



# CERTIFICATION PROGRAM

# Certified Fire Protection Specialist

## Candidate Handbook

**Version 3/10/2020**



This Certified Fire Protection Specialist Candidate Handbook contains important program information including:

- Eligibility and recertification requirements
- Policies and Procedures
- Exam procedures and sample test questions
- Exam Content Outline and Blueprint
- Code of Conduct and Ethics Declaration

Please carefully review this handbook and retain it for reference



ANSI Accredited Program  
PERSONNEL CERTIFICATION

0709



# CFPS CANDIDATE HANDBOOK

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# INTRODUCTION

## Program Overview

The purpose of the Certified Fire Protection Specialist credential is to recognize, through certification, qualified individuals who are dedicated to curtailing fire loss, both physical and financial, and who have acquired a level of professionalism through applied work experiences and related education opportunities, and through successful completion of a certification examination.

The goal of the CFPS program is to promote the discipline of fire protection and prevention. A specific degree is not mandatory for obtaining your CFPS designation. The credential is a balance of education and experience and provides an opportunity for the fire protection specialist to achieve professional recognition. The National Fire Protection Association maintains certification and recertification criteria as related to fire protection specialists.

## Eligibility

To be eligible to take the CFPS examination, candidates must demonstrate on the application that they **meet one of the** following criteria.

1. Bachelor's or Master's degree in a Fire Protection-related discipline\* from an accredited college or university, including degrees in engineering fields that are applied to the practice of fire protection; plus TWO years of verifiable work experience dedicated to curtailing fire loss, both physical and financial.
2. Associate's degree in a Fire Protection-related discipline\* from an accredited college or university, or a Bachelor's or Master's degree in any unrelated field; plus FOUR years of verifiable work experience dedicated to curtailing fire loss, both physical and financial.
3. High school diploma or equivalent, plus SIX years of verifiable work experience dedicated to curtailing fire loss, both physical and financial.

\*Examples include degrees in Fire Protection Engineering, Fire Science, Fire Protection Technology, and Fire Service Administration. Examples of engineering fields that are frequently applied to the practice of fire protection include, but are not limited to, Mechanical, Civil, Chemical, and Electrical engineering.

**Question:** What is work experience dedicated to curtailing fire loss, both physical and financial?

**Answer:** This covers a wide variety of jobs, roles, and industries. If your primary job role involves reducing the risk of fire occurrence (design engineering, inspections and code enforcement, etc.), or reducing physical damage, loss

of life, or financial loss in the event of a fire (fire service, risk engineering, fire protection system design/installation, etc.), your work experience will apply.

**Note:** While completing the Current Employment section of your CFPS Application form, you are asked to obtain the signature of either your current supervisor or a human resource contact. If you are self-employed, please contact the CFPS certification department at [adminsucs@nfpa.org](mailto:adminsucs@nfpa.org) so that we can work with you to review alternative proof of your current work experience.

## Eligibility Verification Audit

NFPA reviews each application for completeness and tabulates the years of work experience from the information provided in the resume. In cases where the candidate's educational or work experience information are incomplete, NFPA shall contact the applicant and request the additional information required. In the event that a candidate's eligibility submission is not in conformance with the requirements, the candidate is notified of the situation. The candidate shall be given 14 working days to respond to the notification and provide clarification. If the candidate fails to respond their application process is terminated.

NFPA reserves the right to validate any information provided by applicants, to include contacting employers and educational institutions to verify the legitimacy of provided documentation. Any incorrect information or misrepresentation provided in the application process may result in sanctions in accordance with the CFPS discipline policy.

## APPLICATION PROCESS

Applications should be completed online at the [CFPS Online Services Portal](#).

There you can apply and pay the application fee. **\*\*Be sure to keep your login information because you will use it in the future for annual renewal and recertification in three years.**

Once you complete the application, you will email your supporting documents to NFPA Admin Services & Support at [adminsucs@nfpa.org](mailto:adminsucs@nfpa.org)

## Submission of Application Deadlines

The CFPS application and all relevant forms can be found online at [www.nfpa.org/cfps](http://www.nfpa.org/cfps).

Please submit the following at least four weeks prior to the anticipated exam dates:

- Completed and Signed Application
- Examination Fee
- Documentation supporting your eligibility
  - Resume reflecting work experience in the field of practice

- Copy of college diploma or an official transcript showing awarding of appropriate degree
- Signed copy of Code of Conduct and Ethics Declaration (see also [www.nfpa.org/cfps](http://www.nfpa.org/cfps).)

## **Special Accommodations**

Candidates with sensory, visual, orthopedic, or other handicaps that would prevent them from taking the examination under standard conditions may request special accommodations and considerations.

Written requests for such accommodations must accompany your program application.

The NFPA Certification Department reserves the right to request reasonable documentation from healthcare or other professionals to support requests for special accommodations.

NFPA provides special accommodations in accordance with the Americans with Disabilities Act of 1991 (ADA). If a disability prevents you from taking the examination under normal conditions, you may request special accommodations. You must submit a written request, along with your application form for special accommodations that explains the name of the disability (i.e., the diagnosis), the type of accommodation you feel is appropriate, and attach supporting documentation of the diagnosis from a qualified healthcare professional. After receiving the request and appropriate documentation, you will be contacted to make the special accommodation arrangements.

## **CFPS FEES**

### **Application Fee**

The CFPS application fee is \$350.

The fee should be paid online at the [CFPS Online Services Portal](http://www.nfpa.org/cfps) when you complete your application (also via the CFPS Online Services Portal). You may also pay by check, make checks payable to the **NFPA Certification Department. Do not send cash.** If mailing a check, please include a copy of your application so they can be matched, and mail to:

NFPA Admin & Support Services  
11 Tracy Drive  
Avon, MA. 02322

***Important Note: Returned checks and invalid credit cards are subject to a \$25 administration fee.***

Applicants are allowed one year from the date of their Exam Authorization Letter to take the CFPS exam. After the one-year period has expired, applicants are required to submit a new application and examination fee.

### **Re-Test Fee**

Candidates who do not pass the exam on their first attempt may retake the examination up to two times within a twelve-month period from the date of their initial examination date. The Retest Fee is \$175. After the one-year period has expired, candidates are required to submit a new CFPS application and examination fee. The fee and application can be found at the [CFPS Online Services Portal](http://www.nfpa.org/cfps)

### **Annual Renewal Fee**

An Annual Renewal Fee of \$125 is assessed beginning on the certificate holder's one-year anniversary. The absence of a renewal reminder does not waive this requirement and will not serve as an appeal to certification expiration. The fee and application can be found at the [CFPS Online Services Portal](http://www.nfpa.org/cfps)

### **Cancellation / Rescheduling Fees**

See Refunds, Cancellations, and Withdrawals on page 8.

### **Appeals and Complaints Fee**

The fee for Appeals and Complaints is \$50. See the CFPS Appeal Process on page 9.

The fee will be refunded to the candidate if the appeal or complaint is resolved in favor of the Candidate or Certificate Holder.

## **CERTIFICATION POLICIES**

### **Non-Discrimination**

NFPA evaluates all CFPS candidates without regard to race, color, religion, sex, sexual orientation, national origin, ancestry, age or disability.

### **Recertification**

Recertification is required every three years. In order to maintain currency and relevancy in the profession, CFPS certificate holders are required to demonstrate their continuing participation in professional development activities in the fire protection field of practice.

Points are awarded for various activities. Fifty (50) points of professional development activities related to the fire/safety profession must be earned and submitted during the 3-year recertification cycle. See Appendix IV on page 21 for details on how to acquire points.

Certificate holders are required to complete and return the Summary of Recertification Points Form or claim their points online, attesting that they have 50-recertification points. Back up documentation is not required at this time. (See page 27).

### **No Recertification Fee**

There is no 3-year recertification fee. The absence of a recertification reminder does not waive the recertification requirement and will not serve as an appeal to certification expiration.

### **Recertification Audit**

Certificate holders will be subject to a random audit of their CFPS recertification documentation for a period of up to six (6) months after their recertification date.

Accordingly, certificate holders are expected to retain recertification documentation in their possession for six (6) months beyond their recertification date.

Recertification can be completed online at the [CFPS Online Services Portal](#). Additionally, forms can be found on the CFPS website at [www.nfpa.org/cfps](http://www.nfpa.org/cfps).

### **Recertification Period Extension**

Certificate holders may extend their recertification due date up to one year by submitting a written request to the NFPA Admin & Support Services. If approved, the next recertification cycle will be shortened accordingly, e.g., a certificate holder is granted a one-year extension. The following recertification period is shortened by one year. Therefore, 50 recertification points for their next recertification of two years are required.

## **CFPS CERTIFICATION EXAM**

The CFPS exam is a three (3) hour, open-book examination, containing 100 multiple-choice questions. Candidates must bring an *original* print copy of the NFPA Fire Protection Handbook, 20<sup>th</sup> Edition to the exam. The examination is only available in English.

## **TEST FORMAT OPTIONS AND EXAMINATION LOCATIONS**

### **Computer-Based**

The CFPS examination is available on demand as a computer-based test (CBT) at test assessment centers worldwide. NFPA has contracted through Prometric and Schroeder Measurement Technologies (SMT) for computer-based test delivery services. Upon receipt of the completed CFPS application and examination fee, the applicant will receive an authorization letter with instructions on how to schedule the computer-based exam. Please visit [www.isoqualitytesting.com](http://www.isoqualitytesting.com) for a list of CBT examination centers.

Once the CFPS application has been received, reviewed and approved, you will receive a password to access the online registration site [www.isoqualitytesting.com](http://www.isoqualitytesting.com).

Candidates receive an e-mail confirmation from SMT with the cancel/reschedule test date. If a CFPS candidate tries to cancel/reschedule within the cancellation time period, the system will instruct the candidate that the examination cannot be cancelled or rescheduled and to contact the NFPA Certification Department.

A 5-business day notice is required if it is necessary to cancel or reschedule the examination, not including the day of the exam. The deadline date to cancel/reschedule is posted on the SMT Website. The candidate is required to check a box to finalize the scheduling process.

### **Paper and Pencil**

The CFPS examination is available in a paper and pencil format only in conjunction with scheduled NFPA events shown on the NFPA CFPS Website ([www.nfpa.org/cfps](http://www.nfpa.org/cfps)). The CFPS application must be processed and approved at least four weeks prior to the scheduled examination date.

Once you have submitted your completed application and are approved, you will receive an email approval letter advising you of your candidate status and confirmation of your test date selection.

You will be emailed an examination notification letter approximately ten business days prior to the date of your

paper and pencil examination. It is your responsibility to contact NFPA Admin & Support Services if you do not receive this notification letter seven business days before the scheduled date of the exam.

## **Examination Security**

A significant component of a successful and respected professional certification credential is maintaining the security of the examination. The NFPA relies upon the ethical behavior of certificate holders and applicants to maintain the security of CFPS examinations. When those who seek to obtain the credential, or those who hold the CFPS credential reveal information about CFPS examination content (other than that information published by NFPA), they violate the Affirmation and Authorization agreement all candidates agree to and accept when they apply for certification and take the examination. They also violate the CFPS Code of Conduct and Ethics. NFPA will take action against individuals who violate CFPS Policies and the Code of Ethics. Actions taken may include permanently barring individuals from pursuing the CFPS credential and revoking certifications from those who have been awarded the credential. The NFPA will also pursue legal action against individuals or organizations who infringe upon our copyrights, proprietary rights, and intellectual property. The NFPA, as the CFPS Certification Body, has the right to revoke or invalidate examination scores with or without a finding of fault or misconduct if data forensic analysis or other credible evidence establishes a reasonable possibility that a score is not valid or the integrity of the exam was compromised.

## **Exam Rules and Procedures**

The following rules and procedures will be strictly enforced on the day of the examination.

The examination will begin promptly at the hour designated by the proctor and end at the stated time allowed for each particular exam offering.

Candidates must report to the testing center 30 minutes prior to the start of the examination time to insure proper check-in procedures.

Candidates will not be allowed to enter the examination after it starts.

Visitors are not permitted in the test room.

Pencils are *not* provided.

Candidates are allowed to leave the room during the examination with the proctor's permission. Lost time cannot be made up.

Candidates should bring the NFPA *Fire Protection Handbook* with them to the examination. No photo copies of any part of the volumes or any other loose paper will be permitted at the test site. CD version is not allowed.

Calculators and other such aids are NOT permitted. Scratch paper will not be permitted.

No cellular phones, pagers, or other audible electronic devices, including watches with alarms are permitted to be used during the examination.

Highlighters, pens, Post-it type notes and flags or other type of easily moveable tabs or marking devices are NOT permitted at any time during the exam.

**NFPA, the CFPS Certification Body, will invalidate your examination and act in accordance with the disciplinary procedure if you access prohibited materials, have contact with anyone except examination management staff, or engage in disruptive, unprofessional, or conduct that violates the Code of Ethics at any testing facility.**

## **Actions/Disqualification**

The test center proctor or the NFPA will take appropriate actions, up to and including disqualification from taking the examination and withdrawal or revocation of certification when a candidate or other individual:

- Impersonates a candidate;
- Creates a disturbance;
- Gives or receives help on the examination;
- Uses a calculator or other such aid, which is prohibited during the examination;
- Attempts to remove examination material or notes about the examination from the examination room;
- Exhibits irregular test taking behavior, including consulting or attempting to consult with or give or obtain assistance during the examination; bringing in or using unauthorized materials including cheat sheets, printed and/or other handwritten materials;
- Provides false, misleading, or incomplete information on the application form.

## **Examination Preparation**

While review courses for the CFPS examination may be provided by various training entities, the CFPS program does not presently require any such course.

A computer-based online **CFPS Practice Examination** is available for \$75 and can be purchased through the NFPA



Online Catalog at [www.nfpa.org](http://www.nfpa.org).

NFPA employs strict measures to prevent the possession, reproduction, and removal of examination materials. Use caution when purchasing study guides or paying for preparation courses that may claim to address actual examination questions. Sharing or copying actual exam content will result in a permanent ban from CFPS and all other NFPA certification programs if you are caught.

## **Admission to the Examination**

You are responsible to bring your notification letter with you to the examination and a valid photo ID. Candidates who do not possess valid identification will be denied access to the examination. Identification must be a current government issued picture ID bearing the candidate's signature. Acceptable forms of government issued ID include a driver's license, passport, military ID, federal state or county issued ID.

**You will not be permitted to take the examination without a valid photo ID.**

## **Examinee Conduct**

All candidates are required to sign a statement agreeing not to disclose the contents of the examination nor remove examination materials from the testing room. All candidates are also required to attest to the authenticity of their credentials and the accuracy of all statements made in their application.

Cheating will not be tolerated, and all instances of suspected cheating will be fully investigated. Examinees that are caught cheating will have their examination invalidated -see Examination Security on page 7.

## **TEST SCORING**

### **Computer Based Scoring**

Answers are recorded directly on the computer screen. If you have questions on any content specific to the examination, the Proctor is to inform you that he/she is unable to answer content questions, and that you should complete the SMT Question/Comment Form by clicking on the button on each item screen. This form is automatically transmitted to SMT when you select "submit."

### **Paper & Pencil Score Reporting**

Answers are recorded on a separate answer sheet using a No. 2 pencil. No credit will be given for an answer written

or indicated in the test booklet. A no response or multiple responses to a single question will be scored as incorrect. A previous mark for a changed answer must be completely erased. The proctor will provide instructions for entering information on the answer sheet. The candidate's name and other requested information, must appear on the answer sheet, and must be entered correctly to assure that scores will be reported correctly and promptly.

By signing the answer sheet, the candidates are certifying that they are the person whose name appears on the answer sheet and that they will not copy or retain examination questions or transmit them in any form to anyone else.

Scores of candidates sharing such examination information will automatically be invalidated. If an individual has obtained the CFPS certification, that certification will be forfeited for such actions.

The proctor is not allowed to respond to any inquiries about the examination questions. If you would like to make a comment about any examination question, raise your hand and the proctor will provide you with a Question Comment Form. All Question Comment Forms are reviewed, but you will not receive a response to your comment.

## **Examination Results**

NFPA does not publish the score required to pass the exam.

CFPS policy prohibits release of actual examination scores. Candidates taking the examination receive only a "Pass" or "Did Not Pass" notification and a diagnostic report if they do not pass (see Diagnostic Reports below).

Candidates taking the CFPS examination as a computer-based test receive a test result print-out from the test provider at the end of the examination. This print-out reflects an unofficial test result. The official result letter will be mailed approximately four weeks after the examination.

Candidates taking the CFPS examination as a Paper and Pencil test will be mailed exam results approximately four weeks after the examination.

Successful candidates will receive a certificate and lapel pin from the NFPA and may then use the CFPS credential. They are also entered into the CFPS Directory located on the CFPS homepage at [www.nfpa.org/certification](http://www.nfpa.org/certification).

See - CFPS Confidentiality Statement below.

## **Confidentiality Statement**

Examination results are confidential. NFPA shall not disclose information regarding examination results or other information without the applicant's consent except: 1. as necessary for staff, legal consultants, or others with a need to know; 2. when verifying references provided by the applicant; or 3. as required by law. Candidates must request disclosure of examination Pass/Fail in writing and identify the person to whom the disclosure should be made.

NFPA will publish the names of all individuals who have passed the examination and maintain current certification on the CFPS website unless an individual opts out of the listing. The opportunity to opt out is provided on the program application. NFPA reserves the right to publish on the CFPS website the name of any certificate holder when a complaint about them has been upheld, for instance for fraudulent or inappropriate use of the CFPS designation.

## **Diagnostic Reports**

Candidates who do not pass the examination receive a diagnostic report. The diagnostic report gives a percentage correct for each of the content areas. For example, if a candidate got six correct responses out of ten items in Content Area 9, Detection and Alarm, that area would be ranked as 60%. Overall exam scores are not reported.

## **Information Release Policy**

NFPA will not release any information regarding a candidate's application or examination administration without written authorization from the candidate.

Examination materials and answer sheets remain the sole property of the NFPA. The materials are confidential and are not available for review by any persons or agency for any reason. See the Confidentiality Statement previous page.

## **Retaking the Examination**

Candidates who do not pass the examination may retake it twice within a twelve-month period from the date of their initial exam. (See Re-Test Fee page 4). After the twelve-month period has expired, candidates who did not pass the examination must submit a new CFPS application and fee.

## **REFUNDS, CANCELLATIONS, AND WITHDRAWALS**

**Failure to appear for your examination:** No application fees will be refunded if you fail to appear on your registered examination date. See Cancellation and Rescheduling Exceptions below.

**Canceling your NFPA examination (with no plan to reschedule your testing date):** If you must cancel your exam and you have no plan to reschedule that exam for another date,

you may be eligible for a partial refund of your application fee. In this situation, you must contact NFPA Admin & Support Services in writing (email) at least seven (7) business days (U.S. New York time) prior to your previously scheduled examination date. All refund requests must be made in writing and you will be assessed a \$50.00 USD non-refundable administrative fee. **You will forfeit your entire application fee** if you fail to contact the NFPA Admin & Support Services at least seven (7) business days (U.S. New York time) prior to your previously scheduled examination date. See Cancellation and Rescheduling Exceptions.

### **Rescheduling your NFPA Computer-Based**

**Examination:** You may reschedule your computer-based examination for a different date and time by notifying the NFPA test delivery partner (ISO Quality Testing) at least five (5) calendar days (U.S. New York time) prior to your previously scheduled examination date. You will be assessed a \$25 USD rescheduling fee (IMPORTANT: See related computer-based exam rescheduling instructions located in your *ISO Quality Testing – Candidate Admission Letter*). You will forfeit your entire application fee if you fail to contact ISO Quality Testing at least five (5) business days (New York time) prior to your previously scheduled examination date. See Cancellation and Rescheduling Exceptions.

### **Rescheduling your NFPA Paper-Based Examination:**

You may reschedule your paper-based examination for a different date by notifying NFPA Admin & Support Services (in writing) at least seven (7) business days (U.S. New York time) prior to your previously scheduled examination date. All requests must be made in writing and you will be assessed a \$25 USD non-refundable rescheduling fee. You will forfeit your entire application fee if you fail to contact NFPA Admin & Support Services to reschedule your examination at least seven (7) business days (U.S. New York time) prior to your previously scheduled examination date. See Cancellation and Rescheduling Exceptions.

### **Cancellation and Rescheduling Exceptions:**

NFPA may waive the rescheduling fee or cancellation penalties in the event of one of the following emergency or special circumstances:

- Jury Duty
- Death of an immediate family member
- Military Deployment
- Serious Illness or Injury

If you experience any of the above, you must provide relevant documentation (doctor's note, military orders, death certificate or obituary, jury summons, etc.) to NFPA Admin & Support Services (and ISO Quality Testing if you scheduled a computer-based test through them) before you will be allowed to reschedule your exam.

## **APPEALS AND COMPLAINTS**

## **Definitions:**

**Appeal:** A request by an applicant, candidate, or certificant for reconsideration of any decision made by the Certification Body related to her/his desired certification status.

**Complaint:** An expression of dissatisfaction, other than an appeal, by any individual or organization to the Certification Body, relating to the activities of that body or a certified person, where a response is expected. There are two types of complaints: Formal and Informal.

## **APPEALS**

### **Right to Appeal**

Candidates for Certification and Certificate Holders have the right to file an appeal on matters relating to their application, examination, certification, annual renewal, recertification or other matters affecting their status as a Candidate or Certificate Holder. Typical reasons for candidates or certificate holders submitting an appeal include but are not limited to the following:

- Feeling unjustly denied eligibility for examination, certification, or recertification.
- Alleged inappropriate exam administration procedures.
- Severe environmental testing conditions.
- Appealing disciplinary action imposed as a result of an actionable complaint, such as violations of the Code of Conduct and Ethics.

### **Appellant Responsibilities**

The following responsibilities apply to the person making the appeal:

- All appeals must be filed in the NFPA CFPS office within 30 days of the examination or notice of non-certification or recertification.
- Each appeal must include a written and signed statement by the Appellant of no more than five typed pages setting out the basis of the appeal, including information as specific as the Appellant feels necessary why he or she is entitled to the relief requested.
- There is a \$50 appeal fee. The fee shall be refunded to the Appellant if the Appeals and Complaints Committee resolves the appeal in favor of the Candidate or Certificate Holder.

### **CFPS Administrative Responsibilities**

The following responsibilities apply to the NFPA CFPS Office:

- Upon receipt of an appeal or complaint the NFPA CFPS Office will acknowledge, via email, receipt of the appeal and assign a tracking number to the package.
- The package will be forwarded to the CFPS Certification Advisory Group (CAG) Appeals and Complaints committee for action.
- Appeals shall be resolved within 90 days of submission.
- Upon resolution of the appeal by the CAG Appeals and Complaints Committee, the CFPS Office shall notify the Appellant in writing or email of the Committee's decision.

### **Additional Information**

The Appeals and Complaints Committee, consisting of current members of the CFPS Certification Advisory Group (CAG) will consider each such written statement. The Appeals and Complaints Committee is entitled to seek further information from the applicant or any other person, organization or office that it feels appropriate and review any materials that it feels appropriate to determine the appeal.

The CFPS office reserves the right to waive or extend any time period set out in the procedure, or modify any process as it deems appropriate to properly determine any appeal. All steps of the Appeals and Complaints process will take place in writing unless otherwise determined by the Appeals and Complaints Committee. Submit all Appeals along with the \$50 fee to:

NFPA Admin & Support Services  
11 Tracy Drive  
Avon, MA. 02322

## **COMPLAINTS**

Complaints are similar to Appeals but are intended as a vehicle for issues not involving certification status. An example of a matter suitable for a complaint might be inappropriate conduct of a certificant or a violation of the CFPS Code of Conduct and Ethics.

### **Types of Complaints**

**Formal Complaint:** A complaint submitted by sworn affidavit to the CFPS Appeals and Complaints Committee (through NFPA Admin & Support Services) intended to be reviewed by the CFPS Appeals and Complaints Committee

where the complainant claims to have been injured or harmed by an alleged behavior and is seeking redress.

**Informal Complaint:** A complaint submitted *without* a sworn affidavit and which does not require the attention of the Appeals and Complaints Committee, or for which the complainant is *not* seeking redress. An example of an informal complaint could be a noisy and distracting exam room. Note: If an examinee failed their exam due to such distractions and is seeking a re-test or other corrective action, it is not an informal complaint, but rather would qualify as an appeal, as they are appealing a judgement on their certification status.

### **Informal Complaint Process**

The procedures for informal complaints shall mirror those of formal complaints except that review, investigation (if warranted), and action (if any) shall be conducted by the NFPA Certification Department and will not be elevated to the Appeals and Complaints Committee.

There is no requirement that any action be taken as the result of an informal complaint, but all such complaints shall be reviewed and due consideration given to corrective action).

To file an informal complaint, you must notify NFPA Admin & Support Services of the complaint in writing (electronic letter or email is sufficient) and provide as much detail as possible, much like a Formal Complaint.

There is no fee to file an informal complaint

### **Formal Complaint Process**

The following requirements and procedures apply primarily to Formal Complaints.

### **Complaint Requirements**

- Formal complaints will be accepted only from those who claim to be injured or harmed by the alleged behavior.
- All formal complaints must be in writing and signed by the complainant(s). Only information submitted in writing and signed will be considered.
- Formal complaints and supporting evidence must be in the form of sworn affidavits.
- At a minimum, the affidavit should specify the respondent, the alleged inappropriate behavior, and any corroborating evidence.

Upon receiving a properly submitted formal complaint, NFPA Admin & Support Services shall acknowledge receipt of the complaint and notify the NFPA Certification Department, who shall convene the Appeals and Complaints Committee.

### **Actions**

1. All properly submitted complaints shall be reviewed by the Appeals and Complaints Committee, who will hold a vote to determine if the complaint is valid and actionable.
2. Complaints deemed valid and actionable (by a majority vote) will be investigated by the Appeals and Complaints Committee, who shall investigate and resolve the complaint in a fair and impartial manner.
3. Complaints deemed not valid and actionable will be returned to the complainant with written notice stating the deficiencies of the complaint.

### **Investigation and Outcome**

Complaints shall be resolved within 90 days of submission.

All steps of the appeal process will take place in writing unless otherwise determined by the Appeals and Complaints Committee. Following resolution of the complaint, a written report of the outcome of the review shall be prepared.

Any Committee member directly involved with a complaint, with a vested interest in the outcome of a complaint, or who has a personal relationship with the Complainant or any other potential conflict of interest with the outcome of the complaint shall recuse him/herself from the appeals process.

The Appeals and Complaints Committee shall prepare a written report of their findings and recommended actions to be taken, if any.

### **Confidentiality and Privacy**

Confidentiality shall be strictly observed during the process, and no persons without a direct role in determining the outcome or facilitating the process shall be privy to the specifics of the complaint, to include the names of the involved parties and the circumstances surrounding the complaint.

### **Terms and Conditions of the Disciplinary Policy**

Upon completing the complaint investigation, the Appeals and Complaints Committee shall make recommendations to NFPA Admin & Support Services to undertake sanctions that may include refusing applications, barring candidates from future examinations or individuals already certified may be sanctioned, including revocation of the CFPS designation. Examples of reasons for disciplinary action:

1. Attesting to false information on the application or on recertification documents.
2. Giving or receiving information to or from another candidate during the examination, or removing or attempting to remove examination material from the testing site.

3. Unauthorized possession and or distribution (oral, written, or any other medium) of any official testing or examination materials.
4. Representing oneself falsely as a designated CFPS.
5. Inappropriate or unprofessional conduct that violates any part of the CFPS Code of Conduct and Ethics.

Candidates and Certificate Holders whose certification status is subject to sanctions set out by the NFPA Certification Department have the right to file an Appeal in accordance with the CFPS Appeals Process. See the CFPS Appeal process page 10.

## CFPS LOGO

As a CFPS Certificate Holder (CH) in good standing, you may want to utilize the official CFPS Certificate Holder logo to place on your letterhead and business cards to emphasize your CFPS affiliation.

To download an electronic version of the CFPS color logo JPG (28 KB) or CFPS B & W logo (25 KB) of the CFPS logo please use the following link or go to the CFPS Website at [www.nfpa.org/CFPS](http://www.nfpa.org/CFPS).

### [Download the CFPS Logo Here](#)

Please adhere to the following guidelines when using the CFPS logo. The logo may not be revised or altered in any way. The logo must be displayed in the same form as produced by CFPS and cannot be reproduced unless such reproduction is identical to the logos provided by CFPS.

The CFPS logo is meant to identify a certificate holder (CH) as opposed to a business entity. The logo may be used only on the CH's business cards, stationery, forms showing the CH's letterhead, inspection tags, and similar documents on which the name and address of the CH is prominently displayed.

The logo may not be used in any manner that detracts from the high ideals of the CFPS.

The CFPS logo may not be used in any manner which would tend to imply a connection between CFPS and the CH which, in fact, may not exist. This includes any use of the logo the public might construe as an endorsement, approval, or sponsorship by CFPS of a CH or a CH's business, or which might be taken to support or encourage a CH's sale of product, process, or installation. A CH is allowed to print the logo on an advertisement or product literature. Without limiting the foregoing restrictions, the logo may not be shown larger than 1.5 inches or 4 centimeters on a full page or proportionally on a smaller page.

If you have any questions regarding use of the logo, please contact NFPA Admin & Support Services at [adminsvs@nfpa.org](mailto:adminsvs@nfpa.org)

## **Affirmation of Proper Usage of CFPS Logo**

By signing the Code of Conduct and Ethics during the application process, you agree to abide by all CFPS policies outlined in this Handbook, including these regarding use of the CFPS logo and title.

No person gains any rights whatsoever in the logo or its use; it remains the property of NFPA. NFPA reserves the right in its sole discretion to require the removal of the logo from any location or thing NFPA feels does not comply with these guidelines.

NFPA acts to challenge those who use the CFPS designation without authority from NFPA. Penalties may include being barred from pursuing the certification and names of the violators may be published publicly.

NFPA may authorize the use of the CFPS Logo, the phrase "Certified Fire Protection Specialist", and the initials "CFPS" by certificate holders only; provided such holder currently possesses a valid certificate issued by NFPA.

An applicant/candidate who has had their applicant status terminated may file an appeal in accordance with the Appeals and Complaints Process described on page 9 above. Certificate Holders whose CFPS status is terminated are entitled to the same Appeal Process. See - CFPS Appeal Process on page 9.

## **VERIFICATION OF PERSONAL DATA**

Candidates and Certificate Holders wishing to verify any personal data on file other than scores should contact NFPA Admin & Support Services at [adminsvs@nfpa.org](mailto:adminsvs@nfpa.org).

Or by mail at:  
NFPA Admin & Support Services  
11 Tracy Drive  
Avon, MA. 02322

All inquiries about examination eligibility and procedures should be directed to same.

# APPENDIX I: Examination Content Area Blueprint and Weighted Criteria (Updated as of 2020)

The following shows the knowledge, skills, and abilities in which a CFPS is expected to have proficiency, and which could be represented on the exam, as well as the relative importance of each content domain on the certification exam (weighting). The subjects you see in the CFPS exam weighting table were chosen by experts in the field of fire protection based on the expectations, job descriptions, and functions of the various types of CFPS certification holders and the subjects they encounter in their daily work. When preparing for the exam, candidates should spend proportionately more time studying the content domains that are more heavily weighted.

It is important to note that while some of the domains correspond both in title and in content to sections of the Fire Protection Handbook, 20<sup>th</sup> Edition (FPH), not all of them do, *nor are they meant to* exactly reflect the title *or content* of FPH sections. For example, content area V: Fire Prevention does not have a corresponding section within the FPH, and its content is drawn from multiple FPH sections. Your best course is to study by subject rather than by section or chapter.

- I. Safety in the Built Environment** **5%**
  - A. Understand the challenges to safety in the built environment
    - 1. Types of Construction
    - 2. Occupancy Classifications
    - 3. Concepts and application of compartmentation
  - B. Understand the application of fire protection features
  - C. Be familiar with codes and standards for the built environment, major Standards Development Organizations (SDOs), and their processes
  
- II. Basics of Fire and Fire Science** **10%**
  - A. Understand the chemistry and physics of fire
  - B. Identify dynamics of fire growth and products of combustion (Heat Release Rate, Flame Spread and Smoke Development)
  
- III. Information and Analysis for Fire Protection** **5%**
  - A. Understand the process, concepts, and tools involved with fire loss investigation
  - B. Demonstrate proficiency in the use of fire incident data and statistics
  - C. Perform fire analysis
  
- IV. Human Behavior in Fire Emergencies** **5%**
  - A. Understand the principles of human behavior in fire
  - B. Perform egress design and prediction calculations
  
- V. Fire Prevention: Programs, Materials, Processes, and Environments** **15%**
  - A. Understand Fire hazards and prevention principles
  - B. Understand hazards to Life Safety and mitigation principles
  - C. Understand the components, fire hazards, operating principles and fire protection practices associated with the various types of systems, including, but not limited to:
    - 1. HVAC and refrigeration systems
    - 2. Emergency and standby power systems
    - 3. Photovoltaic systems
    - 4. Energy Storage Systems

- 5. Safety Control Systems (PLC Safety Controllers, Hardwired Interlock Systems)
- 6. Materials-handling equipment
- 7. Electronic equipment
- 8. Commercial kitchen and cooking equipment
- D. Understand and identify the fire hazards and hazard mitigation principles associated with the various processes, including, but not limited to:
  - 1. Grinding processes
  - 2. Semiconductor manufacturing
  - 3. Hot work
- E. Understand the hazards and fire protection best practices associated with the following material storage, handling, and housekeeping principles
  - 1. Demonstrate knowledge of proper storage and handling procedures of solid fuels, flammable and combustible liquids and gases, and dusts.
  - 2. Understanding the exposures and controls for various storage arrangements.
  - 3. Understand explosion prevention and protection

**VI. Facility Fire Hazard Management** **10%**

- A. Demonstrate a knowledge and understanding of:
  - 1. Fire department response tactics and procedures
  - 2. Types of building construction and how they relate to fire hazards and fire service response
  - 3. Environmental hazards to facilities
- B. Understand how to perform fire, explosion, and life safety risk assessment and analysis of a given facility
- C. Understand how to conduct complex inspection surveys of commercial and residential properties to evaluate physical characteristics of a property and business and evaluate compliance with applicable codes, standards, and regulations
- D. Understand the processes of acquisition, installation, operation, maintenance and disposition of building systems
- E. Develop and manage emergency preparedness, response, and business continuity procedures and assure all emergency systems and procedures are tested as planned
- F. Understand public and private water systems
- G. Understand fire department access needs for facilities

**VII. System Approaches to Property Classes** **5%**

- A. Know how to classify occupancies
- B. Understand life safety as it relates to different occupancy classifications
- C. Understand fire protection in special occupancies, including, but not limited to:
  - 1. High-rises
  - 2. Institutional facilities
  - 3. Hazardous material operations
  - 4. Warehouse and storage operations

**VIII. Organizing for Fire and Rescue Services** **5%**

- A. Perform pre-incident planning for industrial, residential, and commercial facilities
- B. Understand operations of fire loss prevention and emergency organizations
- C. Understand operations of emergency medical services
- D. Understand fire prevention and code enforcement operations

- E. Understand fire and emergency service training methodology
- F. Understand operations of fire department facilities and fire training facilities
- G. Understand operations of public emergency services communication systems
- H. Understand the basics of fire department apparatus and equipment
- I. Understand the use and function of fire and emergency services protective clothing and protective equipment (PPE)
- J. Evaluate fire department response and prevention resources and the placement thereof
- K. Understand the management of fire response operations
- L. Understand the concept of Community Risk Reduction (CRR)

**IX. Detection and Alarm**

**10%**

- A. Understand the fundamentals and operational characteristics of the modern fire alarm and detection systems:
  - 1. Equipment
  - 2. Design and installation
  - 3. Initiating devices
  - 4. Interaction of interfaced fire protection systems
- B. Understand inspection, testing, and maintenance of fire alarm systems
- C. Understand surveillance and fire guard services for fire protection
- D. Understand plans review for detection and alarm systems
- E. Understanding the basic design and installation concepts of Two-way Radio Communication Enhancement Systems
- F. Understand the benefits and proper application of smoke alarms in the one-and two-family dwelling environment

**X. Water-Based Fire Suppression**

**20%**

- A. Understand the design and operation of water distribution systems
- B. Understand water supply system requirements
- C. Understand design criteria for hydraulics for fire protection
- D. Determine water supply adequacy testing and determination
- E. Identify and understand the operating principles of stationary fire pumps
- F. Understand inspection, testing, and maintenance processes and requirements for water-based suppression systems
- G. Understand the characteristics and applications of the following types of water-based suppression systems:
  - 1. Automatic sprinkler systems
  - 2. Fine water mist systems
  - 3. Foam-water sprinkler systems
  - 4. Deluge systems
- H. Understand the benefits and proper application of fire sprinkler systems in the one-and two-family dwelling environment

**XI. Fire Suppression without Water**

**5%**

- A. Understand the proper use/application, and the limitations of non-water based agents and systems (clean agent, hybrid, carbon dioxide, dry and wet chemical, foam, etc.)
- B. Understand the design, proper installation, and operation of non-water-based extinguishing systems
- C. Understand inspection, testing, and maintenance processes and requirements for non-water-based extinguishing systems



- D. Understand the proper installation, use, testing, and maintenance of portable fire extinguishers

**XII. Confining Fires**

**5%**

- A. Understand building construction elements for fire protection
- B. Understand the following elements of confinement of fire in buildings
  - 1. Fire resistance rated construction
  - 2. Fire walls, barrier, and partitions
  - 3. Smoke barriers
  - 4. Fire doors and windows
  - 5. Protection of openings and penetrations
- C. Understand structural damage factors to be evaluated after a fire
- D. Understand fire hazards associated with construction, alteration and demolition of buildings

## APPENDIX II: CFPS Sample Examination Questions

The following questions are provided for your reference when preparing to take the CFPS exam. These questions will not appear on the CFPS Examination. Answers to the sample examination questions are located on page 19.

1. What type of electrically powered industrial truck can be used in Class 1, Division 1, Group D locations?
  - A. Type EX
  - B. Type ES
  - C. Type EE
  - D. Type E
  
2. What is the minimum acceptable flow at the base of a riser including hose streams, ordinarily acceptable for pipe schedule sprinkler systems required for ordinary hazard (Group I) classified occupancies?
  - A. 100 GPM (379 L/min)
  - B. 850 GPM (3218 L/min)
  - C. 700 GPM (2650 L/min)
  - D. 500 GPM (1893 L/min)
  
3. The pressure produced by a column of water 1 foot (0.3 m) high is:
  - A. 0.433 psi (0.030 Bar)
  - B. 2.31 psi (0.159 Bar)
  - C. 14.7 psi (1.01 Bar)
  - D. 29.9 psi (2.06 Bar)
  
4. The total head of a fire pump is:
  - A. the energy imparted to the liquid as it passes through the pump
  - B. psi rating as the liquid passes through the pipe
  - C. the energy imparted to the liquid as it passes through the orifice
  - D. the static pressure of water at the intake of the pump
  
5. Proper exit design permits everyone to leave the fire-endangered area:
  - A. without fear of loss of life
  - B. prior to an untenable atmosphere
  - C. in the shortest travel distance
  - D. in the shortest possible time

6. The Life Safety Code included the term “Exit” in an overall definition of means of egress. A means of egress is a continuous path of travel from any point in a building or structure to the open air outside at ground level. Egress consists of which three separate and distinct parts?
- A. Access to the exit, lighting, signage
  - B. Access to the exit, floor construction, door swing
  - C. Access to the exit, the exit, and area outside the building
  - D. Access to the exit, the exit, and the exit discharge
7. In Type II, (111) construction and columns supporting more than one floor are required to have a fire resistance rating of:
- A. 0 hour
  - B. 3/4 hour
  - C. 1 hour
  - D. 3 hours
8. The intensity of the illumination of means of egress should be not less than?
- A. 1 foot candle measured at the floor
  - B. 1 foot candle measured 3’ above the floor
  - C. 3 foot candles measured at the floor
  - D. 3 foot candles measured 3’ above the floor
9. An oxygen-enriched atmosphere is defined as any atmosphere in which the concentration of oxygen exceeds 21% by volume or the partial pressure of the oxygen exceeds what pressure?
- A. 1.6 psi
  - B. 16 KpA
  - C. 16 Atmospheres
  - D. 160 TORR
10. Water is most effective and most commonly used for which of the following type of fire?
- A. Class A-ordinary combustibles
  - B. Class B-flammable and combustible liquids
  - C. Class C-electrical
  - D. Class D-combustible metals
11. Which of the following is NOT a basic method for heating gravity tank water?
- A. Direct discharge of steam into water
  - B. Gravity circulation of hot water
  - C. Steam coils inside tanks
  - D. Warm air in internal jacket

12. An important limitation to consider when using pressure tanks in automatic sprinkler protection is the:
- A. small volume of water stored
  - B. dependence upon outside power sources to maintain pressure
  - C. lack of training of fire department personnel
  - D. inadequate pipe sizing
13. Which one of the following principles is used to determine the necessary exit width?
- A. Design and application
  - B. Flow and capacity
  - C. Width and movement
  - D. Construction and design
14. As a type of automatic fire detection device, heat detectors are the:
- A. oldest
  - B. newest
  - C. most reliable
  - D. least reliable
15. The first principle of good storage practice for chemicals is:
- A. limiting quantity
  - B. segregation
  - C. containment
  - D. concentration

## ANSWER KEY FOR SAMPLE EXAMINATION

- |      |       |       |
|------|-------|-------|
| 1. A | 6. D  | 11. D |
| 2. B | 7. C  | 12. A |
| 3. A | 8. A  | 13. B |
| 4. A | 9. D  | 14. A |
| 5. D | 10. A | 15. B |

## APPENDIX III: CFPS CODE OF CONDUCT AND ETHICS DECLARATION

I recognize and acknowledge that obtaining the CFPS credential is a privilege that must be earned and maintained. The protection of life and property is a responsibility of the highest order. For this reason I agree to:

1. Place the safety and health of people, the protection of the environment and the protection of property above all other professional interests.
2. Demonstrate integrity, honesty and fairness in all activities and strive for excellence in all matters of ethical conduct.
3. Maintain professional competence in all areas of employment responsibility. Undertake assignments only when qualified by education or experience in the specific technical fields involved.
4. Consistently maintain and improve professional competence regular assessment of skills, improve continuing education, experience and professional training.
5. Avoid deceptive acts which misrepresent academic or professional qualifications.
6. Avoid compromise of professional judgment by conflicts of interest.
7. Avoid unauthorized possession, distribution, discussion, or use of any confidential or proprietary CFPS testing or examination materials, including but not limited to: copying, transmitting, or reproducing in any medium any CFPS examination questions or test related materials; or disclosing to any others any examination questions or test related materials (**Note: all CFPS exam questions and related materials are proprietary and confidential unless they have been expressly released in writing by NFPA for use as training and review materials**).
8. Avoid any conduct that would undermine the value and integrity of the CFPS credential.
9. Issue public statements only in an objective and truthful manner and only when founded upon knowledge of the facts and competence of the subject matter.
10. Represent qualifications honestly and provide only those services qualified to perform.
11. Accept responsibility of maintaining the credential through recertification.
12. Act in a manner free of bias with regard to religion, ethnicity, gender, age, national origin or disability.
13. Uphold and follow all policies and procedures required to remain in good standing with the CFPS.

I understand that my failure to comply with these requirements could result in disciplinary action against me, up to and including revocation of the CFPS Certification, in accordance with the CFPS Policies. I also understand that NFPA retains rights and ownership over granted certificates, and in the event of revocation, withdrawal, or suspension of my certification, I will return my certificate to the NFPA CFPS Department.

Furthermore, I agree to immediately notify the NFPA CFPS department in the event I am for any reason unable to fulfil all certification requirements, or if I take on a position with any employer or participate in any activity that may constitute a Conflict of Interest with my role as a Certified Fire Protection Specialist.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Printed Name: \_\_\_\_\_

## APPENDIX IV: CERTIFIED FIRE PROTECTION SPECIALIST RECERTIFICATION REQUIREMENTS TABLE

In order to maintain currency and relevancy in the profession, CFPS certificate holders are required to submit fifty (50) points of documented professional development. The fifty (50) points must be submitted during the 3-year recertification cycle and ***related to the fire/safety profession.***

CATEGORY	ALLOTTED POINTS	MAXIMUM POINTS ALLOWED	ACCEPTABLE DOCUMENTATION
PROFESSIONAL PRACTICE	1 per month	36 per cycle	Letter from supervisor or client(s)
MEMBERSHIP IN FIRE/SAFETY ORGANIZATIONS	2 per organization	4 per year	Proof of membership
OTHER FIRE/SAFETY CERTIFICATIONS	5 each year certification is maintained	15 per cycle	Proof of certification for each year
VOLUNTARY PROFESSIONAL SERVICE – CFPS OR OTHER ORGANIZATION	5 per organization/ activity (Excludes CFPS Activities)	15 per cycle	Letter from organization
<b>A minimum of 16 of the required 50 points must come from the following three categories, and of those 16, at least 8 points must be earned from the first category (Training and professional development, including service on the CFPS Certification Advisory Group (CAG), and proctoring NFPA certification exams, and taking online, classroom, or college credit courses).</b>			
TRAINING and PROFESSIONAL DEVELOPMENT	1 per contact hour for Seminars & Conferences 1 per contact hour for Online or Classroom Training 5 per <i>full</i> year of CAG Service/Membership 5 per exam NFPA certification exam proctored 3 per credit hour of college credit courses (e.g. 9 points for 3 credit course)	36 per cycle	Certificate or proof of attendance  Official Transcript from College
TEACHING A COURSE OR SEMINAR	<u>Teaching a Course:</u> 4 points per credit hour (e.g. 12 points for a 3-credit course) <u>Teaching a Seminar:</u> 1 point per hour taught	36 per cycle	Letter from college verifying details of course and your teaching it or documentation describing seminar and your participation
PUBLICATIONS (FIRE/SAFETY RELATED)	<u>Paper or article in peer-reviewed publication:</u> (minimum of 1,000 words) Single Author: 4 points Multiple Authors: 2 points <u>Published article or paper:</u> (minimum of 1,000 words) Single Author: 2 points Multiple Authors: 1 point <u>Published book:</u> Single Author or Editor: 25 points Author of a Chapter, Single Author 3 points Author of a Chapter, Multiple Authors 1 point <u>Published review of a book in a fire/safety journal or magazine:</u> 1 Point	30 per cycle	<u>Article/Paper:</u> Copy of first page of article/paper indicating the title, name & date of publication, your name as author, and other authors names (if applicable). <u>Book:</u> Copy of the title page of book indicating the title, publisher, date of publication, your name as author, and other authors' names (if applicable).

**IMPLEMENTATION DATE: May 2, 2016**

## APPENDIX V: CFPS APPLICATION CHECKLIST

To avoid potential delays in the processing of your application, use this checklist to carefully review your application form for accuracy and completeness prior to mailing.

*Incomplete applications will not be accepted.*

You can apply directly online at the [CFPS Online Services Portal](#). Alternatively, all necessary application forms can also be found online at [www.nfpa.org/cfps](http://www.nfpa.org/cfps)

### Have you...

- Read this Candidate Handbook cover-to-cover?
- Completed your application form online the [CFPS Online Services Portal](#)?
- Completed the “Verification of Eligibility”?
- Answered **every** question on the application?
- Signed the Application Form (you *and* employer)?
- Made your payment online or mailed a check for the registration fee made payable to NFPA Certification Department?
- Emailed copies of CV/resume, and all certificates and degrees to document your eligibility to [adminsvcs@nfpa.org](mailto:adminsvcs@nfpa.org) ?
- Obtained the NFPA *Fire Protection Handbook* 20<sup>th</sup> Edition for use during the examination.
- Completed and signed the CFPS Code of Conduct - Ethics Declaration

**Note:** Incomplete applications will be returned. If corrected applications are not submitted prior to the application deadline, your examination date will be moved to the next scheduled examination.

Email or mail the completed application and payment to NFPA Admin & Support Services at the address indicated on the application.



## APPENDIX VI: The CFPS Examination Reference Book and Body of Knowledge

Candidates use the NFPA Fire Protection Handbook 20th (2008) Edition as the reference for the CFPS examination.

The printed hardcover version is the only one that will be permitted in the exam, and it must be a genuine original – photocopies, PDFs, and electronic versions will NOT be permitted into the exam.



Authoritative and comprehensive, the 20th edition *FPH* provides encyclopedic coverage of the full spectrum of fire and life safety topics. No other reference matches the scope, depth, and reliability of the *Fire Protection Handbook*:

Two volumes comprising more than 3,400 pages ensure that no aspect is overlooked.

211 chapters put the latest facts at your fingertips.

247 authors who are leaders in their fields provide trustworthy, field-tested advice.

21 in-depth sections organize information for fast easy data retrieval.

Thousands of illustrations, photos, tables, and graphs will help deepen your understanding of essential concepts.

The CFPS reference (NFPA Fire Protection Handbook 20<sup>th</sup> ed.) and Practice Examination are available from the NFPA online catalog [www.nfpa.org/catalog/](http://www.nfpa.org/catalog/).

Practice Examination (Item# CFPSPE) - provides details on examination content and strategy as well as 100 retired examination practice questions.

NFPA Fire Protection Handbook 20<sup>th</sup> ed. (Item# FPH2008)



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PERSONNEL CERTIFICATION

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## **Certified Fire Protection Specialist Program**

### **NFPA Certification Department**

NFPA Admin & Support Services

11 Tracy Drive

Avon, MA 02322

email: [adminsvcs@nfpa.org](mailto:adminsvcs@nfpa.org)

website: [www.nfpa.org/certification](http://www.nfpa.org/certification)