

# HSEM Certified Instructor Program Guide



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## Purpose

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The Minnesota Division of Homeland Security and Emergency Management's (HSEM) Training Program is a primary source of emergency management and homeland security training for local and state emergency management professionals, first responders, and other emergency management professionals. HSEM strives to maintain a cadre of qualified instructors to teach the emergency management and homeland security courses offered by HSEM. This guide outlines the requirements and expectations of instructors who teach classes found in this document.

This guide also serves as a reference for individuals aspiring to teach courses found in this document, while representing HSEM's Training Program. Individuals who would like to apply to be added to the HSEM Instructor List must review this document and fill out and submit a MN HSEM Instructor Application to [hsem.training@state.mn.us](mailto:hsem.training@state.mn.us). The application can be found on the HSEM Training website.

This is a living document that is subject to change. This document should to be viewed as a guide, with the understanding that HSEM and its Training Team may deviate from the guide, in certain situations.

THIS GUIDE WAS APPROVED ON JULY 23, 2021.

THERE HAVE BEEN NO UPDATES TO THIS GUIDE SINCE ITS APPROVAL DATE.

## General Instructor Qualifications

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The following are general qualifications required of Minnesota Homeland Security and Emergency Management (HSEM) Lead Instructors and Associate Instructors (whether the instructor teaches in person or virtually). Applicants will be vetted by the HSEM Training Team and other relevant subject matter experts to ensure applicant qualifications are satisfactory.

- Successful completion of the course(s) for which the application is being submitted to instruct. This is documented by training certificates or course transcripts.
- Successful completion of a formal instructor training, instructional skills course, possession of an instructing certificate or degree from an accredited college or university, or experience successfully instructing adult learners. This is documented by training certificates, diplomas or a brief explanation of experience delivering adult education.
- Successful completion of a train-the-trainer (TtT) course, if applicable. HSEM will waive this requirement for courses that do not have a TtT course available.
- Operational experience in the subject matter of the course; the instructor's resume or curriculum vitae can document this experience.
- Proficiency in course material and capable of using audio visual equipment.

In addition to the general qualifications listed above, instructors desiring to teach the courses outlined in Available Courses for Instruction must meet the course specific qualifications listed in this document.

The HSEM Certified Instructor Program Guide will be updated as classes are added or withdrawn from the list or requirements for instruction change. Visit the HSEM training website for updates. Current instructors will be notified of changes when they are made.

Subject matter experts (SMEs) who are assisting the Lead Instructor with a course are exempt from the qualifications requirements outlined in this document. However, SMEs must still adhere to all other applicable elements of this document. Lead Instructors should inform the HSEM Training Team if they intend to have SME.

## Selection of Instructors

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As instructing opportunities become available, the HSEM Training Team will utilize the HSEM Instructor List as a primary source for qualified and vetted instructors. Acceptance into the HSEM instructor cadre does not guarantee that HSEM will provide instructors routine teaching opportunities. When seeking instructors for particular courses, HSEM will notify all qualified instructors and will select from the respondents as described in the selection process.

Counties or agencies requesting courses included in this guide may select their own instructors as long as they are on the HSEM Instructor List. If a course requester wants HSEM to select an instructor(s), the following process for selection will be used:

- The Training Team will send an email to all qualified instructors and provide a response deadline.
- Instructors who volunteer to instruct a course will be selected based on the order in which the Training Team receives the notification of interest.
- The Training Team will also take into consideration the date the instructor last taught a course, to ensure equal opportunity for all qualified instructors.

Counties or agencies may choose to use paid, private instructors for some courses outlined in this document. HSEM highly encourages the host agency to choose paid private instructors from the HSEM Instructor List. If a county or agency chooses to pay a private instructor, HSEM will not be responsible for financial commitments, and the process lies solely with the county or agency. See Risk and Liability section for more details.

## Code of Conduct and Professionalism

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A certified instructor may be asked to periodically deliver courses to students of various professional backgrounds including, but not limited to: law enforcement, fire, emergency management, public health and hospitals, public private partners. It is imperative that those who attend courses receive the best instruction and curriculum as possible so that they might effectively plan for and respond in times of an emergency.

Below are some details for instructors regarding conduct and professionalism that are expected at all times while instructing for HSEM.

Instructors play an important role in helping emergency management professionals prepare to execute their professional tasks. A professional demeanor demonstrates to students that the instructor takes their education seriously and instills confidence in those being taught.

Instructors shall follow and promote the ideals of honesty, courtesy, capability, personal development, accuracy and the exchange of knowledge when dealing with students, other instructors, the public, employers, and HSEM Training.

The instructor shall adhere to the following principles:

- Conduct a safe instructional experience that meets the course objectives and embraces community safety.
- Train emergency services personnel to perform to the best of their ability and competency.
- Serve the profession with honor.
- Conduct themselves in a manner which will command respect and confidence.
- Present only those principles, practices, and information, which represent accepted state and national standards.
- Promote health and safety standards that ensure the protection of everyone participating in the training.

- Have a positive attitude and focus on the instruction of the course with the attention expected by the students and the State of Minnesota.
- Refrain from public criticism of students, other instructors, FEMA, HSEM staff or policies.
- Be considerate of students and treat them with respect and dignity, regardless of gender, place of origin, race, physical or mental disabilities, sexual orientation, religion, political beliefs, or economic status.
- Dress appropriately and professionally for the type of instruction being provided. Under certain conditions, t-shirts, hats, jeans, shorts, tank tops, or tennis shoes may be worn while instructing.
- Avoid inappropriate jokes and comments, and from using profane, insulting, harassing, or otherwise offensive language.
- Refrain from using multi-media, audio, or video demonstration that contains inappropriate language or content.

## Course Duties

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### **Pre-Arrival**

Instructors should be provided with a facility contact name and phone number. Instructors should contact a facility manager to ensure the doors are unlocked at the appropriate time, inquire about designated parking, and request contact information for someone on site the day of class for technology or climate control issues.

### **Arrival**

The Lead Instructor should arrive at least 45 minutes prior to the course start time to become familiar with the classroom arrangement, ensure technology is working appropriately, and meet with other instructors to make last minute changes or updates. Instructors should ensure directional signage is posted, if needed, at the facility. Lead Instructors are responsible for arranging arrival times for Associate Instructors and SMEs.

### **Verify Student Class Roster**

All enrolled students will be on the class roster, which will be made available to the Lead Instructor. If a student arrives to the class who is not on the class roster, the Lead Instructor should contact the HSEM Training Team prior to the start of the class, if possible.

### **Course Introduction**

Instructors are responsible for opening the course. During the course opening, an emergency briefing must be conducted (includes: emergency exits, meeting points, severe weather shelter locations) along with other housekeeping information such as restroom locations, break locations, recording of the class, use of electronic devices, student's participation expectations, smoking areas, and anything else pertinent to the course location and expectations.

## **Instruction**

Instructors are expected to cover all course objectives during scheduled class time. The length of the individual course sessions may vary due to the level of student participation, discussion, and other factors. Instructors should notify the HSEM Training Team if course sessions are routinely ending before or after the scheduled time frame.

Please limit personal stories and additional information, otherwise the consistency of the course will change. Limited personal examples are certainly welcome, but make sure to use examples from various disciplines (emergency management, law enforcement, school officials, public health, chaplains, etc.). Incorporate an all-hazards approach in the curriculum delivery as examples and scenarios (i.e. terrorism, earthquakes, floods, etc.). Instructors are responsible for making sure they use and follow the materials provided by HSEM.

For classes with multiple instructors, Lead Instructors should be present for the entire class.

Students are required to attend all sessions of the course; failure to do so may result in failure of the course and it is the instructor's discretion on whether or not to allow a student to miss a portion of the course, due to an emergency. If the Lead Instructor does not believe a student fulfilled the attendance requirement, the instructor should inform the student and the HSEM Training Team of the attendance issue.

## **Student/Instructor Communication**

The instructors should respond as promptly as possible to student requests, questions, or comments that are relevant to the course. If a student asks a question that the instructors cannot answer, inform the student that an answer will be provided at a later time or refer the student to appropriate HSEM staff.

Never penalize a student for raising a legitimate complaint about the course, as long as that complaint is raised in an appropriate and civil manner. Advise the student to write the complaint on the course evaluation so that the HSEM Training Team can take appropriate action. See Removal from the HSEM Instructor List section for more details.

## **Breaks**

Instructors will coordinate breaks. It is recommended that breaks be given at least every hour.

## **Exams**

Accommodate students that need exams read to them or, when possible, give them extra time to complete exams. If a student cannot complete an exam in the allotted time, the HSEM Training Team will make arrangements with that student to allow them to test at another time.

## **Grading Exams**

For courses that have a final exam, instructors should grade these prior to dismissing students. If a student does not receive a passing grade, they will have the opportunity to re-take the exam after consulting with the Lead Instructor and the HSEM Training Team.



## Course and Instructor Evaluations

Once the course is completed, students will evaluate the course and instructor on the HSEM Learning Management System (LMS). The HSEM Training Team will review the evaluations and submit results to the Lead Instructor. All instructors should review the evaluations when the HSEM Training Team submits the results to the Lead Instructor. Instructors should note any major issues so they can be corrected prior to future courses. The HSEM Training Team may hold a Course Feedback Session to review course evaluations and receive feedback from instructors.

## Student/Course Problems

Contact the HSEM Training Team immediately if there are any student and/or course related issues.

## Course Materials

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The decision to utilize printed course materials or utilize electronic course materials will be left to the discretion of the instructor, but electronic course materials are preferred by the HSEM Training Team due to the cost and logistics associated with printed material. The instructor's preference for printed or virtual materials must be conveyed to the HSEM Training Team upon scheduling a course.

Instructors will share course materials with the HSEM Training Team, who are responsible for vetting and approving all course materials for HSEM courses. The HSEM Training Team will verify that course materials are accurate, orderly, objective-driven, appropriate, and meet or exceed all standards set forth in this document.

To that end, instructors must abide by the following directives:

- Submit a complete copy of all course materials to the HSEM Training Team at least 30 days before the next scheduled course date.
- After submission, inform HSEM Training Team of any additions or modifications made to course materials.
- Share materials with Associate Instructors at least 30 days prior to the scheduled course date.
- Do not distribute course materials to anyone other than HSEM Training Team or Associate Instructors.
- Do not delete any materials from FEMA courses. These materials must be presented as written by FEMA.

## Electronic Course Materials

Materials will be provided in electronic format to all HSEM Certified Instructors. To request materials please contact [hsem.training@state.mn.us](mailto:hsem.training@state.mn.us) or 651-201-7441.

Instructors are expected to have their own hard copy instructor manual, if applicable.

Printed materials will be provided to students should accommodations be requested, even if the instructor chooses to utilize electronic course materials.

## **Printed Materials**

For courses supported by HSEM, the course materials will be printed by the HSEM Training Team and shipped to the course location no later than one week prior to the first day of the class, unless otherwise requested by the instructor and coordinated with the site host.

The number of materials printed for the course will be calculated by the number of course registrants.

Instructors will not need to print or bring course materials for students, but are expected to have their own copy of materials needed for the course.

For trainings NOT hosted by HSEM, but are supported by HSEM, it will be the responsibility of the instructor to work with the course host to ensure that the sign-in sheets are printed and ready for the start of class.

For trainings hosted by HSEM, the course materials, sign-in sheets, and examinations (when applicable) will be provided to the instructor at the time of course delivery.

If printed material will be used, accommodations will be taken into consideration for students.

A thumb drive with the course materials will be provided to the Lead Instructor as a backup in the event the materials sent by HSEM were not available or sufficient.

## **Virtual Training Materials**

If a course is conducted virtually, the course materials may be provided electronically to the students prior to the start of the class by the HSEM Training Team. The materials will also be provided as a file in the virtual learning platform. For more information on Virtual Training, see Virtual Training section.

## **Virtual Training**

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In an effort to ensure the continuation of learning in Minnesota for emergency managers, first responders and partners, HSEM established the capability of virtual learning. Creating a virtual learning environment allows students to continue vital learning in a non-congregate setting. The HSEM Training Team will work with instructors to provide accommodations when necessary.

An important virtual learning goal is that students will interact with each other in a similar way they would in a classroom setting. Students will be encouraged to engage the instructors and their peers to establish professional relationships. HSEM will continue to offer courses in a classroom setting, but the use of a virtual learning ensures the continuity of valuable training to those who need it.

HSEM will maintain its high standard of adult education whether the training is conducted in person or virtually.

While teaching a course in the virtual environment has many benefits, there are some additional expectations of all instructors. Some of these additional expectations are:

- Instructors are required to use an electronic device that has a speaker, microphone and camera.
- Instructors are expected to be proficient in virtual instruction and the use of the virtual classroom.

- Instructors are expected to have a reliable internet connection capable of presenting and streaming video and audio.
- Instructors will coordinate with each other prior to each class to ensure the instructional units are divided up and assigned accordingly.
- In case of a disruption, each instructor should be prepared to cover for the other instructor.
- Instructors are required to attend virtual classroom upload and practice sessions prior to the scheduled course.

For more information on virtual training course materials, see Course Materials section.

## Post Course Activities

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Instructors conducting classes for HSEM should ensure the attendance sheets, course materials, and exams are returned to the HSEM Training Team.

It is preferred the documents be scanned and emailed to the HSEM Training Team. If it is not possible to scan and email, please send the documents and supporting materials to:

- HSEM Training  
445 Minnesota Street  
Suite 230  
St. Paul, MN 55101

### Attendance

The Lead Instructor is responsible for submitting attendance records to the HSEM Training Team within two business days of the course delivery. If more time is needed, the Lead Instructor will notify the HSEM Training Team. At times, attendance will be taken electronically in the Virtual Learning Classroom and the Lead Instructor would not be responsible for submitting attendance records.

### Course Materials

The Lead Instructor is responsible for working with the HSEM Training Team to ensure all applicable course materials are returned to the appropriate place. Course materials can include additional printed handouts, posters, and electronic devices.

### Exams

If the course included an exam(s), all exams must be graded and submitted to the HSEM Training Team within 2 business days of the course delivery. If more time is needed, the Lead Instructor will notify the HSEM Training Team.

If the Lead Instructor scans and emails exams to the HSEM Training Team, the Lead Instructor is responsible for destroying the original exams. The Lead Instructor must confirm scanned exams were received before destroying the original exam. If the Lead Instructor is unable to destroy the original exams, they can mail the exams to the HSEM Training Team.

## Course Feedback Sessions

The HSEM Training Team will conduct course feedback sessions with Lead Instructors and Associate Instructors within 2 weeks of the course delivery.

## Course Completion Certificates

A standardized course certificate must be used for all HSEM supported courses. The HSEM Training Team will generate the certificates after the course is completed and after the sign-in sheets and tests (when applicable) are received from the Lead Instructor.

HSEM will not provide certificates for courses not supported by HSEM or courses with instructors not found on the HSEM Instructor List.

## Instructor Cancellation

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HSEM training courses are in high demand. Emergency management professionals take time away from their usual duties and incur travel expenses to attend training. The intent of this section is to prevent class cancellation and allow the HSEM Training Team enough time to find a replacement instructor, if needed.

When an instructor is selected, and agrees to teach a course, it is expected that they will keep that assignment. Unforeseen circumstances may arise that prevent an instructor from teaching when scheduled. In the event that an instructor is unable to teach on a scheduled date, the instructor must provide as much notice as possible to the HSEM Training Team.

- Lead Instructor status will be subject to review by the HSEM Training Team if the instructor cancels their assignment with less than 24 hours notice, two times in a given year.
- If a Lead Instructor cancels their assignment with at least 24 hours notice, but does so on three occasions in a given year, the instructor's status will be reviewed to determine if the instructor's schedule or other circumstances are incongruous to remaining on the HSEM Instructor List.
- If it is determined during review by the HSEM Training Team that cancellations by a Lead Instructor have been excessive and/or detrimental to the program, the instructor may be suspended from active status for one year from the time of the review.
- If the instructor is interested in teaching again after the one year suspension, the instructor must notify the HSEM Training Team, and their instructor qualifications are subject to review by the team before reinstatement.

See Excessive Cancellation Removal under Removal from the HSEM Instructor List section for more details.

## Instructor Compensation

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### Grant Funded & Other State Employees

FEMA provides significant grant funds to emergency management agencies including state, county, tribal nation, and city of the first class, which are utilized for staff salaries. Due to this funding, anyone who is partially or fully funded by any federal grant is not eligible for payment while instructing courses outlined in this document.

Lodging and mileage will be arranged or reimbursed by HSEM. Instructors should communicate reimbursement needs with the HSEM Training Team within two business days of the course delivery.

### **Private Instructor Compensation**

HSEM does not compensate instructors from the private sector to teach courses outlined in this document. Local and county governments, non-profit organizations, other private sectors, etc. can choose to act as a host site and compensate instructors following their own policies and procedures. It is highly recommended that the host agency utilize the training organizations whose instructors are found on the HSEM Instructor List.

See Risk and Liability section for more details.

## **Course Audits**

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In addition to routine reviews of course feedback with instructors, HSEM Training Team will periodically audit training courses to ensure that instructors are teaching to the expectations listed within this Guidance Document. These audits are critical to the integrity of the HSEM Training Program.

- These periodic audits may be unannounced or planned with the instructors and course hosts.
- Audits may be random or driven by course evaluations and/or virtual classroom data.
- The HSEM Training Team will inform the instructor(s) whether the audit is random or a follow-up to course feedback and data.
- Audits that validate unfavorable course evaluations may lead to coaching, additional training, and additional audits for instructors, depending on the nature of the issues at hand.
  - Consistently unfavorable course evaluations after coaching or additional training, may result in removal from the HSEM Instructor List.

## **Removal from the HSEM Instructor List**

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Instructors can be removed from the HSEM Instructor List for failure to comply with the policies and procedures outlined in this guidance. The instructor will not be eligible to teach HSEM supported courses as a Lead Instructor, Associate Instructor, or SME.

### **Excessive Cancellation Removal**

For excessive cancellation removal, the individual may resubmit a HSEM Instructor Application after the one-year suspension is complete. See Instructor Cancellation section for more details.

## **Instruction Quality Removal**

For instruction quality related removal, the individual may attempt to be reinstated. To be added back to the HSEM Instructor List, the individual may have to do the following, as determined by the HSEM Training Team:

- repeat instructor training
- retake the courses they desire to teach
- instruct under the supervision of a qualified instructor for three modules in three separate course sessions

The individual may then resubmit a HSEM Instructor Application for review by the HSEM Training Team.

See Course Duties section for more details.

## **Professionalism and Code of Conduct Non-Compliance Removal**

For behavior related removal, such as removal for bullying or harassment, the individual will not be added back to the HSEM Instructor List.

## **Risk and Liability**

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The HSEM Training Program is a primary source of emergency management and homeland security training for local and state emergency management professionals, first responders and other emergency management professionals in the state of Minnesota. To ensure that students attending courses supported by HSEM receive the highest quality instruction, HSEM will only recognize certificates for classes listed in this policy, which are issued by HSEM, FEMA, FEMA Consortium Partners, FEMA Certified Instructors, instructors vetted by other State Training Officers, and private party instructors found on the HSEM Instructor List.

HSEM's Instructors do not in any manner intend to certify emergency managers to serve as a warranty, representation, guarantee or promise with respect to the quality of performance or procedures utilized by students they instruct. The HSEM Instructor intends only to establish education, training and experience relevant to emergency management.

If an instructor is involved in an accident while traveling to, from or during a course when teaching for HSEM, they should contact the HSEM Training Team as soon as possible. The HSEM Training Team will work with the instructor and HSEM leadership and follow the appropriate processes and policies.

## Available Courses for Instruction with Requirements

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Please review the instructor qualifications section of this policy. There are base requirements in addition to the requirements below. Exceptions may be allowed at the discretion of the HSEM Training Team and other relevant subject matter experts.

### All Courses

- Must have completed this course as a student and include the course certificate in the application packet.
- Successfully completed the most current (at time of application submittal) IS-100, 200, 700 and 800.
- An HSEM approved instructional course such as G-141 Instructional Presentation and Evaluation Skills.

### MN-0950 Introduction to Emergency Management in Minnesota

- Completed HSEM's Basic Emergency Management Certificate learning path.

### PDS-0230/0235 Principals of Emergency Management/ Emergency Planning

- Completed HSEM's Basic Emergency Management Certificate learning path.

### PDS-0240 Leadership and Influence

- Completed HSEM's Basic Emergency Management Certificate learning path.

### PDS-0241 Decision Making and Problem Solving

- Completed HSEM's Basic Emergency Management Certificate learning path.

### PDS-0242 Effective Communication

- Completed HSEM's Basic Emergency Management Certificate learning path.

### G-0191 Incident Command System/Emergency Operations Center

- Completed HSEM's Basic Emergency Management Certificate learning path.
- Completion of ICS Train-the-Trainer (E/L-449).

### G-0205 Recovery from Disaster, the Local Government Role

- Completed HSEM's Basic Emergency Management Certificate learning path.

### DIR-2000 HSEM Grants Management EMPG, HSGP and E-Grants

- Must be HSEM grant program manager or supervisor of a grant program.

**DIR-2001 Disaster Assistance/Recovery Programs Federal Stafford Emergency and Disaster Declarations, MN Chapter 12, 12a, 12b, State Disaster Program Management**

- Completed HSEM's Basic Emergency Management Certificate learning path.

**DIR-2002 Minnesota Initial/Local Damage Assessment and Assistance Request Process**

- Completed HSEM's Basic Emergency Management Certificate learning path.
- Should be extremely knowledgeable in the field of HSEM's damage assessments and assistance request process.

**G-0393 Hazard Mitigation for Emergency Managers**

- Completed HSEM's Basic Emergency Management Certificate learning path.
- Should be extremely knowledgeable in the field of mitigation and reducing/eliminating long-term risk from hazards.

**G-0272 Warning Coordination**

- Completed HSEM's Basic Emergency Management Certificate learning path.

**G-0288 Local Volunteer and Donations Management**

- Completed HSEM's Basic Emergency Management Certificate learning path.

**G-0358 Evacuation and Re-Entry Planning**

- Completed HSEM's Basic Emergency Management Certificate learning path.

**G-0557 Rapid Needs Assessment/Local Incident Size-Up and Command**

- Completed HSEM's Basic Emergency Management Certificate learning path.

**G-2300 Immediate Emergency Operations Center Functions**

- Completed HSEM's Basic Emergency Management Certificate learning path.
- Completion of ICS Train-the-Trainer (E/L-449).
- Experience with EOC activation and deactivation procedures, activation levels, multiagency coordination, the relationship between the EOC and the on-scene Incident Command System (ICS) structure as well as identifying staffing, information, systems and equipment needs at the EOC.



#### **L-0146 HSEEP**

- Master Exercise Practitioner preferred, but not required.
- Should have at least 5 years of exercise planning experience in developing and coordinating Tabletop, Functional and Full Scale Exercises with documented experience in the exercise development process (concept and objectives, initial/mid-term/final planning meetings and after action meeting).
- Should have experience as a Simulator, Controller, Evaluator, Facilitator and Exercise Planning Lead.
- Should have experience in the development of After Action Reports/ Improvement Plans using HSEEP.

#### **G-300 (ICS) Intermediate Incident Command System**

- Completed HSEM's Basic Emergency Management Certificate learning path.
- Completion of ICS Train-the-Trainer (E/L-449).
- Served in an ICS command or general staff position during a disaster or exercise that went beyond one operational period or required a written IAP (Instructors failing to meet the experience requirement but meeting all other qualifications should document their experience and submit the application for review anyway).

#### **G-400 (ICS) Advanced Incident Command System**

- Completed HSEM's Basic Emergency Management Certificate learning path.
- Completion of ICS Train-the-Trainer (E/L-449).
- Served in an ICS command or general staff position during a disaster or exercise that went beyond one operational period or required a written IAP (Instructors failing to meet the experience requirement but meeting all other qualifications should document their experience and submit the application for review anyway).

## Glossary

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**Lead Instructor:** an instructor found on the HSEM Instructor List, who has the primary responsibility of communicate with the HSEM Training Team and will be present during the entire course for which they are teaching. The Lead Instructor is responsible for pre and post course activities.

**Associate Instructor:** an instructor found on the HSEM Instructor List, who is assisting the Lead Instructor, but is not responsible for communication with the HSEM Training Team, pre and post courses activities, and can be absent for portions of a course if needed, as long as it is arranged with the Lead Instructor.

**Subject Matter Expert:** The Subject Matter Expert, or SME, is not required to be on the HSEM Instructor List, but must adhere to applicable sections of this document (e.g. Code of Conduct and Professionalism). The SME will work directly with the HSEM Training Team and/or the Lead Instructor.