



Office of Training  
and Certification

# New Jersey Division of Fire Safety

## BASIC PRACTICAL SKILLS EXAMINATION REPORT

Skill sheet #

**FO1-6**

Certification title

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

### Applicant Information

Candidate name

DFS ID #

Course #

### Evaluation

**Standard:**  
**NFPA 1021, 2020 Edition**  
**4.3.2 & 4.3.3**

**Task**

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

**Conditions and Outcome**

Given an actual or simulated situation with a citizen expressing concern and a set of policies and procedures The candidate shall be able to demonstrate familiarity with public relations, communicate verbally, and initiate action to a citizen's concern. **The candidate will complete this task with a minimum of 5 items answered correctly**

Number	Task Steps	First Test		Retest #1		Retest #2	
		Pass	Fail	Pass	Fail	Pass	Fail
<b>1</b>	Provide serious and immediate attention to citizen's issue / concern in a professional, courteous manner.						
<b>2</b>	Respond to citizen issue / concern in a courteous and respectful manner in accordance with policies, procedures and practices.						
<b>3</b>	Initiate action to answer questions accurately, verbally or in writing.						
<b>4</b>	If applicable, refer the citizen's concern to the appropriate individual.						
<b>5</b>	Assure the citizen that proper action will be taken to alleviate concerns.						
<b>6</b>	Respond to public inquiry in accordance with applicable policies, procedures and practices.						
<b>Final Test Result for Entire Task</b>							

Evaluator signature & comments, Test #1		Evaluator signature & comments, Retest #1		Evaluator signature & comments, Retest #2	
Evaluator signature	Date	Evaluator signature	Date	Evaluator signature	Date
Candidate signature & acknowledgement, Test #1		Candidate signature & acknowledgement, Retest #1		Candidate signature & acknowledgement, Retest #2	
By my signature below I acknowledge I have read and understood the evaluation results and evaluator comments		By my signature below I acknowledge I have read and understood the evaluation results and evaluator comments		By my signature below I acknowledge I have read and understood the evaluation results and evaluator comments	
Candidate signature	Date	Candidate signature	Date	Candidate signature	Date