



# 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
  - Local resources
  - Local protocols, procedures, terminology
  - Audience
  - 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



# Activity



## 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



# Activity



## 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
  - *Starting and Maintaining a CERT Program* document is available at:

[www.fema.gov/start-and-maintain-community-emergency-response-team-program](http://www.fema.gov/start-and-maintain-community-emergency-response-team-program)



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*
  - The rest 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





# Choose Objectives



- Do your homework
  - Review program's goals and strategic plan
  - Talk to local emergency manager
    - 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





# 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



PM 7-20



# Evaluation of Objective

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



# Activity



## 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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