



Ontario Fire Administration Inc. Pre-Assessment Guide

Stage One: Firefighter Aptitude and Character Test™

Thank you for registering your assessment with Ontario Fire Administration Inc. This guide has been provided to you to help prepare you for the OFAI Stage One Firefighter Aptitude and Character Test™.

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About Stage One – Firefighter Aptitude and Character Test™

The Firefighter Aptitude and Character Test™ (FACT™) is used for the entry-level firefighter recruitment process and consists of a variety of sub-tests designed to measure critical constructs required for successful job performance as a firefighter. The components of this test have been developed and validated by firefighters and fire captains who have experience performing the essential functions of the firefighter job. Each construct measured by this test has been carefully linked to a national job description and identified as a critical skill or ability necessary for performance of the job.

The entry-level firefighter written test consists of two sections: a general aptitude test and a personal characteristics section. The FACT™ consists of 110 multiple-choice test items. The FACT™ is weighted: 45% aptitude measures and 55% character measures. The constructs measured by the FACT™ include:

• Reading Ability (15 total test items) • Mathematical Reasoning (15 total test items) • Map Reading (10 total test items) • Writing Ability (10 total test items) • Personal Characteristics—to include: interpersonal skills, teamwork, commitment, honesty, integrity, emotional stability (60 total test items)

The Firefighter Aptitude and Character Test™ is completed in a proctored classroom environment in a computer lab. If you do not pass the Firefighter Aptitude and Character Test™ you may re-take it after fifteen days if it's your first attempt or thirty days on all subsequent attempts. An orientation guide can be purchased to assist you in preparation for this test. The FACT results in either a pass/fail. Candidates are not given feedback in regards to the results of the test.

Candidates will not receive a mark. In addition, municipal fire services are not given results.

Please Note: You will not receive your pass or fail result for your Stage One Firefighter Aptitude and Character Test™ (FACT™) immediately following your assessment. If you have additional tests booked on the same day as your Stage One FACT™, you will be permitted to complete them as scheduled. If you are successful with the FACT™, your account will be updated with a certificate within 72 hours. Please do not call the administration office for your results.

Stage One Firefighter Aptitude and Character Test Validity

Stage One – Firefighter Aptitude and Character Test is valid for 24 months.

Stage One Firefighter Aptitude and Character Test Candidate Orientation Guide

All of the constructs measured by the Firefighter Aptitude and Character Test™ are based upon basic skills and abilities that a minimally qualified applicant should possess. There are a variety of preparatory publications available that may be helpful to those candidates who could use a refresher in basic reading, math skills, map reading, writing ability, and human relations skills. We cannot endorse any particular national publication in terms of preparing for this test that was not created by FPSI. The Firefighter Aptitude and Character Test™ Orientation Guide is an entry-level firefighter practice test that will determine how prepared you are to pass the actual FACT. This test consists of 40 multiple-choice questions.

You can order the orientation guide through FPSI by clicking on the following link: <https://www.fpsi.com/product/fact-orientation-guide/>

The cost of the orientation guide is \$15.00US.

This Orientation Guide is property of FPSI and any questions or concerns must be directed to FPSI at (888) 990-FIRE(3473) or info@fpsi.com.

Stage One Firefighter Aptitude and Character Test Accommodations

If you have a disability within the definitions of the Ontario Human Rights Code and need to request testing accommodations for the Firefighter Aptitude and Character Test™, please contact the OFAI Administration office at info@ofai.ca at least 10 weeks before the assessment to obtain the accommodation request forms.

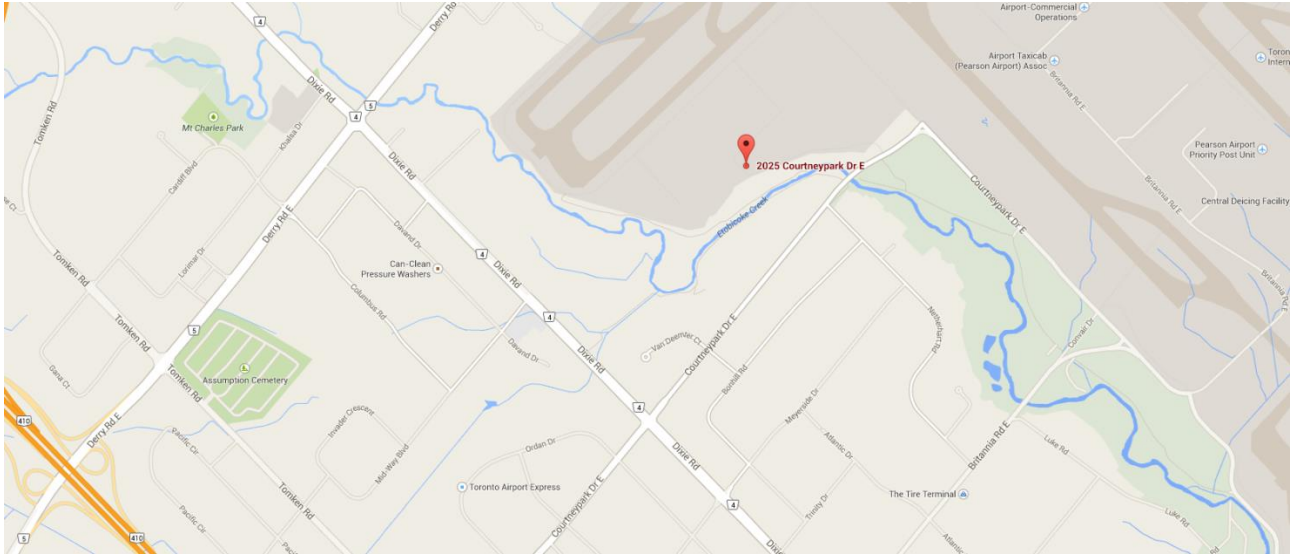
Testing Location

This assessment is proctored by:

GTAA Fire and Emergency Training Institute (FESTI)
2025 Courtneypark Drive East,

ALL QUESTIONS REGARDING YOUR ASSESSMENT SHALL BE FACILITATED THROUGH ONTARIO FIRE ADMINISTRATION AND NOT FESTI.

Map & Directions to FESTI-Testing Location



409 Westbound

From Hwy 409 westbound, take Airport Road exit and turn east (left) onto Carlingview Drive. Turn south (right) onto Renforth Drive. Turn west (right) onto Convair Drive. Turn south (left) onto Courtney Park Drive to 2025 Courtney Park Drive.

Hwy 401

From Hwy 401, take Dixie Road exit northbound. Turn east (right) onto Courtney Park Drive to 2025 Courtney Park Drive.

Hwy 427 Southbound

From Hwy 427 southbound, take Derry Road exit westbound. Turn south (left) onto Dixie Road. Turn east (left) onto Courtney Park Drive to 2025 Courtney Park Drive.

Hwy 427 Northbound

From Hwy 427 northbound, merge onto Hwy 401 westbound. Take Dixie Road exit northbound. Turn east (right) onto Courtney Park Drive to 2025 Courtney Park Drive.

Eglinton Road/Dixie Road (Mississauga)

From Eglinton Road, turn north onto Dixie Road. Turn east (right) onto Courtney Park Drive to 2025 Courtney Park Drive.

Airport Road

From Airport Road, turn west onto Derry Road. Turn south (left) onto Dixie Road. Turn east (left) onto Courtney Park Drive turn to 2025 Courtney Park Drive.

Dixon Road/Carlingview Drive

From Carlingview Drive southbound, turn south (right) onto Renforth Drive. Turn Renforth Drive south (right) to Convair Drive west (right) to Courtney Park Drive turn south (left) to 2025 Courtney Park Drive.

Hwy 407

From Hwy 407, take Dixie Road exit southbound. Turn east (left) onto Courtney Park Drive to 2025 Courtney Park Drive.

Hwy 410

From Hwy 410, take Courtney Park Drive exit eastbound to 2025 Courtney Park Drive.

Candidate ID

All candidates are given a unique ID when registering for an assessment. This unique number will not change and will remain as your personal identifier. Do not share this number with anyone. The OFAI refers to this identification number when reviewing results, for generation of certificates and to provide municipalities with verification of validity.

What to Bring on your Assessment Day

- Government issued identification
- Confirmation of registration
- Bottle of water

Check-In

Please ensure you arrive at least 20 minutes prior to your assessment start time. This will allow you enough time to check-in, hand in your required forms and use the restrooms.

Once you arrive at FESTI, you will be required to check-in. You will be required to show your identification and/or registration confirmation and sign your name on the class list.

It is the responsibility of the candidate to ensure they have registered for the correct date/time. If you are not on the check-in list, you must contact the OFAI Administration office immediately.

It is recommended that you confirm your appointment 24 hours in advance of your assessment.

Please note that FESTI staff is responsible for proctoring this test only and DO NOT facilitate the registration process. Questions should be facilitated through the OFAI Administration office.

If you are late, you may be denied entry into this test. This is at the discretion of the proctor.

What to Expect when you arrive for Stage One –Firefighter Aptitude and Character Test™

1. You will be required to check-in (as noted above). You will be **required** to complete the following forms:
 - a. **OFAI Candidate Agreement – Please read and SIGN this agreement in full before you arrive for your assessment.** If you have any questions in regards to the agreement, please contact the OFAI administration office at 905-426-6756 or info@ofai.ca
 - b. **OFAI Candidate Waiver – Please read and SIGN the waiver in full before you arrive for your assessment.** If you have any questions in regards to the waiver, please contact the OFAI administration office at 905-426-6756 or info@ofai.ca

All forms that are required prior to your assessment(s) **must now be accessed, and completed online in your NEW Frontline Health and Performance Smartabase account at <https://frontlinehp.smartabase.com/health>** You no longer have access to the Frontline Health and Performance Kinduct platform.

If this is your first time accessing this **NEW** platform, you will receive an email from noreply@smartabase.com 24 hours prior to your assessment to set up your account and complete the forms. Check your main inbox as well as junk/spam.

Once you have logged in, click the **My Resources** button located on the home page. Click on the resource titled **Start Here** and follow the instructions accordingly.

If you have any questions about forms, please contact the OFAI administration office at 905-426-6756 or email us at info@ofai.ca. **Do not contact Frontline Health and Performance/Smartabase.**

If you have NOT received this link by the time of your scheduled test – PLEASE PROCEED TO THE TESTING SITE AT YOUR SCHEDULED TIME. The evaluation staff will assist you with your forms onsite.

2. You will be directed to take a seat in the classroom. There will be a blank piece of paper and a pencil next to a laptop computer. Write your name and ID number at the top of the blank piece of paper. This piece of paper has been provided as a worksheet for you to make any calculations/equations as needed.
 - a. The proctor will then provide instructions. Please listen to them carefully. Please note the following:
 - i. All personal items are to be put on the floor. The only items allowed on the desk are the laptop and your worksheet/pencil.
 - ii. All cellular phones must be put away and put on silent.
 - iii. Any drinks must be kept on the floor in a sealed container to prevent spillage on the computers.
 - iv. There is no talking during the test. Please be considerate of others.
 - v. Cheating of any form will not be tolerated and will result in an automatic fail.
 - vi. It is recommended that you use the restrooms before you start the test.
3. Before starting the test, you will be asked to enter in an email address, your name and your unique identification number. You will receive your unique test code from this exact email: onlinetesting@invitations.testgenius.com up to 48 hours prior to your scheduled assessment. This link will enable you to access your Stage One assessment on your scheduled testing date. You are not required to do anything with this test code in advance. Please ensure that you bring it with you on your assessment date.
4. As soon as the test begins you will be directed to the first section. Please ensure that you read all instructions carefully. Once the test begins the clock starts counting down. The clock is located in the top, right-hand side of your screen.
5. Once you are finished, please remain seated and raise your hand. The proctor will take your scrap paper. If you have additional tests booked, please proceed to the cafeteria quietly and wait for clinical staff to come and get you. If you have no further assessments booked, you may leave the facility. **If you are successful with the FACT™, your account will be updated with a certificate within 72 hours. Please do not call the administration office for your results.**

Important Note: The proctors at FESTI are unable to give you any information regarding your assessment.

6. In the event of a technical issue due to power outage, or computer error the proctor will advise you to complete the following steps:
 - Reboot the computer (hold down the power allowing for a hard reset)
 - Sign the 'Consent to Proceed' document
 - Log back into the test using the verification code you wrote down at the start of the test.
 - Continue the test from where you previously left off.

Questions regarding your assessment can be facilitated through the OFAI Administration staff.

Important Notes

This document is a guide to assist and prepare you for your Stage One – Firefighter Aptitude and Character Test. Some of the information contained in this guide may change once on-site. Please ensure you follow your proctor's instructions.

Certificates

Upon successful completion of Stages One, your certificate will be uploaded to your online account within two to four business days. All valid certificates are offered as a downloadable PDF from your online user account www.ofai.ca/user. It is recommended that candidates download and save certificates to their personal computers. Once a certificate has expired it is no longer available for download from your account.

Re-Testing Policy

If you do not successfully complete Stage One – Firefighter Aptitude and Character Test, you can re-take the assessment after fifteen days. We encourage you to use this time to help prepare you to take the assessment again. The Firefighter Aptitude and Character Test Orientation Guide may be useful. Contact the OFAI Administration office for guidance on re-testing.

The following identifies the OFAI re-test policy wait times:|

1st Failure – 15 Days

2nd Failure – 30 Days

Anything after a 2nd failure will be subject to 30 day re-test policy.

Assessment Feedback

The evaluators are not permitted to discuss the outcome of your evaluation as per Ontario Fire Administration's Terms and Conditions.

If you've had **TWO** or more unsuccessful attempts with Stage One, you can contact the administration office at info@ofai.ca to request general feedback. Your email must include your name, testing dates, and candidate ID. Response time varies but averages 7-10 business days after the request is received. Please note candidates **do not** receive results. Municipal fire services **do not** receive your results.

Grievances

All grievances are handled by management at the OFAI administration office. Grievances are not handled by FESTI staff. You can retrieve a grievance form from the OFAI website <https://www.ofai.ca>.

Terms and Conditions

All fees are in Canadian Dollars.

You are responsible for downloading the pre-assessment guides for your applicable assessment at www.ofai.ca/pre-assessment-guides and completing all the applicable forms in each guide to bring with you on your assessment day.

Ontario Fire Administration Inc. (OFAI) reserves the right to cancel a scheduled assessment. In the unlikely event of an assessment cancellation, we will issue a full refund for assessment fees only. OFAI is not responsible for any statements, acts, materials, or omissions by our evaluators, proctors or participants. The use of audio and video taping devices, beepers, and cell phones by participants is not permitted at any assessment. Children and unregistered guests are not permitted in the testing facility. Cancellation of an assessment caused by any calamity, attack, or act of God, beyond the control of the OFAI and/or its third party affiliates and its agents does not constitute grounds for a refund.

Re-Schedule Policy: The OFAI will only re-schedule an appointment once. In order to be eligible for re-scheduling, you must provide us with a written request that states your name, candidate ID number, your testing date/time and your requested re-schedule date/time. This request must be received no later than 7 days from your appointment date. Not all re-scheduling requests are granted. During peak recruitments, the re-scheduling policy may not be in effect. Candidates wishing to re-schedule are still bound to the terms and conditions of their original appointment.

Cancellation Policy: There will be no refunds if your assessment is cancelled within 5 business days of your assessment date/time. Any cancellation made prior to the 5 business day deadline will be refunded, less a \$50.00 plus HST administration fee. Please email info@ofai.ca to request the cancellation of the booked assessment(s). It is the user's responsibility to abide by the cancellation policy of each assessment.

Candidates seeking cancellation within the 5 business day period prior to their test date will only receive a refund (less the \$50 plus HST administration fee) if they can provide evidence that their ability to complete their

assessment has been affected by serious illness or cause as listed below. *This evidence must be provided no later than 7 business days following a scheduled appointment. Candidates must contact the OFAI Administration office prior to their scheduled appointment to advise OFAI they will not attend. Failure to do so will result in a forfeit of fees.*

Serious Causes:

Serious Illness - hospital admission or serious injury: this must be accompanied by a medical note from a registered Medical Doctor.

Loss or Bereavement - death of a close family member: accompanied by a death certificate.

Hardship/Trauma - victim of a crime, victim of a traffic accident.

Receipts are automatically sent by email when participants register and pay online. Please be aware spam filters can block email receipts.

If you selected cheque as your method of payment, please ensure it is certified. We will only confirm assessment dates/times that are paid in full. If your assessment is not paid in full 48 hours prior to your assessment date, the OFAI will automatically cancel your registration.

Ontario Fire Administration Inc. utilizes Moneris a third-party secure payment service provider that facilitates credit card payments. The OFAI and any third party affiliate assumes no liability for those using the registration function or payment function, and the user accepts that any dispute with regard to payment or distribution or use of information collected by Moneris - the payment service provider - will be raised directly with them.

Users of the registration function agree that, subject to the Privacy Policy posted on this site, their information can be used to contact them in connection with the assessments and any other contact deemed necessary for running its assessments, subject to the laws governing sound internet practices.

All candidates acknowledge that by registering through this website and in-person, they will be required to complete the Assumption, Waiver, Release and Indemnity Agreement, the OFAI Candidate Agreement and forms that may be required for specific assessments. Candidates are aware that if they fail to produce these required forms on or before their assessment day, that the assessment may be cancelled and re-scheduled at a later date, at the discretion of the OFAI. In addition, a fee will be charged for the re-scheduled assessment date.

Candidates acknowledge that they are willing to take part in our assessments and willingly abide by our re-test policies. All assessments are based on a pass/fail. Candidates are not given results.

Please note incorrect registrations will result in a \$25.00 plus HST administration fee.

Inclement weather: Safety is of the utmost considerations when conducting our assessments. When severe weather conditions exist, such as lightning, rain, sleet, snow or high winds, the staff at FESTI shall make an assessment of the conditions and will determine, at their discretion, if assessments will cease until conditions approve.

OFAI Candidate Testing Services Code of Conduct

Acronym Definitions

OFAI: Ontario Fire Administration Inc.

CTS: Candidate Testing Services

FESTI: GTAA Fire and Emergency Services Training Institute

Working as a firefighter is a career founded on respect, trust, integrity and absolute professionalism. Ontario Fire Administration Inc. (OFAI) expects candidate behaviour to reflect these qualities at all times. Please be advised that if any breaches are made to the OFAI CTS Code of Conduct, swift and appropriate action will be taken in order to maintain this high standard.

1. The OFAI expects all candidates to be punctual for their assessments. Tardiness can result in cancellation of your assessment which will require a rebooking at the candidate's expense.
2. Please use appropriate language when communicating with OFAI administration staff, FESTI staff, and evaluators. Foul or abusive language is not tolerated.

3. Respect FESTI's property and the CTS testing facilities. Damage caused by inappropriate candidate behaviour will be at the candidate's expense and may warrant a permanent removal from the CTS process.
4. Treat fellow candidates, OFAI administration staff, FESTI staff, and evaluators with courtesy and respect. The OFAI will not tolerate any form of bullying or harassment. This behaviour may result in permanent removal from the CTS process, and an investigation by the appropriate authorities, if required.

The Canadian Human Rights Commission defines harassment as a form of discrimination. It involves any unwanted physical or verbal behaviour that offends or humiliates another individual.

- Harassment occurs when someone:
 - makes unwelcome comments or jokes about the following :
 - race
 - national or ethnic origin
 - colour
 - religion
 - age
 - sex
 - sexual orientation
 - marital status
 - family status
 - disability
 - a conviction for which a pardon has been granted or a record suspended.
 - threatens or intimidates you.
 - makes unwelcome physical contact with you, such as touching, patting, pinching or punching, which can also be considered as assault.

5. Participation in CTS under the influence of alcohol or drugs is strictly prohibited and will result in permanent removal from the CTS process.

6. There is zero tolerance for cheating, impersonation, blackmail, bribery or any other fraudulent activity, real or implied. Any of these actions will result in immediate termination from the CTS process.

Questions

If you have any additional questions not covered in this guide, please visit our frequently asked questions at www.ofai.ca/faq or contact the OFAI office.

Phone: 905-426-6756 **Fax:** 905-426-3032 **Email:** info@ofai.ca