
Training & Orientation Framework

Implementation Plan

OVERVIEW

The Training & Orientation Framework is a transparent and accessible program designed to help emergency management agencies better meet EMAP Standards, specifically Standard 4.9.4.

GOALS & OBJECTIVES

1. Provide clear guidance on required and recommended training for both day-to-day and emergency operations.
 - a. Design tracks of recommended and required programmatic training courses and/or materials.
 - b. Design tracks of recommended and required emergency operations training courses and/or materials.
 - c. Provide information on how and when to complete training.
2. Provide opportunities for professional growth and/or advancement.
 - a. Provide information on all agency programs.
 - b. Ensure all staff have access to all programmatic and emergency operations training courses/materials.
3. Ensure transparency and completeness of training records.
 - a. Set up a Learning Management System to host training tracks and record progress.
 - b. Set up a dashboard to record completed required NIMS/ICS and EMPG training.

COMPONENTS

EMPG & NIMS Tracking System

A transparent tracking system for required EMPG and NIMS training can be created through the following steps:

- A GIS dashboard will be created to show which training courses each employee is required to complete and their status of completion.

- A dashboard allows full and easy visibility for all agency staff to view their own and others' training progress.
- Additionally, a dashboard can be designed to easily sort results in a visual manner by branch, training course, and completion date.
- Training Division (hereafter TD) staff will update the dashboard with current information and will be responsible for making continued updates to the board.
- Staff will be responsible for submitting completion certificates for required training courses to TD staff in a timely manner.

The following courses will be tracked on the dashboard:

- All staff members working under EMPG funds are required to complete FEMA's [Professional Development Series](#).
- Requirements for NIMS/ICS courses are based upon the [NIMS training program](#) (see page 12). Requirements are assigned according to the individual's responsibility level during emergency operations.

Program-Specific Training Tracks

The development of comprehensive programmatic training tracks will be made possible through the following steps. Note: this component, as outlined below, is only possible if the agency has or obtains a Learning Management System (LMS) capable of hosting courses designed by the agency (either by an external program or tools available in the LMS), place specified courses into learning tracks, and track progress and completion of courses and tracks.

- TD staff will work with program managers/branch chiefs to develop lists of required and recommended training for each program and deadlines, if any.
 - Training opportunities may consist of formal courses, review of materials, workshop/conference/exercise attendance, etc.
- Once appropriate training is determined, each program training track will be hosted on the LMS.
 - TD staff, in coordination with program managers/branch chiefs, will develop any necessary courses/materials. For example, a program manager may require all program staff to review a specific document. This document can be loaded into the LMS in order to record date and time of staff review. Assessment (e.g. short quiz) may be included to ensure staff understand the document.
 - Ideally, a short training module on each program (i.e. program overview) will be developed and placed at the beginning of the track. This will allow all staff an opportunity to learn more about each agency program and may encourage individual interest in further learning/exploration.

IRC Training Tracks

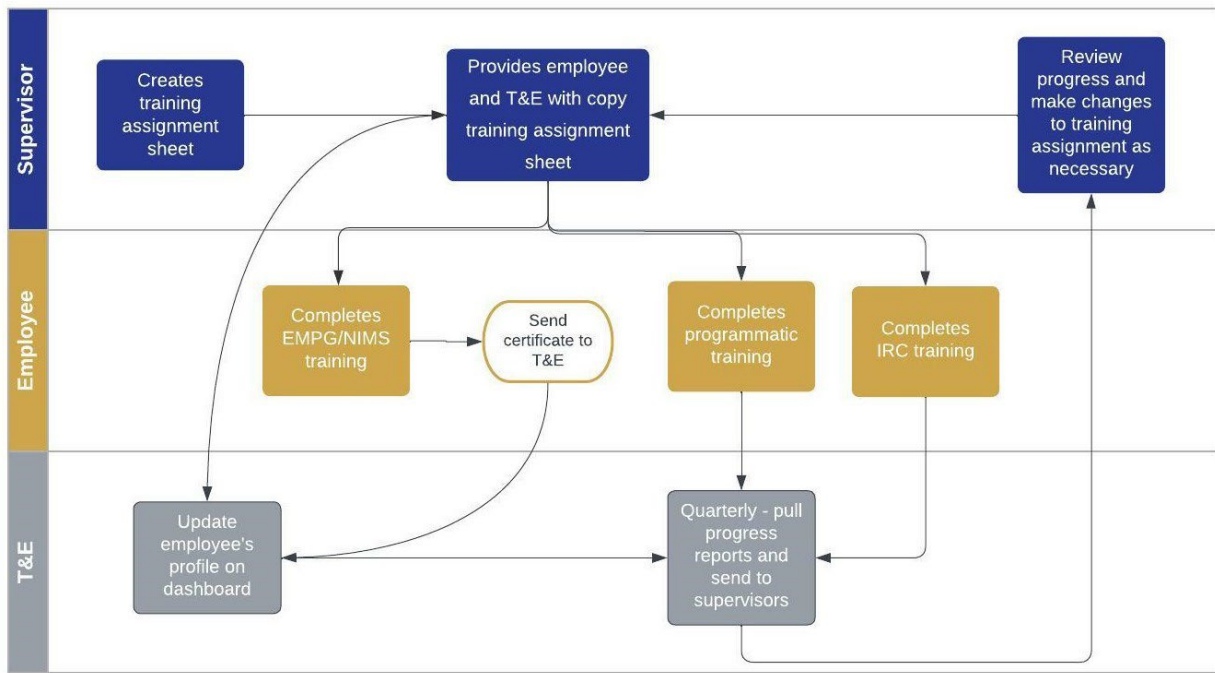
The development of IRC training tracks, based upon the National Qualification System (NQS), can follow a similar process as outlined above with programmatic tracks. Developing these tracks will be a coordinated effort between T&E, the IRC Program Coordinator, and section chiefs. Some of the IRC training can be completed within the LMS. Other parts, particularly drills, exercises, and practical experience needed to complete sections of Position Task Books (PTBs), are completed through in-person training opportunities. These can be recorded and marked complete in the LMS to ensure a thorough record.

New Employee Orientation

The training framework described above should be added to the New Employee Onboarding process. Additionally, once an LMS is in place, many pieces of the onboarding process - policy review, program information, etc. - may be added to the LMS as a separate training track. This will eliminate the need for printed employee handbooks and ensure that all new staff get the same information in the same order as orientation materials and information can be hosted through independent, online modules.

OVERVIEW

Once the entire framework is put in place, the training process for all staff - new and existing - may follow the steps below.



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