NORTH CAROLINA
EMERGENCY MANAGEMENT
CERTIFICATION PROGRAM

Spring 2017

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Program Overview and Administration:

North Carolina General Statute 166A, Article 5 authorizes the Division of Emergency Management, in the Department of Public Safety, to create a voluntary certification program for the profession of Emergency Management in the State of North Carolina. The certification program's purpose is to "strengthen and enhance the professional competencies of emergency management personnel in State and local emergency management agencies."

Certification process:

Those interested in obtaining North Carolina Emergency Management Certification should follow the guidance listed in this document to become either an "Associate Emergency Manager" or "Executive Emergency Manager" in the state of North Carolina. This document outlines the program responsibilities, certification criteria, and application processes for the North Carolina Emergency Management Certification Program.

Responsibilities:

North Carolina Secretary of Public Safety:

The Secretary of the North Carolina Department of Public Safety shall establish and appoint the membership of Emergency Management Training and Standards Advisory Board (NC TASAB). The board will consist of representatives from the North Carolina Division of Emergency Management, local emergency management agencies, and emergency management elements from within the private sector and higher education.

North Carolina Training and Standards Advisory Board (NC TASAB)

The North Carolina Training and Standards Advisory Board (NC TASAB) shall provide oversight of the North Carolina Emergency Management Certification Program, provide a process for the review of certification applications, and issue certifications semiannually. The NC TASAB is responsible for the maintenance of this document and in providing administrative and technical guidance on its implementation. Additional roles and responsibilities can be found in the NC TASAB Charter.

North Carolina Emergency Management

The North Carolina Division of Emergency Management will provide the administrative support to maintain the certification program.

Application Package Guidance:

Anyone in the State of North Carolina who meets the certification requirements listed within the document is encouraged to apply for their certification. Applicants should submit a complete application based on the requirements listed below to:

North Carolina Emergency Management (EOC)
ATTN: NCEM Certification Program
4236 Mail Service Center
Raleigh, NC 27699-4236

Application Deadlines:

Applications will be reviewed twice per calendar year by the North Carolina Training and Standards Advisory Board. The timeline below lists the application deadlines and the subsequent awarding dates:

Applications Due	Award Dates
August 1st	Fall NCEM / NCEMA Conference
January 1st	Spring NCEM / NCEMA Conference

Approval or Denial of Application Package:

The Certification Committee will review applications based on the requirements described below. Applicants who submit sufficient documentation to validate their past education, experience, training, and other requirements will be recommended for certification to the NC TASAB. If an application package is incomplete, the Certification Committee will return the application to the applicant with a short description of what the application is missing. Packages will be reviewed twice per year on a schedule to be announced by the North Carolina Division of Emergency Management.

Appeals:

If an applicant's package is found to be incomplete, the applicant may appeal to the North Carolina Training and Standards Advisory Board (NC TASAB) in writing at the address above.

Certification Designations:

Individuals awarded the Executive Emergency Manager or Associate Emergency Manager through the North Carolina certification program may use the following certification designations while their certification remains active.

Executive Emergency Manager = "NCEM-E"

Associate Emergency Manager = "NCEM-A"

As an example, if John Doe holds the Executive Emergency Manager credential and the credential is still active in TERMS, he may choose to use the following designation in his signature. John Doe, NCEM-E.

"Associate Emergency Manager" Certification

Experience Requirement:

Two years of experience (includes documented experience in all four phases of emergency management, and either a declared disaster response or Full Scale Exercise). A minimum of one year of experience should be in North Carolina. Additional guidance can be found on page 18 of this document.

Education Requirement:

High school diploma or general education certificate (GED). Higher education degrees can be submitted as proof of a High School diploma or GED.

Training Requirement:

140 hours Training:

- 100 hours of emergency management training
- 40 hours of general management training
- No more than 25 hours are allowed in any given topic or specialty
- FEMA Independent Study classes may account for 10% of total hours in training sessions
  - Emergency management max of 10 hours
  - General management training max of 4 hours
- Additional details are listed on page 14 (Training Hours Requirement Guidance)

Recommended Courses:
- Emergency Management Institute, National Emergency Management Academy E101 Foundations of Emergency Management Course (88 hours = 68.5 hours EM Training and 19.5 General Management)

- National Incident Management System (NIMS):
  - IS 100 Introduction to the Incident Command System
  - IS 200 ICS for Single Sources and Initial Action Incidents
  - IS 700 National Incident Management System (NIMS), an Introduction
  - IS 800 National Response Framework (NRF), an Introduction
  - IS 701 NIMS Multiagency Coordination System
  - IS 702 NIMS Public Information System
  - IS 703 NIMS Resource Management
  - IS 704 NIMS Communication and Information Management
  - IS 706 NIMS An Introduction to Intrastate Mutual Aid
  - ICS-300 Intermediate Incident Command for Expanding Incidents (G-300). Taught in classroom.
- Damage Assessment (NC-999.3) – 6 hours
- EOC Management and Operations (G-775) – 24 hours

Pre-Approved Training Substitutions

- Applied Associates of Science Degree in Emergency Management, Emergency Preparedness, etc. will use years since completion of degree to determine training hours available for substitution:
  - Completed within 0 – 3 Years – Earn 50 hours toward requirements
  - Completed 4+ Years since degree – Earn 20 Hours toward requirements

- Bachelors of Science / Arts in Emergency Management, Emergency Preparedness, etc. (to include degrees with an emphasis in emergency management) will use years since completion of degree to determine training hours available for substitution:
  - Completed within 0 – 3 Years – 100 hours
  - 3 Years since degree – 80 Hours
  - 4 years since degree – 60 Hours
  - 5 + years since degree – 40 Hours

- Masters of Science or Arts in Emergency Management, Preparedness, etc. (to include degrees with an emphasis in emergency management) will use years since completion of degree to determine training hours available for substitution:
  - 0 – 5 Years since degree – 100 hours
  - 5 + Years since degree – 50 hours

Contributions to the Profession Requirement:

Three contributions to the profession (two required to be completed in North Carolina). (Additional Details found on page 17).

Candidate Reference Requirement:

Three candidate references; one of which must be the applicant's current supervisor. Additional reference sources that qualify are:, past supervisors (within five years); local, state, or federal government officials, emergency service organization officials; or local, regional, or national emergency management association officials.

Exam Requirement:

Candidates must take a 50 question examination and answer 75% of questions correctly in order to receive the Associate Emergency Management Officer designation. The examination will be offered by the North Carolina Division of Emergency Management twice a year. Additional information on the exam can be found on page 12.

"Executive Emergency Manager" Certification

Experience Requirement:

Three years of experience (Includes documented experience in all four phases of emergency management, and either a declared disaster response or Full Scale Exercise). A minimum of two years of experience shall be in North Carolina. Additional guidance can be found on page 18 of this document.

Education Requirement:

Associates Degree in the Emergency Services field OR a Bachelor's Degree in any subject. An additional two years of Emergency Management experience (total of 5) may be substituted for this requirement.

Training Requirement:

160 hours Training

- 100 hours of emergency management training
- 60 hours of general management training
- No more than 25 hours are allowed in any given topic or specialty
- FEMA Independent Study classes may account for 10% of total hours in training sessions
  - Emergency Management max of 10 hours
  - General management training max of 6 hours
- Additional Details are listed on page 14 (Training Hours Requirement Guidance)

Recommended Courses:
- IS 139 Exercise Design
- IS 230 Fundamentals of Emergency Management
- IS 240 Leadership and Influence
- IS 241 Decision Making and Problem Solving
- IS 242 Effective Communication
- IS 244 Developing and Managing Volunteers
- ICS – 400   Advanced Incident Command Systems (G-400). Taught in classroom.
  - Liability Issues in Emergency Management (NC-305.11) – 3 hours
  - Mitigation for Emergency Managers (G-393) – 24 hours
  - Homeland Security Exercise and Evaluation Program (HSEEP) – 12 hours

Pre-Approved Training Substitutions:
  o Applied Associates Degree in Emergency Management, Emergency Preparedness, etc. will use years since completion of degree to determine training hours available for substitution:
    ▪ 0 – 3 Years since degree –50 hours
    ▪ 4+ Years since degree – 0 Hours

  o Bachelors of Science / Arts in Emergency Management, Emergency Preparedness, etc. (to include degrees with an emphasis in emergency management) will use years since completion of degree to determine training hours available for substitution:
    ▪ 0 – 3 Years since degree –100 hours
    ▪ 3 Years since degree – 80 Hours
    ▪ 4 Years since degree – 60 Hours
    ▪ 5 + years since degree – 40 Hours

  o Masters of Science or Arts in Emergency Management, Preparedness, etc. (to include degrees with an emphasis in emergency management) will use years since completion of degree to determine training hours available for substitution:
    ▪ 0 – 5 Years since degree – 100 hours
    ▪ 5 +Years since degree – 50 hours

Contributions to the Profession Requirement:

Six contributions to the profession: (three for Associate and three for Executive Certification. Three are required to be completed in North Carolina) Additional details can be found on page 17.

Candidate Reference Requirement:

Three candidate references; one of which must be the applicant's current supervisor. Additional reference sources that qualify are: current supervisor; past supervisors (within five years); local, and state, or federal government officials; emergency service organization officials; local, regional, or national emergency management association officials.

Exam Requirement:

Candidate must pass 75% or better of the questions on a 100 question examination to receive the Executive Emergency Manager designation. The examination will be offered by the North Carolina Division of Emergency Management twice a year. Additional information on the exam can be found on page 12.

Essay Requirement:

Submission of an Emergency Management Essay to demonstrate knowledge, skills and abilities as specified in the instructions or a copy of their Certified Emergency Manager Credential. Additional guidance regarding the essay requirement can be found on page 19.

Recertification Requirements:

1. Recertification is required for both the Associate Emergency Manager and Executive Emergency Manager certifications
2. NCEM will make notifications of expiring credentials 1 year prior to their expiration date either through TERMS or manually.

3. Recertification must occur in five year intervals by submitting documentation which demonstrates completion of 100 classroom hours of continuing education. (75 hours in emergency management related subjects and 25 hours of general management courses).
4. No more than 25 hours are allowed in any given topic or specialty. As an example, an applicant may have 100 hours worth of Incident Command System (ICS) classes, however no more than 25 hours of ICS courses can be used for their application for certification.

5. Teaching emergency management courses may be substituted for attending courses to achieve 50 % of continuing education credits.
6. If an individual holds a CEM certification through the International Association of Emergency Manager's, the CEM Recertification process and documentation may be submitted in lieu of the NC recertification process.

If individuals do not recertify every five years, then they will lose their certification and must complete the required 100 hours of continuing education and retest at the appropriate certification level.

Training Hours Requirement Guidance:

1. Training courses must be taken within the last ten years

2. Training courses used for the Associate Emergency Manager may not be used for the Executive Emergency Manager application.

3. Degrees substituted for training hours for the Associate Emergency Manager application may not be used for the Executive Emergency Manager application.

4. Emergency management training is considered courses specific to the profession of emergency management and these courses are designated with an "E" in the referenced allocation chart found at: http://www.iaem.com/page.cfm?p=trainingallocationtables

5. General management training includes course content that can be applied beyond emergency management operations and is designated with "G" in the referenced allocation chart found at: http://www.iaem.com/page.cfm?p=trainingallocationtables should be used to determine what courses are eligible for emergency management or general management hours. It should be noted that a number of courses offered by the Emergency Management Institute, North Carolina Emergency Management or other training consortium partners are considered "general management" classes.

   Courses in the training allocation table found at: http://www.iaem.com/page.cfm?p=trainingallocationtables with an "E/G" can be used as either emergency management or general management training. Courses not found in the IAEM list can still be used, but documentation will need to accompany the certificate to show course objectives. The Candidate should add the training to either Emergency Management Training or General Management training as defined above.

6. Recommended course learning objectives make up the exam elements for both certification levels. Individuals are not required to complete the recommended courses to apply for either level of certification as long as you meet the hour and topic limit requirements stated in each level of certification.

7. The certification program will adopt the IAEM Training Course Allocation Table with NC accepted courses to determine number of hours for each course and accepted allocation for certification. (Certification Committee will make a recommendation to the TASAB on acceptance of courses not specifically identified in CEM Training Course Allocation Table).

8. Independent study courses can only count toward 10 % of meeting training requirement in each certification level.

9. Forums and Conferences may not be used to document training hours for initial certification (Associate or Executive) as they are listed as contributions to the profession. Forum and conference hours may be used for the recertification requirement for training hours.

10. Time documented during exercises does not count towards training hours for initial certification or recertification.

11. 1 full Continuing Education Unit (CEU) equals 10 hours of training. (A FEMA course equaling .2 CEU equals 2 hours). FEMA independent study courses provide a certificate of completion that is in CEUs.

12. One semester college course hour is equal to 15 training hours. (Example - 3 college credit hours is equal to 45 training hours)

13. Credit hours in a degree awarding program counts the same if on-line or in residence as outlined above.

14. The Emergency Management Academy is a program managed by the Emergency Management Institute with the focus on providing the new emergency manager a foundation of knowledge, skills, and abilities in the emergency management profession.

15. The certification program will incorporate the EMI Executive /Managerial Course into the Executive EM Coordinator Certification once the course is finalized. The North Carolina Division of Emergency Management Training and Exercise Management System (TERMS) should be used to document as many courses as possible. However, courses not listed in the applicant's TERMS transcript are still eligible (with documentation) for training hour allocations.

16. No more than 25 hours are allowed in any given topic or specialty. As an example, an applicant may have 100 hours worth of Incident Command System (ICS) classes, however no more than 25 hours of ICS courses can be used for their application for certification. Sample topic areas could be:

   - Incident Command
   - Recovery
   - Planning
   - Preparedness
   - Mitigation
   - Communications
   - Organizational Development
   - Response (Emergency Management Focus)
   - Prevention
   - Management
   - Budget / Financial Management
   - Leadership
   -

Exam Information:

1. The exam will be made up of multiple choice questions taken from the learning objectives of the Recommended Classes for the specific certification level.

2. Exam's will be given twice each year and be proctored by the North Carolina Division of Emergency Management. Applicants who do not achieve a 75% passing grade will need to wait until the next exam offering for their subsequent attempts.

3. The North Carolina Division of Emergency Management will be responsible for maintaining both of the exams and corresponding study guides for potential applicants.

4. Applicants should take and pass the exam prior to submitting their application packet. Once the exam has been passed, applicants have 1 year (2 submission cycles) to submit their full application for approval.

5. At a minimum, exam sessions will be offered at the spring and fall NCEM / NCEMA Conference. Additional exam sessions will be provided through the Branch Offices as needed and announced through the TERMS system.

Contributions to the Profession Options:

Candidates may only use each category below one time on their application for certification.

A. Active membership in an emergency management or related professional organization for at least three years.

B. Attend a state, regional or national educational session meeting or emergency management related conference.

C. Serve as an active member on a board, a committee, a task force, or a special project for a professional, emergency management or a jurisdictional organization.

D. Serve for at least one term as an officer or in a leadership position on a Board, a Committee, a task force, or a special project for a professional, emergency management or a jurisdictional organization.

E. Complete a special assignment or project for a jurisdictional or governmental committee or task force addressing emergency management issues. An example would be a special assignment or project for the county, LEPC, FEMA, EMI, etc. The resulting product or decisions must make a significant contribution to or impact on the emergency management profession.

F. Develop and participate in an educational or informational speaking engagement on an emergency management issue at a professional conference or public forum (including conferences, workshops, radio, television, educational video, etc.).

G. Complete a teaching or instructing commitment on an emergency management related topic for a minimum of three actual platform hours

H. Serve as a Developer, Evaluator or Controller for either a full-scale, functional, or a tabletop exercise or complete a disaster assignment outside the candidate's jurisdiction. Demonstrate a significant role in the exercise or assignment and describe the lessons learned through participation.

I. Write and have published (in print or on the Internet) an emergency management article, research project, brochure, or instructional pamphlet.

J. Develop and distribute a completed audio, video, audio-visual or computer software project directly related to emergency management.

K. Receive an award or special recognition in the field of emergency management by an outside agency, organization or association.

L. Complete a significant role as a full partner in the development or extensive revision of a course in emergency management offered at the state, national, or international level.

M. Testify before a legislative/regulatory body or contact an elected representative (the candidate must receive a written reply as a result of the contact), at the national or state level, on any emergency management-related issue.

N. Other contributions must be approved in advance by the NC TASAB.

Experience Documentation:

The candidate should submit a copy of their current Position Description or previous position descriptions which document their experience. Additionally, a narrative, signed by the candidate's current supervisor or County Emergency Manager verifying the following areas of experience should be included.

- Preparedness / Planning Experience
- Response Experience
- Recovery Experience
- Mitigation / Prevention Experience
- Disaster Experience to include:
  - Disaster date and event details
  - The candidates role
  - Provide a description of your lessons learned from the event
- Major Role in a Full Scale Exercise (in lieu of disaster experience)
  - Describe the exercise
  - The candidates role
  - Provide a description of your lessons learned from the exercise

ESSAY Guidance

The candidate's essay must be typewritten (12 point font, Times New Roman) and double-spaced to ensure ease and accuracy of review. Candidates are encouraged to edit your work and use the spell checker. They should then set it aside for awhile, then review it one more time before submission.

A. **Introduction** – The essay requirement will assess the candidate's knowledge, skills, and abilities through practical problem-solving analyses of an emergency management scenario. The Certification Committee will review and critique the essay based on the management concepts of planning, organizing, leading, controlling and communicating.

1. Knowledge of the four phases of emergency management;

2. Knowledge of human behavior and its impact during a disaster;

3. Knowledge of an organization and the environment in which it operates;

4. Knowledge of codes, legislation, regulations, forms, and other documents which impact on the emergency management function;

5. Skill in leading people;

6. Skill in building and maintaining internal and external alliances;

7. Skill in communication;

8. Ability to manage an organization strategically (long-range) and tactically (short-range);

9. Ability to acquire and manage human, material, and financial resources;

10. Ability to manage multiple priorities utilizing creative problem-solving techniques;

11. Ability to make and convey decisions in a timely manner; and

12. Ability to present materials and ideas in a logical, rational, clear, and concise manner.

B. **Completion Guidelines** – In completing the management essay, ensure it includes, at a minimum, the following points:

1. Identify the problem to be solved;

2. Identify the objective to be achieved;

3. Describe necessary actions required to achieve the objective and the problem solution;

4. Describe the intended outcome (behavioral, technical, equipment and/or supplies, financial, etc.) as a result of implementing the necessary actions;

5. Describe the human resources used in the process; and

6. Describe the material resources used in the process

ESSAY Scenario

Disaster County is a rural North Carolina county of almost 100,000 people. You recently assumed the responsibilities of County Emergency Manager in charge of emergency preparedness and response. You just completed a self-inspection of the county's emergency management program and discovered the following:

- The emergency response/recovery plan is obsolete (7 years old) and contains numerous erroneous and conflicting statements. At a meeting with the County Manager, you explained your findings, yet the Manager expresses very little interest in the subject. "You are the emergency manager. I hired you to fix this. It is your responsibility," said the Manager.

- There is a genuine lack of interest and involvement throughout the county. Implementing instructions and checklists are not current, equipment is missing and/or in need of repair and personnel are not familiar with their required actions during an emergency/contingency situation.

- The emergency operations center (EOC) is usually used as a conference or meeting room and has to be converted over for use during emergencies. Supplies and communications equipment has to be brought in from other offices.

- The person you replaced had the County convinced that the program was in excellent shape. After all, the county had not experienced a major emergency or disaster in the last seven years and the emergency management budget has remained steady. He was also a respected member of the community who socialized with senior department heads on a regular basis.

How will you approach the challenge of implementing an efficient, well-organized comprehensive emergency management program?

IAEM Certification Reciprocity

Current certification holders of the International Emergency Management Association (IAEM) Certified Emergency Manager or Associate Emergency Manager (CEM, AEM) credentials may apply for reciprocity to the North Carolina Emergency Management Training and Standards Advisory Board.

Applicants will be required to submit documentation proving a current (non-expired) IAEM credential, as well as documentation showing North Carolina experience and contributions to the profession. The table below outlines the reciprocity path and required documentation.

IAEM Credential	NC Years of Experience Documentation	NC Contributions to the Profession Documentation	NCEM Credential
CEM	2 Years of NC Emergency Management Experience	3 NC Contributions to the Profession	Executive Emergency Manager
AEM	1 Year of NC Experience	2 NC Contributions to the Profession	Associate Emergency Manager

Applicants wishing to apply for IAEM Reciprocity should use the Application Template for Reciprocity to ensure all appropriate documentation is provided. Applications are due to the Training and Standards Advisory Board and will be reviewed on the same timeline as regular applications.