



Unit 7: Training and Exercises

CERT Program Manager



FEMA





Unit Objectives



- At the conclusion of this unit, the participants will be able to build a plan for delivering and managing safe training and exercises
 - Identify training and exercises that are required or available for CERT volunteers
 - Explain how to tailor content from *CERT Basic Training*
 - Identify tasks required for managing CERT trainings
 - Describe the elements of a CERT Training and Exercise Plan
 - Explain how to ensure safety during training and exercises



PM 7-1



Unit Topics



- CERT Training and Exercises
- Tailoring *CERT Basic Training*
- Managing Training and Exercises
- The CERT Training and Exercise Plan



PM 7-1



Benefits of Training and Practice

- What are some reasons for providing training and practice opportunities for CERT members?
 - To keep skills sharp
 - To improve capabilities of program
 - To maintain volunteer interest and involvement
 - To give Program Manager and instructors an opportunity to interact with volunteers



PM 7-2



CERT Training and Exercises

- CERT volunteers use training and exercises to develop and sharpen skills
 - Training is required to participate in CERT program
 - Some training is recommended
 - May be required by local program
 - Some training is optional
 - May be offered by local program
 - Exercises refresh skills; keep them current



PM 7-2



Required Training



- What training is required to participate in the CERT program?
 - All volunteers must complete *CERT Basic Training*
 - Course Manager and instructors for *CERT Basic Training* must complete *CERT Train-the-Trainer*
 - Exception for individuals who conduct only one or two units; should be briefed on CERT, *CERT Basic Training*, and how unit they are teaching fits into course



PM 7-2



Recommended Training

- What training courses are recommended for CERT members?
 - FEMA IS-100.b: *Introduction to Incident Command System (ICS)*
 - FEMA IS-200.b: *ICS for Single Resources*
 - FEMA IS-700: *National Incident Management System (NIMS) Introduction*
 - FEMA IS-800.b: *National Response Framework Introduction*
 - CPR/AED



PM 7-3



Exercises



- Skills must be practiced to stay current
- Where can skills be practiced?
 - Periodic meetings of CERT members
 - Annual refresher training with multiple CERTs
 - Exercises of all types conducted specifically for CERT members and teams
 - Large-scale municipal or regional exercises



PM 7-6



Types of Exercises



- Discussion-based
 - Tabletop exercises
 - Functional exercises
- Operations-based
 - Drills
 - Full-scale exercises
 - Gaming exercises (e.g., “CERT rodeo”)



PM 7-6



Experienced Program Managers

- What kinds of exercises do you conduct?



PM 7-6



HSEEP



- Department of Homeland Security has developed Homeland Security Exercise and Evaluation Program (HSEEP)
- HSEEP = national standard for all exercises
- All programs receiving Homeland Security Grant Program funding must use HSEEP standards
- See *What Does It Mean to Be “HSEEP Compliant”?*



PM 7-7



Know About HSEEP



- CERT should and will be involved in HSEEP exercises
 - Be familiar with terminology and basic requirements of HSEEP
 - Keep informed about events in Exercise Plan of jurisdiction or State and possible opportunities for CERTs to participate
 - Include CERT exercises in jurisdiction's Exercise Plan



PM 7-7



Follow Concepts of HSEEP

- CERT programs should follow general concepts of HSEEP
 1. Develop training and exercise plan
 2. Exercises should be performance-based and should focus on validating existing capabilities
 - Require CERT members to do tasks that they have been taught and will be expected to do
 - Evaluate by seeing how well CERT members correctly and safely do tasks required



PM 7-10



Follow Concepts of HSEEP (cont'd)

- CERT programs should follow general concepts of HSEEP (cont'd)
 3. At conclusion of exercise, develop After-Action Report/Improvement Plan
 - Include findings and recommendations
 4. Improvement Plan action items must:
 - Be measurable
 - Have deadline
 - Have designated lead
 - Be tracked to completion



PM 7-10



Tailoring CERT Basic Training

- *CERT Basic Training* intended for national audience
- Local program tailors it
 - For local hazards
 - For local resources
 - For local protocols, procedures, terminology
 - For audience
 - For training facility



PM 7-10



Review CERT Basic Training

- Become familiar with content
- Customize Instructor Guide, Participant Manual, and PowerPoint visuals
 - Case studies
 - Scenarios
 - Photographs
 - Anecdotes
 - Examples
 - Success stories
 - Handouts



PM 7-11



Materials on CERT Web Site

- How to tailor Unit 1
- How to hide PowerPoint visuals that are not relevant
- How to insert photos into PowerPoint
- How to keep Word files accessible for people with disabilities



PM 7-12



Exercise



Develop a Local Scenario



PM 7-12



Debrief



- Questions participants need to answer
 - What are the pertinent facts that must be gathered?
 - What kind of prediction can you make regarding damage, based on the incident and the building construction?
 - What probable search and rescue problems can you identify?
 - What specific safety considerations can you identify?



PM 7-13



Exercise



Draft Program Plan:

Identify Ideas for Tailoring Training



PM 7-14



Managing Training and Exercises

- Holding CERT training class requires coordination and planning
- Develop list of tasks and schedule to make process manageable



PM 7-14



What Do You Think?



- Imagine that you will be holding a *CERT Basic Training* class in 10 weeks
- You are putting together a plan to get ready for the class
- What tasks need to be included in the plan?



PM 7-14



What Do You Think? (cont'd)

- Now that we have identified the tasks, we need to develop a schedule
- Let's figure out what needs to happen week by week
- What things on this list need to happen 8 weeks before the class?



PM 7-14



CERT Web Site Training Tips

- Starting a Program, Step 7
 - Tips and sample forms
 - www.citizencorps.gov/cert/start-1-7.shtm
- Maintaining Records, Step 4
 - Sample training schedule
 - www.citizencorps.gov/cert/start-2-4.shtm



PM 7-17



CERT Training and Exercise Plan

- Training is not over at end of *CERT Basic Training*
- Ongoing training and exercises are core part of CERT program
 - More than half of continuing education embellishes content of *CERT Basic Training*
 - Other half deals with other emergency- or disaster-related subjects of interest to members and program



PM 7-17



Develop Training Exercise Plan

- See Sample Training and Exercise Plan
 - Objective
 - Plan for Meeting Objective
 - Logistical Needs to Meet Objective
 - Risk to Members
 - Evaluation of Objective



PM 7-18



Objective



- Statement of particular milestone that CERT program would like to accomplish that year
- **Example:** “To have 50% of active CERT members complete IS-100.b by (date)”
- Good objectives are SMART



PM 7-19



Choose Objectives



- Do your homework
 - Review program's goals and strategic plan
 - Talk to local emergency manager
 - About community hazards and resource gaps that CERT members might help fill
 - Consult with program's municipal sponsor
 - What agency needs from CERT program
 - Ask CERT members
 - What do they need to feel effective
- Set realistic priorities



PM 7-19



Plan for Meeting Objective

- Describe how objective will be met
- **Example:** “Offer three options to CERT members:
 - Take IS-100.b course online
 - Take IS-100.b course as self-study
 - Attend classroom IS-100.b course that CERT program will set up”
- Include full description with as many details as possible



PM 7-20



Logistical Needs to Meet Objective

- List resources needed to put plan into action
- **Example:**
 - “Communicate with volunteers (describe in detail resources needed to motivate and communicate with volunteers)
 - Set up training class (describe in detail resources needed and where to find training)”
- See Unit 6 for resource requirements



PM 7-20



Risk to Members



- Evaluate risk versus benefit
- Assess any safety concerns
- **Example:**
 - “Online and self-study courses: free; no risk to members
 - Classroom course: free; take standard safety measures including having a safety officer”
- Addressing safety concerns is positive way to manage liability
 - See CERT Web site for resources



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Evaluation of Objective

- After event has occurred
 - Observations
 - Lessons learned
 - Recommendations
- Use information to write After-Action Report/Improvements Plan



PM 7-23



Repeat Process Annually

- **Revise Training and Exercise Plan once a year**
 - Measure degree of achievement of previous year's objectives
 - Review successes and “less than successes”
 - Develop new objectives
 - Write plan for meeting objective
 - Identify logistical needs for meeting objective
 - Evaluate risk to members



PM 7-23



Exercise



Draft Program Plan:

Identify Possible Objectives for Training and Exercises



PM 7-23



Unit Summary



- CERT Training and Exercises
- Tailoring *CERT Basic Training*
- Managing Training and Exercises
- The CERT Training and Exercise Plan



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