VISION

The California Office of Emergency Services (Cal OES) in conjunction with the California Specialized Training Institute (CSTI) is proud to implement a new Career Credentialing Track to its Emergency Management Professional Development Program.

This track charts the path for the future of emergency management in California by establishing professional standards and reaffirming the competencies (knowledge, skills, and abilities) needed by all individuals in the field of emergency management (EM). It is the primary objective of this track to provide a comprehensive roadmap for individuals seeking a career in EM; experience practitioners looking to validate and advance their professional capability; and to provide hiring managers with a credentialing standard that they can easily understand and trust.

Features of this track include:

- **Progressive & Accelerated Approach:** Tailor for someone who is new to the field and wants to progressively validate their ability/proficiency to do the work of EM during different levels of their career, but also for an experience or expert emergency manager who is looking to obtain accreditation/validation for their proficiency in the field.
- **Comprehensive Assessment:** While traditional testing is a component of this track, key distinguishing features include a scenario base approach and professional accomplishment/contribution requirement.
- **Mentorship:** Available for all candidates, and required for experience and expert levels.

The Emergency Management Career Credentialing Track is a user driven process, based on national standards and best practices. The process consists of several elements including:

- Training
- Education
- Work Experience
- Testing
- Validation
  - Professional Contribution

Emergency Management Career Credentials are valid for a period of 5 years and require annual continuing education and validation.

The Cal OES Emergency Management Career Credentialing track has been designed to align with several other State and Federal projects including:

- CalOES Professional Certification Programs
- The FEMA National Emergency Management Basic Academy
- California Incident Command Certification System
- Standardized Emergency Management System (SEMS)
- National Incident Management System (NIMS)
- California Emergency Services Association (CESA) Emergency Management Competency Framework
Contents
VISION ......................................................................................................................... 2
OVERVIEW ................................................................................................................ 5
AUDIENCE ............................................................................................................... 5
PURPOSE ............................................................................................................... 5
FRAMEWORK ........................................................................................................ 5
   Learning Standardization .................................................................................... 6
   Career Development ......................................................................................... 6
   Recruitment and retention ............................................................................... 6
PROCESS ............................................................................................................... 6
POLICY ................................................................................................................. 7
   Documentation Standards .................................................................................. 7
   Recertification .................................................................................................. 8
GUIDANCE ............................................................................................................. 8
   Mentoring ........................................................................................................... 8
REQUIREMENTS .................................................................................................. 14
APPLICATION FORM | ...................................................................................... Error! Bookmark not defined.
OVERVIEW

The need to professionalize and provided standards of proficiency in the field of Emergency Management has become evident. As disasters leave their mark on communities, the public’s expectations for the standard of performance of career emergency management personnel have increased. There is a need to ensure that those in the field of EM can lead the way and mitigate, prepare for, respond to and recover from all emergencies. Cal OES’ Career Credentialing Track acknowledges this need and supports continual EM capability building in California by setting professional standards and ensuring that candidates vetted through this track are qualified and competent professionals.

AUDIENCE

This program is relevant to all individuals who perform a role in emergency management in the State of California. This includes full-time, part-time, paid and unpaid personnel at all levels of operation, government, the private sector and non-governmental entities.

The program directly supports the responsibility of local, regional and State agencies in ensuring personnel involved in EM are adequately trained and competent. It provides professional standards, guidelines, reference materials, and recognizes the professional and personal development needs of EM stakeholders.

PURPOSE

A statewide Career Credentialing Track provides job seekers, EM professionals, and hiring managers a way to identify measures for professional competencies and defines the basic criteria expected of emergency management personnel for effective conduct program management and response/recovery operations.

FRAMEWORK

The EM Track Framework is made up of two components:

1. Knowledge (Need to knows, legislations, theory, etc.)
2. Competencies (Skills and Abilities)


Each competency is accompanied by observable and measurable indicators described in each of the three credentialing levels in this program. The three levels of proficiency or credentialing that make up this program are: practitioner (entry level), experienced, and expert.

This program framework also allows for the following:
Learning Standardization

The comprehensive nature of the program allows for its application across a range of organizations. Core candidate competencies have been matched with corresponding and evidence-based training materials and unit standards.

Career Development

This program details a range of roles common in California, and the knowledge and competencies related to those roles. An individual looking to advance professionally can use this track as a roadmap to identify the necessary competencies and indicators required to progress, either to a different role in a different organization or to a higher role within the same organization.

Recruitment and Retention

Hiring Managers can apply the track’s framework to specific EM roles in their organization through the development of:

--Job profiles or descriptions
--Interview questions
--Personnel development plans
--Performance Management Systems
--And career pathways to assist with recruitment and retention

PROCESS

Identify

Qualifying Professional Level

Note: This is a progressive track which means that practitioner credential must be first obtained before applying for experience, and experience before expert.

Complete

Read level requirements and follow all instructions/guidance provided.

Submit

Submit Application Form and copies of required documentation
Identify

Qualifying Level
Note: This is an accelerated track which means that all previous level requirements must be met, in addition to the level being applied for. See application form for this level and process for specifics.

Complete
Read level requirements and follow all instructions/guidance provided.

Submit
Submit Application Form and copies of required documentation

CALOES will review submission and follow-up with candidate to schedule a test date. 30 days after test date, candidate will receive a written notice on whether they have been awarded a credential. If awarded a credential, a copy of it will be included with award letter. If candidate has failed to demonstrate proficiency for the credentialing level, letter will include a list of improvement items and the name and contact of a mentor who can work with them. All candidates may only submit one application per year per credentialing level. If a candidate’s proficiency cannot be validated during this submission, they must wait a year before submitting another application for the same credentialing level.

POLICY

Participation in the Cal OES Career credentialing track is voluntary. However, credentialing career staff help ensure that personnel possess the minimum knowledge, skills, and ability necessary to execute emergency management activities safely and effectively.

Documentation Standards

Documentation (i.e. course certificates) submitted to the state Career credentialing track must be issued by any of the following agencies:

- FEMA/DHS
  - Center for Domestic Preparedness (CDP)
  - Emergency Management Institute (EMI)
  - National Training and Education Division (NTED)
  - National Disaster Preparedness Training Center (NDPTC)
- Cal OES

Initial documentation considered for this track must be within the past five (5) years. Equivalency requests may be submitted to CSTI for review and consideration.
Recertification

The recertification requirement is met via documenting annual training, response etc. activities conducted in the field of emergency management. While the official recertification timeline is 5 years, yearly continuing education and skills-based training must be done.

GUIDANCE

Professional Contribution

Career Credentialing level candidates are required to accomplish a "Professional Contribution." This is the requirement complete his/her "Expert" level credentialing. A Professional Contribution should represent the high point or crowning achievement that the candidate has accomplished in his/her emergency management career. The following provides policy guidance and how it’s administration within the track.

A Professional Contribution is required of both Experienced and Expert. However, for Expert level candidates, their contribution should be linked to one of the five appropriate "Focus Areas." A "Professional Contribution" differs in the "Experienced" level, because a professional achievement can simply be listed that was accomplishment within the last 5 years. For those experience level candidates who do not feel like they have noteworthy accomplish, there is a thesis paper option that can help them plan for their expert level “Professional Contribution” requirement (see below). An “Expert” level "Professional Contribution" is defined as "A significant achievement that the candidate has accomplished AND has contributed toward the improvement of the emergency management profession." The candidate is required to list and describe in sufficient detail what the achievement was, explain why its impact is significant AND identify how it has measurably contributed to the improvement of the field of emergency management. If there is a physical product associated with this contribution, applicant should submit for credit.

In describing the achievement, a candidate should coherently explain:

- What the achievement was,
- Why the achievement is a contribution to the emergency management profession,
- What Expert focus area the overall contribution is related to,
- When and where the contribution was successfully used,
- What role the applicant played in the contribution (sole contributor or major contributor/lead person within a larger group), etc.

In explaining significance, the candidate should explain what positive importance, impact or noteworthiness it had in one or more of the following key areas in emergency management, such as:

- Prevention,
- Protection,
- Response,
- Recovery,
- Mitigation, etc.
In identifying how it contributed to the improvement of emergency management, the applicant should specifically spell out:

- What the benefit was (saving lives, protecting public health and welfare, minimizing economic loss, improving continuity or sustainability of operations, enhancing preparedness and operational readiness, advancing communication and coordination, reducing capability gaps, hastening recovery, lessening potential loss, etc.).
- Who benefitted (e.g. an agency, a local, state, federal, tribal or territorial government, a private sector company, a non-government or volunteer organization, the public, etc.).

Specific examples related to the five Expert focus areas include, but are not limited to:

1. **EMERGENCY MANAGEMENT**: Taking a leadership role in developing or improving a jurisdiction's emergency plan, policy, procedure, etc., that was successfully used.
2. **CRISIS COMMUNICATION**: Developing an effective joint information system, public warning system, public education program, social media tracking system, etc., that was successfully used.
3. **DISASTER RECOVERY**: Creating a new local damage assessment team and/or procedures, identifying rapid needs assessment targets, creating standard user friendly forms, etc. that was successfully used.
4. **HOMELAND SECURITY**: Creating a successful joint terrorism intelligence sharing system, hardening a soft target, developing protective measures, preventing a terrorist act, etc. that was successfully used.
5. **BUSINESS CONTINUITY**: Developing or improving a continuity of operations or business plan, identifying alternate space locations or systems for critical operations, etc. that was successfully used.

Additional examples include, but are not limited to:

- Developing an innovative solution to improved communication and coordination between parts or "whole community."
- Creating a new emergency management program.
- Designing a valid mitigation program, procedure or device before or after a disaster.
- Taking a lead role in facilitating a successful multi-agency/jurisdiction "Workshop" that produced a tangible product, such as a Unified Command/Management policy.
- Taking the lead role in designing and conducting a successful multi-agency/jurisdiction "Full Scale Exercise" that has better prepared a jurisdiction to respond to a disaster.
- Designing and delivering a successful emergency management training.
- Taking an action or making a decision during response that saved lives.
- Developing a job aid that has simplified a complex area of response.
- Negotiating consensus on a joint policy that has enhanced planning for, responding to and/or recovering from an emergency.
- Developing a successful (and user friendly) emergency management technology.
- Starting or re-energizing an emergency management program.
- Publishing a book or paper related to emergency management.
- Doing anything that can be measured to improve emergency management, etc.
These examples are not meant to limit an applicant's achievement. If he/she feels the achievement is noteworthy and can justifiably be considered a Professional Contribution, then it should be put in writing and submitted for panel review. However, all submissions must demonstrate how their achievement was successfully implemented and has measurably contributed to the improvement of emergency management, either for the applicant’s agency or jurisdiction (whole community concept).

To vet the Professional Contribution, the applicant must have at least one "Expert" mentor (inside or outside the agency) or three references (outside of the agency) verify in writing that the accomplishment has been implemented and has contributed to the improvement of emergency management; and the applicant’s immediate supervisor must sign off on the accomplishment.

As an alternative, if an “Experienced” level applicant feels he/she has not yet accomplished a significant achievement in improving emergency management, he/she can write a "Thesis" on something specific that he/she believes will improve emergency management AND include how he/she will contribute to making it happen. The Thesis should be valid, logical, clear, well-organized and no more than twelve hundred words or four pages in length. Emphasis will be on the detailed process and steps that the candidate will take to ensure that the proposed contribution comes to fruition.

Submission of the Professional Contribution or Thesis must be submitted as an attachment (hard or soft copy), along with all the necessary documentation for the "Expert" level. Written submission should be specific and complete enough for a panel to determine validity. Submissions received by California Office of Emergency Services will be forwarded directly to the appropriate panel members for initial review.

A panel of at least three to five voluntary representatives (at the "Expert" Career level) will be formed by the California Office of Emergency Services to review Professional Contribution or Thesis submissions (at least on an annual basis - or sooner based on the rate of submissions). The panel will be chaired by a representative from the California Office of Emergency Services. The remaining panel members will represent a wide range of entities within the emergency management community. The Professional Contribution or Thesis will be objectively judged by the panel using this policy and their professional expertise. If the panel cannot meet in person, the panel can meet and confer online via a conference call, Skype, etc.

The panel will review a submission and accept or reject by consensus, if possible. However, if no consensus is reached, a majority vote will be sufficient to accept a submission. For thesis paper submissions, a panel consensus for acceptance is required. The reason for this is that a thesis is only a proposed achievement that has not been implemented and cannot be measurably quantified for its contribution.

Once the Professional Contribution or Thesis is accepted, and all other "Expert" level requirements have been met, the candidate will be notified and receive the applied for credential. If either the Professional Contribution or Thesis is rejected, the overall application will be rejected as well. Candidate will receive a rejection letter that provide a summary of panel’s reasons for the rejection, or clarifications needed, within thirty days of review.
Mentoring

Mentoring offers an essential element to the success of any candidate seeking a credential through this track by providing him/her with the help, advice, guidance, instruction and/or coaching needed.

For the mentor, not only does his/her assistance help the candidate, but it provides them with an opportunity to assess and refine his/her knowledge, skills and abilities through the process of helping others. This section provides mentoring process requirements and guidance to mentors and candidates.

All mentors must be knowledgeable and experienced in the subject and skill area they are to mentor. They will possess effective teaching and interpersonal skills, as well as have a genuine desire to help candidate achieve their goals. Mentors and candidates who wish to credential through the Cal OES Professional Development Program must follow the requirements and guidance for the appropriate credentialing level.

All candidates can request a mentor. All candidates requesting a mentor will be matched with mentor to guide them through the professional development process for the "Professional Emergency Management Practitioner" (PEMP) and "Professional Emergency Management Experienced" (PEME) levels. Additionally, candidates in the "Professional Emergency Management Experienced" (PEME) and "Professional Emergency Management Expert" (PEME+) levels are required to serve as mentors before they can be credentialed. Mentoring for the Cal OES Professional Development Career Credentialing Track must adhere to the requirements listed below:

Mentors MUST:

- Apply to and be accepted by Cal OES as a State Mentor (mentor matching with a candidate will be initiated by Cal OES based on the candidate's request and availability of a mentor on the approved State Mentors List. Consideration will be given to candidate/mentor proximity or location).
- Mentors who meet the guidelines, requirements and standards listed in this document will be put on a State Mentor List to be used in the Professional Development Credentialing Program.
- Provide a current and valid resume that clearly lists appropriate education, knowledge and experience for the level to be mentored
- Be credentialed at least one level higher than the candidate to be mentored (except at the PEMP+ Level)
- Mentor at least three PEMP or PEME level candidates if pursuing the PEME+ level
- Mentor at least three PEMP level candidates if pursuing the PEME level
- Possess full understanding of the Career Track experience, education, training, testing and validation requirements, as well as the skills, knowledge and abilities required for a candidate to be successful at the level they are mentoring
- Possess in-depth experience in the field of emergency management
- Have demonstrated effective teaching and interpersonal skills
- Accept the candidate that Cal OES has matched with the mentor (however, acceptance must be mutual by all parties and either party can terminate the match with written notice)
- Make initial contact with the matched candidate and assess areas needing assistance
- Fill out and sign the mentor/candidate agreement; which identifies the terms of mentorship.
- Meet at least monthly (in person, phone, skype etc.) with candidate to assess how they are progressing in achieving her/his level of credentialing
- Provide advice, guidance, instruction, etc., as requested by the candidate (during normal business hours, unless after hours’ contact is agreed by the mentor and candidate)
- If the candidate has an opportunity to practice and demonstrate skills, knowledge and abilities, observe the candidate's performance and complete an evaluation form (or include proficiency in letter of recommendation).
- Provide any other help as needed
Candidates MUST:

- Request a mentor from Cal OES approved State Mentor List.
- Make initial contact with the mentor provided and identify potential areas of assistance that may be needed.
- Fill out and sign the mentor/candidate agreement; which identifies the terms of mentorship.
- Meet and confer with the mentor at least monthly to review progress in achieving level of credentialing.
- As needed, ask the mentor for advice, guidance, instruction, etc. regarding the requirements, skills, knowledge, abilities and training related to the candidate's level (during normal business hours, unless after hours’ contact is agreed by the mentor and candidate).
- Follow as best as possible appropriate instructions and/or guidance given by the mentor.
- Identify opportunities to practice and apply the skills, knowledge and abilities related to credential level under the supervision of the mentor.
- After mentoring, has been completed, complete an evaluation form on the effectiveness of the mentoring process in general and the mentor themselves.
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## REQUIREMENTS

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| Contribution | No |
| Mentor       | Yes |
| Cost         | $25 |
| Re-Certification | Every 5 Years |
| Documentation | Must be within the past 5 years |
| Focus Areas  | No |

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1. A 5-year grace period educational equivalency is available for candidates that currently do not meet the listed educational requirement. Equivalency will only be available during the 5-year grace period. After this period, all candidates will be required to meet the education requirement as listed by the track and level, without exception. To learn more about the 5-year grace period education equivalency requirements, please review the “Experienced” and “Expert” application forms. Candidate must include a letter explaining why equivalency is needed; select 3 of the available listed equivalencies for the “Experience” level and 4 for the “Expert” level, as well as complete and submit 1 required essay.

2. Please refer to Appendix B for Details.

3. Please refer to Appendix C for Details.
REQUIREMENTS | Practitioner

KNOWLEDGE

Awareness

- Disasters
- Applicable Laws, Authorities, Programs and Systems
  — State Emergency Services Act
  — Robert T. Stafford Act
  — Local Emergency Ordinances
  — NIMS, SEMS, ICS
- Principles and Phases of Emergency Management
- Emergency Management Standards, Certifications, and Accreditation
- Community Preparation
- Training
- Ethics

CAPABILITY | Support

Relationship Management

- Establish and maintain cooperative and credible relationships.
- Participate in activities with partners and public.
- Use appropriate communication channels to reach target audiences.

Information Management

- Research information needs of different audience(s).
- Support the selection and development of information systems.
- Support the timely collection, development, update and dissemination of information.
- Summarize information clearly and concisely.
- Monitor and advise on partner and community response to information and/or rumor development.
- Support the evaluation and improvement of information systems.

Risk Management

- Promote community awareness of hazards and risks.
## REQUIREMENTS

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| • Support the research, development and update of risk profile.  
• Monitor and update information about known and emerging hazards and risks. |

### Planning

| • Research and identify relevant legislation, strategies, policies, and supporting plans.  
• Collect information and support plan development process.  
• Support evaluation of plans to determine whether objectives have been met or revisions/updates are required. |

### Implementation

| • Respond to an emergency with little or no notice.  
• Perform assigned EOC role(s) and functions as needed in accordance with standard operating procedures.  
• Work in a variety of locations, under strenuous conditions. |

### Communication

| • Adapt communication style, content and channels per targeted audience(s).  
• Express ideas clearly to individuals and groups, in both formal and informal settings.  
• Listen and be receptive to alternative viewpoints.  
• Summarize information clearly and concisely, whether verbal or written.  
• Develop public education/risk communication resources to meet the needs of target audiences.  
• Deliver effective EM public education/risk communication programs and resources.  
• Create messages that are clear, accurate, and timely.  
• Check the validity of public information across all communication channels and update regularly. |

### Capability Building

#### Personnel

| • Identify professional development capability needs.  
• Identify and participate in relevant training and education opportunities.  
• Seek learning opportunities via emergencies and exercises. |
**REQUIREMENTS**

**Practitioner**

- Develop and maintains personal readiness.
- Keep abreast of new developments in emergency management.
- Support needs analysis to identify gaps in knowledge and skills of ERO personnel.
- Support the delivery and evaluation of training, drills and exercises for EM organization, partners and the community.

**Physical**

- Support inventory, maintenance, upkeep and testing.

**Financial**

- Compile, organize, interpret and communicate accounting data.

**Leadership**

- Commit to, support, and align actions and behaviors to the EM vision and direction.
- Demonstrate innovation when seeking solutions.
- Contribute constructively to change by challenging assumptions and seeking solutions.
- Displays willingness and ability to review, reflect on, and adapt behavior.
- Monitors stress level and take appropriate action to minimize impact on self and others.
- Evaluate capability and identify areas for development.
- Operate in accordance with organizational and professional ethics.
- Represent the organization in a way, which maintains reputation and credibility.

**TRAINING**

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Practitioner Level | Credentialing Standard
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<td>National Response Framework - An Introduction</td>
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**$25.00 Check** | **Payable to California Governor’s Office of Emergency Services** |

E-mail this form and all supporting documentation to: Credentialcoord@caloes.ca.gov

Mailing Address for Check: CSTI/Cal OES | Attn: Credential Coordinator
Camp San Luis Obispo Bldg. 904
10 Sonoma Avenue San Luis Obispo, CA 93405-7605