Proposed

Training and Certification Plan
ACS/ARES AREA 2

October 2012
Revision 1.0

1 Introduction

1.1 Purpose

This document describes how the ACS/ARES Area 2 will conduct its training operations to building member skills proficiency in support the ACS mission.

It describes both the areas in which our members must train as well as the Methods our members will use to accomplish its training objectives.

1.2 Distribution

This plan is distributed to and used by several groups. The Area 2 organization will use this plan as the basis for describing the training we must pursue and how we will obtain it. It will also provide our members with training procedures.

This plan will be distributed to emergency preparedness personnel in the City of Thousand Oaks and other served agencies and organizations. The intent is for these entities to understand /area 2s' training objectives and make recommendations on other training topics that we should consider.

1.3 Effective Date

This plan is effective October 10, 2012. Updates to this plan will be distributed as required.

1.4 How to use this plan

This plan includes information that is useful by the entire ACS organization.

- New and existing members should use this plan to understand the areas in Which Area 2 must be proficient and to perform personal, self-assessments of their own skills.

- The Area 2 leadership will use this plan to schedule different training activities that meet the ACS training objectives.

1.5 Revisions

Area 2 will review this plan on a periodic basis. Changes to this document (either individual pages or in its entirety) will be distributed to all members and served agencies.

1.6 References

2 Training Program Overview

2.1 Introduction

A training program represents a goal for an organization that is accomplished through progressively more challenging training and exercises that result in readiness. This form of long-range planning for training re-enforces the essential parts of an emergency management program, that is:

- Commitment of management
- Familiarity with techniques
- Operating skills
- Confidence in results
- Positive anticipation of the next exercise

2.1.1 Aligning with the Mission

The mission of Area 2 ACS/ARES is to maintain and train Amateur Radio volunteers capable of providing professional emergency communications, Increasing our emergency response effectiveness, and speeding the recovery effort.

The activities outlined in this plan directly support this mission.

2.1.2 Objectives

The Area 2 training objectives are:

1. Develop and maintain an organization training plan that continues to meet Area 2s' current operational requirements.
2. Provide the structure and opportunity for all our members to advance their overall skills and readiness.

2.2 Roles and Responsibilities

2.2.1 Training Requirements

The Area 2 Emergency Coordinator (EC), Assistant Emergency Coordinators (AEC), are responsible for identifying and reviewing Area 2 tasks and training requirements.

2.2.2 Training Development

The EC will designate a Training Coordinator who, along with other interested members, will develop one or more elements of the training program, review it with the EC, and approve it for delivery.

2.2.3 Training Delivery

Any member interested and qualified in delivering training is eligible to do so. Additionally, Area 2 may go outside the organization to bring in Subject Matter Experts to deliver elements of the training program.

2.2.4 Training Support

The EC, AECs, and other qualified members will take on the support role of *Training Mentors*. Mentors will be assigned to all members who take part in the Orientation Training and certification training.

The roll of Training Mentor is two-fold:

- As an Instructor, the Mentor is a subject matter expert. The Mentor guides the candidate through the training material and process by providing instructions, insight, and coaching.
- As an Evaluator, the Mentor evaluates the candidates' performance in each of the positions' tasks, signs off on the candidate's training, and makes a recommendation regarding certification.

2.3 Types of Training

There are the three types of training that Area 2 will deliver:

2.3.1 Certification Training

Certification training leads to an individual receiving a certification for a specific emergency operational position. A certification is granted when an individual meets the requirements outlined in the specific training program.

Certification ensures that the member has met a standard level of performance in all of the response activities that we undertake. Certification also identifies a level of qualification that is recognized and understood by the ACS leadership and served agencies.

Activities leading to certification may include self-study, attending training sessions or seminars, participating in drills and exercises, and demonstrating specific knowledge and skills required by a position.

The following positions require certification:

Table 1: Positions for Certification

Position	Qualification
EOC Supervisor	Qualified individuals can assume the lead position of EOC Supervisor
Radio Room Operator	Qualified individuals can assume the position of the Lead radio operator in the EOC Radio Room.
Packet Operator	Qualified individuals can assume the position Of Packet operator.
Message Handler	Qualified individuals can assume the position of Message Handler during an emergency.

2.3.2 Proficiency Training

This training is conducted to maintain or update the skills that are necessary to support a response. All positions requiring certification will require proficiency training.

2.3.3 Skill Enhancement Training

This training is conducted to improve the knowledge or skill level of an individual.

2.4 Methods of Training Delivery

Training delivery falls into two categories: Study and Exercise.

"Study" Training covers two areas: _Self-Study_ and _Orientation Seminars_. These types of training are foundation activities and required to support other training activities.

"Exercise" Training provides practical hands-on experience. _Drills, Tabletop, Functional_, and _Full-Scale Exercises_ are each designed with progressive complexity in mind. Each activity requires more preparation time, personnel, and planning than the preceding exercise type. Each activity also uses more sophisticated simulation techniques to increase the realism of the exercise.

2.4.1 Self-study

Self-study activities are training situations where the individual accomplishes the study and learning.

Self-study allows an individual to step through specific procedures, processes, policies, or other material at their own pace. This training approach is low stress. Most self-paced activities directly support a position qualification.

2.4.2 Orientation Seminars

Orientation Seminars are instructional or informational presentations delivered away from operational positions.

Orientation seminars are usually informal, held in a conference or classroom environment, and are designed to generate a constructive discussion by the participants on the subject being presented. Seminars typically focus on training and familiarization with roles, procedures, situations, and responsibilities of the response team.

These sessions also can be working sessions to address and resolve a specific problem on any aspect of the existing emergency operations plans.

2.4.3 Drills

A Drill is an activity that tests, develops, or maintains skills in a single emergency response procedure. Examples of drills are phone tree activations, field message handling, and EOC operations. Drills are held in the field or at other assigned operating positions using actual equipment when appropriate. Their focus is limited.

2.4.4 Tabletop Exercise

The Tabletop exercise presents a simulated emergency situation.

These exercises are intended to evaluate plans and procedures, then resolve issues and questions of coordination and assignments of responsibility. Tabletop exercises are held in a conference or classroom setting. Exercises are not concerned with time pressures, stress, or actual simulations of specific events.

2.4.5 Functional Exercise

The Functional Exercise is intended to test or evaluate the capability of one or more functions, or complex activities within a function.

The results of a Functional Exercise are obtained when the activity or function can be effectively evaluated within the context of other emergency management activities. For Area 2, multiple functions will be exercised, such as running EOC Operations during a Preliminary Damage Assessment Drill or Extended Field Response Drill, or information handoffs between the Area 2 net and the County net. These exercises could be centered in an EOC or interim EOC, and may include simulations of outside activities and resources.

2.4.6 Full-Scale Exercise

The Full-Scale exercise is intended to evaluate the operational capability of emergency management systems in an interactive manner over a substantial period of time. It involves the test of major portions of the basic elements existing within the emergency operations plans and organizations in a stressful Environment.

The annual Simulated Emergency Test (SET) and Emergency Field Communications Exercise (ARRL Field Day) are two such Full Scale Exercises.

Area 2 will also look for opportunities to participate in broader exercises if another emergency response jurisdiction develops such a training activity.

2.5 Training Topics

This section describes the kinds of topics on what Area 2 will focus its training efforts.

2.5.1 Procedures

Training on Procedures will help members develop an understanding of and practice on the things we do that allows us to accomplish our mission. Some of these procedures include Phone Tree Activation, Network operation, and Message Handling to name a few.

Procedures Training will be delivered as (i) Orientation Seminars that involve speakers who have expertise with a specific procedure or (ii) reviews of any documented procedures. Additionally, drills and field exercises will be used to test the organization's understanding and effectiveness of a procedure as well as uncover opportunities for improvement.

2.5.2 Site Operations

Training on Site Operations addresses the environment where we will be deployed and how that deployment would be organized. In almost all situations, Procedures will overlay Site Operations allowing members to accomplish tasks within the context of a specific site management structure. Site Operations training will include EOC Ops, Alternate EOC Ops, Shelter Ops, Fire Station Ops, and Shadow Ops to name a few.

Site Operations Training will include Orientation Seminars that may be delivered by speakers who have expertise with a specific site. Drills and Tabletop Exercises will also be held to ensure members understand what to expect in an actual site setting.

2.5.3 Disasters

Training on Disasters will provide an understanding of what the general state of our surroundings may be like during a specific emergency. Area 2 training will primarily focus on some critical hazards. These include, but are not limited to, the following:

1. Earthquake
2. Flooding by severe weather
3. Flooding by dam failure
4. Wild fire
5. Man-made

Disaster Response Training will include Orientation Seminars on city hazards by speakers who have expertise with a specific hazardous situation, or who can describe the impact of the hazard on city services or the infrastructure. Drills, Tabletop, and Functional Exercises will also be held to further develop our understanding of these situations as well as to assess the effectiveness of the Area 2 response.

2.5.4 Equipment

Training on Equipment covers the use of personal and Agency owned communications equipment that will be used to accomplish our mission.

Equipment Training will include Orientation Seminars that address practical use of our equipment. Additionally, drills on equipment not regularly used may be scheduled to build or maintain proficiency.

2.5.5 Logistics

Training on Logistics addresses how we will support an operation beyond an Initial Response. Two immediate areas for Logistics training include resource planning and material management.

Logistics Training will include Orientation Seminars that involve speakers who have expertise with a specific logistical area. Drills and Tabletop Exercises will also be held to ensure members who may take on that responsibility understand what to expect if asked to assume the Logistics task.

2.6 Training Process

All members are encouraged to participate in any and all training activities regardless of their intent or status in pursuing a position certification.

If any member is interested in pursuing a position certification, they should do the following:

- Contact the EC, any AEC, to express your interest in pursuing a position certification.
- Complete the prerequisite check with the EC or designate.

Once the member is selected for certification training (meets the minimum criteria for the position), the member receives the following:

- An assigned Training Mentor
- A copy of the specific Position Qualification Training Plan as a guide for his/her activities.
- A review of the Plan with the Training Mentor to establish objectives and milestones for pursuing the certification.
- One-on-one time with the Training Mentor to review material, answer questions, and offer practice toward the certification.
- An evaluation based on the specific position's Evaluation Checklist by the Training Mentor.
- A recommendation for Certification or additional training.

Members who receive a recommendation for Certification will be considered officially certified and are eligible for assignments for those specific positions.

2.7 Records and Reports

A training form will be prepared for each member. It will be used to record the results and completion of training requirements for each certification course, proficiency training, and other related activities.

The EC, will be responsible for initiating and maintaining member's training record.

On completion of a certification course, an entry will be made to record the member's accomplishment.

2.8 Topics Not Covered by this Plan

The following topics are not included in this plan.

- Recertification Procedure. An individual who fails to maintain currency requirements.
- Endorsements for specific specialized training required to tailor a certified position to meet specific requirements of a served agency.

3 EOC Supervisor Training and Certification

This section defines the requirements and procedures for the instruction and evaluation of the EOC Supervisor position certification process.

3.1 Certification Training

3.1.1 In General

1. Members who wishes to pursue certification as an EOC Supervisor will receive qualification training as outlined in this section of the plan. EOC Supervisor qualification training will prepare the individual for Net Control Station operations during all known responses that Area 2 anticipates it will encounter.

2. A Mentor will be assigned to all candidates who pursue this certification.

3.1.2 Selection for Certification

The selection of a member for EOC Supervisor Qualification Training will be accomplished as follows:

1. A candidate must meet the following minimum prerequisites:
   a. A member of ACS in good standing and:

   > Two years active membership
   > Network Operator Qualification
   > Packet Operator Qualification

2. The EC and the candidate will discuss the following attributes required of a Shift Supervisor position and the expectations of the candidate if asked to respond:

   > People skills
   > Leadership skills
   > Ability and intent to take on Shift Supervision assignments

3.1.3 Grant of Certification

An Operator Certification will be granted to an individual that meets the following conditions:

1. Completes the Certification Training

2. Successfully demonstrates the skills required for the position

3. Receives a recommendation for certification by the candidate's Training Mentor

3.2   Proficiency Training

Proficiency training is required for operational personnel. The purpose of this training is to maintain and upgrade the knowledge and skills necessary to apply traffic handling procedures in an efficient manner.

Prerequisite: Operator Certification

Requirements: Supervise for 12 Weekly Nets per year,
EOC Supervser for 4 ORT every year
Participate in 1 drill or exercise per year

4   EOC Radio Room Operator Training and Certification

This section defines the requirements and procedures for the instruction and evaluation of the EOC Radio Room Operator position certification process.

4.1   Certification Training

4.1.1   In General

1. A member who wish's to pursue certification as a Radio Room Operator will receive qualification training as outlined in this section of the plan. The EOC Radio Room Operator qualification training will prepare the individual for operating in the EOC for all type of responses.

2. A Mentor will be assigned to all candidates who pursue this certification.

4.1.2   Selection for Certification

The selection of a member for Radio Room Operator Qualification Training will be accomplished as follows:

1. A candidate must meet the following minimum prerequisites:
    a.   A member in good standing. This means:

        • The candidate has registered with ACS
        • The candidate holds a valid FCC License
        • The candidate owns a VHF radio
        • The candidate holds a valid DSW card

2. The EC and the candidate will discuss the following attributes required of an EOC Radio Room Operator and the expectations of the candidate if asked to respond:

    a.   Availability and intent to take on Emergency EOC shift assignments
    b.   Intent to pursue Packet Operator Qualification

4.1.3   Grant of Certification

An EOC Radio Room Operator Certification will be granted to individuals that meet the following conditions:

1. Completes the EOC Certification Training

2. Successfully demonstrates the skills required for the position

3. Receives a recommendation for certification by the candidate's Training Mentor

4.2 Proficiency Training

Proficiency training is required for operational personnel. The purpose of this training is to maintain and upgrade the knowledge and skills necessary to apply traffic handling procedures in an efficient manner.

Prerequisite: EOC Certification

Requirements: To be determined

4.3 Skill Enhancement Training

Skill Enhancement Training is designed to increase the proficiency of an individual in a skill on a position that the specialist is certified.

Prerequisite: Radio Room Operator Certification

Requirements: To be determined

5   Packet Operator Training and Certification

This section defines the requirements and procedures for the instruction and evaluation of the Packet Operator position certification process.

5.1   Certification Training

5.1.1   In General

1. A member who wish's to pursue certification as a Packet Operator will receive qualification training as outlined in this section of the plan. The Packet Operator qualification training will prepare the individual for operating in the EOC for packet type of responses.

2. A Mentor will be assigned to all candidates who pursue this certification.

5.1.2   Selection for Certification

The selection of a member for Packet Operator Qualification Training will be accomplished as follows:

1. A candidate must meet the following minimum prerequisites:
   a. A member in good standing. This means:
      - The candidate has registered with ACS
      - The candidate holds a valid FCC License
      - The candidate owns a VHF radio
      - The candidate holds a valid DSW card

   b. EOC Operator Qualification.

2. The EC and the candidate will discuss the following attributes required of an Packet Operator and the expectations of the candidate if asked to respond:

   a. Availability and intent to take on Emergency EOC shift assignments
   b. Intent to pursue the EOC Supervisor Qualification

5.1.3   Grant of Certification

A Packet Operator Certification will be granted to individuals that meet the following conditions:

1. Completes the Packet Certification Training

2. Successfully demonstrates the skills required for the position

3. Receives a recommendation for certification by the candidate's Training Mentor

5.2   Proficiency Training

Proficiency training is required for operational personnel. The purpose of this training is to maintain and upgrade the knowledge and skills necessary to apply traffic handling procedures in an efficient manner.

Prerequisite: Packet Operator Certification

Requirements: To be determined

5.3   Skill Enhancement Training

Skill Enhancement Training is designed to increase the proficiency of an individual in a skill on a position that the specialist is certified.

Prerequisite: Packet Operator Certification

Requirements: To be determined

6 Message Handler Training and Certification

This section defines the requirements and procedures for the instruction and evaluation of the Message Handler position certification process.

6.1 Certification Training

6.1.1 In General

1. A member who wish's to pursue certification as a Message Handler will receive qualification training as outlined in this section of the plan. The Message qualification training will prepare the individual for operating in the EOC for all type of responses.

2. A Mentor will be assigned to all candidates who pursue this certification.

6.1.2 Selection for Certification

The selection of a member for Message Handler Qualification Training will be accomplished as follows:

1. A candidate must meet the following minimum prerequisites:
   a. A member in good standing. This means:

      - The candidate has registered with ACS
      - The candidate holds a valid DSW card

2. The EC and the candidate will discuss the following attributes required of a Message Handler and the expectations of the candidate if asked to respond:

   a. Availability and intent to take on Emergency EOC shift assignments
   b. Intent to pursue the EOC Radio Room Operator

6.1.3 Grant of Certification

An Message Handler Certification will be granted to individuals that meet the following conditions:

1. Completes the Message Handler Certification Training

2. Successfully demonstrates the skills required for the position

3. Receives a recommendation for certification by the candidate's Training Mentor

6.2 Proficiency Training

Proficiency training is required for operational personnel. The purpose of this training is to maintain and upgrade the knowledge and skills necessary to apply traffic handling procedures in an efficient manner.

Prerequisite: Message Handler Certification

Requirements: To be determined

6.3 Skill Enhancement Training

Skill Enhancement Training is designed to increase the proficiency of an individual in a skill on a position that the specialist is certified.

Prerequisite: Message Handler Certification

Requirements: To be determined

7   Training Forms

This section describes the methods and instructions for documenting training and certification activities. All available Training Forms are shown.

7.1   Qualification Training

Training relating to all approved positions qualifications shall be recorded as described in this section.

Block A. NAME: Print Candidate's name.

Block B. CALL SIGN: Print Candidate's Call Sign.

Block C. DATE: Enter month, day, year.

Block D. TRAINING ITEM: This is the course number or title. For all training, it also lists whether the training was self-study, seminar, drill/exercise, or other activities.

Block E. EST HRS: This is the estimated number of hours that it should take to complete the training item.

Block F. START DATE: Enter the date the member began training on a training item.

Block G. COMPLETE DATE: Enter the date the member successfully completed, withdrew from, or received an incomplete on this training item.

Block H. COMPLETION SIGNATURE: The Training Mentor will sign in this block verifying that the Candidate completed the training item.

EOC Supervisor Qualification Training Plan

	Shift Supervisor Qualification Training					
Name: (A)			Call Sign: (B)		Date: (C)	
ID	**Training Item** (D)	**Est Hrs** (E)	**Start Date**	**Complete Date** (G)	**Completion Signature** (H)	
61	EOC Radio Room Supervisor Certification EC Checklist Plan – Review		(F)			
62	Review all Standard Procedures Self-Study					
63	Review Client/Stakeholders Procedures Self Study					
64	Complete all FEMA Required Courses					
65	Complete Qualification in Packet Operator/Msg Hdlr					
66	Lead 6 Area 2 Check-in Nets					
67	Plan 4 ORT Exercises					
68	Lead 2 ORT Exercises					
69						
70						
71			.0			
	Total Hours					

EOC Operator Qualification Training Plan

Operator Qualification Training Plan

Name: (A)		Call Sign: (B)		Date: (C)	

EID	Training Item (D)	Est Hrs (E)	Start Date (F)	Complete Date (G)	Completion Signature (H)
21	EOC Radio Room Operator Certification EC Checklist Plan – Review				
22	Review all Standard Procedures Self-Study				
23	Complete FEMA Courses Self-Study				
24	EOC Radio Equipment Checklists Self-Study				
25	Check out Drill on all equipment Conducted with EC or AEC				
26	Operate 6 Area 2 Check in Nets Operate 2 ORT Nets				
27					
28					
29	Total Hours				
30					
31					
32					

Packet Operator Qualification Training Plan

Packet Operator Qualification Training Plan						
Name: (A)			Call Sign: (B)		Date: (C)	
ID	**Training Item** (D)	**Est Hrs** (E)	**Start Date** (F)	**Complete Date** (G)	**Completion Signature** (H)	
41	EOC Radio Room Operator Certification EC Checklist Plan – Review					
42	Review all Standard Procedures Self-Study					
43	Complete FEMA Courses Self-Study					
44	Complete EOC Operator Certification					
45	Complete Packet Training Courses Self study and Instructor led					
46	Review and Practice Outpost installation/operation Self study and Mentor Training					
47	Complete Message Handling Course Self study					
48	Operate 6 Area 2 Net check-in on packet					
49	Operate 2 Area 2 ORT exercises on packet					
	Total Hours					

Message Handler Qualification Training Plan

	Message Handler Qualification Training Plan				
ID	Training Item	Est Hrs	Act Hrs	Comp	Cert
11	Complete ACS Orientation Course EC/AEC Review				
12	Complete Message Handling Course Self Study or Mentor Led				
13	Complete 4 Table-Top Exercises EC/AEC Led				
14	Attend 4 Area 2 Check-in Nets Operate 2 ORTs as Message Handler				

7.2   Evaluation Checklists

This section contains instructions for completing the various Evaluation forms for Certification Training. The form shall be used by the training mentors to record their observations of the performance and progress of the candidate during one-on-ones, drills, and exercises.

Block A. NAME: Print Candidate's name.

Block B. CALL SIGN: Print Candidate's Call Sign.

Block C. DATE: Enter month, day, year.

Block D. PERFORMANCE: This section contains job tasks and subtasks used as a basis for instructing and evaluating the Candidate.

Users of this form should review the definitions of all job subtasks and their respective performance indicators. These guidelines are to be used by all participants involved in training to ensure mutual understanding. This checklist is not all-inclusive and is not meant to limit the duties to be reviewed. The job task entitled "Other" is intended for additional use and adaptation.

a. Place check marks in the columns "OBSERVED" or "COMMENT" as follows:

> (1) OBSERVED: A check mark in this column indicates that the operation or procedure was observed during the period but that no significant comments are made.

> (2) COMMENT: A check mark in this column indicates that the operation or procedure was observed during the period and is accompanied by a referenced comment in Block E.

b. During skill checks, in the RESULTS box, place the initials "S" for SATISFACTORY, "NI" for NEEDS IMPROVEMENT, and "UN" for UNSATISFACTORY." The terms are defined as follows:

> (1) SATISFACTORY: Indicates that the Candidates' observed performance in the session(s) meets expected performance requirements and indicates that the candidate demonstrates the ability to work independently for this performance item. Examples of exemplary performance and/or specific comments shall be stated in Block E of the form for each job subtask indicated.

> (2) NEEDS IMPROVEMENT: Indicates that the Candidate's observed performance is acceptable at this stage of training, but must improve in order to meet certification requirements. Specific comments, along with suggestions or requirements for improvement, shall be stated in Block E of the form for each job subtask indicated.

> (3) UNSATISFACTORY: Indicates that the Candidate's observed performance is unsatisfactory at this stage of training. Specific comments, suggestions, and recommendations for correcting each unsatisfactory job subtask shall be stated in Block E.

c. To certify on a certification skill check, all applicable items shall be marked satisfactory or not observed (N/O). If an item is marked "N/O", Block E shall indicate the method used to determine satisfactory performance/knowledge for that job subtask. If necessary, verbal questioning, simulation, or other methods will be used to demonstrate knowledge of a job subtask when not observed.

d. If a job subtask is not applicable to a position being observed, it will be recorded as "N/A" (not applicable).

Block E. COMMENTS: Used by the Candidate or Mentor to document the Candidate's performance during the evaluation, skill-check sessions, and simulation training. The Candidate and Mentor will initial and date in this block.

Block F. RECOMMENDATION: This block will be used by the Mentor who conducted the skill check. The Mentor shall recommend one of the following:

a. Certification (when appropriate)

b. Continuation of training

c. Skill enhancement training

Block G. BY: Print and Sign by the Training Mentor or person making the recommendation.

Block H. DATE: Date of the recommendation.

Block J. APPROVED BY: The person accepting the recommendation and approving the certification.

EOC Supervisor Certification Evaluation Checklist

				Observed	Comments	Results
		**EOC Supervisor Certification Evaluation Checklist**				

Name: (A)		Call Sign: (B)	Date: (C)			

	Task	**Subtask**	**Observed**	**Comments**	**Results**
(D) Performance	Control Judgment	1. Importance of the assignment is understood.			
		2. Positive situation control is maintained.			
		3. Effective management control of the EOC and CARES Field resources is demonstrated.			
	Methods and Procedures	4. Able to assess the situation and make field assignments			
		5. Demonstrates familiarization and correct use of EOC logs, forms, and reports.			
		6. Demonstrates familiarization with CARES people capabilities.			
		7. Handles and resolves logistical, material, and resource issues impacting the response.			
	Equipment	8. Demonstrates familiarization with CARES equipment capabilities.			
		9. Functions effectively as a team member.			
	Communication	10. Communication is clear and concise.			
		11. Makes only necessary transmissions.			
		12. Uses appropriate communications protocol.			
		13. Relief briefings are complete and accurate.			
	Other				

Comments: (E)

Recommendation: (F)	By: (G)	Date: (H)
Approved By: (J)		Date:

EOC Radio Room Operator Certification Evaluation Checklist

	EOC Radio Room Operator Certification Evaluation Checklist				
Name: (A)		Call Sign: (B)	Date: (C)		
	Task	**Subtask**	**Observed**	**Comments**	**Results**
(D) Performance	Control Judgment	1. Importance of the assignment is understood.			
		2. Positive situation control is maintained.			
		3. Effective management control of the EOC is demonstrated.			
	Methods and Procedures	4. Keeps track of all pending in-coming or out-going messages.			
		5. Demonstrates correct use of EOC logs and message forms.			
		6. Understands EOC organization and structure			
		7. Handles and resolves incomplete or poorly crafted messages			
	Equipment	8. Demonstrates familiarization with EOC Radio operations and control, all radios.			
		9. Can operate packet for the purpose of originating, sending, and receiving packet messages			
	Communication	10. Functions effectively as a team member.			
		11. Communication is clear and concise.			
		12. Makes only necessary transmissions.			
		13. Uses appropriate communications protocol.			
		14. Relief briefings are complete and accurate.			
	Other				
Comments: (E)					
Recommendation: (F)		By: (G)	Date: (H)		
Approved By: (J)			Date:		

Version:1.5; 6/7/08; Added Packet operations

Packet Operator Certification Evaluation Checklist

	Packet Operator Certification Evaluation Checklist				
Name: (A)		**Call Sign:** (B)		**Date:** (C)	

	Task	Subtask	Observed	Comments	Results
(D) Performance	Control Judgment	1. Importance of the assignment is understood.			
		2. Positive situation control is maintained.			
		3. Effective management control of the net is demonstrated.			
	Methods and Procedures	4. Manages the polling, prioritization, and directing of traffic for all net participants.			
		5. Keeps track of all stations present on the channel.			
		6. Manages NCS logs and paperwork.			
	Equipment	7. Demonstrates familiarization with NCS Radio operations and control.			
	Communication	8. Functions effectively as a team member.			
		9. Communication is clear and concise.			
		10. Makes only necessary transmissions.			
		11. Uses appropriate communications protocol.			
		12. Relief briefings are complete and accurate.			
	Other				

Comments: (E)			
Recommendation: (F)	**By:** (G)		**Date:** (H)
Approved By: (J)			**Date:**

Message Handler Certification Evaluation Checklist

Name: (A)		Call Sign: (B)	Date: (C)			
	Task	**Subtask**		**Observed**	**Comments**	**Results**
(D) Performance	Control Judgment	1. Importance of the assignment is understood.				
		2. Positive situation control is maintained.				
		3. Effective field traffic management is performed.				
	Methods and Procedures	4. Can accurately originate and receive third party traffic for a served agency.				
		5. Self-originates effective messages.				
		6. Uses field message forms correctly.				
		7. Manages assignment logs and paperwork.				
	Equipment	8. Equipment Basic Deployment GoKit is complete.				
		9. Sufficient battery power for an 8 hour response.				
		10. Personal radio familiarity, operations, and control.				
	Communication	11. Functions effectively as a team member.				
		12. Communication is clear and concise.				
		13. Makes only necessary transmissions.				
		14. Uses appropriate communications protocol.				
		15. Relief briefings are complete and accurate.				
	Other					

Comments: (E)		
Recommendation: (F)	By: (G)	Date: (H)
Approved By: (J)		Date:

7.3 Certification Records

A certification record will be created for each member and be a part of their record. This record will include the following:

Block A. NAME: Print Member name.

Block B. CALL SIGN: Print Member Call Sign.

Block C. DATE: Enter month, day, year of registration with ACS.

Block D. CERTIFICATE TITLE: Enter the title of the certificate.

Block E. CERTIFICATE NUMBER: Enter the certificate number. If no number is associated with the certificate, enter "N/A."

Block F. DATE ISSUED: Enter the date of issuance as shown on the certificate. If no date is shown on the certificate, enter the date of the entry.

Block G. SIGNATURE OF ISSUER: The issuer shall initial in this block.

Record of Certification Area 2 ACS/ARES			
Name: (A)		Call Sign: (B)	Date: (C)
CERTIFICATE TITLE (D)	CERTIFICATE NUMBER (E)	DATE ISSUED (F)	SIGNATURE OF ISSUER (G)

8 Training Curriculum

8.1 Orientation

Description:	This is a 1-hour face-to-face Orientation Session to provide New members with an understanding about what ACS is, what ACS does, and how to get started as an active member.
Prerequisite:	Review existing documentation and standard material
Audience:	New members, orientation to be scheduled by the assigned Mentor.
Objective:	At the end of this training, you will understand or will be able to identify the following:

- The mission of ACS
- The different roles that ACS members take on
- The Community Emergency Response organization and how ACS fits in
- The hazards that this area faces
- The served agencies and their needs
- The frequencies ACS uses
- The process for checking into a ACS net
- Be able to program and maintain their radio's frequency assignments

References	Existing Documentation

8.2   Message Handling Orientation

Description:	This 1 hour Orientation Session that reviews the procedures and techniques for passing traffic between two ACS/EOC stations (Field to Field, or Field to EOC).
Prerequisite:	None
Audience:	Volunteers Ham Radio Operators EOC Radio Room Operators
Objective:	At the end of this Session, you will understand the following: • Message handling logistics • The process for checking into a ACS net • Message formatting • Understand and assign message priorities
References	Area 2 Standard Message Handling Handout