EMERGENCY MEASURES RADIO GROUP (logo)	**EMERGENCY MEASURES RADIO GROUP**
AMATEUR RADIO EMERGENCY SERVICE RAC (logo)	**OTTAWA ARES**

Two Names - One Group - One Purpose

Training Plan
EMRG-401

Version: 1.0

EMRG PUBLIC

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1.0 REVISION SUMMARY

Date of Change	Revision Number	Summary of Changes (Section #, type of change)
2006-03-30	0.1	Initial Version
2006-04-18	0.2	Minor updates
2006-11-14	0.3	Updates from Mgmt Team Review
2007-02-01	0.4	Additional Updates from Mgmt Team
2009-11-07	0.5	New strategy focused on basic skills, online delivery (download and read), with user responsibility to ensure understanding and compliance.
2009-11-10	0.6	Change the document to Training Plan and change the number from 405 to 401. There will not be an EMRG-405 Training Strategy document. Include comments from Mike Kelly
2009-11-11	1.0	Minor changes and move to released version from draft

2.0 PURPOSE OF THIS DOCUMENT

This document contains the objectives, methodologies, goals and responsibilities for EMRG training.

3.0 INTRODUCTION

3.1 TRAINING CHALLENGES

As a small volunteer organization, it is difficult to find people with the time, skills and interest to coordinate training development and implementation. When there is an individual, training progresses, when they step down, there is a significant vacuum.

One of the primary strategy objectives for EMRG is to maintain stability and consistency in the organization. Training is an important part of ensuring EMRG has the skills to deliver on client requirements, which is why EMRG has adopted a training program that focuses on the basics, to minimize ongoing effort to manage training.

3.2 TRAINING OBJECTIVES

The main objective of EMRG training is to ensure that EMRG members have the basic skills required to effectively deliver EMRG communications services in an emergency. To be effective requires an understanding of the following areas;

- EMRG organization, roles and responsibilities, clients and partners
- How to activate the group in an emergency and deploy to an assigned location with the skills to establish an effective communications solution.
- Once on the air, have the basic skills to take messages from people in their location and send those messages to the destination. This includes the ability to receive incoming messages and to log key activity at their station.
- Once EMRG is no longer required, successfully deactivate as directed and participate in the de-brief through personal notes and group sessions.
- For locations with permanent equipment, understand how to access the site, rules of behavior in the site and how to operate the equipment onsite.
- Understand proper respect and handling for information that may be heard at a client site that is not public.
- Be capable of working with our Mutual aid partners in neighbouring ARES groups.

Other objectives of EMRG training include
- Training as a group helps evolve from being a group of people, to being a team.
- Increase and maintain a level of technical expertise of EMRG members
- Increase members activity and retention.
- Attract new members

3.3   MANAGING TRAINING

The EMRG Management Team is responsible to ensure that EMRG has the training required to meet the needs of the group.

The training and documentation that represents the minimum that must be understood by EMRG members is set out in the Foundation Requirements below.

3.3.1   Foundation Requirements

EMRG-402 The Four Cs of Communications

EMRG-404 Introduction to EMRG

EMRG-407 Logging

EMRG-411 Message Handling

EMRG-408 Personal Preparedness

EMRG-103 Notification Plan

EMRG-105 Activation Plan

EMRG-106 Operations Plan

EMRG-111 De-Activation Plan

EMRG-112 De-Brief Plan

Over time, the Foundation Requirements can grow as new documents and courses are developed and designated as Foundation Requirements. All of these are subject to updating as circumstances require.

3.3.2   Supporting Documents & Training

There are other documents and courses that cover topics of interest that are not part of the foundation requirements. Over time, new supporting documents and training will be developed and posted on the EMRG website.

- Examples of supporting training topics are Basic Net Control, Cross Band Repeaters and Introduction To CTCSS.

- Examples of supporting documents includes EMRG-207 Frequency List and EMRG-516 Repeater Guide.

4.0 Training Methodology

4.1 GENERAL PRINCIPLES

Some general principles in creating and providing training include:

- Re-use existing material where possible to create training modules.

- Learn from others and share our material in return.

- Repeat training where it makes sense to ensure understanding or in preparation for a major exercise where specific skills will be tested.

- As much as possible, training should be available for self study.

- Each training module should focus on a specific area so courses are not too long and do not cover too diverse a set of topics.

- Each training module should require no more than 2 hours of self study to complete, review and write the self test.

- Instructor led training should be no more than 30-45 minutes plus discussion/interaction.

- Every EMRG meeting should have a training element

- Training should be closely aligned to the EMRG strategy and operations plans.

4.2 BASIC SKILLS

EMRG will focus on the delivery of training courses that provide basic skills, through self study courses. While it would be nice to develop and deliver training aimed at different skill levels, the effort required to do so, exceeds EMRG's capacity.

The Foundation Requirements define the basic skills that all EMRG members are expected to work on. There are other basic training courses that all EMRG members are encouraged to work on, but are not mandatory. For example, there is a basic Net Control course, but not everyone will be interested in or need to complete it.

4.3 ADVANCED SKILLS

There is a requirement for some advanced training, such as understanding the responsibilities for key organization positions used during deployment, or being an effective net control station. This training will typically be offered to individuals who have shown the skills and interest to perform these roles. The training will be hands on workshops, with handouts, rather than a documented course.

4.4 SPECIALTY TRAINING

There may be specific areas in which EMRG members may not be qualified to provide the training (e.g. First Aid). In these cases EMRG will work with other groups to either provide the training or to provide EMRG members with contacts and information so that they can seek the training themselves.

4.5 OTHER TRAINING

There may be opportunities to offer other training to EMRG members that is not part of formal EMRG training. This training may be instructor led with handouts, there may be a presentation that can be posted on the EMRG website, or the course may rely on members to take notes.

This training may be provided by the EMRG Management Team, Members with specific skills, or Guest Speakers/Trainers/Subject Matter Experts. Examples of training could include someone from Ottawa Fire teaching Incident Management System (IMS), Red Cross training on Registration and Inquiry, or an EMRG member who is training in workplace safety presenting safety training.

4.6 EMRG DOCUMENTS

Training also includes understanding key documentation that defines how EMRG operates in an emergency. For example, all EMRG members must understand how EMRG is activated, which is documented in EMRG-105 Activation Plan

4.7 TRAINING DELIVERY

The primary method for delivering EMRG training is self study. EMRG members are expected to complete the training, complete the quiz and review any areas that were not fully understood. It is also the responsibility of each member to go back and review the training and documentation periodically to ensure they continue to understand and have reviewed the latest version.

Training will also be delivered through instructor led training, when there is an opportunity and the training will be delivered to meet an EMRG objective, such as preparing for an exercise where specific skills will be evaluated, or reinforcing skills that seem to be weak.

4.8   SKILLS EVALUATION

Each training course will include a quiz at the end to confirm that the individual has understood the basic concepts presented. The answers will be provided on a subsequent page so the user can test their level of understanding. In some cases, such as essay type questions, the answers will be a discussion of relevant points, rather than a specific answer.

- It is the responsibility of each EMRG member to complete the course, take the quiz and review the areas that were weak.

- Tracking of training completed and when, is also the responsibility of the individual EMRG member.

4.9   PERSONAL TRAINING RECORD

The form for EMRG members to record and track their training is EMRG-519 Personal Training Record. Since most of the EMRG training is done individually off the web, it is necessary for each member to track their own training.

The Personal Training Record provides a convenient method to track which courses are completed and when they were completed. If it has been a few years since a particular session was completed, or if an update has been released, please repeat the session and mark it again. Ideally, everyone should review each on line FOUNDATION session each year.

The training record can be used to track other training completed, whether in or outside of EMRG, such as the RAC CEC course, Canwarn, First Aid or other.

4.10 TRAINING DOCUMENT TEMPLATES

EMRG training documents will be created using the standard training templates;

1. EMRG-008_Self_Study_Training_Template.pot
2. EMRG-007_Instuctor_Led_Training_Template.pot

4.11 TRAINING INFORMATION

All EMRG training courses will be posted on the EMRG website, under **Official Documents**, Section **400 Training**   http://www.emrg.ca/library.htm#400Training.

There is also additional information on the Training section of the EMRG website;

http://www.emrg.ca/training.htm