



Standard Operating Guidelines

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Title/Subject:

All-Hazards Communications Unit
Entry-Level Position-Specific
Recognition Guidelines

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1. Scope

This Standard Operating Guideline (SOG) applies to those individuals who meet the recommended U.S. Department of Homeland Security (DHS) guidelines for eligibility, training and experience for All-Hazards Communications Unit positions, and are requesting recognition within the State of Wisconsin. Under Wisconsin Statute § 16.9645 and the 2014 Statewide Communication Interoperability Plan (SCIP) Goal #4, Wisconsin's Interoperability Council (IC) and the Statewide Interoperability Coordinator (SWIC) are charged with developing and implementing a policy for contacting and deploying qualified Communications Unit personnel that have successfully completed this recognition process.

This document references positions within the Communications Unit such as a Communications Unit Leader (COML), Communications Unit Technician (COMT) and other positions within the Communications Unit as they pertain to All-Hazards emergency response classifications; such references are not intended to reflect Red Card positions, as recognized under National Wildfire Coordinating Group (NWCG) or other existing organizational guidelines.

Individuals seeking credentialing for a position within an All-Hazards Incident Management Team (AHIMT) for Type 3 or higher must complete a separate process outside the scope of this SOG.

2. Purpose

The purpose of this SOG is to describe the process for requesting recognition for position-specific roles within the Incident Command System (ICS) organization, specifically in the Communications Unit. The process described is specific to Communications Unit personnel within the State of Wisconsin.

This SOG defines the minimum standards for Communications Unit positions in the Wisconsin Communications Unit Recognition Program.

This SOG is not written for the purpose of establishing minimum personnel standards and qualifications to be used as a basis of asserting liability against any of the participating agencies or entities. It contains statements of best practices. In many cases, the best practices contained within this document strive to exceed and improve upon prevailing standard practices, standards, and qualifications. This guidance document is not intended for use in a court of law to determine an applicable standard of care or minimum qualifications for emergency response personnel under any circumstances.

The intent of this guidance is to define and develop human resources deemed qualified to fill a Communications Unit position per the current national standards indicated in respective Position Task Books (PTB).

2.1. Objectives

1. Establish minimum training and recognition standards for Communications Unit personnel.
2. Define the minimum required training and guide the development of skills and knowledge outside of the formal classroom environment for Communications Unit position-specific trainees to obtain recognition within the State of Wisconsin.
3. Define criteria to obtain and maintain recognition status for position-specific roles within the Communication Unit.
4. Retain the foundation of the performance-based qualification system established and implemented through a national qualification system, and expand the performance-based evaluation process to include State recognition requirements.



3. Background

The National Incident Management System (NIMS) is a comprehensive, nationwide approach to incident management that provides a template to effectively and efficiently prepare for, prevent, respond to, and recover from domestic incidents, regardless of cause, size, or complexity. It is applicable across functional disciplines at all jurisdictional levels.

A key feature of NIMS, the Incident Command System (ICS), is a standardized, on-scene, all-hazards incident management approach that represents organizational best practices and has become the standard for emergency management across the country. Within the NIMS ICS organizational structure, the Communications Unit plays a critical role and is responsible for: developing plans for the use of incident communications personnel, equipment and facilities; coordinating, installing and testing communications equipment; supervision and operation of an Incident Communications Center (ICC); and the distribution, maintenance, repair and recovery of incident communications equipment.

3.1. Communications Unit Positions

Positions within the Communications Unit may include:

- Communications Unit Leader (COML)
- Incident Communications Center Manager (INCM)
- Radio Operator (RADO)/Incident Tactical Dispatcher (INTD)
- Incident Communications Technician (COMT)
- Technical Specialist (THSP)
- Auxiliary Communications (AUXCOMM)
- Communications Coordinator (COMC)
- Message Runner

The following duties are a sample listing of duties and are not all inclusive:

Communications Unit Leader (COML)

1. Plans and manages the technical and operational functions of the Communications Unit during an incident or event
2. Supervises the Communications Unit. Manages Communications Unit personnel (INCM, RADO/INTD, COMT, THSP)
3. Participates in incident action planning.
4. Prepares the Incident Radio Communications Plan (ICS Form 205)

Incident Communications Center Manager (INCM)

1. Establishes and manages an ICC
2. Supervises RADO/INTD positions
3. Assists the COML

Radio Operator (RADO)/Incident Tactical Dispatcher (INTD)

1. Staff positions in the ICC
2. Also referred to as "Incident Dispatchers" or "Tactical Dispatchers"
3. Receive specialized training to operate in an incident-based environment
4. Includes Telecommunicator Emergency Response Taskforce (TERT) resources



Communications Technician (COMT)

1. Responsible for supporting the technical functions of the Communications Unit
2. Install, test, trouble shoot communications systems
3. Identify requirements for radio system coverage
4. Support battery needs
5. Resolve interference issues
6. Program radios
7. Maintain/repair equipment

Technical Specialist (THSP)

1. Possess expertise in specific types of communications technology:
Gateways, radio caches, telephone, data, mobile communications assets, Geographic Information System (GIS)

Auxiliary Communications (AUXCOMM)

1. Considered a Technical Specialist in the Communications Unit
2. Provide communications support to public safety, emergency management, and other government/non-government agencies
3. Includes emergency, backup, or supplemental communications support during unexpected emergencies, planned events, or training exercises

Communications Coordinator (COMC)

1. Provides support to the Communications Unit and COML. Not technically a part of the Communications Unit
2. Responsibilities frequently performed by Emergency Support Function (ESF) #2 representative or Public Safety Communications Center supervisor. May operate at the local, regional, state, or federal levels
3. Performs frequency coordination responsibilities within a region or a state during an incident or event
4. Reviews Incident Radio Communications Plans to ensure communications channels/talkgroups are allocated and used effectively. Works with the COML to assign channel/talkgroup resources in support of the Incident Radio Communications Plan
5. Coordinates among multiple incident sites, dispatch centers, incident command personnel, etc., to prevent or resolve interference issues

At smaller scale incidents or events (e.g., Type 4 or 5), the COML may be the only person within the Communications Unit; therefore, an individual serving as a COML must also have a working knowledge of the roles and responsibilities of the subordinate positions. During all-hazards emergency response operations, effective communications among multiple jurisdictions, disciplines, and agencies is essential. Ineffective or poorly coordinated on-scene communications can potentially compromise critical operations.

The U.S. Department of Homeland Security (DHS)/Office of Emergency Communications (OEC), and FEMA have established a national all-hazards training curriculum for all positions within the Communications Unit.

Following completion of the all-hazards training curriculum, it is the responsibility of each state to establish a process for recognition of qualified Communications Unit personnel.



4. Guidance

With the publication of this version of guidelines, the standards established are the minimum to be met by participating agencies, organizations, and individuals that choose to participate in the Wisconsin Communications Unit Recognitions Program. The Wisconsin Communications Unit Recognitions Program is implemented to provide guidance and minimum standards for the development of Communications Unit Positions.

Candidates applying for recognition under these guidelines must have a governmental agency or a nationally recognized NGO as a sponsor. Candidates must be approved to participate by their primary or home organization. Candidates who have begun the process of qualifying for a position under NWCG guidelines can continue to use those standards in parallel to the qualifications in this SOG.

4.1. Document Terminology

The terms “shall,” “must,” “will,” and “required” are used throughout this document to indicate required parameters and to differentiate from recommended parameters. Recommendations are identified by the words “should,” “may,” “desirably,” and “preferably.”

5. Categories for Response

In an effort to provide effective communications support during emergency incidents, planned events, or exercises, Wisconsin established five categories for response:

1. **Agency (Type 5):** Deployment in support of home agency only
2. **County (Type 4):** Deployment in support of any agency within county of home agency
3. **Regional (Type 3):** Deployment in support of any agency within the home or adjacent WEM Region
4. **Statewide (Type 2):** Deployment in support of any agency within the state (must have documented agency authorization to deploy statewide)
5. **Out-of-State:** Deployment in support of out of state incidents following an EMAC or mutual aid request (must have documented agency authorization to deploy out-of-state)

Type 3 and higher category for response are governed and credentialed by a separate state agency

6. Steps Required to Obtain Recognition

The steps listed below are required to obtain entry-level recognition within the State of Wisconsin for position-specific roles within the Communications Unit.

1. Candidates must meet the prerequisites to attend all-hazards position-specific training.
2. Candidates must successfully complete all-hazards or the NWCG position-specific training.
3. Following training, candidates must complete the applicable Position Task Book (PTB) and other requirements listed in this SOG.
4. Candidates must submit request along with all required documentation described in this SOG to the Communications Unit Workgroup (COMU WG) for review. See *Appendix D* for additional information on the COMU WG.
5. The COMU WG will review the candidate’s documentation to determine eligibility for recognition in accordance with this SOG. The candidate may be asked to provide additional information or documentation if necessary.
6. If eligibility is confirmed by the COMU WG, the candidate’s application packet and appropriate recommendation documentation will be submitted to the Interoperability Council’s (IC) Land Mobile Radio (LMR) Subcommittee for consideration and recognition.
7. Once recognition is obtained, the candidate must comply with the provisions contained in this SOG to maintain and renew the recognition status for the desired Communications Unit positions to ensure that the candidate is still actively participating within their Communications Unit position (see Section 13).

Each step listed above is described in further detail in the following sections of this SOG.



7. Position-Specific Communications Unit Training Prerequisites

Candidates wishing to complete all-hazards position-specific training must meet the prerequisites listed below prior to attending the desired course(s). These prerequisites are based on the U.S. DHS Office of Emergency Communications (OEC) Technical Assistance catalog.

R = REQUIRED O = OPTIONAL, RECOMMENDED	COML	INCM	RADO/INTD	COMT	THSP	AUXCOMM	COMC
PREREQUISITE COURSES:							
IS-100(b)	R	R	R	R	O	R	R
IS-200(b)	R	R	R	R		R	
ICS-300	R	O	O	O			
ICS-400	O						
IS-700(a)	R	R	R	R	O	R	R
IS-800(b)	R	R	R	R		R	
PREREQUISITE DOCUMENTATION, EXPERIENCE:							
Complete and submit FEMA Form 119-25-1 – General Admissions Application	R						
Obtain FEMA Student ID	R						
Public safety background with experience in field operations	R		O/R	R			
Awareness of public safety communications technology	R	R	R	R			
Basic knowledge of local communications systems, frequencies and spectrum, technologies, local topography, system site locations including knowledge of local, regional, and State communication plans, and contacts	R			R			
Public safety background with technical experience in field communications (radio, telephone, data, SATCOM, etc.)				R			
Active Amateur Radio License						R	
Documented experience in Auxiliary Emergency Communications						R	
OEC Communications Unit Awareness Web Based Course at http://www.publicsafetytools.info/training/training_comu_overview.php		R	R				



8. Successful Completion of Training

Candidates who successfully complete all-hazards position-specific classroom training will receive a certificate of completion from the federal governmental agency that hosted the training.

9. Following Completion of Training

9.1. Introduction

The Wisconsin Communications Unit Recognition Program is a performance based recognition process system. The primary criterion for qualification and recognition is individual performance as verified by a qualified evaluator using nationally-recognized standards. In a performance-based system, qualification is based upon demonstrated performance as measured on incidents, events, normal job activities, or during training/exercises.

As such, the criterion for Wisconsin-specific qualification for Communications Unit positions is based on successful completion of required training followed by observation and evaluation to confirm skill level and proficiency. The Position Task Book (PTB) serves as the instrument used to demonstrate the ability to perform the duties and responsibilities of the desired Communications Unit position.

9.2. U.S. DHS Approved Position Task Book (PTB)

- a. **Training:** Candidates must first successfully complete the required training course(s) prior to obtaining and initiating their PTB. It is recommended but not required that those seeking recognition as a COML first complete the COMT recognition process.
- b. **PTB Completion:** The candidate must initiate their PTB in accordance with the instructions in the PTB for the desired Communications Unit position. The PTB contains tasks designed to demonstrate proficiency and the ability to perform the roles and responsibilities required of the position PTB Tasks are completed and observed under the following circumstances:
 - i. **O:** Can be completed in any situation (simulation, classroom, daily job)
 - ii. **I:** Must be performed on an incident, planned event*, or full scale exercise *
*Must be approved by the SWIC or designee.

Candidates may not initiate their PTB until they have successfully completed training. A candidate must initiate their PTB within eighteen (18) months of successful completion of training. Once the PTB is initiated, the candidate has a time frame of three (3) years to complete and submit their PTB and supporting documentation. A one (1) year extension may be granted upon request to the COMU WG so long as 2/3 of the PTB is completed at the time of the request. The request shall be submitted to the SWIC's Office. All tasks must have occurred on or after the date the PTB is initiated.

Successful completion of training courses, position tasks, and submission of PTB to the COMU WG does not guarantee an individual will be qualified or recommended for recognition by the COMU WG to perform in a COMU position.

Successful completion of all required tasks of the position, as determined by qualified evaluators, will be the basis for the candidate's application. Qualified evaluators include:

- A recognized COML may observe, evaluate and sign for PTB tasks for Communications Unit trainees.
- In lieu of a COML a recognized COMT may observe, evaluate and sign for PTB tasks for COMT trainees.

The PTB contains space to list four (4) qualified evaluators. If more than four evaluators observe tasks completed by the candidate, additional evaluator pages may be added to the PTB. Each qualified evaluator listed in the candidate's PTB must fully complete their Evaluator section, to include their recommendations.



The PTB is considered complete when:

- All tasks have been observed and signed off by a qualified evaluator
- The person responsible for administratively reviewing the PTB has completed the final evaluator section

10. Request for Recognition

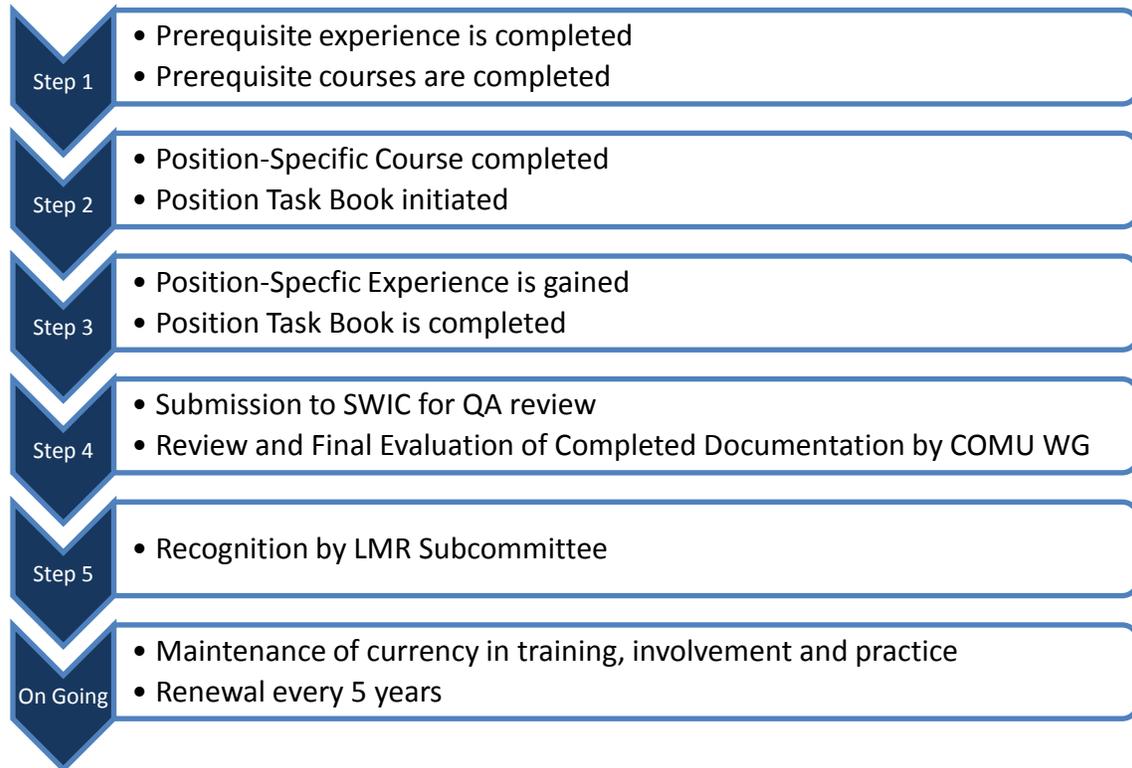
- a. **Application Process:** Prior to requesting recognition, candidates are responsible for ensuring they have completed the necessary requirements and have all appropriate documentation. A separate application package is required for each Communications Unit position. Eligible candidates desiring recognition must submit the following documents to the SWIC's Office:
 - i. Appendix A: Recognition Application Form
 - ii. Certificate(s) which confirms completion of all-hazards position-specific training, including proof of prerequisites
 - iii. Fully completed PTB with all required signatures, and recommendations that the candidate has successfully performed all tasks for the position and should be considered for recognition. In addition to the PTB, include the agency contact information.
 - iv. Written letter of acknowledgement/endorsement from their agency head or agency command-level representative
- b. **Candidate Application Review:** The SWIC's Office is the initial recipient of the candidate's application package. The SWIC's Office provides administrative support to the COMU WG in performing a Quality Assurance (QA) review of the candidate's documentation, training records, PTB, qualifications, and other information to ensure the application package is complete and in compliance with this SOG, and to confirm the candidate is eligible for recognition.
- c. **Historical Recognition:** When an individual seeking recognition is recognized by another state, territory, or tribe in a specific Communications Unit position, has previous out-of-state training, and on-the-job experience outside of Wisconsin, they may receive credit for that training and experience depending on the extent and currency of their knowledge. Historical recognition applicants will be reviewed on a case-by-case basis by the COMU WG. Applications for Historical Recognition shall be submitted to the SWIC's Office.

11. Review and Approval Process

- a. **Candidate Review:** The COMU WG will review the candidate's application package to consider approval for recognition in the desired Communications Unit position. They may also request an in-person interview with the candidate to obtain additional details. The candidate will be given one of the following dispositions from the COMU WG:
 - i. Approved: Candidate is approved for recognition for the requested Communications Unit position. The COMU WG shall forward the approved application to the LMR Subcommittee.
 - ii. Disapproved: The candidate's application package requesting recognition is not approved. The candidate will be informed of the reason for disapproval, and if applicable, a list of actions necessary if the candidate wishes to be reconsidered at a future date.
 - iii. Additional Information Required: The candidate must provide the COMU WG with additional documentation or information as specified in correspondence. The candidate will be given a timeframe within which the requested information or documentation must be provided. If the candidate fails to provide the requested information, the application package will be disapproved.
- b. **Documentation:** The LMR Subcommittee will complete the following actions for approved candidates:
 - i. Issue a certificate reflecting recognition status for the applicable Communications Unit position.
 - ii. Notify the candidate's home agency of the recognition status in the applicable Communications Unit position.



11.1. Review and Approval Process Diagram



12. Change in Status or Revocation

- a. **Change in status:** If an individual moves to a different agency, they must submit a revised recognition application with approval from the new agency head or designee within 90 days.
- b. **Revocation:** A recognition may be revoked when it is determined that the individual has performed in an unsatisfactory manner, for instance:
 - Taking inappropriate actions that lead to unsafe conditions on the incident or event
 - Intentionally misrepresenting incident qualifications
 - Deliberately disregarding identified safe practices

An official complaint shall be filed with the SWIC’s Office for review by the COMU WG. Requests for reinstatement shall be submitted to the SWIC’s Office. The process for reinstatement shall be handled on a case-by-case basis by an impartial party.

- c. **Appeals:** Appeals relative to denial of eligibility for recognition may be made by utilizing the following procedures:
 - i. The appeal must be submitted in writing by the Recommending Official to the SWIC’s Office no later than 30 days after notification of initial review and denial.
 - ii. Appeals must contain at a minimum, a description of the reason/circumstances leading to the appeal, supporting documentation, and the desired outcome.
 - iii. The appeal shall be reviewed by the COMU WG for a recommendation to the LMR Subcommittee.
 - iv. The appeal shall be reviewed by the LMR Subcommittee for a final decision. The individual requesting the appeal may elect to hear the appeal.
 - v. The SWIC’s Office shall submit the LMR Subcommittee’s decision in writing within 60 days of receipt of appeal. The decision of the LMR Subcommittee shall be final.



13. Renewal Process

The renewal process for recognition will occur every five (5) calendar years beginning in 2020. Those who were recognized under the previous COMU program shall complete the renewal process in 2020. Individuals who were recognized prior to January 1st of the preceding year shall complete the renewal process for the upcoming renewal year. Individuals who were recognized after January 1st of the preceding year shall complete the renewal process for the next renewal year.

For example, those who were recognized prior to January 1st, 2019 shall complete the renewal process beginning in 2020. Those who were recognized after January 1st, 2019 shall complete the renewal process beginning in 2025.

Materials to include in applicant's renewal packet:

- Appendix A: Recognition Application Form (check Renewal/Change in Status box)
- Appendix B: Incident/Event/Exercise Experience Record for any incident, event, or exercise that an individual participated in prior to renewal but after the individual was originally recognized
- Written letter of acknowledgement/endorsement from agency head or agency command-level representative indicating that the individual is still actively participating in the Communications Unit position for which they have been recognized

To request a renewal, please submit a hard copy of all renewal materials to the SWIC's Office at:

Wisconsin Department of Justice
ATTN: Interoperability Unit
17 W. Main Street
P.O. Box 2718
Madison, WI 53701-2718

14. Administration and Record Keeping

Centralized record keeping for personnel with recognition for Communications Unit positions in Wisconsin is provided by the SWIC's office. The SWIC's office will maintain the current Wisconsin Communications Unit Resource List.

Materials to include in applicant's recognition packet:

- Appendix A: Recognition Application Form
- Copies of Certificate(s) which confirms completion of all-hazards position-specific training, including proof of prerequisites listed in Section 7
- Fully completed PTB with all required signatures and recommendations
- Written letter of acknowledgement/endorsement from agency head or agency command-level representative

Please send hard copies of all materials to the SWIC's office at:

Wisconsin Department of Justice
ATTN: Interoperability Unit
17 W. Main Street
P.O. Box 2718
Madison, WI 53701-2718

For more information please email dojinteroperability@doj.state.wi.us or call 608-266-8913



15. Appendix A: Recognition Application

Initial Application Renewal/Change in Status Historical Recognition

POSITION FOR WHICH YOU ARE APPLYING _____

(Note: Separate applications must be submitted for each position applied for)

NAME _____

AGENCY _____

COUNTY _____

AGENCY ADDRESS _____

CONTACT PHONE NUMBER _____ 24/7 PHONE _____

CONTACT EMAIL ADDRESS _____

APPLICANT'S RANK/TITLE _____

APPLICANT'S SIGNATURE

DATE

I approve the applicant's participation in the Wisconsin Communications Unit Program in the following response areas:

AGENCY (Type 5)

COUNTY (Type 4)

AGENCY HEAD OR DESIGNEE SIGNATURE AND TITLE

DATE

AGENCY HEAD OR DESIGNEE NAME (printed)

AGENCY

For Type 1, 2, and 3 level deployments, an individual must obtain credentialing through an AHIMT as the scope of this SOG only applies to Type 4 and 5 level deployments



17. Appendix C: Incident Types & Complexity*

Type 5	<ul style="list-style-type: none">•The incident can be handled by one or two single resources with up to six personnel•Command and General Staff positions (other than Incident Commander) are not activated•No written Incident Action Plan (IAP) is required•The incident is contained within the first operational period and often within an hour to a few hours after resources arrive on scene•Examples include a vehicle fire, an injured person, or a police traffic stop
Type 4	<ul style="list-style-type: none">•Command and General Staff functions are activated only if needed•Several resources are required to mitigate the incident, including Task Force or Strike Team•The incident is usually limited to one operational period in the control phase•The agency administrator may have briefings, and ensure the complexity analysis and delegation of authority are updated•No written IAP is required but a documented operational briefing will be completed for all incoming resources•The role of the agency administrator includes operational plans including objectives and priorities
Type 3	<ul style="list-style-type: none">•When capabilities exceed initial attack, the appropriate ICS positions should be added to match the complexity of the incident•Some or all of the Command and General Staff positions may be activated, as well as Division/Group Supervisor and/or Unit Leader level positions•A Type 3 Incident Management Team (IMT) or incident command organization manages initial action incidents with a significant number of resources, an extended attack incident until containment/control is achieved, or an expanding incident until transition to a Type 1 or Type 2 IMT
Type 2	<ul style="list-style-type: none">•This type of incident extends beyond the capabilities for local control and is expected to go into multiple operational periods. A Type 2 incident may require the response of resources out of area, including regional and/or national resources, to effectively manage the operations, command, and general staffing•Most or all of the Command and General Staff positions are filled•A written IAP is required for each operational period•Many of the functional units are needed and staffed•Operations personnel normally do not exceed 200 per operational period and total incident personnel do not exceed 500 (guidelines only)•The agency administrator is responsible for the incident complexity analysis, agency administrator briefings, and the written delegation of authority
Type 1	<ul style="list-style-type: none">•This type of incident is the most complex, requiring national resources to safely and effectively manage and operate•All Command and General Staff positions are activated•Operations personnel often exceed 500 per operational period and total personnel will usually exceed 1,000•Branches need to be established•The agency administrator will have briefings, and ensure that the complexity analysis and delegation authority are updated•Use of resource advisors at the incident base is recommended•There is a high impact on the local jurisdiction, requiring additional staff for the office administrative and support functions

*Informational purposes only



18. Appendix D: Communications Unit Workgroup (COMU WG)

The purpose of the COMU WG is to ensure there is cooperation, communication, and coordination among the various stakeholders who are involved in the interoperable communications arena. This includes establishing and maintaining a viable and effective recognition system that will serve to enhance the professional credibility of the COMU positions. The COMU WG is composed of multi-disciplinary and multi-jurisdictional subject matter experts (SMEs).

COMU WG Membership and Organization

The COMU WG will be composed of the following members who are recommended by the Statewide Interoperability Coordinator (SWIC) and approved by the Interoperability Council:

- SWIC
- 6-8 SMEs who possess a high level of operational and/or training experience in the COMU field
- 1 WEM Training Officer/designee
- Regional Communications Coordinator from each of the six WEM regions

The SWIC will serve as the permanent chair of the WG. A vice-chair shall be elected by the membership.

A quorum is defined as 51% of the current members.

COMU WG Duties

The COMU WG will establish a proper record for any review or audit it performs. The WG is to establish processes and internal controls that subject each applicant to a standardized and proper level of review by the WG.

The WG shall:

- Make a determination on whether an individual meets the requirements for recognition
- Review all documents that establish that the position Trainee has completed all the position recognition criteria. Such documents include course records, certificates, PTBs, resumes, experience documentation, and incident personnel performance ratings
- Forward the application package with their recommendation to the LMR Subcommittee
- Make recommendations for COMU training opportunities
- Develop continuing educational processes and programs
- Develop regional response/call-out guidelines and processes

Meetings

The COMU WG will conduct a minimum of two (2) meetings per year.

Submitting Materials

Hard copies of position documentation and requests for recognition can be sent to the SWIC's Office at:

Wisconsin Department of Justice
ATTN: Interoperability Unit
17 W. Main Street
P.O. Box 2718
Madison, WI 53701-2718

For more information please email: dojinteroperability@doj.state.wi.us or call 608-266-8913

**19. Appendix E: Acronyms and Glossary of Terms**

Acronym	Definition
AHIMT	All-Hazard Incident Management Team
AUXCOMM	Auxiliary Communications
CASM	Communications Assets Survey and Mapping Tool
COMC	Communications Coordinator
COML	Communications Unit Leader
COMT	Communications Unit Technician
COMU	Communications Unit
COMU WG	Communications Unit Workgroup
DEM	Division of Emergency Management
DHS	U.S. Department of Homeland Security
DOJ	Wisconsin Department of Justice
EMAC	Emergency Management Assistance Compact
ESF	Emergency Support Function
FEMA	Federal Emergency Management Agency
GIS	Geographic Information System
IAP	Incident Action Plan
IC	Wisconsin State Interoperability Council
ICC	Incident Communications Center
ICS	Incident Command System
INCM	Incident Communications Center Manager
INTD	Incident Tactical Dispatcher
L/T IMT	Local/Tribal Incident Management Team
LMR	Land Mobile Radio Subcommittee
NIMS	National Incident Management System
NWCG	National Wildlife Coordinating Group
OEC	U.S. Office of Emergency Communications
PS Tools	Public Safety Tools
PTB	Position Task Book
QA	Quality Assurance
RADO	Radio Operator
SATCOM	Satellite Communications
SOG	Standard Operating Guidelines
SWIC	Statewide Interoperability Coordinator
TERT	Telecommunicator Emergency Response Taskforce
THSP	Technical Specialist
WEM	Wisconsin Emergency Management
WI	Wisconsin



Authority Having Jurisdiction (AHJ) – The AHJ is defined as the governmental unit having statutory responsibility for the incident or event.

Coach/Trainer – A Coach/Trainer is an individual that provides instructions and mentoring to a Trainee, whether in the classroom, on the job, planned event, or on an incident. The Coach/Trainer must be qualified in the position they are coaching or supervise that position in the ICS system. The Coach/Trainer should not perform the duties of the Evaluator at the same time so the integrity of the recognitions system is preserved.

Communications Unit Workgroup (COMU WG) – The purpose of the COMU WG is to ensure there is cooperation, communication, and coordination among the various stakeholders who are involved in the interoperable communications arena. This includes establishing and maintaining a viable and effective recognition system that will serve to enhance the professional credibility of the COMU positions. The COMU WG is composed of multi-disciplinary and multi-jurisdictional subject matter experts (SMEs). (See Section 18, Appendix D for a detailed description of the COMU WG)

Core Competencies – When a single PTB is used for multiple positions the core competencies are competencies that are common to all the positions identified in the PTB. If more than one position is to be evaluated using a single PTB, the position-specific competencies for each position may be evaluated in any order or at any time. *It is recommended that one position be completed before a second position is started.*

Currency – Successful performance on a qualifying incident, event, or exercise in a position or associated position for which an individual is qualified, at least once every five (5) years on a qualifying incident, event, or exercise.

Evaluator – An Evaluator is an individual that is responsible for evaluating a Trainee using a PTB. The Evaluator must be qualified in the position they are evaluating or be qualified in a position that supervises that position in the ICS.

Final Evaluator – The Evaluator who is signing the verification statement at the front of the PTB after all tasks have been completed. The Final Evaluator must be qualified and proficient in the position being evaluated.

Incident Command System (ICS) – Incident Command System is standardized, on-scene, all-hazards incident management approach that:

- Allows for the integration of facilities, equipment, personnel, procedures, and communications operating within a common organizational structure.
- Enables a coordinated response among various jurisdictions and functional agencies, both public and private.
- Establishes common processes for planning and managing resources.
- ICS is flexible and can be used for incidents of any type, scope, and complexity.
- ICS allows its users to adopt an integrated organizational structure to match the complexities and demands of single or multiple incidents.



Incident Complexity – Incident complexity is a characterization used to describe the level of difficulty, severity, or overall resistance to control, that incident management personnel face while trying to manage an incident or event to a successful and safe conclusion or to manage one type of incident compared to another type. It is essential to understand the relationship between certain position qualifications that are typed to correlate with incident complexity typing. (See Section 16, Appendix C for a detailed description of Incident Types and Complexity)

Interstate Incident Management Team Qualification System (IIMTQS) – A system for qualifying personnel in ICS positions associated with Type 3, 2, and 1 Incident Management Teams and certified for mobilization across state borders.

National Wildfire Coordinating Group (NWCG) – The purpose of NWCG is to coordinate programs for the participating wildfire management agencies so as to avoid wasteful duplication and to provide a means of constructively working together. Its goal is to provide more effective execution of each agency's fire management program. The group provides a formalized system to agree upon standards of training, equipment, qualifications, and other operational functions.

Position Performance Assignment (also called a "Trainee Assignment") – As assignment of an individual on an incident or qualifying exercise that is working as a Trainee with an open PTB in the position the individual is working towards recognition. The Trainee is being actively trained or coached by a Coach/Evaluator in a position during an assignment or is actually performing the task under the supervision of a qualified individual while completing the task identified in the PTB and being evaluated for the required experience to become recognized. The Evaluator and the Coach may be the same person; however, the functions of coaching and evaluating must remain separate in a Position Performance Assignment.

Position Task Book (PTB) – The PTB will serve as the "lesson plan" for a Trainee's on-the-job training. As the Trainee is capable of accomplishing tasks, the PTB serves as the official record documenting evaluation of the Trainee's performance. Successful completion, as determined by a qualified Evaluator, of all tasks required of a position is the basis for the final evaluation and recommendation that the Trainee be recognized. It is recommended a Trainee complete a PTB on a minimum of two qualifying incidents, events, or qualifying exercises – one of which should be an incident.

Qualifying Exercise – An exercise or simulation meeting the requirements as specified within this document. It is recommended that the qualifying exercise follow the Homeland Security Exercise and Evaluation Program (HSEEP) guidelines.

Qualifying Incident/Event – An incident or event that meets the incident complexity, duration of time, and relevancy to the COMU position that is necessary to provide sufficient opportunity for the individual to exercise the roles and responsibilities of the COMU position they are filling.

Recognition – Recognition of personnel ensures personnel possess a minimum level of training, experience, physical and mental fitness, and capability appropriate for a particular position.

Recommended Training – Training that is not required to be completed in order to qualify for a position but is recommended to support the position. This training is identified as a recommendation that may guide an individual to increase knowledge and/or skills. This may be acquired through on-the-job training, work experience, or training.



Recommending Official – The Recommending Official is the individual from the Trainee’s sponsoring organization who is recommending the candidate to be recognized and has the support of the sponsoring organization and is confirming the trainee’s completion of the position requirements.

State Credentialing Official – The State Credentialing Official is designated by the Administrator of Wisconsin Emergency Management (WEM) to sign and issue Individual Qualification Cards or other credentials and maintains records of what qualifications the employees in the organization hold. *Credentialing is NOT a function of the COMU WG or the Interoperability Council (IC).*

Trainee (The Individual) – An individual, approved by their Employing/Sponsoring Organization, who is preparing to be recognized for a COMU position once prerequisites are met and the PTB has been initiated.