



# Pro Board Frequently Asked Questions

## How do I obtain my Pro Board certification from TEEX?

In order to obtain a Pro Board certification from TEEX, you must complete a TEEX training course that offers Pro Board certification, pass all components of the testing, and provide valid prerequisite documentation. Students who successfully meet these requirements will receive a Pro Board certification with a unique identification number and be placed on the Pro Board Certification Registry.

## What is acceptable proof of prerequisites?

Please see the full explanation of [Documentation for Pro Board Certification Requirements](#).

## When do I have to submit prerequisite documentation for Pro Board certification?

Documentation for certification prerequisites must be dated and submitted to the [TEEX certification office](#) prior to or on the last day of class to avoid a late fee. Prerequisite documentation not submitted prior to the last day of class must be submitted within six months of the last day of class and will receive an automatic fee of \$75. The date that will appear on your Pro Board certification will be the date when all Pro Board requirements have been met. Prerequisites submitted after six months will not be accepted.

## What NFPA levels is TEEX accredited to?

To see the most up-to-date list of NFPA levels to which TEEX is accredited, please visit [the Pro Board website](#).

## How do I find my records on the Pro Board Certificate Registry?

Go to the [Pro Board Certification Registry](#) and enter your last name and last 4 digits of your national identification number. For US citizens, this should be your Social Security Number (SSN); for international students this will be the number you used during registration for your class. If you are unable to locate your records, please email the [TEEX Certification Office](#) for assistance. Currently TEEX reports student data to Pro Board on a monthly basis.

## What types of testing accommodations does TEEX allow for ADA disabilities during the Pro Board written exam?

In compliance with the Americans with Disability Act (ADA) of 1990, TEEX will make reasonable accommodations for participants with disabilities. To ensure TEEX is able to make reasonable accommodations, participants should communicate their needs at least two weeks prior to attending a course or activity. Documentation may be required.

To initiate the review process, participants should read the information found on the [Disability Resources](#) website and complete the [Accommodation Request form](#). SES reviews the requests and, if approved, issues a Letter of Accommodation (LOA) to the participant. The letter lists effective dates and the accommodations to be provided. In order to protect each participant's right to confidentiality, SES does not provide LOAs to anyone but the participant.

For Pro Board certification testing, please note that some accommodations may conflict with requirements found in the National Fire Protection Association (NFPA) standards that set the basis for certification testing.

For Pro Board certification testing at TEEX, the TEEX Certification Office's approved accommodations are aligned with the accommodations available for Texas Commission on Fire Protection (TCFP) certification testing in [Texas Administrative Code 37.13.439A.439.13](#). Candidates may receive one of the following allowable accommodations:

- The candidate may be tested in a private testing room so he/she can read the questions out loud to him/herself.
- The test may be divided in two with up to an hour break in between. The candidate will not have access to the first half of the exam once it has been turned in to the proctor.
- The test questions may be printed in a larger font (up to 7% larger).
- The test may be copied on off-white paper (i.e., cream colored).
- The candidate may use highlighters or a highlighter sheet.

If TEEX SES issues an accommodation not listed above, and the candidate wishes to use it for certification testing, candidates must notify their instructor of the TEEX SES accommodation that has been issued prior to or on the first day of class.

The accommodation request will be taken to the Certification Committee to determine whether the accommodation conflicts with any requirements in the NFPA standard(s) being tested. If a ruling is needed more quickly than the full Committee can accommodate, it will be reviewed by a 3-person Accommodation Panel consisting of one representative of the Certification Office, one representative from TEEX SES, and one instructor from the relevant training program. After the Committee reviews the NFPA standard(s), the candidate will be notified of the accommodation's ability to be used for certification testing by TEEX SES, and any relevant documentation and records will be maintained by the SES Disability Services Office.

## How do I request a retest?

All retests must be scheduled through the [TEEX Certification Office](#). Retests completed within 6 months of the initial exam date will not incur a late processing fee. Retests completed between 6 and 12 months of the initial exam date will incur a fee of \$75 prior to being scheduled. Retests will not be granted after 12 months.

## How do I obtain a copy of my Pro Board certificate?

Certificates are issued to participants electronically, and are available for print or download in the [TEEX student portal](#), where [helpful information about accessing the portal](#) is also provided.

## How do I submit an appeal for denial of my Pro Board Certification?

If you have been denied your Pro Board certification, you may file an appeal to the [TEEX Certification Office](#). All appeals must be submitted within 15 months of the class end date or 90 days after retesting, whichever comes first. All appeals must come to the [TEEX Certification Office](#) in a written format that includes a statement of the appeal and the basis for which your certification should be reconsidered. The appeal will be forwarded to the TEEX Certification Committee for consideration and a recommended resolution. The TEEX Pro Board Advisory Committee will review the appeal and the recommendation from the Certification Committee to make a final decision. Once the final decision is made, the TEEX Certification Office will contact you with the results.

## How do I get more information?

Contact the [TEEX Certification Office](#).