



# Disaster Responder Training Requirements

## Disaster Cycle Services Job Tools

### Engage Volunteers and Employees

Edge Classes Online

FEMA Classes Online

Virtual Instructor Lead Classes

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## Purpose

The purpose of this document is to provide training requirements and recommendations that support the attainment and ability to retain a disaster responder group/activity/position (G/A/P).

## Audience

The audience for this document is anyone working with obtaining and maintaining disaster responder training requirements and recommendations at all levels of Disaster Cycle Services (DCS).

## Introduction

Disaster operations organize tasks into similar functional areas to complete the Red Cross Mission. There are four main functional areas: those groups working directly with our clients, those groups supporting the work provided to our clients, those groups with our external constituents, and our final group of operations management or our command staff.

These functional areas are further divided into specific Groups and Activities. Each Group and Activity's roles and purpose are described in the *Concept of Operations Program Essentials* on the [DCS Operations Toolkit](#) on The Exchange. There are several positions associated with each group and activity. Positions include Service Associate, Supervisor, Manager and Chief. Additional positions are in the Operations Management Group.

The combination of group, activity, and position form the responder G/A/P. G/A/Ps are a rank, obtained by successfully meeting all disaster responder requirements, the specific group/activity/position qualifications, and training requirements. Each position has a position description, which is posted on The Exchange in the [Volunteer Position Description Index](#). The position description contains the purpose, key responsibilities, supervision and reporting structures, development opportunities, and qualifications. In addition, physical and emotional requirements can be found in the [DCS Physical Capacity Grid](#).

The training requirements and recommendations are listed and maintained in this document. Although training may be listed on the position description, this document is the official, maintained training requirements and recommendations for use in determining and maintaining group/activity/position eligibility. The [Volunteer Connection GAP Promotions Manager](#), and the EDGE learning management system (LMS) will be updated accordingly to match any edits to this document. To qualify for a group/activity/position, the disaster workforce must complete full versions of each course. Condensed "just in time" or "operational" training offered on a disaster operation (DRO) does *not* satisfy a group/activity/position course requirement. As new and updated training courses are released, workforce members can utilize the Volunteer Connection GAP Promotions Manager to identify responders with expired training and ensure they are up to date.

Disaster Responder designation requires a group/activity/position and a geographic eligibility.

## How to Use this Document

This document provides direction and navigational support to access required and recommended training for operational responder group/activity/positions. As training courses are regularly released and retired, this document will be updated on an ongoing basis. Please be sure to access the most recent online version to ensure accuracy. You may need to clear your browser cache to view the latest version. For detailed information on changes made, reference the Change Log at the end of this document.

Disaster Cycle Services courses are offered in the following formats:

- **Web-based Training (WBT):** Online training is developed for individual completion in EDGE, and requires access to a computer and internet. Some disaster courses are available on iPad and Android tablets.
- **Instructor-led Training (ILT):** In-person training conducted by a Red Cross Disaster instructor. Register for ILTs in EDGE, taking care to check the course location. Your supervisor or Workforce Engagement team can help if assistance is needed. ILTs also include simulations. Simulations are a formal setting that allows participants to practically apply the concepts learned in their courses via tabletop, practicum, role play, or other activities.
- **Video-based Training (VID):** Videos deliver course content in a format that can be easily viewed, individually or in a group setting.
- **Virtual Instructor-led Training (VILT):** Live training conducted by a Red Cross Disaster instructor through a shared online conferencing tool, such as WebEx or Skype for Business, to support learners across multiple locations.

In addition, some of the required/recommended courses for certain group/activity/positions are developed by the Federal Emergency Management Agency (FEMA). These courses are available outside the EDGE LMS. You can access each course from the direct link on the group/activity/position training below. Once you have completed a FEMA course, send a copy of your certificate to your Disaster Workforce Engagement Manager to have the training added to your EDGE Transcript. For questions around FEMA training, ask your supervisor. There are two types of training offered by FEMA:

- WBT courses: Taken online on the [FEMA website](#).
- ILT courses: Register online and attend in person.

Throughout this document there are many hyperlinks leading directly to a page on The Exchange. If you are unable to access the page directly through that link, navigate to The Exchange through *Volunteer Connection*, and search for the hyperlinked phrase.

# Group/Activity/Position Training Requirements

## Mass Care – Feeding

### Service Associate (MC/FF/SA)

#### Required

- **Disaster Cycle Services: An Overview** ([WBT](#) 1 hr / [ILT](#) 2 hrs)
- **Concept of Operations Basics** ([VID](#) 30 mins / [ILT](#) 1 hr) *To receive credit, mark the video complete after viewing.*
- **Deployment Fundamentals** ([WBT](#) 30 mins)
- **Mission Cards – Cardholder Overview** ([VID](#) 14 mins / [ILT](#) 1 hr ) *To receive credit, mark the video complete after viewing.*
- **Mass Care: An Overview** ([WBT](#) 30 mins / [ILT](#) 3.5 hrs)
- **Basic Food Safety** ([WBT](#) 1 hr)
- **Feeding Activity Introduction** ([WBT](#) 20 mins / [ILT](#) 2 hrs)
- **Feeding Fundamentals v2** ([WBT](#) 1 hr / [ILT](#) 3 hrs)
- **Everyone is Welcome** ([WBT](#) 45 mins / [ILT](#) 1 hr / [VILT](#) 1 hr)

#### Recommended

- ERVs: Ready, Set Roll ([ILT](#) 3 hrs or [self-study](#) + road test)
- **Psychological First Aid: Helping Others in Times of Stress** ([WBT](#) 1.5 hrs / [ILT](#) 4.5 hrs / [VILT](#) 3 hrs)

### Supervisor (MC/FF/SV)

#### Required

- All required Mass Care/Feeding/Service Associate training
- **Supervising the Disaster Workforce** ([ILT](#) 8 hrs)
- **Concept of Operations 3.0 Management** ([ILT](#) 5 hrs) *expected late February 2020*  
*OR equivalent Concept of Operations 3.0 Management training ([curriculum](#) 7 hrs):*
  - Concept of Operations Management
  - ConOps 3.0: What's Changed Webinar
- ERVs: Ready, Set Roll ([ILT](#) 3 hrs or [self-study](#) + road test)
- **Kitchen Site Management** ([WBT](#) 1 hr / [ILT](#) 3 hrs)
- Kitchen Site Management Simulation ([ILT](#) 3.5 hrs)

#### Recommended

- **Shelter Fundamentals** ([WBT](#) 2.5 hrs / [ILT](#) 4 hrs)
- **Logistics: An Overview** ([ILT](#) 3 hrs)

### Manager (MC/FF/MN) *(continues on next page)*

#### Required

- All required Mass Care/Feeding/Supervisor training
- **Feeding Lead Operations** ([WBT](#) 1 hr)
- **Mass Care Management** - 2017 ([ILT](#) 8 hrs)
- Service Delivery Site Management ([ILT](#) 1.5 days)

### Recommended

- **Disaster Operations Control: Form 5266 Fundamentals** ([WBT](#) 1.15 hrs)
- **Incident Reporting Fundamentals** ([WBT](#) 1.5 Hours)
- **Operations Planning Fundamentals** ([WBT](#) 1 hr)

## Mass Care – Sheltering

### Service Associate (MC/SH/SA)

#### Required

- **Disaster Cycle Services: An Overview** ([WBT](#) 1 hr / [ILT](#) 2 hrs)
- **Concept of Operations Basics** ([VID](#) 30 mins / [ILT](#) 1 hr) *To receive credit, mark the video complete after viewing.*
- **Deployment Fundamentals** ([WBT](#) 30 mins)
- **Mission Cards – Cardholder Overview** ([VID](#) 14 mins / [ILT](#) 1 hr) *To receive credit, mark the video complete after viewing.*
- **Mass Care: An Overview** ([WBT](#) 30 mins / [ILT](#) 3.5 hrs)
- **Basic Food Safety** ([WBT](#) 1 hr)
- **Everyone is Welcome** ([WBT](#) 45 mins / [ILT](#) 1 hr / [VILT](#) 1 hr)
- **Shelter Fundamentals** ([WBT](#) 2.5 hrs / [ILT](#) 4 hrs)

#### Recommended

- **Feeding Activity Introduction** ([WBT](#) 20 mins / [ILT](#) 2 hrs)
- **Psychological First Aid: Helping Others in Times of Stress** ([WBT](#) 1.5 hrs / [ILT](#) 4.5 hrs / [VILT](#) 3 hrs)
- **National Shelter System Fundamentals** ([WBT](#) 45 mins)

### Supervisor (MC/SH/SV)

#### Required

- All required Mass Care/Sheltering/Service Associate training
- **Supervising the Disaster Workforce** ([ILT](#) 8 hrs)
- **Concept of Operations 3.0 Management** (ILT 5 hrs) *expected late February 2020*  
*OR equivalent Concept of Operations 3.0 Management training ([curriculum](#) 7 hrs):*
  - Concept of Operations Management
  - ConOps 3.0: What's Changed Webinar
- **Shelter Management** ([WBT](#) 2.5 hrs / [ILT](#) 8 hrs)
- Shelter Operations Simulation ([ILT](#) 6 hrs)
- **National Shelter System Fundamentals** ([WBT](#) 45 mins)

#### Recommended

- **Disaster Operations Control: Form 5266 Fundamentals** ([WBT](#) 1.15 hrs)
- **Advanced National Shelter System** ([WBT](#) 45 mins)
- **Feeding Fundamentals v2** ([WBT](#) 1 hr / [ILT](#) 3 hrs)
- **Care Assistant Fundamentals** (Blended [WBT](#) / [ILT](#) 2 hrs)
- **Public Affairs Essentials** ([WBT](#) 45 mins)

## Manager (MC/SH/MN)

### Required

- All required Mass Care/Sheltering/Supervisor training
- **Feeding Fundamentals v2** ([WBT](#) 1 hr / [ILT](#) 3 hrs)
- Care Assistant Fundamentals (Blended [WBT](#) / [ILT](#) 2 hrs)
- **Mass Care Management** - 2017 ([ILT](#) 8 hrs)

### Recommended

- **Disaster Operations Form Control: 5266 Fundamentals** ([WBT](#) 1.25 hrs)
- **Advanced National Shelter System** ([WBT](#) 45 mins)
- **Public Affairs Essentials** ([WBT](#) 45 mins)

## Mass Care – Distribution of Emergency Supplies

### Service Associate (MC/DES/SA)

#### Required

- **Disaster Cycle Services: An Overview** ([WBT](#) 1 hr / [ILT](#) 2 hrs)
- **Concept of Operations Basics** ([VID](#) 30 mins / [ILT](#) 1 hr) *To receive credit, mark the video complete after viewing.*
- **Deployment Fundamentals** ([WBT](#) 30 mins)
- **Mission Cards – Cardholder Overview** ([VID](#) 14 mins / [ILT](#) 1 hr ) *To receive credit, mark the video complete after viewing.*
- **Mass Care: An Overview** ([WBT](#) 30 mins / [ILT](#) 3.5 hrs)
- **Bulk Distribution Fundamentals** ([WBT](#) 1 hr) OR Bulk Distribution Operations ([ILT](#) 3 hrs)
- **Psychological First Aid: Helping Others in Times of Stress** ([WBT](#) 1.5 hrs / [ILT](#) 4.5 hrs / [VILT](#) 3 hrs)
- **Everyone is Welcome** ([WBT](#) 45 mins / [ILT](#) 1 hr / [VILT](#) 1 hr)

#### Recommended

- **Basic Food Safety** ([WBT](#) 1 hr)
- **Feeding Activity Introduction** ([WBT](#) 20 mins / [ILT](#) 2 hrs)
- ERVs: Ready, Set Roll ([ILT](#) 3 hrs or [self-study](#) + road test)

### Supervisor (MC/DES/SV)

#### Required

- All required Mass Care/Distribution of Emergency Supplies/Service Associate training
- **Supervising the Disaster Workforce** ([ILT](#) 8 hrs)
- **Concept of Operations 3.0 Management** (ILT 5 hrs) *expected late February 2020*  
OR equivalent **Concept of Operations 3.0 Management training** ([curriculum](#) 7 hrs):
  - Concept of Operations Management
  - ConOps 3.0: What's Changed Webinar

#### Recommended

- **Basic Food Safety** ([WBT](#) 1 hr)
- **Feeding Activity Introduction** ([WBT](#) 20 mins / [ILT](#) 2 hrs)
- ERVs: Ready, Set Roll ([ILT](#) 3 hrs or [self-study](#) + road test)

## Manager (MC/DES/MN)

### Required

- All required Mass Care/Distribution of Emergency Supplies/Supervisor training
- **Mass Care Management** - 2017 ([ILT](#) 8 hrs)
- Service Delivery Site Management ([ILT](#) 1.5 days)
- **Disaster Operations Control: Form 5266 Fundamentals** ([WBT](#) 1.15 hrs)
- ERVs: Ready Set Roll ([ILT](#) 3 hrs + road test)

### Recommended

- **Logistics: An Overview** ([ILT](#) 3 hrs)
- **Incident Reporting Fundamentals** ([WBT](#) 1.5 Hours)
- **Operations Planning Fundamentals** ([WBT](#) 1 hr)

## Mass Care – Reunification

### Service Associate (MC/REU/SA)

#### Required

- **Disaster Cycle Services: An Overview** ([WBT](#) 1 hr / [ILT](#) 2 hrs)
- **Concept of Operations Basics** ([VID](#) 30 mins / [ILT](#) 1 hr) *To receive credit, mark the video complete after viewing.*
- **Deployment Fundamentals** ([WBT](#) 30 mins)
- **Mission Cards – Cardholder Overview** ([VID](#) 14 mins / [ILT](#) 1 hr ) *To receive credit, mark the video complete after viewing.*
- **Mass Care: An Overview** ([WBT](#) 30 mins / [ILT](#) 3.5 hrs)
- **Reunification Fundamentals** ([WBT](#) 1 hr)
- **Everyone is Welcome** ([WBT](#) 45 mins / [ILT](#) 1 hr / [VILT](#) 1 hr)

#### Recommended

- **Psychological First Aid: Helping Others in Times of Stress** ([WBT](#) 1.5 hrs / [ILT](#) 4.5 hrs / [VILT](#) 3 hrs)

### Supervisor (MC/REU/SV)

#### Required

- All required Mass Care/Reunification/Service Associate training
- **Supervising the Disaster Workforce** ([ILT](#) 8 hrs)
- **Concept of Operations 3.0 Management** (ILT 5 hrs) *expected late February 2020*  
*OR equivalent Concept of Operations 3.0 Management training ([curriculum](#) 7 hrs):*
  - Concept of Operations Management
  - ConOps 3.0: What's Changed Webinar
- **National Shelter System Fundamentals** ([WBT](#) 45 mins)

### Manager (MC/REU/MN)

#### Required

- All required Mass Care/Reunification/Supervisor training
- **Psychological First Aid: Helping Others in Times of Stress** ([WBT](#) 1.5 hrs / [ILT](#) 4.5 hrs / [VILT](#) 3 hrs)
- **Mass Care Management - 2017** ([ILT](#) 8 hrs)
- **Disaster Operations Control: Form 5266 Fundamentals** ([WBT](#) 1.15 hrs)

## Mass Care – Generalist and Chief

### Generalist Manager (MC/GEN/MN)

- All required Mass Care/Feeding/Supervisor or Mass Care/Sheltering/Supervisor training
- No additional training is required for this group/activity/position. Generalist Managers (GEN/MN) are expected to maintain their technical skills by taking revised training as released. Generalist Managers must be a supervisor in sheltering or feeding and knowledgeable in all other Mass Care functions.

### Chief (MC/CH)

#### Required

- **Disaster Cycle Services: An Overview** ([WBT](#) 1 hr / [ILT](#) 2 hrs)
- **Mass Care: An Overview** ([WBT](#) 30 mins / [ILT](#) 3.5 hrs)
- **Shelter Fundamentals** ([WBT](#) 2.5 hrs / [ILT](#) 4 hrs)
- **Reunification Fundamentals** ([WBT](#) 1 hr)
- **Bulk Distribution Fundamentals** ([WBT](#) 1 hr) OR Bulk Distribution Operations ([ILT](#) 3 hrs)
- **Feeding Activity Introduction** ([WBT](#) 20 mins / [ILT](#) 2 hrs)
- **Feeding Fundamentals v2** ([WBT](#) 1 hr / [ILT](#) 3 hrs)
- **Feeding Lead Operations** ([WBT](#) 1 hr)
- **Everyone is Welcome** ([WBT](#) 45 mins / [ILT](#) 1 hr / [VILT](#) 1 hr)
- **Psychological First Aid: Helping Others in Times of Stress** ([WBT](#) 1.5 hrs / [ILT](#) 4.5 hrs / [VILT](#) 3 hrs)
- **Supervising the Disaster Workforce** ([ILT](#) 8 hrs)
- **Disaster Operations Control: Form 5266 Fundamentals** ([WBT](#) 1.15 hrs)
- **Mass Care Management** - 2017 ([ILT](#) 8 hrs)
- **Advanced National Shelter System** ([WBT](#) 45 mins)
- Service Delivery Site Management ([ILT](#) 1.5 days)

#### Recommended

- **Logistics: An Overview** ([ILT](#) 3 hrs)
- **Incident Reporting Fundamentals** ([WBT](#) 1.5 Hours)
- **Operations Planning Fundamentals** ([WBT](#) 1 hr)

## Individual Disaster Care – Disaster Health Services

Professional licensure requirements apply to all Disaster Health Services group/activity/positions. See [DHS Eligibility Criteria](#) for details.

### Ancillary Care (IDC/DHS/AC) *(continues on next page)*

#### Required

- **Disaster Cycle Services: An Overview** ([WBT](#) 1 hr / [ILT](#) 2 hrs)
- **Everyone is Welcome** ([WBT](#) 45 mins / [ILT](#) 1 hr / [VILT](#) 1 hr)
- Maintain certification in Red Cross Basic Life Support or CPR/AED for the Professional Rescuer (American Heart Association). For Red Cross coupon information, go to [Training Services Classes for Red Cross Employees and Registered Volunteers](#) on The Exchange.

### Recommended

- **Disaster Action Team Fundamentals** ([WBT](#) 1.5 hrs / [ILT](#) 3.5 hrs)
- **Psychological First Aid: Helping Others in Times of Stress** ([WBT](#) 1.5 hrs / [ILT](#) 4.5 hrs / [VILT](#) 3 hrs)
- **Shelter Fundamentals** ([WBT](#) 2.5 hrs / [ILT](#) 4 hrs)

### Additional Recommended Training for Pharmacists

- **CAS for Disaster Health Services and Disaster Mental Health Teams** ([VID](#) 12 mins) *To receive credit, mark the video complete after viewing.*
- **Recovery Fundamentals** ([WBT](#) 2 hrs / [ILT](#) 2.5 hrs)  
*OR equivalent retired courses:*
  - Casework and Recovery Planning Fundamentals
  - Direct Client Assistance Fundamentals
  - Meet the Client: What is a Family?

### Service Associate (IDC/DHS/SA) *(continues on next page)*

CAS 2.0 account required with a user role of Caseworker Health.

### Required

- **Disaster Cycle Services: An Overview** ([WBT](#) 1 hr / [ILT](#) 2 hrs)
- **Concept of Operations Basics** ([VID](#) 30 mins / [ILT](#) 1 hr) *To receive credit, mark the video complete after viewing.*
- **Deployment Fundamentals** ([WBT](#) 30 mins)
- **Mission Cards – Cardholder Overview** ([VID](#) 14 mins / [ILT](#) 1 hr ) *To receive credit, mark the video complete after viewing.*
- **Disaster Health Services Fundamentals 1** ([WBT](#) 1 hr) *Required for all new DHS workers as of 3/7/19.*
- **Disaster Health Services Fundamentals 2** ([WBT](#) 1 hr) *Required for all new DHS workers as of 3/7/19.*
- **Disaster Health Services Simulation** ([ILT](#) 3.5 hrs / [VILT](#) 1.5 hrs) *Required for all new DHS workers as of 12/17/18.*
- **Recovery Fundamentals** ([WBT](#) 2 hrs / [ILT](#) 2.5 hrs)  
*OR equivalent retired courses:*
  - Casework and Recovery Planning Fundamentals
  - Direct Client Assistance Fundamentals
  - Meet the Client: What is a Family?
- **CAS for Disaster Health Services and Disaster Mental Health Teams** ([VID](#) 12 mins) *To receive credit, mark the video complete after viewing.*
- **Psychological First Aid: Helping Others in Times of Stress** ([WBT](#) 1.5 hrs / [ILT](#) 4.5 hrs / [VILT](#) 3 hrs)
- **Everyone is Welcome** ([WBT](#) 45 mins / [ILT](#) 1 hr / [VILT](#) 1 hr)
- Maintain certification in Red Cross Basic Life Support or CPR/AED for the Professional Rescuer (American Heart Association). For Red Cross coupon information, go to [Training Services Classes for Red Cross Employees and Registered Volunteers](#) on The Exchange.

### Recommended

- **Reunification Fundamentals** ([WBT](#) 1 hr)
- **Shelter Fundamentals** ([WBT](#) 2.5 hrs / [ILT](#) 4 hrs)
- **Staff Wellness Fundamentals** ([ILT](#) 1.5 hrs)
- **CAS for Recovery Fundamentals** ([VID](#) 34 mins) *To receive credit, mark the video complete after viewing.*

- **CAS for Recovery DRO Level 3** ([VID](#) 14 mins) *To receive credit, mark the video complete after viewing.*
- **CAS: Your CAS Account** ([VID](#) 17 mins) *To receive credit, mark the video complete after viewing.*
- **Integrated Care Condolence Team Fundamentals** (for ICCT Qualification) ([ILT](#) 4 hrs)
- **Mass Casualty Incident Response Basics** (for Mass Casualty Qualification) ([WBT](#) 1.15 hrs)
- Care Assistant Fundamentals (Blended [WBT](#) / [ILT](#) 2 hrs)
- **Disaster Action Team Fundamentals** ([WBT](#) 1.5 hrs / [ILT](#) 3.5 hrs)
- **Supervising the Disaster Workforce** ([ILT](#) 8 hrs)

*Note:* Additional training is required for the *Disaster Health Services Simulation Facilitator* qualification. See the course [Fact Sheet](#) on The Exchange for details.

## Supervisor (IDC/DHS/SV)

CAS 2.0 account required with a user role of Caseworker Health.

### Required

- All required Individual Disaster Care/Disaster Health Services/Service Associate training
- **Supervising the Disaster Workforce** ([ILT](#) 8 hrs)
- **Concept of Operations 3.0 Management** (ILT 5 hrs) *expected late February 2020*  
OR equivalent *Concept of Operations 3.0 Management training* ([curriculum](#) 7 hrs):
  - Concept of Operations Management
  - ConOps 3.0: What's Changed Webinar
- **Reunification Fundamentals** ([WBT](#) 1 hr)
- **Shelter Fundamentals** ([WBT](#) 2.5 hrs / [ILT](#) 4 hrs)
- **CAS 2.0: Reporting** ([WBT](#) 1 hr)
- **Disaster Operations Control: Form 5266 Fundamentals** ([WBT](#) 1.15 hrs)
- **Integrated Care Condolence Team Fundamentals** (for ICCT Qualification) ([ILT](#) 4 hrs)
- **Staff Wellness Fundamentals** ([ILT](#) 1.5 hrs)
- Maintain certification in Red Cross Basic Life Support or CPR/AED for the Professional Rescuer (American Heart Association). For Red Cross coupon information, go to [Training Services Classes for Red Cross Employees and Registered Volunteers](#) on The Exchange.

### Recommended

- **Mass Care: An Overview** ([WBT](#) 30 mins / [ILT](#) 3.5 hrs)
- **Mass Casualty Incident Response Basics** (for Mass Casualty Qualification) ([WBT](#) 1.15 hrs)
- **Operations Planning Fundamentals** ([WBT](#) 1 hr)
- Care Assistant Fundamentals (Blended [WBT](#) / [ILT](#) 2 hrs)
- **Supply Fundamentals** ([ILT](#) 6 hrs)
- **Performance Evaluation Preparation for Supervisors** ([ILT](#) 1 hr / [VID](#) 20 mins)

*Note:* Additional training is required for the *Disaster Health Services Simulation Facilitator* qualification. See the course [Fact Sheet](#) on The Exchange for details.

## Manager (IDC/DHS/MN)

CAS 2.0 account required with a user role of Caseworker Health.

### Required

- All required Individual Disaster Care/Disaster Health Services/Supervisor training
- **Mass Care: An Overview** ([WBT](#) 30 mins / [ILT](#) 3.5 hrs)
- **Operations Planning Fundamentals** ([WBT](#) 1 hr)
- **Mass Casualty Incident Response Management** ([ILT](#) 4 hrs / [VILT](#) 2.4 hrs)
- Mass Casualty Incident Response Management Simulation ([ILT](#) 4 hrs)
- **Basic Instructor Fundamentals** ([WBT](#) 1.2 hrs)
- Basic Instructor Specialty Training ([ILT](#) 8 hrs)
- **Disaster Course Simulation Facilitator Fundamentals** ([WBT](#) 45 mins / [ILT](#) 45 mins / [VILT](#) 45 mins)
- Maintain certification in Red Cross Basic Life Support or CPR/AED for the Professional Rescuer (American Heart Association). For Red Cross coupon information, go to [Training Services Classes for Red Cross Employees and Registered Volunteers](#) on The Exchange.

### Recommended

- Service Delivery Site Management ([ILT](#) 1.5 days)
- **Virtual Instructor Specialty Training** ([ILT](#) 3 hrs)
- **IS-100 Introduction to Incident Command System, ICS 100** ([FEMA WBT](#) 2 hrs)
- **IS-200 Basic Incident Command System for Initial Response** ([FEMA WBT](#) 4 hrs)
- **IS-700 An Introduction to the National Incident Management System** ([FEMA WBT](#) 3.5 hrs)
- **IS-800 National Response Framework, an Introduction** ([FEMA WBT](#) 3 hrs)

## Chief (IDC/DHS/CH)

CAS 2.0 account required with a user role of Caseworker Health.

### Required

- All required Individual Disaster Care/Disaster Health Services/Manager training
- **National Shelter System Fundamentals** ([WBT](#) 45 mins)
- Maintain certification in Red Cross Basic Life Support or CPR/AED for the Professional Rescuer (American Heart Association). For Red Cross coupon information, go to [Training Services Classes for Red Cross Employees and Registered Volunteers](#) on The Exchange.

### Recommended

- **Mobilize the Community: An Overview** ([WBT](#) 15 mins)
- Conducting and Documenting Performance Reviews ([ILT](#) 1.5 hrs)
- Effective Onboarding and Training ([ILT](#) 1.5 hrs)
- ICS-300 Intermediate Incident Command System for Expanding Incidents ([FEMA ILT](#) 3 days)
- ICS-400: Advanced Incident Command System for Command and General Staff - Complex Incidents ([FEMA ILT](#) 2 days)

## Individual Disaster Care – Disaster Spiritual Care

Specific eligibility requirements apply to all Disaster Spiritual Care group/activity/positions. See [Disaster Spiritual Care Eligibility Criteria](#) for details.

## Service Associate (IDC/DSC/SA)

### Required

- **Disaster Cycle Services: An Overview** ([WBT](#) 1 hr / [ILT](#) 2 hrs)
- **Concept of Operations Basics** ([VID](#) 30 mins / [ILT](#) 1 hr) *To receive credit, mark the video complete after viewing.*
- **Deployment Fundamentals** ([WBT](#) 30 mins)
- **Mission Cards – Cardholder Overview** ([VID](#) 14 mins / [ILT](#) 1 hr ) *To receive credit, mark the video complete after viewing.*
- **Psychological First Aid: Helping Others in Times of Stress** ([WBT](#) 1.5 hrs / [ILT](#) 4.5 hrs / [VILT](#) 3 hrs)
- **Disaster Spiritual Care: Introduction** ([WBT](#) 45 mins)
- **Disaster Spiritual Care Fundamentals** ([ILT](#) 4.5 hrs / [VILT](#) 3 hrs)

## Supervisor (IDC/DSC/SV)

### Required

- All required Individual Disaster Care/Disaster Spiritual Care/Service Associate training
- **Supervising the Disaster Workforce** ([ILT](#) 8 hrs)
- **Concept of Operations 3.0 Management** (ILT 5 hrs) *expected late February 2020*  
*OR equivalent Concept of Operations 3.0 Management training ([curriculum](#) 7 hrs):*
  - Concept of Operations Management
  - ConOps 3.0: What's Changed Webinar
- **Recovery Services: An Overview** ([WBT](#) 45 mins)

### Recommended

- **Partner Engagement Essentials** ([WBT](#) 1hr)
- Collaborating Essentials ([ILT](#) 6 hrs)

## Manager (IDC/DSC/MN)

### Required

- All required Individual Disaster Care/Disaster Spiritual Care/Supervisor training
- **Integrated Care Condolence Team Fundamentals** ([ILT](#) 4 hrs)
- Supporting Volunteers and Managing Teams ([ILT](#) 3.5 hrs)
- Facilitative Leadership for Mobilizing the Community ([ILT](#) 7.5 hrs)
- **Disaster Operations Control: Form 5266 Fundamentals** ([WBT](#) 1.15 hrs)

## Individual Disaster Care – Disaster Mental Health

Professional licensure requirements apply to all Disaster Mental Health group/activity/positions. See [Disaster Mental Health Eligibility Criteria](#) for details.

## Service Associate (IDC/DMH/SA)

### Required

- **Disaster Cycle Services: An Overview** ([WBT](#) 1 hr / [ILT](#) 2 hrs)
- **Concept of Operations Basics** ([VID](#) 30 mins / [ILT](#) 1 hr) *To receive credit, mark the video complete after viewing.*
- **Deployment Fundamentals** ([WBT](#) 30 mins)
- **Mission Cards – Cardholder Overview** ([VID](#) 14 mins / [ILT](#) 1 hr ) *To receive credit, mark the video complete after viewing.*
- **Disaster Mental Health: Introduction** ([WBT](#) 30 mins)
- **Disaster Mental Health Fundamentals Part 1** ([WBT](#) 2.5 hrs / [ILT](#) / [VILT](#) 3 hrs)
- **Disaster Mental Health Fundamentals Part 2** ([ILT](#) 2.5 hrs / [VILT](#) 2 hrs) *Part 2 is waived for Disaster Mental Health workers who joined prior to January 9, 2017.*

### Recommended

- **Disaster Action Team Fundamentals** ([WBT](#) 1.5 hrs / [ILT](#) 3.5 hrs)
- **Psychological First Aid: Helping Others in Times of Stress** ([WBT](#) 1.5 hrs / [ILT](#) 4.5 hrs / [VILT](#) 3 hrs)
- **Supervising the Disaster Workforce** ([ILT](#) 8 hrs)
- **Recovery Fundamentals** ([WBT](#) 2 hrs / [ILT](#) 2.5 hrs)  
*OR equivalent retired courses:*
  - Casework and Recovery Planning Fundamentals
  - Direct Client Assistance Fundamentals
  - Meet the Client: What is a Family?
- **Shelter Fundamentals** ([WBT](#) 2.5 hrs / [ILT](#) 4 hrs)
- **Everyone is Welcome** ([WBT](#) 45 mins / [ILT](#) 1 hr / [VILT](#) 1 hr)
- **Mass Casualty Incident Response Basics** ([WBT](#) 1.15 hrs)

## Supervisor (IDC/DMH/SV) *(continues on next page)*

CAS 2.0 account required with a user role of Caseworker Health.

### Required

- All required Individual Disaster Care/Disaster Mental Health/Service Associate training
- **Supervising the Disaster Workforce** ([ILT](#) 8 hrs)
- **Concept of Operations 3.0 Management** ([ILT](#) 5 hrs) *expected late February 2020*  
*OR equivalent Concept of Operations 3.0 Management training ([curriculum](#) 7 hrs):*
  - Concept of Operations Management
  - ConOps 3.0: What's Changed Webinar
- **Recovery Fundamentals** ([WBT](#) 2 hrs / [ILT](#) 2.5 hrs)  
*OR equivalent retired courses:*
  - Casework and Recovery Planning Fundamentals
  - Direct Client Assistance Fundamentals
  - Meet the Client: What is a Family?
- **CAS for Disaster Health Services and Disaster Mental Health Teams** ([VID](#) 12 mins) *To receive credit, mark the video complete after viewing.*
- **Shelter Fundamentals** ([WBT](#) 2.5 hrs / [ILT](#) 4 hrs)
- **Mass Casualty Incident Response Basics** ([WBT](#) 1.15 hrs)

### Recommended

- **Disaster Mental Health Management** (VILT 3 two-hour webinars)
- **Integrated Care Condolence Team Fundamentals** (ILT 4 hrs)
- **Event Based Volunteer Supervisor Basics: Using the Job Aid Training Protocol** (WBT 17mins)
- **Everyone is Welcome** (WBT 45 mins / ILT 1 hr / VILT 1 hr)
- Supporting Volunteers and Managing Teams (ILT 3.5 hrs)
- Facilitative Leadership Skills for Mobilizing the Community (ILT 7.5 hrs)
- **Disaster Operations Control: Form 5266 Fundamentals** (WBT 1.15 hrs)
- **CAS 2.0: Reporting** (WBT 1 hr)
- **CAS 2.0: Managing Events** (WBT 1 hr)
- **Mass Casualty Incident Response Management** (ILT 4 hrs / VILT 2.4 hrs)
- Mass Casualty Incident Response Management Simulation (ILT 4 hrs)

### Manager (IDC/DMH/MN)

CAS 2.0 account required with a user role of Caseworker Health.

#### Required

- All required Individual Disaster Care/Disaster Mental Health/Supervisor training
- **Disaster Mental Health Management** (VILT 3 two-hour webinars)
- **Integrated Care Condolence Team Fundamentals** (ILT 4 hrs)
- Supporting Volunteers and Managing Teams (ILT 3.5 hrs)
- Facilitative Leadership Skills for Mobilizing the Community (ILT 7.5 hrs)
- **Disaster Operations Control: Form 5266 Fundamentals** (WBT 1.15 hrs)
- **Mass Casualty Incident Response Management** (ILT 4 hrs / VILT 2.4 hrs)
- Mass Casualty Incident Response Simulation (ILT 4 hrs)

### Chief (IDC/DMH/CH)

CAS 2.0 account required with a user role of Caseworker Health.

#### Required

- All required Individual Disaster Care/Disaster Mental Health/Manager training

## Individual Disaster Care – Disability Integration

### Service Associate (IDC/DI/SA)

#### Required

- **Disaster Cycle Services: An Overview** (WBT 1 hr / ILT 2 hrs)
- **Concept of Operations Basics** (VID 30 mins / ILT 1 hr) *To receive credit, mark the video complete after viewing.*
- **Deployment Fundamentals** (WBT 30 mins)
- **Mission Cards – Cardholder Overview** (VID 14 mins / ILT 1 hr ) *To receive credit, mark the video complete after viewing.*
- **Everyone is Welcome** (WBT 45 mins / ILT 1 hr / VILT 1 hr)
- **Psychological First Aid: Helping Others in Times of Stress** (WBT 1.5 hrs / ILT 4.5 hrs / VILT 3 hrs)

## Supervisor (IDC/DI/SV)

### Required

- All required Individual Disaster Care/Disability Integration/Service Associate training
- **Supervising the Disaster Workforce** ([ILT](#) 8 hrs)
- **Concept of Operations 3.0 Management** (ILT 5 hrs) *expected late February 2020*  
OR equivalent *Concept of Operations 3.0 Management* training ([curriculum](#) 7 hrs):
  - Concept of Operations Management
  - ConOps 3.0: What's Changed Webinar
- Care Assistant Fundamentals (Blended [WBT](#) / [ILT](#) 2 hrs)
- **National Shelter System Fundamentals** ([WBT](#) 45 mins)
- **Basic Instructor Fundamentals** ([WBT](#) 1.2 hrs)
- **Shelter Fundamentals** ([WBT](#) 2.5 hrs / [ILT](#) 4 hrs)
- **Recovery Fundamentals** ([WBT](#) 2 hrs / [ILT](#) 2.5 hrs)  
OR equivalent *retired courses*:
  - Casework and Recovery Planning Fundamentals
  - Direct Client Assistance Fundamentals
  - Meet the Client: What is a Family?

## Manager (IDC/DI/MN)

### Required

- Required training for Individual Disaster Care/Disability Integration/Supervisor
- **Logistics: An Overview** ([ILT](#) 3 hrs)
- **CAS 2.0: Managing Events** ([WBT](#) 1 hr)
- **CAS 2.0: Official Damage Assessments** ([WBT](#) 1 hr)
- **CAS 2.0: Reporting** ([WBT](#) 1 hr)
- **Operations Planning Fundamentals** ([WBT](#) 1 hr)
- Collaborating Essentials ([ILT](#) 6 hrs)
- **Partner Engagement Essentials** ([WBT](#) 1 hr)
- **Staff Services Fundamentals** ([ILT](#) 8 hrs)
- **Staff Wellness Fundamentals** ([ILT](#) 1.5 hrs)

## Response – Disaster Action Team

### Service Associate (RES/DAT/SA) *(continues on next page)*

### Required

- **Disaster Cycle Services: An Overview** ([WBT](#) 1 hr / [ILT](#) 2 hrs)
- **Mass Care: An Overview** ([WBT](#) 30 mins / [ILT](#) 3.5 hrs)
- **Concept of Operations Basics** ([VID](#) 30 mins / [ILT](#) 1 hr) *To receive credit, mark the video complete after viewing.*
- **Disaster Action Team Fundamentals** ([WBT](#) 1.5 hrs / [ILT](#) 3.5 hrs)
- **Recovery Services: An Overview** ([WBT](#) 45 mins)
- **Recovery Fundamentals** ([WBT](#) 2 hrs / [ILT](#) 2.5 hrs)  
OR equivalent *retired courses*:
  - Casework and Recovery Planning Fundamentals

- Direct Client Assistance Fundamentals
- Meet the Client: What is a Family?
- **Psychological First Aid: Helping Others in Times of Stress** ([WBT](#) 1.5 hrs / [ILT](#) 4.5 hrs / [VILT](#) 3 hrs)

*Recommended*

- **Everyone is Welcome** ([WBT](#) 45 mins / [ILT](#) 1 hr / [VILT](#) 1 hr)
- **Basic Food Safety** ([WBT](#) 1 hr)
- **Feeding Fundamentals v2** ([WBT](#) 1 hr / [ILT](#) 3 hrs)
- **CAS: Your CAS Account** ([VID](#) 17 mins) *To receive credit, mark the video complete after viewing.*
- **CAS for Recovery Fundamentals** ([VID](#) 34 mins) *To receive credit, mark the video complete after viewing.*
- **Shelter Fundamentals** ([WBT](#) 2.5 hrs / [ILT](#) 4 hrs)
- Shelter Operations Simulation ([ILT](#) 6 hrs)
- ERVs: Ready, Set Roll ([ILT](#) 3 hrs or [self-study](#) + road test)
- **Next Generation Emergency Response Vehicle Operations** ([WBT](#) 1 hr)
- **Social Basics** ([WBT](#) 30 mins)

**Supervisor (RES/DAT/SV)**

CAS 2.0 account required.

*Required*

- All required Response/Disaster Action Team/Service Associate training
- **Disaster Action Team Management** ([WBT](#) 1.5 hrs / [ILT](#) 3 hrs)
- **Shelter Fundamentals** ([WBT](#) 2.5 hrs / [ILT](#) 4 hrs)
- **CAS for Recovery Fundamentals** ([VID](#) 34 mins) *To receive credit, mark the video complete after viewing.*
- **CAS: Your CAS Account** ([VID](#) 17 mins) *To receive credit, mark the video complete after viewing.*

*Recommended*

- **CAS Referral Resources for Clients** ([VID](#) 5 mins) *To receive credit, mark the video complete after viewing.*
- Supporting Volunteers and Managing Teams ([ILT](#) 3.5 hrs)
- **Supervising the Disaster Workforce** ([ILT](#) 8 hrs)
- **Public Affairs Essentials** ([WBT](#) 45 mins)
- **Mass Casualty Incident Response Basics** ([WBT](#) 1.15 hrs)
- **Basic Instructor Fundamentals** ([WBT](#) 1.2 hrs)
- **Concept of Operations 3.0 Management** ([ILT](#) 5 hrs) *expected late February 2020*  
OR equivalent **Concept of Operations 3.0 Management** training ([curriculum](#) 7 hrs):
  - Concept of Operations Management
  - ConOps 3.0: What's Changed Webinar
- **IS-100 Introduction to Incident Command System, ICS 100** ([FEMA WBT](#) 2 hrs)
- **IS-200 Basic Incident Command System for Initial Response** ([FEMA WBT](#) 4 hrs)
- **IS-700 An Introduction to the National Incident Management System** ([FEMA WBT](#) 3.5 hrs)
- **IS-800 National Response Framework, an Introduction** ([FEMA WBT](#) 3 hrs)

## Manager (RES/DAT/MN)

CAS 2.0 account required.

### Required

- All required Response/Disaster Action Team/Supervisor training
- **Public Affairs Essentials** ([WBT](#) 45 mins)
- **Mobilize the Community: An Overview** ([WBT](#) 15 mins)
- Collaborating Essentials ([ILT](#) 6 hrs)
- **Mass Casualty Incident Response Basics** ([WBT](#) 1.15 hrs)

### Recommended

- **Disaster Mental Health: Introduction** ([WBT](#) 30 mins)
- Basic Instructor Specialty Training ([ILT](#) 8 hrs)
- **Government Operations Fundamentals** ([ILT](#) 6.5 hrs)
- **Supervising the Disaster Workforce** ([ILT](#) 8 hrs)
- Supporting Volunteers and Managing Teams ([ILT](#) 3.5 hrs)
- **Integrated Care Condolence Team Fundamentals** ([ILT](#) 4 hrs)
- **Incident Reporting Fundamentals** ([WBT](#) 1 hr)
- **IS-100 Introduction to Incident Command System, ICS 100** ([FEMA WBT](#) 2 hrs)
- **IS-200 Basic Incident Command System for Initial Response** ([FEMA WBT](#) 4 hrs)
- **IS-700 An Introduction to the National Incident Management System** ([FEMA WBT](#) 3.5 hrs)
- **IS-800 National Response Framework, an Introduction** ([FEMA WBT](#) 3 hrs)

## Recovery – Generalist and Chief

### Generalist Service Associate (REC/GEN/SA) *(continues on next page)*

CAS 2.0 account required with a user role of Caseworker.

### Required

- **Disaster Cycle Services: An Overview** ([WBT](#) 1 hr / [ILT](#) 2 hrs)
- **Concept of Operations Basics** ([VID](#) 30 mins / [ILT](#) 1 hr) *To receive credit, mark the video complete after viewing.*
- **Deployment Fundamentals** ([WBT](#) 30 mins)
- **Mission Cards – Cardholder Overview** ([VID](#) 14 mins / [ILT](#) 1 hr ) *To receive credit, mark the video complete after viewing.*
- **Recovery Services: An Overview** ([WBT](#) 45 mins)
- **Recovery Fundamentals** ([WBT](#) 2 hrs / [ILT](#) 2.5 hrs)
  - OR equivalent retired courses:
    - Casework and Recovery Planning Fundamentals
    - Direct Client Assistance Fundamentals
    - Meet the Client: **What is a Family?**
- **CAS for Recovery Fundamentals** ([VID](#) 34 mins) *To receive credit, mark the video complete after viewing.*
- **Regional Recovery Follow up Fundamentals** ([WBT](#) 2 hrs / [ILT](#) 3.5 hrs)
- **CAS: Your CAS Account** ([VID](#) 17 mins) *To receive credit, mark the video complete after viewing.*
- **Everyone is Welcome** ([WBT](#) 45 mins / [ILT](#) 1 hr / [VILT](#) 1 hr)

### Recommended

- **CAS for Recovery DRO Level 3** ([VID](#) 14 mins) To receive credit, mark the video complete after viewing.
- **CAS Referral Resources for Clients** ([VID](#) 5 mins) To receive credit, mark the video complete after viewing.
- **Psychological First Aid: Helping Others in Times of Stress** ([WBT](#) 1.5 hrs / [ILT](#) 4.5 hrs / [VILT](#) 3 hrs)

### Chief (REC/CH)

CAS 2.0 account recommended.

#### Required

- All required Recovery/Casework and Recovery Planning/Manager training
- Fundamentals of Chapter Disaster Operations Management ([ILT](#) 1.5 days)

#### Recommended

- **Public Affairs Essentials** ([WBT](#) 45 mins)
- Collaborating Essentials ([ILT](#) 6 hrs)
- Facilitative Leadership Skills for Mobilizing the Community ([ILT](#) 7.5 hrs)
- Disaster Response Management Simulation ([ILT](#) 16 hrs)
- Supporting Volunteers and Managing Teams ([ILT](#) 3.5 hrs)
- **Psychological First Aid: Helping Others in Times of Stress** ([WBT](#) 1.5 hrs / [ILT](#) 4.5 hrs / [VILT](#) 3 hrs)
- **CAN Basics** ([WBT](#) 2 hrs / [VILT](#) 2.5 hrs)

## Recovery – Casework and Recovery Planning

### Supervisor (REC/CRP/SV)

CAS 2.0 account required with a user role of Caseworker Supervisor.

#### Required

- All required Recovery/Generalist/Service Associate training
- **Supervising the Disaster Workforce** ([ILT](#) 8 hrs)
- **Concept of Operations 3.0 Management** (ILT 5 hrs) *expected late February 2020*  
*OR equivalent Concept of Operations 3.0 Management training ([curriculum](#) 7 hrs):*
  - Concept of Operations Management
  - ConOps 3.0: What's Changed Webinar
- **Casework and Recovery Planning Management** ([WBT](#) 1 hr)
- **CAS 2.0: Reporting** ([WBT](#) 1 hr)
- **CAS 2.0: Managing Events** ([WBT](#) 1 hr)
- **CAS for Recovery DRO Level 3** ([WBT](#) 14 mins)

#### Recommended

- **Psychological First Aid: Helping Others in Times of Stress** ([WBT](#) 1.5 hrs / [ILT](#) 4.5 hrs / [VILT](#) 3 hrs)
- **CAN Basics** ([WBT](#) 2 hrs / [VILT](#) 2.5 hrs)

## Manager (REC/CRP/MN)

CAS 2.0 Account is required.

### Required

- All required Recovery/Casework and Recovery Planning/Supervisor training
- Service Delivery Site Management ([ILT](#) 1.5 days)
- **Partner Engagement Essentials** ([WBT](#) 1 hr)
- **Disaster Operations Control: Form 5266 Fundamentals** ([WBT](#) 1.15 hrs)
- **Multi-Agency Resource Center Basics** ([WBT](#) 45 mins)

### Recommended

- **Public Affairs Essentials** ([WBT](#) 45 mins)
- Collaborating Essentials ([ILT](#) 6 hrs)
- Facilitative Leadership Skills for Mobilizing the Community ([ILT](#) 7.5 hrs)
- Disaster Response Management Simulation ([ILT](#) 16 hrs)
- Supporting Volunteers and Managing Teams ([ILT](#) 3.5 hrs)
- **Psychological First Aid: Helping Others in Times of Stress** ([WBT](#) 1.5 hrs / [ILT](#) 4.5 hrs / [VILT](#) 3 hrs)
- **CAN Basics** ([WBT](#) 2 hrs / [VILT](#) 2.5 hrs)

## Recovery – Systems

### Supervisor (REC/SYS/SV)

CAS 2.0 account required.

### Required

- All required Recovery/Generalist/Service Associate training
- **Supervising the Disaster Workforce** ([ILT](#) 8 hrs)
- **Concept of Operations 3.0 Management** (ILT 5 hrs) *expected late February 2020*  
*OR equivalent Concept of Operations 3.0 Management training ([curriculum](#) 7 hrs):*
  - Concept of Operations Management
  - ConOps 3.0: What's Changed Webinar
- **Casework and Recovery Planning Management** ([WBT](#) 1 hr)
- **CAS 2.0: Reporting** ([WBT](#) 1 hr)
- **CAS 2.0: Managing Events** ([WBT](#) 1 hr)
- **CAS for Recovery DRO Level 3** ([WBT](#) 14 mins)

### Recommended

- **Psychological First Aid: Helping Others in Times of Stress** ([WBT](#) 1.5 hrs / [ILT](#) 4.5 hrs / [VILT](#) 3 hrs)
- **CAN Basics** ([WBT](#) 2 hrs / [VILT](#) 2.5 hrs)

### Manager (REC/SYS/MN)

- Training requirements for this group/activity/position are not yet available.

## Logistics – Facilities

### Service Associate (LOG/FAC/SA)

#### Required

- **Disaster Cycle Services: An Overview** ([WBT](#) 1 hr / [ILT](#) 2 hrs)
- **Concept of Operations Basics** ([VID](#) 30 mins / [ILT](#) 1 hr) *To receive credit, mark the video complete after viewing.*
- **Deployment Fundamentals** ([WBT](#) 30 mins)
- **Mission Cards – Cardholder Overview** ([VID](#) 14 mins / [ILT](#) 1 hr ) *To receive credit, mark the video complete after viewing.*
- **Logistics: An Overview** ([ILT](#) 3 hrs)

### Supervisor (LOG/FAC/SV)

#### Required

- All required Logistics/Facilities/Service Associate training
- **Supervising the Disaster Workforce** ([ILT](#) 8 hrs)
- **Concept of Operations 3.0 Management** (ILT 5 hrs) *expected late February 2020*  
*OR equivalent Concept of Operations 3.0 Management training ([curriculum](#) 7 hrs):*
  - Concept of Operations Management
  - ConOps 3.0: What's Changed Webinar
- **Facilities Management Fundamentals** ([WBT](#) 1 hr)
- Facilities Management Fundamentals Simulation ([ILT](#) 3.5 hrs)

### Manager (LOG/FAC/MN)

#### Required

- All required Logistics/Facilities/Supervisor training
- **Logistics Management** ([ILT](#) 8 hrs)

## Logistics – In-Kind Donations

### Service Associate (LOG/IKD/SA)

#### Required

- **Disaster Cycle Services: An Overview** ([WBT](#) 1 hr / [ILT](#) 2 hrs)
- **Concept of Operations Basics** ([VID](#) 30 mins / [ILT](#) 1 hr) *To receive credit, mark the video complete after viewing.*
- **Deployment Fundamentals** ([WBT](#) 30 mins)
- **Mission Cards – Cardholder Overview** ([VID](#) 14 mins / [ILT](#) 1 hr ) *To receive credit, mark the video complete after viewing.*
- **In-Kind Donations on Disaster Relief Operations Fundamentals** ([WBT](#) 45 mins / [ILT](#) 3 hrs)

#### Recommended

- **Logistics: An Overview** ([ILT](#) 3 hrs)

## Supervisor (LOG/IKD/SV)

### Required

- All required Logistics/In-Kind Donations/Service Associate training
- **Supervising the Disaster Workforce** ([ILT](#) 8 hrs)
- **Concept of Operations 3.0 Management** (ILT 5 hrs) *expected late February 2020*  
OR equivalent *Concept of Operations 3.0 Management* training ([curriculum](#) 7 hrs):
  - Concept of Operations Management
  - ConOps 3.0: What's Changed Webinar

## Manager (LOG/IKD/MN)

### Required

- All required Logistics/In-Kind Donations/Supervisor training
- **Operations Planning Fundamentals** ([WBT](#) 1 hr)
- **Disaster Operations Control: Form 5266 Fundamentals** ([WBT](#) 1.15 hrs)

## Logistics – Life, Safety, and Asset Protection

### Service Associate (LOG/LSAP/SA)

#### Required

- **Disaster Cycle Services: An Overview** ([WBT](#) 1 hr / [ILT](#) 2 hrs)
- **Concept of Operations Basics** ([VID](#) 30 mins / [ILT](#) 1 hr) *To receive credit, mark the video complete after viewing.*
- **Deployment Fundamentals** ([WBT](#) 30 mins)
- **Mission Cards – Cardholder Overview** ([VID](#) 14 mins / [ILT](#) 1 hr ) *To receive credit, mark the video complete after viewing.*
- **Logistics: An Overview** ([ILT](#) 3 hrs)

### Supervisor (LOG/LSAP/SV)

#### Required

- All required Logistics/Life, Safety, and Asset Protection/Service Associate training
- **Supervising the Disaster Workforce** ([ILT](#) 8 hrs)
- **Concept of Operations 3.0 Management** (ILT 5 hrs) *expected late February 2020*  
OR equivalent *Concept of Operations 3.0 Management* training ([curriculum](#) 7 hrs):
  - Concept of Operations Management
  - ConOps 3.0: What's Changed Webinar

### Manager (LOG/LSAP/MN)

#### Required

- All required Logistics/Life, Safety, and Asset Protection/Supervisor training
- **Logistics Management** ([ILT](#) 8 hrs)

## Logistics – Procurement

### Service Associate (LOG/PRO/SA)

#### Required

- **Disaster Cycle Services: An Overview** ([WBT](#) 1 hr / [ILT](#) 2 hrs)
- **Concept of Operations Basics** ([VID](#) 30 mins / [ILT](#) 1 hr) *To receive credit, mark the video complete after viewing.*
- **Deployment Fundamentals** ([WBT](#) 30 mins)
- **Mission Cards – Cardholder Overview** ([VID](#) 14 mins / [ILT](#) 1 hr ) *To receive credit, mark the video complete after viewing.*
- **Logistics: An Overview** ([ILT](#) 3 hrs)

### Supervisor (LOG/PRO/SV)

#### Required

- All required Logistics/Procurement/Service Associate training
- **Supervising the Disaster Workforce** ([ILT](#) 8 hrs)
- **Concept of Operations 3.0 Management** (ILT 5 hrs) *expected late February 2020*  
*OR equivalent Concept of Operations 3.0 Management training ([curriculum](#) 7 hrs):*
  - Concept of Operations Management
  - ConOps 3.0: What's Changed Webinar

### Manager (LOG/PRO/MN)

#### Required

- All required Logistics/Procurement/Supervisor training
- **In-Kind Donations on Disaster Relief Operations Fundamentals** ([WBT](#) 45 mins / [ILT](#) 3 hrs)
- **Logistics Management** ([ILT](#) 8 hrs)

## Logistics – Supply

### Service Associate (LOG/SUP/SA)

#### Required

- **Disaster Cycle Services: An Overview** ([WBT](#) 1 hr / [ILT](#) 2 hrs)
- **Concept of Operations Basics** ([VID](#) 30 mins / [ILT](#) 1 hr) *To receive credit, mark the video complete after viewing.*
- **Deployment Fundamentals** ([WBT](#) 30 mins)
- **Mission Cards – Cardholder Overview** ([VID](#) 14 mins / [ILT](#) 1 hr ) *To receive credit, mark the video complete after viewing.*
- **Logistics: An Overview** ([ILT](#) 3 hrs)

## Supervisor (LOG/SUP/SV)

### Required

- All required Logistics/Supply/Service Associate training
- **Supervising the Disaster Workforce** ([ILT](#) 8 hrs)
- **Concept of Operations 3.0 Management** (ILT 5 hrs) *expected late February 2020*  
OR equivalent *Concept of Operations 3.0 Management* training ([curriculum](#) 7 hrs):
  - Concept of Operations Management
  - ConOps 3.0: What's Changed Webinar
- **Supply Fundamentals** ([ILT](#) 6 hrs)

## Manager (LOG/SUP/MN)

### Required

- All required Logistics/Supply/Supervisor training
- **Logistics Management** ([ILT](#) 8 hrs)

## Logistics – Transportation

### Service Associate (LOG/TRA/SA)

#### Required

- **Disaster Cycle Services: An Overview** ([WBT](#) 1 hr / [ILT](#) 2 hrs)
- **Concept of Operations Basics** ([VID](#) 30 mins / [ILT](#) 1 hr) *To receive credit, mark the video complete after viewing.*
- **Deployment Fundamentals** ([WBT](#) 30 mins)
- **Mission Cards – Cardholder Overview** ([VID](#) 14 mins / [ILT](#) 1 hr ) *To receive credit, mark the video complete after viewing.*
- **Logistics: An Overview** ([ILT](#) 3 hrs)
- **Everyone is Welcome** ([WBT](#) 45 mins / [ILT](#) 1 hr / [VILT](#) 1 hr)

### Supervisor (LOG/TRA/SV)

#### Required

- All required Logistics/Transportation/Service Associate training
- **Supervising the Disaster Workforce** ([ILT](#) 8 hrs)
- **Concept of Operations 3.0 Management** (ILT 5 hrs) *expected late February 2020*  
OR equivalent *Concept of Operations 3.0 Management* training ([curriculum](#) 7 hrs):
  - Concept of Operations Management
  - ConOps 3.0: What's Changed Webinar

### Manager (LOG/TRA/MN)

#### Required

- All required Logistics/Transportation/Supervisor training
- **Logistics Management** ([ILT](#) 8 hrs)

## Logistics – Warehousing

### Service Associate (LOG/WHS/SA)

#### Required

- **Disaster Cycle Services: An Overview** ([WBT](#) 1 hr / [ILT](#) 2 hrs)
- **Concept of Operations Basics** ([VID](#) 30 mins / [ILT](#) 1 hr) *To receive credit, mark the video complete after viewing.*
- **Deployment Fundamentals** ([WBT](#) 30 mins)
- **Mission Cards – Cardholder Overview** ([VID](#) 14 mins / [ILT](#) 1 hr ) *To receive credit, mark the video complete after viewing.*
- **Logistics: An Overview** ([ILT](#) 3 hrs)
- **Warehousing Fundamentals** ([WBT](#) 45 mins / [ILT](#) 3 hrs)
- **Everyone is Welcome** ([WBT](#) 45 mins / [ILT](#) 1 hr / [VILT](#) 1 hr)

### Supervisor (LOG/WHS/SV)

#### Required

- All required Logistics/Warehousing/Service Associate training
- **Supervising the Disaster Workforce** ([ILT](#) 8 hrs)
- **Concept of Operations 3.0 Management** (ILT 5 hrs) *expected late February 2020*  
*OR equivalent Concept of Operations 3.0 Management training ([curriculum](#) 7 hrs):*
  - Concept of Operations Management
  - ConOps 3.0: What's Changed Webinar
- **Event Based Volunteer Supervisor Basics: Using the Job Aid Training Protocol** ([WBT](#) 17 mins)

#### Recommended

- Powered Industrial Truck Operator Modules 1 & 2 (Blended [WBT](#) / [ILT](#) 2 hrs)

### Manager (LOG/WHS/MN)

#### Required

- All required Logistics/Warehousing/Supervisor training
- **Logistics Management** ([ILT](#) 8 hrs)
- Powered Industrial Truck Operator Modules 1 & 2 (Blended [WBT](#) / [ILT](#) 2 hrs)

## Logistics – Generalist and Chief

### Generalist Manager (LOG/GEN/MN)

#### Required

- Required training for two Logistics Manager group/activity/positions
- **Operations Planning Fundamentals** ([WBT](#) 1 hr)
- **Incident Reporting Fundamentals** ([WBT](#) 1 hr)
- **Event Based Volunteer Supervisor Basics: Using the Job Aid Training Protocol** ([WBT](#) 17 mins)

### Chief (LOG/CH)

#### Required

- Required training for two Logistics Manager group/activity/positions
- **Disaster Operations Control: Form 5266 Fundamentals** ([WBT](#) 1.15 hrs)

# Disaster Services Technology – Generalist/Computer Operations/Communications/Customer Service/Networking

## Service Associate (DST/All DST activities/SA)

### Required

- **Disaster Cycle Services: An Overview** ([WBT](#) 1 hr / [ILT](#) 2 hrs)
- **Concept of Operations Basics** ([VID](#) 30 mins / [ILT](#) 1 hr) *To receive credit, mark the video complete after viewing.*
- **Deployment Fundamentals** ([WBT](#) 30 mins)
- **Mission Cards – Cardholder Overview** ([VID](#) 14 mins / [ILT](#) 1 hr ) *To receive credit, mark the video complete after viewing.*
- **Disaster Services Technology Overview Workshop** ([WBT](#) 2 hrs / [VILT](#) 2 hrs)

## Supervisor (DST/All DST activities/SV)

### Required

- All required Disaster Services Technology/all Disaster Services Technology Activities/Service Associate training
- **Supervising the Disaster Workforce** ([ILT](#) 8 hrs)
- **Concept of Operations 3.0 Management** ([ILT](#) 5 hrs) *expected late February 2020*  
*OR equivalent Concept of Operations 3.0 Management training ([curriculum](#) 7 hrs):*
  - Concept of Operations Management
  - ConOps 3.0: What's Changed Webinar
- **Disaster Services Technology Communications** ([VILT](#) 2 hrs)
- **Disaster Services Technology Computer Operations** ([VILT](#) 2 hrs)
- **Disaster Services Technology Customer Service** ([WBT](#) 1 hr / [VILT](#) 2 hrs)
- **Disaster Services Technology Information Management System** ([VILT](#) 2 hrs)
- **Disaster Services Technology Networking** ([VILT](#) 2 hrs)
- **Disaster Services Technology: The First 48 Hours of a DRO** ([VILT](#) 2 hrs)

## Manager/Lead (DST/All DST activities/MN)

### Required

- All required Disaster Services Technology/all Disaster Services Technology Activities/Supervisor training
- **Disaster Services Technology: Hands-on Equipment Training** ([ILT](#) 3 days)

## Generalist Manager/Lead (DST/GEN/MN)

### Required

- All required Disaster Services Technology/all Disaster Services Technology Activities/Supervisor training
- **Disaster Operations Control: Form 5266 Fundamentals** ([WBT](#) 1.15 hrs)
- **Disaster Services Technology: Hands on Equipment Training** ([ILT](#) 3 days)

## Chief (DST/CH)

- Required training in one Disaster Services Technology Manager Activity

## Staff Services – Staff Planning and Support

### Service Associate (SS/SPS/SA)

#### Required

- **Disaster Cycle Services: An Overview** ([WBT](#) 1 hr / [ILT](#) 2 hrs)
- **Concept of Operations Basics** ([VID](#) 30 mins / [ILT](#) 1 hr) *To receive credit, mark the video complete after viewing.*
- **Deployment Fundamentals** ([WBT](#) 30 mins)
- **Mission Cards – Cardholder Overview** ([VID](#) 14 mins / [ILT](#) 1 hr ) *To receive credit, mark the video complete after viewing.*
- **Staff Services Fundamentals** ([ILT](#) 8 hrs)
- **Volunteer Connection Disaster Management Fundamentals** ([WBT](#) 1.45 hrs)

#### Recommended

- **Ambassador Program Fundamentals** ([VID](#) 20 mins / [ILT](#) 1 hr)
- **Initiating Staff Services on a DRO Basics** ([VID](#) 20 mins / [ILT](#) 1 hr)

### Supervisor (SS/SPS/SV)

#### Required

- All required Staff Services/Staff Planning and Support/Service Associate training
- **Supervising the Disaster Workforce** ([ILT](#) 8 hrs)
- **Concept of Operations 3.0 Management** ([ILT](#) 5 hrs) *expected late February 2020*  
*OR equivalent Concept of Operations 3.0 Management training ([curriculum](#) 7 hrs):*
  - Concept of Operations Management
  - ConOps 3.0: What's Changed Webinar
- **Commercial Lodging: An Overview** ([VID](#) 18 mins / [ILT](#) 1 hr)

#### Recommended

- **Ambassador Program Fundamentals** ([VID](#) 20 mins / [ILT](#) 1 hr)
- **Initiating Staff Services on a DRO Basics** ([VID](#) 20 mins / [ILT](#) 1 hr)

### Manager (SS/SPS/MN)

#### Required

- All required Staff Services/Staff Planning and Support/Supervisor training
- **Staff Services Management** ([ILT](#) 8 hrs)

#### Recommended

- **Ambassador Program Fundamentals** ([VID](#) 20 mins / [ILT](#) 1 hr)
- **Initiating Staff Services on a DRO Basics** ([VID](#) 20 mins / [ILT](#) 1 hr)

## Staff Services – Staff Relations

### Service Associate (SS/SR/SA)

#### Required

- **Disaster Cycle Services: An Overview** ([WBT](#) 1 hr / [ILT](#) 2 hrs)
- **Concept of Operations Basics** ([VID](#) 30 mins / [ILT](#) 1 hr) *To receive credit, mark the video complete after viewing.*
- **Deployment Fundamentals** ([WBT](#) 30 mins)
- **Mission Cards – Cardholder Overview** ([VID](#) 14 mins / [ILT](#) 1 hr ) *To receive credit, mark the video complete after viewing.*
- **Volunteer Connection Disaster Management Fundamentals** ([WBT](#) 1.45 hrs)
- **Supervising the Disaster Workforce** ([ILT](#) 8 hrs)

#### Recommended

- **Ambassador Program Fundamentals** ([VID](#) 20 mins / [ILT](#) 1 hr)
- **Initiating Staff Services on a DRO Basics** ([VID](#) 20 mins / [ILT](#) 1 hr)

### Supervisor (SS/SR/SV)

#### Required

- All required Staff Services/Staff Relations/Service Associate training
- **Concept of Operations 3.0 Management** (ILT 5 hrs) *expected late February 2020*  
*OR equivalent Concept of Operations 3.0 Management training ([curriculum](#) 7 hrs):*
  - Concept of Operations Management
  - ConOps 3.0: What's Changed Webinar
- **Staff Services Fundamentals** ([ILT](#) 8 hrs)

#### Recommended

- **Ambassador Program Fundamentals** ([VID](#) 20 mins / [ILT](#) 1 hr)
- **Initiating Staff Services on a DRO Basics** ([VID](#) 20 mins / [ILT](#) 1 hrs)

### Manager (SS/SR/MN)

#### Required

- All required Staff Services/Staff Relations/Supervisor training
- Staff Services Management ([ILT](#) 8 hrs)

#### Recommended

- **Ambassador Program Fundamentals** ([VID](#) 20 mins / [ILT](#) 1 hr)
- **Initiating Staff Services on a DRO Basics** ([VID](#) 20 mins / [ILT](#) 1 hr)

## Staff Services – Local Community Volunteers

### Service Associate (SS/LCV/SA)

#### Required

- **Disaster Cycle Services: An Overview** ([WBT](#) 1 hr / [ILT](#) 2 hrs)
- **Concept of Operations Basics** ([VID](#) 30 mins / [ILT](#) 1 hr) *To receive credit, mark the video complete after viewing.*
- **Deployment Fundamentals** ([WBT](#) 30 mins)
- **Mission Cards – Cardholder Overview** ([VID](#) 14 mins / [ILT](#) 1 hr ) *To receive credit, mark the video complete after viewing.*
- **Staff Services Fundamentals** ([ILT](#) 8 hrs)
- **Volunteer Connection Disaster Management Fundamentals** ([WBT](#) 1.45 hrs)

#### Recommended

- **Ambassador Program Fundamentals** ([VID](#) 20 mins / [ILT](#) 1 hr)
- **Initiating Staff Services on a DRO Basics** ([VID](#) 20 mins / [ILT](#) 1 hr)

### Supervisor (SS/LCV/SV)

#### Required

- All required Staff Services/Local Community Volunteers/Service Associate training
- **Supervising the Disaster Workforce** ([ILT](#) 8 hrs)
- **Concept of Operations 3.0 Management** (ILT 5 hrs) *expected late February 2020*  
*OR equivalent Concept of Operations 3.0 Management training ([curriculum](#) 7 hrs):*
  - Concept of Operations Management
  - ConOps 3.0: What's Changed Webinar
- **Volunteer Connection: Shift Tool Manager** ([WBT](#) 1 hr)
- **Everyone is Welcome** ([WBT](#) 45 mins / [ILT](#) 1 hr / [VILT](#) 1 hr)
- **Psychological First Aid: Helping Others in Times of Stress** ([WBT](#) 1.5 hrs / [ILT](#) 4.5 hrs / [VILT](#) 3 hrs)

#### Recommended

- **Ambassador Program Fundamentals** ([VID](#) 20 mins / [ILT](#) 1 hr)
- **Initiating Staff Services on a DRO Basics** ([VID](#) 20 mins / [ILT](#) 1 hr)

### Manager (SS/LCV/MN)

#### Required

- All required Staff Services/Local Community Volunteers/Supervisor training
- Staff Services Management ([ILT](#) 8 hrs)
- Supporting Volunteers and Managing Teams ([ILT](#) 3.5 hrs)

#### Recommended

- **Ambassador Program Fundamentals** ([VID](#) 20 mins / [ILT](#) 1 hr)
- **Initiating Staff Services on a DRO Basics** ([VID](#) 20 mins / [ILT](#) 1 hr)

## Staff Services – Training

### Service Associate (SS/TR/SA)

#### Required

- **Disaster Cycle Services: An Overview** ([WBT](#) 1 hr / [ILT](#) 2 hrs)
- **Concept of Operations Basics** ([VID](#) 30 mins / [ILT](#) 1 hr) *To receive credit, mark the video complete after viewing.*
- **Deployment Fundamentals** ([WBT](#) 30 mins)
- **Mission Cards – Cardholder Overview** ([VID](#) 14 mins / [ILT](#) 1 hr ) *To receive credit, mark the video complete after viewing.*
- **Volunteer Connection Disaster Management Fundamentals** ([WBT](#) 1.45 hrs)
- **Staff Services Fundamentals** ([ILT](#) 8 hrs)
- **Basic Instructor Fundamentals** ([WBT](#) 1.2 hrs)
- Basic Instructor Specialty Training ([ILT](#) 8 hrs)

#### Recommended

- **Ambassador Program Fundamentals** ([VID](#) 20 mins / [ILT](#) 1 hr)
- **Initiating Staff Services on a DRO Basics** ([VID](#) 20 mins / [ILT](#) 1 hr)

### Supervisor (SS/TR/SV)

#### Required

- All required Staff Services/Training/Service Associate training
- **Supervising the Disaster Workforce** ([ILT](#) 8 hrs)
- **Concept of Operations 3.0 Management** (ILT 5 hrs) *expected late February 2020*  
*OR equivalent Concept of Operations 3.0 Management training ([curriculum](#) 7 hrs):*
  - Concept of Operations Management
  - ConOps 3.0: What's Changed Webinar
- **Using EDGE as a Session Admin** (Employee WBT 30 mins)\*
- **Using EDGE as a People Admin** (WBT 30 mins)\*
- **Using EDGE as a Registrar** (WBT 30 mins)\*

\*Access to the EDGE admin training courses must be requested by a regional EDGE Approver. To locate your Approver, go to the *EDGE LMS Approvers List* on the [LMS Administrator Roles](#) page on The Exchange.

#### Recommended

- **Ambassador Program Fundamentals** ([VID](#) 20 mins / [ILT](#) 1 hr)
- **Initiating Staff Services on a DRO Basics** ([VID](#) 20 mins / [ILT](#) 1 hr)

### Manager (SS/TR/MN)

#### Required

- All required Staff Services/Training/Supervisor training
- **Advanced Instructor Fundamentals** ([WBT](#) 30 mins)
- Staff Services Management ([ILT](#) 8 hrs)

#### Recommended

- **Ambassador Program Fundamentals** ([VID](#) 20 mins / [ILT](#) 1 hr)
- **Initiating Staff Services on a DRO Basics** ([VID](#) 20 mins / [ILT](#) 1 hr)

## Staff Services – Disaster Event-Based Volunteer

### Service Associate (SS/DEBV/SA)

#### Required

- **Disaster Cycle Services: An Overview** ([WBT](#) 1 hr / [ILT](#) 2 hrs)
- **Concept of Operations Basics** ([VID](#) 30 mins / [ILT](#) 1 hr) *To receive credit, mark the video complete after viewing.*
- **Deployment Fundamentals** ([WBT](#) 30 mins)
- **Mission Cards – Cardholder Overview** ([VID](#) 14 mins / [ILT](#) 1 hr ) *To receive credit, mark the video complete after viewing.*
- **Volunteer Connection Disaster Management Fundamentals** ([WBT](#) 1.45 hrs)
- **Staff Services Fundamentals** ([ILT](#) 8 hrs)

#### Recommended

- **Psychological First Aid: Helping Others in Times of Stress** ([WBT](#) 1.5 hrs / [ILT](#) 4.5 hrs / [VILT](#) 3 hrs)

### Supervisor (SS/DEBV/SV)

#### Required

- All required Staff Services/Disaster Event-Based Volunteer/Service Associate training
- **Supervising the Disaster Workforce** ([ILT](#) 8 hrs)
- **Concept of Operations 3.0 Management** ([ILT](#) 5 hrs) *expected late February 2020*  
*OR equivalent Concept of Operations 3.0 Management training ([curriculum](#) 7 hrs):*
  - Concept of Operations Management
  - ConOps 3.0: What's Changed Webinar

### Manager (SS/DEBV/MN)

#### Required

- All required Staff Services/Disaster Event-Based Volunteer/Supervisor training

## Staff Services – Generalist and Chief

### Generalist Manager (SS/GEN/MN)

#### Required

- Required training in one Staff Services Manager Activity
- Supporting Volunteers and Managing Teams ([ILT](#) 3.5 hrs)

#### Recommended

- **Ambassador Program Fundamentals** ([VID](#) 20 mins / [ILT](#) 1 hr)
- **Initiating Staff Services on a DRO Basics** ([VID](#) 20 mins / [ILT](#) 1 hr)

### Chief (SS/CH)

#### Required

- Required training in one Staff Services Manager Activity
- Supporting Volunteers and Managing Teams ([ILT](#) 3.5 hrs)

#### Recommended

- **Ambassador Program Fundamentals** ([VID](#) 20 mins / [ILT](#) 1 hr)
- **Initiating Staff Services on a DRO Basics** ([VID](#) 20 mins / [ILT](#) 1 hr)

# Information and Planning – Disaster Assessment

## Service Associate (IP/DA/SA)

### Required

- **Disaster Cycle Services: An Overview** ([WBT](#) 1 hr / [ILT](#) 2 hrs)
- **Concept of Operations Basics** ([VID](#) 30 mins / [ILT](#) 1 hr) *To receive credit, mark the video complete after viewing.*
- **Deployment Fundamentals** ([WBT](#) 30 mins)
- **Mission Cards – Cardholder Overview** ([VID](#) 14 mins / [ILT](#) 1 hr ) *To receive credit, mark the video complete after viewing.*
- **Disaster Assessment Fundamentals v2** ([WBT](#) 1 hr / [ILT](#) 3.5 hrs)
- **Everyone is Welcome** ([WBT](#) 45 mins / [ILT](#) 1 hr / [VILT](#) 1 hr)
- **RC Collect: Detailed Damage Assessment Video for DA Workers** ([VID](#) 20 mins) *To receive credit, mark the video complete after viewing.*
- **RC Collect: Setting Favorite Answers** ([VID](#) 8 mins) *To receive credit, mark the video complete after viewing.*

## Supervisor (IP/DA/SV)

### Required

- All required Information and Planning/Disaster Assessment/Service Associate training
- **Supervising the Disaster Workforce** ([ILT](#) 8 hrs)
- **Concept of Operations 3.0 Management** ([ILT](#) 5 hrs) *expected late February 2020*  
*OR equivalent Concept of Operations 3.0 Management training ([curriculum](#) 7 hrs):*
  - Concept of Operations Management
  - ConOps 3.0: What's Changed Webinar

### Recommended

- **RC View Mapping: Getting to Know RC View** ([WBT](#) 2.45 hrs)
- **RC View Mapping: Beginner RC View Operations** ([WBT](#) 4 hrs)

## Manager (IP/DA/MN)

CAS 2.0 account required with a user role of Disaster Assessment.

### Required

- All required Information and Planning/Disaster Assessment/Supervisor training
- **RC Collect: DDA Data Management** ([VID](#) 18 mins) *To receive credit, mark the video complete after viewing.*
- **CAS: Your CAS Account** ([VID](#) 17 mins) *To receive credit, mark the video complete after viewing.*
- **CAS 2.0: Official Damage Assessments** ([WBT](#) 1 hr)
- **Operations Planning Fundamentals** ([WBT](#) 1 hr)

### Recommended

- **RC View Mapping: Getting to Know RC View** ([WBT](#) 2.45 hrs)
- **RC View Mapping: Beginner RC View Operations** ([WBT](#) 4 hrs)

## Information and Planning – Financial and Statistical Information Management

### Service Associate (IP/FSI/SA)

#### Required

- **Disaster Cycle Services: An Overview** ([WBT](#) 1 hr / [ILT](#) 2 hrs)
- **Concept of Operations Basics** ([VID](#) 30 mins / [ILT](#) 1 hr) *To receive credit, mark the video complete after viewing.*
- **Mission Cards – Cardholder Overview** ([VID](#) 14 mins / [ILT](#) 1 hr ) *To receive credit, mark the video complete after viewing.*
- **Deployment Fundamentals** ([WBT](#) 30 mins)
- **Everyone is Welcome** ([WBT](#) 45 mins / [ILT](#) 1 hr / [VILT](#) 1 hr)
- **Disaster Operations Control: Form 5266 Fundamentals** ([WBT](#) 1.15 hrs)
- **Incident Reporting Fundamentals** ([WBT](#) 1 hr)
- Financial and Statistical Information Management ([ILT](#) 4 hrs)

### Supervisor (IP/FSI/SV)

#### Required

- All required Information and Planning/Financial and Statistical Information/Service Associate training
- **Supervising the Disaster Workforce** ([ILT](#) 8 hrs)
- **Concept of Operations 3.0 Management** ([ILT](#) 5 hrs) *expected late February 2020*  
*OR equivalent Concept of Operations 3.0 Management training ([curriculum](#) 7 hrs):*
  - Concept of Operations Management
  - ConOps 3.0: What's Changed Webinar

### Manager (IP/FSI/MN)

#### Required

- All required Information and Planning/Financial and Statistical Information/Supervisor training
- **Operations Planning Fundamentals** ([WBT](#) 1 hr)

## Information and Planning – Information Dissemination

### Service Associate (IP/ID/SA)

#### Required

- **Disaster Cycle Services: An Overview** ([WBT](#) 1 hr / [ILT](#) 2 hrs)
- **Concept of Operations Basics** ([VID](#) 30 mins / [ILT](#) 1 hr) *To receive credit, mark the video complete after viewing.*
- **Deployment Fundamentals** ([WBT](#) 30 mins)
- **Mission Cards – Cardholder Overview** ([VID](#) 14 mins / [ILT](#) 1 hr ) *To receive credit, mark the video complete after viewing.*
- **Everyone is Welcome** ([WBT](#) 45 mins / [ILT](#) 1 hr / [VILT](#) 1 hr)
- **Incident Reporting Fundamentals** ([WBT](#) 1 hr)
- **Operations Planning Fundamentals** ([WBT](#) 1 hr)

## Supervisor (IP/ID/SV)

### Required

- All required Information and Planning/ Information Dissemination/Service Associate training
- **Supervising the Disaster Workforce** ([ILT](#) 8 hrs)
- **Concept of Operations 3.0 Management** (ILT 5 hrs) *expected late February 2020*  
OR equivalent Concept of Operations 3.0 Management training ([curriculum](#) 7 hrs):
  - Concept of Operations Management
  - ConOps 3.0: What's Changed Webinar

## Manager (IP/ID/MN)

### Required

- All required Information and Planning/ Information Dissemination/Supervisor training
- Fundamentals of Chapter Disaster Operations Management ([ILT](#) 1.5 days)

## Manager (IP/GEN/MN)

### Required

- All required Information and Planning/ Information Dissemination/Supervisor training
- Service Delivery Site Management ([ILT](#) 1.5 days)
- **Disaster Operations Control: Form 5266 Fundamentals** ([WBT](#) 1.15 hrs)
- Financial and Statistical Information Management ([ILT](#) 4 hrs)
- **Disaster Assessment Fundamentals v2** ([WBT](#) 1 hr / [ILT](#) 3.5 hrs)
- **Recovery Services: An Overview** ([WBT](#) 45 mins)
- **Mass Care: An Overview** ([WBT](#) 30 mins / [ILT](#) 3.5 hrs)
- **Logistics: An Overview** ([ILT](#) 3 hrs)

## Information and Planning – Situation Unit

### Service Associate (IP/SU/SA)

#### Required

- **Disaster Cycle Services: An Overview** ([WBT](#) 1 hr / [ILT](#) 2 hrs)
- **Concept of Operations Basics** ([VID](#) 30 mins / [ILT](#) 1 hr) *To receive credit, mark the video complete after viewing.*
- **Deployment Fundamentals** ([WBT](#) 30 mins)
- **Mission Cards – Cardholder Overview** ([VID](#) 14 mins / [ILT](#) 1 hr) *To receive credit, mark the video complete after viewing.*
- **Everyone is Welcome** ([WBT](#) 45 mins / [ILT](#) 1 hr / [VILT](#) 1 hr)
- **Incident Reporting Fundamentals** ([WBT](#) 1 hr)

## Supervisor (IP/SU/SV)

### Required

- All required Information and Planning/Situation Unit/Service Associate training
- **Supervising the Disaster Workforce** ([ILT](#) 8 hrs)
- **Concept of Operations 3.0 Management** (ILT 5 hrs) *expected late February 2020*  
OR equivalent *Concept of Operations 3.0 Management training* ([curriculum](#) 7 hrs):
  - Concept of Operations Management
  - ConOps 3.0: What's Changed Webinar
- **RC View Mapping: Getting to Know RC View** ([WBT](#) 2.45 hrs)
- **RC View Mapping: Beginner RC View Operations** ([WBT](#) 4 hrs)

## Manager (IP/SU/MN)

### Required

- All required Information and Planning/Situation Unit/Supervisor training
- **Operations Planning Fundamentals** ([WBT](#) 1 hr)

## External Relations – Community Engagement and Partnerships

### Service Associate (ER/CEP/SA)

#### Required

- **Disaster Cycle Services: An Overview** ([WBT](#) 1 hr / [ILT](#) 2 hrs)
- **Concept of Operations Basics** ([VID](#) 30 mins / [ILT](#) 1 hr) *To receive credit, mark the video complete after viewing.*
- **Mission Cards – Cardholder Overview** ([VID](#) 14 mins / [ILT](#) 1 hr ) *To receive credit, mark the video complete after viewing.*
- **Partner Engagement Essentials** ([WBT](#) 1 hr)
- **Psychological First Aid: Helping Others in Times of Stress** ([WBT](#) 1.5 hrs / [ILT](#) 4.5 hrs / [VILT](#) 3 hrs)
- **Everyone is Welcome** ([WBT](#) 45 mins / [ILT](#) 1 hr / [VILT](#) 1 hr)
- **Deployment Fundamentals** ([WBT](#) 30 mins)
- **Mass Care: An Overview** ([WBT](#) 30 mins / [ILT](#) 3.5 hrs)
- **IS-100 Introduction to Incident Command System, ICS 100** ([FEMA WBT](#) 2 hrs)

#### Recommended

- **Shelter Fundamentals** ([WBT](#) 2.5 hrs / [ILT](#) 4 hrs)
- **Recovery Services: An Overview** ([WBT](#) 45 mins)
- Collaborating Essentials ([ILT](#) 6 hrs)
- **Logistics: An Overview** ([ILT](#) 3 hrs)
- **In-Kind Donations on Disaster Relief Operations Fundamentals** ([WBT](#) 45 mins / [ILT](#) 3 hrs)
- **Public Affairs Essentials** ([WBT](#) 45 mins)
- **IS-288 The Role of Voluntary Agencies in Emergency Management** ([FEMA WBT](#) 1 hr)
- **Mobilize the Community: An Overview** ([WBT](#) 15 mins)

## Supervisor (ER/CEP/SV)

### Required

- All required External Relations/Community Engagement and Partnerships/Service Associate Training
- **Supervising the Disaster Workforce** ([ILT](#) 8 hrs)
- **Concept of Operations 3.0 Management** ([ILT](#) 5 hrs) *expected late February 2020*  
*OR equivalent Concept of Operations 3.0 Management training ([curriculum](#) 7 hrs):*
  - Concept of Operations Management
  - ConOps 3.0: What's Changed Webinar
- Facilitative Leadership Skills for Mobilizing the Community ([ILT](#) 7.5 hrs)
- **Logistics: An Overview** ([ILT](#) 3 hrs)
- **Multi-Agency Resource Center Basics** ([WBT](#) 45 mins)
- **Disaster Operations Form Control: 5266 Fundamentals** ([WBT](#) 1.25 hrs)
- **IS-288 The Role of Voluntary Agencies in Emergency Management** ([FEMA WBT](#) 1 hr)
- **IS-200 Basic Incident Command System for Initial Response** ([FEMA WBT](#) 4 hrs)
- **IS-650 Building Partnerships with Tribal Governments** ([FEMA WBT](#) 2 hrs)

### Recommended

- **Event Based Volunteer Supervisor Basics: Using the Job Aid Training Protocol** ([WBT](#) 17mins)
- **Bulk Distribution Fundamentals** ([WBT](#) 1 hr) *OR* **Bulk Distribution Operations** ([ILT](#) 3 hrs)
- **Recovery Fundamentals** ([WBT](#) 2 hrs / [ILT](#) 2.5 hrs)  
*OR equivalent retired courses:*
  - Casework and Recovery Planning Fundamentals
  - Direct Client Assistance Fundamentals
  - Meet the Client: What is a Family?
- Disaster Program Management Fundamentals ([ILT](#) / 2.5 days)
- **Feeding Fundamentals v2** ([WBT](#) 1 hr / [ILT](#) 3 hrs)
- **Incident Reporting Fundamentals** ([WBT](#) 1 hr)

## Manager (ER/CEP/MN)

### Required

- All required External Relations/Community Engagement and Partnerships/Supervisor training
- Relationship Management Skills ([ILT](#) 3.5 hrs)
- **Disaster Public Affairs for National Relief Operations** ([ILT](#) 5 hrs)
- **Operations Planning Fundamentals** ([WBT](#) 1 hr)

### Recommended

- **Disaster Spiritual Care: Introduction** ([WBT](#) 45 mins)
- **Government Operations Fundamentals** ([ILT](#) 6.5 hrs)
- **IS-230 Fundamentals of Emergency Management** ([FEMA WBT](#) 6 hrs)
- **IS-235 Emergency Planning** ([FEMA WBT](#) 5 hrs)

## Chief (ER/CEP/CH)

### Required

- All required External Relations/Community Engagement and Partnerships/Manager training
- **IS-230 Fundamentals of Emergency Management** ([FEMA WBT](#) 6 hrs)
- **IS-235 Emergency Planning** ([FEMA WBT](#) 5 hrs)
- **Government Operations Fundamentals** ([ILT](#) 6.5 hrs)
- **Public Affairs Essentials** ([WBT](#) 45 mins)

## External Relations – Government Operations

### Service Associate (ER/GO/SA)

#### Required

- **Disaster Cycle Services: An Overview** ([WBT](#) 1 hr / [ILT](#) 2 hrs)
- **Concept of Operations Basics** ([VID](#) 30 mins / [ILT](#) 1 hr) *To receive credit, mark the video complete after viewing.*
- **Deployment Fundamentals** ([WBT](#) 30 mins)
- **Mission Cards – Cardholder Overview** ([VID](#) 14 mins / [ILT](#) 1 hr ) *To receive credit, mark the video complete after viewing.*
- Collaborating Essentials ([ILT](#) 6 hrs)
- **Government Operations Fundamentals** ([ILT](#) 6.5 hrs)
- **Government Operations Center Liaison Fundamentals** ([WBT](#) 45 mins)
- **Everyone is Welcome** ([WBT](#) 45 mins / [ILT](#) 1 hr / [VILT](#) 1 hr)
- **National Shelter System Fundamentals** ([WBT](#) 45 mins)
- **Shelter Fundamentals** ([WBT](#) 2.5 hrs / [ILT](#) 4 hrs)
- **Public Affairs Essentials** ([WBT](#) 45 mins)
- **IS-100 Introduction to Incident Command System, ICS 100** ([FEMA WBT](#) 2 hrs)
- **IS-700 An Introduction to the National Incident Management System** ([FEMA WBT](#) 3.5 hrs)
- **IS-800 National Response Framework, an Introduction** ([FEMA WBT](#) 3 hrs)

#### Recommended

- **Mass Care: An Overview** ([WBT](#) 30 mins / [ILT](#) 3.5 hrs)
- **Operations Planning Fundamentals** ([WBT](#) 1 hr)
- **Incident Reporting Fundamentals** ([WBT](#) 1 hr)
- **Disaster Assessment Fundamentals v2** ([WBT](#) 1 hr / [ILT](#) 3.5 hrs)
- **Logistics: An Overview** ([ILT](#) 3 hrs)
- **Recovery Services: An Overview** ([WBT](#) 45 mins)
- **Mobilize the Community: An Overview** ([WBT](#) 15 mins)
- **IS-200 Basic Incident Command System for Initial Response** ([FEMA WBT](#) 4 hrs)
- **IS-230: Fundamentals of Emergency Management** ([FEMA](#) 6 hrs)
- **IS-368 Including People with Disabilities & Others with Access & Functional Needs in Disaster Operations** ([FEMA WBT](#) 2 hrs)
- **IS-405 Mass Care/Emergency Assistance Overview** ([FEMA WBT](#) 1 hr)

## Supervisor (ER/GO/SV)

### Required

- All required External Relations/Government Operations/Service Associate training
- **Supervising the Disaster Workforce** ([ILT](#) 8 hrs)
- **Concept of Operations 3.0 Management** (ILT 5 hrs) *expected late February 2020*  
OR equivalent **Concept of Operations 3.0 Management training** ([curriculum](#) 7 hrs):
  - Concept of Operations Management
  - ConOps 3.0: What's Changed Webinar
- **Mass Care: An Overview** ([WBT](#) 30 mins / [ILT](#) 3.5 hrs)
- **Operations Planning Fundamentals** ([WBT](#) 1 hr)
- **Incident Reporting Fundamentals** ([WBT](#) 1 hr)
- **Disaster Assessment Fundamentals v2** ([WBT](#) 1 hr / [ILT](#) 3.5 hrs)
- **Logistics: An Overview** ([ILT](#) 3 hrs)
- **Mobilize the Community: An Overview** ([WBT](#) 15 mins)
- **Recovery Services: An Overview** ([WBT](#) 45 mins)
- **IS-200 Basic Incident Command System for Initial Response** ([FEMA WBT](#) 4 hrs)
- **IS-230 Fundamentals of Emergency Management** ([FEMA WBT](#) 6 hrs)
- **IS-368 Including People with Disabilities & Others with Access & Functional Needs in Disaster Operations** ([FEMA WBT](#) 2 hrs)
- **IS-405 Mass Care/Emergency Assistance Overview** ([FEMA WBT](#) 1 hr)

### Recommended

- **Mass Care Management - 2017** ([ILT](#) 8 hrs)
- **Disaster Operations Control: Form 5266 Fundamentals** ([WBT](#) 1.15 hrs)
- **Multi-Agency Resource Center Basics** ([WBT](#) 45 mins)
- **Recovery Fundamentals** ([WBT](#) 2 hrs / [ILT](#) 2.5 hrs)  
OR equivalent retired courses:
  - Casework and Recovery Planning Fundamentals
  - Direct Client Assistance Fundamentals
  - Meet the Client: What is a Family?
- **IS-235 Emergency Planning** ([FEMA WBT](#) 5 hrs)
- **IS-241 Decision Making and Problem Solving** ([FEMA WBT](#) 2 hrs)
- **IS-288 The Role of Voluntary Agencies in Emergency Management** ([FEMA WBT](#) 1 hr)
- **ICS-300 Intermediate Incident Command System for Expanding Incidents** ([FEMA ILT](#) 3 days)
- **IS-650 Building Partnerships with Tribal Governments** ([FEMA WBT](#) 2 hrs)
- **IS-2200 Basic Emergency Operations Center Functions** ([FEMA WBT](#) 4 hrs)
- **IS-2900 National Disaster Recovery Framework (NDRF)** ([FEMA WBT](#) 3 hrs)

## Manager (ER/GO/MN)

### Required

- All required External Relations/Government Operations/Supervisor training
- **Disaster Operations Control: Form 5266 Fundamentals** ([WBT](#) 1.15 hrs)
- **Mass Care Management - 2017** ([ILT](#) 8 hrs)
- **Multi-Agency Resource Center Basics** ([WBT](#) 2 hrs / [ILT](#) 2.5 hrs)
- **Psychological First Aid: Helping Others in Times of Stress** ([WBT](#) 1.5 hrs / [ILT](#) 4.5 hrs / [VILT](#) 3 hrs)
- **Recovery Fundamentals** ([WBT](#) 2 hrs / [ILT](#) 2.5 hrs)
  - OR equivalent retired courses:
    - Casework and Recovery Planning Fundamentals
    - Direct Client Assistance Fundamentals
    - Meet the Client: What is a Family?
- **IS-235 Emergency Planning** ([FEMA WBT](#) 5 hrs)
- **IS-241 Decision Making and Problem Solving** ([FEMA WBT](#) 2 hrs)
- **IS-288 The Role of Voluntary Agencies in Emergency Management** ([FEMA WBT](#) 1 hr)
- **IS-650 Building Partnerships with Tribal Governments** ([FEMA WBT](#) 2 hrs)
- **IS-2200 Basic Emergency Operations Center Functions** ([FEMA WBT](#) 4 hrs)
- **IS-2900 National Disaster Recovery Framework (NDRF)** ([FEMA WBT](#) 3 hrs)

### Recommended

- Facilitative Leadership Skills for Mobilizing the Community ([ILT](#) 7.5 hrs)
- Disaster Response Management Simulation ([ILT](#) 16 hrs)
- **Mass Casualty Incident Response Basics** ([WBT](#) 1.15 hrs)
- **IS-120 An Introduction to Exercises** ([FEMA WBT](#) 5 hrs)
- **IS-240 Leadership and Influence** ([FEMA WBT](#) 3 hrs)
- **IS-242 Effective Communication** ([FEMA WBT](#) 8 hrs)
- **IS-244 Developing and Managing Volunteers** ([FEMA WBT](#) 4 hrs)
- ICS-300 Intermediate Incident Command System for Expanding Incidents ([FEMA ILT](#) 3 days)

## Chief (ER/GO/CH)

- Training requirements for this group/activity/position are not yet available.

## External Relations – Fundraising

### Service Associate (ER/FR/SA)

#### Required

- **Disaster Cycle Services: An Overview** ([WBT](#) 1 hr / [ILT](#) 2 hrs)
- **Concept of Operations Basics** ([VID](#) 30 mins / [ILT](#) 1 hr) *To receive credit, mark the video complete after viewing.*
- **Deployment Fundamentals** ([WBT](#) 30 mins)
- **Mission Cards – Cardholder Overview** ([VID](#) 14 mins / [ILT](#) 1 hr) *To receive credit, mark the video complete after viewing.*

#### Recommended

- Disaster Fundraising: In-Person DFRAP Training ([ILT](#) 5 hrs)

## Supervisor (ER/FR/SV)

### Required

- All required External Relations/Fundraising/Service Associate training
- **Supervising the Disaster Workforce** ([ILT](#) 8 hrs)
- **Concept of Operations 3.0 Management** (ILT 5 hrs) *expected late February 2020*  
OR equivalent *Concept of Operations 3.0 Management training* ([curriculum](#) 7 hrs):
  - Concept of Operations Management
  - ConOps 3.0: What's Changed Webinar

### Recommended

- Disaster Fundraising: In-Person DFRAP Training ([ILT](#) 5 hrs)

## Manager (ER/FR/MN)

### Required

- All required External Relations/Fundraising/Supervisor training

### Recommended

- Disaster Fundraising: In-Person DFRAP Training ([ILT](#) 5 hrs)

## External Relations – Public Affairs

### Service Associate (ER/PA/SA)

#### Required

- **Disaster Cycle Services: An Overview** ([WBT](#) 1 hr / [ILT](#) 2 hrs)
- **Concept of Operations Basics** ([VID](#) 30 mins / [ILT](#) 1 hr) *To receive credit, mark the video complete after viewing.*
- **Deployment Fundamentals** ([WBT](#) 30 mins)
- **Mission Cards – Cardholder Overview** ([VID](#) 14 mins / [ILT](#) 1 hr ) *To receive credit, mark the video complete after viewing.*
- **Public Affairs Essentials** ([WBT](#) 45 mins)
- **Disaster Public Affairs – Media Relations** ([ILT](#) 2 hrs)
- **Disaster Public Affairs – Visual Storytelling** ([ILT](#) 2 hrs)
- **Disaster Public Affairs – Writing for Red Cross** ([ILT](#) 2 hrs)
- **Social Basics** ([WBT](#) 30 mins)
- **Shelter Fundamentals** ([WBT](#) 2.5 hrs / [ILT](#) 4 hrs)
- **Psychological First Aid: Helping Others in Times of Stress** ([WBT](#) 1.5 hrs / [ILT](#) 4.5 hrs / [VILT](#) 3 hrs)
- **IS-29 Public Information Officer Awareness** ([FEMA WBT](#) 7 hrs)

## Supervisor (ER/PA/SV)

### Required

- All required External Relations/Public Affairs/Service Associate training
- **Supervising the Disaster Workforce** ([ILT](#) 8 hrs)
- **Concept of Operations 3.0 Management** (ILT 5 hrs) *expected late February 2020*  
OR equivalent **Concept of Operations 3.0 Management training** ([curriculum](#) 7 hrs):
  - Concept of Operations Management
  - ConOps 3.0: What's Changed Webinar
- **Disaster Public Affairs for National Relief Operations** ([ILT](#) 5 hrs)
- **IS-100 Introduction to Incident Command System, ICS 100** ([FEMA WBT](#) 2 hrs)
- **IS-700 An Introduction to the National Incident Management System** ([FEMA WBT](#) 3.5 hrs)
- **IS-800 National Response Framework, an Introduction** ([FEMA WBT](#) 3 hrs)

## Manager (ER/PA/MN)

### Required

- All required External Relations/Public Affairs/Supervisor training
- Collaborating Essentials ([ILT](#) 6 hrs)
- **Disaster Operations Control: Form 5266 Fundamentals** ([WBT](#) 1.15 hrs)

### Recommended

- Disaster Public Affairs Management ([ILT](#) 4 hrs) *Please note, this course is currently available by invitation only, and not open for general registration.*

## Chief (ER/PA/CH)

### Required

- All required External Relations/Public Affairs/Manager training
- **IS-240 Leadership and Influence** ([FEMA WBT](#) 3 hrs)
- Disaster Fundraising: In-Person DFRAP Training ([ILT](#) 5 hrs)

## External Relations – Public Affairs/Advanced Public Affairs Team

Training is managed directly by Disaster Public Affairs at national headquarters. For more information, contact [Disaster.PublicAffairs@redcross.org](mailto:Disaster.PublicAffairs@redcross.org).

## External Relations – Chief

### Chief (ER/CH)

- Training requirements for this group/activity/position are not yet available.

## Finance

Training is managed directly by Finance at national headquarters. For more information, contact [DisasterServicesFinance@redcross.org](mailto:DisasterServicesFinance@redcross.org).

# Operations Management

## Site Director (OM/GEN/SV)

### Required

- **Disaster Cycle Services: An Overview** ([WBT](#) 1 hr / [ILT](#) 2 hrs)
- **Mass Care: An Overview** ([WBT](#) 30 mins / [ILT](#) 3.5 hrs)
- **Mission Cards – Cardholder Overview** ([VID](#) 14 mins / [ILT](#) 1 hr ) *To receive credit, mark the video complete after viewing.*
- **Operations Planning Fundamentals** ([WBT](#) 1 hr)
- **Everyone is Welcome** ([WBT](#) 45 mins / [ILT](#) 1 hr / [VILT](#) 1 hr)
- **Feeding Fundamentals v2** ([WBT](#) 1 hr / [ILT](#) 3 hrs)
- **Shelter Fundamentals** ([WBT](#) 2.5 hrs / [ILT](#) 4 hrs)
- **Logistics: An Overview** ([ILT](#) 3 hrs)
- **Psychological First Aid: Helping Others in Times of Stress** ([WBT](#) 1.5 hrs / [ILT](#) 4.5 hrs / [VILT](#) 3 hrs)
- **Deployment Fundamentals** ([WBT](#) 30 mins)
- **Recovery Services: An Overview** ([WBT](#) 45 mins)
- **Public Affairs Essentials** ([WBT](#) 45 mins)
- **Supervising the Disaster Workforce** ([ILT](#) 8 hrs)
- **Incident Reporting Fundamentals** ([WBT](#) 1 hr)
- **Concept of Operations Basics** ([VID](#) 30 mins / [ILT](#) 1 hr) *To receive credit, mark the video complete after viewing.*
- **Concept of Operations 3.0 Management** ([ILT](#) 5 hrs) *expected late February 2020*  
*OR equivalent Concept of Operations 3.0 Management training ([curriculum](#) 7 hrs):*
  - Concept of Operations Management
  - ConOps 3.0: What's Changed Webinar
- **Service Delivery Site Management** ([ILT](#) 1.5 days)

### Recommended

- Supporting Volunteers and Managing Teams ([ILT](#) 3.5 hrs)
- Disaster Response Management Simulation ([ILT](#) 16 hrs)
- **IS-100 Introduction to Incident Command System, ICS 100** ([FEMA WBT](#) 2 hrs)
- **IS-200 Basic Incident Command System for Initial Response** ([FEMA WBT](#) 4 hrs)
- **IS-230 Fundamentals of Emergency Management** ([FEMA WBT](#) 6 hrs)
- **IS-700 An Introduction to the National Incident Management System** ([FEMA WBT](#) 3.5 hrs)
- **IS-800 National Response Framework, an Introduction** ([FEMA WBT](#) 3 hrs)

## Generalist Manager (OM/GEN/MN) *(continues on next page)*

### Required

- All required Operations Management/Generalist/Supervisor training
- **Recovery Fundamentals** ([WBT](#) 2 hrs / [ILT](#) 2.5 hrs)  
*OR equivalent retired courses:*
  - Casework and Recovery Planning Fundamentals
  - Direct Client Assistance Fundamentals
  - Meet the Client: What is a Family?
- **Mass Care Management** - 2017 ([ILT](#) 8 hrs)

- **Disaster Assessment Fundamentals v2** ([WBT](#) 1 hr / [ILT](#) 3.5 hrs)
- **Partner Engagement Essentials** ([WBT](#) 1 hr)
- **Bulk Distribution Fundamentals** ([WBT](#) 1 hr) OR Bulk Distribution Operations ([ILT](#) 3 hrs)
- Fundamentals of Chapter Disaster Operations Management ([ILT](#) 1.5 days)
- Collaborating Essentials ([ILT](#) 6 hrs)
- **Disaster Operations Control: Form 5266 Fundamentals** ([WBT](#) 1.15 hrs)
- Disaster Response Management Simulation ([ILT](#) 16 hrs)
- **IS-100 Introduction to Incident Command System, ICS 100** ([FEMA WBT](#) 2 hrs)
- **IS-200 Basic Incident Command System for Initial Response** ([FEMA WBT](#) 4 hrs)
- **IS-230 Fundamentals of Emergency Management** ([FEMA WBT](#) 6 hrs)
- **IS-700 An Introduction to the National Incident Management System** ([FEMA WBT](#) 3.5 hrs)
- **IS-800 National Response Framework, an Introduction** ([FEMA WBT](#) 3 hrs)

#### *Recommended*

- Facilitative Leadership for Mobilizing the Community ([ILT](#) 7.5 hrs)
- Supporting Volunteers and Managing Teams ([ILT](#) 3.5 hrs)
- **IS-235 Emergency Planning** ([FEMA WBT](#) 5 hrs)
- **IS-240 Leadership and Influence** ([FEMA WBT](#) 3 hrs)
- **IS-241 Decision Making and Problem Solving** ([FEMA WBT](#) 2 hrs)
- **IS-242 Effective Communication** ([FEMA WBT](#) 8 hrs)
- **IS-244 Developing and Managing Volunteers** ([FEMA WBT](#) 4 hrs)

### **Assistant Director - Operations (OM/OPS/AD)**

#### *Required*

- All required Operations Management/Generalist/Manager training
- Facilitative Leadership Skills for Mobilizing the Community ([ILT](#) 7.5 hrs)
- **Disaster Mental Health: Introduction** ([WBT](#) 30 mins)
- **Disaster Spiritual Care: Introduction** ([WBT](#) 45 mins)
- **Disaster Health Services Fundamentals 2** ([WBT](#) 1 hr)
- **Reunification Fundamentals** ([WBT](#) 1 hr)
- **Mass Casualty Incident Response Management** ([ILT](#) 4 hrs / [VILT](#) 2.4 hrs)
- **IS-235 Emergency Planning** ([FEMA WBT](#) 5 hrs)
- **IS-240 Leadership and Influence** ([FEMA WBT](#) 3 hrs)
- **IS-241 Decision Making and Problem Solving** ([FEMA WBT](#) 2 hrs)
- **IS-242 Effective Communication** ([FEMA WBT](#) 8 hrs)
- **IS-244 Developing and Managing Volunteers** ([FEMA WBT](#) 4 hrs)

#### *Recommended*

- Supporting Volunteers and Managing Teams ([ILT](#) 3.5 hrs)
- ICS-300 Intermediate Incident Command System for Expanding Incidents ([FEMA ILT](#) 3 days)
- ICS-400: Advanced Incident Command System for Command and General Staff - Complex Incidents ([FEMA ILT](#) 2 days)

## Assistant Director - Logistics (OM/LOG/AD)

### Required

- All required Operations Management/Generalist/Manager training
- Facilitative Leadership Skills for Mobilizing the Community ([ILT](#) 7.5 hrs)
- **Disaster Services Technology Overview Workshop** ([WBT](#) 2 hrs / [VILT](#) 2 hrs)
- **Staff Services Fundamentals** ([ILT](#) 8 hrs)
- **In-Kind Donations on Disaster Relief Operations Fundamentals** ([WBT](#) 45 mins / [ILT](#) 3 hrs)
- **Volunteer Connection Disaster Management Fundamentals** ([WBT](#) 1.45 hrs)
- **Commercial Lodging: An Overview** ([VID](#) 18 mins / [ILT](#) 1 hr)
- **IS-235 Emergency Planning** ([FEMA WBT](#) 5 hrs)
- **IS-240 Leadership and Influence** ([FEMA WBT](#) 3 hrs)
- **IS-241 Decision Making and Problem Solving** ([FEMA WBT](#) 2 hrs)
- **IS-242 Effective Communication** ([FEMA WBT](#) 8 hrs)
- **IS-244 Developing and Managing Volunteers** ([FEMA WBT](#) 4 hrs)

### Recommended

- Supporting Volunteers and Managing Teams ([ILT](#) 3.5 hrs)
- ICS-300 Intermediate Incident Command System for Expanding Incidents ([FEMA ILT](#) 3 days)
- ICS-400: Advanced Incident Command System for Command and General Staff - Complex Incidents ([FEMA ILT](#) 2 days)

## Assistant Director - Information and Planning (OM/IP/AD)

### Required

- All required Operations Management/Generalist/Manager training
- Facilitative Leadership Skills for Mobilizing the Community ([ILT](#) 7.5 hrs)
- **Disaster Assessment Fundamentals v2** ([WBT](#) 1 hr / [ILT](#) 3.5 hrs)
- Financial and Statistical Information Management ([ILT](#) 4 hrs)
- **IS-235 Emergency Planning** ([FEMA WBT](#) 5 hrs)
- **IS-240 Leadership and Influence** ([FEMA WBT](#) 3 hrs)
- **IS-241 Decision Making and Problem Solving** ([FEMA WBT](#) 2 hrs)
- **IS-242 Effective Communication** ([FEMA WBT](#) 8 hrs)
- **IS-244 Developing and Managing Volunteers** ([FEMA WBT](#) 4 hrs)

### Recommended

- **RC View Mapping: Getting to Know RC View** ([WBT](#) 2.45 hrs)
- **RC View Mapping: Beginner RC View Operations** ([WBT](#) 4 hrs)
- Supporting Volunteers and Managing Teams ([ILT](#) 3.5 hrs)
- IS-201 ICS Forms and the Planning "P" ([FEMA ILT](#) 2 hrs)
- ICS-300 Intermediate Incident Command System for Expanding Incidents ([FEMA ILT](#) 3 days)
- ICS-400: Advanced Incident Command System for Command and General Staff - Complex Incidents ([FEMA ILT](#) 2 days)

## Assistant Director - External Relations (OM/ER/AD)

### Required

- All required Operations Management/Generalist/Manager training
- Facilitative Leadership Skills for Mobilizing the Community ([ILT](#) 7.5 hrs)
- **Partner Engagement Essentials** ([WBT](#) 1 hr)
- **Multi-Agency Resource Center Basics** ([WBT](#) 45 mins)
- **Government Operations Fundamentals** ([ILT](#) 6.5 hrs)
- **Disaster Public Affairs for National Relief Operations** ([ILT](#) 5 hrs)
- **IS-235 Emergency Planning** ([FEMA WBT](#) 5 hrs)
- **IS-240 Leadership and Influence** ([FEMA WBT](#) 3 hrs)
- **IS-241 Decision Making and Problem Solving** ([FEMA WBT](#) 2 hrs)
- **IS-242 Effective Communication** ([FEMA WBT](#) 8 hrs)
- **IS-244 Developing and Managing Volunteers** ([FEMA WBT](#) 4 hrs)

### Recommended

- Supporting Volunteers and Managing Teams ([ILT](#) 3.5 hrs)
- ICS-300 Intermediate Incident Command System for Expanding Incidents ([FEMA ILT](#) 3 days)
- ICS-400: Advanced Incident Command System for Command and General Staff - Complex Incidents ([FEMA ILT](#) 2 days)

## Assistant Director - Workforce (OM/WF/AD)

- Training requirements for this group/activity/position are not yet available.

## Assistant Director - Finance (OM/FIN/AD)

### Required

- All required Operations Management/Generalist/Manager training
- Training is managed directly by Finance at national headquarters. For more information, contact [DisasterServicesFinance@redcross.org](mailto:DisasterServicesFinance@redcross.org).

## Deputy Director (OM/DD)

### Required

- All required Operations Management/Operations/Assistant Director training
- **Partner Engagement Essentials** ([WBT](#) 1 hr)
- **Government Operations Fundamentals** ([ILT](#) 6.5 hrs)
- **Disaster Public Affairs for National Relief Operations** ([ILT](#) 5 hrs)

### Recommended

- Supporting Volunteers and Managing Teams ([ILT](#) 3.5 hrs)
- ICS-300 Intermediate Incident Command System for Expanding Incidents ([FEMA ILT](#) 3 days)
- ICS-400: Advanced Incident Command System for Command and General Staff - Complex Incidents ([FEMA ILT](#) 2 days)

## **Director (OM//DIR)**

### *Required*

- All Operations Management/Deputy Director training

### *Recommended*

- Supporting Volunteers and Managing Teams ([ILT](#) 3.5 hrs)
- ICS-300 Intermediate Incident Command System for Expanding Incidents ([FEMA ILT](#) 3 days)
- ICS-400: Advanced Incident Command System for Command and General Staff - Complex Incidents ([FEMA ILT](#) 2 days)

## **Chief of Staff (OM//COS) – appointed**

### *Required*

- All required Operations Management/Deputy Director Training
- **Volunteer Connection Disaster Management Fundamentals** ([WBT](#) 1.45 hrs)

### *Recommended*

- **Staff Services Fundamentals** ([ILT](#) 8 hrs)
- Supporting Volunteers and Managing Teams ([ILT](#) 3.5 hrs)

## **Red Cross Coordinating Officer (OM//RCCO) – appointed**

### *Required*

- All required Operations Management/Deputy Director training

### *Recommended*

- Supporting Volunteers and Managing Teams ([ILT](#) 3.5 hrs)

## **Staff Advocate (OM//STA) – appointed**

### *Required*

- All required Operations Management/Deputy Director Training

### *Recommended*

- Supporting Volunteers and Managing Teams ([ILT](#) 3.5 hrs)
- **Staff Services Fundamentals** ([ILT](#) 8 hrs)
- **Volunteer Connection Disaster Management Fundamentals** ([WBT](#) 1.45 hrs)

## **Elected Official Liaison (OM//EOL)**

- Training requirements for this group/activity/position are not yet available.

## EDGE Resources

The EDGE learning management system (LMS) is the system for all internal staff training, including instructor-led courses, web-based training, and blended learning programs for the American Red Cross.

Volunteers can access EDGE by clicking the blue EDGE links in this guide, or by logging into their Volunteer Connection (VCN) profile, and clicking the “Connect to EDGE” link, located in the upper right-hand corner of the screen. If prompted for a username and password, enter your Volunteer Connection credentials. Employees can access EDGE by clicking the hyperlinks in the *EDGE Employee Deeplinks* section near the end of this document, or via the RedCross@Work portal on The Exchange. Once in EDGE you can also utilize the search bar and the “Browse for Training” tab for advanced search features.

Further information on using the EDGE system can be found on the [EDGE Job Aid page](#) on The Exchange. Disaster Training course fact sheets, course materials and additional course information can be found in the [Disaster Training Index](#) on The Exchange.

### Tips for using EDGE

- New EDGE Users are encouraged to complete “Using EDGE as a Learner” course. Learners are automatically enrolled in this course and can find it on their Transcript.
- Go to the “Helpful Information” tab on the EDGE toolbar to reference solutions to some of the most common issues experienced by learners.
- The [EDGE Training Index](#) contains videos and tips for using EDGE.
- Chrome is the recommended internet browser; however, if a learner has issues with a training, they are encouraged to launch the course in another browser.
- Not all online courses are accessible on iPads or tablets. If a learner experiences an issue on a tablet, they should launch the course on a computer. (Mobile devices are not compatible with all courses.)

### Common Issues in EDGE

Solutions to Items 1-3 can be found in the [Correcting Common E-Learning Issues](#) and [Allow Flash in Chrome](#) job aids, available on the [EDGE Job Aid page](#). Make sure you are using the latest version of the job aid.

1. *Adobe Flash:* Internet browsers often restrict flash interactions. As a result, there may be issues accessing online courses. These issues typically appear as:
  - Course launches as a blank page (sometimes learner may hear audio), or
  - Course is re-launched after being closed and learner is able to click “Resume” but cannot advance beyond current page
2. *Pop-up blocker:* EDGE courses launch in a new window. Depending on the settings, the browser may block the new window, preventing the course from appearing. Look for a pop-up blocker prompt or an “X” in the address bar.

3. *Missing Next/Prev buttons:* All Disaster courses have Next and Prev buttons to advance a course. If a learner is unable to view those, they should adjust the zoom by using the CTRL + and CTRL -, or put the browser into full screen mode (F11).
4. *Course timeout:* Please note, the length of time will vary on how the learner accessed EDGE and which course they are working on. Unfortunately, due to the different data feeds into the system, we do not have an exact time frame as to when a course will time out. A pop-up will appear and notify a learner of an impending timeout. If they click the pop-up immediately, they will be able to continue the course. If they do not, the screen will refresh to one of the following log in pages:
  - Volunteers will view a Volunteer Connection timeout message. They should enter their Volunteer Connection username and password on the redirect page.
  - Employees will view a blank page. They can try to refresh the page. If that does not work, they should log back in through the RedCross@Work portal on The Exchange.
5. *New profiles:* New learners must wait 24 hours after moving from a prospective to a general volunteer in Volunteer Connection before their profile is created in EDGE and they are able to take courses.
6. *Re-launch an “In Progress” course:* If a learner is already enrolled in a course and needs to return to EDGE to complete it, they must click on the “My Training” section on the homepage instead of searching for the course again.
7. *View complete training:* If a learner would like to view a course they have previously completed, they must go to their transcript and switch the view from the “Active” transcript to “Completed,” then select “Launch” from the dropdown menu.
8. *Bookmarking EDGE:* it is not possible to bookmark EDGE. If this is done, a learner will receive an error message.

## IT Help Desk

- Volunteers and Extended Enterprise (EXT) Users – Contact the Red Cross IT Service Desk. Call 888-778-7762 OR submit an incident online via the [Customer Portal](#) on The Exchange.
- Employees – Contact the Red Cross Service Center. Call 877-860-7526 Monday through Friday, 9 am-5 pm ET, OR submit a request online using the “Contact Us” link on the Red Cross@Work portal.
- [ARC Password Self-Service](#): Register in advance. Enables you to reset your own password in some Red Cross systems.

## EDGE Employee Deeplinks

The list below provides a list of all the required and recommended courses in this document, along with deeplinks employees can use to access the training courses. For additional information on the disaster courses, such as course fact sheets, instructor materials, etc. go to the [Disaster Cycle Services Training Index](#) on The Exchange.

- A**
- **Advanced Instructor Fundamentals** ([WBT](#) 30 mins)
  - **Advanced National Shelter System** ([WBT](#) 45 mins)
  - **Ambassador Program Fundamentals** ([VID](#) 20 mins / [ILT](#) 1 hr)
- B**
- **Basic Food Safety** ([WBT](#) 1 hr)
  - **Basic Instructor Fundamentals** ([WBT](#) 1.2 hrs)
  - **Basic Instructor Specialty Training** ([ILT](#) 8 hrs)
  - **Bulk Distribution Fundamentals** ([WBT](#) 1 hr)
  - **Bulk Distribution Operations** ([ILT](#) 3 hrs)
- C**
- **CAN Basics** ([WBT](#) 2 hrs / [VILT](#) 2.5 hrs)
  - **Care Assistant Fundamentals** (Blended [WBT](#) / [ILT](#) 2 hrs)
  - **CAS 2.0: Managing Events** ([WBT](#) 1 hr)
  - **CAS 2.0: Official Damage Assessments** ([WBT](#) 1 hr)
  - **CAS 2.0: Reporting** ([WBT](#) 1hr)
  - **CAS for Disaster Health Services and Disaster Mental Health Services Teams** ([VID](#) 12 mins)
  - **CAS for Recovery DRO Level 3** ([VID](#) 14 mins)
  - **CAS for Recovery Fundamentals** ([VID](#) 34 mins)
  - **CAS Referral Resources for Clients** ([VID](#) 5 mins)
  - **CAS: Your CAS Account** ([VID](#) 17 mins)
  - **Casework and Recovery Planning Management** ([WBT](#) 1 hr)
  - **Collaborating Essentials** ([ILT](#) 6 hrs)
  - **Commercial Lodging: An Overview** ([VID](#) 18 mins / [ILT](#) 1 hr)
  - **Concept of Operations Basics** ([VID](#) 30 mins / [ILT](#) 1 hr)
  - **Concept of Operations 3.0 Management** (ILT 5 hrs/ [curriculum](#) 7 hrs) *ILT expected late February 2020*
  - **Conducting and Documenting Performance Reviews** ([ILT](#) 1.5 hrs)
- D**
- **Deployment Fundamentals** ([WBT](#) 30 mins)
  - **Disaster Action Team Fundamentals** ([WBT](#) 1.5 hrs / [ILT](#) 3.5 hrs)
  - **Disaster Action Team Management** ([WBT](#) 1.5 hrs / [ILT](#) 3 hrs)
  - **Disaster Assessment Fundamentals v2** ([WBT](#) 1 hr / [ILT](#) 3.5 hrs)
  - **Disaster Course Simulation Facilitator Fundamentals** ([WBT](#) 45 mins / [ILT](#) 45 mins / [VILT](#) 45 mins)
  - **Disaster Cycle Services: An Overview** ([WBT](#) 1 hr / [ILT](#) 2 hrs)
  - **Disaster Fundraising: In-Person DFRAP Training** ([ILT](#) 5 hrs)

- Disaster Health Services Fundamentals 1 (WBT 1 hr)
- Disaster Health Services Fundamentals 2 (WBT 1 hr)
- Disaster Health Services Simulation (ILT 3.5 hrs / VILT 1.5 hrs)
- Disaster Mental Health: Introduction (WBT 30 mins)
- Disaster Mental Health Fundamentals: Part 1 (WBT 2.5 hrs / ILT 3 hrs)
- Disaster Mental Health Fundamentals: Part 2 (ILT/ VILT 2.5 hrs)
- Disaster Mental Health Management (VILT 3 two-hour webinars)
- Disaster Operations Control: Form 5266 Fundamentals (WBT 1.15 hrs)
- Disaster Program Management Fundamentals (ILT 2.5 days)
- Disaster Public Affairs – Media Relations (ILT 2 hrs)
- Disaster Public Affairs – Visual Storytelling (ILT 2 hrs)
- Disaster Public Affairs – Writing for Red Cross (ILT 2 hrs)
- Disaster Public Affairs For National Relief Operations (ILT 5 hrs)
- Disaster Public Affairs Management (ILT 4 hrs)
- Disaster Response Management Simulation (ILT 16 hrs)
- Disaster Services Technology Communications Workshop (VILT 2 hrs)
- Disaster Services Technology Computer Operations Workshop (VILT 2 hrs)
- Disaster Services Technology Customer Service Workshop (WBT 1 hr / VILT 2 hrs)
- Disaster Services Technology Information Management System (VILT 2 hrs)
- Disaster Services Technology Networking Workshop (VILT 2 hrs)
- Disaster Services Technology Overview Workshop (WBT 2 hrs / VILT 2 hrs)
- Disaster Services Technology: Hands on Equipment Training (ILT 3 days)
- Disaster Services Technology: The First 48 Hours of a DRO (VILT 2 hrs)
- Disaster Spiritual Care: Introduction (WBT 45 mins)
- Disaster Spiritual Care Fundamentals (ILT 4.5 hrs / VILT 3 hrs)

## E

- Effective Onboarding and Training (ILT 1.5 hrs)
- ERVs: Ready, Set Roll (ILT 3 hrs or self-study + road test)
- Event Based Volunteer Supervisor Basics: Using the Job Aid Training Protocol (WBT 17 mins)
- Everyone is Welcome (WBT 45 mins / ILT 1 hr / VILT 1 hr)

## F

- Facilitative Leadership Skills for Mobilizing the Community (ILT 7.5 hrs)
- Facilities Management Fundamentals (WBT 1 hr)
- Facilities Management Fundamentals Simulation (ILT 3.5 hrs)
- Feeding Activity Introduction (VID 20 mins / ILT 2 hrs)
- Feeding Fundamentals v2 (WBT 1 hr / ILT 3 hrs)
- Feeding Lead Operations (WBT 1 hr)
- Financial and Statistical Information Management (ILT 4 hrs)
- Fundamentals of Chapter Disaster Operations Management (ILT 1.5 days)

## G

- Government Operations Fundamentals (ILT 6.5 hrs)
- Government Operations Center Liaison Fundamentals (WBT 45 mins)

## I

- ICS-300 Intermediate Incident Command System for Expanding Incidents ([FEMA ILT](#) 3 days)
- ICS-400: Advanced Incident Command System for Command and General Staff - Complex Incidents ([FEMA ILT](#) 2 days)
- **Incident Reporting Fundamentals** ([WBT](#) 1 hr)
- **In-Kind Donations on Disaster Relief Operations Fundamentals** ([WBT](#) 45 mins / [ILT](#) 3 hrs)
- **Initiating Staff Services on a DRO Basics** ([VID](#) 20 mins / [ILT](#) 1 hr)
- **Integrated Care Condolence Team Fundamentals** ([ILT](#) 4 hrs)
- **IS-29 Public Information Officer Awareness** ([FEMA WBT](#) 7 hrs)
- **IS-100 Introduction to Incident Command System, ICS 100** ([FEMA WBT](#) 2 hrs)
- **IS-120 An Introduction to Exercises** ([FEMA WBT](#) 5 hrs)
- **IS-200 Basic Incident Command System for Initial Response** ([FEMA WBT](#) 4 hrs)
- **IS-230 Fundamentals of Emergency Management** ([FEMA WBT](#) 6 hrs)
- **IS-235 Emergency Planning** ([FEMA WBT](#) 5 hrs)
- **IS-240 Leadership and Influence** ([FEMA WBT](#) 3 hrs)
- **IS-241 Decision Making and Problem Solving** ([FEMA WBT](#) 2 hrs)
- **IS-242 Effective Communication** ([FEMA WBT](#) 8 hrs)
- **IS-244 Developing and Managing Volunteers** ([FEMA WBT](#) 4 hrs)
- **IS-288 The Role of Voluntary Agencies in Emergency Management** ([FEMA WBT](#) 1 hr)
- **IS-368 Including People with Disabilities & Others with Access & Functional Needs in Disaster Operations** ([FEMA WBT](#) 2 hrs)
- **IS-405 Mass Care/Emergency Assistance Overview** ([FEMA WBT](#) 1 hr)
- **IS-650 Building Partnerships with Tribal Governments** ([FEMA WBT](#) 2 hrs)
- **IS-700 An Introduction to the National Incident Management System** ([FEMA WBT](#) 3.5 hrs)
- **IS-800 National Response Framework, an Introduction** ([FEMA WBT](#) 3 hrs)
- **IS-2200 Basic Emergency Operations Center Functions** ([FEMA WBT](#) 4 hrs)
- **IS-2900 National Disaster Recovery Framework (NDRF)** ([FEMA WBT](#) 3 hrs)

## K

- **Kitchen Site Management** ([WBT](#) 1 hr / [ILT](#) 3 hrs)
- Kitchen Site Management Simulation ([ILT](#) 3.5 hrs)

## L

- **Logistics: An Overview** ([ILT](#) 3 hrs)
- **Logistics Management** ([ILT](#) 8 hrs)

## M

- **Mass Care: An Overview** ([WBT](#) 30 mins / [ILT](#) 3.5 hrs)
- **Mass Care Management** - 2017 ([ILT](#) 8 hrs)
- **Mass Casualty Incident Response Basics** ([WBT](#) 1.15 hrs)
- **Mass Casualty Incident Response Management** ([ILT](#) 4 hrs / [VILT](#) 2.4 hrs)
- Mass Casualty Incident Response Management Simulation ([ILT](#) 4 hrs)
- **Mission Cards – Cardholder Overview** ([VID](#) 14 mins / [ILT](#) 1 hr)
- **Mobilize the Community: An Overview** ([WBT](#) 15 mins)
- **Multi-Agency Resource Center Basics** ([WBT](#) 45 mins)

- N**
- National Shelter System Data Entry Worker ([WBT](#) 45 mins)
  - National Shelter System Fundamentals ([WBT](#) 45 mins)
  - Next Generation Emergency Response Vehicle (ERV) Operations ([WBT](#) 1 hr)
- O**
- Operations Planning Fundamentals ([WBT](#) 1 hr)
- P**
- Partner Engagement Essentials ([WBT](#) 1 hr)
  - Performance Evaluation Preparation for Supervisors ([ILT](#) 1 hr / [VID](#) 20 mins)
  - Powered Industrial Truck Operator (Blended [WBT](#) / [ILT](#) 2 hrs)
  - Psychological First Aid: Helping Others in Times of Stress ([WBT](#) 1.5 hrs / [ILT](#) 4.5 hrs / [VILT](#) 3 hrs)
  - Public Affairs Essentials ([WBT](#) 45 mins)
- R**
- RC Collect: DDA Data Management ([VID](#) 18 mins)
  - RC Collect: Detailed Damage Assessment Video for DA Workers ([VID](#) 20 mins)
  - RC Collect: Setting Favorite Answers ([VID](#) 8 mins)
  - RC View Mapping: Beginner RC View Operations ([WBT](#) 4 hrs)
  - RC View Mapping: Getting to Know RC View ([WBT](#) 2.45 hrs)
  - Recovery Fundamentals ([WBT](#) 2 hrs / [ILT](#) 2.5 hrs)
  - Recovery Services: An Overview ([WBT](#) 45 mins)
  - Relationship Management Skills ([ILT](#) 3.5 hrs)
  - Reunification Fundamentals ([WBT](#) 1 hr)
- S**
- Service Delivery Site Management ([ILT](#) 1.5 days)
  - Shelter Fundamentals ([WBT](#) 2.5 hrs / [ILT](#) 4 hrs)
  - Shelter Management ([WBT](#) 2.5 hrs / [ILT](#) 8 hrs)
  - Shelter Operations Simulation ([ILT](#) 6 hrs)
  - Staff Services Fundamentals ([ILT](#) 8 hrs)
  - Staff Services Management ([ILT](#) 8 hrs)
  - Staff Wellness Fundamentals ([ILT](#) 1.5 hrs)
  - Supervising the Disaster Workforce ([ILT](#) 8 hrs)
  - Supply Fundamentals ([ILT](#) 6 hrs)
  - Supporting Volunteers and Managing Teams ([ILT](#) 3.5 hrs)
- V**
- Virtual Instructor Specialty Training ([ILT](#) 3 hrs)
  - Volunteer Connection Disaster Management Fundamentals ([WBT](#) 1.45 hrs)
  - Volunteer Connection Shift Tool Manager ([WBT](#) 1 hr)
- W**
- Warehousing Fundamentals ([WBT](#) 45 mins / [ILT](#) 3 hrs)
- Y**
- CAS: Your CAS Account ([VID](#) 17 mins)



## Change Log

Date	Section	Change
3/21/19	REC/CH, REC/CRP/MN, ER/GO/MN, OM/GEN/SV, OM/GEN/MN	Disaster Response Management Simulation was updated to the correct course length – 13 hrs
3/21/19	IDC/DHS/SA, OM/OPS/AD, and Employee Deeplinks	The deeplinks were updated for the updated Disaster Health Services Fundamentals 1 and 2 courses.
3/21/19	SS/TR/SA	Required: added Basic Instructor Fundamentals to SS/TR/SA
3/21/19	MC/SH/SA & MC/REU/SA	Required: added Mass Care: An Overview
3/21/19	SS/SPS/SV, OM/LOG/AD, Employee Deeplinks	Required: removed retired course Commercial Lodging Procedures
3/21/19	OM training	OM/GEN/SV and OM/GEN/MN GAPs were moved above OM/OPS/AD since all other OM training requires the SV and MN training
3/21/19	OM/GEN/SV, OM/GEN/MN, OM/OPS/AD, OM/LOG/AD, OM/ER/AD, OM/IP/AD	Disaster Response Management Simulation was added as recommended for OM/GEN/SV and moved from recommended to required for OM/GEN/MN. It was removed from OM/OPS/AD, OM/LOG/AD, OM/ER/AD and OM/IP/AD as those GAPs require the OM/GEN/MN training.
3/21/19	OM/OPS/AD, OM/LOG/AD, OM/ER/AD, OM/IP/AD	Required: added IS-235 Emergency Planning, IS-240 Leadership and Influence, IS-241 Decision Making and Problem Solving, IS-242 Effective Communication, IS-244 Developing and Managing Volunteers
3/21/19	OM/OPS/AD	Required: removed Bulk Distribution Fundamentals; already required for OM/GEN/MN training.
3/21/19	OM/GEN/SV	Required: added Mission Cards – Cardholder Overview Recommended: replaced Supervising Volunteers with Supporting Volunteers and Managing Teams
3/21/19	OM/GEN/MN	Recommended: added Facilitative Leadership Skills for Mobilizing the Community
3/21/19	OM//DD	Required: removed Financial and Statistical Information Management
3/21/19	OM//DD, OM//DIR	Recommended: added ICS-300 Intermediate ICS for Expanding Incidents, ICS-400 Advanced ICS Command and General Staff - Complex Incidents
3/21/19	OM//COS, OM//STA	Recommended: removed Supervising Volunteers
4/10/19	MC/FF/SA, MC/CH	Required: added Feeding Activity Introduction
4/10/19	MC/SH/SA, MC/DES/SA, MC/DES/SV	Recommended: added Feeding Activity Introduction
4/10/19	All SS GAPs	Recommended: added Ambassador Program Fundamentals and Initiating Staff Services on a DRO Basics
4/10/19	ER/PA/SA	Required: added Disaster Public Affairs – Media Relations, Disaster Public Affairs – Visual Storytelling and Disaster Public Affairs – Writing for Red Cross
4/10/19	Employee Deeplinks	Added links for Ambassador Program Fundamentals, Disaster Public Affairs – Media Relations, Disaster Public Affairs – Visual Storytelling, Disaster Public Affairs – Writing for Red Cross, Feeding Activity Introduction and Initiating Staff Services on a

<i>Date</i>	<i>Section</i>	<i>Change</i>
		DRO Basics.
6/3/19	All SV GAPs, IDC/DHS/SA, REC/CH, REC/CRP/MN, ER/GO/MN, OM/GEN/SV, OM/GEN/MN, LOG/FAC/SV, MC/FF/SV, IDC/DHS/MN, IDC/DMH/SV, MC/SH/SV, RES/DAT/SA	Changed SIM course type to ILT.
6/3/19	All SA GAPs, OM/GEN/SV, Employee Deeplinks	Missions Cards – Cardholder Overview: changed WBT to VID, updated video length, added ILT deeplink and length.
6/3/19	SS/SPS/SV, OM/LOG/AD, Employee Deeplinks	Commercial Lodging: An Overview: changed WBT to VID, updated video length, added ILT deeplink and length.
6/3/19	LOG/WHS/SA, Employee Deeplinks	Required: added Warehousing Fundamentals
6/3/19	RES/DAT/SA, IDC/DMH/SA, Employee Deeplinks	Removed Disaster Action Team Basics
6/3/19	MC/FF/SA, MC/SH/SA, MC/DES/SA, MC/REU/SA, MC/REU/MN, MC/CH, IDC/DHS/SA, IDC/DSC/SA, IDC/DMH/SA, IDC/DI/SA, RES/DAT/SA, REC/GEN/SA, REC/CH, REC/CRP/SV, REC/CRP/MN, REC/SYS/SV, SS/LCV/SV, ER/CEP/SA, ER/GO/MN, ER/PA/SA, OM/GEN/SV, Employee Deeplinks	Edited Psychological First Aid WBT course length from 90 mins to 1.5 hrs.
6/3/19	RES/DAT/SA	Required: added Disaster Action Team Fundamentals Recommended: added Basic Food Safety, Your CAS Account, Social Basics
6/3/19	RES/DAT/SV	Required: moved Shelter Fundamentals from recommended Recommended: added IS-100 Introduction to Incident Command System, IS-200 ICS for Single Resources and Initial Action, IS-700 An Introduction to the National Incident Management System, IS-800 National Response Framework, an Introduction. Removed Serving with Cultural Competence
6/3/19	Employee Deeplinks	Added Warehousing Fundamentals, Disaster Action Team Fundamentals. Updated Commercial Lodging: An Overview,
6/13/19		Updated “WBT” delivery type to “VID” for all video courses.
6/13/19	SS/TR/SA, SS/TR/SV	The requirement for EDGE administrator rights was moved from SA to SV.

6/13/19	MC/FF/SA, MC/SH/SA, MC/DES/SA, MC/REU/SA, MC/CH, IDC/DHS/SV, IDC/DHS/MN, RES/DAT/SA, IP/GEN/MN, ER/CEP/SA, ER/GO/SA, ER/GO/SV, OM/GEN/SV, Employee Deeplinks	Edited the deeplinks for the updated version of Mass Care: An Overview.
6/27/19	RES/DAT/MN	Removed Shelter Fundamentals
6/27/19	REC/CH, REC/CRP/SV, REC/CRP/MN, REC/SYS/SV Employee Deeplinks	Recommended: Added CAN Basics
6/27/19	All SS GAPs, Employee Deeplinks	Added additional deeplinks for Initiating Staff Services on a DRO Basics video.
7/24/19	RES/DAT/SV, Employee Deeplinks	Required: added Disaster Action Team Management
7/24/19	RES/DAT/MN	Required: removed Supporting Volunteers and Managing Teams Recommended: added Supporting Volunteers and Managing Teams
7/24/19	SS/LCV/SV, Employee Deeplinks	Required: removed Supervising Volunteers
7/24/19	IDC/DMH/SV, Employee Deeplinks	Recommended: removed CAS 2.0: Supervisor Actions
7/24/19	Employee Deeplinks	Removed CAS 2.0: Recovery Planning link
7/24/19	IDC/DMH/SA	Recommended: Added Disaster Action Team Fundamentals
7/24/19	IDC/DHS/SA	Added note to clarify that the updated versions of Disaster Health Services Fundamentals 1 and 2 are required for all new DHS workers as of 3/7/19.
7/24/19	LOG/IKD/SA, LOG/PRO/MN, ER/CEP/SA, OM/LOG/AD, Employee Deeplinks	In-Kind Donations on Disaster Relief Operations Fundamentals: added the link for the web-based version.
10/9/19	Staff Services	Added new Disaster Event-Based Volunteer GAP
10/9/19	Operations Management	Added placeholder for Workforce Care AD (OM/WF/AD)
10/9/19	IDC/DHS	Added Disaster Health Services Ancillary Care GAP
10/9/19	ER/PA/MN, Employee Deeplinks	Recommended: added Disaster Public Affairs Management
10/9/19	MC/FF/SA, MC/SH/SA, MC/DES/SA, MC/REU/SA, MC/CH, IDC/DHS/AC, IDC/DHS/SA, IDC/DMH/SA, IDC/DMH/SV, IDC/DI/SA, RES/DAT/SA, REC/GEN/SA, LOG/TRA/SA, LOG/WHS/SA, SS/LCV/SV, IP/DA/SA, IP/FSI/SA, IP/ID/SA, IP/SU/SA, ER/CEP/SA, ER/GO/SA, OM/GEN/SV,	Updated volunteer WBT link for Everyone is Welcome from version 1 to version 2.
10/9/19	How to Use This Document	Updated course format types.

10/9/19	OM/IP/AD	Required: Removed Volunteer Connection Disaster Management Fundamentals.
10/9/19	MC/FF/SA, MC/SH/SA, MC/DES/SA, MC/REU/SA, MC/CH, IDC/DHS/SV, IDC/DHS/MN, RES/DAT/SA, IP/GEN/MN, ER/CEP/SA, ER/GO/SA, ER/GO/SV, OM/GEN/SV, Employee Deeplinks	Updated Mass Care: An Overview ILT time to 3.5 hrs.
10/9/19	IDC/DHS/SA	Recommended: added Care Assistant Fundamentals, Disaster Action Team Fundamentals and Supervising the Disaster Workforce.
10/9/19	IDC/DHS/SV	Required: added Disaster Operations Control: Form 5266 Fundamentals, Integrated Care Condolence Team Fundamentals, Staff Wellness Fundamentals
10/9/19	IDC/DHS/MN	Required: removed Disaster Operations Control: Form 5266 Fundamentals. Added: Mass Casualty Incident Response Management, Mass Casualty Incident Response Management Simulation, Basic Instructor Fundamentals, Basic Instructor Specialty Training, Disaster Course Simulation Facilitator Fundamentals. Recommended: removed Integrated Care Condolence Team Fundamentals. Added: Service Delivery Site Management, Virtual Instructor Specialty Training, IS-100 Introduction to the Incident Command System, IS-200 ICS for Single Resources and Initial Action Incidents, IS-700 An Introduction to the National Incident Management System, IS-800 National Response Framework, an Introduction.
10/9/19	IDC/DHS/CH	Required: Added National Shelter System Fundamentals. Recommended: Added Mobilize the Community: An Overview, Conducting and Documenting Performance Reviews, Effective Onboarding and Training, ICS-300 Intermediate ICS for Expanding Incidents, ICS-400 Advanced ICS Command and General Staff - Complex Incidents.
10/9/19	Employee Deeplinks	Added: Conducting and Documenting Performance Reviews
10/9/19	Employee Deeplinks	Added: Effective Onboarding and Training
10/9/19	Employee Deeplinks	Added: Virtual Instructor Specialty Training.
12/4/19	IDC/DHS/SV	Recommended: added Operations Planning Fundamentals, Care Assistant Fundamentals, Supply Fundamentals and Performance Evaluation Preparation for Supervisors
12/4/19	RES/DP	Response Dispatch GAP removed to align with GAP Chart
12/4/19	Employee Deeplinks	Added: Performance Evaluation Preparation for Supervisors
12/4/19	IP/DA/SA, IP/GEN/MN, ER/GO/SA, ER/GO/SV, OM/GEN/MN, OM/IP/AD, Employee Deeplinks	Updated: Disaster Assessment Fundamentals v2
12/4/19	DST/All Activities/SA, OM/LOG/AD, Employee Deeplinks	Added: web-based version of Disaster Services Technology Overview Workshop
12/4/19	DST/All Activities/SV, Employee Deeplinks	Added: web-based version of Disaster Services Technology Customer Service Workshop

2/10/20	Change Log	Removed page numbers as those continuously change as the document is updated
2/10/20	MC/FF/SV, MC/SH/SV, MC/DES/SV, MC/REU/SV, IDC/DHS/SV, IDC/DSC/SV, IDC/DMH/SV, IDC/DI/SV, RES/DAT/SV REC/CRP/SV, REC/SYS/SV, LOG/FAC/SV, LOG/IKD/SV, LOG/LSAP/SV, LOG/PRO/SV, LOG/SUP/SV, LOG/TRA/SV, LOG/WHS/SV, DST/All DST activities/SV, SS/SPS/SV, SS/SR/SV, SS/LCV/SV, SS/TR/SV, SS/DEBV/SV, IP/DA/SV, IP/FSI/SV, IP/ID/SV, IP/SU/SV, ER/CEP/SV, ER/GO/SV, ER/FR/SV, ER/PA/SV, OM/GEN/SV, Employee Deeplinks	Removed Concept of Operations Simulation due to course retirement.  Added: information for Concept of Operations 3.0 Management
2/10/20	DES/SA, MC/CH, ER/CEP/SV, OM/GEN/MN	Updated references to Bulk Distribution Fundamentals <i>or</i> Bulk Distribution Operations  Removed Bulk Distribution Operations from MC/DES/SA (Recommended), MC/DES/SV (Required) since it is now part of the SA requirement
2/10/20	IDC/DHS/AC, IDC/DHS/SA, IDC/DHS/SV, IDC/DHS/MN, IDC/DHS/CH	Updated CPR registration link
2/10/20	IP/SU/SV, IP/DA/SV, IP/DA/MN, OM/IP/AD, Employee Deeplinks	Added: RC View Mapping: Getting to Know RC View and RC View Mapping: Beginner RC View Operations Removed: RC View Map Writing Fundamentals
2/10/20	ER/PA/SA, Employee Deeplinks	IS-29 Public Information Officer Awareness: updated course time to 7 hrs
2/10/20	IDC/DHS/MN, RES/DAT/SV, RES/DAT/MN, ER/CEP/SA, ER/GO/SA, ER/PA/SV, OM/GEN/SV, OM/GEN/MN, Employee Deeplinks	Updated IS-100: Introduction to the Incident Command System, ICS 100 course name
2/10/20	IDC/DHS/MN, RES/DAT/SV, RES/DAT/MN, ER/CEP/SV, ER/GO/SA, ER/GO/SV, OM/GEN/SV, OM/GEN/MN, Employee Deeplinks	Updated IS-200: Basic Incident Command System for Initial Response from ICS for Single Resources and Initial Action Incidents course name and course time to 4 hrs
2/10/20	ER/CEP/SA, ER/CEP/SV, ER/GO/SV, ER/GO/MN, Employee Deeplinks	Updated IS:288 The Role of Voluntary Agencies in Emergency Management course time to 1 hr

2/10/20	IDC/DHS/CH, ER/GO/SV, ER/GO/MN, OM/OPS/AD, OM/LOG/AD, OM/IP/AD, OM/ER/AD, OM//DD, OM//DIR, Employee Deeplinks	Updated ICS-300: Intermediate Incident Command System for Expanding Incidents course name and URL
2/10/20	IDC/DHS/CH, OM/OPS/AD, OM/LOG/AD, OM/IP/AD, OM/ER/AD, OM//DD, OM//DIR, Employee Deeplinks	Updated ICS-400: Advanced Incident Command System for Command and General Staff - Complex Incidents course name and URL
2/10/20	ER/CEP/SV, ER/GO/SV, ER/GO/MN, Employee Deeplinks	Updated IS-650: Building Partnerships with Tribal Governments: course time to 2 hrs
2/10/20	ER/PA/MN	Removed IS-702: National Incident Management System (NIMS) Public Information Systems (course has been retired)
2/10/20	ER/GO/SV, ER/GO/MN Employee Deeplinks	Replaced IS-775: Emergency Operations Center Management & Operations (retired) with IS-2200 Basic Emergency Operations Center Functions (new release)
2/10/20	REC/CH, REC/CRP/SV, REC/CRP/MN, REC/SYS/SV, Employee Deeplinks	Updated CAN Basics delivery type from ILT to VILT
2/10/20	RES/DAT/SA, RES/DAT/SV, REC/GEN/SA, IP/DA/MN, IDC/DHS/SA	Updated CAS: Your CAS Account course name
2/10/20	MC/FF/MN, MC/SH/SV, MC/DES/MN, MC/REU/MN, MC/CH, IDC/DHS/SV, IDC/DSC/MN, IDC/DMH/SV, IDC/DMH/MN, REC/CRP/MN, LOG/IKD/MN, LOG/CH, DST/GEN/MN, IP/FSI/SA, IP/GEN/MN, ER/GO/SV, ER/GO/MN, ER/PA/MN, OM/GEN/MN, Employee Deeplinks	Updated Disaster Operations Control: Form 5266 Fundamentals course time to 1.15 hrs
2/10/20	REC/CH, REC/CRP/MN, ER/GO/MN, OM/GEN/SV, OM/GEN/MN,	Updated Disaster Response Management Simulation course time to 16 hrs
2/10/20	DST/All DST activities/SV	Updated Disaster Services Technology Information Management System course time to 2 hrs
2/10/20	IDC/DI/MN, SS/SPS/SA, SS/SR/SV, SS/LCV/SA, SS/TR/SA, SS/DEBV/SA, OM/LOG/AD, OM//COS, OM//STA, Employee Deeplinks	Updated Staff Services Fundamentals course time to 8 hrs
2/10/20	SS/SPS/SA, SS/SR/SA, SS/LCV/SA, SS/TR/SA, SS/DEBV/SA, OM/LOG/AD, OM//COS, OM//STA, Employee Deeplinks	Updated Volunteer Connection Disaster Management Fundamentals course time to 1.45 hrs