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# Training and Certification Plan

Cupertino Amateur Radio Emergency Service

June 2008

Revision 1.5



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### Revision

Revision	Date	Comments
1.0	08/27/02	1 <sup>st</sup> Release
1.0.1	9/4/02	Minor corrections
1.0.2	9/28/02	Minor corrections
1.1	2/9/03	Minor corrections (1.1). Finalized criteria, All positions, Section 7.
1.2	8/2/03	Update to on-line training resources, Section 8
1.3	1/2/04	Restructured requirements between Certification plans
1.4	12/15/04	Removed requirement #26, #45 Modification to #16; must be an in-Field Drill. Modification to the Evaluation Checklist, added "Approved By" sign-off.
1.5	6/7/08	Added references to ICS classes for Field Responder; Packet Operations for Radio Room Operator

# 1 Introduction

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## 1.1 Purpose

This document describes how the Cupertino Amateur Radio Emergency Service (CARES) organization will conduct its training operations to building member skills proficiency in support the CARES' mission.

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

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## 1.2 Distribution

This plan is distributed to and used by several groups. The CARES 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 CARES members with training procedures.

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

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## 1.3 Effective Date

This plan is effective September 1, 2002. Updates to this plan will be distributed as required by CARES.

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## 1.4 How to use this plan

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

- New and existing members should use this plan to understand the areas in which CARES must be proficient and to perform personal, self-assessments of their own skills.
  - The CARES leadership will use this plan to schedule different training activities that meet the CARES training objectives.
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## 1.5 Revisions

CARES 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.

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## 1.6 References

1. *CARES Standard Operating Procedures*, Rev 3.0, September 2002
2. *Planning for Large-Scale Disasters*, Fire Command 2D, 1/23/94
3. *How to and Why*, excerpts from a workshop sponsored by the Santa Clara Regional Industrial Preparedness Teams and Santa Clara County Emergency Managers Association, 11/1/90
4. *Table-top Drill*, author unknown, date unknown
5. *Air Traffic Technical Training*, FAA Order 3120.4J, July 30, 1998

## 2 Training Program Overview

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### 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 Cupertino ARES is to maintain and train Amateur Radio volunteers capable of providing professional emergency communications, increasing the City's emergency response effectiveness, and speeding the recovery effort.

The activities outlined in this plan directly support this mission.

#### 2.1.2 Objectives

The CARES training objectives are:

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

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### 2.2 Roles and Responsibilities

#### 2.2.1 Training Requirements

The CARES Emergency Coordinator (EC), Assistant Emergency Coordinators (AEC), and the City of Cupertino's Emergency Preparedness Coordinator are responsible for identifying and reviewing CARES tasks and training requirements.

#### 2.2.2 Training Development

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

#### 2.2.3 Training Delivery

Any CARES member interested and qualified in delivering training is eligible to do so. Additionally, CARES 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 CARES members will take on the support role of *Training Mentors*. Mentors will be assigned to all CARES members who take part in CARES 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.

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## 2.3 Types of Training

There are the three types of training that CARES 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 certification training program.

Certification ensures that CARES has set and 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 City of Cupertino and CARES' other 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 a CARES certification:

**Table 1: Positions for Certification**

<b>Position</b>	<b>Qualification</b>
Field Responder	Qualified individuals can assume the position of the lead CARES responder at an emergency field site. They would work directly with the field site manager.
Radio Room Operator	Qualified individuals can assume the position of the lead CARES radio operator in the EOC Radio Room.
NCS Operator	Qualified individuals can assume the NCS position during an emergency.
Shift Supervisor	Qualified individuals can assume the position of Shift Supervisor during an emergency.
Packet Operator	To be developed
ATV Operator	To be developed
NTS Operator	To be developed
Station Engineer	To be developed

### 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.

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## 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.

CARES will use most Exercise Training approaches to meet its training objectives.

### 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 NCS/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 CARES, 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 Cupertino ARES 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.

CARES will initiate CARES-only Full Scale Exercises as the main training tool that brings all previous training elements together in a full training exercise. The annual Simulated Emergency Test (SET) and Emergency Field Communications Exercise (ARRL Field Day) are two such CARES-only Full Scale Exercises.

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

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## **2.5 Training Topics**

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

### **2.5.1 Procedures**

Training on Procedures will help CARES 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, Preliminary Damage Assessment, 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 CARES 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 CARES 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. CARES training will primarily focus on the critical hazards identified by the City and outlined in the CARES SOP. 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 CARES response.

### **2.5.4 Equipment**

Training on Equipment covers the use of personal and City 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 CARES 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 CARES members who may take on that responsibility understand what to expect if asked to assume the Logistics task.

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## **2.6 Training Process**

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

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

- Contact the EC, any AEC, or Training Coordinator 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 (see Section 2.2.4)
- A copy of the specific Position Qualification Training Plan (See *Section 7*) 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.

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

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## 2.7 Records and Reports

A CARES 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, Training Coordinator, or Training Mentor will be responsible for initiating and maintaining a member's training record. On completion of a certification course, an entry will be made to record the member's accomplishment.

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## 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 Field Responder Training and Certification

This section defines the requirements and procedures for the instruction and evaluation of the Field Responder position certification process.

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#### 3.1 Certification Training

##### 3.1.1 In General

1. Each CARES member will receive qualification training as outlined in this section of the plan. Field Responder qualification training will be consistent with the general type of responses and locations that CARES anticipates a Field Responder will encounter.
2. Endorsements for Fire Station, Shelter, Medical, Red Cross, and VIP Field Responders will be defined at a later date.
3. A Mentor will be assigned to all candidates who pursue this certification.

##### 3.1.2 Selection for Certification

The selection of a CARES member for Field Responder Qualification Training will be accomplished as follows:

1. A candidate must meet the following minimum prerequisites:
  - a. A member of CARES in good standing. This means:
    - The candidate has registered with CARES
    - The candidate holds a valid FCC License
    - The candidate owns a portable VHF radio
    - The candidate holds a valid DSW card
  - b. Demonstrated interest in Emergency Preparedness and CARES
  - c. Has completed the CARES Orientation Training
2. The EC or Training Coordinator, and the candidate will discuss the following attributes required of a Field Responder and the expectations of the candidate if asked to respond:
  - a. People skills
  - b. Communication skills
  - c. Motivation and attitude
  - d. Ability and intent to take a field assignment
  - e. Intent to pursue the Field Responder Qualification

##### 3.1.3 Grant of Certification

A CARES Field Responder Certification will be granted to an individual who meets the following conditions:

1. Completes the Field Responder Certification Training  
(see *Section 7, Table 2: Field Responder Qualification Training Plan*)
2. Successfully demonstrates the skills required for the position  
(see *Section 7, Table 6: Field Responder Certification Evaluation Checklist*)
3. Receives a recommendation for certification by the candidate's Training Mentor

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**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: Field Responder Certification

Requirements: Participate in 2 drills or exercises as a field responder per year.

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**3.3 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: Field Responder Certification

Requirements: Participates in community service events as a field responder.

## 4 NCS Operator Training and Certification

This section defines the requirements and procedures for the instruction and evaluation of the Net Control Station (NCS) Operator position certification process.

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### 4.1 Certification Training

#### 4.1.1 In General

1. CARES members who wishes to pursue certification as an NCS Operator will receive qualification training as outlined in this section of the plan. NCS Operator qualification training will prepare the individual for Net Control Station operations during all known responses that CARES anticipates it will encounter.
2. A Mentor will be assigned to all candidates who pursue this certification.

#### 4.1.2 Selection for Certification

The selection of a CARES member for NCS Qualification Training will be accomplished as follows:

1. A candidate must meet the following minimum prerequisites:
  - a. A member of CARES in good standing. This means:
    - The candidate has registered with CARES
    - The candidate holds a valid FCC License
    - The candidate owns a VHF radio with adequate antenna
    - The candidate holds a valid DSW card
  - b. Field Responder Qualification.
2. The EC or Training Coordinator, and the candidate will discuss the following attributes required of a NCS Operator and the expectations of the candidate if asked to respond:
  - a. Availability and intent to take on Emergency NCS shift assignments
  - b. Intent to pursue the EOC and NCS Operator Qualification

#### 4.1.3 Grant of Certification

A CARES NCS Certification will be granted to an individual that meets the following conditions:

1. Completes the NCS Certification Training  
(see *Section 7, Table 3: NCS Operator Qualification Training Plan*)
2. Successfully demonstrates the skills required for the position  
(see *Section 7, Table 7: NCS Operator Certification Evaluation Checklist*)
3. Receives a recommendation for certification by the candidate's Training Mentor

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**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: NCS Certification

Requirements: NCS for 2 CARES Weekly Nets per year,  
NCS for 1 SVECS Net every 2 years  
Act as NCS in 1 CARES drill or exercise per year

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**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: NCS Certification

Requirements: Participate in a community exercise as NCS.

## 5 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.

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### 5.1 Certification Training

#### 5.1.1 In General

1. CARES members who wish 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 City's EOC for all 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 CARES member for Radio Room Operator Qualification Training will be accomplished as follows:

1. A candidate must meet the following minimum prerequisites:
  - a. A member of CARES in good standing. This means:
    - The candidate has registered with CARES
    - The candidate holds a valid FCC License
    - The candidate owns a VHF radio
    - The candidate holds a valid DSW card
  - b. Field Responder Qualification.
2. The EC or Training Coordinator, 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 the EOC Radio Room Operator and NCS Operator Qualification

#### 5.1.3 Grant of Certification

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

1. Completes the EOC Certification Training  
(see *Section 7, Table 4: EOC Radio Room Operator Qualification Training Plan*)
2. Successfully demonstrates the skills required for the position  
(see *Section 7, Table 8: EOC Radio Room Operator Certification Evaluation Checklist*)
3. Receives a recommendation for certification by the candidate's Training Mentor

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**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: EOC Certification

Requirements: To be determined

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**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: Radio Room Operator Certification

Requirements: To be determined

## 6 Shift Supervisor Training and Certification

This section defines the requirements and procedures for the instruction and evaluation of the Emergency Shift supervisor position certification process.

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### 6.1 Certification Training

#### 6.1.1 In General

1. CARES members who wish to pursue certification as a Shift Supervisor will receive qualification training as outlined in this section of the plan. This qualification training will prepare the individual for managing CARES Operations during an emergency.
2. A Mentor will be assigned to all candidates who pursue this certification.

#### 6.1.2 Selection for Certification

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

1. A candidate must meet the following minimum prerequisites:
  - a. Two years active membership with CARES
  - b. Field Responder Qualification
  - c. NCS or Radio Room 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:
  - a. People skills
  - b. Leadership skills
  - c. Ability and intent to take on Shift Supervision assignments

#### 6.1.3 Grant of Certification

A Shift Supervisor Certification will be granted to an individual that meets the following conditions:

1. Completes the Shift Supervisor Certification Training  
(see *Section 7, Table 5: Shift Supervisor Qualification Training Plan*)
2. Successfully demonstrates the skills required for the position  
(see *Section 7, Table 9: Shift Supervisor Certification Evaluation Checklist*)
3. Receives a recommendation for certification by the candidate's Training Mentor

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**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: Shift Supervisor Certification

Requirements: To be determined

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**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: Shift Supervisor Certification

Requirements: To be determined

## 7 Training Forms

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

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### 7.1 Qualification Training

Training relating to all approved CARES position 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 CARES 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 CARS member began training on a training item.

Block G. COMPLETE DATE: Enter the date the CARES 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.

**Table 2: Field Responder Qualification Training Plan**

<b>Field Responder Qualification Training Plan</b>					
Name: <sup>(A)</sup>		Call Sign: <sup>(B)</sup>		Date: <sup>(C)</sup>	
<b>EID</b>	<b>Training Item <sup>(D)</sup></b>	<b>Est Hrs <sup>(E)</sup></b>	<b>Start Date <sup>(F)</sup></b>	<b>Complete Date <sup>(G)</sup></b>	<b>Completion Signature <sup>(H)</sup></b>
1	SOP Section 5, Overview of Operations Self-Study, Orientation Session	0.5			
2	SOP Section 6, Roles and Responsibilities Self-Study, Orientation Session	0.5			
3	SOP Section 7, Operating Procedures Self-Study, Orientation Session	0.5			
4	SOP Section 8, Emergency Net Logistics Self-Study, Orientation Session	0.5			
5	SOP Section 11, Equipment Preparedness Self-Study, Orientation Session	0.5			
6	Fire Station Checklist, Maps Self-Study, Orientation Session	1.0			
7	Requirement deleted.				
8	Requirement deleted.				
9	ICS 214 Unit Log, SOP Part 6 Self-Study, Orientation Session	1.0			
10	Message Handling Orientation	1.5			
11	Field Responder, Message Handling Drill #1	2.0			
12	Field Responder, Message Handling Drill #2	2.0			
13	Field Responder, Message Handling Drill # 3 (Must be a Field Drill)	2.0			
14	Assemble a Basic Deployment Gokit Activity	2.0			
15	ICS 100; Introduction to Incident Command System, web-based course <sup>(1)</sup>	2.0			
16	ICS 200, ICS for Single Resources and Initial Action Incidents, web-based course <sup>(1)</sup>	2.0			
17	ICS 700, National Incident Management System (NIMS), An Introduction, web-based course <sup>(1)</sup>	2.0			
	Total Hours	20.0			

**Notes:**

(1) May be substituted with a structured combination class

Version: 1.1; 2/9/03; last updated

1.3; 1/2/04: added Element Identifiers

1.4, 12/15/04: at least one Drill must be an in-field drill.

1.5, 6/7/08: Deleted requirement #7 (Personal Safety Reading)

Deleted requirement #8 (SEMS)

Added requirements #15 (ICS 100), #16 (ICS 200), #17 (ICS 700)

**Table 3: NCS Operator Qualification Training Plan**

<b>Net Control Station (NCS) Operator Qualification Training Plan</b>					
Name: <sup>(A)</sup>		Call Sign: <sup>(B)</sup>		Date: <sup>(C)</sup>	
<b>EID</b>	<b>Training Item <sup>(D)</sup></b>	<b>Est Hrs <sup>(E)</sup></b>	<b>Start Date <sup>(F)</sup></b>	<b>Complete Date <sup>(G)</sup></b>	<b>Completion Signature <sup>(H)</sup></b>
21	Field Responder Certification	20.0			
22	SOP Section 12, Mutual Aid Self-Study, Orientation Session	0.5			
23	NCS Checklist, SOP Part 5 Self-Study, Orientation Session	1.0			
24	NCS Traffic Log and use, SOP Part 6 Self-Study, Orientation Session	1.0			
25	NCS Radio Equipment Checklists Self-Study, Lab	1.0			
26	Requirement deleted.				
27	NCS/EOC Drill Drill #1	2.0			
28	NCS/EOC Drill Drill #2	2.0			
29	NCS/EOC Drill Drill #3	2.0			
30	Functional Exercise with field responders Exercise	2.0			
31	CARES Weekly Net, 3 Activity	0.75			
32	SVECS Weekly Net, 1 Activity	0.5			
	Total Hours	32.75			

Version: 1.1; 2/9/03; last updated

1.3; 1/2/04: removed items completed as part of the Field Responder Certification;  
added Element Identifiers

1.4; 12/15/04: Deleted requirement #26.

**Table 4: EOC Radio Room Operator Qualification Training Plan**

<b>EOC Radio Room Operator Qualification Training Plan</b>					
Name: <sup>(A)</sup>		Call Sign: <sup>(B)</sup>		Date: <sup>(C)</sup>	
<b>ID</b>	<b>Training Item <sup>(D)</sup></b>	<b>Est Hrs <sup>(E)</sup></b>	<b>Start Date <sup>(F)</sup></b>	<b>Complete Date <sup>(G)</sup></b>	<b>Completion Signature <sup>(H)</sup></b>
41	Field Responder Certification	15.0			
42	EOC Radio Room Operator Checklist, SOP Part 5 Self-Study, Orientation Session	1.0			
43	EOC Radio Room Operator Message forms and use, SOP Part 6 Self-Study, Orientation Session	1.0			
44	EOC Radio Room Equipment Checklists, SOP Part 5, Self-Study, Lab	1.0			
45	Requirement deleted.				
46	NCS/EOC Drill Drill #1	2.0			
47	NCS/EOC Drill Drill #2	2.0			
48	NCS/EOC Drill Drill #3	2.0			
49	Functional Exercise with field responders Exercise	2.0			
	Total Hours	26.0			

Version: 1.1; 2/9/03; last updated

1.3; 1/2/04: removed items completed as part of the Field Responder Certification;  
added Element Identifiers

1.4; 12/15/04: deleted requirement #45.

**Table 5: Shift Supervisor Qualification Training Plan**

<b>Shift Supervisor Qualification Training Plan</b>					
Name: <sup>(A)</sup>		Call Sign: <sup>(B)</sup>		Date: <sup>(C)</sup>	
<b>ID</b>	<b>Training Item <sup>(D)</sup></b>	<b>Est Hrs <sup>(E)</sup></b>	<b>Start Date <sup>(F)</sup></b>	<b>Complete Date <sup>(G)</sup></b>	<b>Completion Signature <sup>(H)</sup></b>
61	NCS Operator Certification, or EOC Radio Room Certification	29.25			
62	EC Checklist, SOP Part 5 Self-Study, Orientation Session	1.0			
63	CARES Communication Plan, SOP Part 5, 6 Self-Study, Orientation Session	3.0			
64	ARRL Introduction to Amateur Radio Emergency Communications Course (EC-001), Web Class	25.0			
65	ARRL Intermediate Amateur Radio Emergency Communications Course (EC-002), Web Class	25.0			
66	ARRL Advanced Amateur Radio Emergency Communications Course (EC-003), Web Class	25.0			
67	City of Cupertino Communications Plan Familiarization, Self-study	1.0			
68	City of Cupertino Emergency Plan Self-Study	1.0			
69	SEMS, ICS, Advanced Self-Study	3.0			
70	Functional Exercise Exercise	2.0			
71	Shift Supervisor Drill Drill	2.0			
	Total Hours	117.25			

Version: 1.1; 2/9/03; last updated

1.3; 1/2/04: removed items completed as part of the Field Responder, NCS, and EOC  
Certifications; added Element Identifiers

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## 7.2 Evaluation Checklists

This section contains instructions for completing the various CARES 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.

**Table 6: Field Responder Certification Evaluation Checklist**

Field Responder Certification Evaluation Checklist						
Name: <sup>(A)</sup>		Call Sign: <sup>(B)</sup>		Date: <sup>(C)</sup>		
Performance <sup>(D)</sup>	Task	Subtask	Observed	Comments	Results	
	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-originate 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: <sup>(E)</sup>						
Recommendation: <sup>(F)</sup>		By: <sup>(G)</sup>		Date: <sup>(H)</sup>		
Approved By: <sup>(I)</sup>				Date:		

**Table 7: NCS Operator Certification Evaluation Checklist**

Net Control Station (NCS) Operator Certification Evaluation Checklist						
Name: <sup>(A)</sup>		Call Sign: <sup>(B)</sup>		Date: <sup>(C)</sup>		
Performance <sup>(D)</sup>	Task	Subtask	Observed	Comments	Results	
	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.				
	Other	12. Relief briefings are complete and accurate.				
Comments: <sup>(E)</sup>						
Recommendation: <sup>(F)</sup>		By: <sup>(G)</sup>		Date: <sup>(H)</sup>		
Approved By: <sup>(I)</sup>				Date:		

**Table 8: EOC Radio Room Operator Certification Evaluation Checklist**

EOC Radio Room Operator Certification Evaluation Checklist						
Name: <sup>(A)</sup>		Call Sign: <sup>(B)</sup>		Date: <sup>(C)</sup>		
Performance <sup>(D)</sup>	Task	Subtask	Observed	Comments	Results	
	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.			
	Other	14.	Relief briefings are complete and accurate.			
Comments: <sup>(E)</sup>						
Recommendation: <sup>(F)</sup>		By: <sup>(G)</sup>		Date: <sup>(H)</sup>		
Approved By: <sup>(J)</sup>				Date:		

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

**Table 9: Shift Supervisor Certification Evaluation Checklist**

Shift Supervisor Certification Evaluation Checklist						
Name: <sup>(A)</sup>		Call Sign: <sup>(B)</sup>		Date: <sup>(C)</sup>		
Performance <sup>(D)</sup>	Task	Subtask	Observed	Comments	Results	
	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.				
	Communication	9. Functions effectively as a team member.				
		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: <sup>(E)</sup>						
Recommendation: <sup>(F)</sup>		By: <sup>(G)</sup>		Date: <sup>(H)</sup>		
Approved By: <sup>(I)</sup>				Date:		



## 8 Training Curriculum

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### 8.1 CARES Orientation

Description:	This is a 1-hour face-to-face Orientation Session to provide new CARES members with an understanding about who CARES is, what CARES does, and how to get started as an active member.
Prerequisite:	Review the following material <ul style="list-style-type: none"><li>• SOP Section 1, Introduction</li><li>• SOP Section 2, Organization</li><li>• SOP Section 3, City Hazards</li><li>• SOP Section 4, Served Agencies</li><li>• SOP Section 5.2.1, Frequency List</li><li>• SOP Section 7.1, Telephone Tree Procedure</li><li>• SOP Section 7.2, Preliminary Damage Assessment Procedure</li><li>• Training Plan</li></ul>
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: <ul style="list-style-type: none"><li>• The mission of CARES</li><li>• The different roles that CARES members take on</li><li>• The City Emergency Response organization and how CARES fits in</li><li>• The city hazards that Cupertino faces</li><li>• The served agencies and their needs</li><li>• The frequencies CARES uses</li><li>• The process for checking into a CARES net</li><li>• Be able to program and maintain their radio's frequency assignments</li></ul>
References	CARES Standard Operating Procedures, Revision 3.0

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## 8.2 Message Handling Orientation

Description:	This 1 hour Orientation Session that reviews the procedures and techniques for passing traffic between two CARES stations (Field to Field, or Field to EOC).
Prerequisite:	None
Audience:	Field Responders NCS Operators EOC Radio Room Operators
Objective:	At the end of this Session, you will understand the following: <ul style="list-style-type: none"> <li>• Message handling logistics</li> <li>• The process for checking into a CARES net</li> <li>• Message formatting</li> <li>• Understand and assign message priorities</li> </ul>
References	CARES Standard Operating Procedures, Revision 3.0 Message Handling Handout

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## 8.3 Field Responder Online Resources

1. Overview of Operations	SOP Part 2, Section 5
2. Roles and Responsibilities	SOP Part 2, Section 6
3. Operating Procedures	SOP Part 2, Section 7.2, 7.3, 7.4
4. Emergency Net Logistics	SOP Part 2, Section 8
5. Equipment Preparedness	SOP Part 2, Section 11
6. Fire Department Checklists	SOP Part 5
<del>7. Personal Safety Reading</del>	<del><a href="http://www.redcross.org/services/disaster/keepsafe/">http://www.redcross.org/services/disaster/keepsafe/</a></del>
<del>8. SEMS</del>	<del><a href="http://www.sec-ares-races.org/sems.htm">http://www.sec-ares-races.org/sems.htm</a></del>
9. ICS 214 Log	SOP Part 6
10. Message Handling Orientation	CARES Presentations
14. GoKit	SOP Part 3, Section 11
15. ICS 100 web-based classes	<a href="http://training.fema.gov/EMIWeb/Is/is100.asp">http://training.fema.gov/EMIWeb/Is/is100.asp</a>
16. ICS 200 web-based classes	<a href="http://training.fema.gov/EMIWeb/Is/is200.asp">http://training.fema.gov/EMIWeb/Is/is200.asp</a>
17. ICS 700 web-based classes	<a href="http://training.fema.gov/EMIWeb/Is/is700.asp">http://training.fema.gov/EMIWeb/Is/is700.asp</a>

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#### 8.4 Other Training Resources

Disaster Classes, Santa Clara County Red Cross

<http://chapters.redcross.org/ca/scv/dsclas-c.html>

CPR, First Aid, AED Classes, Santa Clara County Red Cross

<http://chapters.redcross.org/ca/scv/hscont.html>

Cupertino Office of Emergency Services

<http://www.cupertino.org/update/hall/emergency/schedule.htm>

The URL for the FEMA on line classes is:

<http://training.fema.gov/EMIWeb/IS/>