COURSE OVERVIEW

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The purpose of this Community Emergency Response Team (CERT) *Program Manager* course is to prepare CERT Program Managers for the tasks required to establish and sustain an active local CERT program.

OVERALL COURSE OBJECTIVES

Upon completing this course, you should be able to:

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.
3. Describe the purpose and strategies for promoting a local CERT program.
4. Establish a process for working with volunteers.
5. Establish a process for working with instructors.
6. Establish a process for acquiring and managing program resources.
7. Build a plan for delivering and managing safe training and exercises.
8. Describe the role of policies and procedures in operating a local CERT program.
9. Develop a process for evaluating a local CERT program.
10. Describe how to sustain a local CERT program.

In addition to the overall course objectives listed above, each unit has specific objectives.

Target Audience

The target audience for this course includes the following:

- Professionals and volunteers who are designated to be or are interested in being appointed a local CERT Program Manager

- Those who are already in the CERT Program Manager position

PREREQUISITES

Prerequisites for anyone who wants to attend the *CERT Program Manager* course include the following:

- A referral from a CERT sponsoring agency. The CERT sponsoring agency could be a local, regional, or State government agency.

- Approval from a State CERT coordinating agency if the *CERT Program Manager* course is sponsored by such an agency

- Completion of the *CERT Basic Training* course

COURSE AGENDA

This is a 3-day course. The first and second days run about 8.5 hours each. The third day runs about 4 hours.

Day 1

8:30 – 10:00 a.m.	Unit 1: Course Introduction, Overview, and Pre-Test
10:00 – 10:15 a.m.	*Break*
10:15 – 11:15 a.m.	Unit 2: Setting a Program Vision
11:15 – 11:30 a.m.	*Break*
11:30 a.m. – 12:30 p.m.	Unit 2: Setting a Program Vision (cont'd)
	Lunch
1:30 – 2:30 p.m.	Unit 3: Promoting Your Program
2:30 – 2:45 p.m.	*Break*
2:45 – 3:45 p.m.	Unit 3: Promoting Your Program (cont'd)
3:45 – 4:00 p.m.	*Break*
4:00 – 5:00 p.m.	Unit 4: Working with Volunteers

Day 2

8:00 – 9:00 a.m.	Unit 4: Working with Volunteers (cont'd)
9:00 – 9:15 a.m.	*Break*
9:15 – 10:15 a.m.	Unit 5: Working with Instructors
10:15 – 10:30 a.m.	*Break*
10:30 – noon	Unit 6: Procuring and Managing Resources
	Lunch
1:00 – 2:00 p.m.	Unit 7: Training and Exercises
2:00 – 2:15 p.m.	*Break*
2:15 – 3:15 p.m.	Unit 7: Training and Exercises (cont'd)
3:15 – 3:30 p.m.	*Break*
3:30 – 4:30 p.m.	Unit 8: Policies and Procedures

Day 3

8:00 – 9:00 a.m.	Unit 9: Program Evaluation
9:15 – 9:30 a.m.	*Break*
9:30 – 10:30 a.m.	Unit 10: Keeping Your Program Going
10:30 – 10:45 a.m.	*Break*
10:45 – noon	Unit 11: Course Summary and Conclusion

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