



A Member Service of **NBFAA**

National Burglar & Fire Alarm Association, Inc. • Established 1948

Policies, Procedures, & Administrative Guidelines

2009 Edition

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Foreword

The policies, procedures, and administrative guidelines in this document are intended to provide state associations, state training coordinators, instructors, NBFEE/NTS staff, and volunteers with the information and direction needed to provide superior services to students. It is also intended to establish performance expectations for the business relationships that exist between the NBFEE/NTS staff, instructors, training coordinators, volunteers, and students.

The NTS Education Committee must approve all new and recommended policies, procedures, and guidelines before they are incorporated into this document. The Education and Standards Director maintains this document.

The National Training School (NTS), founded by NBFEE in 1985, was established to meet the ever-increasing need for standardized training within the electronic, life safety, security & systems industry. The education and training programs assure a minimum level of competency for those who sell, monitor, install, and service the electronic industry.

The Education and Standards Director administers the National Training School program under the guidance of the NTS Education Committee and NBFEE Board of Directors.

Each state association shall designate one of its members as the State Training Coordinator. The state Executive Director or President must notify NTS whenever the state coordinator changes. The State Training Coordinator is responsible for overseeing all of the state's training activities, and is the primary point of contact with the NTS.

The NTS staff schedules classes in conjunction with the State Training Coordinator to ensure the timely delivery of class material, and the timely return of student registrations and examinations, other class documentation, and class fees. The NTS staff assists state associations in publicizing and marketing scheduled classes, and maintains a national training schedule on the NBFEE web site.

Student Confidentiality

Results of student examinations are confidential. Individual student results are mailed to the student's address as indicated on the student registration form. Individual results shall not be released to third parties without prior written consent from the student.

Statistical information concerning average pass/fail rates and average scores may be disseminated to instructors and training coordinators to provide feedback on the effectiveness of the training. This does not imply that any student results will be released.

Test scores will not be released to candidates. The tests are developed and scored so that a pre-determined standard is set. With a pre-determined standard, test takers are competing against the standard, not against each other. Certification organizations typically do not release examination scores to candidates, to prevent misuse in the workplace.

Sponsorship of NTS Classes

Sponsors may be recognized state associations, multi-branch or national companies, or the NBF AA.

The class sponsor pays fees to the NTS for course materials and administrative services. NTS fees are structured according to the type of class given. See the current NTS price list for fee structure.

State Association Options

State associations may only hold NTS classes within their state's geographic boundaries. The Education and Standards Director may sanction, on a case-by-case basis, classes to take place across state boundaries, where a written agreement exists between the two states and where both states have requested such sanctioning in writing.

State associations have the option to contract with a private entity to provide NTS training on behalf of their state.

Member Rate and State Association Reciprocity

The sponsoring state association sets the fees for classes held within their state (per the current NTS price list, which must include a member and a non-member (of NBF AA) rate.*

Only members of NBF AA are entitled to the member rate for any class or exam, even if they take the course or exam outside of their home state.

Class Cancellation and Refunds

Classes may be canceled with 5-calendar days notice to pre-registered students. Classes may be cancelled without advance notice due to weather conditions or other unforeseeable emergencies. The State Training Coordinator determines the conditions that constitute an emergency.

All monies paid to NBF AA or a state association by a pre-registered student for a class that is later canceled shall be fully refunded to the student within five (5) working days.

Should the student decide to attend another scheduled or planned class, NTS or the state association may, with the student's consent, retain the funds to apply toward that class.

If a student cancels, or fails to attend a class for his or her own reasons, NTS or the state association may, at their discretion, retain all or part of the student fee.

Accommodating Students with Special Needs

Class sponsors shall comply with the Americans with Disabilities Act in order to accommodate students with special needs. If a student has a special need, it must be documented in writing from the student's doctor or other qualified professional. This written documentation must accompany the class registration form.

Class Sponsor's Responsibilities for Scheduling and Supporting Classes

The state association or class sponsor should schedule classes based upon demand within their state. The state association or class sponsor training coordinator works with the NTS staff to support the scheduling and administration of classes, and for the return of student registrations, examinations, class documentation and payments. The responsibilities of the state association or class sponsor are to:

1. Provide a State Training Coordinator or designee to serve as a point of contact for NTS.
2. In a case where the State Training Coordinator is not an NTS instructor, the State Training Coordinator will be required to sign an NTS confidentiality agreement.
3. Schedule the classes as far in advance as possible to allow time to promote and prepare for the class and examination.

4. Each State Association class sponsor is required to submit a preliminary annual training schedule to NTS no later than January 1st of that training year.
5. Notify the NTS staff a minimum of 21 days in advance of the class/exam date, location, and instructors.
6. The State Training Coordinator should order student books a minimum of 10 business days in advance of the class start date, by filling out an NTS Book Order Form and submitting it to NTS staff. If books are ordered less than 10 days in advance, a per book rush order fee will be assessed. NTS policy is to ship all book orders upon receipt unless a specific ship date is requested.
7. The State Training Coordinator should order student exams a minimum of 10 business days prior to the course start date, by filling out an NTS Exam Order Form and submitting it to NTS Staff. If exams are ordered less than 10 days in advance, a per exam rush order fee will be assessed. NTS policy is to ship exams 7 days prior to class date.
8. Provide instructors certified to teach the particular class and proctor the examination. (See instructor guidelines)
9. Provide a suitable meeting room for the training class/exam. (See Classroom Guidelines.)
10. Promote the training class/exam to their members and potential members.
11. Conduct the class in the prescribed day and time format outlined elsewhere in this document. Alternative formats must be submitted to NTS for approval.
12. Return all NTS class forms (i.e., exams, exam answer sheets, Class Reconciliation, Daily Attendance Sheets, Evaluations, Student Registrations, etc.) to NTS staff within seven (7) business days of the completion of the class.
13. Collect all funds for the training class/exam.
14. Remit the appropriate payment to NBFSA within 30 days of the date on the invoice. Paperwork shall not be delayed by the course sponsor due to late or non-payment by an individual student.
15. The state association or class sponsor is responsible for the following expenses:
 - Any fees paid to the State Training Coordinator or class leader for organizing the class
 - Travel and lodging expenses and instructor fees for NTS Instructors
 - Meeting room rental fees
 - Shipment of NTS class materials back to NTS or their designated agent
 - All incidental expenses associated with the class including all food and beverage charges
 - Promotional materials and related marketing expenses for the training class
16. Failure by the Class Sponsor to comply with the entire guidelines may result in suspension or revocation of their ability to offer future training classes.

NTS Responsibilities for Supporting Classes

NTS works with the class sponsor, state training coordinator, or their designee, to support the scheduled class and its administration. The National Training School is responsible for:

1. Providing student manuals, instructor materials (lesson plans, class slide presentations, etc. on CD-ROM), promotional brochures and other appropriate class materials.
2. Grading examinations, recording results, and sending students pass/fail notification within thirty to forty-five (30-45) business days of receiving the appropriate class forms, (i.e., exams, exam answer sheets, daily attendance sheets, evaluations, class reconciliation, student registrations).
3. Keeping the training schedule up-to-date and complete.
4. Upon receiving an NTS book order, staff will process order and send confirmation to state training coordinator or their designee.
5. Upon receiving the Exam Order Form staff will process order and send confirmation to state training coordinator or their designee.
6. Upon receiving the Class Reconciliation packet staff will process packet by grading exams, student fulfillment and processing an invoice.

National Training School Certifications

The National Training School certifies students who, through prescribed courses of study, meet the criteria for particular certifications. The certification programs and their requirements are listed below. Certifications are granted for a period of one year following the successful completion of the designated program. Certifications are renewed on an annual basis through continuing education units.

Certified Alarm Technician (CAT I) (Level 1)

To earn Certified Alarm Technician (Level 1) status, students must successfully complete:

- The Certified Alarm Technician course, or the online equivalent.
- Pass the two-hour proctored examination

Certified Fire Alarm Technician (CFAT)

To earn Certified Fire Alarm Technician (CFAT) status, students must hold a (CAT I) or higher (NTS or accredited) certification for a minimum of 12 months and successfully complete two courses of study:

- The Fire Alarm Installation Methods course, or the online equivalent and pass the two hour proctored examination and
- The Life Safety Code course, or the online equivalent and pass the one-hour proctored examination.

Certified Alarm Technician (CAT II) (Level II)

To earn Certified Alarm Technician (Level II) status, a student must hold a (CAT I) or higher (NTS or accredited) certification for a minimum of 24 months and successfully complete two courses of study:

- The Advanced Burglar Alarm Technician course, or the online equivalent and pass the two hour proctored examination and
- The Fire Alarm Installation Methods course, or the online equivalent and pass the two hour proctored examination.

Certified Security Salesperson (CSS)

To earn Certified Security Salesperson (CSS) status, students must successfully complete two courses of study:

- The Understanding Alarm Systems course and pass the one hour proctored examination and
- The Essential Sales Training course and pass the two hour proctored examination.

Those holding Level 1 certified status may earn Certified Security Salesperson status by attending and successfully completing only the Essential Sales Training course and examination.

Certified Service Technician (CST)

To earn Certified Service Technician (CST) status, a student must hold a (CAT I) or higher (NTS or accredited) designation for a minimum of 24 months and successfully complete three courses of study:

- The Advanced Burglar Alarm Technician course, or the online equivalent and pass the two hour proctored examination and
- The Fire Alarm Installation Methods course, or the online equivalent and pass the two hour proctored examination and
- The Troubleshooting course, or online equivalent and pass the two hour proctored examination.

Certified Systems Integrator (CSI)

To earn Certified Systems Integrator (CSI) status, a student must hold a (CAT I) or higher (NTS or accredited) designation for a minimum of 36 months and successfully complete four courses of study:

- The Certified Alarm Technician course, or the online equivalent and pass the two-hour proctored examination and
- The Fire Alarm Installation Methods course, or the online equivalent and pass the two hour proctored examination and
- The Electronic Access Control course, or the online equivalent and pass the two hour proctored examination and
- The Video System Technologies course, or the online equivalent and pass the two hour proctored examination

NTS Training Courses

Understanding Alarm Systems (UAS)

Hours: 8, Audience: Police, Ordinance Managers, Industry Staff

Participants will learn the elements of security technology – including system components, detection and response – and acquire technical training in sensors, control panels, communications, supervising stations and false alarm prevention to enable salespeople and law enforcement personnel to understand system design.

Certified Alarm Technician (CAT) (Level 1)

Hours: 24, Audience: Designed for individuals with a minimum of three months experience in the alarm industry, but may be taken by individuals at any level.

This course presents an overview of the theory, installation and maintenance of alarm systems, basic electricity, standards, perimeter detection, space detection fire systems, control panels, communications, CCTV, job planning, and false alarm prevention. This class is open to all, but designed for staff and business owners employed in the alarm industry for at least three months. Course instructors will review the operation, application, installation and maintenance of commonly used equipment and components and present industry standards and legal requirements. This course will end with the administration of the two-hour Certified Alarm Technician examination.

Advanced Burglar Alarm Technician (ABAT)

Hours: 16, Audience: Graduates of the Certified Alarm Technician (Level 1) course

Participants will learn how to properly wire and troubleshoot speakers and siren drivers, determine the minimum size power supply needed for a system to operate for a specified number of hours without primary power, choose the number, location and type of detection devices to meet customer's needs, list the completion tests that must be performed to ensure proper system operation, identify the factors that must be considered before selecting a panel, troubleshoot a system that has failed to communicate and describe the purpose and operation of each programmable option in the SIA Control Panel Standard. This course will end with the administration of a two-hour Advanced Burglar Alarm Technician examination.

Fire Alarm Installation Methods (FAIM)

Hours: 16, Audience: Fire Alarm Technicians and Designers

This two-day course is ideal for individuals seeking to expand their knowledge of the installation, service and maintenance of fire alarm systems. Additionally, this course provides the necessary review material to prepare for NICET Level 1 and 2 examinations. This course follows the structure of NFPA 72 and is based on the 2002 edition of NFPA 72 and NFPA 70. This course will end with the administration of a two-hour Fire Alarm Installation Methods examination.

Life Safety Code (LSC)

Hours: 8, Audience: Fire Alarm Technicians and Designers

Provides the fundamentals of Life Safety Code (Introduction to NFPA 101), the requirements from chapter 7-6, and three sample occupancy types, with practice exercises. This course will end with the administration of a one-hour Life Safety Code examination

Electronic Access Control (EAC)

Hours: 16. Audience: Technicians

This course provides an overview of electronic access control systems including components, system types, installation methods and design. This course will end with the administration of a two-hour Electronic Access Control examination.

Central Station Training (CST)

Hours: 8, Audience: Central station operators

This course provides an overview of monitored alarm systems, the alarm industry, and the role of the central station operator within the industry. This course will end with the administration of a one-hour Central Station Training examination.

Essential Sales Training (EST)

Hours: 16, Audience: Industry sales representatives

This course provides strategies to boost productivity, increase customer satisfaction and maximize territory coverage. Learn the essentials of successful sales techniques including: prospecting, identifying customer needs and closing the deal. This course will end with the administration of the two-hour Essential Sales Training examination.

Security Networking Institute (SNI)

Hours: 16, Audience: Technicians, salespeople, and project managers who need to successfully utilize networked devices in their installations.

This instructor-led training will provide students with experience using “live” network devices, connections, cables and other accessories. Real world applications and installations will be emphasized, along with proper and safe installation procedures. After completion of this training, students will be confident in their abilities to plan, connect, program and function networked security devices.

NICET Level One & Two Fire Alarm Test Prep Course

Hours: 1.6

This course will cover the 34 NICET work elements included in the NICET Level One and Two Fire Alarm Certification Exam.

Online Training

Alarm Technician (Level 1)

Audience: designed for individuals with a minimum of 3 months experience in the alarm industry, but may be taken by individuals at any level.

This course presents an overview of the theory, installation and maintenance of alarm systems, basic electricity, standards, perimeter detection, space detection, fire systems, control panels, communications, CCTV, job planning, and false alarm prevention. This course is open to all, but designed for staff and business owners employed in the alarm industry for at least three months. The course will review the operation, application, installation and maintenance of commonly used equipment and components and present industry standards and requirements. **THIS IS NOT A CERTIFICATION COURSE.** For those individuals who wish to become Certified Alarm Technicians (Level 1), they must successfully complete the proctored two-hour Certified Alarm Technician examination.

Fire Alarm Installation Methods (FAIM)

Audience: Fire Alarm Technicians and Designers.

This course is ideal for individuals seeking to expand their knowledge of the installation, service and maintenance of fire alarm systems. Additionally, this course provides the necessary review material to prepare for NICET Level 1 and 2 examinations. This course follows the structure of NFPA 72 and is based on the 2002 edition of NFPA 72 and NFPA 70.

The Fire Alarm Installation Methods course is based on the instructor-led course taught through the National Training School. **If you would like to obtain certification for this course, you will need to take and pass the Fire Alarm Installation Methods examination.** Students who pass the online training are allowed to take the certification exam without attending the live classroom training. In order to obtain the Certified Fire Alarm Technician designation, students must have taken and passed the Fire Alarm Installation Methods proctored exam AND the Life Safety Code proctored exam.

Maintaining Certifications

All NTS certifications are valid for a period of 12 months following the completion of a course of study. Certification is maintained through attendance at industry related continuing education activities.

Certified Alarm Technicians (Level 1), Certified Alarm Technicians (Level II), Certified Security Salespersons, Certified Fire Alarm Technicians, Certified Services Technicians, and Certified Systems Integrators are required to obtain 1.2 continuing education units (CEUs) (the equivalent of 12 classroom hours) each year to maintain their certification.

The Continuing Education Program

It is the responsibility of each NTS certificate holder to maintain records documenting qualified continuing education credits, report their credits on the NTS Certification Renewal Form, and submit the form and the applicable processing fee to NBFSA on an annual basis. Course attendees should be directed to NBFSA for more detailed information regarding continuing education.

Lapsed Certifications

Persons who do not maintain their certification, thru Continuing Education Units lose the privilege of using the designation. Lapsed certifications may be renewed as follows:

- Those wishing to re-establish their certified status will be required to submit 1.2 CEUs (or 12 contact hours) of continuing education activity attended for each 12 month period the person was delinquent from the renewal date of their designation.

Renewal cycle:

Certifications are valid for a period of 12 months from the date of issue. An NTS certificate holder must earn a total of 1.2 CEUs (12 credit hours) within the 12-month renewal cycle to maintain an active certification status.

- Any programs attended prior to earning your certification do not qualify for renewal credits.
- NTS reserves the right to audit certificate holders' records. Any credits which cannot be documented during the audit process will be disqualified.
- It is the responsibility of each certificate holder to maintain records documenting continuing education activity.
- Documentation should be retained for a minimum of two full years after the completion of a renewal cycle in the event of an audit.

Reporting credits:

- NTS will send reminder notices. Therefore, please notify NTS of address, e-mail and fax number changes.
- The absence of a renewal reminder notice does not waive the requirement and will not serve as an appeal to revocations.
- Continuing education activities must be reported every year to prevent your certification from being revoked.
- An NTS Certification Renewal Reporting form (downloadable via www.alarm.org) must be completed and returned to NTS after completing your 1.2 CEUs. The completed form must have an original signature.

Qualifying activities:

Programs or topics covering the electronic life safety, security and systems industry are eligible for NTS CEU's. Introductory or fundamental programs, or programs geared toward specific products and/or sales, do not qualify for NTS CEUs.

College/University/Trade School courses – credit will be granted for successful completion of a college/university course in a security industry topic area. A three or four credit course is equivalent to 12 credits or 1.2 CEUs. This would fulfill the NTS renewal requirement for one year.

Industry Related Conferences or Board Meetings (State or National Level) – credit will be granted for attendance at security and life safety industry related conferences and board meetings. This would include Chartered State Meetings and Regional Meetings. Credit will also be given for attendance at Industry Related Conferences; where booths, trade shops, and/or marketing materials are available. A maximum of .4 CEU's will be accepted in this category on an annual basis.

* Training sessions, educational workshops and seminars that are attended at Conferences shall not be listed under this category.

Training Sessions, Educational Workshops, Seminars and Teleconferences/Webinar's – credit will be granted for attendance at educational security and life safety industry related activities. This would include: educational web-based learning services, educational seminars and sessions attended at State and National conferences, as well as code and industry update workshops. A maximum of .6 CEU's will be accepted in this category on an annual basis.

* This category is for educational training while attending meetings and conferences. Attendance "alone" at a meeting or conference would be listed under another category.

Independent Study – credit will be granted for independent study on any industry related topic. Print, audio and video formats or any combination of these are eligible for credit. The course must include a method of evaluation of the work completed such as examination result, written project or certificate of completion. A maximum of .4 CEUs will be accepted in this category on an annual basis.

Life Safety Industry Certifications – credit is awarded for earning a license and/or certification in the electronic life safety, security and systems industry from an entity other than NBFSA. A license or certificate earned during the renewal cycle qualifies for 1.2 CEUs. This would fulfill the NTS renewal requirement for one year.

Published articles or books – credit will be granted for published articles or books on an electronic life safety, security and systems industry-related topic. Two credits or .2 CEUs will be awarded for each published page. A maximum of .6 CEUs will be accepted in this category on an annual basis.

Electronic Security and Life-Safety Associated Volunteer Service – credit will be granted for volunteer service at the rate of .2 CEUs per position on the national level and .1 CEU per position on the state level. A maximum of .6 CEU's will be accepted in this category on an annual basis.

Teaching - credit will be granted for teaching NTS courses at the rate of .2 CEU's per course. A maximum of .6 CEU's will be accepted in this category on an annual basis.

NTS Course and Program Development – credit will be granted for the assistance in creating, writing, and implementation of new NTS courses and programs. Not limited to but including; the NBFSA Apprenticeship Program. Two credits or .2 CEU's per 8 hours of course content and/or classroom instruction. Two credits or .2 CEU's per 4 hours of management and/or implementation of Programs of study. A maximum of .6 CEU's will be accepted in this category on an annual basis.

Governance of the NTS Renewal Program

All policies, procedures and decisions regarding the NTS Renewal Program are approved by the NBFSA NTS Education Committee. The NTS Education Committee provides ongoing oversight to the program and periodically reviews and revises the policies to ensure the practical and equitable applications of the renewal procedures.

CEU Credit for NTS Classes

- Level I Certified Alarm Technician - 2.2 CEUs
- Fire Alarm Installation Course - 1.4 CEUs
- Advanced Burglar Alarm Technician - 1.4 CEUs
- Essentials Sales Training - 1.4 CEUs
- Electronic Access Control - 1.4 CEUs
- Life Safety Code - .7 CEUs
- Understanding Alarm Systems - .7 CEUs
- Central Station - .7 CEUs
- Security Networking Institute - 1.6 CEUs
- NICET Level I & II Fire Prep - 1.6 CEUs

NBFSA/NTS Accreditation

The National Burglar and Fire Alarm Association (NBFSA) is the nation's oldest and largest organization representing, supporting and promoting the electronic life safety, security and systems industry. Founded in 1948 and celebrating its 55th year, the association represents more than 2,400 member companies. In addition to traditional burglar and fire alarm installations, in recent years, NBFSA members have expanded their range of services to include Closed Circuit Television, Access Control, Home Automation, Structured Cabling, and Home Theater and Sound. NBFSA members adhere to a stringent code of ethics and have access to the most up-to-date industry information.

The National Training School (NTS), founded by NBFAA in 1985, was established to meet the ever-increasing need for standardized training in the electronic life safety, security and systems industry. Earning an NTS designation allows electronic life safety, security and systems professionals to serve as role models for the profession by proving their knowledge, skills and adherence to the highest ethical standards.

NBFAA encourages sponsoring organizations to provide educational activities for members, clients, customers, prospects and personnel. NTS certificate holders are required to participate in on-going professional education to maintain their credential(s), and many sponsoring organizations have found NTS Program Accreditation and the NTS logo to be effective tools for marketing their continuing education programs. NBFAA has initiated an administrative review and accreditation process for those organizations wishing to include the NBFAA/NTS logo and program approval in their promotional literature.

Note: NTS certificate holders report 1.2 CEUs, or 12 hours, directly to NBFAA and are not required to obtain course approval in advance of participating in a continuing education activity.

Qualifying Activities

Programs covering “generic” or “product-specific” topics or content are eligible for NTS accreditation.

Generic subject matter means that the skills or knowledge gained by the attendees during the course is easily transferable from one product or product line to another. For example, a course covering selection of correct types of wire for a given system based on the use, environment, load, etc., could apply to any manufacturer or system type.

Product-specific training is useful only for a given piece of equipment or a particular system. For example, a class providing information on how to program a “Brand XXX Access Control System” would be product-specific, because the skills acquired would not necessarily be applicable to a “Brand ZZZ Access Control System.”

Courses submitted as “product-specific” which appear to be sales pitches or product endorsements will not receive approval. This distinction is important because NTS does not endorse specific manufacturer’s products. The NTS endorses competence in given areas of expertise. Product-specific courses may be approved when they are designed to convey application guidelines, proper installation, service, or troubleshooting techniques.

Application Process

Organizations interested in receiving NTS accreditation must complete and sign the attached two-sided application form, which includes a Limited License Agreement for use of the NBFAA/NTS logo and approved tag line. Organizations must attach a schedule/agenda indicating the session topics and length, scheduled breaks and meals, whether the course is generic or product-specific, and a brief course description to include intended audience (see below) and course objectives (see below). Without this information, applications cannot be processed.

Accreditation requests should be submitted at least two months prior to the program date. This will ensure adequate time for NBFAA/NTS to process the application and allow the sponsoring organization to use the NBFAA/NTS logo in their marketing materials. Programs submitted less than two months prior to the program date will be evaluated on a best-effort basis. Please allow at least two weeks for application processing.

Each program an organization wishes to have accredited requires a separate application. The attached form may be duplicated. Only one application is necessary for programs with multiple presentation dates, providing the presentation does not vary in length or content. Please include all dates and locations on the application form.

Audience

Course descriptions must indicate the intended audience and course content must be a reasonable match for that audience. For example, if the course content was on the installation and adjustment of infrared detectors, the appropriate audience would be installers and service technicians, not sales representatives. Courses with content inappropriate for the target audience will not receive approval.

Objectives

Applications for accreditation must be accompanied by a brief course description, including the length of course and key learning objectives. This information allows potential attendees to determine whether the course will meet their educational needs and know what they can expect to get out of the course *before* they invest their time and money.

For example, “At the completion of this course attendees will be able to: understand how EMS will provide dramatic increases in security and reduction in costs, how robotic vision systems save lives and protect property, and why they are an important new weapon in the war on terror” is a reasonable objective – for security center operators. It may not be a good match, however, for the people who have to *install, adjust, or troubleshoot* it.

If you can't tell or can't decide what knowledge the attendees will gain from the course, we can't determine if the instruction will be useful for the intended audience, nor is it possible to justify attendance at this educational event.

Promoting Your Program

Programs receiving accreditation may be listed on the NBF AA website with the contact name and phone number. Sponsors can elect not to have their programs published by NBF AA by checking the box in Section One of the application. Once your program brochure is printed, please forward a copy to NBF AA in order to complete your file.

Determining NTS Credits

Every 50-minutes of qualified education will qualify for .1 NTS CEU (or renewal credit). This calculation will determine the amount of your payment.

Fees

A processing fee must be included with the application in order for it to be reviewed and processed. This fee is non-refundable and non-transferable. In the event that your program is approved, this fee will be applied to any additional monies owed, for which you will be invoiced by NBF AA. If your application is not approved, this fee will not be refunded.

A course submittal fee will be assessed based on the number of course hour. For web or computer-based training, course hours shall be based on how long the course would take if offered in an instructor-led, live classroom setting. Upon approval of your accreditation application, you will be invoiced for the balance due. **The course submittal fee is waived for NBF AA members.**

Course processing and submittal fees are outlined in the current NTS price list.

Attendee Records

NTS certificate holders are required to maintain individual documentation for courses attended. Written documentation of attendance should be provided to attendees by the sponsoring organization. NBF AA will provide a template document to the program sponsor, which may be customized, reproduced and distributed to program participants, if desired.

National Training School Book and Exam Policy

Book Policy

Listed below are the NTS book policies.

- Book orders will be invoiced when the order is received by NTS.
- Payment is due within 30 days of the date of the invoice.
- Once the books are purchased, they become the property of the purchaser.
- There will be no refunds for returned books.
- A minimum of six months notice will be given prior to the release of new editions of course materials.

Exam Policy

Listed below are the NTS exam policies.

- Exams will arrive under separate cover and must be kept in a secure location until exam administration.
- After administration, collect all exams, answer sheets, course evaluations, daily attendance sheets and reconciliation forms.

- Return all documents (exams, answer sheets, course evaluations, daily attendance sheets and reconciliation forms) via traceable shipping service to NTS within seven (7) business days of the class completion date.
- Upon receipt of these materials, NBFEE will invoice state association.
- Payment is due within 30 days of the date of the invoice.

Group Rate

The group rate serves the needs of national or multi-branch companies by allowing them to hold classes at their own facility for their employees. This reduces the expense to the company by eliminating travel and lodging expenses and allows scheduling a class when it is most convenient for the company and their employees.

Group classes require a minimum of one instructor. Situations where the instructor is from the company sponsoring the class, would require that student exams be proctored by an acceptable party from outside the sponsoring company.

Course content may be supplemented with material specific to a given company. However, since certification testing is a component of the program, information cannot be removed from the generic material covered in the standard courses.

Group rate class sponsors are encouraged to coordinate their class with the CSA and where possible to open the class to students from other companies unless otherwise prearranged.

The state association can charge its regular rate for the students who register through them and pay NBFEE the appropriate fees for those students.

The course sponsor will:

1. Pay for costs associated with supplying the classroom, chairs, tables, etc. Meeting rooms at the sponsoring company's facility may be used to reduce costs.
2. Furnish a projection system, screen, VCR, TV, or video monitor and cassette tape player.
3. Pay for refreshments and/or meals provided.
4. Pay the local association for all instructor expenses as follows
 - a. Instructor fees (see Certified Training Instructor Section)
 - b. Per diem (see IRS Per Diem Rate Schedule, Publication 1542)
 - c. If local instructors can not be found, pay travel including
 - Mileage reimbursement at the current IRS rate
 - Airfare
 - Lodging

Rebates to the Chartered State Associations (CSAs)

For group rate classes held in a state with a CSA, NBFEE will pay a per-student rebate to the CSA. Rebates will not be distributed until payment is received from the group rate sponsor.

NBFEE Sponsored Classes

NTS classes are sponsored by and conducted through CSAs. CSAs sign an agreement with NBFEE that (along with these Guidelines) describes the specific responsibilities of the CSA and NTS.

CSA's who choose not to conduct NTS classes may sign an Opt-Out agreement with NBFEE. For NBFEE sponsored classes held in that state NBFEE will pay a per-student rebate to the CSA. Rebates will not be distributed until all payments are received from the class attendees.

States without a CSA cannot sponsor NTS training programs or receive revenue from them. If there is no recognized state association in a given state, classes at all levels of the training program may be sponsored by the NBFEE. This policy ensures that NBFEE members in these states can receive the benefits of NTS training programs. All expenses associated with these classes will be the responsibility of the NTS and any revenues resulting from the classes will go to the NTS.

Class Tuition

Minimum tuition rates for NBFSA and state sponsored classes have been established by NTS and are listed on the current NTS price list.

Sponsors wishing to deviate from the minimum tuition rate must receive approval from the National Training School.

General Planning Guidelines for NTS Classes

Class Size

Most classes are limited to 60 participants. This has been determined through experience to be manageable for the instructors, helps students not to feel anonymous or lost in the crowd, and permits adequate attention to questions and other individual needs. A minimum of ten (10) students is suggested to make a class financially viable.

Considerations for Classroom Selection and Setup

Course location is determined by the state association in order to meet local needs. Consideration is given to using a meeting room in a school, police or fire academy, manufacturers or distributor's building, or hotel.

The following guidelines are useful in choosing a suitable classroom and preparing for a class:

1. The classroom must be accessible as defined by the Americans with Disabilities Act (ADA).
2. Classroom temperature and ventilation must be appropriate for the number of students and instructors attending the class.
3. Controllable lighting is recommended so that students can read and take notes, while still being able to clearly view multimedia presentations.
4. Ample table space and seating for students and instructors should be provided. NTS recommends three students per eight-foot table, two students per six-foot table, and one student per four-foot table.
5. To minimize classroom disruptions, one location should be used for the entire course.
6. A public address system should be available unless the acoustics of the room do not require it.
7. Test all multimedia equipment in advance of the class, both for operation and ease of viewing. Multimedia equipment includes computers, CD-ROMs, multimedia or LCD projector, large screen TV, cables, adapters, extension cords, etc.
8. The room should be lockable during breaks and overnight, in the case of classes lasting more than one day.
9. Ample parking for the expected number of students and instructors should be available.
10. A convenient meal location either on the premises or nearby will minimize lost time at lunch breaks. Provide a map of off-site locations or consider providing meals for an extra charge.
11. Coffee and soft drinks should be provided at breaks.
12. Smoking shall not be allowed in the training room during classes. Students should be advised of a designated smoking area outside the training room.
13. Students and instructors may require overnight lodging.

NTS Instructors

NTS certifies instructors to teach NTS courses. Only instructors currently certified by NTS are authorized to teach NTS courses or use NTS materials. Since the teaching requirements of NTS courses vary, instructors are certified to teach on a course-by-course basis. The following eligibility requirements must be met in order to become an NTS certified instructor:

- Must hold the certificate in the area he/she wants to teach
- Must have passed that exam with an 80%
- Must keep the certificate/certification current by meeting mandatory continuing education requirements
- Must achieve an 80% or higher on the instructor exam
- Must have a desire to teach
- Must have proven public speaking skills

- Must teach a full class with an experienced instructor at least twice
- Must receive high marks/evaluations

Conditions of Instructor Certification

Instructor certification is issued for a three-year term and is revocable for cause by the NTS Director of Education. Instructors are required to sign an Instructor Letter of Agreement, and attend train-the-trainer sessions periodically as offered by the NBF AA.

To maintain instructor certification, an instructor must maintain active status of all of their certifications through mandatory continuing education, consistently exhibit a high standard of professionalism, including technical competence, consistently receive positive course evaluations, have the ability to effectively conduct classes, and adhere to the NBF AA Code of Ethics.

Since NTS periodically adds new courses and makes revisions to existing courses, the requirements for instructor certification and/or recertification may be modified at any time.

For instructors who have not remained active, or taught the current course material they must student teach one class or attend a course update session to regain active instructor status.

Number of Instructors and Class Size

All classes must be conducted with at least one certified instructor under the supervision of the State Training Coordinator. The second instructor may be an instructor candidate or another certified instructor.

- All classes may be taught with one instructor for up to 25 students; a second instructor is required for classes with more than 25 students
- Class size is limited to 60 students, to maximize student/instructor interaction
- To make classes financially viable, a minimum of 10 students is recommended

Instructor Compensation

Instructor compensation is determined by the class sponsor. Class sponsors are encouraged to develop an instructor compensation policy.

Instructor Certification

NTS evaluates potential instructors on three things:

1. Ability to teach
2. Knowledge of topic(s) covered
3. Knowledge of the particular course

1. Ability to teach

Ability to teach in general on any topic is evaluated by observing the instructor candidate. Student evaluations as well as observations by an NTS Certified Instructor are considered in the evaluation. A candidate must be observed successfully teaching at least two courses before they are elevated to Certified Instructor status. The candidate can be observed teaching the same course twice or two or more different courses to meet this requirement. Instructor candidates can only teach under the supervision of an NTS Certified Instructor.

2. Knowledge of topic(s) covered

Knowledge of the topic covered is demonstrated by passing an exam related to that course. The requirement varies by course as follows:

Course	Exam	Required Score
Certified Alarm Technician (Level 1)	Certified Alarm Instructor Exam	80% or greater
Advanced Burglar Alarm Technician	Advanced Burglar Alarm Technician Student Exam	80% or greater

Fire Alarm Installation Methods	Level 2B fire System Standards Student Exam	80% or greater
Essential Sales Training	Essential Sales Training Student Exam	80% or greater
Understanding Alarm Systems	Understanding Alarms Student Exam, or Certified Alarm Instructor Exam	80% or greater 80% or greater
Central Station Training	Central Station Training Student Exam, or Certified Alarm Instructor Exam	80% or greater 80% or greater
Electronic Access Control (EAC)	Electronic Access Control (EAC) Student Exam	80% or greater
Life Safety Course (LSC)	Life Safety Course (LSC) Student Exam	80% or greater

If an instructor candidate takes either a course student exam or a course instructor exam to prove topic knowledge and fails, he/she shall not be allowed to retest for a period of six months from the date of the failed exam. If an instructor candidate fails the exam a second time, he/she shall not be allowed to retest again without prior approval by the NTS Director of Education.

3. Knowledge of the particular course

Knowledge of the particular course is verified by attending the course and passing the student exam with an 80% or greater. The intention of this requirement is to ensure that an instructor is aware of the course flow and subject matter before teaching the course.

Administration and Grading of the Instructor Examination

A member of the NTS Education Committee, the State Training Coordinator, a Certified Instructor, the Director of Education or his/her designee must administer the instructor examination in person. The instructor examination must be administered under the same test administration standards and procedures as all other NTS examinations. The instructor exam is a three-hour, closed book exam. The Director of Education (or his/her designee) grades instructor candidate examinations.

Types of Instructors

1. **Instructor Candidates** - Individuals who have completed the required application, attended an entire course, hold the certification passed for the particular course and passed the instructor examination for the particular course are considered Instructor Candidates for that particular course. Instructor Candidates are eligible to teach the course under the guidance and supervision of a Certified Instructor. When sufficient instructors are not readily available, the Director of Education can accept, on a case-by-case basis, equivalent experience in lieu of the course attendance or examination requirements.
2. **Certified Instructors** - To become certified, Instructor Candidates must successfully student teach at least (2) complete Level One courses, (1 complete course for all other courses) with a certified instructor as their co-instructor, receive positive evaluations from the students and the certified co-instructor, and be approved by the Director of Education. Time not spent teaching the class must be spent observing the Certified Instructor(s).

NTS Policy on Instructor and Training Coordinator Conduct

This policy applies to all NTS Instructors and State Training Coordinators.

No policy can cover every possible example of misconduct. For this reason, this policy describes general examples. On a case-by-case basis, the Director of Education shall make a determination whether a violation has occurred. In all cases, the Director shall make a thorough investigation to determine the facts of a given situation, and take appropriate action in the best interest of students, NTS and NBFAA.

General Conduct

Instructors and State Training Coordinators have contact with students, other instructors, and NBFAA/NTS staff. In all cases, they will conduct themselves in a professional and courteous manner.

1. Off-color jokes and comments with allusion to sex, race, religious affiliation, sexual orientation, or national origin shall not be permitted in or during the planning, preparation, or conduct of any NTS class, including breaks during or between classes.
2. Profanity, pornography or perceived pornography shall not be permitted in or during the planning, preparation, or conduct of any NTS class.
3. Representatives of the NTS, state associations, and the NBFAA are urged to guard their words and actions to prevent even the appearance of impropriety.

Separation of NTS Duties and Private Service

Instructors, State Training Coordinators, and committee members are volunteers or independent contractors for the NBFAA. NTS recognizes that these representatives hold regular positions within the industry.

In all cases, while acting under the auspices of the NTS, Instructors, State Training Coordinators, and committee members shall conduct themselves as sole agents of the NTS, and forsake personal or business-related interests.

1. Promotion of a particular product, product line, company, or service during an NTS class is prohibited.
2. Students from all competing companies shall be treated equally. Under no circumstance shall a person representing NTS impede a competitor or potential competitor from attending classes, gaining certifications, or meeting state licensing requirements.

Instructor Suspension

When it is suspected that an instructor is in violation of the policies set forth by this document or as specifically outlined by the Director of Education, said instructor, instructor's chartered state association and the CSA's state training coordinator shall be notified immediately that the instructor's duties and responsibilities as a representative of NTS and NBFAA are hereby suspended pending investigation.

An instructor may also be suspended for failure to adhere to the terms of the NTS Instructor Agreement and/or failure to actively keep up with course and instructor updates.

Instructor Probation

When an investigation indicates that an instructor has violated the policies set forth by this document or as specifically outlined by the Director of Education, at the Director's discretion, the instructor may be allowed to teach for a period of time in a probationary status. During such time, any further violations shall immediately result in revocation of instructor status.

Instructor Revocation

When an investigation indicates that an instructor has violated the policies set forth by this document or as specifically outlined by the Director of Education, at the Director's discretion, the instructor status shall be revoked. This indicates that the instructor is no longer allowed to teach on behalf of NTS, nor is the individual to represent themselves as affiliated with the NTS.

Appeal Process for Suspended or Revoked Instructors

Upon notice of suspension or revocation, an individual may write a letter of appeal to the NTS Education Committee Chairperson with copies sent to the NBFAA Executive Director. The letter should state the reason for the appeal. It is at the sole discretion of the NBFAA Executive Director to request further inquiry by the NTS Education Committee.

Instructor Status Reinstatement

An instructor whose duties have been suspended shall be immediately reinstated at the discretion of the Education Director upon proof that the reason for suspension has been rectified.

An instructor whose duties have been revoked shall only be reinstated by a majority vote of the NTS Education Committee after following the appeal process listed above, and after the Executive Director's mandated committee inquiry finds the individual to be exonerated.

When presiding over such an inquiry, the committee shall rule on the facts of the instructor's case only. The instructor's name shall be removed from any documentation and shall not be included in the committee discussion, so as to have the committee rule on the merits of the case only with no prejudice for or against the individual.

With the exception of the reinstatement process prescribed above, a revoked instructor may not be certified again as an NTS certified instructor.

National Training School Awards

Several awards have been established to recognize significant contributions made by an outstanding Certified Alarm Technician, Advanced Alarm Technician, instructor or state training coordinator, whose exceptional dedication and performance has had a positive impact on the professional image of the alarm industry and the NBFAA. Individual state associations are encouraged to establish these awards in each state.

Nomination Procedure

1. NBFAA members may nominate an individual to receive an award
2. All nominations must be submitted in writing to the NTS office on the official nominating form, with supporting material documenting the achievements of the nominee attached
3. Supporting material can include testimonial letters, achievement certificates, etc.
4. All nomination materials will become the property of NTS and will not be returned
5. All nomination materials will be handled on a confidential basis
6. Incomplete nominations will not be processed
7. The deadline for nominations will be March 15th of each year

Selection Committee

The NTS Education Committee will serve as the selection committee for these award nominations. The committee may, at its discretion, appoint a subcommittee to handle the awards.

Announcement of the Winners

Awards winners will be announced and presented during a ceremony at the NBFAA annual convention. The award winners will not be announced prior to the ceremony.

Award Descriptions

1. Professional Alarm Technician Award Selection Criteria

The selection committee should evaluate nominees' overall performance for activities occurring during the period March 1 to February 28th of the previous year, according to the following criteria:

1. Constructive philosophy toward the alarm profession
2. Evidence of personal advancement through ongoing education and professional development
3. Work toward upholding high personal and industry standards
4. Demonstration of good job safety skills

5. Technical proficiency
6. Ability to work effectively with others
7. Problem solving ability
8. Contributions to state associations
9. Development of labor saving ideas
10. Skill at customer relations and general attitude
11. Generation of revenue producing ideas for his or her company
12. Professional appearance
13. Overall knowledge of products, applications and or system design

The award recipient must not have previously received the award.

2. Instructor of the Year Award Selection Criteria

Nominees must be certified as an instructor for any or all of the NTS programs and should be evaluated on overall performance according to the Professional Alarm Technician Criteria AND his or her contributions to NTS.

3. State Training Coordinator of the Year Award Selection Criteria

Nominees must currently be serving or have served as a State Training Coordinator and be evaluated on overall performance according to the Professional Alarm Technician Criteria AND his or her contributions to their state association and NTS.