of government. Rules applicable to conduct on federal property are designed to protect the rights of the individual and the property of the Federal Government and are instituted to preserve a safe and pleasant environment. All employees, students, contractors, and visitors are responsible for compliance with this and other

applicable directives, manuals, policies, or guidance regarding conduct while enrolled or at NETC.

A. **Prohibited Conduct** includes, but is not limited to the following:

1. Academic misconduct.

2. Unacceptable behaviors that affect student performance; unwarranted loitering, disorderly conduct or other conduct at NETC that creates loud or unusual noise or a nuisance which:

   a. Unreasonably obstructs the usual use of any federal property;

   b. Otherwise impedes or disrupts the performance of official duties by government employees or government contractors;

   c. Interferes with the delivery of the program; or

   d. Prevents the general public from obtaining the services provided on the property in a timely manner.

3. Violation of rules governing the use of housing at NETC, such as cohabitation, or infringement on the privacy and rights of other visitors housed at NETC.

4. Willful misconduct, abusive or obscene language, harassment, or violent behavior on the campus.

5. Improper disposal of rubbish, willful or negligent destruction of or damage to property, the theft of property, the creation of any hazard to persons or things, the throwing of articles of any kind from or at a building or the climbing upon any part of a building.

6. Any threat or act of physical or psychological violence against anyone on the NETC campus.

7. Commission of acts harmful or potentially dangerous to others.

8. Possession of firearms: Except for official purposes (e.g., federal, state or local law enforcement or contract security forces when authorized by the contract project officer) and in accordance with FEMA policy governing the possession of firearms, no person entering onto or at the NETC campus shall carry or possess firearms, other dangerous or deadly weapons, explosives, or items that could reasonably be used to fabricate an explosive or incendiary device, either openly or concealed.

9. Sexual Harassment

10. The possession, use, sale, or distribution of alcoholic beverages or illegal drugs by any individual on the property. Exceptions to use of alcoholic beverages in designated locations are as described herein. See sub-paragraph L on pages 7 and 8.

11. Entering upon the property or being on the property under the influence of alcohol, and/or illegal or non-prescription medications while present on the NETC campus.

12. Solicitation of gifts or money, commercial or political solicitation, or collection of private debts, soliciting, advertising, promoting commercial activities, or entities. This prohibition does not apply to:

    a. Approved national or local fund drives for health, welfare, or other purposes;

    b. Authorized concessions;

    c. Personal notices posted on authorized bulletin boards; and

    d. Solicitation of labor organization membership or dues during non-duty hours.

13. Participation in games for money or other personal property; the operating of gambling devices; or the conduct of a lottery or pool at NETC.

14. Posting, affixing, or distributing materials, such as pamphlets, handbills, or flyers, on other than designated areas (bulletin boards); or using classroom area bulletin boards to sell books, clothing, equipment, software, and other goods, etc., except when such distribution or display is conducted as part of authorized government activities.

15. Displaying or wearing of any political campaign items by a contractor or staff member while representing FEMA in a group, instructional or office setting.

16. The smoking, burning or use of any tobacco product (to include smokeless tobacco), candles or incense in all buildings at NETC, or in NETC vehicles at all times, except as granted in writing by the Director, NETC MOSS. This includes the use of smokeless electronic vaporizers (e-cigarettes).

17. Falsification, alteration, or misuse of DHS documents, records or identification cards.

18. Accepting incoming collect telephone calls.

19. Use of electronic devices during active class time that is disruptive to training activities (e.g., Blackberries and cell phones).

20. Any person, employee, student, contractor, special government employee, subject matter expert, guest speaker, guest or visitor coming into possession of Personally Identifiable Information (PII) as a student or instructor may not use or disclose PII for purposes not authorized by FEMA.

B. **Copyright Laws**. NETC EMI, United States Fire Administration (USFA), and NFA adhere to and support the enforcement and application of all federal copyright laws. Students, staff, contractors and employees are required to promote and comply with copyright law including the proper identification of copyrights in educational and presentation materials. The copyright law of the United States (Title 17, U.S. Code) governs the making of photocopies or other reproductions of copyrighted material; persons using photocopy equipment on campus may be liable for any infringement. Students, staff, contractors, and employees may find more information about copyright laws, the rights of copyright owners, and the right of fair use to make limited copies for purposes such as personal study or research, by visiting the Library of Congress website Copyright.gov. You may also seek the assistance of the Office of Chief Counsel for specific applications.

C. **Electronic Communications.** Use of electronic communications and internet access are provided by the government for official purposes only.

1. Only thumb drives scanned by NETC Information Technology specialists or technicians may be used.

2. It is unacceptable and prohibited to:

   a. Use electronic mail, communications, and postings, for receipt or transmission of any illegal behaviors – such as threats, violence, fraud, harassment, or of a sexual nature - to include any written, graphic, or photographic communication and/or cartoons.

   b. Enter any web site containing material of a sexual nature.

      1) Download or upload any material of a sexual nature from or to such a web site.

      2) Store and/or reproduce any material of a sexual nature on a memory storage device or copy machine provided by the government (including but not limited to personal computers, tablets, phones, and laptops.)

D. **Age Restrictions**. Anyone accepted to a class who is below the age of 18 years must be accompanied by a parent or guardian when on the campus because they are not of legal age. The parent/guardian/chaperone must be a student registered in the same class as the student who is under 18 years of age.

E. **Photographs** and other depictions such as audio and video recordings may be taken inside classroom or office areas only with the consent of the occupants, with completion of FEMA photograph release agreements, and

1. Except where prohibited by security regulations or federal court order, photographs and other depictions for news purposes may be taken in entrances,

lobbies, foyers, corridors, or auditoriums when used for public meetings and only those authorized by the Office of External Affairs.

2. Subject to the foregoing prohibitions, photographs and other depictions for advertising and commercial purposes may be taken in authorized areas and only with written permission of the Director, NETC MOSS, and FEMA External Affairs.

3. Any non-personal use of photographs and other depictions taken inside classrooms requires advance approval of the Director NETC MOSS, or the NFA or EMI Superintendent.

F. **Dress Policy.** It is each individual's responsibility to use good judgment in maintaining good hygiene, and in selecting attire that projects a professional image that is appropriate for both climate differences and classroom activities. Nothing in this dress policy will restrict or impede an individual's adherence to religious practices.

1. The superintendents of NFA, EMI, or their designee, or the MOSS Director have authority to make a determination that a student's attire is inappropriate. Students wearing attire which is determined to be inappropriate will be required to change into more appropriate clothing before being allowed to continue class. Employee inappropriate attire will be addressed by supervisors.

2. Appropriate Business Casual Attire:
   Slacks or khakis (below the calf or longer);
   Suits, sport coats, or blazers;
   Skirts/Dresses–must be no shorter than three inches above the knee;
   Shirts with collars; polo shirts;
   Jeans (newer, dress or fashion type without rips or tears);
   Capri Pants;
   Turtlenecks, sweaters;
   Blouses–no backless or low-cut (sleeveless blouses must have 3-4 inches of
      material covering the shoulder);
   Dresses–no backless or low-cut (sleeveless dresses must have 3-4 inches of
      material covering the shoulder);
   Dress or casual shoes, open toed shoes;
   Denim skirts, dresses, or shirts.

3. Inappropriate Attire:
   Shorts;
   Tank tops;
   Overalls;
   Tee shirts with slogans and/or without sleeves;
   Flip-flops, thongs.

4. Unacceptable Items (Items that are unacceptable regardless of the situation, event, or activity):

Any excessively oversized or baggy apparel;

Any ripped or torn clothing;

Dirty or foul smelling clothing;

Displaying of undergarments of any kind;

Potentially offensive language or slogans on any piece of attire or conspicuous part of the body;

Clothing that reveals too much cleavage, back, chest, or stomach;

Athletic wear, spandex, work-out attire unless specifically involved in an athletic activity;

Excessively tight, revealing, distracting, or provocative clothing;

Excessive/strong aftershave, cologne or perfume;

5. Recommended graduation attire (NFA students only): Suits, sport coats, dresses, skirts, blouses, dress shirts, ties, dress slacks, or departmental dress uniforms.

G. **Animals**. Service animals are the only domesticated animals permitted on campus without specific prior approval of the Director, NETC MOSS. Animals whose sole function is to provide comfort or emotional support do not qualify as service animals under the Americans with Disabilities Act (ADA).

1. When it is not obvious what service an animal provides, only limited inquiries are allowed. Staff may ask two questions:

   a. Is the dog a service animal required because of a disability, and

   b. What work or task has the dog been trained to perform.

2. The dog must be under the handler's control at all times, and must be harnessed, leashed, or tethered, unless these devices interfere with the service animal's work or the individual's disability prevents using these devices. The dog is to accompany the person with a disability in all areas of the facility where the public is normally allowed to go.

3. Allergies and fear of dogs are not valid reasons for denying access or refusing service to people using service animals. When a person who is allergic to dog dander and a person who uses a service animal must spend time in the same room or facility, for example, in a classroom or at a breakout room, they both should be accommodated by assigning them, if possible, to different locations within the room or different rooms in the facility.

4. People with disabilities who use service animals cannot be isolated from other students or staff, treated less favorably than others, or charged fees that are not charged to other personnel without animals.

5. A person with a disability can be asked to remove his or her service animal from the premises if the dog is out of control and the handler does not take effective

action to control it, or the dog is not housebroken. When there is a legitimate reason to ask that a service animal be removed, staff must offer the person with the disability the opportunity to obtain goods or services without the animal's presence.

6. Students are not allowed to leave their service animal in their dorm room when they leave. If a guest's service animal causes damages to a dorm room, NETC is permitted to charge the same fee for damages as it would another student for the same damages.

7. NETC staff are not required to provide care or food for a service animal.

H. **Vehicular and Pedestrian Traffic.** Drivers of all vehicles entering the NETC campus shall drive in a careful and safe manner at all times and shall comply with parking and vehicle registration requirements, signals and directions of security personnel, and all posted traffic signs.

1. The blocking of entrances, driveways, walkways, loading platforms, designated fire lanes or fire hydrants at NETC is prohibited.

2. Parking without authority, parking in unauthorized locations or parking contrary to the direction of posted signs is prohibited. Vehicles parked in violation, where warning signs are posted, shall be subject to removal at the owners' risk and expense.

I. **Signs and Direction.** Persons at NETC shall at all times comply with official signs that prohibit, regulate, or direct, as well as with the directions of security staff and other authorized individuals.

J. **Use of Drones/Unmanned Aircraft.** The use drones or other unmanned aerial vehicles is prohibited on the NETC campus without written permission of the Director, NETC MOSS.

K. **Inspections**. Packages, briefcases, and other containers brought onto NETC property, in possession during stay at NETC, or being removed from the property, may be subject to inspection.

L. **Use, Sale, or Possession of Alcohol**. The authority to permit the use, sale, or possession of alcohol for special official occasions resides with the USFA Administrator or designee for NETC, but may be delegated through formal written delegation to other officials with or without sub-delegation authority. Approval for the use, sale, or possession of any alcoholic food or beverage may be suspended, restricted, limited, or revoked at any time by the USFA Administrator or another official with delegated authority. The suspension, restriction, limitation, or revocation will be effective immediately unless otherwise directed by the deciding authority.

1. All requests for the use, sale, or possession of alcohol must be forwarded in advance to the Director, NETC MOSS, for presentation to the deciding official. Requests submitted less than three weeks in advance of the event are subject to denial without consideration.

2. The Recreation Association may provide such support when approved by the Director, NETC MOSS for activities/functions attended by members of the Recreation Association. The Recreation Association may request that a limited number of guests or visitors be invited, with the condition that all guests or visitors meet the established security guidelines of NETC, and that any group or individual may be denied access and that the total number of non-member guests or visitors is approved by the Director, NETC MOSS.

3. The NETC Recreation Association is authorized to possess, sell, and distribute beer and wine only at the following locations:

    a. Pub and recreation area located in Building B during normal operating hours of the pub, as established by the Recreation Association Board of Directors and approved by the Director, NETC MOSS; and

    b. The log cabin.

4. Alcoholic beverages obtained on this campus may not be removed from the immediate area in which it was served.

5. The NETC Recreation Association is a private activity chartered to serve only members of the Association and invited guests and visitors.

    a. The Pub manager and his/her designee have the responsibility to refuse service to anyone who is not eligible to patronize the establishment or who demonstrates improper conduct.

    b. The Pub at NETC will operate within guidelines permitted by Maryland law for Frederick County. Legal proof of age shall be requested from any patron who appears to be under legal age, and may be requested of any patron.

M. **Discrimination, Harassment or Retaliation**. Anyone who believes they have been subjected to discrimination, harassment or retaliation may contact the FEMA Office of Equal Rights at (202) 646-3535. All allegations of harassment will be handled in accordance with FEMA Directive FD 256-4. That directive applies to all FEMA employees, contractors, students, visitors, and guests engaging in business at all FEMA facilities. Other forms of misconduct will be handled as described in this SOP.

N. **Student Misconduct**. Allegations of misconduct involving students must be made in writing (and signed by the complainant) to the EMI Deputy Superintendent or NFA Deputy Superintendent in the school with which the charged individual is associated

(or, in their absence, the senior FEMA official on campus designated to represent the school), who will review the documented complaint.

1. Persons involved in or witnessing the misconduct may be notified and be required to appear in person or respond in writing to provide additional information.

2. The individual alleged of misconduct shall be notified in writing of the initial decision of the Superintendent (or the respective senior FEMA official) and be provided with response procedures.

3. Documentation of Misconduct Involving Students: If a student is involved with a conduct violation, the hosting school (EMI or NFA) will completely document the incident and provide a copy of the documentation to the Director, NETC MOSS. Documentation should include as a minimum:

   a. A signed copy of the complaint;

   b. Statements of witnesses and security personnel;

   c. Notice to the student regarding review of the allegation and explanation of the disciplinary process;

   d. Review and disposition of the complaint; and

   e. Any applicable correspondence.

4. Penalty for Student Misconduct

   a. If a student is found to have engaged in misconduct and the allegations are upheld, the penalties may include, but are not limited to, one or a combination of the following:

      1) Expulsion;

      2) Withholding of stipend or forfeiture of stipend paid;

      3) Exclusion from future classes for a specified period;

      4) Forfeiture of certificate for course/courses enrolled in at NETC;

      5) Barred from NETC permanently.

   b. Notification of the misconduct will be made to the student's sponsoring organization.

   c. Upon written request by the student's sponsoring organization, information from or copies of the statements from the individual and witnesses, police

reports, and NETC security reports may be made available to the individual's sponsoring organization with prior authorization from the Director, NETC MOSS, after appropriate coordination with the Privacy Office.

    d. Records of student misconduct at NETC will be maintained by the NETC MOSS Division. Official records will be retained consistent with FEMA Records Management Manual 181-1-1.

        1) All applications for admissions are to be checked to determine if a prospective student has a record of misconduct as a student while in a prior class.

        2) Upon receipt of this prior record review and an initial adverse determination denying the application, the applicant may submit a written response to the Director, NETC MOSS, within five calendar days after receipt of the notice.

        3) The response will be considered by the Director, NETC MOSS who will make an initial decision.

5. Request for Reconsideration. Any student involved in misconduct resulting in disciplinary action may request reconsideration of the initial decision to the Deputy U.S. Fire Administrator for NFA students, or the Superintendent of EMI for EMI students.

    a. Request for reconsideration must be made in writing within 15 calendar days of the initial decision.

    b. The request will be reviewed and considered. The respondent has the right to appear in person, have representation, and present any witnesses, as outlined in the initial decision letter.

    c. The decision of the Deputy U.S. Fire Administrator for NFA students and the Superintendent, EMI, for EMI students is final.

O. **Contract Staff Misconduct**. All allegations of misconduct involving contract staff shall be referred to the individual's employing company after coordination with the appropriate federal Contracting Officer and the appropriate Project Manager of the contract.

P. **Federal Staff Misconduct**. All allegations of misconduct involving federal staff shall be reported through the appropriate organizational chain of command and forwarded to the FEMA Office of Human Capital, Employee and Labor Relations (HC/ELR) prior to taking further action. All guidance and procedures to be followed for allegations of misconduct of federal staff will be provided by the HC/ELR staff. This will ensure conformance to bargaining unit agreements when applicable.

Q. **Civil and Criminal Misconduct** . Any violation of state or federal civil or criminal laws will be referred to the appropriate law enforcement agency for disposition.

V. Questions. Questions regarding the content of this NETC SOP may be addressed to the Director, NETC MOSS, at (301) 447-1223.

G. Keith Bryant
U.S. Fire Administrator
U.S. Fire Administration

ADDITIONAL INFORMATION

Supersession and Review: NETC SOP 119-22, Conduct on the NETC Campus of October 6, 2015 is superseded. This document will expire four years from the date of issue.

Definitions

A. **Academic Misconduct** - Cheating, plagiarism, fabrication of information and other citations, failure to attend class without excused absence, facilitating acts of academic dishonesty by others, unauthorized prior possession of examinations, submitting the work of another person or work previously used without informing the instructor and securing written approval, tampering with the academic work of other students and any other deliberate falsification, and other unethical behaviors that affect performance and outcomes.

B. **Contractor** - An individual or business entity authorized by a contractual agreement with FEMA to provide goods or services.

C. **Criminal Misconduct** - Actions which involve violation of state or federal criminal law.

D. **Guest** - An individual who is sponsored for physical access to FEMA facilities and has a valid Personal Identification Card (PIV Card) or PIV-I credential. Examples of guests include, but are not limited to, other government agency personnel who have a valid PIV Card and representatives from state and local government who have a valid PIV-I credential.

E. **Misconduct** - Behavior not conforming to laws or prevailing standards; any conduct that disturbs or disrupts the process or operations, or involves the damage of government property at NETC. Personal hygiene concerns may be included.

F. **NETC Staff** – An individual whose official duty station is NETC.

G. **Personally Identifiable Information (PII)** - Any information that permits the identity of an individual to be directly or indirectly inferred, including other information that is linked or linkable to that individual, regardless of whether the individual is a U.S. citizen, legal permanent resident, visitor to the U.S., or employee or contractor to the Department. This includes name, social security number, date and place of birth, mother's maiden name, account number, license number, vehicle identifier number, license plate number, device identifier or serial number, internet protocol address, biometric identifier (e.g., photograph, fingerprint, iris scan, and voice print), educational information, financial information, medical information, criminal or employment information, and information created specifically to identify or authenticate an individual (e.g., a random generated number).

H. **Service Animals** - According to the Americans with Disabilities Act (ADA) Service Animals are defined as "dogs" that are individually trained to do work or perform tasks for people

with disabilities. The work or task a dog has been trained to provide must be directly related to the person's disability.

I. **Sexual Harassment** - Sexual Harassment is a form of prohibited harassment. Harassing conduct is often, but not always, sexual in nature.

1. Unwelcome sexual advances, requests for sexual favors, and other verbal, non-verbal or physical conduct based on sex (whether or not it is sexual in nature) constitute sexual harassment when:
    a. Submission to such conduct is either an explicit or implicit term or condition of employment;
    b. Submission to or rejection of the conduct is used as a basis for making employment decisions; or
    c. The conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creates an intimidating, offensive, or hostile environment.

2. In addition to the obvious forms of sexual harassment, a wide range of unwelcome subtle behaviors have been found to constitute sexual harassment because these behaviors could create a hostile or offensive work environment. These include; but are not limited to:
    a. Sexual teasing and innuendo
    b. Making propositions
    c. Jokes of a sexual nature
    d. Indecent or vulgar remarks/winking/whistling
    e. Staring/ogling that causes humiliation
    f. Posting sexually oriented pictures, cartoons, or other visual materials that may be viewed as offensive
    g. Making sexual gestures with hands or body movements
    h. Deliberate touching, leaning, cornering, or pinching
    i. Referring to an adult in an unprofessional manner, for example honey, babe, sweetie, hunk, dear.

J. **Special Group** – A pre-arranged group of DHS employees, federal employees, military personnel, contractors, guests, visitors, or any combination thereof.

K. **Student** – Individual who is attending the National Fire Academy or Emergency Management Institute courses. (Stipulations regarding minors are noted under Policies.)

L. **Visitor** - Individuals who are sponsored for physical access to a FEMA facility, but do not have a PIV Card or PIV-I credential. All visitors must be entered into the Security Access Request Application (SARA) and escorted while on campus.

Authorities and References

A.   The Homeland Security Act of 2002, as amended (6 U.S.C § 314 (a) (15))

B. 44 C.F.R. § 15, Conduct at the Mount Weather Emergency Assistance Center and at the National Emergency Training Center

C. 41 C.F.R. § 102-74, Facility Management

D. DHS MD 0480.1, Ethics/Standards of Conduct

E. 5 C.F.R. § 735, Employee Responsibilities and Conduct

F. NETC SOP 119-3, Facility Utilization and Expenses at NETC

G. Title VII of the Civil Rights Act of 1964, as amended

H. 6 C.F.R. § 17, Nondiscrimination on the Basis of Sex in Education Programs and Activities Receiving Federal Financial Assistance

I. 6 C.F.R. § 21, Nondiscrimination on the Basis of Race, Color, or National Origin in Programs or Activities Receiving Federal Financial Assistance from the Department of Homeland Security

J. Executive Order Number 13160, June 23, 2000, Nondiscrimination on the Basis of Race, Sex, Color, National Origin, Disability, Religion, Age, Sexual Orientation, and Status as a Parent in Federally Conducted Education and Training Programs

K. 6 C.F.R. § 5, Disclosure of Records and Information

L. 5 C.F.R. § 2635, U.S. Office of Government Ethics, Standards of Ethical Conduct for Employees of the Executive Branch

M. FEMA Directive 121-3 Revision 1 Facility Access and FEMA Manual 121-3-1, Credential and Access Reference

N. FEMA Directive 109-2, Privacy Program Directive

O. Privacy Act of 1974, as amended (5 U.S.C. § 552a)

P. Freedom of Information Act, as amended (5 U.S.C. § 552)

Q. Title 17 U.S.C, Copyright Act

R. Americans with Disabilities Act of 1990, as amended, 42 U.S.C. §§ 12101 et seq. and Americans with Disabilities Act Amendments Act (ADAAA) of 2008

S. FEMA Form 119-25-3, Student Stipend Agreement

T. DHS MD 0460.1, Freedom of Information Act Compliance

U.   FEMA Manual 255-3-1 Employee Discipline Manual December 29, 2015

V.   FEMA Manual 109-2-1 FEMA Privacy Program, June 4, 2014

W.   FEMA Directive 262-2, Information Transmitted By E-Mail, November 29, 2010

X.   Collective Bargaining Agreement between FEMA and AFGE Council 56, December 5, 2016

Y.   DHS MD 066-01, Safety and Health Programs

Z.   FEMA Directive 256-4, Anti-Sexual Harassment, September 5, 2015

AA.   FEMA Manual 123-19-1, FEMA Administrative Investigations Policy, April 5, 2012

BB.   FEMA Directive 112-11, Title VI Civil Rights Program, July 10, 2015

CC.   FEMA-Mission Support Customer Guide, April 23, 2012 (Dress Code, Page 218)

Federal Emergency Management Agency
United States Fire Administration
National Fire Academy

National Fire Academy-specific Standard Operating Procedure

Number	Date
700.2	**July 2021**

Admissions

I. **Purpose:** This National Fire Academy (NFA)-specific standard operating procedure (SOP) outlines the policies and procedures for granting students admission to NFA courses.

II. **Supersession:** Replaces NFA-specific SOP 700.2, dated January 2021.

III. **Authority/Reference:** 15 U.S.C. § 2206 (c) "Powers of Superintendent."

IV. **Definitions:** Refer to NFA-specific SOP 100.2.

V. **Responsibilities:** It shall be the policy of the NFA that admission to NFA courses shall be in accordance with the latest adopted version of National Emergency Training Center (NETC) SOP 119-25 *Policy and Procedures for Admissions*.

VI. **Standard Operating Procedures:**

    A. NETC SOP 119-25 *Policy and Procedures for Admissions* is attached to this SOP and is also accessible by NETC staff at http://netc.fema.net/directives/default.aspx

    B. NFA employees shall refer to and follow the procedures outlined in NETC SOP 119-25 *Policy and Procedures for Admissions* for instructions, policies and procedures pertaining to:

        1. Regular student admission for on- and off-campus courses.

        2. Attendance.

        3. Cancellation by student.

        4. Early departure.

        5. Student grades (failure/incomplete).

        6. Unique or unscheduled offerings/pilot deliveries.

7.   Course certificates.

8.   Transcripts.

9.   Foreign student applications.

10.   Program-specific applications for:

      a.   Volunteer Incentive Program.

      b.   Executive Fire Officer Program.

      c.   Managing Officer Program.

VII.   **Questions:** Questions regarding the content of this NFA-specific SOP may be addressed to the office of the NFA Deputy Superintendent at (301) 447-1083.

Eriks J. Gabliks
Superintendent
National Fire Academy

Attachment - NETC SOP 119-25 *Policy and Procedures for Admissions*

Nothing in this SOP shall be construed or implied as to be in conflict with Department of Homeland Security or Federal Emergency Management Agency policies, procedures or instructions, or collective bargaining agreements that are in effect.

Federal Emergency Management Agency
    Directives Management System

NETC Standard Operating Procedure (SOP)

NETC SOP	Date	Organization
#119-25	**August 21, 2015**	**FA**

Policy and Procedures for Admissions

I.   Purpose

This National Emergency Training Center (NETC) Standard Operating Procedure (SOP) has been designed to assist the Management, Operations, and Support Services (MOSS) employees with their responsibilities for providing admission and registration support to the National Fire Academy (NFA), the National Fire Programs Division (NFP), and the Emergency Management Institute (EMI).

The provisions in this NETC SOP are applicable to all Federal Emergency Management Agency (FEMA) Federal Government Staff and contractors at NETC, the Center for Domestic Preparedness (CDP) for EMI or NFA courses, and the FEMA Program Offices and Regions. References throughout this NETC SOP to Admissions refer to the Admissions Section within the NETC MOSS Division of the United States Fire Administration. References throughout this NETC SOP to NFA, NFP or EMI refer to the respective program office within FEMA.

II.   Supersession: NETC SOP 119-25, Policy and Procedures for Admissions, dated August 15, 2012.

III.   Authority

A. Federal Fire Prevention and Control Act of 1974 (PL 93-498), as amended, Title 15 U.S.C., Sections 2201 et. seq.

B. Robert T. Stafford Disaster Relief and Emergency Assistance Act (PL 93-288), as amended by PL 106-390, Title 42 U.S.C., Sections 5196 et. seq.

C. Title 44 U.S.C., Section 3101

D. Title VI of the Civil Rights Act of 1964

E. Privacy Act of 1974, as amended

V.   Responsible Office

A. The respective Superintendent or designee will provide all exceptions or justifications relating to these operational policies in writing (electronically or hard copy) to the Admissions Section.

B. MOSS staff will ensure that all Admissions functions are completed by the timelines listed in this NETC SOP's Manual. The Admissions staff must follow and abide by all guidelines within this SOP and Manual.

VI. Policy

FEMA is an equal opportunity institution. It does not discriminate on the basis of age, gender, race, color, religious belief, national origin, sexual orientation, or disability in the admissions and student-related policies and procedures. FEMA makes every effort to ensure equitable representation of minorities and women in its student body. Qualified minority and female candidates are encouraged to apply for all courses.

VII. Reporting Requirements

A. MOSS staff will provide quarterly and annual reports as described in FEMA Facility Directive 119-1, NETC Standardized Reporting Definitions and Work Measurement. These reports will be provided within 30 days after the end of the quarter and 60 days after the end of the fiscal year.

B. Requests for non-standard reports will be in writing or by email to Admissions and will provide as much detail as possible on the information requested.

VIII. Forms Prescribed

A. FEMA Form 119-25-1, General Admission Application shall be used when there is a need to determine eligibility for acceptance into the course.

B. FEMA Form 119-25-2, General Admission Application, Short Form shall be used for NFA/NFP off-campus courses, other select NFA/NFP courses, and select EMI off-site resident and Incident Workforce Management Division (IWMD)-funded courses.

C. Forms are available on the FEMA Forms Website: http://on.fema.net/employee_tools/forms/Pages/fema_forms.aspx.

IX. Questions

Questions regarding the content of this NETC SOP may be addressed to the Director, NETC MOSS, at (301) 447-1223.

ERNEST
MITCHELL

Ernest Mitchell
U.S. Fire Administrator
U.S. Fire Administration

Attachment:
Manual for NETC Policies and Procedures for Admissions

MANUAL

for

NETC Policies and Procedures for Admissions

Manual for NETC Policies and Procedures for Admissions

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Foreword

The National Emergency Training Center (NETC) serves as a training center for the Federal Emergency Management Agency. Located at NETC is the U.S. Fire Administration including its National Fire Academy (NFA), the National Fire Programs Division, and the NETC Management, Operations, and Support Services Division (MOSS), as well as the National Preparedness Directorate's Emergency Management Institute (EMI), the FEMA Acquisition Division, Preparedness Branch, and the National Fallen Firefighters Foundation.

The admissions process at NETC begins with the development and distribution of the course materials such as catalogs and brochures. Separate materials are developed by NFA and EMI and published on their websites. Course catalogs are also available on the internet. State fire and emergency management training agencies also develop and distribute NFA and EMI training materials. In addition to NFA and EMI classes conducted at NETC, the admissions process also supports classes offered either directly or indirectly by NFA or EMI, at the Center for Domestic Preparedness (CDP), as well as anywhere else in the United States.

Albert H. Fluman
Director
NETC Management, Operations, and
    Support Services Division

CHAPTER 1 – ADMISSIONS PROCEDURES

I. **General Information**

This chapter provides procedural guidance for the receipt, review, and disposition of applications, and related support activities for NFA and EMI courses at NETC, CDP, and various off-campus sites.

II. **Submission of Student Applications**

   A. NFA Students: Students submit applications to attend NFA courses during the enrollment periods and times specified in the NFA course catalog or as a result of recruiting actions.

   B. EMI Students: Students can apply to attend EMI courses any time up to six weeks before the start of the course or as a result of recruiting actions.

   C. NFA Students: Hard copy applications must be completed, signed by the applicant, and approved by the head (or designee) of the applicant's sponsoring organization.   If an application is not complete or does not have the appropriate signatures, the student will be notified and requested to provide the missing information.

   EMI Students: Information on signatures required for EMI student applications is listed in Chapter 5, paragraph II.

   D. Applications for NFA state-sponsored and EMI direct/regional deliveries will be processed in the order they are received with the first priority given to those classes where stipend reimbursements are requested or certificates are required.

III. **Review of Student Applications**

   A. Anyone applying for or taking an NFA or EMI class must include their FEMA Student Identification Number (SID) on their application in place of their social security number. Failure to include the SID on the application will result in the application not being processed. Information on obtaining the SID is posted on the USFA and EMI websites and included in the course catalogs.

   B. For all classes not covered under the enrollment periods, Admissions will enter and review applications no later than five working days after receipt of the applications.

   C. For all classes covered under the enrollment periods, Admissions will enter and review applications no later than three weeks following the end of the enrollment period.

D. Admissions will enter each application in the Admissions System within the timeframe specified. After entering the application and prior to the review, all sensitive information, i.e., gender, race, and ethnicity, are removed from the application. The sensitive information is retained in the Admissions System but is not available to the Admissions Assistants.

E. Admissions will review applications against the student selection criteria published in the NFA/EMI course catalogs and from specific written guidelines provided by NFA or EMI before the review process.

1. Each fiscal year, NFA and EMI will ensure that Admissions has the updated guidelines prior to the opening of any application periods or issuing of any course announcements.

2. If the guidelines are modified within a fiscal year, they will not be used for the review process until the next semester for NFA students, or the next fiscal year for EMI students. (The exception to this for EMI is, if the criterion is submitted prior to the first offering of a course for the fiscal year, the new criteria will be applied.)

3. Applicants who meet all selection criteria will be considered qualified.

4. Applications that Admissions considers questionable will be referred to the NFA Training Specialist or EMI Course Manager (or their Branch Chief in their absence) for a decision on qualifications.

5. Anyone accepted to a class who is below the age of 18 must be accompanied by a Parent or Guardian when on the campus. The Parent or Guardian must be a student accepted in the same class as the underage student.

IV. **Notification to Applicants of Status**

A. Acceptance/rejection notifications for NFA students who applied during the enrollment periods will be sent out at least eight weeks prior to the course start date but no later than eight weeks following the end of the applicable enrollment period.

B. Acceptance/rejection notifications for EMI students will be sent out as applications are processed but no later than six weeks prior to the course start date for courses other than IWMD-funded courses. For IWMD-funded courses, acceptance/rejection notifications will be sent out no later than three weeks prior to course start date.

C. If a student is accepted into or rejected from a class less than six weeks prior to the course start date, Admissions will notify the student by phone or email no later than five working days after being accepted from the wait list or rejected.

V.   Applicants Requesting Reasonable Accommodations

A. Block 11 of the General Admissions Application, FEMA Form 119-25-1, and Block 13 of the General Admissions Application Short Form, FEMA Form 119-25-2, states "Do you have any disabilities (Including special allergies or medical disabilities) which would require special consideration during your attendance in training? Yes or No (If yes, indicate and describe any special considerations required on a separate sheet).

B. If "yes" has been checked in the block and it is a resident course (applications for non-resident courses are not received until the course has been completed), designated Admissions staff follow-up with the applicant.

C. The designated Admissions Staff member will send a standard message to the applicant to obtain information on any accommodations that may be required. If that information has already been included with the application and sufficient information has been provided, there is no need to follow up. There is no need to provide medical information to support the accommodation request.

D. If the accommodation is housing-related such as a larger bed, special bed padding, a roll-out shower, or special devices for the hearing impaired, the designated Admissions staff member will forward that information to Housing. Housing can pull a report from the Admissions system that indicates those individuals that have requested reasonable accommodations and, when it involves housing, can assign them manually before other guests are assigned lodging.

E. If the accommodation is classroom-related such as Sign Language interpretation or Communication Access Realtime Translation (CART) services, providing the course material in braille or larger type, or special placement in the classroom due to hearing loss, the designated Admissions staff member will forward that information to the respective course manager.

F. Although the Welcome Package asks that individuals with special dietary needs or requirements contact food service directly, the designated Admissions staff member will forward the information to the cafeteria manager.

G. If the accommodation involves assistance such signing or CART services which are beyond on-campus capabilities, the Admissions Specialist will contact the Office of Equal Rights to arrange for those services.

VI.   Class Capacities

A. The admissions process begins with the development of the annual NFA and EMI course schedules. These schedules are used to determine the availability of on-campus housing, identify offering dates, and process applications. In order to

properly manage housing and approve schedules so that they can be published in a timely manner, EMI and NFA must adhere to the timelines below. A delay on the part of any one of these elements will delay the entire process.

1. NFA and EMI will be required to submit their upcoming educational program schedules for a minimum of six months to the Admissions Office at least six months in advance of the start of the schedule for review and approval. While it is understood that changes will take place during the year, every effort should be made to have the schedule be as accurate, realistic, and complete as possible. The schedule should be based on the current housing allocation for each school plus an allowance of up to 10 percent for overbooking.

2. The combined schedules will be entered into the Admissions System within two weeks of receipt and reviewed by the Admissions Office to identify any dates where the housing requirement exceeds the total available housing. The review is expected to be completed within 30 calendar days of receipt. In those cases where the total housing capacity is exceeded, the Admissions Office will return the schedules to EMI and NFA to select alternate dates, with recommended alternatives.   A copy of the response from the Admissions Office to EMI and NFA will be provided to the Director, MOSS. EMI and NFA will have two weeks from the date of notification to provide alternate dates to the Admissions Office.

3. The combined schedule will not be finalized or approved until all the dates on the combined schedule are within the housing resources (total number of rooms) plus up to a 10 percent allocation for over-booking.

4. Once the schedules have been approved, any additions or changes in dates must be submitted to the Admissions Office for approval before the activity is advertised.

5. In order to compensate for cancellations and no-shows, the Admissions Office overbooks classes based on historical data. If, due to this overbooking, the class size exceeds the original capacity, the Housing Office will assign two guests to a room as necessary.

6. The NETC MOSS Division is responsible for final approval of any and all scheduling assignments, schedule changes, and schedule conflict resolutions, if necessary.

7. The Admissions Office is responsible for monitoring the assignment and utilization of housing and taking corrective action, as necessary, to avoid exceeding the room limitations of NETC.

B. The respective Superintendent has the capability of running the Offering/ Activity Report which shows the scheduled offerings of each course, the capacity

of that offering, and the current enrollment level. Recommendations will be provided weekly related to low enrollment and recommendations to cancel classes.

1. If, six weeks prior to the course start date, a class does not have a wait list and not enough students enrolled to fill the class to the original capacity, Admissions will reduce the class capacity to the actual enrollment level, and will incorporate that change in the Offering/Activity Report. This paragraph does not apply to EMI's FEMA Qualifications System (FQS) Incident Workforce Management Division (IWMD) training.

2. Four weeks prior to the course start date, projected class sizes for EMI FQS IWMD classes will be reduced to the number of actual applications received unless the Admissions Section receives written notification from the EMI Branch Chief, to include the FEMA Cadre Manager, when necessary, requesting an additional week for applications.

C. Once projected class sizes have been finalized, space adjustments will be made in the following priority order:

1. First priority will be given to students on wait lists for scheduled courses;

2. Second priority will be given to moving on-campus those students who are scheduled to stay off-campus for scheduled courses;

3. Third priority will be given to "adding" unscheduled training to increase emergency management training deliveries as well as housing utilization;

4. Fourth priority will be given to scheduling course development focus group meetings;

5. Fifth priority will be given to scheduling special groups, in this priority order:

    i. USFA/NFA/PNP/EMI activities

    ii. Other FEMA activities

    iii. DHS activities

    iv. Other

D. General Guidelines: Realistic future fiscal year training schedules are one of the keys to optimizing NETC campus space utilization. MOSS will conduct scheduled review meetings with the NFA and EMI Superintendent's Offices to discuss the proposed training schedules prior to their finalization. Additional guidelines are included below:

1. NETC Admissions will work with EMI and NFA to identify classes of one week or less which may be offered as back-to-back classes to reduce travel expenditures and provide efficient use of classroom and housing resources. Every course will be individually entered into the Admissions System and each student registered for each and every course they will attend while at NETC.

2. After schedules are approved, MOSS will review student projected numbers compared with actual student enrollment totals on a weekly basis and provide input to EMI and NFA. If housing capacity is exceeded for future training, MOSS will work with EMI or NFA to determine which students may need to be housed off-site or doubled up in dormitory rooms.

3. Admissions will review the schedules once they are entered into the Admissions System and identify dates where housing capacity is exceeded by more than 10 percent.

4. If notified by the respective Superintendent that a class is to be canceled and students are enrolled in the class, Admissions will notify the students of the cancellation and what options are available to them regarding stipend reimbursement and scheduling them for future training.

VII. Wait Lists

A. Admissions will maintain wait lists of qualified applicants for courses where the number of qualified applicants exceeds the number of available seats.

1. Within six weeks of the course start date, Admissions will only place applicants from an established wait list to fill vacancies. Admissions will ensure that any other placements will be by written exception from the respective Superintendent or designee.

2. A wait list may be established based on the selection criteria provided by the Course Manager, i.e., limiting the number of students per region, or limiting number of students per role. If this is the case, the Course Manager may elect to have the students enrolled after the 6-week deadline. If a wait list exists, all names from the wait list will be enrolled in the course until the class is filled.

3. Admissions will confirm availability of applicants by mail, email, or phone prior to moving them from the wait list and placing applicants in a course.

B. NFA or EMI determines the deadline for placing students into courses with pre-course assignments. Admissions will ensure that no students are placed after those deadlines.

VIII. Foreign Students

A. Foreign students must be proficient in reading, writing, and speaking English to be accepted into an NFA or EMI course. EMI resident courses expect foreign students to have full knowledge and experience in the U.S. governmental and political system and be familiar with U.S.-specific law, regulations, and systems.

B. Anyone who is NOT a U.S. citizen, regardless of whether the student possesses an SSN or is representing a U.S. organization at the time of application, is considered a foreign student.

C. Foreign students who are representing a foreign country must submit their applications at least 60 days before the course start date.

D. Foreign students for NFA who are sponsored by a U.S. organization must apply during the appropriate enrollment period for NFA. For EMI, they must apply during the appropriate fiscal year.

E. Upon receipt of the application, Admissions will review it to establish if the applicant is qualified for the course(s) in question. Once it has been determined that the applicant is qualified, Admissions will request additional information such as the passport number from the applicant. This information must be received at least 45 days before the class start date to allow time for security processing. If the application or the additional information is not provided within the established timelines, the application will not be accepted.

F. Once the application is reviewed, the applicant is determined qualified to attend the course(s), and the passport information is received, Admissions will enter the appropriate information into the Department of Homeland Security Integrated Security Management System (ISMS). This is completed in order for a security verification to be conducted on the applicant. The approval remains valid for only six months.

   1. Once the applicant has received a favorable response from ISMS, Admissions will email the respective Superintendent with a recommendation into which course(s) the foreign student should be admitted.

   2. If either an unfavorable ISMS review or the respective Superintendent (or his designee) non-concurs, Admissions will notify the applicant in writing that his/her application cannot be accepted.

   3. If approval is granted by EMI or NFA, and class space is available, Admissions will notify the applicant in writing of acceptance.

IX.   Unique or Late Schedule Courses

Each year NFA and EMI offer a number of unique courses, i.e., train-the-trainers, and pilot offerings of new or revised courses. These are generally in support of a FEMA program office or special need to evaluate course materials.

A. If the course request is received at least 60 days prior to the course start date, Admissions will:

1. Assign it a course code, when appropriate;

2. Coordinate the required support, i.e., application screening, certificates, stipend reimbursement;

3. Notify the Housing Office of requirements for housing and ground transportation to/from airports; and

4. Use the selection criteria and any prerequisites included in the request if application screening is required.

B. NFA or EMI recruits for these unique offerings or courses scheduled at the last minute, coordinating the recruitment effort so that applications are sent directly to Admissions.

1. Applications must be received no later than four weeks before the start of the activity.

2. If the course is to be canceled, Admissions will notify accepted students within two working days of the cancellation. Cancellations should be made at least 30 days prior to the course start date and, preferably, prior to the acceptance notifications being sent to avoid payments for airline ticket cancellations or changes.

C. If the pre-course materials are to be accessed via the web, Admissions will ensure the web address provided to the students is correct.

D. When special ground transportation is necessary between the airport and campus (does not adhere to the published schedules), NFA or EMI will coordinate directly with the Contracting Officer's Representative for the facilities contract. If the request cannot be accommodated through the facility contract, the Housing Office will notify NFA or EMI to discuss options.

X.   Course Certificates

Students who successfully complete resident courses receive certificates at the end of each course.

A. To ensure that certificates are properly issued in a timely manner, Admissions will:

1. Make rosters available on-line for each class to each school. Each school should return initialed/corrected rosters to Admissions no later than two days after the course start date.

2. Make appropriate changes to the database, as noted on the corrected rosters, which are initialed by each student. Certain changes may require submission of a new application. If a student changes organizations between the time they were accepted into a course and the time they arrive for the course, they must fill out a new application form. Course managers are responsible for reviewing the draft roster and obtaining new applications for any students meeting these criteria. NETC Admissions will notify course managers in other instances where new applications are required.

3. Generate NFA or EMI certificates for those students listed on the final roster.

4. Deliver certificates to the designated NFA or EMI office by noon of the day before the course end date.

B. Admissions will email certificates to students for courses with post-course assignments. The following procedures will apply:

1. Admissions shall issue a letter in lieu of a certificate at graduation for all students who have successfully completed the resident course work.

2. EMI or NFA determines the timeframe for completion of post-course projects and notifies Admissions when a student completes the project.

3. Admissions will maintain all records for that student in the Admissions System. The certificate date will be removed until written notification is received from the school that the student's project has been completed. Admissions will then issue the appropriate certificate to the student for completion of the course. The student's record will then be changed to reflect the course grade assigned or pass/fail.

4. If NFA or EMI provides Admissions with written notification that the student's project was not completed or was unsatisfactory, the student's status for completion of the course should be changed to "fail" in the Admissions System and the student notified of the change.

C. Requests to provide course certificates to instructors participating in a course must be approved by the respective Superintendent. Certificates will be issued after approval and receipt of a FEMA Form 119-25-1, General Admissions Application. These may be done individually or by category.

D. Admissions will generate certificates for other courses based on guidance provided by the NFA or EMI Superintendent.

E. Admissions will issue replacement certificates upon receipt of a written request from the student to do so.

F. If notified by the NFA or EMI Superintendent of any student who should not receive a certificate, Admissions will include that notification in the student's official record in the Admissions System. The certificate date will be removed and a note will be placed in the notes field stating why the certificate date was removed.

XI.   Transcripts

A. Admissions will provide transcripts for all students in the Admissions System, upon receipt of a written request from the student.

B. Admissions will process transcript requests within five working days of receipt, and will mail two copies to the student, unless otherwise specified by the student.

C. Requests for EMI Independent Study transcripts will be forwarded to the EMI Independent Study Office.

D. Requests for NFA Online transcripts will be forwarded to the NFA Online office.

CHAPTER 2 – ATTENDANCE STATUS

I.   **General Information**

This Chapter provides guidance regarding the student in the class: attendance, cancellation, early departure, failure, or incomplete status.

II. **Attendance Policies**

Students are expected to attend all class sessions.

A. The Course Manager or Training Specialist, in collaboration with the Superintendent, may waive this policy in order to accommodate students with extraordinary circumstances as long as students complete all course requirements.

B. If there is any question regarding whether there will be a penalty assessed against the student for failure to attend all class sessions, Admissions will request written guidance from the respective Superintendent.

III. **Cancellation by the Student**

If a student is unable to attend a course, he/she must notify Admissions in writing (letter, fax, or email) at least 30 days before the course start date, except in cases of emergency cancellation, to avoid restrictions on future attendance.

A. A student who cancels in writing before the course start date may reapply during the next enrollment period for NFA classes. For EMI classes, students can apply for any remaining offerings during that fiscal year. There is no guarantee that the student will be automatically rescheduled and placed in the next course.

B. A student who fails to attend the class will be restricted from attendance at EMI or NFA courses for 24 months from the course start date, unless the reason for cancellation or non-attendance is one of the following:

1. Department suffers severe financial/personnel cutbacks;

2. Personal injury/illness;

3. Retirement;

4. Family emergency (generally stated, but examined on a case-by-case basis);

5. Disaster duty; or

6. Emergent local situation.

C. To remove the restriction, the student should send a letter to Admissions explaining the cancellation or failure to attend. If Admissions lifts the restriction, the student may reapply during the next enrollment period or for advertised vacancies within the same enrollment period. Admissions will contact the respective Superintendent prior to denying such requests.

D. In the event a student telephones Admissions to cancel from a course, Admissions shall note the cancellation and advise the student that Admissions will not cancel the student from the course until Admissions receives written notification from the student, the student's supervisor, or the Training Specialist/Course Manager.

E. Admissions will honor requests for transfer from one course date to another only when space is available. The student must submit the request in writing.

IV. Early Departures

Occasionally students depart campus before they complete the class. When this happens, Admissions will notify NFA or EMI by email following the departure, requesting the following information: certificate issued (yes/no), and stipend authorized (yes/no).

A. Admissions will follow up with NFA or EMI if questions still exist.

B. NFA or EMI Superintendent will notify Admissions in writing or by email if:

1. The student will be priority placed during the next semester;

2. A second stipend is to be paid for the student to repeat the course;

3. The student must attend all sessions of the newly scheduled course; or

4. The student only has to make up the sessions the student missed.

C. If Admissions prepared a certificate for the student and forwarded it to the appropriate school, Admissions will ask that it be returned.

V. Failures/Incompletes

If NFA or EMI notifies Admissions in writing that a student attended all class sessions but failed to successfully complete the class, Admissions will modify the student record. For the impact on the student's stipend, see NETC SOP 119-24, Administration of the Student Stipend Program.

CHAPTER 3 – CAMPUS SHUTDOWN

I. **General Information**

Closing of campus to students may result from a government shutdown or national or local emergency event. At NETC, this would mean that all operations and functions would come to a halt. Classes currently in session will be dismissed and appropriate shutdown procedures will be put in place. Classes may resume at a time to be determined. The following procedures are in place to assist Admissions in the shut-down and start-up activities involving the students affected by the closing.

II. **NETC Campus Shutdowns**

The Director, NETC MOSS Division, will notify Admissions of the shutdown.

A. <u>Shutdown while EMI or NFA students are on the NETC campus</u>. Admissions will ensure the timely departure of students by:

1. Issuing special letters to expedite travel; and

2. Reviewing all claims for reimbursement for eligible students affected by the shutdown (see NETC SOP 119-24, Administration of the Student Stipend Program).

B. <u>Shutdown when EMI and NFA students are not yet on campus at NETC.</u> Admissions will conduct the following shutdown procedures:

1. Coordinate notifications to students from the NFA and EMI Superintendents notifying them to cancel travel plans.

2. Contact (using home and then organization phone numbers or by email with return receipt requested) affected students, noting on class rosters the date/time of call or email message.

    i. Also record if email message was read, or if phone call message was left with the student or on voice mail, machine, or with another person.

    ii. Calls will be followed up with notifications. (If foreign students are affected, notification will be made by fax or email.)

3. If a 2-day on-campus course is affected, contact the Program Manager so that he/she can notify the State Coordinator.

C. <u>Start-up activities</u>. Once the shutdown is over, Admissions will:

1. Coordinate with EMI and NFA on when/what courses will resume. The Superintendents of EMI and NFA will provide written guidance on how they wish to handle students who were sent home or those who were notified that the courses they were scheduled to attend were cancelled. (The timeline should allow at least three weeks for Admissions to contact and reschedule students.)

2. Contact affected students as to whether they wish to reschedule their class or cancel.

3. Contact affected students as to when scheduled classes will resume. (If foreign students are affected, fax or email the information.)

4. Coordinate with the Program Manager on rescheduling canceled 2-day on-campus courses.

5. Review all claims for reimbursement for eligible students affected by the resumption of activities (see NETC SOP 119-24, Administration of the Student Stipend Program).

CHAPTER 4 – NFA-SPECIFIC PROCEDURES

I.   General Information

Admissions procedures specific to NFA are noted in this Chapter.

II.   Selection Process

After the respective enrollment period, Admissions will select and schedule, using a computer-generated random selection process, qualified applicants for classes.

A. The computer-generated random selection process ensures that the applicants selected represent a broad geographic distribution.

B. If requested, Admissions will adjust admissions placements for partnerships as stipulated in the guidance from NFA. (One example is when a Fire Marshal and Building Official should attend together as a team.)

C. Except in "pilot" offerings, placement in the Volunteer Incentive Program (VIP) courses are first offered to emergency services personnel in <u>volunteer</u> departments (including part-time paid on-call and others as stated in the VIP selection criteria) and <u>predominately</u> <u>volunteer</u> combination departments. Career personnel may be admitted when space is available. Further information on VIP eligibility is listed in the NFA course catalog.

III.   Executive Fire Officer (EFO) Program

A. The application period for the EFO Program is a full year, with a cutoff date of June 15 each year. Applications postmarked after that date will be considered for the next fiscal year.

B. If an EFO Program application package is submitted without all of the components, Admissions will contact the applicant and notify them that they should submit the missing items to Admissions.

   1. On an on-going basis, Admissions personnel will review and ensure that the application package contains the required seven components: FEMA Form 119-25-1, essay response form, resume, organizational chart, copy of the applicant's terminal academic diploma or transcript, letter from applicant, and letter of recommendation from chief officer or official.

   2. Admissions will review to determine the proper rank/position is being complied with and that the applicant has the appropriate academic pre-requisite.

C. Admissions will provide NFA with the EFO Program package for final review. This will follow the June 15 deadline, and applications will be provided to NFA within 2 weeks after this date.

D. Admissions will send class acceptance or rejection notifications to all EFO Program applicants, after notification by NFA of the status of the applicants.

    1. Between April 15th and June 15th each year, accepted EFO Program students will submit a long-form application (119-25-1) to the Admissions Office. The application will include any updates in personal information (address, phone, email, rank etc.), indicate the EFO Program course title, and the first, second and third choices for the dates. In box 16, simply enter "EFO." There is no need to complete the rest of the application.

    2. Using random selection, the Admissions Office will make every attempt to give the student one of the three date choices. On a rare occasion, because of space requirements, another date may be assigned.

    3. Once assigned, any requests for a change in class dates must be submitted in writing, from the Chief of the Department and addressed to the NFA Deputy Superintendent. In the case of a student who is the Chief of the Department, then that Chief's superior will be required to send the letter. The Deputy Superintendent will approve/disapprove all change requests.

    4. If the request is based on an unanticipated local or family event (disaster, the student was injured in the line of duty, illness, significant family event), additional documentation will be required to support the request. These events are usually last-minute cancellations.

    5. Students requesting a change will be placed in the next class on a space available basis. Specific date choices can't be honored because other students have already been assigned. Students who request a change based on a documented unanticipated local or family emergency will be given priority. Students who request a change based on their or the department's convenience will be given the lowest priority.

    6. If there is no space available in the fiscal year, the student will be assigned to the next available class the following fiscal year.

E. Admissions will clear foreign EFO Program students through ISMS bi-annually while in the EFO Program. A recommendation to the Superintendent will only be done for the first year of the EFO Program.

F. When notified by NFA that a student did not complete the research project or failed to attend a scheduled class, Admissions will remove the student from the next scheduled course offering. Notification will be made to the student in writing.

G. If an EFO Program student voluntarily withdraws or is removed from the EFO Program prior to a scheduled offering in which the student is confirmed, Admissions will notify him/her that he/she cannot participate in the current offering as a non-EFO Program student, but may reapply for the offering during the next scheduled application period in a non-EFO Program status.

IV. **Managing Officer (MO) Program**

A. The application period for the MO Program is a full year, with a cutoff date of December 15 each year. Completed applications postmarked after that date will be considered for the following session.

B. Admissions personnel will review and ensure that the application packages contain the required components:

1. FEMA Form 119-25-1;

2. Written component (description of most substantial professional achievement, what is expected to be achieved in the program, how background and experience will contribute to the program and to fellow participants, and a description of a challenging management topic in the organization);

3. Resume;

4. Organizational chart;

5. Copy of the applicant's terminal academic diploma or transcript;

6. Letter from applicant;

7. Letter of recommendation from chief officer or official;

8. Ensure that the proper rank/position is being complied with; and

9. Verify that the applicant has the appropriate academic pre-requisite.

C. If a MO Program application package is submitted without the written component or any other required components, Admissions will contact the applicant and notify them that they should complete and submit the requested information to Admissions. The application must be complete by the cutoff date.

D. Admissions will provide NFA with the MO Program packages for final review. This will follow the December 15 deadline, and applications will be provided to NFA within 2 weeks after this date.

E. Admissions will send class acceptance or rejection notifications to all MO Program applicants, after notification by NFA of the status of the applicants.

F. Between October 15th and December 15th each year, MO Program students will submit a long-form application (119-25-1) to the Admissions Office. The application will include any updates in personal information (address, phone, email, rank etc.), indicate the MO Program course title, and the first, second and third choices for the dates. In box 16, simply enter "MO." There is no need to complete the rest of the application.

1. Using random selection, the Admissions Office will make every attempt to give the student one of the three date choices. On a rare occasion, because of space requirements, another date may be assigned.

2. Once assigned, any requests for a change in class dates must be submitted in writing, from the Chief of the Department and addressed to the NFA Deputy Superintendent. The Deputy Superintendent will approve/disapprove all change requests.

3. If the request is based on an unanticipated local or family event (disaster, the student was injured in the line of duty, illness, significant family event), additional documentation will be required to support the request. These events are usually last-minute cancellations.

4. Students requesting a change will be placed in the next class on a space available basis. Specific date choices can't be honored because other students have already been assigned. Students who request a change based on a documented unanticipated local or family emergency will be given priority. Students who request a change based on their or the department's convenience will be given the lowest priority.

5. If there is no space available in the fiscal year, the student will be assigned to the next available class in the following fiscal year.

G. Admissions will clear foreign MO Program students through ISMS as often as required by FEMA Security (currently every six months) while in the MO Program. A recommendation to the Superintendent will only be done for the first year of the MO Program.

H. If a MO Program student voluntarily withdraws or is removed from the MO Program prior to a scheduled offering in which the student is confirmed, Admissions will notify him/her that he/she cannot participate in the current offering as a non-MO Program student, but may reapply for the offering during the next scheduled application period in a non-MO Program status.

V. **Pilots and Resident Train-the-Trainers**

These offerings are often advertised on the NFA website. If a pilot or train-the-trainer offering is not offered on the website, it may be an invitation-only offering.

A. Students accepted into pilot offerings will not be restricted from attending other NFA courses within the same fiscal year.

B. Admissions will receive all applications.

C. Applications and supporting documentation will be available in the Admissions Office if the Training Specialists want to review.

D. After NFA Training Specialists review rejected applications, they will note if applicants should be placed in the course offerings and why.

VI. NFA 2-Day On-Campus Courses

A. Admissions will receive all applications directly from the State Coordinators. If Admissions does not have the applications six weeks prior to the weekend start date, Admissions will notify the NFA Training Specialist.

B. Admissions will review applications for completeness, special needs, foreign status, and minimum age requirements. If there are applications that are not complete or are questionable, Admissions will notify the State Coordinator, with an email message to the NFA Training Specialist, no later than five working days after receipt.

VII. NFA-Sponsored 2-Day Off-Campus Courses

A. Admissions will receive applications from the course host within 60 days of course completion.

B. Admissions will enter all student information into the student database and email certificates directly to the students.

VIII. NFA-Sponsored Off-Campus Courses including 6- and 10-day Off-Campus and Certain State Partnership Courses

A. States will review student applications against selection criteria and select who should be enrolled in the course.

B. States will forward all applications to the NETC Admissions Office six weeks prior to the course start date.

C. Admissions will email certificates to the students enrolled in the class who successfully complete all the course requirements.

D. NFA will notify Admissions in writing of students who do not complete course requirements or who fail examinations. Notification should be received by Admissions within two weeks of the course completion date.

IX. State-Sponsored NFA 2- and 6-Day Courses

A. Admissions will enter all student information into the Admissions System upon receipt of applications from the course host based on the order of receipt. Priority will be given to courses where certificates are to be issued.

B. Admissions will prepare certificates when required for individuals who successfully completed the class and email the certificates directly to the students.

CHAPTER 5 – EMI-SPECIFIC PROCEDURES

I.   General Information

Admissions procedures specific to EMI are noted in this Chapter.

II.   Application and Placement Process

A. Admissions will ensure that applications for state and local resident courses from state, local, and territorial applicants are endorsed by the State Training Officer (STO). State, local, and territorial applicants are required to have the STO's signature in addition to the supervisor's signature.

B. Admissions will ensure that applications for state and local resident courses from FEMA Regional employees are endorsed by the Regional Training Manager (RTM).   FEMA Regional employees are required to have the RTM's signature in addition to the supervisor's signature. For FQS IWMD training, permanent and temporary full-time Regional employees need signatures from the attendee, supervisor and the RTM. Reservists need attendee signature only. All others need attendee and supervisor signatures.

C. Admissions will ensure that applications for state and local resident courses from FEMA Headquarters (HQ) (including Mobile Emergency Response Systems/Support (MERS), Long Term Recovery Offices (LTRO's), and National Processing Service Center (NPSC) detachments), NETC, CDP, Hyattsville and Olney employees are signed by the applicant and the applicant's supervisor.

D. Admissions will ensure that applications from other federal agency employees are signed by the applicant and the applicant's supervisor.

E. Admissions will ensure that Tribal applications for state and local courses are signed by the applicant and the head of the sponsoring organization or designee.

F. Admissions will ensure that applications for FQS IWMD courses from Reservists are signed by the applicant.

G. Admissions will ensure that applications for FQS IWMD courses from PFT, TFT, and CORE regional staff are signed by the applicant, the applicants' supervisor, and the RTM.

H. Admissions will ensure that applications for FQS IWMD courses from PFT and TFT from HQ are signed by the applicant and the applicant's supervisor.

NOTE: If an applicant is from a region but representing HQ when they are attending an FQS IWMD course, they should indicate the HQ organizational element as their sponsoring organization and have the head of that sponsoring organization endorse

the application. The RTM signature is not required in this instance since the applicant is representing HQ.

I. For acceptance into some courses, EMI considers work experience in lieu of, or in addition to, formal credentials.

J. If an application is questionable, Admissions will notify the EMI Course Manager of the request for a waiver, and EMI will, in turn, notify Admissions of the decision to waive or not to waive the selection criteria.

K. Six weeks prior to a course start date, if there are any remaining vacancies, Admissions will fill the course with names from the wait list.

L. Provided the person is qualified, Admissions will place students into EMI courses up until six weeks prior to the course start date, unless one or more of the following occurs:

1. No bed space is available and no alternate housing has been approved by the Superintendent.

2. Overbooking is not allowed based on selection criteria provided by the Course Manager.

3. Travel expenses, caused by late registration and travel arrangements, will result in an extreme increase in airfare and other travel expenses.

III. **Off-Site ("L") Courses**

A. Admissions will receive applications within 60 days of the course end date for all off-site resident courses.

B. EMI Course Managers are responsible for filling out the L Course Stipend Worksheet (EMI form), identifying all costs that will be reimbursed, and receiving approval from the EMI Budget point of contact prior to submitting the form to Admissions. Approved L Course Stipend Worksheets must be forwarded to Admissions 4 weeks prior to course start date. Admissions will prepare and provide stipend forms to the Course Manager 2 weeks prior to course start date.

C. Admissions will process applications for off-site resident courses in the following order:

i. Applications where students will be paid a stipend.
ii. When immediate need is requested and approved by EMI Superintendent (as an exception)
iii. All others will be processed in order they were received in the NETC Admissions Office.

D. Admissions will email certificates as applications are processed.

IV.   Master Trainer Program (MTP)

    A. Applicants can apply for the MTP throughout the year.

        1. Admissions will ensure that students have completed E610 before they can be accepted into the MTP.

        2. Students may attend as many courses in the program as they wish within a 1 to 2-year timeframe without them being counted against the three trips per fiscal-year policy.

    B. Admissions will ensure that a copy of the application (approved by the Course Manager as final signatory), letter of acceptance, and a memo from EMI stating to place the student into the MTP is received before placing the student into a course in the Master Trainer Program.

    C. Admissions will automatically schedule MTP students for the next class without them having to submit a new application form.

    D. The Course Manager will notify Admissions when the student has completed all requirements. Once this is done, the student is considered as having completed MTP, and a certificate date will be entered into the E600 record.

    E. On rare occasions, students may attend a MTP course at an off-site location (i.e., Joint Field Office). On these occasions, the course will be administered in accordance with the guidance found in Section IV of this Chapter.

V.   Emergency Management Professionals Program (EMPP)

This program includes the following academies:

- National Emergency Management Basic Academy
- National Emergency Management Advanced Academy
- National Emergency Management Executive Forum

    A. Applications for the EMPP academies are received throughout the year.

    B. Admissions will schedule the students for each of the academies.

    C. Admissions reviews and accepts applicants for the Basic Academy.

        1. The students are scheduled for the Basic Academy, and enrolled in the first course of the program, E0101, Foundations of Emergency Management. Students must apply for each of the other courses (E0102, E0103, E0104, and E0105).

2. Students must complete E0101 – Foundations of Emergency Management prior to being scheduled to complete the other courses in the academy.

D. Designated EMI Staff review and accept applicants for the Advanced Academy.

1. The students for the Advanced Academy are scheduled for E0451. They are then automatically scheduled for the remaining courses (E0452, E0453, and E0454) as a cohort.

2. These courses must be completed consecutively.

E. Designated EMI Staff review and accept applicants for the Executive Forum.

1. The students for the Executive Forum are scheduled for E0680. They are then automatically scheduled for the remaining courses (E0682, E0684, and E0686).

2. The first three courses (E0680, E0682 and E0684) are pre-requisites for E0686. These courses do not have to be completed consecutively although we prefer that they do.

3. If the student cannot attend one of the courses, they can be rescheduled for that missed course during the next fiscal year or next offering.

VI. Master Exercise Practitioner Program (MEPP)

A. Applications for MEPP are received throughout the year with a deadline of July 1 for each year.

B. Designated EMI Staff review and accept applicants for the program.

C. Admissions will schedule the students for the complete series of courses (E132, 133, and 136).

1. The applicant is expected to stay within the series to which they have been assigned, rather than attend one class in different series.

2. If a student cancels from E132, he/she must be canceled from the other courses (133 and 136 for that series). The student may be rescheduled for another series if space is available.

3. If the student attends E132, but cancels from E133 or 136, the student may be rescheduled for another series for those one or two classes only, if space is available. The Course Manager will notify Admissions in writing of the exception.

4. Once the student completes the three courses in the series, Admissions will enter the certificate date of the last course in the special program record.

National Fire Academy-specific Standard Operating Procedure

Number	Date
700.3	**July 2021**

Course Certificates and Grades for Foreign Students

I. **Purpose:**

  A. This National Fire Academy (NFA)-specific standard operating procedure (SOP) describes the policy and procedures for issuing end-of-course grades and certificates for students who are not United States citizens.

  B. See NETC SOP 119-25 *Policy and Procedures for Admissions* for additional requirements pertaining to foreign student applications.

II. **Supersession:** Replaces NFA-specific SOP 700.3, dated January 2021.

III. **Authority/Reference:** 15 U.S.C. § 2206 (c) "Powers of Superintendent."

IV. **Definitions:** Refer to NFA-specific SOP 100.2.

V. **Responsibilities:** It shall be the policy of the NFA that foreign students shall be eligible for end-of-course grades or certificates for any NFA-sponsored course which they have successfully completed.

VI. **Standard Operating Procedures:**

  A. Students, including foreign students, who attend NFA-sponsored courses are eligible for end-of-course grades and certificates in accordance with NFA-specific SOP 700.4 *Student Performance Measures: End of Course Grades*.

  B. In order to receive an end-of-course grade and certificate, students shall complete registration procedures in accordance with stated admissions policies and successfully complete the course.

  C. In rare cases, NFA-sponsored courses may be delivered outside the continental United States or Hawaii, such as U.S. territories or possessions or on Department of Defense military bases. In those cases, the granting of end-of-course grades or certificates shall be at the discretion of the NFA Superintendent.

VII.   **Questions:** Questions regarding the content of this NFA-specific SOP may be addressed to the office of the NFA Deputy Superintendent, at (301) 447-1083.

Eriks J. Gabliks
Superintendent
National Fire Academy

Nothing in this SOP shall be construed or implied as to be in conflict with Department of Homeland Security or Federal Emergency Management Agency policies, procedures or instructions, or collective bargaining agreements that are in effect.

Federal Emergency Management Agency
United States Fire Administration
National Fire Academy

National Fire Academy-specific Standard Operating Procedure

Number	Date
700.4	**July 2021**

Student Performance Measures: End-of-Course Grades

I.   **Purpose:** This National Fire Academy (NFA)-specific standard operating procedure (SOP) establishes end-of-course grading criteria for student performance in NFA-sponsored courses. This does not apply to grades associated with the Executive Fire Officer Program (EFOP) Applied Research Papers. Please refer to the EFOP Handbook for more information: https://www.usfa.fema.gov/downloads/pdf/efop_guidelines.pdf

II.   **Supersession:** Replaces NFA-specific SOP 700.4, dated January 2021.

III.   **Authority/Reference:** 15 U.S.C. § 2206 (c) "Powers of Superintendent."

IV.   **Definitions:** Refer to NFA-specific SOP 100.2.

V.   **Responsibilities:** It shall be the policy of the NFA that students who attend NFA-sponsored courses are formally evaluated to verify the degree to which learning objectives and/or outcomes for that course have been met.

VI.   **Standard Operating Procedures:**

    A.   Following completion of the course, students shall be issued an end-of-course grade in accordance with Table 700.4.1 *Student Performance Criteria and Corresponding End-of-Course Grades* (attached).

    B.   Students who withdraw from the course, fail to attend the course, or do not complete the requirements for the course shall be issued a letter grade in accordance with Table 700.4.1 *Student Performance Criteria and Corresponding End-of-Course Grades*.

    C.   End-of-course grades shall be permanently recorded on student transcripts in the National Emergency Training Center (NETC) Admissions Office.

    D.   A copy of this SOP shall be made available to all contract instructors and students.

    E.   Instructional Systems Specialists (ISS), in conjunction with Training Specialists (TS), shall establish student assessment instruments that evaluate performance on the entire range of learning objectives included in each course.

F. TS, in conjunction with ISS, shall establish the number of student assessment instrument(s) and the minimum passing score requirements for the instrument(s) and the course.

G. Contract instructors are responsible for administering student assessment instruments and recording student scores in accordance with the form and procedures developed for each course. **Note**: Instructors do not have the authority to dismiss a "high missed" or "bad" question. Instructors must notify the TS. Only the TS has the authority to adjust an assessment instrument and/or a student's grade.

H. Contract instructors shall submit the recorded scores to the TS at the end of the course delivery in accordance with the form and procedures developed for each course.

I. Students who do not obtain an end-of-course passing score shall not be eligible to receive a stipend reimbursement for the failed course.

J. Students who do not obtain an end-of-course passing score face possible sanctions for up to 12 months regarding acceptance or placement in future on-campus residential course offerings.

K. Incompletes (I) shall not be given in lieu of a letter grade to simply extend the time given to the student to complete the work without evidence of extenuating circumstances approved by the TS. An "I" grade must be removed by the end of the next semester following the course or it automatically becomes a Fail "F" grade.

L. The TS shall be responsible for notifying the NETC Admissions Office when the "I" grade is changed to another letter grade.

M. Appeals regarding an end-of-course grade or other matters in a course shall be discussed first with the contract instructor.

    Note: If the student remains dissatisfied, he/she should advance the appeal to the TS.

N. If the TS is unable to mediate a resolution, the student may advance the appeal to the NFA Deputy Superintendent in accordance with NFA-specific SOP 700.6, *Academic Grievances and Grade Appeals.*

O. If the appeal is not resolved after mediation at this level, the student may advance the appeal to the NFA Superintendent, whose decision is final.

P.   An official transcript of a student's academic record may be ordered online through the NETC Admissions Office. Transcript request instructions may be found on the USFA website at
http://www.usfa.fema.gov/training/nfa/admissions/transcript_request.html

VII.   Questions: Questions regarding the content of this NFA-specific SOP may be addressed to the office of the NFA Deputy Superintendent at (301) 447-1083.

Eriks J. Gabliks
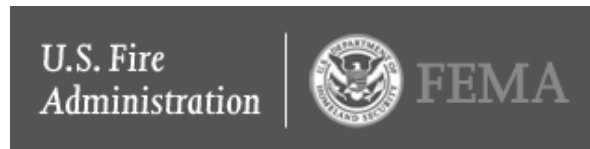Superintendent
National Fire Academy

Attachment - Table 700.4.1 *Student Performance Criteria and Corresponding End-of-Course Grades*

Nothing in this SOP shall be construed or implied as to be in conflict with Department of Homeland Security or Federal Emergency Management Agency policies, procedures or instructions, or collective bargaining agreements that are in effect.

Table 700.4.1
Student Performance Criteria and Corresponding End-of-Course Grades

Letter Grade	Point or Percentage Range	Student Performance Criteria
A	90-100	• demonstrates consistent mastery of learning outcomes for the course; • demonstrates ability to interpret, integrate, and apply learning outcomes beyond the context of the course through application of critical and creative thinking skills; • completes work assignments that consistently exceed requirement and that interpret and apply objectives in new, unique, or creative ways; and, • demonstrates consistent leadership in class participation activities.
B*	80-89*	• demonstrates a high level of competence in learning outcomes for the course; • demonstrates ability to interpret, integrate, and apply learning outcomes within the context of the course through application of critical and creative thinking skills; • completes work assignments that consistently meet most requirements; and, • contributes regularly to class participation activities.
C	70-79	• demonstrates a satisfactory level of competence in learning outcomes for the course; • demonstrates competent ability to interpret, integrate, and apply learning outcomes within the context of the course; • completes work assignments that satisfy minimum requirements for the course; and, • satisfies minimum requirements for class participation activities.
F	69 and below	• cannot demonstrate competence in many or fundamental outcomes for the course; • submits work assignments that frequently do not meet minimum requirements, or does not complete the assigned work; and, • does not satisfy minimum requirements for attendance or contribution to class activities.
No Show NS	—	• fails to appear for a course they were accepted for without any written notification; they cannot attend another NFA-sponsored class for 2 years.
Incomplete I	—	• has satisfactorily completed most of the required work for the course, but due to medical reasons or other extenuating circumstances, is unable to complete the work by the end of the next semester.

*Students enrolled in the Executive Fire Officer Program must achieve a minimum score of 80 in each of the four courses in that curriculum.

Federal Emergency Management Agency
United States Fire Administration
National Fire Academy

National Fire Academy-specific Standard Operating Procedure

Number	Date
700.5	**July 2021**

Student Performance Measures: Individual Assessment and Course Repeats

I. **Purpose:** This National Fire Academy (NFA)-specific standard operating procedure (SOP) establishes policies and procedures for the repeat of student assessment instruments and retaking NFA-sponsored courses.

II. **Supersession:** Replaces NFA-specific SOP 700.5, dated January 2021.

III. **Authority/Reference:** 15 U.S.C. § 2206 (c) "Powers of Superintendent."

IV. **Definitions:** Refer to NFA-specific SOP 100.2.

V. **Responsibilities:**

    A. It shall be the policy of the NFA that students who fail a student assessment instrument, or receive an end-of-course F/Failure, or I/Incomplete letter grade shall be allowed the opportunity to remediate the grade to a passing score in accordance with this SOP.

    B. End-of-course grades shall be permanently recorded in the National Emergency Training Center Admissions Office.

    C. A copy of this SOP shall be made available to all contract instructors and students.

VI. **Standard Operating Procedures:**

    A. Repeats: Individual Student Assessment Instruments:

        1. Students may be permitted two opportunities to obtain a passing score on an assessment instrument.

        2. If a student does not achieve a passing score on an assessment instrument the first time, there is no waiting period before retaking the instrument. However, remediation should be provided prior to the assessment retake.

        3. If a student does not achieve a passing score on the assessment after two attempts, the student's highest score of the two attempts shall be recorded as permanent.

4. The instructor, upon concurrence of the Training Specialist, may give the student an alternate assessment instrument as long as the learning objectives are evaluated.

5. For NFAOnline mediated courses, students may be permitted two opportunities to obtain a passing score on an assessment instrument.

6. For NFAOnline self-study courses, students will be permitted three attempts to pass an NFAOnline course exam, unless otherwise specified. After which the student's account will become locked and will require remediation and assistance from the NFAOnline Help Desk.

B. Repeats: Entire Course:

1. Students who do not obtain an end-of-course passing score shall not be eligible to receive a stipend reimbursement for the failed course.

2. Students who do not obtain an end-of-course passing score face possible sanctions for up to 12 months regarding acceptance or placement in future on-campus course offerings.

3. Incompletes (I) shall not be given in lieu of a letter grade to simply extend the time given to the student to complete the work without evidence of extenuating circumstances approved by the Training Specialist. An "I" grade must be removed by the end of the next semester following the course, or it automatically becomes an "F" grade.

4. Grades earned as a result of both enrollments may appear on the student's official transcript.

VII. **Questions:** Questions regarding the content of this NFA-specific SOP may be addressed to the office of the NFA Deputy Superintendent at (301) 447-1083.

Eriks J. Gabliks
Superintendent
National Fire Academy

Nothing in this SOP shall be construed or implied as to be in conflict with Department of Homeland Security or Federal Emergency management Agency policies, procedures, or instructions, or collective bargaining agreements that are in effect.

Federal Emergency Management Agency
United States Fire Administration
National Fire Academy

National Fire Academy-specific Standard Operating Procedure

Number	Date
700.6	**July 2021**

Academic Grievances and Grade Appeals

I.   Purpose:

A.   This National Fire Academy (NFA)-specific standard operating procedure (SOP) establishes academic grievance and grade appeal procedures for NFA students. **Note**: This does not apply to grades associated with the Executive Fire Officer Program (EFOP) Applied Research Paper. Please refer to the EFOP Handbook for more information: https://www.usfa.fema.gov/downloads/pdf/efop_guidelines.pdf

B.   Academic grading reflects careful and deliberate judgment by an instructor delivering a course. Academic evaluation of student performance requires expert consideration of cumulative information. Such decision-making, by its nature, is judgmental and evaluative. The education process, moreover, is not by nature adversarial, but rather centers upon a continuing relationship between instructor and student. Administrative interposition, except in the most extreme instances, is to be avoided.

C.   The NFA recognizes that in rare instances there may be errors, or "palpable injustice(s)" in determination of a final grade. A student alleging such error or palpable injustice; i.e., a clear showing of arbitrary or capricious action, may appeal as provided in this SOP.

II.   Supersession: Replaces NFA-specific SOP 700.6, dated January 2021.

III. Authority/Reference: 15 U.S.C. § 2206 (c) "Powers of Superintendent."

IV. Definitions: Refer to NFA-specific SOP 100.2.

V.   Responsibilities:

A.   It shall be the policy of the NFA that academic grievances are resolved in accordance with this SOP.

B.   A copy of this SOP shall be made available to all NFA contract instructors and students.

VI.   Standard Operating Procedures:

A.   Academic Grievances:

1.   Any student who believes that he or she has been subjected to an improper decision on an academic matter is entitled to file a grievance to obtain an independent review of the allegedly improper decision, followed by corrective action if appropriate.

2.   Formal written grievances must be made within fifteen (15) calendar days of the alleged grievance.

3.   Efforts should be made to resolve the issues at an informal level without the complaint escalating to the status of a formal written grievance. The student should first discuss the matter, with the individual(s) most directly responsible.

    a.   If no resolution results, the student should then consult with the individual at the next administrative level, for example, for contract instructors the Training Specialist (TS) is the next level of appeal, or, for those cases in which there is none, the Branch Chief and or the NFA Deputy Superintendent.

    b.   Every reasonable effort shall be made to resolve the informal grievance within thirty (30) calendar days.

4.   If informal means of resolution prove unsatisfactory, the NFA-specific SOP 700.1 - *Code of Conduct* and the FEMA Policy 123-0-2 *FEMA Educational and Training Participant Standards of Conduct*, FEMA Directive 123-0-2-1 *Personnel Standards of Conduct*, and the National Emergency Training Center (NETC) SOP 119-22 - *Conduct on the NETC Campus* shall be applied.

5.   The student should provide a written statement of the decision that constitutes the subject matter of the alleged grievance or dispute, the grounds on which it is being challenged, and the reasons why the grievant believes that the decision was improperly made. The statement should also include a description of the remedy sought and the informal efforts taken to date to resolve the matter.

6.   The grievance shall be submitted to the NFA Deputy Superintendent.

7.   The grievant shall be notified of the time and place of the of grievance review. The grievant has a right to appear in person or submit additional written evidence, have representation, and present any witnesses on his/her behalf.

8. Every reasonable effort shall be made to resolve the formal grievance within sixty (60) calendar days.

9. The grievance shall be heard by the NFA Superintendent.

B. End-of-Course Grade Appeals:

1. Students who wish to appeal their end-of-course grade shall first discuss the matter with the instructor to attempt to resolve the conflict. Either the student or the instructor may request that the meeting occur in the presence of the TS.

2. If students cannot resolve the conflict with the instructor, they may file a grade appeal with the TS.

    a. The student must submit the appeal in writing within 15 calendar days from the completion of the course.

    b. The student's written appeal must be in hard copy, and must include:

        1) A statement explaining why the student believes his/her grade should be changed.
        2) A list of the student's grades for student assessment instruments completed in the course.
        3) For any of the student's work that was not returned to the student by the instructor, the student should include a list of documents that have not been returned. **Note**: Although all graded and practice student assessment instruments are returned to the student for review, the student is required to return all graded and practice student assessment instruments to the instructor. For the purpose of grade appeals, the TS is required to retain all graded and practice student assessment instruments for a minimum of 30 days.

3. Students should understand that the burden of proof is upon them to make the case that a "palpable injustice" or bias has occurred, so the student should seek to make as strong a case as possible by including supporting documents to claims made.

4. The TS may deny the appeal, in which case the matter shall be automatically referred to the NFA Superintendent for concurrence or non-concurrence. The decision of the NFA Superintendent shall be final.

5. The TS shall notify the NETC Admissions Office of the final grade determination.

VII. **Questions:** Questions regarding the content of this NFA-specific SOP may be addressed to the office of the NFA Deputy Superintendent at (301) 447-1083.

Eriks J. Gabliks
Superintendent
National Fire Academy

Nothing in this SOP shall be construed or implied as to be in conflict with Department of Homeland Security or Federal Emergency Management Agency policies, procedures or instructions, or collective bargaining agreements that are in effect.

Federal Emergency Management Agency
United States Fire Administration
National Fire Academy

National Fire Academy-specific Standard Operating Procedure

Number	Date
700.7	**July 2021**

Student Performance Measures: Maintaining Student Grades

I.   **Purpose:** This National Fire Academy (NFA)-specific standard operating procedure (SOP) outlines the procedures for documenting grades for student assessment instruments, and transferring the end-of-course grade to the National Emergency Training Center (NETC) Admissions Office.

II.   **Supersession:** Replaces NFA-specific SOP 700.7, dated January 2021.

III.   **Authority/Reference:** 15 U.S.C. § 2206 (c) "Powers of Superintendent."

IV.   **Definitions:** Refer to NFA-specific SOP 100.2.

V.   **Responsibilities:**

    A.   It shall be the policy of the NFA that grades for student assessment instruments shall be documented and maintained in accordance with this SOP.

    B.   Students who attend NFA-sponsored courses shall be formally evaluated to verify that the learning objectives for that course have been met.

VI.   **Standard Operating Procedures:**

    A.   Upon completion of the course, students shall be issued an end-of-course grade in accordance with NFA-specific SOP 700.4 - *Student Performance Measures: End of Course Grades*.

    B.   End-of-course grades shall be permanently recorded in the NETC Admissions system for all NFA sponsored course offerings. End-of-course grades shall be permanently recorded in the NFAOnline learning management system for all NFAOnline self-study courses.

    C.   A copy of this SOP shall be made available to all NFA contract instructors and students.

    D.   Instructors shall evaluate student performance using student assessment instruments developed for the course.

E.   Instructors shall grade all required papers, tests, quizzes and exams. No student self-grading shall be permitted.

F.   Instructors shall record student performance on the class grade sheet in the form and manner developed for the course.

G.   The instructor may at any time discuss a student's performance with that student.

H.   All graded and practice student assessment instruments may be returned to the student for review, but they must be returned to the instructor. **Please note**: No copying/photographing of materials is allowed.

I.   Instructors shall compute each student's end-of-course grade and enter it on the class grade sheet.

J.   The instructor(s) shall sign and date the class grade sheet. The instructor's signature shall mean concurrence with the grade entered on the grade sheet.

K.   Should one or more instructors disagree with the grade entered on the grade sheet, the dissenting instructor(s) shall attach a separate note explaining the reason for the disagreement.

L.   Instructors shall forward the class grade sheet to the Training Specialist (TS), who shall verify the grade computations and end-of-course letter grade. The TS shall sign and date the class grade sheet.

M.   For off-campus courses, the instructor shall submit the student roster with letter grades recorded, projects, tests and exam grade sheets to the state/local site representative. The state/local site representative will place these materials in the NFA-supplied preaddressed, postage-paid envelope and return it to the NFA.

       Note: For test documents and any extra materials that were not used in the course delivery, the state/local site representative must return the materials to the NFA or ensure they are disposed of properly (e.g. shredded/ destroyed) to ensure security and integrity of the course assessment process.

N.   In the event of a disagreement among instructors regarding a student's end-of-course grade, the TS shall reconcile the conflict and assign an end-of-course grade.

O.   The TS responsible for the curriculum area shall forward the class grade sheet to the NETC Admissions Office within five (5) business days of receiving it. A FEMA Form 9109.1 (Privacy Data Cover Sheet) shall cover the grade sheet.

P.   The NETC Admissions Office shall enter the end-of-course grade in each student's transcript file.

Q.   The NETC Admissions Office shall archive the class grade sheet according to government Records Management regulations.

R.   Students may request a transcript of final course grades according to NETC Admissions Office policy.

VII.   Questions: Questions regarding the content of this NFA-specific SOP may be addressed to the office of the NFA Deputy Superintendent at (301) 447-1083.

Eriks J. Gabliks
Superintendent
National Fire Academy

Nothing in this SOP shall be construed or implied as to be in conflict with Department of Homeland Security or Federal Emergency Management Agency policies, procedures or instructions, or collective bargaining agreements that are in effect.

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National Fire Academy-specific Standard Operating Procedure

Number	Date
700.8	**July 2021**

Handheld and Wireless Technology in the Classroom

I. Purpose:

A. This National Fire Academy (NFA)-specific standard operating procedure (SOP) establishes policies and procedures for the student use of handheld and wireless technology in the classroom.

B. The NFA is committed to educationally sound uses of technology in the classroom, to providing a secure and challenging learning environment, and to preventing disruption of students' and instructors' educational experiences.

C. The NFA is also committed to balancing the need for concentration in the course environment with concerns about safety and with students' outside responsibilities. When used properly, hand-held and wireless technologies can enhance the classroom environment and student learning; used improperly, these same technologies can significantly degrade the quality of learning in the course setting.

D. Each student enrolled in NFA-sponsored courses has a responsibility to other students and to the instructors to contribute to a courteous, respectful learning environment. This responsibility includes not disrupting instruction or distracting fellow students, maintaining an atmosphere that supports academic integrity, and being committed to learning.

II. Supersession: Replaces NFA-specific SOP 700.8, dated January 2021.

III. Authority/Reference: 15 U.S.C. § 2206 (c) "Powers of Superintendent."

IV. Definitions: Refer to NFA-specific SOP 100.2.

V. Responsibilities: It shall be the policy of the NFA that the classroom instructor(s) may prohibit any use of hand-held or wireless technology that disrupts learning opportunities, degrades the learning environment, or promotes academic misconduct or illegal activities.

VI. Standard Operating Procedures: Unless otherwise specified by the instructor and the training specialist (TS), the following statements govern the appropriate use of handheld and wireless technologies in NFA-sponsored courses:

A.   Communication by electronic devices during course instructional time, including but not limited to instant messaging, text messaging, web surfing, and telephoning during class, is strictly prohibited unless expressly designated as part of the learning activities.

B.   In conjunction with the NFA's Bring-Your-Own-Device policy, laptops (or any wireless computers or similar electronic devices) are encouraged and may be required to support course activities. Students must avoid non course-related activities such as checking email or social networking sites, web-surfing, or playing games as these diminish their—and their classmates'—engagement with instructional activities.

C.   Electronic audio or video recording of the classroom environment by students is prohibited unless permission is given by the instructor and/or the training specialist (TS) and the other students prior to recording.

D.   Unauthorized use of electronic communication or wireless devices during quizzes, examinations, or other graded activities may warrant disciplinary action under the terms of the NFA-specific Standard Operating Procedure 700.1 *Code of Conduct*.

E.   Activities that violate laws and/or federal policies, such as those related to intellectual property rights or copyright, eavesdropping, or sexual harassment are prohibited and shall be reported to the course instructor, TS or supervisor.

F.   Students who require access to handheld or wireless technology as assistive measures for documented disabilities shall be required to document their need in Block 11 on FEMA Form 119-25-1 (General Admission's Application).

G.   Where personal emergency, family care responsibilities, or employment situations require access to electronic communication devices, arrangements must be made in advance with the instructor. The instructor is authorized to decide if such access is appropriate.

H.   Other exceptions to this policy may be granted at the discretion of the instructor.

I.   A copy of this SOP shall be made available to all students and instructors.

J.   Sanctions for violation of this policy may be determined by the instructor in consultation with and by approval of the TS, and may include dismissal from the class, zero grades on quizzes or examinations, failure in the class or other penalties that the instructor and TS determine to be appropriate.

VII. **Questions:** Questions regarding the content of this NFA-specific SOP may be addressed to the office of the NFA Deputy Superintendent at (301) 447-1083.

Eriks J. Gabliks
Superintendent
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