



Candidate: _____

Successful

Evaluator: _____

Unsuccessful

Date: _____

1021-PRODUCT-09

Standard:	NFPA 1021 – 2020 edition – 4.3.3
Task:	Respond to a public inquiry.
Performance Outcome:	The inquiry is answered accurately, courteously and in accordance with applicable policies and procedures.
Conditions:	Given policies and procedures.
Candidate Directive:	“Respond to the provided public inquiry in accordance with applicable policies and procedures.”

NO.	TASK STEPS	CRITERIA				Points
		4	3	2	1	
1	Inquiry was answered	Answer was accurate and courteous	Answer was mostly accurate and courteous	Answer was somewhat accurate and courteous	Answer was not accurate and/or not courteous	
2	Policies and procedures were followed	Action followed policies and procedures	Action mostly followed policies and procedures	Action somewhat followed policies and procedures	Action did not follow policies and procedures	

Evaluator/Candidate Comments:

Candidate (print and sign)

Date

Evaluator (print and sign)

Date