



**FIRE OFFICER I
NFPA 1021, 2009 Edition**

4.3 Community and Government Relations
4.3.3 Community and Government Relations
Standard Area: Community and Government Relations

JPR# FOI -7
 Revised 2/25/2010

Candidate: _____ **Date:** _____

ID#: _____

STANDARD: 4.3.3 NFPA 1021, 2009 Edition		TASK: Respond to a public inquiry, given the policies and procedures, so that the inquiry is answered accurately, courteously, and in accordance with applicable policies and procedures.			
PERFORMANCE OUTCOME: Candidate will assume the role of a Fire Department Officer and respond to a public inquiry (e.g. application processes, inspection/code questions, permits, etc.) Candidate will answer the inquiry accurately, courteously, and according to established policies and procedures.					
CONDITIONS: The Candidate will complete all elements of the assigned task. Include Candidate's narrative on task completion, forms, photos/drawings etc., department policy or procedure.					
EQUIPMENT REQUIRED:					
No.	TASK STEPS	FIRST TEST		RETEST	
		Pass	Fail	Pass	Fail
1.	Demonstrate understanding/compliance with policies and procedures.				
2.	Answer the public inquiry accurately.				
3.	Project a professional and courteous demeanor.				
4.	Demonstrate ability to effectively communicate verbally.				
5.	Demonstrate effective written communication, if applicable.				
6.	Respond to the public inquiry in a timely fashion				

Proctor/Evaluator Comments: _____

Proctor/Evaluator (Print & Sign) **Date** **Candidate** **Date**

Re-Test Proctor/Evaluator (Print & Sign) **Date** **Re-Test Candidate** **Date**