



Oregon Fire Service Office Administrators ACCREDITATION GUIDELINES

How are you doing with your accreditation program?

Remember:

- The OFSOA Accreditation Program is not a mandatory program; it is an optional program for the self-improvement of its members.
- Though structured, it is an on-going, flexible program that gives value and direction to your training.

Attached are the Accreditation Outline, Accreditation Documentation Sheets, and a history of previously offered OFSOA classes. Additional copies can be obtained from a member of the Accreditation Committee.

PROGRAM PROCEDURES

ACCREDITATION OUTLINE

The Accreditation Outline lists the 3 levels of certification; the 5 set categories under each level; the total hours required for each level; the basic courses and hours under each category; and a listing of suggested classes and hours. Class work can vary as long as it fulfills the intent of the course work.

Within the 3 levels of certification are 5 set categories and set hours required at each level:

	Level I	Level II	Level III
➤ OFFICE MANAGEMENT	12	12	8
➤ COMMUNICATIONS	12	12	8
➤ FINANCIAL	8	12	8
➤ OPERATIONS	16	8	8
➤ INTERPERSONAL DYNAMICS	4	8	20
<i>Total Hours</i>	52	52	52

The Outline lists various courses in **bold**, and suggested classes in *italics*. For example: **Basic Communications** is a 12 hour Level I/Communications course with three suggested classes – *Telephone Techniques*, *Customer Service*, and *Fire/Emergency Service Terminology*. You may have taken classes that are the equivalent of these type of classes and are equally valuable.

Remember: Classes can vary! The classes listed on the Outline are suggestions.

ACCREDITATION DOCUMENTATION SHEETS

The Documentation Sheets allow the participant to track their own progress and are the forms submitted to the Accreditation Committee for review. Each of the courses that meet the criteria on the Accreditation Outline should be documented on the Accreditation Documentation Sheets. These sheets document categories, required hours, course/class, actual class hours, date and location of class, presenter/instructor, and types of documentation included. **Submit a documentation sheet for each level. The courses do not have to be taken in chronological order. You can pursue certification in more than one level at a time.** Many of the classes that fulfill the course requirements have been offered by OFSOA but you may have completed the course requirements through another source. Please submit certificates of completion or other documentation of class work with your Accreditation Documentation Sheets.

All completed Accreditation Documentation Sheets, along with completion certificates or other types of documentation, may be sent to the following address: **OFSOA Accreditation Committee, c/o Rebecca L. Hollenbeck, Springfield Fire & Life Safety, 225 Fifth Street, Springfield, OR 97477.** The Documentation Sheets will be reviewed by the committee quarterly. You will receive notification that the sheets have been received and will be reviewed. If there are any questions about the information you submitted, you will be contacted for clarification.

Recognition for completion of OFSOA Accreditation Levels will be presented at the annual OFSOA conference. Certificates will be awarded for each completed level. In addition to the individual certificates, a plaque will be awarded to those who complete all three levels.

We hope you will participate in this program. If you have any questions about the program or about classes you have taken that may qualify for completion of one of the courses, please contact a member of the Accreditation Committee:

- Teri Van Wagner (503) 365-0222
- Elaine Shinn (541) 327-2822
- Brenda Spence (800) 223-9708
- Rebecca Hollenbeck (541) 726-3738

Remember: This program is for YOU! If you have any questions or comments, please give us a call.