



Florida Division of Emergency Management



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**EOC POSITION QUALIFICATION**

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## 1 I. Purpose

2 This document is intended to guide the Florida Division of Emergency  
3 Management (FDEM or Division) and its stakeholders in the use of the Florida  
4 Qualification System (FQS). The FQS establishes the official position  
5 qualification system for the State Emergency Operations Center (SEOC) and any  
6 Agency Having Jurisdiction (AHJ) that elects to adopt the FQS.  
7

8 Qualification processes outlined in this document provide baseline standards for  
9 key positions within an Emergency Operations Center (EOC) and promote  
10 standardization across the entire emergency management personnel system. By  
11 establishing standards consistent with National Qualification System (NQS), the  
12 FQS helps ensure that SEOC personnel and other adopting AHJs have the  
13 knowledge, skills, and experience to effectively perform in their respective  
14 emergency management positions.  
15

16 The statements and descriptions referenced by this guide are considered the  
17 minimum EOC personnel qualifications that are established for intrastate mutual  
18 aid and national mobilization purposes under the National Incident Management  
19 System (NIMS).

## 20 II. Authority

- 21 1. **Section 252.35, Florida Statutes**, requires that the Division coordinate  
22 federal, state, and local emergency management activities and training  
23 programs to ensure the availability of adequately trained and equipped  
24 forces of emergency management personnel.
- 25 2. **Section 252.40, Florida Statutes**, provides political subdivisions of the state  
26 the ability to develop and enter into mutual aid agreements within the state  
27 for reciprocal emergency aid and assistance.
- 28 3. **Section 252.921 – 252.9335, Florida Statutes**, provides for mutual  
29 assistance between the participating member states of the Emergency  
30 Management Assistance Compact (EMAC).
- 31 4. **Homeland Security Presidential Directive 5**, establishes a single,  
32 comprehensive national incident management system.

## 33 III. Scope

34 This document is addressed to the State Emergency Response Team (SERT)  
35 and city, county, and other area officials who elect to adopt the FQS. It is written  
36 as guidance for government executives; emergency management practitioners;  
37 private-sector, volunteer, and non-governmental organizations (NGOs); tribal  
38 governments, territories, and critical infrastructure/key resources (CI/KR) owners  
39 and operators.

## 40 IV. Roles and Responsibilities

### 41 1. Certifying Official

42 The Certifying Official is the person or entity that has the authority to certify  
43 qualifications and issue credentials to personnel for a specific jurisdiction or  
44 organization. The Florida Division of Emergency Management is the sole  
45 entity authorized to certify qualifications and issue FQS credentials based  
46 on the reviews and recommendations of the Qualification Review Board.

47 The Division's Executive Director serves as the single certifying official for  
48 the FQS but may delegate this function.

### 49 2. Oversight Committee

50 The Oversight Committee directs and approves all aspects of the FQS  
51 program development, review, and revision. The Committee also provides  
52 direction, reviews materials, and approves recommendations from the FQS  
53 Working Group. The Committee provides executive decisions on issues that  
54 the FQS Working Group cannot adjudicate. In its role, the Oversight  
55 Committee supports the implementation of FQS, including outreach and  
56 provision of necessary resources.

57 The Oversight Committee is comprised of the Bureau Chief of Response,  
58 the Deputy Director of Response, and the Division's Executive Director.

### 59 3. Credentialing Unit

60 The Credentialing Unit manages the administrative functions of the FQS,  
61 including qualifications, certifications, and credentials. The Unit is  
62 responsible for updating this Guide, developing and maintaining EOC task  
63 books, and coordinating the efforts of the FQS Working Group and  
64 Qualification Review Board.

65  
66 The Credentialing Unit is comprised of the Division's Credentialing Manager,  
67 EOC Credentialing Planner, and All-Hazards Incident Management Team  
68 Planner.

### 69 4. FQS Working Group

70 The FQS Working Group is a group of experienced state and local  
71 emergency operations center personnel and other subject matter experts  
72 tasked with developing the FQS and recommending modifications to the  
73 program in accordance with federal guidance and national standards.

74 The FQS Working Group is chaired by the Division's Credentialing Manager  
75 and includes personnel from FDEM, county emergency management

76 representatives, municipal emergency management representatives, and an  
77 at-large member.

## 78 **5. Qualification Review Board**

79 The Qualification Review Board (QRB) is an 11-person panel representing  
80 the Division tasked with evaluating a trainee's ability to fulfill an incident-  
81 related position by reviewing completed PTB packets. This is accomplished  
82 by reviewing completed task book packets to determine if the trainee has  
83 met the established criteria to serve in a specific position.

84 The QRB evaluation results in a recommendation to the Certifying Official  
85 whether to certify the trainee as qualified for a certain position based on the  
86 minimum criteria established by this Guide.

87 QRB Bylaws establish the selection, composition, and term limits for this  
88 group. The QRB will meet either virtually or in-person at least once each  
89 quarter to review submitted task book applications and currency  
90 applications. In the event that a QRB meeting is cancelled, it will be  
91 rescheduled at the earliest suitable date.

## 92 **6. Final Evaluator**

93 A Final Evaluator is a qualified individual who confirms that the trainee has  
94 satisfactorily completed all tasks for the position being sought prior to the  
95 trainee submitting their task book packet to the Qualification Review Board  
96 for consideration. The final evaluator signs the verification statement at the  
97 front of the PTB after all tasks have been completed and recommends the  
98 trainee for certification.

99 A final evaluator must be credentialed within Florida in the same position  
100 being evaluated.

## 101 **7. Qualified Evaluator**

102 The evaluator reviews and validates successful completion of PTB tasks.  
103 Evaluator responsibilities include conducting unbiased assessments of  
104 unassisted task completion and performance, providing summative  
105 assessments, and documenting proficiency of trainee capabilities.

106 An Evaluator must be credentialed by the Division in the position they are  
107 evaluating or in a position that directly supervises the position being  
108 evaluated. Upon receiving credentials, individuals will be requested to  
109 complete optional training regarding their roles and responsibilities as an  
110 evaluator.

## 111 **8. Coach / Mentor**

112 A coach or mentor is an individual possessing specific job skills and  
113 experience who provides instructions and mentoring to help guide a trainee  
114 in applicable practices, methods, and skills that can result in task  
115 completions in a PTB. Coaching may occur in the classroom, on the job, at  
116 a planned event, or during an incident, but the coach should not perform the  
117 duties of the Evaluator at the same time. It is the responsibility of the trainee  
118 to seek out a coach or mentor capable of teaching new knowledge, skills, or  
119 abilities to the trainee prior to being evaluated.

120 The coach should be qualified in the position they are coaching or qualified  
121 in the specified section chief or branch manager position where that position  
122 resides within the SEOC structure.

### 123 **9. Trainee**

124 An individual approved by their employing or sponsoring entity preparing to  
125 qualify for an EOC position is considered a trainee in that position once  
126 prerequisites are met and the PTB has been initiated by the Division. A  
127 trainee is eligible for formal, on-the-job training.

128 The trainee must review and understand the instructions given in the task  
129 book they are completing. They must identify desired objectives/goals  
130 whenever an opportunity is recognized as well as providing the evaluator  
131 with relevant background information. It is also the trainee's responsibility to  
132 ensure that the evaluation record is complete within the time frame allowed.  
133 They must also notify the credentialing division when the PTB is completed  
134 with the appropriate signatures from a qualified evaluator(s).

### 135 **10. Applicant**

136 An Applicant is the individual requesting a task book to be initiated for a  
137 specific EOC position.

## 138 **V. Qualification**

139 A key element of developing consistency in positions is establishing minimum  
140 criteria that trainees must meet to be considered qualified in a specific position.  
141 The FQS PTBs and qualification procedures will, at a minimum, align to the  
142 criterion established under NIMS NQS guidance.

143  
144 Qualification is the process of enabling personnel to perform the duties of a  
145 specific position and documenting their proficiency of those capabilities required  
146 by the position. The qualification process incorporates individual training and the  
147 completion of a PTB which focuses on an individual's performance of position  
148 associated tasks. Trainees must demonstrate successful performance, as  
149 assessed by qualified evaluators, of tasks in the PTB on qualifying incidents,  
150 events, job activities, exercises, and/or classroom activities as permitted in the  
151 PTB.

152  
153 Completion of the PTB provides a method to document satisfactory performance  
154 of the critical tasks to perform in the position safely and successfully as observed  
155 by qualified evaluators over the course of two or more qualifying experiences.

## 156 **A. Position Typing**

157 As noted in NIMS, “type” refers to the level of resource capability. Typing  
158 (categorizing, by capability, the resources requested, deployed, and used in  
159 incidents) provides managers with additional information to aid in the  
160 selection and best use of resources likely needed to respond to  
161 emergencies, planned events, and disasters.

162  
163 The type assigned to a resource is based on a minimum level of capability  
164 described by the identified measure(s) for that resource. Each type of  
165 resource builds on the qualifications of the type below it. For example, Type  
166 1 qualifications include the qualifications in Type 2, plus an increase in  
167 capability. Type 1 is the highest qualification level.

168  
169 EOC positions are not included in FEMA’s Resource Typing Library Tool  
170 (RTLTL) and are not typed in the FQS. Typing for EOC positions may be  
171 included in future revisions of this Guide. Qualifying experiences should  
172 meet Type 3 (or higher) status as defined by the NIMS Incident Complexity  
173 Guide published by FEMA.

## 174 **B. Operational Review**

175 When an applicant requests a new task book, the Division’s Credentialing  
176 Unit conducts an operational review to verify whether the applicant meets  
177 the prerequisites for the task book to be initiated. After this review, the  
178 applicant will be notified, in writing, the status of their application and the  
179 Unit’s determination whether the applicant is eligible to receive the  
180 requested task book.

181  
182 If an issue is found during the operational review, the Division will also notify  
183 the applicant, in writing, of the reasoning for rejecting the issuance of their  
184 PTB and inform the applicant of the suggested steps to rectify the issue(s)  
185 found. If no issues are found during the operational review, then the  
186 applicant is eligible to begin receiving task signoffs for their PTB.

### 187 **1. Prerequisite Qualifications**

188 Qualifying for supervisory positions (e.g., Branch Directors or EOC  
189 Directors) typically requires years of training and experience.  
190 Becoming qualified for these positions may require trainees to have  
191 previously obtained a qualification for, and served in, one or more  
192 subordinate position(s).

193  
194 Review the “Prerequisite Qualification(s)” section of Appendix A –  
195 Position Requirements to determine whether a specific position  
196 includes prerequisite qualifications.

## 197 **2. Prerequisite Trainings**

198 Training includes instruction and/or activities that enhance an  
199 individual’s core knowledge, increase their skill set and proficiency, and  
200 strengthen and augment abilities to perform tasks identified in the PTB.

201  
202 Prior to requesting a task book, applicants must complete certain NIMS  
203 Core Curriculum courses based on their chosen role within the EOC.  
204 Certificates of completion for prerequisite trainings must be uploaded  
205 into SERT TRAC prior to requesting a specific task book.

206  
207 Review the “Trainings” section of Appendix A – Position Requirements  
208 to determine which training courses are required prior to requesting a  
209 specific task book.

## 210 **3. Active Task Book Limit**

211 No more than two concurrent PTBs are allowed per trainee. If a trainee  
212 wishes to open a new task book while already having two active task  
213 books, one of the active task books must be discarded.

## 214 **4. Direct Entry**

215 Direct entry is the process of pursuing qualification directly into a  
216 supervisory or leadership level position without qualifying previously in  
217 positions that are subordinate to the target position.

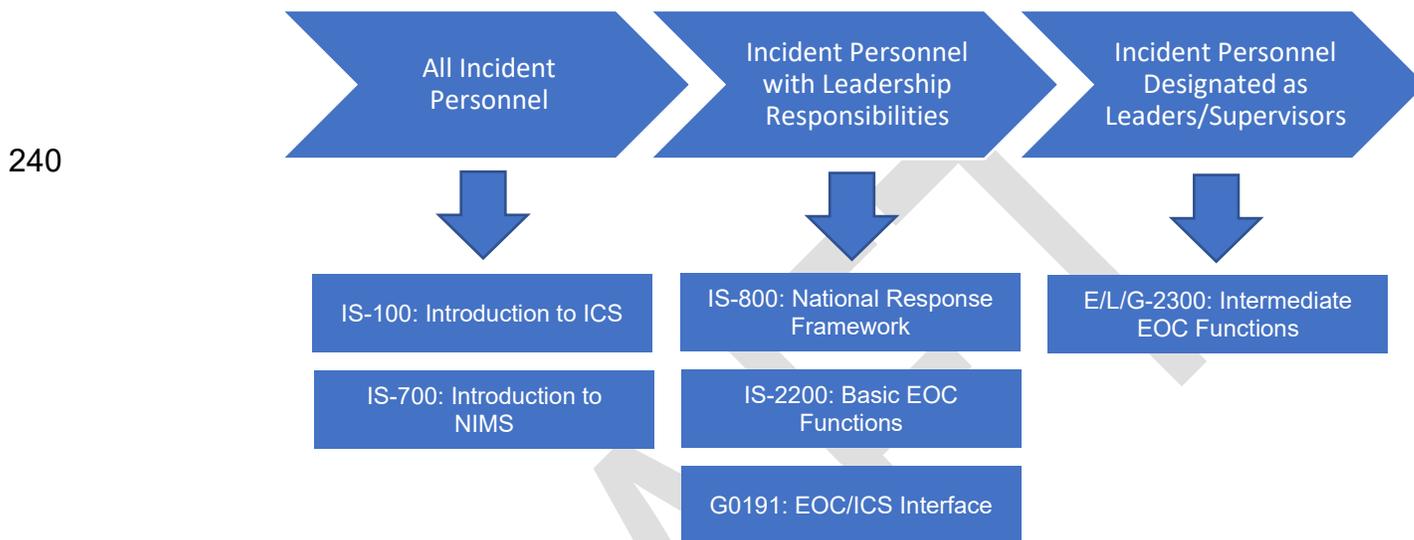
218  
219 Direct entry is allowed for all positions, however, some PTBs may  
220 include competencies, behaviors, or tasks of subordinate position(s)  
221 and require satisfactory completion by the trainee. This is aligned with  
222 a foundational principle of the Incident Command System (ICS), which  
223 requires that when a lower position is vacant during an incident, the  
224 supervisory position assumes all functional responsibilities of the  
225 vacant position.

## 226 **C. Required Training**

227 Training is instruction and/or activities that enhance an individual’s core  
228 knowledge, increase their skill set and proficiency, and strengthen and  
229 augment abilities to perform tasks identified in the PTB. This Guide  
230 recognizes that instructive training, combined with hands-on practice, is an  
231 important component of adequate development of personnel to perform the  
232 duties of EOC positions competently. Coursework is a primary means by

233 which personnel can adequately prepare for successful position  
 234 performance evaluation.

235  
 236 Specific training (listed on the position qualification sheets in Appendix A)  
 237 reflects the knowledge and skills a trainee or candidate must possess to  
 238 perform the position's tasks successfully.  
 239



## 241 1. NIMS Core Curriculum

242 NIMS training develops incident personnel capable of performing  
 243 necessary functions in their entity or organization and assisting when  
 244 mutual aid is necessary. NIMS Core Curriculum training courses are  
 245 identified in the most recently published NIMS Training Program  
 246 document.

247  
 248 The NIMS Core Curriculum is progressive, adding courses as the  
 249 individual assumes a higher degree of leadership and responsibility.  
 250 For all EOC personnel, NIMS Core List A is required. Personnel with  
 251 leadership responsibilities must complete NIMS Core List B. Incident  
 252 personnel designated as leaders or supervisors must complete NIMS  
 253 Core List C.

- 254 • Core List A (all personnel), the IS-100 and IS-700 courses are  
 255 required.
- 256 • Core List B (personnel with leadership responsibilities), in  
 257 addition to courses under Core List A, trainees must also  
 258 complete IS-800, IS-2200, and G-191.
- 259 • Core List C (leaders and supervisors), in addition to courses  
 260 under Core List A and Core List B, trainees must also complete  
 261 E/L/G-2300.

262  
263  
264  
265

The table below summarizes the NIMS Core Curriculum Lists discussed above.

<b>NIMS Core List A</b>	<b>NIMS Core List B</b>	<b>NIMS Core List C</b>
<i>All Incident Personnel</i>	<i>Personnel with Leadership Responsibilities</i>	<i>Personnel designated as Leaders or Supervisors</i>
IS-100 IS-700	NIMS Core List A IS-800 IS-2200 G-191	NIMS Core List A NIMS Core List B E/L/G-2300

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## 2. Position-Specific Training

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There are no position-specific trainings for EOC positions.

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## 3. Recommended Training

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Additional training that supports development of knowledge and skills and helps to prepare an individual for their respective position assignments may be achieved through the use of other training courses or job aids. The knowledge and skills necessary for successful completion of the tasks in a PTB are provided in the required NIMS Core courses but may also be acquired in a variety of ways, including on-the-job training, work experience, and identified formal training.

Review the “Prerequisite Training(s)” section of Appendix A – Position Requirements to determine which training courses are required and recommended prior to requesting a specific task book.

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## 4. Course Equivalency

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Course equivalency is not allowed unless specifically stated in Appendix A – Position Requirements for a specific position.

FEMA’s NIMS course curriculum provides a baseline standard to ensure consistency in training. Many of these FEMA-delivered courses have prerequisites, which are outlined in the National Preparedness Course Catalog.

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293

Training courses other than those listed in the NIMS Core Curriculum cannot be used to satisfy training requirements. The Division does not evaluate training from other sources to determine equivalency or similarity to standard NIMS training.

294

## D. Qualifying Experiences

295 A qualifying incident, event, and/or exercise (“experience”) provides a  
296 trainee either 1) the opportunity to gain experience and demonstrate PTB  
297 performance and evaluation while filling an EOC position as a trainee, or 2)  
298 the ability to maintain Currency in an EOC position for which the individual is  
299 currently qualified.

300  
301 The tasks listed in the PTB for a given position are the same at different  
302 complexity levels. The difference is the complexity level of the incident when  
303 those tasks are accomplished.

304  
305 As a performance-based qualification system, it is important that trainees  
306 demonstrate their proficiency at performing the tasks of an EOC position  
307 during incidents, events, and exercises that are typed at the same level of  
308 complexity as the target positions the trainees are pursuing. In some cases,  
309 position performance assignments and experiences on higher-typed  
310 incidents, events, or exercises can be used toward PTB completion for a  
311 lower-typed position. However, that situation should generally be the  
312 exception and not the rule. For more information about complexity, refer to  
313 the NIMS Incident Complexity Guide published by FEMA.

314  
315 An individual who is in trainee status, regardless of other qualifications they  
316 may hold, should not be evaluating another trainee on the same incident,  
317 event, or exercise.

## 318 **1. Incidents**

319 Incidents may include any occurrence (natural or manmade) that  
320 necessitates a response to protect life or property. An incident where  
321 trainees have tasks evaluated and initialed, or the incident is used to  
322 maintain currency of an individual’s qualification, should:

- 323 • Be of equal or greater complexity level than the complexity level  
324 indicated on the Trainee’s PTB (if indicated), or, in the case of  
325 maintaining Currency, the position qualifications level. If no  
326 complexity level is indicated, the incident must be a minimum of  
327 Type 3 complexity in accordance with the National Incident  
328 Management System (NIMS) incident complexity guide.
- 329 • Be of sufficient length to provide adequate opportunities to  
330 demonstrate the knowledge, skills, and abilities necessary to  
331 learn, practice, and eventually be evaluated on PTB tasks in  
332 question or practice.
- 333 • Include performance of the duties of the position for at least two  
334 distinct, separate operational periods under the supervision of a  
335 Qualified Evaluator. Operational periods for incidents can be of  
336 various lengths, usually 12 or 24 hours, but should not be  
337 shorter than 8 hours. Qualified Evaluators must be credentialed

338 in the same position being evaluated or a position that  
339 supervises the trainee.

340 • Include a written Incident Action Plan (IAP) or Incident Support  
341 Plan (ISP), or similar, for two operational periods. Trainees must  
342 also obtain a completed ICS 225 Incident Personnel  
343 Performance Rating Form, or similar, for each incident.

344 • Involve a partial or full EOC activation.

## 345 2. Events

346 Events are scheduled non-emergency activities (e.g., sporting event,  
347 concert, parade, etc.) that require multi-jurisdictional support or include  
348 multiple agencies from within a single jurisdiction. An event where  
349 trainees have tasks evaluated and initialed, or the event is used to  
350 maintain currency of an individual's qualification, should:

351 • Be of equal or greater complexity level than the complexity level  
352 indicated on the Trainee's PTB, or, in the case of maintaining  
353 Currency, the position qualifications level. If no complexity level  
354 is indicated, the incident must be a minimum of Type 3  
355 complexity in accordance with the National Incident  
356 Management System (NIMS) incident complexity guide.

357 • Be of sufficient length to provide adequate opportunities to  
358 demonstrate the knowledge, skills, and abilities necessary to  
359 learn, practice, and eventually be evaluated on PTB tasks in  
360 question or practice.

361 • Include performance of the duties of the position for at least two  
362 distinct, separate operational periods under the supervision of a  
363 Qualified Evaluator. Operational periods for events can be of  
364 various lengths, usually 12 or 24 hours, but should not be  
365 shorter than 8 hours. Qualified Evaluators must be credentialed  
366 in the same position being evaluated or a position that  
367 supervises the trainee.

368 • Include a written Incident Action Plan (IAP) or Event Action Plan  
369 (EAP), or similar, for each operational period. This could occur  
370 in advance of the actual onset of the event. Trainees must also  
371 obtain a completed ICS 225 Incident Personnel Performance  
372 Rating Form, or similar, for each incident.

373 • Require on-scene management of the event.

374 • Involve coordination among multiple jurisdictions (preferred) or  
375 significant multi-agency coordination within the same jurisdiction  
376 to facilitate the sharing of information, resources, and support  
377 needed to achieve incident objectives.

378 **3. Full-Scale or Functional Exercises**

379 Full-scale exercises are operationally focused and are typically the  
380 most complex and resource-intensive of the exercise types. Full-scale  
381 exercises often involve multiple agencies, jurisdictions/organizations,  
382 and real-time movement of resources.

383  
384 Functional exercises are operationally focused exercises designed to  
385 test and evaluate capabilities and functions while in a realistic, real-  
386 time environment; however, movement of resources is usually  
387 simulated.

388  
389 These guidelines provide consistency and authenticity when using an  
390 operations-based exercise, whether functional or full-scale, to evaluate  
391 personnel, provide an opportunity for trainees to complete tasks in their  
392 PTBs, or maintain qualification Currency for an EOC position identified  
393 within this Guide.

394  
395 Exercise players should be given an appropriate level of foundational  
396 knowledge through classroom or other learning methods to ensure  
397 they are sufficiently prepared for an exercise. Players should not  
398 engage in an exercise unprepared, especially trainees. Exercises are  
399 not intended to be a primary means to learn fundamentals, nor are  
400 they the appropriate venue for demonstrating performance without  
401 adequate preparatory learning and practice opportunities.

402  
403 A full-scale or functional exercise where trainees have tasks evaluated  
404 and initialed, or the exercise is used to maintain currency of an  
405 individual's qualification, should:

- 406
- Be operations-based, either a functional or full-scale exercise.
  - Include an incident scenario that is equal to or higher than the complexity type rating for the EOC positions that are using PTBs or the EOC positions being exercised to maintain Currency in those positions. If no complexity level is indicated, the incident must be a minimum of Type 3 complexity in accordance with the National Incident Management System (NIMS) incident complexity guide.
  - Include performance of the duties of the position for at least two distinct, separate operational periods under the supervision of a Qualified Evaluator. Operational periods for full-scale and functional exercises can be of various lengths but should not be shorter than 4 hours and require at least one complete cycle of the planning process. Qualified Evaluators must be credentialed in the same position being evaluated or a position that supervises the trainee.
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- Include a written Incident Action Plan (IAP) or Event Action Plan (EAP), or similar, for each operational period. This could occur in advance of the actual onset of the exercise.
- 425
- Be conducted in compliance with Homeland Security Exercise and Evaluation Program (HSEEP) guidelines.
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#### **4. Tabletop Exercises**

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Tabletop exercises are discussion-based exercises in response to a scenario intended to generate a dialogue of various issues to facilitate a conceptual understanding, identify strengths and areas for improvement, and/or achieve changes in perceptions about plans, policies, or procedures.

A tabletop exercise where trainees have tasks evaluated and initialed, or the exercise is used to maintain currency of an individual's qualification, should include performance of the duties of the position for at least one operational period. Operational periods for tabletop exercises can be of various lengths but should not be shorter than 2 hours.

Qualified evaluators for tabletop exercises are not required to be credentialed in the same position being evaluated or a position that supervises the trainee. An exercise facilitator or direct supervisor that is not qualified through the FQS may sign the PTB as the evaluator for these experiences.

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#### **5. Classroom Trainings, Seminars, and Workshops**

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Classroom training includes learning opportunities that occur within a class environment that tests knowledge and skills associated with one or more tasks in the PTB.

Seminars are a form of instruction that has the function of bringing together small groups for recurring meetings, focusing each time on some particular subject, in which everyone present is requested to participate.

Workshops are interactive meetings in which a group of people collaborate to solve a problem or achieve a goal. Workshops are often led by a facilitator and can range from a couple of hours to multiple days.

Qualified evaluators for classroom training, seminars, and workshops are not required to be credentialed in the same position being evaluated or a position that supervises the trainee. An instructor,

464 facilitator, or direct supervisor that is not qualified through the FQS may  
465 sign the PTB as the evaluator for these experiences.

466 **6. Daily Job Duties**

467 Actions which are performed as part of the trainee's normal daily job  
468 duties that are applicable to the trainee's PTB tasks may be verified by  
469 the trainee's direct supervisor, even if the supervisor does not hold a  
470 certification through the Division.  
471

Task Code	Minimum Complexity	Operational Periods	Proof of Experience	Qualified Evaluator
I	Type 3	(2) 8+ hour, or equivalent	Full IAP/ISP and ICS 225	Credentialed in the position evaluated, or supervisory
E	Type 3	(2) 8+ hour, or equivalent	Full IAP/EAP and ICS 225	Credentialed in the position evaluated, or supervisory
X	Type 3	(2) 4+ hour, or equivalent	Full IAP/ISP	Credentialed in the position evaluated, or supervisory
T	N/A	(1) 2+ hour	None	Exercise Facilitator or Direct Supervisor
C	N/A	N/A	None	Instructor or Direct Supervisor
D	N/A	N/A	None	Direct Supervisor

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473 **E. Qualification Process Summary**

- 474 1. Applicant submits a request to open a new task book.
- 475 2. Credentialing Unit conducts an Operational Review to determine if the  
476 applicant is eligible to receive the requested task book. If the applicant  
477 is eligible, the task book will be initiated and sent to the applicant. If the  
478 applicant is ineligible, the task book will be denied and the applicant  
479 will be notified of the reasoning for the denial as well as steps to  
480 address the issue(s) identified.
- 481 3. Trainee applies for, attends, and completes any required position-  
482 specific training, if any, as identified in the appropriate position  
483 requirements in Appendix A.

- 484  
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4. Position candidate gains experience and has their performance evaluated while completing the initiated task book.
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487  
488
5. Final Evaluator ensures the task book is completely signed off according to the standards establish by this Guide and the appropriate documentation in the task book is completed.
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492
6. Position candidate assembles and submits their application, incident and event records, and documentation to the Credentialing Unit. The Position candidate should retain a photocopy or electronic scan for their records.
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495
7. Credentialing Unit reviews the application package for completeness and compliance. Incomplete applications are returned to the applicant with recommendations.
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8. Qualification Review Board (QRB) determines whether the applicant meets the qualification criteria established in this Guide and should be recommended for qualification.
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9. If the QRB determines that the applicant does not meet the criteria for qualification, the application packet is reviewed by the Credentialing Unit to determine if a procedural error exists. If a procedural error does exist, the application is returned to the QRB for reconsideration. If no procedural error exists, the applicant is denied qualification but may appeal the decision by following the appeals process.
- 505  
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10. If the QRB determines that the applicant does meet the criteria for qualification, the chair will recommend the applicant be “qualified” and the recommendation is forwarded to the Certifying Official.
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11. The Certifying Official reviews the recommendation for qualification and any notes from the QRB prior to providing final concurrence.
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12. If the Certifying Official does not concur with the QRB recommendation, the Certifying Official and Chair of the QRB will discuss and resolve the issue.
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13. If the Certifying Official does concur with the QRB recommendation, the Certifying Official will sign and file the credential.
- 515  
516
14. The Credentialing Unit will notify the applicant that the credential was issued and the duration for which the credential is active.

517 **VI. Certification**

518 Certification is the recognition from the Florida Division of Emergency  
519 Management stating that an individual has met the established criteria and

520 affirms that the individual is qualified for a specific position. As part of the  
521 certification process, the Qualification Review Board (QRB) examines the  
522 trainee's records of performance and the evidence that the trainee meets all the  
523 requirements for the position, including historical recognition, if appropriate. If the  
524 trainee meets all requirements, the QRB makes a recommendation to the  
525 Certifying Official to certify that the individual is "qualified" for the position.  
526

527 The term "certification", as used in the context of this document, refers to the  
528 Division's certification that an individual is qualified for a specific position. It is  
529 distinct from professional certifications and/or licensure.

### 530 **A. Reciprocity**

531 Certifications issued by an entity other than the Florida Division of  
532 Emergency Management are not eligible to be transferred to the Florida  
533 Qualification System. Individuals seeking recognition by the Division for an  
534 EOC position certification who were qualified through an entity other than  
535 the Division will be required to complete the FQS process outlined in this  
536 document, including the completion of a Florida EOC Task Book.

### 537 **B. Currency**

538 Currency is the periodic confirmation that an individual has maintained their  
539 qualification for a position. To prevent the degradation of the knowledge,  
540 skills, capabilities, and competencies required to carry out the  
541 responsibilities of a position, personnel must perform in that position  
542 frequently enough to maintain proficiency and competency. Failure to  
543 maintain currency will result in loss of certification. The Credentialing Unit is  
544 responsible for administrative functions of recertification and currency.

#### 545 **1. Triggers**

546 In order to maintain one's credential(s), personnel must recertify their  
547 credential(s) at least once every 5 years.

#### 548 **2. Timeline**

549 An individual should reapply at least 60 days prior to the expiration of  
550 their current credential by submitting a completed Currency Request  
551 Form to the Credentialing Unit. Failure to reapply prior to the expiration  
552 of the position credential may result in a loss of the credential. Upon  
553 successful recertification, the credential's expiration is extended for 5-  
554 years from the date of the final experience documented in the currency  
555 application.

#### 556 **3. Documents**

557 Currency documentation included in the Currency Request Form must  
558 include one or more of the following for each experience:

- 559 • Incident Action Plan(s) with person's name on the appropriate  
560 forms (ICS 202, ICS 203, ICS 204, etc.)
- 561 • Incident, event, or exercise performance evaluations (such as  
562 an ICS 225, Incident Personnel Performance Rating, or  
563 equivalent) from qualified Evaluators or supervisors
- 564 • Narrative of experience within the past five (5) years. Include  
565 supporting information about:
  - 566 ○ Number of deployments/assignments
  - 567 ○ Number of operational periods for each  
568 assignment/deployment
  - 569 ○ Variety of incidents
  - 570 ○ The complexity level (type) of incidents, planned events,  
571 exercises during which the individual performed

572 **a. Required Documentation**

573 At a minimum, individuals requesting recertification through  
574 currency must submit an IAP or equivalent action plan to indicate  
575 that they have served in the position during two or more qualifying  
576 experiences. One experience must be an incident. The second  
577 may be an incident, event, or full-scale or functional exercise.

578 **b. Supplemental Documentation**

579 Supplemental documents are not required but may provide  
580 context to one or more qualifying experiences. Examples of  
581 supplemental documentation may include experience narratives,  
582 references, etc.

583 **C. Loss of Certification**

584 The Credentialing Unit is responsible for the administrative functions of loss  
585 of certification. Loss of certification may occur as a result of either voluntary  
586 or involuntary actions by a credentialed individual. Examples include:

- 587 • An individual may elect to deactivate one or more qualifications for  
588 personal reasons by submitting a written request to the Credentialing  
589 Unit that the qualification be deactivated.
- 590 • Any qualification(s) that lapse in currency will be deactivated and  
591 may require the holder to reapply for the qualification.

592 **D. Decertification**

593 Decertification is the process the Credentialing Unit may invoke to remove  
594 an individual's position qualification(s) or credential(s). The Credentialing  
595 Unit may decertify personnel when a compelling and documented  
596 circumstance is found that the individual:

- 597 • Has documented poor performance at an incident/event.
- 598 • Demonstrates non-compliance with this Guide.
- 599 • Performed in a fraudulent or negligent manner.
- 600 • Acted in an unsafe manner.
- 601 • Misrepresented attendance or participation in the qualification and  
602 credentialing process.
- 603 • Took insubordinate actions that led to unsafe conditions on the  
604 incident.
- 605 • Intentionally misrepresented qualifications or currency.
- 606 • Violates Division policy for deployed personnel.

607  
608 Individuals under investigation for decertification will be notified, in writing, of  
609 the reasons for the investigation by the Credentialing Unit. They will also be  
610 afforded the opportunity to address any concerns of the Credentialing Unit  
611 and provide information to clarify any possible misunderstandings.  
612 Decertification decisions made by the Credentialing Unit are final and may  
613 not be appealed.

#### 614 **E. Recertification**

615 An individual who desires reinstatement of a qualification lost due to lack of  
616 currency or deactivated for personal reasons while in good standing should  
617 submit their request to the Credentialing Unit. The Qualification Review  
618 Board will examine the circumstances to determine if the individual should  
619 revert to trainee status for that position and/or:

- 620 1. Be reinstated without additional requirements.
- 621 2. Be issued a new PTB.
- 622 3. Complete further training, or
- 623 4. The individual can gain the requisite experience through the  
624 performance assignment method. If the performance assignment  
625 method is recommended, the individual must perform the duties of the  
626 position for a minimum of two operational periods under the supervision  
627 of an Evaluator before recertification is granted.

628 An individual who desires reinstatement of a qualification lost as a result of  
629 decertification will be considered on a case-by-case basis. Recertification  
630 may include, as appropriate, training outlined in Appendix A – Position  
631 Requirements and/or training relevant to the reason(s) for decertification.  
632 Recertification of a decertified individual should, in most cases, include  
633 performance of the duties of the position for at least two operational periods  
634 under the supervision of an Evaluator before recertification is granted.  
635

636 A return to trainee status may have the advantage of introducing the  
637 individual to new technology, procedures, and advances in incident and  
638 event management. Evaluation of an individual's currency and competency  
639 is critical whenever qualifications have been lost.

## 640 **F. Appeals**

641 Trainees and applicants may file an appeal when their qualification or currency  
642 has been denied by the Qualification Review Board.

### 643 **1. Appeals Process**

644 Appeals must be made, in writing, by the individual to the Credentialing  
645 Unit. Any person who was denied a qualification or otherwise lost their  
646 certification is eligible to file an appeal. Requests for appeal must be  
647 filed no more than 30 days after the Credentialing Unit notifies the  
648 individual of the denial. Appeals must contain:

- 649 • A description of the reason for the appeal
- 650 • Supporting documentation
- 651 • Description of the desired outcome

### 652 **2. Appeals Committee**

653 The Appeals Subcommittee will be comprised of four members. The  
654 EOC Credentialing Planner will act as chair of the committee. The chair  
655 of the committee selects a three-member subcommittee of specialists  
656 that will render a decision on the appeal.

657 The Appeals Committee will render a written decision to the individual  
658 within 30 days of receipt of appeal. The decision of the Appeals  
659 Committee is final.

## 660 **VII. Credentialing**

661 Credentialing is the process of providing documentation that verifies that an  
662 individual has successfully undergone the qualification and certification  
663 processes for a specific position. Once an individual is certified for a position, the

664 Division issues them a Letter of Certification attesting that the individual has met  
665 the qualification requirements specified in this document.

666 **A. Identification**

667 All certifications issued by the Division for EOC positions under FQS will be  
668 publicly accessible via an online database. The Division will ensure that any  
669 certifications listed on the database are accurate.

670 **B. Badging**

671 The Division does not issue physical badges or credentials for EOC position  
672 certifications; however, a letter of certification will be provided.

673 **VIII. Historical Recognition**

674 Historical recognition is a temporary process that enables AHJs to recognize an  
675 individual's prior qualifications, education, training, and experience as a way of  
676 meeting some or all the criteria to qualify for a particular EOC position. Personnel  
677 who have sufficient documentation of previous education, training, or significant  
678 on-the-job incident experience may receive credit towards qualification for a  
679 given position through this process.

680  
681 The Florida Qualification System uses a performance-based process to assess  
682 an individual's prior experiences and training to determine competency in a  
683 specific EOC position. This is based on the principle that the candidate has  
684 already performed the job or performed in a position very similar to the one  
685 desired. The historical recognition process enables an individual to provide  
686 documentation of their experiences, training, and knowledge and, if necessary, is  
687 confirmed with an interview panel consisting of subject matter experts (SMEs) or  
688 credentialed individuals.

689 **A. Activation of Historical Recognition**

690 Individuals may apply for certification using the historical recognition  
691 process only when the Division offers a newly created task book and an  
692 initial cadre of credentialed individuals is needed. Historical recognition is  
693 limited to the positions for which the new task book has been released.  
694 Revisions of existing task books do not activate the historical recognition  
695 process, and this process does not apply to currency or requalification.

696 **B. Application Timeline**

697 Applications for certification through historical recognition, when activated,  
698 will be accepted only for a limited period as determined by the Credentialing  
699 Unit. Applications are typically accepted for one calendar year. After the  
700 historical recognition phase concludes, personnel seeking EOC qualification

701 for the identified position(s) must follow the normal qualification, certification,  
702 and credentialing processes outlined in this Guide.

703 **C. Application Review**

704 The Qualification Review Board (QRB) reviews historical recognition  
705 application packages and determines whether an individual has completed  
706 the training and experience necessary to be considered qualified in a  
707 specific EOC position through the historical recognition process. The QRB  
708 may defer to one or more SMEs to assist in executing its responsibilities.

709 **D. Required Documentation**

710 Personnel seeking qualification and certification through historical  
711 recognition must complete and submit a Historical Recognition Application  
712 prior to the closing date indicated on the application or instruction letter. As  
713 part of the application process, personnel must attach supporting  
714 documentation including references, proof of relevant experience, trainings  
715 certificates or transcripts, and any other documentation indicated on the  
716 application.

717 **1. References**

718 Applicants must provide no fewer than two professional references  
719 who may be contacted during the review process and who can provide  
720 detailed personal knowledge of the applicant's ability to effectively  
721 operate within an EOC. A letter of recommendation should be included  
722 with each reference.

723 **2. Relevant Experiences**

724 Applicants must provide documentation clearly indicating their  
725 involvement in no fewer than two qualifying incidents, events, full-scale  
726 exercises, or functional exercises, at least one of which must be an  
727 incident. The documentation must also clearly indicate that the  
728 individual served in the position for which they are applying during the  
729 qualifying experience. Qualifying experiences must meet the same  
730 standards as outlined in the Qualification section of this Guide.

731  
732 Experiences must have occurred within ten (10) years of the start of  
733 the historical recognition period.

734  
735 It is strongly recommended that individuals submit an Incident Action  
736 Plan and ICS 225 form (or similar) for each experience to satisfy the  
737 documentation requirements.

738  
739 In cases where an IAP was not created or is no longer accessible, the  
740 applicant may submit an experience narrative detailing the incident,

741 exercise, or event, and the applicant's duties and responsibilities  
742 during the experience. The narrative should indicate your level of  
743 participation in requisite meetings, the planning process, and  
744 compliance with all National Incident Management System (NIMS)  
745 principles.  
746

747 Applicants must provide the name and contact information of their  
748 direct supervisor during each qualifying experience. References may  
749 be contacted by the Qualification Review Board during its review of the  
750 historical recognition application package for clarification or to provide  
751 additional context for experiences listed in the application.

### 752 **3. Relevant Trainings**

753 A list of required trainings for each new position qualification will be  
754 published in a letter announcing the commencement of the Historical  
755 Recognition period. Review the letter carefully to determine which  
756 training courses are required prior to submitting an application for  
757 Historical Recognition.  
758

759 Training records and other professional development coursework are  
760 tracked and managed using the Division's online SERT TRAC system.  
761 Certificates of completion for required training courses must be  
762 uploaded into SERT TRAC and approved by the Division's Training  
763 and Exercise Unit.  
764

765 Applicants may submit additional coursework, trainings, and  
766 certificates above the required minimum trainings into SERT TRAC for  
767 consideration by the Qualification Review Board.

### 768 **4. Supplemental Documents**

769 An applicant may include additional documentation to provide context  
770 for one or more experiences, such as a current resume detailing their  
771 training experience or an experience narrative detailing incidents,  
772 exercises, or events and the applicant's role in them.

### 773 **E. Historical Recognition Process Summary**

774 **1.** Division releases a new position-specific task book.

775 **2.** Credentialing Unit updates the historical recognition application and  
776 QRB review forms and creates a letter announcing the  
777 commencement of historical recognition for a particular position.

778 **3.** Credentialing Unit distributes the letter, application, and instructions for  
779 applicants to appropriate organizations and stakeholders.

- 780  
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4. Applicant submits a completed application with all required documentation to the Credentialing Unit within the specified timeframe.
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5. Qualification Review Board reviews the application package for completeness and compliance. Incomplete applications are returned to the applicant with recommendations.
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6. Qualification Review Board determines whether the applicant meets the criteria for historical recognition and should be recommended for qualification.
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7. If the QRB determines that the applicant does not meet the criteria for historical recognition, the application packet is reviewed by the Credentialing Unit to determine if a procedural error exists. If a procedural error does exist, the application is returned to the QRB for reconsideration. If no procedural error exists, the applicant is denied qualification but may appeal the decision by following the appeals process.
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8. If the QRB determines that the applicant does meet the criteria for historical recognition, the chair will recommend the applicant be “qualified” and the recommendation is forwarded to the Certifying Official.
- 799  
800
9. The Certifying Official reviews the recommendation for qualification and any notes from the QRB prior to providing final concurrence.
- 801  
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803
10. If the Certifying Official does not concur with the QRB recommendation, the Certifying Official and Chair of the QRB will discuss and resolve the issue.
- 804  
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11. If the Certifying Official does concur with the QRB recommendation, the Certifying Official will sign and file the credential.
- 806  
807
12. The Credentialing Unit will notify the applicant that the credential was issued and the duration for which the credential is active.

808 **IX. Position Task Books**

809 **A. Creating Task Books**

810 When available and appropriate, the Division will utilize or adapt existing  
811 position-specific task books created by nationally recognized organizations  
812 for applicable EOC positions. Task books created or adopted by the  
813 Division, as well as the evaluation criteria and processes for each task book,  
814 will meet or exceed FEMA NQS guidelines.  
815

816 If the Division identifies an EOC position for inclusion in the FQS that does  
817 not currently exist, then the following process will occur:

818 **1. PTB Subcommittee**

819 A PTB subcommittee comprised of current QRB members and Division  
820 Credentialing Unit staff is formed to draft a new position task book. The  
821 Credentialing Unit also identifies additional subject matter experts  
822 (SMEs) throughout Florida to solicit input for the task book.

823 **2. Building the PTB**

824 The PTB subcommittee affirms whether the proposed PTB is unique  
825 and distinct from existing PTBs. Documentation for similar positions is  
826 reviewed and a draft PTB is created by the PTB subcommittee.

827 **3. QRB Review**

828 Draft PTBs are presented to the entire QRB, and input is solicited to  
829 ensure that the document is consistent with other PTBs and achieves  
830 the spirit of the Qualification Program. Any modifications or  
831 recommendations provided by the QRB will be considered by the PTB  
832 subcommittee.

833 **4. Solicit Stakeholder Feedback**

834 The Credentialing Unit publishes the final draft of the PTB for  
835 stakeholders within Florida to provide additional comments and  
836 suggestions. Stakeholder feedback will be accepted for no more than  
837 thirty (30) days after publishing. Any feedback provided will be  
838 considered by the PTB subcommittee for inclusion.

839 **5. Publish PTB**

840 The PTB is published to the credentialing database and made available  
841 for applicants.

842 **B. Modifying Task Books**

843 Existing task books should be reviewed by the PTB subcommittee at least  
844 once every 5 years, although modifications may be made at any time.  
845 Trainees in possession of a task book that was issued to them prior to the  
846 task book being modified or updated may elect to either continue using their  
847 original task book or the newly modified task book.

848 **C. Evaluation Task Codes**

849 **1. Code I: Incidents**

850 Tasks performed during an incident, which is an occurrence (natural or  
851 manmade) that necessitates a response to protect life or property.  
852 Qualifying incidents for the purposes of the FQS require an associated  
853 partial or full EOC activation.

854 **2. Code E: Planned Events**

855 Tasks performed during a planned event that requires multi-  
856 jurisdictional support or includes multiple agencies from within a  
857 jurisdiction.

858 **3. Code X: Full-Scale or Functional Exercises**

859 Tasks performed during an HSEEP compliant full-scale or functional  
860 exercise that is multi-jurisdictional or includes multiple agencies from a  
861 jurisdiction.

862 **4. Code T: Tabletop Exercises**

863 Tasks performed during a tabletop exercise.

864 **5. Code C: Classroom Trainings, Seminars, and Workshops**

865 Tasks performed in a classroom setting, including seminars and  
866 workshops.

867 **6. Code D: Daily Job Duties**

868 Tasks performed as part of day-to-day job duties.

869 **D. Evaluators and Final Evaluators**

870 **1. Evaluators**

871 To be qualified as an Evaluator for Task Code "I," "E," and "X" in the  
872 task book, the individual must be qualified in the position being  
873 evaluated; or the individual must be qualified in a position that, within  
874 the organizational structure, supervises the position being evaluated.  
875

876 Task Code "T," "C," and "D" in the task book may be evaluated by the  
877 trainee's day-to-day direct supervisor, exercise facilitator, or instructor  
878 (as appropriate) regardless of Evaluator's qualifications.  
879

880 A single evaluator will have the ability to sign off on an entire trainee's  
881 PTB providing that they are qualified and in an appropriate position to  
882 do so. It is encouraged, however, for a trainee to seek multiple  
883 evaluators to sign off on their PTB.

**884 2. Final Evaluators**

885 The Final Evaluator is a qualified individual who confirms that the  
886 trainee has satisfactorily completed all tasks for the position being  
887 sought prior to the trainee submitting their task book packet to the  
888 Qualification Review Board for consideration. They are typically also  
889 the individual who evaluates the trainee during the final position  
890 performance assignment in which the last remaining tasks are  
891 evaluated and initialed. The Final Evaluator is then responsible for  
892 completing the Final Evaluator's Verification statement inside the front  
893 cover of the task book.

894  
895 A Final Evaluator's qualifications are different from those of an  
896 Evaluator. A Final Evaluator must be fully qualified in the same position  
897 for which the trainee is being evaluated, not just qualified in a position  
898 that would supervise the trainee. The qualifications are based on the  
899 increased responsibility of the Final Evaluator and the depth of  
900 knowledge and understanding of the position being evaluated that only  
901 a qualified individual may possess.

902  
903 If no local Final Evaluators are available, a neighboring entity may be  
904 contacted for assistance in supplying a Final Evaluator.

**905 E. Task Book Completion Timeframe**

906 A task book will be valid for three (3) years from the day it is initiated. Upon  
907 documentation of the first task in the task book, the three-year time limit for  
908 completion is reset to the newer date.

909  
910 If the task book is not completed within three (3) years from the date of  
911 initiation or the first task being evaluated (whichever is more recent), and no  
912 extension has been granted, the task book will expire. A new task book may  
913 be initiated. Prior experience documented in the expired task book may be  
914 considered in completion of the new task book at the discretion of the  
915 Qualification Review Board. If a new task book is initiated, the qualifications  
916 standards identified in the current version of this Guide must be met.

**917 F. Task Book Extension**

918 If needed, applicants may request a one-time task book extension from the  
919 Credentialing Unit to extend the due date for their task book by one year.  
920 Extensions must be requested prior to the original due date of the task  
921 book.

**922 G. Task Book Packet Documentation**

923 A trainee must be evaluated on at least two qualifying experiences (i.e.,  
924 incident, planned event, or exercise). One of the two evaluations must occur  
925 on an actual incident (Task Code "I") that meets the criteria of a "Qualifying  
926 Incident," and not a planned event or exercise. The qualifying incident must  
927 be of the same complexity or higher complexity level (Type) for which the  
928 trainee is pursuing qualification. The second evaluation may be obtained  
929 from an incident (Task Code "I"), planned event (Task Code "E"), or full-  
930 scale or functional exercise (Task Code "X").

931 **1. Evaluation Records**

932 There should be at least two fully completed incident Evaluation  
933 Records in the PTB with accompanying sign-offs completed by a  
934 Qualified Evaluator on relevant tasks for each trainee experience. If the  
935 trainee had multiple evaluators on an extended incident, evaluations  
936 from all evaluators are recommended but the experience will only  
937 count once towards the required number of experiences.

938 **2. Proof of Experience**

939 **a. Incident Action Plan (IAP) or Incident Support Plan (ISP)**

940 The applicant must submit a completed IAP or ISP for each Task  
941 Code "I," "E," or "X" experience in the task book.

942 **b. Incident Personnel Performance Rating**

943 The applicant must submit an Incident Personnel Performance  
944 Rating (i.e., ICS 225 form) completed by the Qualified Evaluator  
945 for each experience signed as Task Code "I" or "E" in the task  
946 book. If the trainee receives one or more "unacceptable" ratings  
947 on the Incident Personnel Performance Rating form, the Evaluator  
948 should provide a copy of the rating, under separate cover, to the  
949 Credentialing Unit.

950 **X. Qualifications System Management Platform**

951 **A. PTB Portal**

952 Associated qualifications, certifications, and credentials will be tracked and  
953 managed using the Division's online PTB Portal system. This system assists  
954 the Division and its stakeholders implement effective processes and tools to  
955 adhere to the procedural requirements set forth in this document.

956 Supplemental tools and resources may also be utilized at the discretion of  
957 the Division, including Resource Inventory System (RIS), OneResponder, or  
958 other FEMA PrepToolKit supporting technologies.

959 **B. SERT TRAC**

960 Training records and other professional development coursework will be  
961 tracked and managed using the Division's online SERT TRAC system. This  
962 system acts as a clearinghouse for documenting training completed by the  
963 Division and its stakeholders. The PTB Portal will automatically retrieve  
964 information stored on SERT TRAC.

965 **XI. Definitions**

- 966 **1. Authority Having Jurisdiction:** The Authority Having Jurisdiction (AHJ) is  
967 an organization, office, or individual having statutory responsibility for  
968 enforcing the requirements of a code, standard, or procedure, or for  
969 approving equipment, materials, and installation. For the specific purposes  
970 of this Guide, the relevant AHJ is the Florida Division of Emergency  
971 Management. Other references to AHJ will note a qualifier such as "State"  
972 or "Local" AHJ, if necessary.
- 973 **2. Behavior:** A description of an observable activity or action that groups  
974 similar tasks necessary to perform the specific activity.
- 975 **3. Branch Director:** A Branch Director is a defined role within the SEOC  
976 operational structure responsible for coordinating the efforts of their  
977 respective branch and its subordinate Emergency Support Functions.
- 978 **4. Certification:** The process of authoritatively attesting that individuals meet  
979 qualifications established for incident management or support functions and  
980 are, therefore, qualified for specific positions. Certification of personnel  
981 ensures personnel possesses a minimum level of training, experience,  
982 physical and medical fitness, and capability appropriate for a particular  
983 position. Certification is bestowed by the Certifying Official for the AHJ.
- 984 **5. Competency:** Competency is a broad description that groups together the  
985 behaviors necessary to perform a specific function. These competencies  
986 form the basis for position-specific training, Position Task Books (PTBs), job  
987 aids, and other performance-based documents.
- 988 **6. Credentialing:** Credentialing is the process of providing documentation that  
989 identifies personnel and authenticates and verifies their qualification(s) for a  
990 particular position. A credential is issued by the AHJ.
- 991 **7. Currency:** Successful performance on a qualifying incident, event, or  
992 exercise in a position or associated position for which an individual is  
993 qualified, at least once within the Currency Interval indicated in the Position  
994 Qualification Requirements, during a qualifying incident, event, or exercise.

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8. **Decertification:** A process whereby an individual's position qualifications or credentials are removed, making them ineligible for deployment in that position.
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9. **Deployment:** Either the movement of EOC personnel from one county into another or any instance in which the State covers the cost of EOC personnel assisting an external jurisdiction.
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10. **Emergency Management Assistance Compact (EMAC):** The Emergency Management Assistance Compact is a congressionally ratified interstate mutual aid compact that provides a legal structure by which States affected by a disaster may request emergency assistance from other States.
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1010
11. **Emergency Operations Center (EOC):** The physical location where information and resources coordination normally occur to support incident management (on-scene operations) activities. An EOC may be a temporary facility or in a more centralized or permanently established facility. The State Emergency Operations Center (SEOC) is the State of Florida's primary center for coordinating emergency support.
- 1011  
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12. **Emergency Support Function (ESF):** The primary mechanism for grouping functions most frequently used in emergency management. The SEOC has 20 ESFs.
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1016
13. **Emergency Support Function (ESF) Lead:** An ESF Lead is a defined role within the SEOC operational structure responsible for coordinating the efforts of their respective ESF and its subordinate organizations.
- 1017  
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1020
14. **Equivalency:** An alternate education, training, course, exercise, or experience that is determined to be equivalent to an existing education, training, course, exercise, or experience. The State Training Officer determines equivalency.
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15. **Event:** An event, wherever referred to in this documentation, is a planned occurrence requiring the use of the Incident Command System to manage resources. The event must meet the same organizational and incident complexity requirements as for an incident. Event examples include large-scale parades, sporting events, festivals, conventions, and fairs.
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16. **Full-Scale Exercise:** Full-Scale Exercises are typically the most complex and resource-intensive type of exercise. They involve multiple agencies, organizations, and jurisdictions and validate many facets of preparedness. Full-Scale Exercises often include many players operating under cooperative systems such as the Incident Command System or Unified Command.
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17. **Functional Exercise:** Functional Exercises are designed to validate and evaluate capabilities, multiple functions, sub-functions, or interdependent

- 1034 groups of functions. Functional Exercises are typically focused on exercising  
1035 plans, policies, procedures, and staff members involved in management,  
1036 direction, command, and control functions. In Functional Exercises, events  
1037 are projected through an exercise scenario with event updates that drive  
1038 activity at the management level. A Functional Exercise is conducted in a  
1039 realistic, real-time environment; however, movement of personnel and  
1040 equipment is usually simulated.
- 1041 **18. Historical Recognition:** The Historical Recognition qualification process is  
1042 used to provide an initial cadre of qualified personnel by recognizing an  
1043 individual's prior qualifications, education, training, and experience as a way  
1044 of meeting some or all the criteria to qualify for a particular incident-related  
1045 position.
- 1046 **19. Homeland Security Exercise and Evaluation Program (HSEEP):** The  
1047 Homeland Security Exercise and Evaluation Program (HSEEP) provides a  
1048 set of guiding principles and processes for exercise programs and a  
1049 common approach to exercise program management, design and  
1050 development, conduct, evaluation, and improvement planning.
- 1051 **20. Incident:** An occurrence, natural or human-caused, that requires a  
1052 response to protect life or property. Incidents can, for example, include  
1053 major disasters, emergencies, terrorist attacks, terrorist threats, civil unrest,  
1054 wildland and urban fires, floods, hazardous materials spills, nuclear  
1055 accidents, aircraft accidents, earthquakes, hurricanes, tornadoes, tropical  
1056 storms, tsunamis, war-related disasters, public health and medical  
1057 emergencies, and other occurrences requiring an emergency response.
- 1058 **21. Incident Command System (ICS):** ICS is a widely applicable management  
1059 system designed to enable effective, efficient incident management by  
1060 integrating a combination of facilities, equipment, personnel, procedures,  
1061 and communications operating within a common organizational structure.
- 1062 **22. Incident Complexity:** Incident complexity is a characterization used to  
1063 describe the level of difficulty, severity, or overall resistance to control that  
1064 incident management or support management personnel face while trying to  
1065 manage or support an incident or event to a successful and safe conclusion  
1066 or to manage one type of incident compared to another type. Incident  
1067 complexity is assessed on a five-point scale ranging from Type 5 (the least  
1068 complex incident) to Type 1 (the most complex incident).
- 1069 **23. NIMS Core Curriculum:** NIMS training develops incident personnel capable  
1070 of performing necessary functions in their entity or organization and  
1071 assisting when mutual aid is necessary. NIMS Core Curriculum training  
1072 courses are identified in the most recently published NIMS Training Program  
1073 document. The NIMS Core Curriculum is progressive, adding courses as  
1074 the individual assumes a higher degree of leadership and responsibility. For

- 1075 all personnel, the IS-100 and IS-700 courses are required; for incident  
1076 personnel with leadership responsibilities, the IS-800, IS-2200, and G0191  
1077 courses are added; for incident personnel designated as leaders or  
1078 supervisors, the E/L/G-2300 and other courses identified within the  
1079 document are required.
- 1080 **24. Operational Period:** The period established for the execution of operational  
1081 objectives as specified by the Incident Commander or EOC Manager.  
1082 Operational periods can be of various lengths, although usually not longer  
1083 than 24 hours during the response phase.
- 1084 **25. Position Task Book (PTB):** A Position Task Book (PTB) describes the  
1085 minimum criteria that must be demonstrated as well as the competencies,  
1086 behaviors, and tasks required to qualify or maintain currency for a position  
1087 and documents a trainee's performance of given tasks.
- 1088 **26. Prerequisite Training:** Training an individual must complete prior to  
1089 receiving an initiated PTB.
- 1090 **27. Qualification:** The process of enabling personnel to perform the duties of  
1091 specific positions and documenting their demonstration of the capabilities  
1092 and competencies required by those positions.
- 1093 **28. Qualifying Incident, Exercise, or Event:** An incident, exercise, or event  
1094 that the AHJ determines meets the incident complexity, duration of time, and  
1095 relevancy to the position that is necessary to provide sufficient opportunity  
1096 for the individual to exercise the roles and responsibilities of the position  
1097 they are filling. All qualifying incidents, events, or exercises must meet the  
1098 correlating incident complexity and last multiple operational periods. If a  
1099 trainee is assigned to an incident, demobilizes from the incident, and then is  
1100 redeployed to the same incident, this may count as two separate  
1101 deployments based on the evaluation of the Qualification Review Board  
1102 (QRB). Trainees cannot demobilize solely for the purpose of separating the  
1103 deployments.
- 1104 **29. Recommended Training:** Training whose completion is not required to  
1105 qualify for a position but which is recommended to support the position. This  
1106 training is identified as a recommendation that may guide an individual to  
1107 increase knowledge and/or skills. This may be acquired through on-the-job  
1108 training, work experience, or training. Recommended training is a means by  
1109 which personnel can prepare for position performance evaluation by  
1110 obtaining specific knowledge and skills required to perform tasks identified  
1111 in the PTB.
- 1112 **30. Revocation:** Canceling certification and withdrawing credentialing  
1113 documents from personnel no longer authorized to possess them.

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- 31. Section Chief:** A Section Chief is a defined role within the SEOC operational structure to coordinate each identified section, supporting an adequate span of control within the organizational structure.
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- 32. SERT TRAC:** A Learning Management System software platform designed by the Florida Division of Emergency Management to manage and track trainings. Visit <https://trac.floridadisaster.org/> to learn more.
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- 33. Shadow Opportunity:** An opportunity for an individual on an incident or qualifying exercise to observe an individual or team to gain experience and knowledge in the operations of a specific position. The individual is not performing any duties and thus is not eligible to use the incident or exercise towards completion of a position task book.
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- 34. Subject Matter Expert (SME):** An individual, who through formal education, job experience, or both, is recognized by an organization as having the highest level of knowledge of a subject area to validate the critical content and assist in developing instructional materials.
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- 35. Task:** A description of an action or activity needed to perform successfully in a position. Trainees must demonstrate completion of required tasks during the performance of a behavior.
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- 36. Task Code:** A code used in the PTB and associated with the situation in which the task may be completed. The situations range from actual on-incident experience, qualifying training exercises, and related daily job tasks.
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- 37. Technical Specialists:** Technical Specialists are personnel with specialized skills gained through educational degree programs or industry training to established standards. These personnel usually perform the same duties during an incident in their regular job and may have supplemental training to use their specialized skills in the incident environment.