

ARIZONA

2022

QUALIFICATION REVIEW BOARD MANUAL

Arizona Qualification System (AQS)

5636 E. McDowell Rd., Phoenix, AZ 85008 | dema.az.gov/aqs

The Department of Emergency and Military Affairs (DEMA) Arizona Qualification System (AQS) Plan was developed by the DEMA AQS Project Team in collaboration with the AQS Working Group. For more information on this plan, contact: DEMA AQS Project Team.

**The plan is located at:
<https://dema.az.gov/AQS>**

REVIEW, EVALUATION, AND CHANGES

Date	Summary of Activity	Plan/Document Section	Recommendation By Entry Made By
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INTRODUCTION

The National Qualification System (NQS) establishes and promotes baseline qualifications for a national incident workforce that has been vetted through a Qualification Review Board (QRB). This workforce consists of incident management, incident support, and emergency management personnel. These personnel come from all levels of government, Non-Governmental Organizations (NGO), and the private sector. The Arizona Qualification System (AQS) will align with the NQS and establish a state QRB.

The National Incident Management System (NIMS) Guideline for the NQS defines a QRB as a panel of subject-matter experts representing the Authority Having Jurisdiction (AHJs) that is capable of evaluating a trainee's ability to fulfill the duties of a specific position in one of the Position Task Books (PTBs). The QRB validates individual qualifications, helping to ensure a qualified, shareable, and effective national incident workforce. A QRB is an essential part of a performance-based system that objectively reviews and validates trainees' worthiness for certification and credentialing. The AQS will establish a QRB encompassing the state's counties, tribes, and local jurisdictions.

Each AHJ that has a QRB representative develops criteria and processes for appointing its own QRB member. That appointment fills the discipline needed on the QRB rotating representation chart (see appendix C). An independent, objective QRB review helps AHJs qualify and certify individuals with the appropriate skills and abilities to fulfill positions.

This document describes the principles of a QRB and provides direction and practices to help the QRB in assisting an AHJ in certifying personnel in specific positions.

The AQS Process

The State of Arizona will be following the AQS. The certification process allows an AHJ to officially indicate an individual as qualified to perform in a specific position. Certification helps ensure that personnel have the minimum level of education, training, experience, and capabilities necessary to successfully perform in a particular position.

Step One: Qualification

Qualification begins with the completion of the mandatory classes. The following mandatory classes are prerequisites and MUST be completed before initiation of a PTB.

Mandatory Classes

- IS-100: Introduction to the Incident Command System (ICS).
- IS-200: Basic Incident Command System for Initial Response.
- IS-700: NIMS: An Introduction.
- IS-800: National Response Framework: An Introduction.
- IS-2200: Basic Emergency Operations Center Functions.

Foundational Classes are also a requirement for certification and credentialing. Foundational classes can be completed simultaneously while working through your PTB. Below are the required Foundational Classes:

Foundational Classes

- ICS-300: Intermediate Incident Command System
- ICS-400: Advanced Incident Command System
- G-191: ICS/Emergency Operations Center Interface
- G-2300: Intermediate Emergency Operations Center Functions

Note: A few specific PTBs do not require the completion of Foundational Classes. All PTBs are marked appropriately indicating their requirements for completion.

PTB Specific Classes

Some PTBs have additional class requirements specific to that position. These courses are required for your specific certification and credential and must be completed. Review your specific PTB to determine what these courses are (these courses can also be found in the FEMA Resource Typing List).

In a performance-based qualification system, evaluation of a candidate's competency by an individual who is qualified in the target position is the standard. The PTB contains the identified competencies, behaviors, and tasks required to become qualified for an AQS Emergency Operations Center / Incident Command System (EOC/ICS) All-Hazard PTB position. Each AHJ will assign the PTB to an individual and manage the Task Book completion process.

Step Two: Qualifying Review Board

At the end of the qualification process, the trainee, mentor, and evaluator work together to submit documentation to the QRB. The Final Evaluator will complete the Final Evaluator Verification in the PTB. The evaluator and final evaluator may be the same person. The AHJs Certifying Officer (CO) electronically sends all documentation to the AQS Quality Control Officer (QCO) via AQS@azdema.gov. The QCO will review the documentation, check clerical consistency, and assign the individual PTB to the QRB schedule. The QCO will forward all documentation electronically to the QRB.

The QRB examines the individual's historical records, training, completed PTB, letters of recommendation, and other performance-based evidence.

The QRB then makes a recommendation (positive / negative) to the CO. A positive recommendation to the AHJ's CO will explain its findings and recommend that the CO certify the trainee as qualified for the position. If the QRB determines that the trainee's package does not provide enough evidence, the QRB returns the package to the trainee through the AHJ's CO, along with an indication of any unmet requirements.

The AHJ CO holds the ultimate authority to certify individuals within their agency. Often the AHJ places their own Director or Emergency Manager in the role of the CO. AHJs are not required to align with the recommendation of the QRB for certification within their own agency. If the AHJ

certifies an individual that has not been reviewed by the QRB or has received a negative recommendation by the QRB, that individual will be certified for their agency only and the AQS will not issue a state credential (Gold Card).

If the QRB provides a negative recommendation, the trainee can appeal or revert to his or her previous status (See Appendix A for a sample QRB appeal letter).

Each AHJ is responsible for setting up its own appeal process for decisions the AHJ makes.

Individuals may be certified in multiple positions within the AQS, but each AHJ determines the number of certifications an individual can hold at any one time.

Data Management

The AQS recommends the FEMA PrepToolkit (OneResponder) platform for documentation and data management.

OneResponder is a virtual platform hosted by FEMA and managed by individual AHJs. OneResponder holds the documentation regarding the individual's qualification and is a portal through which an individual can enter their pertinent information for the completion of a PTB.

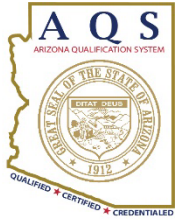
Step Three: Credentialing

Credentialing is the last step in the process for qualifying, certifying, and credentialing personnel for incident-related positions. A common nationwide credentialing approach helps to expedite access to incident sites, acceptance of credentials by other jurisdictions, and ideally, the assurance that personnel deploying to other jurisdictions have the knowledge, experience, training, and capability to perform the duties of their assigned incident-specific roles. The AQS identifies incident management and support personnel from different jurisdictions or organizations who are qualified to perform EOC / ICS duties through credentialing.

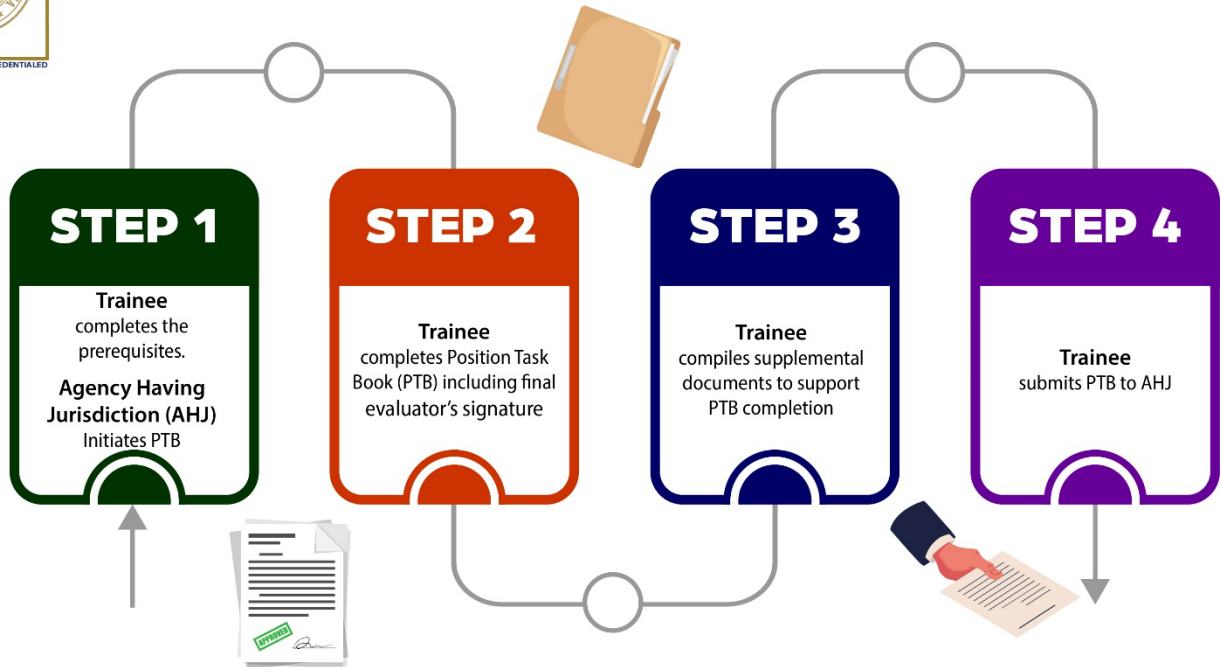
Credentialing is separate and distinct from an incident-specific badging process. The AQS system will provide a physical Gold Card for credentialing purposes. Individual AQS Gold Card credentials will be managed and supported by the State (DEMA).

The AHJ maintains a complete record of all the evaluations and documentation it needs to validate the certification. The certification record will remain on file with the state.

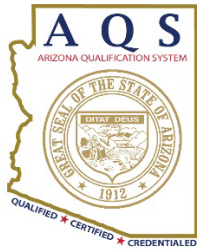
The Qualification Process



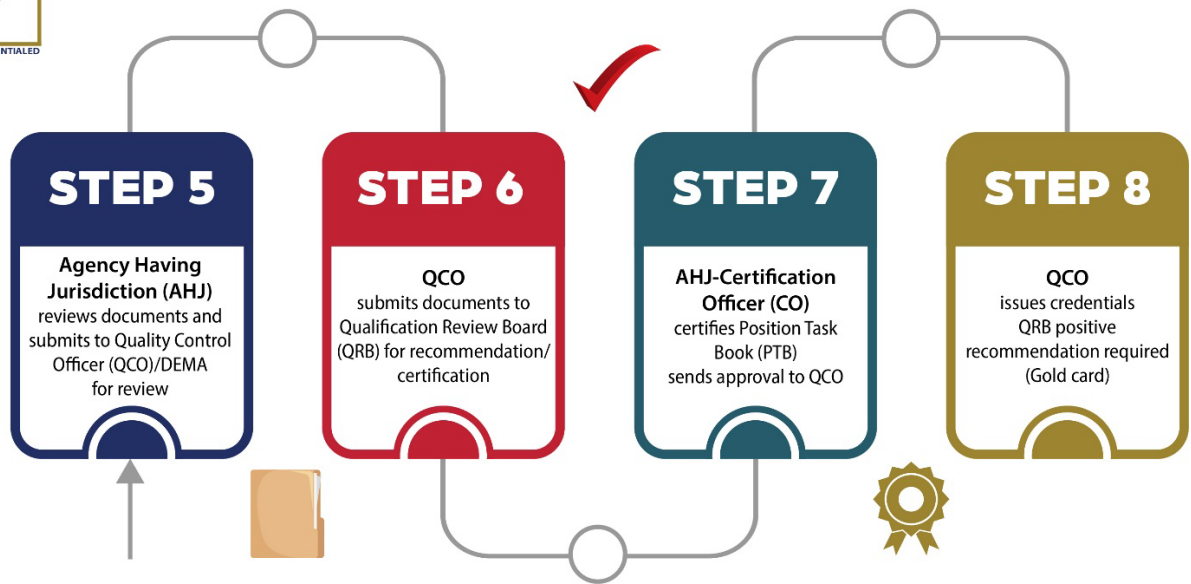
QUALIFICATION PROCESS



The Certification and Credentialing Process



CERTIFICATION & CREDENTIALING PROCESS



When Documents are sent to the DEMA QCO, an administrative review will be conducted to assist the entire QRB with receiving the most complete documentation.

AQS DIRECTION FOR ESTABLISHING A QRB

This section provides direction for establishing and organizing the AQS QRB. It also provides the QRB roles and responsibilities.

QRB Membership and Governance

Establishing the QRB and authorizing it to review trainee PTB packages is a requirement of the AQS. The QRB will make individual recommendations for EOC/ICS All Hazard PTBs. The AQS QRB has the responsibility to follow and maintain a process that is accepted across state lines to assist with EMAC requests.

Diverse Membership

QRB membership includes a diverse cross-section of relevant agencies, organizations, individuals, and disciplines. This reduces the potential for favoritism and unequal treatment of individuals during the certification process. The QRB will include personnel with diverse backgrounds from the fire service, law enforcement, public health, and emergency management agencies to foster coordination, collaboration, fairness, and objectivity, as no entity dominates membership. Having a diverse QRB increases the chances that at least one person on the board will have knowledge about the training and experiences of a particular PTB.

Size and composition of the QRB may vary at the discretion of the DEMA Director. Arizona will establish one state QRB. The QRB should have one member from each county as representation on a rotating 2-year basis for different disciplines (see Appendix C). Tribal representation on the QRB will be three members on a two-year rotating schedule. There will be an AQS Chairman (The DEMA Director) and a seat for the DEMA QCO. The QCO is selected by the DEMA Director and can use the Chairman's vote. Only the QCO will have this capability of surrogate voting. This will make a total of twenty persons on the QRB.

Any AHJ can go outside its own agency to select their representative. As an example, if Law Enforcement were the AHJ's discipline to fill, the AHJ could go to the Department of Public Safety or Department of Corrections. State agencies are a recommended path for AHJ's when seeking QRB members outside their agencies.

Quorums are needed for any PTB approval. A quorum is defined as at least ten members present and a vote of 50% +1 (6) of that quorum in agreement to approve or disapprove. For any AQS revision, a quorum of $\frac{2}{3}$ (12 approving) of the AQS Board is needed before it can be sent to the DEMA Director for approval.

The QRB will produce a detailed analysis of the submittal, ensuring the completion of all activities before recommending approval or denial to the AHJ CO.

Certifying Officer (CO)

Each AHJ should authorize at least one individual, the CO, to oversee the entire validation and certification process for their agency. The CO is approving the certification process, and therefore should be integrally involved in the AQS process.

The CO receives the QRB's recommendations and holds the ultimate decision on personnel certification. Each agency should identify their CO to the AQS, QCO and QRB via AQS@azdema.gov.

Quality Control Officer (QCO)

The Quality Control Officer is appointed by the Director of DEMA. This is a positional appointment, which means that multiple people will be able to do the functions of the QCO. The QCO will maintain the AQS administrative duties. The QCO will take electronic transfer from an AHJ of all trainee's PTB packets when submission is ready for the QRB. The QCO can be reached via AQS@azdema.gov. The QCO will do an administrative review and schedule the PTB for the QRB review process. The QCO will, in a timely manner before the scheduled QRB review; transmit to each member of the QRB the PTB packet electronically. After a positive recommendation from the QRB and having received the signed/completed documentation of the AHJ certification, the QCO will issue a Gold Card to that individual. The QCO will maintain a record of the Gold Card issuance.

The QCO will store mission deployment information in a viewable data base. The State QCO will manage the issuing of Gold Cards, yearly reviews, and PTB currency qualifications as needed. The State QCO will manage the yearly update for all PTB holders and yearly updates as needed for each PTB and the individual PTB holders

AQS Structure for a QRB

The AQS in conjunction with the QRB members will develop a governance schedule for specifying how, when, and where the QRB convenes and what review processes it uses. The QRB will meet monthly for the first year. The minimum attendance required for a quorum will be ten. Boards optimally meet in person, but with the need for such a diverse board; most if not all meetings will be virtual. The Google Meet platform is one example that will be used for video conferencing. Each AHJ, by utilizing the AQS shall signify their agreement with the policies and rules of the System. Each AHJ will have a dedicated Certifying Officer.

The AQS structure of the QRB will align with the following:

- The QRB will be organized using the charts in Appendix C.
- Each county and tribe (per Appendix C. chart) shall name one QRB member.
- Each member of the QRB will serve for two years (each term will consist of two years). QRB members cannot serve more than one consecutive term.

- Delegation of authority for the QRB is based on AHJ participation in the AQS.
- The QRB is charged to make recommendations regarding individual's qualifications to the AHJ CO.
- Acceptable documentation requirements (prerequisites and foundational classes, PTB, performance evaluation, and certification/license requirements, endorsements); are all considered in the QRB recommendations.
- The QRB, on a case-by-case evaluation, determines training equivalencies and historical experience.
- The QRB will review PTBs listed in the AQS index of PTBs.

QRB Member Appointment Process

QRB member appointment will be managed by the corresponding county or tribal emergency manager. DEMA will publish the open application period. The county and tribal emergency manager will set the instructions for individuals seeking representation and appointment to the QRB. The DEMA QCO will assist the county and tribal emergency managers with the selection process regarding the diversity being sought in the QRB Appendix C (this chart provides for diversity on the QRB).

AQS QRB Agreement Process

Participation in the AQS is self-authorized when an AHJ submits a PTB to the DEMA QCO for a QRB recommendation. Additionally, AHJs can acknowledge acceptance of the AQS and inclusion in the AQS through the creation of a CO for their agency and by providing that information to the DEMA QCO.

QRB Roles and Responsibilities

Applying their collective expertise, QRB members should fairly and objectively assess all documents in a trainee's application packet to determine whether the trainee meets the position's performance criteria. An application packet typically includes completed PTBs, course/training records, certificates, resumes, experience documentation, and performance ratings (See Appendix A for a sample Position Qualification Application Template, PTB Checklist, and Self-Assessment and Evaluation Form Template).

The QRB's governance documents delineate its internal review process. For example:

- The initial review of a trainee application packet begins by confirming that submitted documents are complete and adequate.
- If discrepancies are found during the packet review, items should be resolved at this time.

- The review process sets evaluation guidelines, including:
 - Minimum number of incidents, events, and exercises that count toward the applicant's experience. This is done on a case-by-case basis.
 - How the QRB measures the quality of an applicant's experience.
 - The evaluation time frame.
- The QRB has the option of inviting an applicant for an interview (see 'Applicant Interview Section' below).
- The QRB documents its process and findings for use in any review or audit it performs. If the QRB recommends approval, it submits the trainee's application packet with its recommendation to the CO for certification.
- The CO notifies the trainee of the certification decision via email or letter.

Review of a PTB Packet

The QRB will review each PTB packet. A QRB approval of a PTB along with the certification from an AHJ CO will result in personnel becoming credentialed within the state. State credentials within the AQS meet and exceed national standards with regards to the National Qualification System.

The QRB will use in part the following format in its consideration of the PTB packet.

- **Products**— Items that show the assessment panel to imply competence:
 - Records, documents (e.g., Incident Action Plans), or reports from incidents showing participation.
 - Records or reports of training exercises showing participation.
 - Reports, papers, published material written by the candidate that relate to the competencies the candidate is trying to document.
- **Knowledge**— Answering written or oral questions posed by the QRB to demonstrate competence:
 - The ability to provide thoughtful, detailed, and correct answers to questions may constitute a significant part of the overall assessment. This type of evidence helps confirm competence, particularly as it applies to the required technical knowledge and the way variable circumstances are managed and contingencies developed.
- **Other Evidence**— Documentation of activities or statements (in written or oral format) that the candidate or others can provide to the assessor to imply competence:
 - Video recordings, photographs, or After-Action Review (AAR) notes can contain useful evidence.

- Letters, evaluations, or other documentation showing the candidate successfully performed the task or skills needed.
- **Written statements or testimonials** from others can support the Historical Recognition process in the PTB.

NOTE: These statements must be provided by someone with known technical proficiency in their field; people who have worked with or supervised the candidate in a job or task that is relevant to the competency being addressed. Testimonials must address the ability to do a job, perform a task, or manage a given situation and speak to this exclusively in an objective manner.

The candidate will need to provide evidence that is:

- Valid— i.e., applicable to what is being assessed.
- Sufficient— i.e., enough to clearly show competence.
- Current— i.e., recent enough to demonstrate current competence.
- Authentic— i.e., genuine and relating to the candidate, not to someone else (original certificates should be shown during the interview and not included in the portfolio).

Falsification or forgery of documents used in the QRB process should be considered grounds for dismissal from the certification process with notification to the respective AHJ.

At least two performance assignments are required prior to certification; one of which must be an actual incident / event. It is also recommended before an individual begins the process to advance to the next higher level, that more than one assignment be experienced after completing the PTB and receiving certification.

AHJ Documentation

The AHJ maintains a complete record of all the evaluations and documentation it needs to validate the certification. The record will remain on file while the personnel are active or until the personnel leave, but in all cases the files will be held for three years after the termination of the certification. The certification record typically includes such items as:

- Completed administrative checklists for progress tracking, position checklists, and/or PTBs.
- Evaluation documents that list:
 - Assessment of experiences.
 - Number of assignments.
 - Variety of incidents.
 - Complexity of the incident during which the responder performed.
- Completed ICS Form(s) 225 from incident management supervisor(s).

- Information demonstrating the trainee's successful completion of all criteria in all other categories.
- The QRBs recommendation will be documented.

AHJs may also use historical recognition to qualify individuals outside of the traditional PTB process.

ADDITIONAL PROCEDURES/CONSIDERATIONS

Appeals

To address circumstances where an individual feels there is an error in the evaluation of his or her qualifications or receives notice of impending decertification, AQS will have a documented appeals process. The AHJ will use the existing QRB to adjudicate the appeal.

The QRB will establish the appeal time frame when they have denied recommendation and the AHJ will establish the appeal time frame when they have denied a certification

Applicant Interviews

After the QRB conducts a thorough review of an application packet, the QRB may invite the applicant to an assessment interview to answer questions about his/her documentation, education, training, and experience. The interview may consist of queries from a predetermined pool of questions or questions the QRB proposes after reviewing the trainee's documents. The questions should seek to address any gaps in the qualification record. The AHJ and the QRB decide how this interview occurs (virtual or in person) to ensure it is consistent with existing practices. This assessment interview should occur during the next scheduled QRB meeting after the initial review.

Decertification

State credentials can be revoked by the QRB or DEMA Director. AHJs are responsible for decertification of individuals—revoking an individual's position qualifications when necessary. Personnel may lose their certification for currency reasons, by voluntarily withdrawing, or for other reasons the AHJ deems appropriate. (See Appendix A for a sample decertification document).

Denials and Appeals

AHJs should follow the decertification and appeal letter examples in Appendix A when an applicant believes the AHJ or QRB made an error in evaluating their qualifications/documentation, or when personnel wish to dispute a notice of impending decertification. The sample letters clearly define the re-application and appeals procedure and are part of the AQS governance documents which promote an environment of trust and impartiality.

An AHJ should follow a standard process as outlined below in cases of appeals or denials.

- Establish a written plan for personnel who have been denied certification to include suggested retraining and process for re-application.
- Develop a written template for personnel to use in initiating and documenting an appeal. The appeal should have all information the AHJ needs to process the appeal, including (at minimum) a description of the circumstances leading to the appeal, the reason for the appeal, supporting documentation (which the appellant should attach), and the appellant's requested outcome. (See Appendix A for a Sample Appeal Template).
- Publish time limits for the appeals process. For example, an AHJ may require individuals to submit appeals of QRB action no later than 30 days after receiving notification of a decision.
- The existing QRB will be used to adjudicate the appeal.
- Clearly indicate the results of the appeals process in an email or letter for the appellant. The document should include any additional actions, documents, or experience/training the appellant must complete to achieve the desired result, certification, or resolution.

Historical Recognition

Historical recognition is an AHJ's recognition of an individual's experience or qualifications as equivalent to qualification criteria for a position. An AHJ typically applies historical recognition in three circumstances: when first implementing the QRB process, when adding a new PTB to the AHJ's portfolio, and when hiring a new individual who has served in the same or a similar position elsewhere. Although each AHJ determines how long to use historical recognition, the most common interval for accepting historical recognition applications for a new QRB process is one to five years from the date the AHJ implements the process. After this initial period, AHJs may continue to accept historical recognition applications from newly assigned individuals. The Director of DEMA may override or in some cases extend time periods used for historical recognition in credentialing.

The AQS process measures an individual's demonstrated knowledge, skills and experience against the national standard competencies as established in the specific PTB. The measurement process focuses on evaluation of the candidate's acquisition of the skills described in the prescribed standards, rather than the manner or procedure under which the skills were acquired. For instance, skills may have been acquired in the military, growing up on a farm, or managing a bakery. A candidate will not be judged on where he/she learned to do a job, but rather on the current ability to do the job.

Note: Pertinent laws or regulations may also limit AQS and AHJ's use of historical recognition for certificate or licensure requirements.

Based on its assessment, the QRB may find that the individual's prior education, training, and experience.

- Does not enable the individual to meet any of the qualification criteria for the position.
- Enables the individual to meet some but not all qualification criteria, or
- Enables the individual to meet all qualification criteria for the position.

In all cases of historical recognition, a PTB will be completed by the individual with each task being referenced with that specific historical information.

When the QRB determines that the individual's prior education, training, and experience meet all criteria for a given position, the QRB recommends that the CO certify the individual as qualified for the position. When the QRB determines that the individual's prior education, training, and experience do not meet all the qualification criteria for the position, the QRB notifies the individual and his/her sponsoring organization of their findings and may make recommendations regarding training and development opportunities. If the unmet criteria involve PTB competencies, individuals can address the unmet criteria through the normal PTB evaluation process.

Note: In all cases of Historical Recognition a PTB will be filled out showing how the task skill has been learned.

An individual seeking historical recognition submits documentation of prior education, training, and/or experience. The QRB assesses the documentation and determines which qualification criteria the candidate has met, and which still need to be met. The QRB may invite the applicant to an assessment interview to answer questions about the documentation and prior education, training, and experience. The QRB has the option of inviting an applicant for an interview after the initial review, the applicant in person or virtually will be interviewed at the next scheduled meeting of the QRB. This will ensure the QRB will be prepared with relevant questions.

The AQS will utilize historical recognition when first implementing the QRB process, when new incident-related positions are added to the AHJ's portfolio, and when a new individual is hired who has served in the same or similar position elsewhere. After this initial period, AHJs may continue to accept historical recognition applications from newly assigned individuals. The AQS will accept all historical documentation from the AHJs for the initial five years, all new hires, going back in time as needed to assist in establishing a roster of personnel that are qualified, recommended and approved by the QRB and the AHJs CO. Exceptions for time can be made via the approval of the QRB or the DEMA Director.

The AQS recognizes that many responders have extensive experience in dealing with critical situations. Often those incidents are of short duration; but, even so, the skills acquired and honed are valuable and relevant to involvement in any incident, including longer duration ones. A

Trainee must demonstrate competency at some critical tasks while functioning in the target positions on an incident.

Note: A previously completed PTB can be used as historical evidence for an evaluator to sign off on a task within a separate PTB containing the same competencies.

Conflict of Interest

Governance documents should outline the process for disclosing and remedying conflict of interest situations during the review process. QRB members should disclose potential conflicts of interest as early as possible to maintain the integrity of the review process. Examples of conflicts of interest include when a trainee's supervisor is a member of the trainee's QRB or when a trainee's spouse is a member of the QRB. For the QRB PTB recommendation process to remain fair, QRB members should recuse themselves from the voting process when a conflict of interest exists.

Personnel Certification Process

Certification is the AHJ's process of officially indicating an individual as qualified to perform in a specific position. Certification helps ensure that personnel have the minimum level of education, training, experience, physical and medical fitness, and capabilities necessary to successfully perform in a particular position.

At the end of the qualification process, the trainee, mentor, and evaluator work together to submit documentation to the AHJ. The AHJ, typically through a QRB, examines the individual's historical records, training, completed PTB, letters of recommendation, and other performance-based evidence. If the individual meets all position requirements, the QRB validates the documents and submits them, along with the board's recommendation, to the CO, who makes the ultimate decision on certification. If the CO approves, the AHJ certifies the individual as qualified. If the CO does not approve, the trainee can appeal or revert to his or her previous status.

Note the following:

- Once the final evaluator has completed the Final Evaluator Verification, it is forwarded to the QCO at AQS@azdema.gov. It is preferred that the final evaluator be a different person than the original evaluator.
- Mentors and Evaluators can participate as members of the QRB. They shall recuse themselves from the voting process when a conflict of interest exists.
- QRB members use their collective experience to determine whether an individual has the necessary knowledge and skills to serve in a specific position. QRB members can reach back to the evaluator who signed off on a task.

- Once the QRB finishes its review and makes a certification recommendation, the QRB forwards the application with its recommendation to the CO for a final certification decision.
- If the CO approves the QRB's approved recommendation, then the state QCO issues a Gold Card.
- Each county can fill their QRB seat with a person from outside their jurisdiction if they so wish.

ACRONYMS

AAR	After-Action Review
AHIMT	All-Hazard Incident Management Team
AHJ	Authority Having Jurisdiction
AQS	Arizona Qualification System
CO	Certifying Officer
DEMA	Department of Emergency and Military Affairs
ICS	Incident Command System
MACS	Multi-Agency Coordination System
MOU	Memorandum of Understanding
NGO	Non-Governmental Organization
NIMS	National Incident Management System
NQS	National Qualification System
PTB	Position Task Book
QCO	Quality Control Officer
QRB	Qualifying Review Board

APPENDIX A: NQS FORM AND LETTER TEMPLATES

This Supplement contains form and letter templates captured from the NIMS Guideline for the NQS. These templates will help AHJs and the QRB conduct their certification roles and responsibilities. AHJ and QRB members can tailor these templates to meet the needs of the organization or jurisdiction.

Position Qualification Application (Template)

[Insert Authority Having Jurisdiction (AHJ) name]

[Insert AHJ mailing address]

[Insert AHJ phone number]

[Insert AHJ point of contact (POC) and title]

[Insert AHJ POC phone number] [Insert AHJ POC e-mail address]

- QRB ASSIGNMENT
- Operations/Coordination Center/Emergency Operations Center
- Incident Management Team
- OTHER

The QRB members review applications [TIME FRAME]. Applications are due to the QRB by [DATE] of the month prior to the next scheduled meeting. Please submit only completed applications to avoid unnecessary delays. Submit applications to the mailing address or e-mail address above.

Trainee Name:

First: _____ **Last:** _____ **M.I.** _____

Current Agency Position or Title: _____

Trainee Agency: _____

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Agency Mailing Address: _____

City: _____ State: _____ Zip: _____

Phone: _____ E-mail: _____

Position for Consideration: _____

[Please submit your completed Position Task Book with this application]

PTB Completion Checklist

1. Personal Data

- “PTB Assigned To” completed
- “PTB Initiated By” completed
- “Location and Date PTB Was Initiated” completed

2. Mandatory Classes

The following prerequisites MUST be completed before initiation of a Position Task Book:

- IS-100: Introduction to the Incident Command System (ICS)
- IS-200: Basic Incident Command System for initial Response
- IS-700: NIMS: An Introduction
- IS-800: National Response Framework: An Introduction
- IS-2200: Basic Emergency Operations Center Functions
- Additional position specific classes listed in your PTB (these classes can also be found in the FEMA Resource Typing List)

3. Foundational Classes

Foundational Classes are a requirement for certification and credentialing. Foundational classes can be completed simultaneously while working through your PTB. Below are the required Foundational Classes:

- ICS-300: Intermediate Incident Command System
- ICS-400: Advanced Incident Command System
- G-191: ICS/ Emergency Operations Center Interface
- G-2300: Intermediate Emergency Operations Center Functions
- Additional position specific classes listed in your PTB (these classes can also be found in the FEMA Resource Typing List)

Note: Some PTBs do not require completion of Foundational Classes. These PTBs specify this within the PTB.

4. Evaluation Data

- All tasks signed off
- Evaluation Record completed (back of PTB)
- “Final Evaluator’s Verification” signed

5. Training Certificates/Equivalencies

- All training certificates present
- Relevant equivalencies approved

6. Relevant experience

- Relevant job experience and time included in position or narratives
- Historical recognition documented as necessary
- Recognition of Prior Learning (RPL) documented as necessary

7. Additional Documentation

- Incident Experience Narrative, Performance Rating(s) (ICS Form 225), Activity Log (ICS Form 214) included
- Incident Action Plans list name, position, and incident
- Other documents included [please list below]

Self-Assessment and Evaluation Form (Template)

[Insert agency logo here]

POSITION SELF-ASSESSMENT AND EVALUATION FORM

[Insert Authority Having Jurisdiction (AHJ) name]

[Insert AHJ mailing address]

[Insert AHJ phone number]

[Insert AHJ point of contact (POC) and title]

[Insert AHJ POC phone number]

[Insert AHJ POC e-mail address]

- QRB ASSIGNMENT
- Operations/Coordination Center/Emergency Operations Center
- Incident Management Team
- OTHER

The QRB members review applications [TIME FRAME]. Applications are due to the QRB by [DATE] of the month prior to the next scheduled meeting. Please submit only completed applications to avoid unnecessary delays. Submit applications to the mailing address or e-mail address above.

Trainee Name:

First: _____ **Last:** _____ **M.I.:** _____

Current Agency Position or Title: _____

Trainee Agency: _____

Agency Mailing Address: _____

City: _____ **State:** _____ **Zip:** _____

Phone: _____ **E-mail:** _____

Job Title for Consideration: _____

Professional Experience:

Please list significant experience related to the position you are applying for that directly supports your application.

Significant Incident or Planned Event (Type III or Above) Experience:

Please attach Incident Action Plans, Incident Briefing (ICS Form 201), Performance Rating (ICS Form 225), etc., for any incidents or planned events that support your application.

Education, Training, Professional Certification, and Licensure:

Please list related degrees, training courses, professional certificates, licenses, etc., that support your application, and include pertinent documents.

Other Supporting Documentation:

Please attach any other documents relevant to your application that further support and record your experiences.

Sample Decertification Letter

When an individual's certification expires or requires revocation, the AHJ should formally notify the individual and document the situation. AHJs or QRBs typically send formal letters to the individual.

The following items are standard elements of loss of qualification or decertification notification correspondence.

Date: The date of the correspondence serves as the starting date for the window for any corrective action.

Personal Information: Include the individual's name and address and the job title for the decertified position in the salutation and subject line of the document.

Position Currency Requirements: Summarize the currency requirements for the specific position for which the individual is certified.

Reason for Decertification: Explain the rationale for decertification (e.g., did not supply documentation for currency within allotted time frame, a conduct issue). Also, explain what suspension or revocation of certification means for the individual (e.g., the individual is no longer approved to respond to any incidents or events outside of his or her home jurisdiction or while supporting typical mutual aid duties).

Summary of Actions: Describe the steps, if applicable, that the individual can take to requalify or recertify, along with the time frame for the actions (e.g., provide missing documentation within a certain time frame). Indicate what will occur if the individual does not address the outstanding issues within the specified time frame. This may include any or all of the below actions:

- The individual's name will be removed from the AHJ's resource mobilization list for this specific position.
- The individual reverts to trainee status with specific requirements for how to requalify for this position within a certain period.
- The individual's credential(s) will be rescinded.
- An individual initiates a new PTB with all supporting prerequisites if he or she does not requalify within the allotted time frame.

Point of Contact: Provide the name and contact information of a person whom the individual may contact with any questions.

Sample Appeal (Template)

Upon decertification or denial of certification, an applicant can appeal the decision. Below is a sample template to submit an appeal.

[Insert Authority Having Jurisdiction (AHJ) name]

[Insert AHJ mailing address]

[Insert AHJ phone number]

[Insert AHJ point of contact (POC) and title]

[Insert AHJ POC phone number]

[Insert AHJ POC e-mail address]

Trainee Name:

First: _____ **Last:** _____ **M.I.:** _____

Current Agency Position or Title: _____

Trainee Agency: _____

Agency Mailing Address: _____

City: _____ **State:** _____ **Zip:** _____

Phone: _____ **E-mail:** _____

Position for Appeal Consideration:

Reason for Decertification/Denial of Certification:

Summary of Actions to Address Above Reasons:

Proof of Currency Requirements for Position:

APPENDIX B: RESOURCES

The following resources can assist AHJs in establishing qualification, certification, and credentialing processes consistent with NQS doctrine.

National Incident Management System (NIMS)

- On the NIMS website, users can find links to NIMS documents, guidelines, and operational tools, as well as training information, implementation guidance, the latest updates, and contact information for the FEMA Regional NIMS Coordinators.
- The Resource Management section of NIMS contains details on the qualification, certification, and credentialing of incident personnel. It also defines pertinent terms, to ensure common terminology among all qualification system users.
- www.fema.gov/national-incident-management-system.

National Qualification System (NQS)

- The NIMS Guideline for the NQS describes the components of a qualification and certification system, defines a process for certifying the qualifications of incident personnel, describes how to establish and implement a peer review process, and introduces the process of credentialing personnel.
- The NIMS NQS Supplemental Guide for Coaches and Evaluators describes the process of coaching a trainee to perform PTB tasks and evaluating trainee performance of PTB tasks as part of the qualification process. (Pending publication).
- NQS also provides Job Titles/Position Qualifications and PTBs for a range of incident management, incident support, and emergency management positions.
- <https://www.fema.gov/national-qualification-system>.

Resource Typing Library Tool (RTLTL)

- The RTLTL is an online catalog of NIMS resource typing definitions and NQS Job Titles/Position Qualifications.
- www.fema.gov/resource-management-mutual-aid.

ICS Form 225

- ICS Form 225 provides a way for supervisors to rate incident personnel performance.
- [https:// training.fema.gov/icsresource/icsforms.aspx](https://training.fema.gov/icsresource/icsforms.aspx)

ICS Resource Center

- The ICS Resource Center, which the Emergency Management Institute (EMI) maintains, provides information about and links to an extensive array of ICS training materials, job aids, Position checklists, and forms.
- <https://training.fema.gov/emiweb/is/icsresource/index.html>.

APPENDIX C: QRB REPRESENTATION CHARTS

ARIZONA AQS-QRB County Representation Chart

COUNTY	2021-2023	2024-2026	2027-2029	2030-2032	2033-2035	2036-2038
North Region						
Apache	EM	FIRE	LE	PUB	CHOICE	EM
Coconino	FIRE	LE	PUB	CHOICE	EM	FIRE
Mohave	LE	PUB	CHOICE	EM	FIRE	LE
Navajo	PUB	CHOICE	EM	FIRE	LE	PUB
Yavapai	CHOICE	EM	FIRE	LE	PUB	CHOICE
Central Region						
Gila	EM	FIRE	LE	PUB	CHOICE	EM
Graham	FIRE	LE	PUB	CHOICE	EM	FIRE
Greenlee	LE	PUB	CHOICE	EM	FIRE	LE
La Paz	PUB	CHOICE	EM	FIRE	LE	PUB
Maricopa	CHOICE	EM	FIRE	LE	PUB	CHOICE

South Region						
Cochise	EM	FIRE	LE	PUB	CHOICE	EM
Pima	FIRE	LE	PUB	CHOICE	EM	FIRE
Pinal	LE	PUB	CHOICE	EM	FIRE	LE
Santa Cruz	PUB	CHOICE	EM	FIRE	LE	PUB
Yuma	CHOICE	EM	FIRE	LE	PUB	CHOICE

EM - Emergency Management (also public works)

FIRE - Fire Service (also EMS)

LE - Law Enforcement

PUB - Public Works / DHS

CHOICE - County's preferred representation for that two-year period

ARIZONA AQS-QRB Tribal Representation Chart

Discipline	2021-2023	2024-2026	2027-2029
EM	Hopi Tribe		
FIRE	Gila River Indian Community		
CHOICE	Tohono O'odham Nation		

EM - Emergency Management (including public works)

FIRE - Fire Service (including EMS)

LE - Law Enforcement

PUB - Public Works / DHS

CHOICE - County's preferred representation for that two-year period