
UNIT 11: COURSE SUMMARY AND CONCLUSION

In this unit you will:

- **Take the Post-Test**
- **Review the Course Learning Objectives**
- **Review Participant Expectations**
- **Receive a Certificate of Completion**

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LEARNING OBJECTIVES/ PERFORMANCE OUTCOMES	At the conclusion of this unit, the participants will be able to assess: <ul style="list-style-type: none">▪ How much they learned in the <i>CERT Program Manager</i> course.▪ Whether their expectations were met.
SCOPE	The topics that will be covered in this unit are: <ul style="list-style-type: none">▪ Post-Test▪ Review of Course Expectations▪ Review of Participant Expectations▪ Next Steps▪ Graduation
ESTIMATED COMPLETION TIME	30 minutes The agenda allows an additional 45 minutes in case previous units have taken longer or for any local activities.
TRAINING METHODS	<p>As participants enter the classroom, the instructor distributes the Post-Test and asks participants to complete it. The instructor then reviews the Post-Test by giving the correct answers.</p> <p>Answers for the Post-Test:</p> <ol style="list-style-type: none">1. b2. d3. a4. a, b, c, d5. There should be checkmarks in every box.6. e7. b8. c9. a10. b11. d12. a13. a, b, d14. b15. d16. a, c, d, e, f17. a, b, c, d, e <p>Next the instructor reviews the course objectives.</p> <p>Then the instructor reviews the participants' expectations, generated in Unit 1, to see if they were met. If any expectations were not addressed in the course, the instructor tells the participant how the expectation can be met.</p> <p>Finally the instructor thanks the participants and presents the certificates of completion.</p>

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RESOURCES REQUIRED	<ul style="list-style-type: none">▪ <i>Community Emergency Response Team Program Manager</i> Instructor Guide (for instructors)▪ <i>Community Emergency Response Team Program Manager</i> Participant Manual (for all participants)▪ PowerPoint slides 11-1 to 11-7▪ Copies of the Post-Test, one for each participant▪ Certificates of completion, one for each participant
EQUIPMENT	The following additional equipment is required for this unit: <ul style="list-style-type: none">▪ A computer with PowerPoint software▪ A computer projector and screen
PREPARATION	<p>Post-Test Make copies of the Post-Test, one for each participant. The blank Post-Test follows these notes, just prior to the lesson plan for Unit 11.</p> <p>Expectations Review the expectations list. For any of the expectations that have not been met, identify a suggestion to give to the participant. If the pages of expectations have been moved during the course, move them so that they are visible to all.</p> <p>Certificates of Completion Make a certificate of completion for each participant.</p>
NOTES	A suggested time plan for this unit is as follows: Post-Test..... 10 minutes Review of Course Learning Objectives 5 minutes Review of Participant Expectations 5 minutes Next Steps..... 2 minutes Graduation..... 8 minutes Total Time: 30 minutes
REMARKS	It is best if all the instructors are present at the graduation.

CERT Program Manager Post-Test

Name: _____

You have 5 minutes to complete this Post-Test.

1. When did CERT programs first come into existence?
 - a. 1980-1984
 - b. 1985-1989
 - c. 1990-1994
 - d. 1995-1999

2. A CERT program is NEVER involved with this activity.
 - a. Missing person search
 - b. Crowd and traffic control
 - c. Debris removal after a flood
 - d. Conducting search and rescue operations in a collapsed building
 - e. Supplementing fire tower staff during fire season

3. A Program Manager needs to prepare before meeting with a potential partner. Which of these does not need to be done during that preparation?
 - a. Develop a newsletter.
 - b. Prepare talking points.
 - c. Research the organization.
 - d. Prepare a program description.
 - e. Identify ways you can help each other.

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4. One way to evaluate your program's goals is with a SWOT Analysis. What does a SWOT Analysis help you identify? Circle all that apply.
- a. Strengths
 - b. Threats
 - c. Weaknesses
 - d. Opportunities
5. Check which activities the Program Manager does with which group.

	Volunteers	Instructors
Recruit		
Orient		
Track		
Manage		
Retain		
Terminate		

6. What issue is a Program Manager NOT likely to address when managing resources?
- a. What resources do I need?
 - b. Where will I get the resources?
 - c. How much will the resources cost?
 - d. Where will I store the resources?
 - e. How do I get rid of excess resources?
7. Every CERT program has the same goal.
- a. True
 - b. False

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8. _____ is an important part of program evaluation, risk management, goal setting, and funding.
- A training facility
 - Program promotion
 - Good recordkeeping
 - A Program Report
9. What is the first thing to do when approaching funders and partners?
- Create a community specific program description.
 - Develop a plan for approaching the funder or partner.
 - Schedule a one-on-one meeting.
10. The *CERT Basic Training* should never be tailored by the local CERT program.
- True
 - False
11. A CERT program should create a Training and Exercise Plan that complies with the requirements of: (Select one.)
- NIMS
 - ISO 700
 - Homeland Security Act
 - Homeland Security Exercise and Evaluation Program (HSEEP)
12. Which comes first? (Choose the best answer.)
- Setting goals for the program
 - Promoting the program
 - Finding funding for the program
 - Educating people about the program

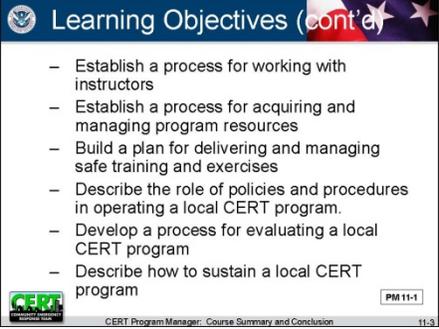
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13. These are some signs that policies and procedures need to be reviewed and updated. Choose all that apply.
- a. An increase in the number of injuries or ineffective team operations
 - b. More questions on what are “normal operations” or a feeling of general confusion
 - c. Too many volunteers
 - d. Complaints about poor performance from the sponsoring agency, partners, or the community
 - e. An increase in donations
14. A particularly important policy area is _____.
- a. The correct CERT uniform
 - b. Safety concerns during CERT activities and CERT training
 - c. That every CERT member recruit one new member
 - d. What funding the program will accept
15. A Program Report should be developed at least:
- a. Weekly
 - b. Monthly
 - c. Bi-monthly
 - d. Annually
16. Program objectives have five characteristics. Circle the five that apply.
- a. Achievable
 - b. Funded
 - c. Relevant
 - d. Time Bound
 - e. Measurable
 - f. Specific
17. Keeping a program going involves these critical elements. Circle all that apply.
- a. Volunteers are retained.
 - b. Skills are sharpened.
 - c. Teams respond effectively.
 - d. The program is administered capably.
 - e. There is external program support.

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INSTRUCTOR GUIDANCE	CONTENT
 <p>Display Slide 11-3</p> <p>Refer the participants to the Participant Manual for the “sub” learning objectives.</p>	<p>Continue reviewing the learning objectives for the course. Remind participants that the course developers were very thorough about what performance they wanted from <i>CERT Program Manager</i> course participants.</p> <p>Say that the full list of learning objectives or performance outcomes is in the Participant Manual and that this slide just has the 10 primary learning objectives.</p> <p>Quickly summarize the “sub” learning objectives. Tell participants that they should now be able to:</p> <ol style="list-style-type: none">1. Define the purpose and core components of a local CERT program.2. Use strategic planning to define the mission and goals for a local CERT program.<ol style="list-style-type: none">a. Explain why a CERT program must have clearly defined goals and objectives.b. Establish draft goals and objectives for a CERT program.

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INSTRUCTOR GUIDANCE	CONTENT
	<ul style="list-style-type: none">3. Describe the purposes and strategies for promoting a local CERT program.<ul style="list-style-type: none">a. Explain expected outcomes for program promotion.b. Identify community organizations to target for partnership.c. Identify strategies for developing and maintaining partnerships.d. Explain how the process of goal setting is linked to program promotion.e. Articulate CERT core messages to include in program promotion.f. Identify techniques for promoting a program to various audiences.4. Establish a process for working with volunteers.<ul style="list-style-type: none">a. Describe how to recruit volunteers.b. Describe how to orient volunteers.c. Explain why to track volunteers.d. Describe methods for managing volunteers.e. Identify techniques for retaining volunteers.f. Identify strategies for firing volunteers.5. Establish a process for working with instructors.<ul style="list-style-type: none">a. Describe how to recruit instructors.b. Describe how to orient instructors.c. Explain why to track instructors.d. Describe methods for managing instructors.e. Identify techniques for retaining instructors.f. Explain what to do when terminating an instructor.

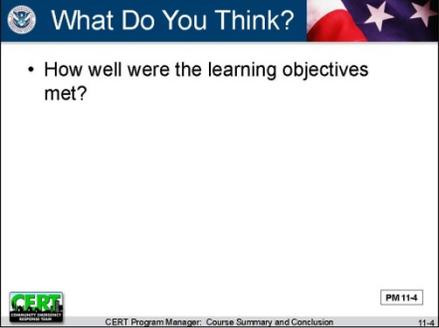
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INSTRUCTOR GUIDANCE	CONTENT
	<ul style="list-style-type: none">6. Establish a process for acquiring and managing program resources.<ul style="list-style-type: none">a. Identify types of resources needed to coordinate a CERT program.b. Identify types of data that need to be collected and maintained for the program.c. Develop strategies for locating and managing resources.d. Identify program funding options and tips for approaching funders.e. Develop a draft program budget.7. Build a plan for delivering and managing safe training and exercises.<ul style="list-style-type: none">a. Identify training and exercises that are required or available for CERT volunteers.b. Explain how to tailor content from <i>CERT Basic Training</i>.c. Identify tasks required for managing CERT trainings.d. Describe the elements of a CERT Training and Exercise Plan.e. Explain how to ensure safety during training and exercises.8. Describe the role of policies and procedures in operating a local CERT program.<ul style="list-style-type: none">a. Explain why policies and procedures are necessary for running a successful program.b. Identify policies and procedures necessary for starting and maintaining a program.c. Identify resources for developing program policies and procedures.

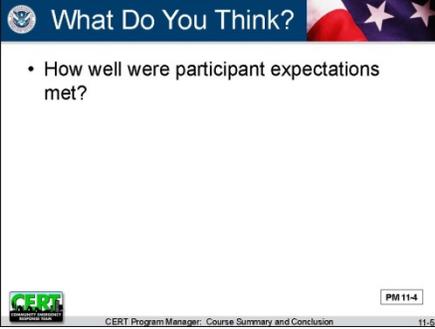
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INSTRUCTOR GUIDANCE	CONTENT
 <p>Display Slide 11-4</p> <p>This will be an oral evaluation of the course.</p>	<p>9. Develop a process for evaluating a local CERT program.</p> <ol style="list-style-type: none">Explain what program evaluation is.Describe the purpose of evaluating a program.List the steps for evaluating various program components.Identify the characteristics of a Program Report. <p>10. Describe how to sustain a local CERT program.</p> <ol style="list-style-type: none">Describe the knowledge, skills, and abilities a Program Manager must possess in order to coordinate a program.Identify elements necessary for sustaining a program.Explain a technique for identifying program activities that contribute most significantly to program maintenance. <p>Ask participants this question: How well were the learning objectives met?</p>

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 <p>What Do You Think?</p> <ul style="list-style-type: none">• How well were participant expectations met? <p><small>CERT Program Manager: Course Summary and Conclusion 11-5</small></p>	<h3><i>Participant Expectations</i></h3> <p>Review the list of participants' expectations for the <i>CERT Program Manager</i> course.</p> <p>Read each expectation and ask:</p> <h4>Was this expectation met?</h4> <p>If the expectation was not met, offer a way for the expectation to be met (e.g., another course, someone to talk to, something to read).</p>
<p>Display Slide 11-5</p>  <p>Next Steps</p> <p>Keep the momentum going!</p> <p><small>CERT Program Manager: Course Summary and Conclusion 11-6</small></p>	<h3><i>Next Steps</i></h3> <h4><i>Congratulate participants.</i></h4> <p>Tell them that they have done a lot of work in this course and they are leaving with a Draft Program Plan.</p> <p>Tell participants that they have a few choices:</p> <ul style="list-style-type: none">▪ They can go home and stuff the plan in a drawer and forget about it.▪ Or they can decide that they have had an opportunity that most Program Managers would envy: to spend some time thinking about the program and program activities, rather than just responding to the most urgent needs.
<p>Display Slide 11-6</p>	<p>Urge participants to take advantage of the head start they have. Here are some suggestions.</p> <ul style="list-style-type: none">▪ Add good ideas right now to your to-do list.▪ Put a memo on your calendar to pull this plan out in a month and see what more you want to add.▪ As you have activities that were discussed in the training, remember to review what you put in the plan. It may help you focus your thoughts.

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INSTRUCTOR GUIDANCE	CONTENT
 <p>Display Slide 11-7</p>	<p><i>Graduation</i></p> <p>Thank all of the participants for attending the <i>CERT Program Manager</i> course.</p> <p>Distribute a certificate of completion to each participant and thank each personally for attending the course.</p>

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