



Fire Academy Training System

302 W. Washington Street
Indianapolis, IN 46204



Special Instructor Bulletin

The following information is important and can affect your ability to conduct a course for certification including testing in a timely manner.

The following critical information must be provided in accordance with rules and policies and procedures. Failure to respond to requests for information can result in delays.

To: Fire Instructors
Date: 02/25/15
From: John M. Buckman III, Director
Fire Academy Training System
Re: Certification Processing Issues

Courses are not registered 30 days before the beginning of the course. This creates a significant challenge in quality assurance and coaching. This is a board rule and has been a rule for years. Instructors must begin planning at least 2 months before the start of the course. Delivery of courses for certification purposes requires planning, logistics and delivery by both the lead Instructor and Lead Evaluator.

Visit the in.gov/dhs website to obtain the lead instructor planning template for a course you have been asked to serve as the lead instructor/evaluator.

When registering a course in which student names are not available 30 days before the start of the course enter TBD in the name space.

The Instructor will have to contact the office to unlock the courses registration to add names for the written testing at least 15 days before the scheduled test date. If the lead instructor doesn't submit at least 15 days before the scheduled test date the test date will have to be moved.

Students don't meet prerequisites...in our front loading of courses we are emailing the lead instructor. We fail to get a response in about 30% of the courses that have been registered with students who don't meet the prerequisites. The course registration is submitted back to initial and the test ID's for online are not sent nor the written examination mailed. This continues to be a problem as Instructors are basically not completing the required tasks in a timely manner. Instructors are not requiring students to prove they meet the prerequisites. The Instructor can request the student to go to their portal account of PSID lookup window and print a copy of the page that shows their certification level. If a variance has been approved by the Board this information needs to be provided as part of the registration process.

Missing PSID's...this is a registration process problem. Tests will not be sent without valid PSID's.

Paper tests...the proctor is not allowed to add names to the roster that have not been registered in iGMS at least 15 days before the scheduled test date. It is especially a problem when the

student does not meet the prerequisites. The test is invalidated and the student notified they have failed the exam and will have to take over when they meet the prerequisites.

Not completing iGMS registration process correctly...in many cases the person registering the course are still using FD address for mailing of tests. Tests will be delayed when an address other than the proctors home address is used. Tests will not be shipped without staff verifying the shipping address matches the proctor address in Acadis.

Proctors are waiting until after the test date to notify the office the tests did not arrive. We mail out written tests 7-10 days before the scheduled test date. They also get an email from our office that it has been shipped.

Instructors...some emails are going into junk mail - Instructors should be aware of this and check their email junk file. iGMS sends out a generic email.

Bad emails - 30% of courses submitted. We will email the lead instructor, lead evaluator and proctor. Hopefully, at least one of these email addresses is valid. This is an issue in most cases when a course is registered by someone who is not serving as the lead instructor, lead evaluator or proctor. A personal email address shall be used. The personal email address must match the email address on file in Acadis. If the email address does not match test may be delayed. This is a test security issue.

Failure to submit practicals by the written examination date - in some cases 2 weeks after the written examination staff still does not have the skills. Lead Instructor must complete the electronic acknowledgement process PRIOR to the proctor administering the written examination.

Lead Instructor - serving in multiple capacities. This is a rules violation. In over 10% of the cases the same name will be registered as serving as the lead instructor, lead evaluator and proctor. This creates a significant problem when the course is 15 days from the test date. That means rules violations have already occurred such as the lead evaluator teaching the ropes chapter. We then have to discuss rule violations with the lead instructor.

Failure to submit the course registration skills properly for Instructor I skills examination. IndianaFireTraining.com is not the official course registration website.

Overall staff issues...

We are wasting more time processing and rejecting bad test registration than we are spending on good tests

At least 1/2 of the courses registered are not submitted with complete information.

Regine has 21 courses with inaccurate data that cannot be processed. This inaccurate or incomplete data in many cases will delay their test dates. She has collected this data in 3 days of tracking. She has 8 courses that are good to process and send tests. Out of 29 courses only 25% can be processed.

January and February we are averaging 25 courses registered each day.

Sincerely,

A handwritten signature in black ink that reads "John M. Buckman III". The signature is written in a cursive style with a large, stylized initial 'J'.

John M. Buckman III
Director
Fire Academy Training System