



Training Standards

DEMA/EM Training Branch

October 24, 2024





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Training Standards

Training Branch

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Introduction

The Arizona Department of Emergency and Military Affairs Division of Emergency Management (DEMA/EM) Training Program is administered by the DEMA/EM Training Branch (hereinafter referred to as the Training Branch). The program supports the emergency service agencies throughout the State of Arizona with the necessary training to enhance preparedness, response, and recovery operations. It is guided by the local, state, and tribal jurisdictions' Integrated Preparedness Plannings (IPP), Stakeholder Preparedness Review (SPR), and Threat Hazard Identification and Risk Assessment (THIRA).

Purpose

This document was created to ensure consistency within the training program by establishing clear standards. These standards serve to coordinate training efforts among the Training Branch, state and local jurisdictions, instructors, and host agencies. The document aims to facilitate effective training delivery to the entire community, encompassing local, state, and tribal jurisdictions. This collaborative approach enhances preparedness and response capabilities across diverse populations, fostering a unified effort in emergency management.

Scope

These standards outline the roles, responsibilities, policies, and procedures that must be adhered to by all DEMA/EM staff, instructors, and host agencies. These standards ensure a consistent and effective training environment, fostering accountability and clarity in the delivery of programs. By establishing these guidelines, the Training Branch aims to enhance the quality of training provided, ensuring that all participants are equipped with the necessary skills and knowledge to perform their duties effectively. Compliance with these standards is crucial for maintaining the integrity and success of the training program.

Training Branch Roles and Responsibilities

As the State Emergency Management Training Office, the Training Branch is responsible for coordinating and delivering emergency services training throughout the State of Arizona, as well as vetting and approving student applications to attend out of state federal provider programs.



General Responsibilities

- Administer these Training Standards.
- Work directly with jurisdictions to coordinate and facilitate delivery of training events.
- Manage the Acadis Registration Portal.
- Arrange for the printing, shipping/delivery of training event materials.
- Coordinate the selection of the appropriate instructors, subject matter experts (SMEs), and guest speakers for requested training event.
- If the training event is conducted on the Papago Park Military Reservation, the Training Branch will serve as the host agency and will follow the guidelines in section 2.7 Training Facility and Resources.

Training Branch Roles

1. Training Branch Manager: Member of the Training Branch that is responsible for financial management and oversight of the training staff that manage Homeland Security, FEMA, hazardous materials and all other training programs.
2. Training Coordinator: Member of the Training Branch that is responsible for coordination of their respective programs, including verification of student eligibility requirements, coordination with the host agency, instructor selection, and course documentation.
3. Training and Development Coordinator: Member of the Training Branch that is responsible for administration of the Acadis Learning Management System, instructor program and other programs. This individual solicits new instructors, coordinates annual instructor workshops, and acts as a liaison for any instructor concerns.

Curriculum Standards

The Training Branch provides numerous training opportunities taught by authorized state and federal instructors throughout Arizona using state and federal provider curriculums.

Curriculum Providers

The State Training Program maintains national standards through the utilization of federal curriculums provided through the following partners.

- Federal Emergency Management Agency (FEMA)



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- US Department of Homeland Security (DHS)
- National Training and Educational Division (NTED)
- National Domestic Preparedness Consortium (NDPC)
- Rural Domestic Preparedness Consortium (RDPC)
- International Fire Service Training Association (IFSTA)

State Instructor Delivered Courses

To maintain consistency within the training program, the following guidelines shall be followed:

1. All DEMA/EM sponsored training shall be conducted with an approved curriculum.
2. Only DEMA/EM authorized instructors or SMEs will deliver training events under DEMA/EM's authority.
3. The Training Branch will maintain the standard curriculum for each course delivered by DEMA/EM instructors to include an instructor/facilitator guide, student manual, and appropriate visual media (i.e., PowerPoint).
4. The Training Branch Manager or Training Coordinator must approve all changes to the standard curriculum in advance for each delivery.
5. An authorized change for one delivery does not automatically mean the change is authorized for all subsequent deliveries.

State Curriculum

Curriculum may be developed to address state identified training needs that cannot be met through existing curriculum. The requesting authority will develop the Program of Instruction (POI) and submit it to the Training Branch Manager who will determine the course of action in the development of the curriculum. The resulting approved curriculum will be considered the standard and may not be changed without the approval of the Training Branch Manager, or designee.

Subject Matter Experts and Guest Speakers

Subject Matter Experts (SME) or guest speakers can be utilized to provide additional information or assist with instruction during a training event.



Guidelines for Utilizing SMEs and Guest Speakers

- The Training Branch shall be notified at least ten (10) business days prior to the first day of the training event.
- Training Branch will collect SME's and/or guest speaker's contact information, resume and certificates of relevant experience, and an endorsement by the instructor(s) or host agency that requested the SME and/or guest speaker.
- DEMA/EM Training Branch Manager (hereinafter referred to as the Training Branch Manager) must approve the SME and/or guest speaker prior to the delivery of the training event.
- SMEs or guest speakers are not authorized to update any student training record in Acadis.
- A DEMA/EM certified instructor is required to always remain in the classroom when a SME or guest speaker is instructing. The certified instructor is responsible for the quality and content of instruction.

Training Designations and Accreditation

The Training Branch shall recognize training events conducted in accordance with these standards as valid for requirements established by the curriculum providers to complete certificate programs or as prerequisites necessary to attend further training.

Training Event Designations

Training events fall into one of the following categories:

- DEMA/EM Funded - Training events that are conducted and supported with funds awarded to or administered by DEMA/EM.
- Certificate Only - An alternative form of delivering training events that are funded directly by the agency requesting the training. DEMA/EM is only responsible for providing students with a certificate of completion.
- Federal Partner Training - A diverse group of training providers who develop and deliver programs on behalf of the Federal Government through coordination with and approval of State Training Officer.

Arizona Peace Officer Standards and Training Accreditation

DEMA/EM recognized training events can receive Arizona Peace Officer Standards and Training (AZPOST) credits. It is the respective law enforcement agency of the student that successfully completes a DEMA/EM recognized training event to vet the training and issue AZPOST credits.



Upon request, the Training Branch will provide law enforcement agencies with the necessary training event information to assist vetting the training.

Training Event Offerings

The Training Branch may limit the number of training event presentations held each month. The Training Branch will notify the county and tribal emergency managers of the limitation, the reason, and the expected duration. "Certificate Only" training events are not included in the limit but may affect the limit based on the current course load of the Training Branch.

No training event shall exceed ten (10) hours per day, including lunch and break periods. These hours may be altered at the discretion of the Training Branch Manager to promote successful completion of the program content.

Training Eligibility

DEMA/EM Training Program is primarily intended for local, state, and tribal jurisdiction emergency service agencies. While federal, private sector, and volunteer agencies are critical partners in Arizona's whole community emergency preparedness, the grant funding that supports the training program cannot be solely devoted to supporting these groups in hosting or attending training.

Host Agencies

Host agencies requesting training must be from local, state, or tribal jurisdictions, and may include hospitals and healthcare organizations at the discretion of the Training Branch and the respective host agency. If federal, private sector or volunteer agencies request to host training, they may do so at the discretion of the Training Branch and the respective county or tribal emergency manager, but their audience must meet the requirements below.

- Attendees for training events should be a diverse group from multiple disciplines, and should include no more than 50% federal, private sector, or volunteer attendees.
- While federal, private sector, and volunteers are encouraged to attend training events, they will be approved only on a space-available basis at the discretion of the Training Branch and the respective host agency, except where the target audience specifies otherwise.



Training Liability and Indemnification

The State holds general liability for the contents of any course curriculum that is developed by DEMA/EM. While DEMA/EM holds liability for the curriculum, DEMA/EM is not liable for the interpretive examples an instructor may provide prior to, during or after their period of instruction. DEMA/EM and the state hold no liability for the personal conduct of an instructor. This includes their personal conduct towards the students, jokes, or opinions prior to, during or after their period of instruction.

To the extent allowed by law, instructors (contractor) shall defend, indemnify, and hold harmless the State of Arizona, and its departments, agencies, boards, commissions, universities, officers, officials, agents, and employees (hereinafter referred to as "indemnitee") from and against any and all claims, actions, liabilities, damages, losses, or expenses (including court costs, attorneys' fees, and costs of claim processing, investigation and litigation) (hereinafter referred to as "claims") for bodily injury or personal injury (including death), or loss or damage to tangible or intangible property caused, or alleged to be caused, in whole or in part, by the negligent or willful acts or omissions of the contractor or any of its owners, officers, directors, agents, employees or subcontractors.

This indemnity includes any claim or amount arising out of, or recovered under, the workers' compensation law or arising out of the failure of such contractor to conform to any federal, state, or local law, statute, ordinance, rule, regulation, or court decree. It is the specific intention of the parties that the indemnitee shall, in all instances, except for claims arising solely from the negligent or willful acts or omissions of the indemnitee, be indemnified by contractor from and against any, and all, claims. It is agreed that the contractor will be responsible for primary loss investigation, defense, and judgment costs where this indemnification is applicable. In consideration of the award of this contract, the contractor agrees to waive all rights of subrogation against the State of Arizona, its officers, officials, agents, and employees for losses arising from the work performed by the contractor for the State of Arizona. This indemnity shall not apply if the contractor or sub-contractor(s) is/are an agency, board, commission, or university of the State of Arizona.

Training and Exercise Event Request

Host agencies requesting a training event for their jurisdiction shall complete the [DEMA/EM Training and Exercise Event Request form](#). This form can be found on [DEMA/EM website](#) in the [Training Branch section](#). Each event not originated by the Training Branch requires submission of an event request through the county or tribal emergency manager, regardless of funding source. This allows the emergency manager for that jurisdiction to have situational awareness of training coming into their jurisdiction.



Event Request Form

The following are the requirements for submitting the [Training Event Request form](#)

- Download and complete the training event request form from the Training Branch website.
- Requested training events should align with the local, state, or tribal jurisdiction's After-Action Review (AAR), Integrated Preparedness Planning (IPP), Stakeholder Preparedness Review (SPR), and/or Threat Hazard Identification and Risk Assessment (THIRA).
- All requests for training events must be routed through the respective county or tribal emergency management office for approval and/or notification.
- The respective county or tribal emergency management office will forward the signed training request form electronically to the Training Branch with a copy sent to the requesting host agency.

Submittal Deadlines

The following submittal deadlines provide the Training Branch with an appropriate amount of time to complete the administration processes and ensure logistical resources are in place to deliver the requested training event. To accommodate end-of-year schedules, we avoid scheduling training during the last two weeks of December due to low enrollment.

1. 2nd Quarter (April - June) January 31st
2. 3rd Quarter (July - September) April 30th
3. 4th Quarter (October - December) July 31st

Certificate Only

Training requests submitted for Certificate Only training events shall be submitted no less than fourteen (14) days prior to the first day of the training event. Certificate only training must comply with the requirements set forth in these training standards.

1. An agency requesting certificate only training must select a DEMA/EM authorized instructor.
2. The requesting agency is responsible for funding all instructors' pay, travel expenses and course materials.



Federal Partner Courses

Many federally funded training courses are available for scheduling at no cost to the state/jurisdiction. These types of training are funded directly through federal funds and delivered by instructors for that federal training provider.

1. Prior to any scheduling between a federal training partner and the requesting agency, the request must be coordinated with and approved by the Training Branch as the as the State Emergency Management Training Office for Arizona.
2. DEMA recognizes the sovereignty of tribal nations. Tribal jurisdictions may choose to schedule through the Training Branch or directly with the federal provider. The Training Branch will provide any support to the tribal jurisdictions, if requested.
3. Federal partner training courses require a FEMA Student Identification Number (SID). Students who do not have a FEMA SID may register for one at <https://cdp.dhs.gov/femasid>.
4. The federal training providers utilize their own registration systems for their deliveries. Event information is shared with the respective delivery state.

Other Deadlines

There are certain specialty training events (e.g., federal partner training programs, hazardous material technician, etc.) that will require extended lead time to schedule. The Training Coordinator will work with the host agency on the timeframes and availability of the respective training event.

Student Minimum and Maximum

Class sizes should adhere to the student minimum and maximum recommendations per the Plan of Instruction (POI)/Instructor Guide, typically a minimum of fifteen (15) students and a maximum of thirty (30) students.

DEMA/EM Funded Events

For courses with fewer than 15 students DEMA will consult with the county emergency manager to decide whether to proceed or cancel. The final decision will be based on the county's preferences.

- The minimum requirement can be altered at the discretion of the Training Branch and the host agency as the situation warrants.



- Some training events (e.g., hazardous material, Incident Management Team, etc.) have hands-on activities, which may require additional instructors to deliver the training curriculum.

Certificate Only Events

The minimum/maximum student enrollment is at the discretion of the funding agency and recommendations within the curriculum POI.

Training Venue, Rooms, and Materials

It is the responsibility of the hosting agency to secure an appropriate training venue and room facilities.

Training Venue

- The host agency shall provide the DEMA/EM Training Branch with any necessary non-standard directions or parking instructions for the training location.
- If needed, the host agency shall post signs directing the students from the parking lot to the classroom.
- The host agency should provide a list of potential eating establishments near the training facility.

Training Rooms

To create a conducive learning environment for training sessions, the host agency should ensure that the following resources and criteria are met for each training room.

Availability and Accessibility

1. Training rooms should be easily located and accessible.
2. Provide adequate space to accommodate the maximum number of students and instructors comfortably allowing for movement and interaction.
3. Provide sufficient restrooms and break areas.
4. Meet all Americans with Disabilities Act (ADA) requirements.
5. Training rooms must be accessible to the instructors no later than 7 a.m. on each training day.



Audio/Visual

1. Each training room will need audio/visual equipment for the instructors to present a PowerPoint presentation and web-based training videos. This includes any required usernames and passwords to access the electronic devices.
2. Information technology (I.T.) personnel from the host agency shall be available to the instructors to resolve any audio or visual issue that may arise during the conduct of the training event.

Training Room Setup

The suggested training room setup based on the attendance of thirty (30) students:

1. Each training room will need audio/visual equipment for the instructors to present a PowerPoint presentation and web-based training videos. This includes any required usernames and passwords to access the electronic devices.
2. Each training room should consist of five (5) group tables.
3. Each group table will need enough room to seat six (6) students. The number of group tables may fluctuate based on the number of students, however, there should be no more than six (6) students per group table.
4. There should be enough room between each group table to allow attendees to freely navigate between group tables.
5. Each training room should have at least one (1) table and two (2) chairs at the back of the room for the instructors.
6. Each group table should have chart paper, and at least two black markers for the students to record and present the training activities.

Training Materials

The Training Branch will provide printed copies of the standard training materials per the curriculum POI for each training event except for "Certificate Only" training events. Materials may be shipped to the host agency prior to the start of the event or be delivered by the instructors. The hosting agency has the option of requesting electronic delivery of course materials. The Training Coordinator is responsible for making the shipment/delivery arrangements of the training materials to arrive at the training venue or to be picked up by the instructor(s) no less than two (2) working days prior to the start of the training event.



Standard Training Materials

The standard training materials for DEMA/EM Funded classes include the following.

- Student manuals
- Name tents
- Sign-in sheets
- Student evaluations

Certificate Only

Host agencies are responsible for providing all training materials for “Certificate Only” training events.

Instructor Selection Process

There are numerous training events conducted throughout the state at any given time. The Training Branch will send an email notification soliciting instructors for each training event. These notifications are referred to as Call for Instructor and Call for Hazardous Material Liaison (hereinafter referred to as Call) and are done through a survey.

The notification calls will remain open for a minimum of (2) business days beginning with the next business day from when the call notification was emailed. The specific deadline for the closing of the call will be listed in the email and on the survey. The Training Coordinator may alter this window for short-notice solicitations, or other special circumstances.

Call for Instructors

This is a solicitation offered to those on the DEMA/EM Instructor Cadre to teach a specific training event.

- Call provides instructors the opportunity to reply to the call with their availability to instruct, knowing if they are eligible, they will receive compensation for their time and travel expenses.

Call for Hazardous Materials Liaison

This is the solicitation offered to those on DEMA/EM Instructor Cadre List who specialize in hazardous materials.



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- Hazardous material liaisons are offered the opportunity to reply to the call with their availability to support the training event in a liaison capacity, knowing if they are eligible, they will receive compensation for their time and travel expenses.

Responding to a Call

The following procedures shall be followed when an instructor receives a Call.

- Instructors shall review the Call and respond if they are available to teach the respective event(s).
- If an instructor is interested and available to teach a specific event, they need to reply to the survey.
- The Training Branch will not accept verbal replies or email replies.
- By replying as “available,” the instructor acknowledges that, if selected, they will be required to instruct all scheduled days and times of the training event.
- Hazardous Materials Technician instructors are not required to be available for the entire program. They will be required to reply as to which modules they are qualified and available to instruct.
- Instructors who are not qualified, not available, or not interested are not required to reply.
- Instructors replying after the deadline may not be considered for selection.

Selection Criteria

The selection of instructors for a particular training event shall be made based on the instructors who responded to the initial Call for Instructors. The selection of instructors shall be made using a combination of the following criteria (not necessarily in this order). DEMA/EM makes no guarantee of the number of training events awarded to each instructor.

- Number of required instructors
- Instructor availability
- Frequency of instruction
- Proximity of instructor to training facility location
- Instructor discipline, qualifications, and experience
- Request from host agency

Selection Notification

Once the Call closes, the Training Coordinator will select the number of instructors required for the respective training event from those who replied based on the selection criteria listed above. The following is the selection notice process:



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- The selected instructors will receive a selection notice (a.k.a. offer to instruct) and the course schedule by email from the assigned Training Coordinator.
- The notification calls will remain open for a minimum of (2) business days beginning with the next business day from when the call notification was emailed. The specific deadline for the closing of the call will be listed in the email and on the survey. The Training Coordinator may alter this window for short-notice solicitations, or other special circumstances.
- If an instructor does NOT accept or reply to the offer, the Training Coordinator may rescind the offer to instruct and repeat the offer/acceptance process with a new instructor.
- When the instructor accepts the offer, the Training Branch will begin the contracting process.

DEMA/EM Staff Instructors

DEMA/EM employees that have been selected to instruct a training event shall submit to their immediate supervisor for approval a DEMA In-state Travel Request form no less than thirty (30) days prior to the first day of the training event. Upon approval from their supervisor, the employee must then submit this form to the Training Branch.

- The Training Branch will assign Function Code, sign and return the form.
- State employees should use a state-owned vehicle for all state business travel. If the state employee is using their privately owned vehicle (POV) they must complete and submit to their supervisor for approval a POV Authorization form.
- The POV Authorization form must be completed and submitted to the Training Branch no less than thirty (30) days prior to the first day of the training event.
- Upon approval from the supervisor, the POV is eligible for mileage reimbursement. A copy of the approved POV Authorization form must be submitted with the Travel Claim Reimbursement form.

Event Confirmation

Once the instructors are confirmed to instruct the training event, the Training Branch will create a training event in Acadis and create a bulletin for advertising. The Training Branch Staff will then notify the host agency, jurisdiction's emergency manager, and the instructors of the event confirmation. The event confirmation will include the event name, dates, location, registration information, instructors, and host agency contact information and a bulletin to help advertise the course.



Instructor Compensation

Instructors who are eligible to receive compensation will be compensated at the rate of six-five dollars (\$65.00) per hour, with one additional hour of preparation time paid for every four (4) hours of hours in the classroom unless otherwise noted below.

Hazardous Materials Technician Courses

- Hazardous Material Technician Lead Instructors will be compensated at the rate of eighty-five dollars (\$85.00) per hour, with one additional hour of preparation time paid for every four (4) hours in the classroom.
- The chemistry portion of the hazardous material technician training event has two (2) lead instructors. Both chemistry instructors will be compensated as lead instructors.
- Hazardous Material Liaisons will be compensated at a rate of six-five dollars (\$65.00) per hour for a maximum of seventy-five (75) hours.

Non-Compensated Instructors

Due to conflict-of-interest policies with the funding sources and local agreements, state employees, certificates only instructors, and instructors teaching for their agency of employment are not eligible for compensation through DEMA/EM. For more on conflict of interest see the Conflict-of-Interest Policy

- DEMA/EM does not contract directly with instructors who are employed by the State of Arizona. Their agency of employment may seek reimbursement by invoicing DEMA/EM within seven (7) business days of the completion of the event.
- State employee instructors may be eligible for travel expenses with prior coordination and approval through the Training Branch (see the Travel Section for additional information).

SMEs and Guest Speakers

SMEs and/or guest speakers are not compensated for their service or receive any reimbursement of expenses.

Conflict of Interest Policy

The purpose of this conflict-of-interest policy is to protect the integrity of DEMA/EM's training program, and to instill confidence in our instructor procurement and selection process regarding the award of financial contracts for DEMA/EM sponsored training programs.



This policy is intended to supplement the conflict of interest policies found in [A.R.S. §38-501 thru 511](#), and the Arizona Department of Homeland Security subgrantee agreements for use of State Homeland Security Grant Program (SHSGP) funding. It is meant to encourage impartiality and good judgment in the contract instructor program, and Training Branch staff. All instructors shall respect and comply with its intent.

Actual and Perceived Conflict Interest

Training Branch staff and instructors will strive to avoid any conflicts of interest between the interests of DEMA/EM, and the instructor's own personal, professional, and business interests. This includes avoiding actual conflicts of interest, as well as the perception of conflicts of interest where the potential for personal financial gain exists.

- Conflicts of interest may be remedied by the instructor offering to teach as a non-contract (unpaid) instructor, either on their agency's time, or on their own personal time.
- Instructors offering to instruct programs on their own time or their agency's time may still be eligible for reimbursement of authorized travel expenses with prior coordination and approval.
- If questions arise as to whether a conflict exists, the Training Branch Manager will make the final decision through consultation with the Assistant Director for Preparedness, and the county emergency manager who approved funding for the training program in question.
- If a situation arises that presents a conflict as noted above, or if the instructor's situation changes, or if DEMA/EM determines that a conflict exists, the instructor will be removed from contract consideration for any training programs related to that specific situation.

Instructor Contracts

Instructors who are eligible to receive compensation will receive a contract through Adobe Sign, at minimum, twenty (20) days prior to the start of the class, in accordance with state procurement and grant guidelines, policies, and procedures.

Returning Contracts

- Instructors have seven (7) days from receipt of their contract to return a signed contract to the Training Branch through Adobe Sign.
- An instructor who has entered into a contract shall be held responsible for providing the services stipulated in the contract.



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- Instructors should carefully review their contract prior to signing and returning it. If a discrepancy is found, the Training Branch should be notified immediately in order to review and revise the contract if necessary.
- If circumstances occur that prevent the instructor from providing the contracted services, the instructor shall notify the Training Branch immediately in writing so that a revised contract can be issued.
- If a training event does not run for the allotted time, the instructor must contact the Training Branch and dependent on circumstances may have their contract hours adjusted for that class.
- Any question that an instructor has concerning the presentation of a course shall be directed to the respective Training Coordinator or Training Branch Manager. An instructor who fails to meet their contract obligations may be suspended from instructing future courses for DEMA/EM.

Contract Compensation

Only instructors that have entered into a contract with DEMA/EM in accordance with section Instructor Compensation section will be compensated. Prior to an instructor contract being process for payment, the following actions must be completed by the instructor:

- Instructors must update the status (i.e., completed, no-show, incomplete) of each student in Acadis no later than forty-eight (48) hours after the completion of the training event.
- Instructors do not have the ability to change enrollment status prior to the course start (i.e., “waitlisted” to “enrolled”).
- Return all equipment and materials (e.g., signed rosters, test answer sheets, evaluations, reference books, unused materials, and videos or other media) to the Training Branch no later than seven (7) days from the completion of the training event.
- Rosters must be signed by at least one of the contracted instructors for the training event.
- Unless the instructor receives prior approval from the Training Branch, failure to return all non-expendable items will result in the replacement costs for such items being deducted from the instructor’s compensation.
- Payment for those instructing a respective training event will not be processed until the course documents and required materials are returned to the Training Branch.

Canceled Training Events

Should a DEMA/EM-sponsored training event be canceled, the Training Coordinator will notify the instructors via email. If an instructor hears of a potential cancellation from another source (student, course host, co-instructor), that instructor should notify the Training Branch immediately for confirmation. When a course is



canceled, instructors who have been selected by the Training Branch to instruct a training event shall receive compensation as follows:

- To receive compensation, instructors must have a signed contract on file before the class starts. The Hazardous Material Technician Liaison must record their time and submit the recorded time to the Training Branch.
- There will be no compensation given to instructors who cancel their contract to instruct.
- If a training event is canceled less than fourteen (14) days from the scheduled event date. Example: for a 24-hour course, the instructor would receive compensation for six (6) hours of preparation time.
- If a Hazardous Material Technician class is canceled more than thirty (30) days prior to the scheduled start of the class, the Hazardous Material Technician Liaison will be compensated up to 25% of the maximum allowed compensation.
- If the Hazardous Material Technician class is canceled thirty (30) days or less from the scheduled start of the course, the liaison will receive compensation up to 50% of the maximum allowed rate.

Travel Reimbursement

Instructors who are eligible for travel reimbursement will be reimbursed based on the by the State of Arizona Accounting Manual (SAAM) when traveling more than fifty (50) miles between place of residence/duty post and the training site. Instructors will only be reimbursed for the actual expenses incurred up to the maximum allowed by the SAAM. Failure to submit a travel claim based on the following may result in forfeiture of travel reimbursement.

Instructor Travel Reimbursement

- The instructor shall notify, by email, the Training Branch within seven (7) days from the last day of the class should they choose not to be reimbursed for their travel expenses.
- Current travel reimbursement rates can be found on the [SAAM](#), Topic 50 Travel, Section 95 Maximum Mileage, Lodging, Meal, Parking and Incidental Expense Reimbursement Rates.
- A travel claim form and supporting documentation must be submitted electronically to the Training Branch within seven (7) days of the last day of the class.
- Reimbursements will not be processed without the required documentation. Any travel claims submitted after the seven (7) days deadline are subject to be denied.



Contract Instructors

1. The Travel Claim form can be located on the DEMA website at <https://dema.az.gov/emergency-management/preparedness/training-branch/adjunct-instructor-resources>.
2. Certificates only instructors, and instructors teaching for their local jurisdiction of employment are not eligible for travel reimbursement through DEMA/EM

State Employee Instructors

1. Instructors teaching for their agency of employment are not eligible for travel reimbursement. Instructors teaching for an entity other than their agency of employment may receive travel reimbursement.

DEMA/EM Staff Instructors

DEMA/EM employees are eligible for travel reimbursement.

1. DEMA employees must complete the State of Arizona Travel Claim form (GAO-503EZ) and submit it to the Training Branch for processing.
2. DEMA/EM employees must include their approved State Travel Approval Request form and Privately Owned Vehicle (POV) Authorization form with their form GAO503-EZ.
3. DEMA/EM employees will receive travel reimbursement compensation through their normal payroll.

Eligible Travel Reimbursement Expenses

- Mileage
- Meals and Incidentals

Mileage

1. DEMA/EM will only reimburse mileage on the instructor's privately owned vehicle.
2. If instructors carpool to and from the training site, DEMA/EM mileage reimbursement will only be to the instructor owning the private vehicle.
3. Mileage will be reimbursed roundtrip at the current state mileage rate from the instructor's resident/workplace location to the lodging establishment or training site location.
4. Mileage cannot be reimbursed to and from the lodging establishment and the training site.



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5. An electronic map that includes the shortage direct route of travel and milage must be submitted with the travel claim form.
6. Mileage will be paid for trips to DEMA/EM to pick up and/or drop off training materials and supplies. When recording the milage for delivering materials and supplies, the instructor must add “picking up training materials/supplies” and/or “dropping off training materials/supplies” in the note area of the travel claim form.

Meals and Incidentals

1. Meal reimbursement is not a flat per-diem. DEMA/EM will only reimburse eligible meals up to the maximum allowable rate for the actual meal purchase.
2. Instructors must submit an itemized receipt for each meal.
3. The receipt must include the establishment name and address, time of the meal, and total amount. If the restaurant establishment cannot provide an itemized receipt, then it is the instructor's responsibility to record the necessary information on the receipt.
4. Meal receipts shall only include the meal and non-alcoholic beverage of the instructor submitting for reimbursement.
5. Alcohol beverages shall be on a separate receipt and cannot be submitted for reimbursement.
6. Reimbursement on special dietary procurement is available. The instructor must contact the Training Branch thirty (30) days prior to the first day of the training event for the reimbursement procedures.

Lodging

1. A copy of the hotel folio/lodging receipt must be included with the Travel Claim form when submitting for reimbursement.
2. The hotel folio/lodging receipt must include itemized room rates, taxes, and other approved reimbursable expenses. The receipt shall show a zero balance. An invoice or quote is not a receipt.

Acadis Readiness Suite

The Training Branch utilizes the Acadis Readiness Suite to track and manage all events supported by DEMA/EM. The Acadis Readiness Suite license is for the sole use of the DEMA/EM. The information in the



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Acadis system is for official use only, shall not be used for personal use, and shall not be shared with unauthorized persons without the consent of the Training Branch Manager.

Administrative Site

- The Acadis Administrative Site (<https://azdema-admin.acadisonline.com>) is for instructors, county/tribal representatives and the Training Branch staff to manage classes, registration, and other administrative functions.
- Instructions on how to perform Instructor functions in the Acadis system can be found on the DEMA/EM website on the Instructor Resources (<https://dema.az.gov/emergency-management/preparedness/training-branch/adjunct-instructor-resources>) page.
- Partial administrative rights will be granted at the discretion of the Training Branch.
- A separate username and password for the administrative site and the student portal.

Student Portal

- The Training Branch uses the Acadis Student Portal (<http://azdema.acadisonline.com>) to track and manage all training events supported by DEMA/EM.
- The Acadis Student Portal is designed for student functions including viewing the course catalog, registering for classes, managing personal training transcripts.
- A separate username and password for the student portal and the student portal.

Training Event Creation and Management

Training Coordinators are responsible for the creation and management of their assigned events. Should the assigned training coordinator not be available, it is the responsibility of the other training coordinators to create and/or manage training events as necessary.

Assigned Event Roles

In the Staff Assignments section of the event the following roles will be listed:

- The assigned training coordinators will have the role of Training Coordinator.
- Hosting agencies, county and tribal emergency managers will be assigned the role of Viewer.
- Instructors will be assigned the role of Instructor.
- HazMat Technician Liaisons will be assigned the role of HazMat Liaison.



Student Statuses

Individuals will be approved for enrollment in the class based on the target audience listed in Acadis for the respective training event.

- Through coordination with the host agency, the training coordinator must change the status of “waitlist” or “pending approval” to “enrolled” for those individuals to be approved to attend the event.
- Those individuals listed as “denied” in Acadis are not permitted to attend the training.
- Those individuals listed as “pending approval” in Acadis should not be permitted to attend the training without checking with Training Branch. These individuals may not have satisfied the prerequisite requirement for the training event.
- Those individuals listed as “waitlisted” may be permitted to attend on space-available basis only with Training Branch permission.

Student Registration Procedures

- Acadis can be accessed by visiting <http://dematraining.az.gov>. There are instructions on the home page for requesting an Acadis Student Portal account.
- The Acadis system uses the student’s email address as the username and maintains security of user information using a personal password.
- Users can update their personal contact information by filling out an Acadis webform or calling the Training Branch.
- Students can access their personal transcripts and print certificates for all events completed and passed with DEMA/EM that were completed after October 1, 2018.
- Users should be directed to contact the Training Branch for proper registration procedures. Users who have not registered through the Acadis system, who are not on the official class roster, or show up as a walk-in will be subject to the instructor’s discretion through coordination with the course host and the Training Branch.
- Students who have registered through the Acadis system and were “waitlisted” upon registering who show up as a walk-in will not be allowed to attend the class without the approval of the respective Training Coordinator.
- Students listed as “Pending (Registered)” shall not be permitted to attend the class without coordination with the course host and DEMA/EM.
- Students who are listed as “Denied” shall not be permitted to attend the class under any circumstances.



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- The Training Branch Coordinator will create a training event in the Acadis system and be assigned the role of “Training Coordinator” in the Staff Assignments section of the event.

Instructor Program

The DEMA/EM Instructor Program is intended to provide qualified instructors to deliver emergency management and hazardous materials training events to local, tribal, and state jurisdictions.

Instructor Eligibility

The section will provide guidance to prospective instructors on how to apply to be an instructor for DEMA/EM. The following are general eligibility requirements that each prospective instructor must have prior to moving forward with the instructor application process.

- Prospective instructors must be current practitioners in the emergency service field (i.e., law enforcement, fire, emergency management, hazmat technician, public health, public information, etc.) for the training event they are applying to teach.
- All prospective instructors must be pre-qualified for the specific training track they are applying for. The prospective instructor must have proof that they have successfully completed the requirements for the specific training track they are applying to instruct. This includes meeting the requirements in the Instructor Proficiency section of these standards.
- State employees, including DEMA/EM staff, must have written approval from their supervisor granting them permission to be an instructor.

Authorization Process

The Training Branch is responsible for determining and authorizing an individual to be a DEMA/EM authorized instructor. Training Branch roles and responsibilities for the Instructor Program authorization process are as follows:

- Recruit new instructors to add to the instructor cadre. Recruiting for new instructors may be done for a specific training track or to maintain an adequate number of instructors on the instructor cadre list.
- Coordinate with jurisdictions who would like to have a staff member authorized as an instructor to meet their agency’s training needs. Prior to DEMA/EM approving an individual, they must complete the application process and meet all the requirements for the training track(s) they wish to instruct.



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- Direct prospective instructors to complete the application process. This application process was developed to determine the instructor's knowledge, skills, experience, and currency in the training track(s) they would like to instruct.
- Review all applications and determine if the prospective instructor is current, qualified, and will meet the requirements for the program.
- After reviewing a prospective instructor's application, make the decision to add the individual to DEMA/EM's instructor cadre list. Training Branch has the final decision on whether an individual is approved to be an instructor. The decisions of the Training Branch are final.
- Notify all prospective instructors on whether they were approved or not approved to be an instructor.
- Conduct and facilitate orientation for all new instructors.
- Manage the instructor re-authorization process.
- Maintain a file for each authorized instructor. The instructor's file will contain such records as:
 - Instructor General Application with relevant certificates and qualifications.
 - Attachments for each training track of instruction with relevant certificates and qualifications.
 - Other correspondence and memorandums.

General Instructor Application Requirements

All prospective instructors must complete the General Instructor Application when applying to be an instructor. This application captures basic information regarding the individual's background, experience, and qualifications. The following information must be included with the General Instructor Application.

- Applicant Information Sheet: Contact and employment information.
- Local Instructor Authorization: Local agency instructors must include with their application a letter from their supervisor authorizing them to apply to be an instructor to instruct training events to their agency's personnel.
- State Employee Authorization: State employees must include with their application a letter from their supervisor authorizing them to apply to be an instructor to instruct training events on behalf of Training Branch. State employees will not be compensated as contract instructors. They will receive their regular hourly pay.
- Resume: No more than two pages listing relevant qualifications and experience in emergency services programs, as well as experience in facilitation, teaching or providing presentations to large groups.
- Letter of Reference from Employer or Team Leader: Letter should include a reference to the applicant's experience and qualifications in emergency services programs, as well as experience in facilitation, teaching or providing presentations to large groups. If the letter of reference is rescinded by the issuing



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authority at any time, a new letter of reference will be required. The Training Branch Manager shall determine if the applicant will continue to be afforded the opportunity to instruct courses and attend instructor development training for DEMA/EM until a replacement letter of reference is received.

- **Certificates of Completion:** All instructors must have copies (electronic or hard copy) of certificates of completion of the current version of the training track they wish to instruct. This also includes the prerequisite courses and the respective train-the-trainer certificate of completion for the associated training track, if required.
- **Additional Documents:** Additional documents include any relevant documents that may be helpful in the evaluation of the application. It may include recognized certifications indicating completion of an adult teaching methodology program, or certificates that relate to a particular subject area(s) (i.e., Certified Emergency Manager (CEM), Advanced Professional Series (APS), Arizona Qualification System Gold Card, etc.).

Track Specific Application Requirements

Instructors must be “current practitioners” in the specific track they are applying for, meaning that they must currently hold a position with responsibilities in the subject area. Prospective instructors or current instructors must submit a separate Track Specific Application for each training track they are applying to teach (ICS Track, PIO Track, School Safety Track, etc.). Currency requirements are outlined with each track, and the following documents are required of each Track Specific Application.

- **Biography:** Applicants must list qualifications and experience in the subject area for each track of instruction. Biography must include experience performing the function (not just experience teaching it) and should include activities, roles or responsibilities that indicate they are a current practitioner of the subject and must span the number of years required by the track.
- **Letter of Recommendation from Employer or Team Leader:** Recommendation should include the applicant’s experience and qualifications in the program area. If the letter of recommendation is rescinded by the issuing authority at any time, a new letter of recommendation will be required. The Training Branch Manager shall determine if the applicant will continue to be afforded the opportunity to instruct courses and attend instructor development training for DEMA/EM until a replacement letter of recommendation is received.
- **Certificates of Completion:** Successful completion of requisite training programs for the specific track. For new applicants, completion certificates should be within the past five (5) years; exceptions are subject to review by the Training Branch Manager.



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- The Training Branch accepts certificates issued by the Federal Emergency Management Agency/Emergency Management Institute, Center for Domestic Preparedness, Texas Engineering Extension Service (TEEX), National Wildfire Coordinating Group, the Arizona Department of Emergency and Military Affairs, or other State and Tribal Training Offices recognized by FEMA. Any exceptions are subject to review and acceptance by the Training Branch Manager.
- Some tracks (e.g., hazardous materials) also require a minimum number of hours of training received by the applicant and will be listed on the relevant application. Certificates submitted toward this hourly requirement are subject to review by the Training Branch Manager.
- Some tracks (e.g., Incident Command System) require advanced training, or completion of a train-the-trainer program. If the applicant has a desirable skill set, but is lacking the advanced training required to instruct, DEMA/EM may still accept the applicant as an instructor candidate, pending completion of this advanced training.
- Additional Documents: Certain training tracks may require the prospective instructor to provide additional documentation such as an Incident Action Plan (for Incident Command System programs), or a media release (for Public Information Officer program) with their application.

Instructor Proficiency

The instructor proficiency standards are established by DEMA/EM to promote a beneficial training program. To ensure DEMA/EM is delivering the highest quality training program to the emergency services community, all instructors must meet the following proficiency standards.

- For tracks of instruction requiring a train-the-trainer course, instructors shall successfully complete the train-the-trainer course to conduct training of that specific course. If that track of instruction has no train-the-trainer course, but instead offers a more advanced level of the program, DEMA/EM will consider whether that program will be required to instruct the basic level.
- When train-the-trainer or advanced level courses are not offered, DEMA/EM shall establish guidelines as to what training programs are required for an Instructor to complete to provide instruction of a specific track. DEMA/EM may also arrange for its own train-the-trainer program to ensure continuity among those instructors teaching within a track of instruction.
- Instructors shall complete the initial Independent Study courses as set forth by the Training Branch Manager. All instructors shall be required to successfully complete the latest course version of National Incident Management, Incident Command Systems series, National Framework, and any of the respective courses that the instructor plans to teach.



- The Training Coordinator will notify the instructor of additional training requirements for each training track.

Instructor Sustainability

Instructors shall be current practitioners of the training track they are currently qualified to instruct. All instructors shall remain in good standing by complying with these standards.

Currency

1. Instructors will be considered “current” for five (5) years after their last day of employment in the emergency services field.
2. Instructors must notify DEMA/EM immediately following the separation of that employment.
3. Instructors may be kept on the instructor cadre after five (5) years after their last day of employment if they can demonstrate that they are maintaining currency within their respective track(s) of instruction.

Continuing Training

The Training Branch recommends instructors to pursue professional development and continuing education to stay current in the areas of emergency management, incident command, hazardous materials, and homeland security. Instructors are highly encouraged to participate in the following:

4. Training and educational opportunities,
5. Exercise events,
6. Real world events

Training Tracks

Training tracks are updated to meet the changing world; therefore, all instructors shall successfully complete any updated training tracks that they are instructing. A copy of the respective certificate of completion shall be sent to the Training Branch

Instructor Workshop Requirement

All instructors shall attend the yearly Training Branch Workshop.

1. Additional workshop dates or alternate arrangements can be made for those instructors who are unable to attend the yearly workshop.



2. Failure to successfully complete the workshop requirements may result in the instructor being removed from the instructor cadre.

Instructor Roles and Responsibilities

The following are fundamental roles and responsibilities for all instructors.

- Deliver all training track curriculum in a professional matter and according to the POI.
- Each instructor shall have electronic versions of the training presentation and other materials. Instructors are encouraged to bring and share samples of actual Incident Action Plans (IAP), media releases, mutual aid agreements, After Action Reports/Improvement Plans (AAR/IP), Integrated Preparedness Plans (IPP), etc.
- Co-instructors shall contact and coordinate with each other at least two (2) weeks prior to the first day of the training track.
- Co-instructors shall determine who will contact the host agency's point of contact (POC) to coordinate and collaborate on any requirements to deliver the training track. This includes the times the instructors will arrive and depart from the training facility each day, who will be providing access each day to the classroom, who will be the audio/visual equipment POC, ensure the audio/visual equipment and other resources are available.
- Instructors shall determine who will print the sign-in roster the day before the first day of the training track.
- The instructor shall print the appropriate number of student sign-in sheets (one per day) for the training event. The link below has the instructions on how to print a sign-in sheet from the Acadis portal https://dema.az.gov/sites/default/files/2024-12/EM-TR_How_To_Print_a_Sign-in_Sheet-Instructors.pdf.
- Both instructors shall sign each page of all sign-in sheets.
- There shall always be at least one instructor in the classroom, except during lunch break. The non-presenting instructor shall not conduct any activities that may distract from the presentation of the training track materials.
- Except for scheduled breaks, both instructors must always be present in the classroom except for short personal breaks and/or to take care of class-related tasks (making copies, talking to host, converse privately with student, etc.)
- Upon completion of daily instruction, the instructors shall ensure security and integrity of the classroom and training facility.
- Instructors are to adhere to the curriculum hours for each training event, or the hours specified by Training Branch. Slight alterations may be made if circumstances warrant but taking excessive breaks or long



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lunches is not to be used as a tool to fill time to meet curriculum hours. An hour early at the end of the day may be acceptable as an exception but should not be the standard.

- It is the goal of the instructor to ensure each student achieves the minimum passing score for the training event. Instructors shall review the training materials with those students that did not achieve the minimum passing score. If, in the instructor's professional opinion, the student does in fact comprehend the materials, the instructor may use their discretion to re-administer the exam or give the student the minimum passing score. If the instructor does not feel the student's comprehension has improved after sufficient review of the material, the instructor shall mark the student as "failed" in Acadis.
- Instructors shall record grades (if applicable) and update student completion status in Acadis within forty-eight (48) hours of the conclusion of the training event. The link below has the instructions on how to enter the grades in the Acadis portal https://dema.az.gov/sites/default/files/2023-08/EM-TR_How_To_Enter_Grades_in_Acadis_with_Departures.pdf. If instructors encounter problems or have questions regarding Acadis, they should contact the Training Branch at 602-464-6225.
- Co-instructors will need to coordinate with the host agency on who will return the training event materials to Training Branch, this includes all students' pre- and post-exams, sign-in sheets, evaluations, and any extra training materials.
- Instructors should arrive at the training facility at least thirty (30) minutes prior to each day of class. Instructors should ensure that the classroom is properly set up, and all audio/visual equipment is properly operating, and all training materials are appropriately distributed to the students.
- Instructors should contact Training Branch for additional guidance on student issues and/or concerns.
- Instructors should assist the host agency in returning the training facility back to the standard configuration according to the agency's recommendation. This includes assisting with disposing of any materials or other trash accumulated during the training.
- Instructors should provide opening remarks to include:
 - Acknowledgement of DEMA/EM and host agency sponsorship.
 - Introduction of any SMEs, guest speakers and dignitaries.
 - Safety briefings including fire exits, evacuation procedures and marshaling area. The instructor should also remind students to keep all walking areas free of obstructions.
 - Provide any administrative announcements such as restrooms, smoking and breakroom areas.
- All instructors shall keep Training Branch up to date with their contact information, and employment status by:
 - Maintaining their Acadis account with current contact information. It is recommended that instructors review their Acadis account annually.



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- Notify the Training Branch in writing of any contact information and employment changes. Those who do not have a current employer may list an emergency service organization (CERT, Incident Management Team, Team Rubicon, American Red Cross, etc.) they are associated with. The instructor should include the organization's name, address, and reporting supervisor's name and phone number.
- Instructors receiving compensation as a vendor must maintain an Arizona Procurement Portal account at <https://app.az.gov>.
- Instructors must abide by Section 8.0 – Health and Safety Standards, and additional requirements set forth by the state, local jurisdiction, and training site. Requirements may vary depending on the location of the training. It is the instructor's responsibility to research the requirements for each training location.

Code of Conduct

It is essential to maintain a level of professionalism while conducting and facilitating a training event. All instructors, subject matter experts (SMEs), and guest speakers representing DEMA/EM act in accordance with the following.

- Instructors shall abide by all rules, standards, and policies of the State of Arizona, and the Department of Emergency and Military Affairs (DEMA/EM), while under contract, when conducting DEMA/EM sponsored events (including "certificate only" or local agency training), or when attending functions as an official representative of DEMA/EM.
- Instructors shall always conduct themselves as professionals when representing DEMA/EM. This applies to their personal and professional interactions with students, host staff, or other local agency personnel. This includes the classrooms, hallways, break areas, and surrounding offices of the training facility. This also extends to interactions during breaks, meals or encounters before and after class.
- Instructors shall not make political statements, use suggestive or foul language, or make comments that discriminate against any individual on the grounds of sex, race, disability, sexual orientation, religious belief, or age.
- Instructors shall conduct themselves as law abiding citizens/residents.
- Instructors will immediately report any variation in the contracted hours to Training Staff.
- If an instructor becomes ill, they shall stay home and immediately inform the Training Branch that they are unable to instruct.
- If the instructor is going to be late to class, they shall immediately notify their co-instructor and Training Branch. The instructor shall provide an estimate time of arrival to class.



Dress Code and Grooming Standards

Instructors must maintain a professional image to enhance the public view of DEMA/EM, and the training services it provides. Personal appearance and demeanor are keys to professionalism, and instructors will wear appropriate attire to maintain a professional appearance while instructing a DEMA/EM sponsored training.

- The Training Branch will administer and enforce the dress and grooming codes, and those in violation will be counseled and subject to corrective action.
- Corrective action shall be in writing.
- Any instructor that receives three (3) corrective actions for violating dress code standards in a twelve (12) month period may be subject to instructor revocation.

Acceptable or Appropriate

1. Business, business casual or department uniform (slacks, khakis, skirt, pants suit, dresses, etc.).
2. A shirt (dress shirt, blouse, or polo shirt) be plain or display DEMA/EM logo/wording, government agency, or volunteer agency logo/wording. No offensive or controversial graphics, language, or slogans (e.g., political, religious, racial, etc.).
3. Dress or semi-dress shoes, such as loafers, oxfords, boots, flats, conservative heels, etc.
4. For outdoor, field or laboratory activities, appropriate attire will be worn while maintaining a professional standard of appearance. This may include the appropriate safety attire or PPEs.
5. Protective gear will be worn as required. If conducting an activity such as donning Personal Protective Equipment (PPE), instructors may wear more comfortable attire to wear under the PPE.

Unacceptable or Inappropriate Attire

1. No blue jeans, shorts, T-shirt, or similar type of clothing are allowed.
2. No clothing shall display any visible wording or logo that promotes a private business.
3. No clothing shall display any offensive or controversial graphics, language, or slogans (i.e., political, religious, racial).
4. No workout or gym clothes, Hawaiian-type shirts, sweatpants, leggings, or spandex clothing.
5. No rubber sandals, flip-flops, or slippers.



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6. No tight-fitting or short skirts or shorts.
7. No revealing clothing, crop tops.

Appropriate Grooming Standards

1. Hair must be clean, combed, brushed, or styled.
2. Clothing shall be cleaned, unstained, not torn, faded, or frayed.
3. Aftershave, lotions, colognes, and perfumes are to be used in moderation.
4. All clothing and personal grooming shall be professional and in good taste.
5. Offensive body odors are unacceptable.

Prohibited Actions

- Failing to comply with any portion of the Instructor Program section.
- Instructors shall not harass, show aggression towards or disrespect to DEMA/EM staff, host agency personnel, students, or other instructors in the course of their duties. All communications shall be conducted professionally and respectfully. Unprofessional correspondence or communications with DEMA/EM staff and host agency. This includes an inability to handle interpersonal conflicts with students, host agency personnel, facility staff members, or other instances where professional discretion and courtesy is required and expected.
- Instructors are prohibited from arranging for another instructor or individual to be a substitute on their behalf. The instructor shall contact Training Branch Instructor Coordinator if they are unable to instruct a training event that they have been selected to teach.
- Instructors shall not represent themselves as instructor when attending any function unless they are acting in an official capacity approved by Training Branch Manager prior to attending the function.
- If an instructor receives more than seventy-five (75%) percent of student critiques during three (3) consecutive training tracks that reflect a lack of professionalism, lack of subject matter expertise, or substandard presentation of the material. This may also take the form of a student or host critique or criticism directly to DEMA/EM (not written on a student evaluation). DEMA/EM will conduct periodic no-notice instructor evaluations during sponsored course deliveries (DEMA/EM funded and Certificate Only).
- If an instructor conducts themselves in an unprofessional manner while under contract with or while representing DEMA/EM in an official capacity.



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- Certificate Only/local agency instructors shall not conduct training outside of their agency/jurisdiction without prior coordination with and approval from the Training Branch Manager.
- Instructors are prohibited from utilizing their DEMA/EM instructor authorizations for events not sponsored and authorized by the Training Branch Manager. Instructors shall not solicit other non-DEMA/EM authorized training, sell DEMA/EM training materials, or engage in other services as a representative of DEMA/EM.
- Instructors shall not display any item that would identify them as being affiliated with DEMA/EM unless they are instructing a training event scheduled by DEMA/EM.
- Instructors are prohibited from consuming alcoholic beverages or other illegal substances during the conduct of DEMA/EM sponsored events. This includes drinking alcohol during meals when the instructor is obliged to return to class after the meal. Instructors who consume alcoholic beverages or other illegal substances during their own time shall not show up to teach intoxicated or impaired to the slightest degree. If an instructor shows up to the class intoxicated or impaired, the co-instructor or host agency shall report the incident immediately to the Training Branch Manager. Training Branch Manager shall notify local law enforcement of the situation and request the instructor be immediately removed from the training facility property.
- If the Training Branch Manager receives reports after the training event was conducted that an instructor appeared intoxicated or impaired, then the instructor shall be contacted and be interviewed. If the Training Branch Manager determines the instructor was intoxicated or impaired, then a written violation shall be mailed to the instructor. Any instructor that receives three (3) written intoxicated or impaired violations may be subject to Section 5.7 Instructor Revocation.
- Instructors shall not create, procure, or distribute any document or similar item displaying the DEMA/EM logo without written permission from Training Branch Manager.
- Instructors are prohibited from having personal guests attend the training event that is not directly involved with the delivery of the training event.

Instructor Revocation

Becoming and remaining part of the instructor cadre is a privilege for those with the experience, qualifications, and professionalism to favorably represent DEMA/EM and their agency or organization in the delivery of emergency services programs. Hence, to maintain a level of professionalism within the instructor cadre the following revocation policies were developed.



Instructor Revocation Procedure

1. If an instructor violates any portion of the Instructor Program section, they will receive a written notice describing each violation.
2. This notice will also include corrective action(s) to resolve each violation.
3. If a notice is issued to a Certificate Only instructor, a copy of all correspondence regarding the notice shall be mailed to the respective jurisdiction's emergency manager and immediate supervisor.
4. A copy of the notice will be filed in the instructor's file located in the Training Branch office.
5. The written notice will be mailed to the respective instructor by certified mail.
6. The written notice shall state that the instructor has thirty (30) calendar days from the date they received the notice to file an appeal to the DEMA/EM Assistant Director of the Preparedness Section.
7. The appeal must be in writing explaining why the instructor does not believe they violated the Training Standards. The appeal letter must be mailed certified mail.
8. The Assistant Director of the Preparedness Section shall schedule an appeal meeting with the instructor and the DEMA/EM Director within thirty (30) days of receiving the instructor's appeal letter.
9. No later than thirty (30) days following the appeal meeting, the Director will provide their final decision, in writing, to the instructor with a copy of the decision placed in the instructor's file.
10. During the appeal process, the instructor shall refrain from applying for or instructing any DEMA/EM authorized training event, this includes certificate only training events.
11. If the instructor chooses to comply with the corrective actions, they shall notify the Training Branch Manager within ten (10) business days from the receipt of the notice.
12. The Training Branch Manager shall have the Instructor Coordinator monitor and counsel the instructor to successfully achieve the corrective actions.

Consecutive Violations

Any instructor that receives three (3) violations during three (3) consecutive training events and fails to resolve the violations shall be subject to having their instructor authorization revoked.

1. The Training Branch Manager shall issue a written revocation notice to the instructor with a copy forwarded to the Director and Assistant Director of the Preparedness Section.



2. The revocation notice shall include a date that the instructor is no longer a DEMA/EM authorized instructor and the re-authorization process.

Immediate Revocation

An instructor who is found to be intoxicated and/or impaired during class or does physical harm to anyone will immediately have their instructor's authorization revoked and be removed from the training facility.

Instructor Re-authorization Process

Any instructor that had their instructor authorization revoked can apply for re-authorization twelve (12) months from the date when their authorization was revoked.

- They shall submit a new application in accordance with the General Instructor Application section and the Track Specific Application section as required.
- They shall attend the next available instructor orientation and re-authorization workshop.

Monitoring

The Instructor Coordinator will monitor those instructors that had their instructor authorization revoked because of violations of these Standards. The monitoring period will be for three (3) consecutive training events. The monitoring may be done in any combination of the following:

1. In person observation.
2. Review of evaluation forms.
3. Interviews with at least three (3) students from each training event.
4. Interview with host agencies point of contact.

Documentation

The Instructor Coordinator shall document their findings and file those findings in the instructor's file.

1. If the Instructor Coordinator finds the instructor continues to violate those sections that caused their instructor authorization to be revoked, the coordinator shall document the violations and forward the results to the Training Branch Manager.
2. The Training Branch Manager will either uphold or deny the results.



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3. If the Training Branch Manager upholds the results, the instructor will be permanently removed from Training Branch Instructor Cadre List.
4. The Training Branch Manager will mail a letter to the instructor stating the result findings and their instruction status.

Student Responsibilities

Students play a major role in a successful training outcome. The following will ensure a positive and productive environment for all that attend a DEMA/EM training event.

Registration

- It is the responsibility of each student to register for a DEMA/EM authorized training event through the Acadis portal prior to the first day of the training track.
- It is the student's responsibility to complete all prerequisite training for the training event they are registering for. Acadis portal requires the student to upload any prerequisite training certificate(s) of completion during registration.
- If a student registers for a training event and cannot attend, they must cancel their enrollment in Acadis or contact the Training Office for assistance. It is prohibited for a student to send someone else in their place.
- It is the student's responsibility to download and save all certificates of completion.

Prerequisites

- Courses may have prerequisites. These prerequisites will be listed on the training event and labeled as recommended or mandatory.
- Mandatory prerequisites cannot be waived and must be fulfilled as per the curriculum requirements.

Attendance

- Every student shall arrive on time and return to class after the breaks and lunch period according to the instructors' directions. Failure to do so will disrupt the training for other students.
- DEMA/EM understand that some students may need to handle day-to-day operations for their respective agencies or conduct personal business. Hence, students are allowed to miss up to ten (10%) percent of the total scheduled hours of the training event.



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- Any student that must answer a phone call or radio communications shall leave the classroom to answer their phone or radio. If the student continuously receives calls and radio communications, the instructor may count the time the student is absent from class towards the ten (10%) percent that the student can miss.

Dress Code and Grooming Standards

There is a certain level of attire that is required when attending a DEMA/EM training event. The proper attire is to ensure a level of professionalism and respect for others attending the training. Even though some students attend during their non-work hours, their appearance reflects on the organization they work or volunteer for. All clothing and personal grooming shall be professional and in good taste. Students must comply with their agency's dress code policy, if the agency's dress code policy is more stringent than what is listed below. The following are the recommended dress codes for students.

Acceptable or Appropriate Attire

1. Business, business casual or department uniform is preferred.
2. A shirt (dress shirt, blouse, or polo shirt) be plain or display DEMA/EM logo/wording, government agency, or volunteer agency logo/wording. No offensive or controversial graphics, language, or slogans (e.g., political, religious, racial, etc.).
3. Pants may include dress, business casual, or jeans.
4. Dress or semi-dress shoes (e.g., loafers, oxfords, boots, flats, conservative heels), sneakers, or boots (e.g., western boots, work boots, etc.).
5. For outdoor, field or laboratory activities, appropriate attire will be worn while maintaining a professional standard of appearance. Some of these activities may require a certain type of attire to be worn for safety (e.g., safety glasses, safety shoes, vest/jackets, hardhats, fire turnouts, personal protective equipment, etc.). Instructors shall advise the students on the proper attire to wear during these activities. If a student is not wearing the appropriate attire for the activity, then the student cannot participate in the activity.
6. Protective gear will be worn as required. If conducting an activity such as donning Personal Protective Equipment (PPE). If approved by the instructor, casual attire is acceptable to wear under the PPE.

Unacceptable or Inappropriate Attire

1. No clothing shall display any visible wording or logo that promotes a private business.



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2. No clothing shall display any offensive or controversial graphics, language, or slogans (e.g., political, religious, racial).
3. No workout or gym clothes, sweatpants, leggings, spandex clothing, or pajama clothing.
4. No rubber sandals, flip-flops, or slippers.
5. No tight-fitting, ripped, frayed, wholly shirts, pants, or shorts.
6. No revealing clothing, crop tops, miniskirts, or short shorts.

Grooming Standards

1. Hair must be clean, combed, brushed, or styled.
2. Aftershave, lotions, colognes, and perfumes are to be used in moderation.
3. Offensive body odors are unacceptable.

Conduct of Conduct

1. No student shall show up to the training intoxicated or impaired.
2. No student shall be verbally or physically abusive towards any student, instructor, host agency personnel, or DEMA/EM staff.

Penalty

Any student that violates the Attendance, Dress Code and Grooming Standards, and/or Code of Conduct sections will be dismissed from the training, be reported as “no show,” and will not receive a certificate of completion for the training event.

Testing

Many of the training tracks require the students to take a pre-exam and a post exam (a.k.a. final exam). The pre-exam scores do not count towards the student’s final score for the training.

- The minimum passing score on the post examination is seventy-five (75%) percent, unless otherwise noted in the curriculum.
- Students will be given additional opportunities to take the post examination until they achieve the minimum passing score.



Event Health and Safety Standards

It is the responsibility of the host agency, instructors, and Training Branch to ensure a safe environment for students and instructors when conducting training. Making a classroom environmentally inviting can increase participation and give a sense of belonging when attending a training event. Instructors are the first line of safety in a classroom and should be the primary safety officer(s) during class. Below are essential classroom safety considerations to follow.

Safety Message

- A general safety message should be announced on the first day of class.
- The message should include identifying exits, exit routes, and assembly area in case the classroom is evacuated.
- The message should be reiterated each day of class.

General Safety

- **Keep exits and floors clear:** Make sure all exits to the classroom are kept free of clutter, furniture, and are always accessible. Ensure all aisles are free of obstructions and tripping hazards.
- **Furniture and fixtures:** Ensure there is enough room to freely move around furniture and fixtures. This includes enough space for mobility devices to move around the room without any obstructions.
- **Organized and tidy:** Encourage students to maintain an organized and tidy working area. This includes ensuring all backpacks, purses, computer bags, electronic charging cables, and other items are stored out of the aisles to prevent tripping hazards.
- **Equipment safety:** Instructors should ensure that all audio/visual equipment, easels, and any other equipment used for instructing are in good working order.
- **Electrical equipment:** Electrical cords are common tripping hazards in a classroom. Instructors should make sure electrical and electronic charging cords are not placed in aisles or high traffic areas. If a cord must be placed in an aisle, make sure the cords are organized and taped down. Make sure the classroom electrical outlets are not overloaded.
- **Hazardous Materials:** It is the instructors' responsibility to ensure the students and staff wear the proper personal protective equipment (PPEs) when handling hazardous materials. It is also the responsibility of the instructors to ensure all hazardous materials are properly used, stored, and disposed of. This includes any cleaning products for furniture and equipment.



Reporting Injuries

Reporting all injuries, major or minor, is imperative! Staff, instructors, and students shall report all injuries that occurred to someone else or themselves. When injuries happen in the workplace or classroom, it is important to adhere to the following procedures.

- Major injuries will require medical treatment by professional medical personnel. For these types of injuries, the instructor, or a student, should call 9-1-1 immediately for medical assistance.
- Minor injuries are incidents that do not require contacting 9-1-1 and can be resolved with basic first aid.
- Instructors should render first aid to the injured individual(s) at the level they are trained in.
- When rendering first aid to an individual that was just injured, assess the condition of the individual's injuries, and determine if the individual has a major or minor injury.

Injury/Accident Report

All injuries, whether they are major or minor, shall be reported to the Training Branch and host agency. This includes when the individual refuses treatment of any kind and/or refuses to go to a medical facility. To document and report an injury, complete the ICS237-AZ Injury/Accident Report form, and forward the completed form to Training Branch Manager. It is required that an instructor call the Training Branch Manager immediately following any injury incident that occurs during the delivery of a training event. The following information will be needed for the injury report.

1. Date and time of the incident.
2. Name of the individual(s) injured.
3. Name of the individual's employer.
4. Description of the injury, which body part(s).
5. Location of where the injury occurred.
6. Description of what the injured individual was doing when the injury occurred.
7. Name of the medical facility the injured individual was transported to.
8. Name and contact information of any witnesses.
9. Photos of the incident site.



Notifications

Training Branch shall report the incident to DEMA's Risk Manager in the Human Resource Department. Risk Management should contact the individual's employer to inform the employer of the incident. If the injured individual is a State of Arizona employee, the Risk Management will contact their immediate supervisor.

Reporting Accidents

For these Training Standards an "accident" refers to an incident that damages property (e.g., vehicle, audio/visual equipment, structure, etc.) owned by the State of Arizona, another jurisdiction or personal property. All accidents must be reported to Training Branch Manager by following the below procedures.

- Document and report the accident by completing the ICS237-AZ Injury/Accident Report form and forward the completed form to Training Branch Manager. The instructor shall call the Training Branch Manager immediately following any accident that occurs during the delivery of a training event.
- Upon receiving a call regarding an accident of any kind, Training Branch Manager will begin an investigation and contact DEMA Risk Management.
- Law enforcement shall be called if an accident involving a motor vehicle, or if property is stolen. A copy of the police report (or at a minimum a police report number) shall be attached to the ICS237-AZ form and forward to Training Branch Manager.
- If a state-owned vehicle is involved in an accident, the employee must follow all appropriate State policies and procedures relating to vehicle accidents. State employees shall contact their immediate supervisor if they are involved in an accident.
- Take photos, if applicable, of the damaged property and motor vehicle accident scene.



Glossary

Acadis Learning Management System: A web-based portal used by

Training Branch to manage course catalog, event registration, delivery of certificates of completion, a record of training, event attendance, and maintenance of course records.

Call for Instructors: Call for instructors, referred to as a “call,” is an email notification sent to all instructors requesting their availability to teach a potential training event. The email will contain a link to a survey for instructors to respond to if available to teach that event.

Certificates Only Training: An alternative form of delivering training events that is funded by the agency requesting the training. DEMA/EM is only responsible for providing students with a certificate of completion.

Current Practitioner: An individual that is currently working in an emergency service field. These service fields include, but are not limited to, law enforcement, fire, emergency management, public health, public information, communication, information technology/cybersecurity, etc.

DEMA/EM Funded Training: Training events that are conducted and supported with funds (state or county awarded grant programs) administered by DEMA/EM.

DEMA/EM Instructor Website: DEMA/EM maintained website to provide resources to instructors. This site will contain forms and publications, relevant “how-to” documents, training standards, links to relevant websites, and other areas of interest for the instructors.

DEMA/EM Training and Exercise Event Request: This form is required to request and schedule any training through the Training Branch regardless of funding source.

Emergency Services: Local, state, and tribal jurisdictions’ agencies and departments that have legal responsibilities for any phase of an emergency or disaster incident. This includes emergency management, emergency medical services, fire department/districts, governmental administrative, hazardous materials personnel, healthcare, law enforcement, public health, public safety communications, public works, etc.

Event: A single course offering, which is specified in the Learning Management System with a specific date, time and location.

Federal Partner Training: A diverse group of training providers who develop and deliver programs on behalf of the Federal Government through coordination with and approval of State Training Office (STO)/ Training Point of Contact (TPOC).



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Instructor: This is an instructor authorized to deliver FEMA or hazardous materials training events on behalf of DEMA/EM under contract with the Training Branch.

Grant Project Specialist: Member of the DEMA/EM Grants Administration Office. Responsible for training related financial tasks such as entering and processing requisitions, purchase orders, travel claims and reimbursement, and reimbursement packet processing and submission.

Hazardous Material Technician Liaison: An authorized instructor (specializing in hazardous materials) who is hired to coordinate the hazardous material technician training event. This individual acts as the liaison between Training Coordinator, host agency, supporting agencies, instructors, and private sector partners.

Hazardous Material Lead Instructor: An authorized DEMA/EM hazardous material technician instructor qualified to instruct multiple modules within the two hundred (200) hour hazardous material technician training curriculum. Lead instructor status is designated by the Liaison according to class needs.

Host Agency: A local, state, or tribal jurisdiction (i.e., agency, department, or taxing district) that requests training from DEMA/EM.

Local Jurisdiction: Any political subdivision (i.e., county, or incorporated city) or taxing district (i.e., fire, school, flood control, irrigation, health departments, etc.) of the State of Arizona. In these standards it also means any agency or department of the political subdivision or taxing district.

Prospective Instructor: This is an individual that is applying to become an instructor.

State Instructor: State instructors are instructors employed by either DEMA/EM or another Arizona State agency. They have met the qualifications, been approved and vetted by DEMA/EM to deliver FEMA or hazardous material training on behalf of Training Branch. State Instructors cannot receive contracts or separate payments for teaching.

Subject Matter Expert (SME)/ Guest Speaker: An individual who possesses advanced knowledge and experience in a particular subject or field may be invited to assist with the delivery of a training event.

Training Track: A group of classes and curriculum with a shared subject, such as "ICS Track".

Tribal Jurisdiction: A federally recognized Tribal Nations. It includes any agency or department of the respective Tribal Nation.