# EOC POSITION QUALIFICATION

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I. Purpose

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

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

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

II. Authority

1. **Section 252.35, Florida Statutes**, requires that the Division coordinate federal, state, and local emergency management activities and training programs to ensure the availability of adequately trained and equipped forces of emergency management personnel.

2. **Section 252.40, Florida Statutes**, provides political subdivisions of the state the ability to develop and enter into mutual aid agreements within the state for reciprocal emergency aid and assistance.

3. **Section 252.921 – 252.9335, Florida Statutes**, provides for mutual assistance between the participating member states of the Emergency Management Assistance Compact (EMAC).


III. Scope

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

1. Certifying Official

The Certifying Official is the person or entity that has the authority to certify qualifications and issue credentials to personnel for a specific jurisdiction or organization. The Florida Division of Emergency Management is the sole entity authorized to certify qualifications and issue FQS credentials based on the reviews and recommendations of the Qualification Review Board. The Division’s Executive Director serves as the single certifying official for the FQS but may delegate this function.

2. Oversight Committee

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

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

3. Credentialing Unit

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

The Credentialing Unit is comprised of the Division’s Credentialing Manager, EOC Credentialing Planner, and All-Hazards Incident Management Team Planner.

4. FQS Working Group

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

The FQS Working Group is chaired by the Division’s Credentialing Manager and includes personnel from FDEM, county emergency management
representatives, municipal emergency management representatives, and an at-large member.

5. Qualification Review Board

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

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

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

6. Final Evaluator

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

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

7. Qualified Evaluator

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

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

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

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

9. Trainee

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

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

10. Applicant

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

V. Qualification

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

Qualification is the process of enabling personnel to perform the duties of a specific position and documenting their proficiency of those capabilities required by the position. The qualification process incorporates individual training and the completion of a PTB which focuses on an individual’s performance of position associated tasks. Trainees must demonstrate successful performance, as assessed by qualified evaluators, of tasks in the PTB on qualifying incidents, events, job activities, exercises, and/or classroom activities as permitted in the PTB.
Completion of the PTB provides a method to document satisfactory performance of the critical tasks to perform in the position safely and successfully as observed by qualified evaluators over the course of two or more qualifying experiences.

A. Position Typing

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

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

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

B. Operational Review

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

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

1. Prerequisite Qualifications

Qualifying for supervisory positions (e.g., Branch Directors or EOC Directors) typically requires years of training and experience. Becoming qualified for these positions may require trainees to have previously obtained a qualification for, and served in, one or more subordinate position(s).
Review the “Prerequisite Qualification(s)” section of Appendix A – Position Requirements to determine whether a specific position includes prerequisite qualifications.

2. Prerequisite Trainings

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

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

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

3. Active Task Book Limit

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

4. Direct Entry

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

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

C. Required Training

Training is instruction and/or activities that enhance an individual’s core knowledge, increase their skill set and proficiency, and strengthen and augment abilities to perform tasks identified in the PTB. This Guide recognizes that instructive training, combined with hands-on practice, is an important component of adequate development of personnel to perform the duties of EOC positions competently. Coursework is a primary means by
which personnel can adequately prepare for successful position performance evaluation.

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

1. **NIMS Core Curriculum**

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

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

- Core List A (all personnel), the IS-100 and IS-700 courses are required.
- Core List B (personnel with leadership responsibilities), in addition to courses under Core List A, trainees must also complete IS-800, IS-2200, and G-191.
- Core List C (leaders and supervisors), in addition to courses under Core List A and Core List B, trainees must also complete E/L/G-2300.
The table below summarizes the NIMS Core Curriculum Lists discussed above.

<table>
<thead>
<tr>
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<th>NIMS Core List B</th>
<th>NIMS Core List C</th>
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<td><strong>Personnel with Leadership Responsibilities</strong></td>
<td><strong>Personnel designated as Leaders or Supervisors</strong></td>
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<td>E/L/G-2300</td>
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2. **Position-Specific Training**

There are no position-specific trainings for EOC positions.

3. **Recommended Training**

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.

4. **Course Equivalency**

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.

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.

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

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

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

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

1. Incidents

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

- Be of equal or greater complexity level than the complexity level indicated on the Trainee’s PTB (if indicated), or, in the case of maintaining Currency, the position qualifications level. 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.
- Be of sufficient length to provide adequate opportunities to demonstrate the knowledge, skills, and abilities necessary to learn, practice, and eventually be evaluated on PTB tasks in question or practice.
- 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 incidents can be of various lengths, usually 12 or 24 hours, but should not be shorter than 8 hours. Qualified Evaluators must be credentialed...
in the same position being evaluated or a position that supervises the trainee.

- Include a written Incident Action Plan (IAP) or Incident Support Plan (ISP), or similar, for two operational periods. Trainees must also obtain a completed ICS 225 Incident Personnel Performance Rating Form, or similar, for each incident.
- Involve a partial or full EOC activation.

2. Events

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

- Be of equal or greater complexity level than the complexity level indicated on the Trainee’s PTB, or, in the case of maintaining currency, the position qualifications level. 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.
- Be of sufficient length to provide adequate opportunities to demonstrate the knowledge, skills, and abilities necessary to learn, practice, and eventually be evaluated on PTB tasks in question or practice.
- 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 events can be of various lengths, usually 12 or 24 hours, but should not be shorter than 8 hours. Qualified Evaluators must be credentialed in the same position being evaluated or a position that supervises the trainee.
- 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 event. Trainees must also obtain a completed ICS 225 Incident Personnel Performance Rating Form, or similar, for each incident.
- Require on-scene management of the event.
- Involve coordination among multiple jurisdictions (preferred) or significant multi-agency coordination within the same jurisdiction to facilitate the sharing of information, resources, and support needed to achieve incident objectives.
3. **Full-Scale or Functional Exercises**

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

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

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

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

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

- 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.
4. Tabletop Exercises

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.

5. Classroom Trainings, Seminars, and Workshops

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

6. **Daily Job Duties**

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

<table>
<thead>
<tr>
<th>Task Code</th>
<th>Minimum Complexity</th>
<th>Operational Periods</th>
<th>Proof of Experience</th>
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<td>I</td>
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<td>(2) 8+ hour, or equivalent</td>
<td>Full IAP/ISP and ICS 225</td>
<td>Credentialed in the position evaluated, or supervisory</td>
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<tr>
<td>E</td>
<td>Type 3</td>
<td>(2) 8+ hour, or equivalent</td>
<td>Full IAP/EAP and ICS 225</td>
<td>Credentialed in the position evaluated, or supervisory</td>
</tr>
<tr>
<td>X</td>
<td>Type 3</td>
<td>(2) 4+ hour, or equivalent</td>
<td>Full IAP/ISP</td>
<td>Credentialed in the position evaluated, or supervisory</td>
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<tr>
<td>T</td>
<td>N/A</td>
<td>(1) 2+ hour</td>
<td>None</td>
<td>Exercise Facilitator or Direct Supervisor</td>
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<td>N/A</td>
<td>None</td>
<td>Instructor or Direct Supervisor</td>
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<tr>
<td>D</td>
<td>N/A</td>
<td>N/A</td>
<td>None</td>
<td>Direct Supervisor</td>
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E. **Qualification Process Summary**

1. Applicant submits a request to open a new task book.

2. Credentialing Unit conducts an Operational Review to determine if the applicant is eligible to receive the requested task book. If the applicant is eligible, the task book will be initiated and sent to the applicant. If the applicant is ineligible, the task book will be denied and the applicant will be notified of the reasoning for the denial as well as steps to address the issue(s) identified.

3. Trainee applies for, attends, and completes any required position-specific training, if any, as identified in the appropriate position requirements in Appendix A.
4. Position candidate gains experience and has their performance evaluated while completing the initiated task book.

5. Final Evaluator ensures the task book is completely signed off according to the standards established by this guide and the appropriate documentation in the task book is completed.

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.

7. Credentialing Unit reviews the application package for completeness and compliance. Incomplete applications are returned to the applicant with recommendations.

8. Qualification Review Board (QRB) determines whether the applicant meets the qualification criteria established in this guide and should be recommended for qualification.

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.

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.

11. The Certifying Official reviews the recommendation for qualification and any notes from the QRB prior to providing final concurrence.

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.

13. If the Certifying Official does concur with the QRB recommendation, the Certifying Official will sign and file the credential.

14. The Credentialing Unit will notify the applicant that the credential was issued and the duration for which the credential is active.

VI. Certification

Certification is the recognition from the Florida Division of Emergency Management stating that an individual has met the established criteria and
affirms that the individual is qualified for a specific position. As part of the
certification process, the Qualification Review Board (QRB) examines the
trainee’s records of performance and the evidence that the trainee meets all the
requirements for the position, including historical recognition, if appropriate. If the
trainee meets all requirements, the QRB makes a recommendation to the
Certifying Official to certify that the individual is “qualified” for the position.
The term “certification”, as used in the context of this document, refers to the
Division’s certification that an individual is qualified for a specific position. It is
distinct from professional certifications and/or licensure.

A. Reciprocity

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

B. Currency

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

1. Triggers

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

2. Timeline

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

3. Documents
Currency documentation included in the Currency Request Form must include one or more of the following for each experience:

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

a. Required Documentation

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

b. Supplemental Documentation

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

C. Loss of Certification

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

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

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

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

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

E. Recertification

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

1. Be reinstated without additional requirements.
2. Be issued a new PTB.
3. Complete further training, or
4. The individual can gain the requisite experience through the performance assignment method. If the performance assignment method is recommended, the individual must perform the duties of the position for a minimum of two operational periods under the supervision of an Evaluator before recertification is granted.
An individual who desires reinstatement of a qualification lost as a result of decertification will be considered on a case-by-case basis. Recertification may include, as appropriate, training outlined in Appendix A – Position Requirements and/or training relevant to the reason(s) for decertification. Recertification of a decertified individual should, in most cases, include performance of the duties of the position for at least two operational periods under the supervision of an Evaluator before recertification is granted.

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

F. Appeals

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

1. Appeals Process

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

- A description of the reason for the appeal
- Supporting documentation
- Description of the desired outcome

2. Appeals Committee

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

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

VII. Credentialing

Credentialing is the process of providing documentation that verifies that an individual has successfully undergone the qualification and certification processes for a specific position. Once an individual is certified for a position, the
Division issues them a Letter of Certification attesting that the individual has met the qualification requirements specified in this document.

A. Identification

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

B. Badging

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

VIII. Historical Recognition

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

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

A. Activation of Historical Recognition

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

B. Application Timeline

Applications for certification through historical recognition, when activated, will be accepted only for a limited period as determined by the Credentialing Unit. Applications are typically accepted for one calendar year. After the historical recognition phase concludes, personnel seeking EOC qualification
for the identified position(s) must follow the normal qualification, certification, and credentialing processes outlined in this Guide.

C. Application Review

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

D. Required Documentation

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

1. References

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

2. Relevant Experiences

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

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

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

In cases where an IAP was not created or is no longer accessible, the applicant may submit an experience narrative detailing the incident,
exercise, or event, and the applicant's duties and responsibilities during the experience. The narrative should indicate your level of participation in requisite meetings, the planning process, and compliance with all National Incident Management System (NIMS) principles.

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

3. Relevant Trainings

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

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

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

4. Supplemental Documents

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

E. Historical Recognition Process Summary

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

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

3. Credentialing Unit distributes the letter, application, and instructions for applicants to appropriate organizations and stakeholders.
4. Applicant submits a completed application with all required documentation to the Credentialing Unit within the specified timeframe.

5. Qualification Review Board reviews the application package for completeness and compliance. Incomplete applications are returned to the applicant with recommendations.

6. Qualification Review Board determines whether the applicant meets the criteria for historical recognition and should be recommended for qualification.

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.

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.

9. The Certifying Official reviews the recommendation for qualification and any notes from the QRB prior to providing final concurrence.

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.

11. If the Certifying Official does concur with the QRB recommendation, the Certifying Official will sign and file the credential.

12. The Credentialing Unit will notify the applicant that the credential was issued and the duration for which the credential is active.

IX. Position Task Books

A. Creating Task Books

When available and appropriate, the Division will utilize or adapt existing position-specific task books created by nationally recognized organizations for applicable EOC positions. Task books created or adopted by the Division, as well as the evaluation criteria and processes for each task book, will meet or exceed FEMA NQS guidelines.
If the Division identifies an EOC position for inclusion in the FQS that does not currently exist, then the following process will occur:

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

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

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

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

5. **Publish PTB**
   
   The PTB is published to the credentialing database and made available for applicants.

**B. Modifying Task Books**

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

**C. Evaluation Task Codes**

1. **Code I: Incidents**
Tasks performed during an incident, which is an occurrence (natural or manmade) that necessitates a response to protect life or property. Qualifying incidents for the purposes of the FQS require an associated partial or full EOC activation.

2. Code E: Planned Events

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

3. Code X: Full-Scale or Functional Exercises

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

4. Code T: Tabletop Exercises

Tasks performed during a tabletop exercise.

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

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

6. Code D: Daily Job Duties

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

D. Evaluators and Final Evaluators

1. Evaluators

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

Task Code “T,” “C,” and “D” in the task book may be evaluated by the trainee’s day-to-day direct supervisor, exercise facilitator, or instructor (as appropriate) regardless of Evaluator’s qualifications.

A single evaluator will have the ability to sign off on an entire trainee’s PTB providing that they are qualified and in an appropriate position to do so. It is encouraged, however, for a trainee to seek multiple evaluators to sign off on their PTB.
2. **Final Evaluators**

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

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

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

**E. Task Book Completion Timeframe**

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

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

**F. Task Book Extension**

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

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

1. Evaluation Records

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

2. Proof of Experience

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

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

b. Incident Personnel Performance Rating

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

X. Qualifications System Management Platform

A. PTB Portal

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

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

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

XI. Definitions

1. Authority Having Jurisdiction: The Authority Having Jurisdiction (AHJ) is an organization, office, or individual having statutory responsibility for enforcing the requirements of a code, standard, or procedure, or for approving equipment, materials, and installation. For the specific purposes of this Guide, the relevant AHJ is the Florida Division of Emergency Management. Other references to AHJ will note a qualifier such as “State” or “Local” AHJ, if necessary.

2. Behavior: A description of an observable activity or action that groups similar tasks necessary to perform the specific activity.

3. Branch Director: A Branch Director is a defined role within the SEOC operational structure responsible for coordinating the efforts of their respective branch and its subordinate Emergency Support Functions.

4. Certification: The process of authoritatively attesting that individuals meet qualifications established for incident management or support functions and are, therefore, qualified for specific positions. Certification of personnel ensures personnel possesses a minimum level of training, experience, physical and medical fitness, and capability appropriate for a particular position. Certification is bestowed by the Certifying Official for the AHJ.

5. Competency: Competency is a broad description that groups together the behaviors necessary to perform a specific function. These competencies form the basis for position-specific training, Position Task Books (PTBs), job aids, and other performance-based documents.

6. Credentialing: Credentialing is the process of providing documentation that identifies personnel and authenticates and verifies their qualification(s) for a particular position. A credential is issued by the AHJ.

7. Currency: Successful performance on a qualifying incident, event, or exercise in a position or associated position for which an individual is qualified, at least once within the Currency Interval indicated in the Position Qualification Requirements, during a qualifying incident, event, or exercise.
8. **Decertification**: A process whereby an individual’s position qualifications or credentials are removed, making them ineligible for deployment in that position.

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.

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.

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.

12. **Emergency Support Function (ESF)**: The primary mechanism for grouping functions most frequently used in emergency management. The SEOC has 20 ESFs.

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.

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.

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.

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.

17. **Functional Exercise**: Functional Exercises are designed to validate and evaluate capabilities, multiple functions, sub-functions, or interdependent
groups of functions. Functional Exercises are typically focused on exercising plans, policies, procedures, and staff members involved in management, direction, command, and control functions. In Functional Exercises, events are projected through an exercise scenario with event updates that drive activity at the management level. A Functional Exercise is conducted in a realistic, real-time environment; however, movement of personnel and equipment is usually simulated.

18. **Historical Recognition**: The Historical Recognition qualification process is used to provide an initial cadre of qualified personnel by recognizing an individual’s prior qualifications, education, training, and experience as a way of meeting some or all the criteria to qualify for a particular incident-related position.

19. **Homeland Security Exercise and Evaluation Program (HSEEP)**: The Homeland Security Exercise and Evaluation Program (HSEEP) provides a set of guiding principles and processes for exercise programs and a common approach to exercise program management, design and development, conduct, evaluation, and improvement planning.

20. **Incident**: An occurrence, natural or human-caused, that requires a response to protect life or property. Incidents can, for example, include major disasters, emergencies, terrorist attacks, terrorist threats, civil unrest, wildland and urban fires, floods, hazardous materials spills, nuclear accidents, aircraft accidents, earthquakes, hurricanes, tornadoes, tropical storms, tsunamis, war-related disasters, public health and medical emergencies, and other occurrences requiring an emergency response.

21. **Incident Command System (ICS)**: ICS is a widely applicable management system designed to enable effective, efficient incident management by integrating a combination of facilities, equipment, personnel, procedures, and communications operating within a common organizational structure.

22. **Incident Complexity**: Incident complexity is a characterization used to describe the level of difficulty, severity, or overall resistance to control that incident management or support management personnel face while trying to manage or support an incident or event to a successful and safe conclusion or to manage one type of incident compared to another type. Incident complexity is assessed on a five-point scale ranging from Type 5 (the least complex incident) to Type 1 (the most complex incident).

23. **NIMS Core Curriculum**: NIMS training develops incident personnel capable of performing necessary functions in their entity or organization and assisting when mutual aid is necessary. NIMS Core Curriculum training courses are identified in the most recently published NIMS Training Program document. The NIMS Core Curriculum is progressive, adding courses as the individual assumes a higher degree of leadership and responsibility. For
all personnel, the IS-100 and IS-700 courses are required; for incident
personnel with leadership responsibilities, the IS-800, IS-2200, and G0191
courses are added; for incident personnel designated as leaders or
supervisors, the E/L/G-2300 and other courses identified within the
document are required.

24. Operational Period: The period established for the execution of operational
objectives as specified by the Incident Commander or EOC Manager.
Operational periods can be of various lengths, although usually not longer
than 24 hours during the response phase.

25. Position Task Book (PTB): A Position Task Book (PTB) describes the
minimum criteria that must be demonstrated as well as the competencies,
behaviors, and tasks required to qualify or maintain currency for a position
and documents a trainee’s performance of given tasks.

26. Prerequisite Training: Training an individual must complete prior to
receiving an initiated PTB.

27. Qualification: The process of enabling personnel to perform the duties of
specific positions and documenting their demonstration of the capabilities
and competencies required by those positions.

28. Qualifying Incident, Exercise, or Event: An incident, exercise, or event
that the AHJ determines meets the incident complexity, duration of time, and
relevancy to the position that is necessary to provide sufficient opportunity
for the individual to exercise the roles and responsibilities of the position
they are filling. All qualifying incidents, events, or exercises must meet the
correlating incident complexity and last multiple operational periods. If a
trainee is assigned to an incident, demobilizes from the incident, and then is
redeployed to the same incident, this may count as two separate
deployments based on the evaluation of the Qualification Review Board
(QRB). Trainees cannot demobilize solely for the purpose of separating the
deployments.

29. Recommended Training: Training whose completion is not required to
qualify for a position but which is recommended to support the position. This
training is identified as a recommendation that may guide an individual to
increase knowledge and/or skills. This may be acquired through on-the-job
training, work experience, or training. Recommended training is a means by
which personnel can prepare for position performance evaluation by
obtaining specific knowledge and skills required to perform tasks identified
in the PTB.

30. Revocation: Canceling certification and withdrawing credentialing
documents from personnel no longer authorized to possess them.
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.

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.

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.

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.

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.

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.

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.