

Ashburn Volunteer Fire and Rescue Department
Resident Operational Volunteer Program
Policies and Procedures
(A/O 5 November 2007)
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Table of Contents

| | |
|--|----|
| A. Program Goals, Chain of Command, and Definitions..... | 1 |
| B. Facilities..... | 2 |
| C. Parking..... | 4 |
| D. Utilities..... | 4 |
| E. Station Security..... | 5 |
| F. Emergency Response..... | 5 |
| G. Protective Equipment..... | 5 |
| H. Status for Alarms..... | 6 |
| I. Duty Schedule and Other Obligations..... | 6 |
| J. Duty Uniforms and Off-Duty Attire..... | 7 |
| K. Discipline..... | 7 |
| L. Personal..... | 7 |
| M. Time-Off Requests..... | 7 |
| N. Educational..... | 8 |
| O. Department Training..... | 9 |
| P. Administrative Structure..... | 9 |
| Q. Program Term..... | 10 |

Enclosure 1: AVFRD Information for Prospective Resident Operational Volunteers

Enclosure 2: AVFRD Resident Operational Volunteer Program Participation Agreement
Enclosure 3: AVFRD Resident Operational Volunteer Program Application

Ashburn Volunteer Fire and Rescue Department Resident Operational Volunteer Program

Policies and Procedures

A. Program Goals, Chain of Command, and Definitions

1. The term “Resident Operational Volunteer” represents a unique community service opportunity with the Ashburn Volunteer fire and Rescue Department (AVFRD), referred to as “the department”. A Resident Operational Volunteer is a person who serves the department and the community in a volunteer capacity as a “residential” or “live-in” operational member. In return, the department provides temporary living accommodations to the Resident Operational Volunteer at no cost. Resident Operational Volunteers are members in good standing of the Loudoun County Fire Rescue System, at least eighteen (18) years old, employed full-time for at least thirty-six (36) hours per week or full-time college students with a least twelve (12) credit hours per term, and meet minimum training standards. Resident Operational Volunteers may also be part-time students with at least six (6) credit hours per term who have part-time employment of at least eighteen (18) hours per week. Prospective Resident Operational Volunteers are required to submit a letter of recommendation from their respective department Chief along with their application, if applicable. Resident Operational Volunteers are not employees or agents of the department for any purpose and are not entitled to receive any compensation from the department or any benefits of employment from the department, including but not limited to health care or workers’ compensation benefits, vacation and sick time, or any other benefit of employment, either direct or indirect.

2. Department Officers: Each Resident Operational Volunteer is assigned to a duty crew and duty crew officer. This officer is responsible for ensuring that the Resident Operational Volunteer’s personal protective equipment meets all safety requirements and that the Resident Operational Volunteer is attending mandatory trainings. If a problem arises with a Resident Operational Volunteer's personal protective equipment, then he/she is to notify his/her duty crew officer. If an operational problem exists in the Resident Operational Volunteer facility, or if he/she is having problems with a department member, then the Resident Operational Volunteer shall notify his/her duty crew officer or the Resident Program Director.

3. Resident Program Director: The Resident Program Director is a chief officer of the department who is appointed to the Resident Operational Volunteer Committee by the department Chief. The Resident Program Director is in charge of the Resident Operational Volunteer Program, oversees the program, establishes the duty schedule, approves shift trades, resolves personnel issues, and ensures that Resident Operational Volunteers are meeting their program obligations. The Resident Program Director is in charge of student reviews, administers the disciplinary process (in consultation with the department Chief), and ensures that each Resident Operational Volunteer adheres to the Resident Operational Volunteer Participation Agreement. The Resident Program

Director is also the liaison between the Resident Operational Volunteers and the department.

4. Department President: The department President has final authority over all administrative matters within the department. The President appoints the Board of Directors executive member and department member who serve on the Resident Operational Volunteer Committee.
5. Department Chief: The department Chief has final authority over all operational matters within the department and appoints a chief officer to serve as the Resident Program Director.
6. Resident Operational Volunteer Committee: The Resident Operational Volunteer Committee consists of a department chief officer appointed by the department Chief who serves as the Resident Program Director, an executive member of the Board of Directors appointed by the President, and a department member appointed by the President. The committee reports to the department Board of Directors and is responsible for selecting Resident Operational Volunteers and for the general management of the program.
7. Resident Operational Volunteer Supervisor: The Resident Operational Volunteer Supervisor is a Resident Operational Volunteer who assists the Resident Program Director with his/her duties. The Resident Operational Volunteer Supervisor issues warnings to, and enforces department policies upon the Resident Operational Volunteers. The Resident Operational Volunteer Supervisor also serves as an advisor to the Resident Operational Volunteer Committee.

B. Facilities

1. Resident Operational Volunteers are not permitted to use the department address as their permanent, primary residential address. The residential facilities at the station are temporary and each Resident Operational Volunteer shall maintain his/her permanent, primary residential address at a different location.
2. Each Resident Operational Volunteer is permitted to occupy one semi-private bunkroom at Ashburn Volunteer Fire and Rescue Department station number six (6), which will be locked and accessible to only the occupying Resident Operational Volunteer and to specifically-designated and authorized agents of the department. The Resident Operational Volunteer is permitted the use of one bed, one wardrobe, one desk, one chair, one lamp, and storage space provided by the department.
3. Resident Operational Volunteers are prohibited from hosting any overnight guests in the station bunkrooms.
4. Resident Operational Volunteers are permitted to use the storage spaces in the bunkrooms that they occupy in order to store their personal belongings.

5. Resident Operational Volunteers shall not keep or consume alcoholic beverages in the station at any time. Violation of this prohibition will result in removal of the participant from the program.
6. Resident Operational Volunteers shall maintain their bunkrooms and the additional bunkrooms, bunkroom area bathroom, and bunkroom hallway in a clean and orderly condition. The department will provide cleaning supplies for this purpose.
7. Resident Operational Volunteers may use the station kitchen facilities at any time for the preparation of meals and the storage of food. All dishes, utensils, stove, refrigerator, microwave, and counter tops shall be cleaned immediately after each use and the pantry shall be maintained in a clean and orderly manner.
8. Resident Operational Volunteers may use the station bathrooms and showers and are responsible for leaving bathroom facilities in a clean and orderly condition after each use. Resident Operational Volunteer shall clean the shower area after each use and shall hang up their towels for drying.
9. Resident Operational Volunteers shall keep their facilities clean. In order to ensure their privacy and security, they should keep their bunkrooms locked at all times when they are not in the station. Key access is limited to the Resident Operational Volunteers, the Resident Program Director, the department President (or his designee) and the department Chief (or his designee). The department Chief (or his designee) and/or the Resident Program Director may access the Resident Operational Volunteer bunkrooms, or request access to them, at any time.
10. Resident Operational Volunteers, while living in the station, may use the dayroom and the "Boys' Room". These rooms are to be kept neat and orderly at all times. Newspapers and magazines are to be stacked or kept in a rack, as are DVD's, videotapes, CD's, cassettes, etc. Dishes and cups are to be returned to the kitchen upon leaving the area. The duty crew officer may from time to time use the day room or "Boys' room" areas for training or other department business, in which case off-duty Resident Operational Volunteers will be required to vacate the room that is being used.
11. Resident Operational Volunteers shall participate in any duty crew, career staff, special clean-up or other details when on duty. The Resident Operational Volunteer Committee will provide them with advance notification of such activities.
12. If Resident Operational Volunteers use personal locks on department-provided storage areas and furniture items, then they shall provide the combinations or spare key(s) for those locks to the Resident Program Director.
13. Theft of, unauthorized use of, or damage to the station, department equipment or property, or other individual's property, caused by a Resident Operational Volunteer will result in individual being subjected to criminal prosecution, civil action and/or removal from the program.

14. Resident Operational Volunteer shall supply and launder their own linens (i.e. sheets, pillowcases, towels, etc.). A washer and dryer are supplied at the station and may be used by Resident Operational Volunteers to wash and dry their personal clothing and linens. Turnout gear or any contaminated items will be cleaned in accordance with the policies of the department Quartermaster. Resident Operational Volunteers shall supply their own laundering agents such as detergent, fabric softener, bleach, etc., shall clean the immediate area, the equipment, and dryer lint screen after each use, and shall remove their clothing from the washer/dryer area as soon as they are finished.

15. Resident Operational Volunteers shall not house pets of any kind in the station.

16. Resident Operational Volunteers shall maintain a renter's insurance policy at their own expense for their personal property kept in the station. The department assumes no responsibility for the Resident Operational Volunteers' personal property.

17. Resident Operational Volunteers shall not use hot plates, similar heating elements, candles or open flames in their bunkrooms.

18. Resident Operational Volunteers may use the station computers, Internet service, televisions, cable television and telephone services.

C. Parking

1. Resident Operational Volunteers are required to have reliable transportation and a valid driver's license

2. Resident Operational Volunteers may park a personal vehicle in a designated parking space near the Ashburn Volunteer Fire and Rescue Department station number 6. Resident Operational Volunteers shall not place their personal vehicles in the station apparatus bays or in front of any of the overhead doors at any time authorized to do so by the Resident Program Director.

3. Resident Volunteers shall move their personal vehicles for special events such as pancake breakfasts and open houses.

D. Utilities

1. Resident Operational Volunteers shall conserve the station utilities. Lights in unoccupied rooms shall be turned off, heating and air conditioning shall used in a responsible manner (i.e. not keeping the windows open when they are running), and appliances shall be turned off when not in use, if possible.

2. Resident Operational Volunteers shall only use the station telephones for local and calling card calls, shall limit their use of those telephones to short duration calls, and shall not place any toll telephone calls. The department will not pay for long-distance

telephone calls placed by Resident Operational Volunteers. Resident Operational Volunteers shall not receive any incoming personal calls before 0600 hours (6:00 AM) or after 2200 hours (10:00 PM). Resident Operational Volunteer shall furnish their contacts with the correct telephone number at which they may always be reached.

E. Station Security

1. Resident Operational Volunteers shall keep the station locked and secured twenty-four (24) hours a day, and will be provided with unrestricted access to the station at all times.
2. Non-members of the department who are guests of Resident Operational Volunteers are permitted in the station only when accompanied by a Resident Operational Volunteer.
3. Resident Operational Volunteers shall not permit their guests to remain in the station from 2200 hours (10:00 PM) to 0600 hours (6:00 AM). Violation of this prohibition may result in removal from the Resident Operational Volunteer program.

F. Emergency Response

1. Resident Operational Volunteers, when on-duty, shall remain in the station or with the apparatus that they are assigned to.
2. Resident Operational Volunteers shall not drive or operate department vehicles unless they have been designated as qualified drivers/operators by the department Chief (or designee).
3. Resident Operational Volunteers shall be sober and physically capable of performing their operational duties when assigned to perform duty.

G. Protective Equipment

1. The department will issue approved personal protective equipment to Resident Operational Volunteers, which shall be used only for emergency service with the department, unless otherwise permitted by the Resident Program Director.
2. Resident Operational Volunteers shall store their assigned personal protective equipment in a designated location in the station and shall be responsible for its care.
3. Resident Operational Volunteers shall immediately notify their assigned duty crew officers if their personal protective equipment is damaged, lost or stolen.
4. Resident Operational Volunteers shall leave their assigned personal protective equipment at the station when they leave the local commuting area.

H. Status for Alarms

1. Resident Operational Volunteers when assigned to be on duty shall report to the on-duty crew officer, including to the Loudoun County Fire and Rescue (LCFR) duty crew officer, if applicable. When going “off-duty”, Resident Operational Volunteers shall notify the duty crew officer and shall remove their personal protective equipment from the vicinity of the department apparatus. Resident Operational Volunteers who are not assigned to be on duty but who wish to “ride along” shall notify the on-duty crew officer of their availability to perform operational duty.
2. Resident Operational Volunteers are expected to be out of the station from 0600 hours (6:00 AM) to 1800 hours (6:00 PM) from Monday through Friday. If they remain in the station during those hours they will come into contact LCFR career personnel who are on-duty in the station. Resident Operational Volunteers shall maintain a cordial, cooperative, respectful and professional relationship with the LCFR career personnel regardless of whether they are on or off-duty while in the station.

I. Duty Schedule and Other Obligations

1. Resident Operational Volunteers shall fulfill a monthly duty schedule consisting of four (4) duty shifts per week for twelve (12) hour shifts from 6:00 PM to 6:00 AM. Each Resident Operational Volunteer shall be assigned as a member of a primary weekly night duty crew and shall also be assigned to work three (3) additional duty nights per week. Resident Operational Volunteers shall perform assigned duty shifts at any of the department stations as required. The Resident Program Director will post the monthly duty schedule at the beginning of each month.
2. Resident Operational Volunteers shall complete their assigned housekeeping tasks by the end of their duty shifts, and the department will supply any cleaning materials necessary to complete those housekeeping tasks. If additional cleaning supplies are needed, they shall submit their requests for cleaning supplies to the Resident Program Director.
3. Resident Operational Volunteers are responsible for the maintenance and cleanliness of the station bunkroom, bathroom, and hallway areas, which will be regularly inspected by the Resident Program Director.
4. Resident Operational Volunteers shall enter into a Participation Agreement with the department specifying their duties and responsibilities and obligating them to comply with these policies and procedures and the department’s Bylaws, rules, regulations, policies, procedures, guidelines, directives, general orders, and Code of Conduct.
5. Resident Operational Volunteers who are not Ashburn Volunteer Fire and Rescue Department members are encouraged to attend department monthly meetings and may obtain membership voting rights in the department pursuant to the department’s Bylaws.

6. Resident Operational Volunteers shall participate in training drills while on-duty, and are encouraged to participate in training drills while off-duty if they do not have any conflicting academic or employment obligations.

J. Duty Uniform and Off-Duty Attire

1. Resident Operational Volunteers while on-duty shall wear department uniforms designated by the department Chief (or his designee) and issued by the department Quartermaster. Resident Operational Volunteers shall comply with department general orders, directives, and policies regarding duty uniforms. Failure to wear an appropriate duty uniform may result in disciplinary action including, but not limited to, suspension and/or removal from the program. Off-duty Resident Operational Volunteers while in the station shall be clothed appropriately for public appearance when outside of their assigned bunkrooms.

K. Discipline

1. The department Chief (or designee), department President, and/or the Resident Program Director will address any violations of these Policies and Procedures and the department's Bylaws, rules, regulations, policies, procedures, guidelines, directives, general orders, and Code of Conduct.

2. Resident Operational Volunteers who violate these Policies and Procedures and the department's Bylaws, rules, regulations, policies, procedures, guidelines, directives, general orders, and Code of Conduct will be subjected to disciplinary action by the Resident Program Director, which may consist of a warning, suspension, or removal from the program. The Resident Operational Volunteer Supervisor may also issue warnings to Resident Operational Volunteers.

3. If a Resident Operational Volunteer is suspended by the Resident Program Director then he/she shall vacate the station and shall remove all of his/her personal property from the station for the duration of the suspension within twenty-four (24) hours of receipt of suspension notification.

L. Personal

1. Resident Operational Volunteers who do not observe acceptable standards of personal hygiene may be removed from the program.

2. Resident Operational Volunteers shall not smoke any tobacco products in the station. Details regarding the use of smoking and chewing tobacco are in AVFRD SOP #117.

3. Resident Operational Volunteers shall not store, consume, or be under the influence of any alcoholic beverages and/or non-prescribed controlled substances in department stations or on department property. Violation of this prohibition will result in removal from the Resident Operational Volunteer program.

4. Resident Operational Volunteers shall report any illness or injury to their assigned duty crew officer, to the Resident Program Director, and/or to Resident Operational Volunteer Supervisor.

5. Resident Operational Volunteers shall not receive any mail at Ashburn Volunteer Fire and Rescue Department station number six (6). All mail and letters are to be sent to a Post Office Box or to another mailing address at the Resident Operational Volunteer's expense. Packages may be delivered to the station with the prior approval of the Resident Program Director.

M. Time-Off Requests

1. Resident Operational Volunteers who desire to leave the local commuting area for an extended period of time or who need to change their monthly duty schedule shall submit their time-off requests to the Resident Program Director at least two (2) weeks prior to the required time-off, except in the case of an emergency.

2. The Resident Program Director shall post a monthly duty schedule at the beginning of each month identifying individual duty shifts for the month. If a Resident Operational Volunteer desires to leave the area when scheduled to be on-duty then he/she must find an equally-qualified member to replace him/her for the assigned duty shift. All shift trades must be approved in advance by the Resident Program Director.

N. Educational (applies only to students)

1. Resident Operational Volunteers who are full or part-time students shall be in good academic standing in order to qualify for, and to remain in, the Resident Operational Volunteer Program. Resident Operational Volunteers shall not be on academic probation during their participation in the program and may be removed from the program if they are on academic probation. Resident Operational Volunteers shall report any change in their academic enrollment status or standing to the Resident Program Director within forty-eight (48) hours of such change. Resident Operational Volunteers shall provide the Resident Program Director with a current copy of their academic transcripts when requested by the Resident Program Director. Applicants who are students shall provide current copies of their academic transcripts with their applications to the program.

2. Resident Operational Volunteers who are full-time students shall carry at least twelve (12) credit hours per term. Resident Operational Volunteers who are part-time students and part-time employees shall carry at least six (6) credit hours per term and shall work at least eighteen (18) hours per week.

O. Department Training

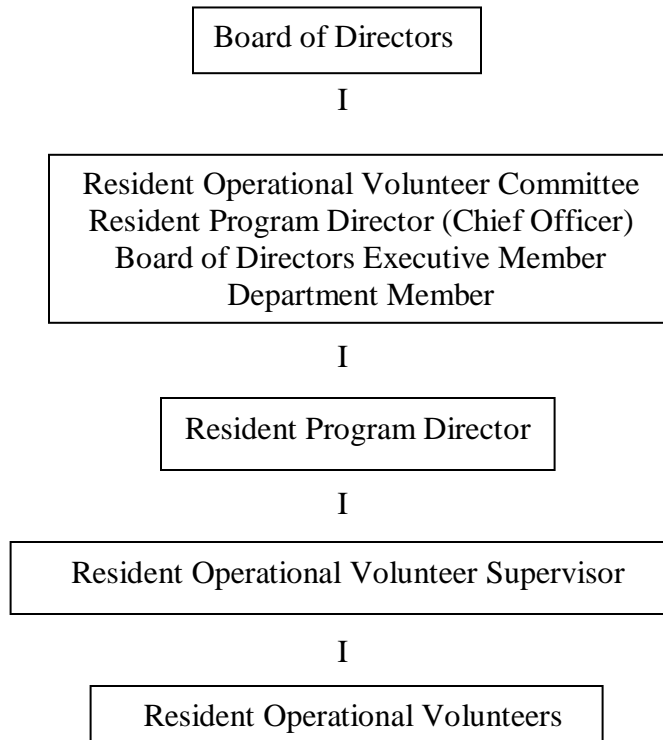
1. The department encourages each Resident Operational Volunteer to attend as much training as possible in order to become proficient in all aspects of fire fighting and

emergency medical services. Regular in-service training is conducted on each duty crew. The department occasionally schedules training sessions for the entire department. Resident Operational Volunteers are encouraged to attend those department training sessions if they do not have conflicting academic or work responsibilities to fulfill.

2. Resident Operational Volunteers must successfully complete an initial three (3) month Resident Operational Volunteer Program probationary period after acceptance into the program, regardless of prior non-probationary status with the department. Resident Operational Volunteers may be removed from the program without recourse at the discretion of the Resident Program Director during the three (3) month probationary period.

3. Resident Operational Volunteers must attain and maintain the dual status of both qualified fire fighter (certified by the Commonwealth of Virginia Department of Fire Programs or the ProBoard) and qualified Emergency Medical Technician – Basic (certified by the Virginia Department of Health) not later than one (1) year after acceptance into the program, unless already qualified. Failure to comply with this requirement may result in removal from the program. An applicant must have a minimum of one of these two qualifications in order to be qualified for acceptance into the program.

P. Administrative Structure Diagram



Q. Program Term

The term of each Participation Agreement is six (6) months from the date of occupancy, which may be renewed at the discretion of the Department. At the end of each six (6)-month participation period, the Resident Operational Volunteer Program Manager shall review the participant's behavior and conduct during the participation period with the line officers who supervised the participant. The Resident Operational Volunteer Program Manager shall then consult with the Department Chief regarding the Participant's compliance with the Participation Agreement, and the Department Chief shall determine whether the Department will offer the Participant a subsequent six (6) month Participation Agreement. The Department's decision to not renew the Participation Agreement does not constitute breach of contract and is not subject to civil legal enforcement action by the Participant.

Enclosure 1

Ashburn Volunteer Fire and Rescue Department Resident Operational Volunteer Program

Information for Prospective Resident Operational Volunteers

Program Goals and Objectives

The term "Resident Operational Volunteer" represents a unique community service opportunity with the Ashburn Volunteer fire and Rescue Department (AVFRD), referred to as "the department". A Resident Operational Volunteer is a person who serves the department and the community in a volunteer capacity as a "residential" or "live-in" operational member. In return, the department provides temporary living accommodations to the Resident Operational Volunteer at no cost. Resident Operational Volunteers are members in good standing of the Loudoun County Fire Rescue System, at least eighteen (18) years old, employed full-time for at least thirty-six (36) hours per week or full-time college students with a least twelve (12) credit hours per term, and meet minimum training standards. Resident Operational Volunteers may also be part-time students with at least six (6) credit hours per term who have part-time employment of at least eighteen (18) hours per week. Prospective Resident Operational Volunteers are required to submit a letter of recommendation from their respective department Chief along with their application, if applicable. Resident Operational Volunteers are not employees or agents of the department for any purpose and are not entitled to receive any compensation from the department or any benefits of employment from the department, including but not limited to health care or workers' compensation benefits, vacation and sick time, or any other benefit of employment, either direct or indirect.

Obligations

Resident Operational Volunteers are required to:

1. Enter into a written Participation Agreement with the Ashburn Volunteer Fire and Rescue Department stipulating their duties and responsibilities.
2. Maintain the station bunkrooms, bunkroom bathroom, and bunkrooms hallway areas.
3. Fulfill a monthly duty schedule consisting of four (4) duty shifts per week for twelve (12) hour shifts from 6:00 PM to 6:00 AM. Each Resident Operational Volunteer shall be assigned as a member of a primary weekly night duty crew and shall also be assigned to work three (3) additional duty nights per week. Resident Operational Volunteers shall perform assigned duty shifts at any of the department stations as required. The Resident Program Director will post the monthly duty schedule at the beginning of each month
4. Full-time students must be in good academic standing. Part-time students must also remain in good standing while also maintaining part-time employment for at least eighteen (18) hours per week. Failure to comply with this requirement will result in removal from the Resident Operational Volunteer program.
5. Attend a minimum number of training drills as required by the department.
6. Maintain a reliable vehicle for transportation.
7. Maintain a Renter's Insurance Policy for all personal property at the Resident Operational Volunteer's expense because the department is not responsible for any Resident Operational Volunteer's personal property.
8. Become dual-certified as a Firefighter and an Emergency Medical Technician-Basic not later than one (1) year of acceptance into the program, unless already qualified.

Accommodations

The Ashburn Volunteer Fire and Rescue Department station number 6 is located at 20688 Ashburn Road, in Ashburn, Virginia. Resident Operational Volunteers share a refrigerator and are provided with a bunk bed, wardrobe, desk, lamp and storage space. The department provides two (2) bunkrooms for two residents each, and a kitchen, day room, showers and rest rooms. Parking is provided for their personal vehicles. Local telephone, cable television, internet access and laundry facilities are also provided.

Miscellaneous

Each Resident Operational Volunteer must provide his/her own linens and towels. Board is not provided but the station kitchen is available for their use. Full protective gear and department uniform items are provided.

For more information contact the department Resident Program Director at 703-729-0006.

Enclosure 2

**Ashburn Volunteer Fire and Rescue Department
Resident Operational Volunteer Program**

Participation Agreement (Contract)

Parties: Ashburn Volunteer Fire and Rescue Department, Inc. (“the Department”)
20688 Ashburn Road
Ashburn, Virginia 20147

_____ (“the Participant”)

The Participant shall participate in the Department’s Resident Operational Volunteer Program pursuant to the policies and procedures of the Ashburn Volunteer Fire and Rescue Department Resident Operational Volunteer Program and attached to this contract. The Participant and the Department agree as follows:

1. The Participant has received a copy of, and has read and understands, the Resident Operational Volunteer Program policies and procedures attached to this document.
2. The Participant agrees to comply with all provisions of the Resident Operational Volunteer Program policies and procedures.
3. The Participant has read and understands the Department’s Bylaws, policies, procedures, guidelines, directives, general orders, and Code of Conduct, and agrees to comply with them at all times.
4. The Participant understands his/her crew duty assignment and that it may be changed by the department as deemed necessary.

5. The Participant acknowledges that any non-compliance with the terms of this Participation Agreement not addressed within the department's Resident Operational Volunteer Program policies and procedures will be referred to the department's Board of Directors for disposition.
6. The Participant understands that his/her failure to comply with the provisions of this Participation Agreement may result in his/her suspension and/or removal from the Resident Operational Volunteer program.
7. The term of this Participation Agreement is six (6) months from the date of this agreement, which may be renewed at the discretion of the Department. The Department's decision to not renew this agreement does not constitute breach of contract and is not subject to civil legal enforcement action by the Participant.

Occupancy Date: _____

Signatures:

Department President

Participant

Date: _____

Date: _____

Enclosure 3

**Ashburn Volunteer Fire and Rescue Department
Resident Operational Volunteer Program**

Application

Applicant's Name _____

Applicant's Phone Numbers _____ Home/Work/Cell (circle one)

_____ Home/Work/Cell (circle one)

Applicant's Birthdate _____

Applicant's Affiliation ___ AVFRD Member ___ Other LCFR Department Member

Applicant's Status ___ Full-Time Employee (36+ hours weekly)

(check one) ___ Full-Time Student (12+ credit hours)

___ Part-Time Student (6+ credit hours) and Part-Time
Employee (18+ hours weekly)

Employment/Student Enrollment Information

Place of Employment:

Business Name _____

Business Phone _____

Applicant's Job Title _____

Applicant's Supervisor _____

Place of Student Enrollment: (attach proof of current enrollment and academic transcript)

School Name _____

Credit Hours per Term _____ Field of Study _____

Degree Sought: ___ None ___ Associate ___ Bachelor ___ Graduate ___ Professional