

State of Iowa

Fire Service Training Bureau Special Programs



Policy and Procedure Manual

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Foreword

The Beginning: In 1923, a group of firefighters came to Iowa State College and asked for educational assistance to improve their firefighting and fire prevention skills. In 1925, the college's response was the First Annual Iowa State Fire School. That event marked the beginning of state-level fire service education and training in the United States. This first fire school, titled "First Short Course for Firemen" (1925), provided four days of training. Topics included fire prevention, firefighting, and first aid. The program was developed by the fire service, under the supervision of the Engineering Extension Department of Iowa State College. Over the years, Fire Service Extension changed to the Fire Service Institute, a component of Iowa State University Extension. The annual fire schools continued to grow. The Institute offered many basic and advanced fire service training programs.

The Transition: In 2000, at the request of several state fire service associations, legislation was drafted to remove the Institute from Iowa State University and relocate it within the Iowa Department of Public Safety. The Governor signed House File 2492 during the legislative session, and the transfer of responsibilities occurred July 1, 2000. The Institute was dissolved, and the Fire Service Training Bureau was created within the Division of State Fire Marshal. While the responsibility and budget were transferred immediately to the Division of State Fire Marshal, the physical location of the Bureau continues in the Fire Service Education Building on the Iowa State University campus.

The Bureau had arranged to remain on the Iowa State University campus until newer and larger facilities were found. Proponents of the legislation believed transferring the responsibility of statewide fire service training to the Division of State Fire Marshal would give the new Bureau a higher priority for increased funding opportunities needed to ensure quality training and education. Iowa State University Extension also supported the move, stating they wanted what was best for the fire service and the citizens of Iowa and further acknowledged the fire service was in favor of the change.

The Move: In 2020, after several meetings and negotiations, an agreement was reached between the Iowa Department of Public Safety and the Iowa National Guard to relocate the Fire Service Training Bureau to the Camp Dodge Joint Maneuver Training Center (CDJMTC) in Johnston, Iowa. The move was completed in July and also included the disestablishment of all affiliation with Iowa State University. The new location of the Fire Service Training Bureau is quite fitting, in that it is located in one of the original fire stations on the Camp Dodge installation.

The Fire Service Training Bureau is proud to offer National Certification for the Iowa Fire Service through accreditation with the [International Fire Service Accreditation Congress \(IFSAC\)](#), and the [National Board on Fire Service Professional Qualifications \(ProBoard®\)](#). This accreditation assures firefighters that the testing is unbiased, current, and conforms to recognized national standards.

SECTION 1

GENERAL PROCEDURES

Section 1.1 Authority and Accreditation

(a) Legislative authority for fire service certification was granted to the Fire Service Institute, Iowa State University Extension, by the Iowa legislature in 1986. With the passing of HF2492 and the permission of the governing International Fire Service Accreditation Congress (IFSAC), authority for fire service certification was granted to the Fire Service Training Bureau, Division of the State Fire Marshal effective July 1, 2000.

(b) The Fire Service Training Bureau (FSTB) certification system has been accredited by the IFSAC to certify fire service personnel to national standards. Through this process, Iowa fire service personnel achieve national certification. Accreditation of the FSTB certification system assures the Iowa fire service that programs and standards used within this system adhere to the most current recognized and adopted national standards. The assurances gained through the accreditation process provide credibility and prestige for every firefighter participating in the certification process. Firefighters certified through the Iowa system are recognized throughout the United States (and the world) as qualified and meeting the standards set forth by the National Fire Protection Association (NFPA).

Section 1.2 Mission Statement

(a) The Fire Service Special Programs are dedicated to enhancing the knowledge, leadership, and technical skills of fire and emergency service professionals. Through cutting-edge training, evidence-based practices, and innovative education, we empower individuals to lead with confidence, respond with expertise, and advance the fire service profession. Our mission is to foster a culture of continuous learning, collaboration, and excellence to ensure the highest level of safety and service for our communities.

Section 1.3 Purpose Statement

(a) The Fire Service Training Bureau Special Programs exist to provide specialized training and resources that address the evolving needs of fire and emergency service professionals. These programs focus on advanced skill development, leadership enhancement, and critical incident preparedness, ensuring personnel are equipped to meet the challenges of modern fire and emergency response. Through strategic partnerships, innovative curriculum, and a commitment to excellence, we aim to support the professional growth of firefighters and first responder's while

enhancing the safety and resilience of the communities they serve.

Section 1.4 Vision Statement

(a) The Iowa Fire Service Training Bureau Special Programs envisions a fire service where all Iowa firefighters and emergency responders achieve proficiency in accordance with the latest NFPA standards. We are committed to maintaining an impartial and integrity-driven certification system, free from undue influence by any individual, entity, or interest group.

Section 1.5 Non-Discrimination Policy

- (a) We welcome registrations for classes from any candidate who meets the criteria outlined in the relevant Certification Procedures Guide. All registrations will be accepted regardless of race, color, creed, gender, marital status, sexual orientation, or veteran status. Additionally, candidates must be at least 18 years old; age and disability will not be barriers to registration as long as the disability does not affect the candidate's capacity to perform the essential skills and practices as defined by the NFPA Professional Qualifications Standards. If you have any questions or feedback regarding certification, training, or other services offered by the FSTB, please feel free to call us at (515) 727-3426.
- (b) The Iowa Fire Service Training Bureau Special Programs operate in accordance with the Civil Rights Act of 1964, the Americans with Disabilities Act (ADA), and the Equal Opportunity Act as well as other Federal and State laws, regulations and guidelines which prohibit discrimination.

Section 1.6 Sexual Harassment Policy

- (a) The Equal Employment Opportunity Commission (EEOC) Guidelines define sexual harassment as unwelcome sexual advances, requests for sexual favors and other verbal or physical conduct of a sexual nature when
- (b) Submission to such conduct is made an implicit or explicit condition of an individual(s) training or participation.
- (c) Submission to or rejection of such conduct affects training opportunities.
- (d) Such conduct interferes with a student(s) participation in training or creates an intimidating, hostile, or offensive environment.
- (e) The key phrases in the EEOC definition of sexual harassment are "unwelcome" and "of a sexual nature." The behavior must be unsolicited and unwelcomed by the victim. The phrase "of a sexual nature" means that sex or gender must be the underlying nature of the behavior. Men and women may have disputes or disagreements on the job, but this would not be viewed as harassment unless there is a sexual element to the interaction.

SECTION 2

SPECIAL PROGRAM OVERVIEW

Section 2.1 Policy and Practice

(a) It is the policy and practice of the Iowa Fire Service Training Bureau Special Programs to educate personnel to the current edition of the NFPA, and any other standards adopted by the State of Iowa. Certification standards shall be updated by the Iowa Fire Service Training Bureau Certification and Accreditation Program in accordance with the requirements established by IFSAC.

(b) The FSTB has developed and published Procedure Guides for each level of certification the FSTB is accredited to. These guides are available on the Certification page of the FSTB website. Candidates seeking certification are provided detailed information regarding the requirements and process for certification within each level's guide. The guides also provide the specific NFPA Standard reference and texts each level is based on and correlated to.

Section 2.2 Requirements to Certify

(a) The Iowa Fire Service Certification Program is voluntary. Any eligible candidate wishing to become certified shall do so by successful completion of the specific certification level requirements. If a level of certification has prerequisites, the candidate must present appropriate documentation that the prerequisites have been met before pursuing the next level of certification.

- Appropriate documentation is limited to certifications issued from accredited entities. The certifications must possess either an IFSAC and/or a ProBoard® seal and seal number. The seal numbers will be verified with each accrediting body to confirm validity.

(b) Qualified personnel within the Iowa fire service may enter the certification system for the purpose of seeking certification by contacting the FSTB. Upon receipt of a request, the FSTB will provide appropriate information to members of the fire service about any of the levels or categories of certification available.

(c) All prerequisites that are required by a specific standard or locally mandated by the Fire Service Training Bureau shall be met by a candidate before they are

permitted to pursue that level of certification. Prerequisites for each level of certification are published in that levels respective Procedures Guide.

(d) Completion of stipulated courses of study and training are a requirement for certification within Fire and Emergency Services Instructor I and II, Fire Officer I and II, Fire Inspector and Fire Investigator.

Section 2.3 Scheduled Classes

- (a) The FSTB Special Programs shall ensure the fire and emergency services personnel in the State of Iowa are provided with dates, times, and prerequisites for advanced level classes.
- (b) Each class site was selected due to their capability to completely facilitate up to 30 participants in a classroom allowing for adequate space for the candidates as well as having all the required equipment necessary to conduct the course.
- (c) Periodic visits (both scheduled and unscheduled) are conducted by the Special Programs Manager throughout the year to re-evaluate the capability of each classroom site and to ensure that each site has maintained their capability to host classes.

SECTION 3

Registration For Special Program Courses

Section 3.1 Registration

(a) Registrations for each advanced level class may be obtained from the Iowa Fire Service Training Bureau Special Program website at:

<https://dps.iowa.gov/divisions-iowa-department-public-safety/iowa-state-fire-marshal-division/fstb>

(b) Any individual wishing to enroll in advanced-level classes offered by the Iowa Fire Service Training Bureau Special Programs must submit their class registration online before the first day of the class. If you do not register, you will not receive credit and will be ineligible to take the test.

NO "WALK-IN" WILL BE PERMITTED FOR ANY CLASS SITE!

Section 3.2 Confirmation of Registration

(a) Upon receipt of the registration by FSTB Special Programs staff, the registration will be processed (for each class) on a first- come / first serve basis.

(b) All candidates who submit a completed registration form will receive an acknowledgment email for the applicable class.

(c) In the event the candidate registered for a class that is full, an email will be sent advising that they are being put on a waiting list.

Section 3.3 Special Accommodations

(a) The Americans with Disabilities Act (ADA) became law in 1990. The ADA is a civil rights law that prohibits discrimination against individuals with disabilities in all areas of public life, including jobs, schools, transportation, and all public and private places that are open to the general public. The purpose of the law is to make sure that people with disabilities have the same rights and opportunities as everyone else. The ADA gives civil rights protections to individuals with disabilities similar to those provided to individuals on the basis of race, color, sex, national origin, age, and religion. It guarantees equal opportunity for individuals with disabilities in public accommodations, employment, transportation, state and local government

services, and telecommunications.

(b) Special accommodations may be provided for classes, based on individual review and proper documentation from a licensed professional. A request for accommodation is the responsibility of the candidate. It shall include a written letter from a licensed professional confirming the candidate has a need for a special accommodation and what type of accommodation is being requested (i.e., reader, extra time). If there are any questions, please contact the Special Programs Manager at the FSTB.

Section 3.4 Eligibility for Advanced Level Classes

(a) To qualify for enrollment in an Advanced Level course, participants must meet all prerequisite requirements and possess the necessary certifications. For example, applicants wishing to enroll in the Fire and Emergency Services Instructor I course must have successfully completed all mandatory testing and coursework, and hold a valid IFSAC and/or ProBoard certification with the certification seal for Firefighter I.

SECTION 4

Student Code of Conduct

While you are participating in this Fire Service Training Bureau (FSTB) - approved program, you are a representative of your respective sending Fire or EMS agency. You are expected to conduct yourself appropriately and respectfully and will abide by the rules set forth by the FSTB, the Course Coordinator, the on-site Training Specialist, and the hosting agency representatives. If you engage in disrespectful, unsafe, hostile, or violent behavior that threatens yourself, another person, or the program, you will be subject to immediate disciplinary action and may be dismissed from the program with no refund.

Section 4.1 Human Dignity.

The uniqueness of all individual's attending training is recognized as well as their diversity, which can be a resource that enriches the learning environment through sharing of differing perspectives. An equal learning opportunity is provided to all course participants. This is supported by:

- Ensuring equal opportunity to all students, staff, and instructors.
- Prohibiting all discrimination and harassment.
- Supporting affirmative employment policies and practices on behalf of minorities, women, and people with disabilities.
- Encouraging students, staff, and instructors to communicate and behave in a manner which is sensitive to and acknowledges the viewpoints of others.
- Regarding diversity as a resource that enriches the working and learning environment through the sharing of differing perspectives, experiences, and ideas.
- Removing barriers to teamwork through collaboration, problem solving, and the constructive resolution of conflicts.
- Continuing to identify and eliminate barriers to training, employments, and advancement of minorities, women, and people with disabilities.

(Adapted from the National Fire Academy's Human Dignity statement)

Section 4.2 Professionalism

You are expected to act in a professional and ethical manner during all training sessions. This includes, but is not limited to:

- Arriving to class with sufficient time to be prepared.
- Ensuring all assigned work is done on time and to a high standard.
- Informing the course coordinator in advance if you are unable to show up to class on time.
- Using appropriate language while in class.
- Dressing appropriately while in class (as outlined in the section below)
- Treating all instructors, faculty, and fellow students with respect.

Section 4.3 Readiness to Train

You are expected to arrive in a physical and mental condition that will allow you to effectively participate in training and learning. Physical injuries, illness, mental or emotional health, dehydration, poor nutrition, or lack of sleep all contribute to degraded training performance and may lead to safety hazards during training evolutions. If you feel unable to train let your instructors know as soon as possible. You may need to repeat any missed training evolutions or classroom sessions. The FSTB maintains an alcohol, drug, and tobacco-free training environment in all its training locations.

Section 4.4 Appropriate Action

While you are participating in this FSTB approved course, you are expected to take responsibility for your own actions and will be held accountable for such by the Course Coordinator. You are expected to abide by the Student Code of Conduct, the laws of the State of Iowa, rules that govern the host city, and the policies of the hosting department or agency.

Prohibited behavior includes, but is not limited to the following:

- Violence against others, defined as striking or doing any other physical harm to another.
- Verbal abuse of faculty, staff, students, individuals at the host site, or others in association with the program.
- Obstruction of classrooms or activities.
- Theft, damage, or vandalism to FSTB property, property of the hosting department or agency, or of fellow students.
- Conduct, gestures, or speech that are disorderly, disruptive, threatening, or intimidating.
- Criminal behavior or violation of local laws.
- Any conduct during training that places you, your team, or anyone else in danger.

You are expected to accept and adhere to the policies and procedures set forth by the FSTB.

Section 4.5 Phones, radios, and Pagers

All phones and pagers must be set to silent mode; sound can be distracting and disturb other students or the instructor. Your instructor may allow you to use phones or other electronic devices during class time to support educational activities. If you are expecting an important call during class time, coordinate with the instructor to take the call without being disruptive to the class.

Section 4.6 Dress Code

As a representative of your organization, please adhere to your department's approved professional dress code. We discourage wearing shorts, jeans, sandals, or T-shirts.

You may wear religious attire, provided it does not hinder classroom participation. Additionally, avoid clothing that includes offensive graphics or language, exposes your midsection, or is ripped.

If your instructor or program coordinator deems your outfit inappropriate for the training event, you will be asked to change, and you may be marked late or absent for any missed class time. Thank you for your cooperation.

Section 5

Class Administration

The purpose of this Special Programs Class Administration policy is to ensure the effective and efficient management of courses delivered by the Training Specialist.

1. Maintain standards: uphold the highest standards of the teaching profession and the Iowa Fire Service Training Bureau.
2. Ensure accuracy: guarantee that the most current and accurate course content is delivered.
3. Facilitate communication: promote regular communication between Training Specialists and FSTB staff regarding course updates and changes.
4. Support continuous improvement: encourage the ongoing improvement and updating of course materials.
5. Enhance learning experience: provide members of the fire service in Iowa with a significant and comprehensive learning experience through well-prepared and knowledgeable Training Specialists
6. Instructors must verify student attendance at each training session.
7. Prior to the conclusion of any class the instructor will provide students with a QR code for course evaluations.
8. The Fire Service Training Bureau (FSTB) keeps detailed computer records for each enrolled student, which are essential for generating accurate transcripts. If a student provides incomplete or incorrect information, it will lead to similarly flawed records at FSTB.

Training Specialists should remind students of the critical importance of submitting precise and complete information. Please note that the FSTB Special Programs Manager cannot guarantee that students who do not provide their Federal Student Identification Number (FEMA SID) will receive credit for the classes they attend.

Your FEMA SID acts as your distinct identifier within the FEMA organization and its associated agencies. It is designed to replace your Social Security Number (SSN) for identification purposes, as FEMA aims to decrease the dependency on SSNs for tracking individuals. To obtain your SID number, please visit this link: <https://cdp.dhs.gov/femasid/register>.

If you need to retrieve (or have forgotten) your SID number, follow this link: <https://cdp.dhs.gov/femasid/account/find>

Please keep in mind your FSTB ID number, the first five letters of your last name, and the last four digits of your Social Security Number. If your last name has fewer than five letters, combine your full last name with letters from your first name, followed by the last four digits of your Social Security Number.

Failure to complete these fields accurately will result in your registration being rejected/denied.

Section 6

Academic Honor Code

Registration in this FSTB approved course requires adherence to the FSTBs' standards of academic integrity. You are expected to approach your academic work with dedication and integrity, understanding that you are responsible for enhancing your own learning through personal effort. You agree to be fully prepared for each class session.

You also agree not to violate the following Academic Honor Code. The following behaviors are prohibited:

6.1 Plagiarism

Submitting material that in part or whole is not entirely your own work without attributing those same portions to their correct source.

6.2 Cheating

Using unauthorized notes, study aides, or information on an examination; altering a graded work after it has been returned, then submitting the work for re-grading; allowing another person to do one's work and submitting that work under your own name. If you assist cheating by sharing your work, you are also guilty of cheating.

6.3 Fabrication

Falsifying or inventing any information, data, or citation; presenting data that were not gathered in accordance with standard guidelines defining the appropriate methods for collecting or generating data and failing to include an accurate account of the method by which data were gathered or collected.

6.4 Generative Artificial Intelligence Tools

Use of generative AI output without citation will be considered plagiarism. You are expected to properly cite all work that is not your own creation. You will be solely responsible for and graded based upon the content of any submitted work.

6.5 Acceptance of the Code

You must adhere to the Student Code of Conduct, and FSTB policies concerning conduct. Failure to adhere to the policies listed will result in ineligibility to participate in this FSTB approved course.

I, _____, acknowledge that I have read and understood the requirements and expectations for this program. I agree to comply with all rules, policies, and procedures set forth, including active participation in both online and in-person components, adherence to deadlines, and maintaining reliable internet access for online coursework. I understand that my success in this program depends on fulfilling these expectations and that failure to do so may impact my completion of the course.

By signing below, I confirm my commitment to following these guidelines throughout the program.

Signature: _____

Print Name: _____

Date: _____

Class Name: _____

Class Location: _____

Instructors Signature: _____

Instructors Name Printed: _____

Section 7

Attendance

Attendance policy for FSTB Special Programs aims to cultivate a learning environment where regular attendance plays a pivotal role in achieving educational objectives. By promoting consistent participation, the policy supports adult learners in maximizing their learning potential, contributing actively to discussions, and achieving their academic and professional aspirations.

7.1 Student attendance is required at all scheduled classes, including skill sessions. Students may be dropped from the course for excessive absences of any kind. Students must be present in class 90% of the scheduled class hours. Excused absences may be granted by the course instructor for extenuating circumstances. If two or more absences occur for any reason, the status of the student will be reviewed by the instructor and FSTB staff to determine a disposition. Course failure is likely under these circumstances.

7.2 Quizzes & Exams; If a student misses any class time, he/she is responsible for any missed quizzes, examinations, and material covered in that class session. Prompt arrival is expected at all class activities. It is the student's responsibility to sign in on the attendance roster.

7.3 Tardiness; Is unacceptable

7.4 Assignments; 100% of all weekly assignments ultimately completing all Job Performance Requirements (JPRs) to be eligible to take the certification examination. If an emergency arises, immediately inform the course manager and every effort will be made to accommodate the situation. All assignments must be turned in by established deadline.

Late submissions of assignments are not acceptable.

Section 8

Severe Weather & Emergency Evacuation

The purpose of the Severe Weather Policy for FSTB Special Programs is to safeguard the lives and well-being of our students, visitors, and assets during extreme weather conditions. This policy aims to mitigate risks, ensure operational continuity, and comply with legal obligations while prioritizing clear communication and the safety of all stakeholders.

By clearly defining the purpose of the severe weather policy, organizations can effectively prepare for and respond to severe weather events, thereby minimizing potential harm and disruptions while demonstrating a commitment to safety and students' welfare.

FSTB Bureau Chief or their designee will determine when a severe weather condition exists for all Special Program classes.

For other emergency conditions that may result in emergency evacuation, the FSTB Bureau Chief, or their designee, will make the determination of whether an immediate health or safety concern exists.

It is the State of Iowa's policy that severe weather will not result in the closing of state facilities. However, situations arise that do pose a risk to the health and safety of public employees and, therefore, the following provisions are in effect:

8.1 Severe Weather Provisions; When the proper authority declares a severe weather condition, students will not be required to report to class. Also, if a student, using reasonable judgment, believes that travel would jeopardize his or her individual health and safety, that student will not be required to report to class. Fire Service Training Bureau (FSTB) will make every attempt to allow students, at the students' discretion, make up missed time during any absences caused by severe weather conditions.

Therefore, students must provide the FSTB with a phone number or contact through which they can be reached during severe weather so that assignments can be communicated.

Students reporting to class during a declared severe weather situation shall be subject to the following conditions:

- If the student reports to class within one-half ($\frac{1}{2}$) hour of the regularly scheduled reporting time, the student will be assumed to have reported on time.
- If the student reports after one-half ($\frac{1}{2}$) hour of the regularly scheduled reporting time, the student shall be credited with being in class the first one-half ($\frac{1}{2}$) hour of class and, in addition, credited for all hours actually in class on that day.

8.2 Emergency Evacuation Provisions; An emergency evacuation shall only be mandated when the condition of a classroom is such that it would be a health or safety concern for students at that facility. An emergency condition exists when the facility is unsafe for normal business operations due to an environmental hazard, a structural failure, or a mechanical condition that would threaten the health and safety of students at the facility. The property owner will make the determination of whether an immediate health or safety concern exists.

If a facility is subject to an emergency closing, FSTB will attempt to find an alternative away from normal classroom site or direct students to an alternative classroom site to affected students on a temporary or permanent basis.

As such, students must provide FSTB with a telephone number at which a student can be reached during normal work hours. This will allow the FSTB to direct the student to an alternate class site or provide assignments throughout the period of emergency closing.

If no class work can be performed away from the normal class site and FSTB is unable to identify an alternate class location, students may be sent home.

Section 9

Request for Training

Fire Service Training Bureau (FSTB) Special Program classes maybe initiated in two ways.

- (a) All requests must come from a **training officer or Fire Chief**
- (b) A request may be submitted by an emergency services organization, fire service association or agency directly to FSTB Special Program Manager.
- (c) Requests for training must be submitted in writing to FSTB

Consequences for violating student or academic code of conduct:

- ***Will result in dismissal from the course and chief of your department will be contacted.***

Section 10

Hosting an In-House Special Program Course

Departments wishing to host an in-house Special Program course—such as Instructor I or II, Officer I or II, Inspector, or any National Fire Academy (NFA) course—must adhere to the following procedures to ensure students receive credit and are eligible to take certification exams:

10.1 Approval process.

- Prior approval must be obtained from Fire Service Training Bureau (FSTB) Special Program Manager before scheduling course
- Requests must be submitted in accordance with FSTB guidelines and timelines.

10.2 Instructor requirements

- The course must be taught by an instructor who meets all certification and qualification requirements.
 - Instructor must be at a minimum certified Instructor I and certified to the level they are wishing to teach at.

10.3 Course registration

- Students must register through the designated FSTB online application system
- Students must be registered, walk-ins will not be allowed
- Attendance records and any required documentation must be submitted per FSTB Special Program established policies

10.4 Certification exam eligibility

- To be eligible for certification testing, students must complete all course requirements and meet the minimum attendance standards
- If students are not registered through the course registration site at least two days before the first day of class, they will not be eligible to take the certification test

10.5 Compliance with NFA policies

- For NFA courses, students must comply with all NFA enrollment and completion requirements to ensure students receive proper credit
- Failure to follow these procedures may result in the denial of course credit.