

# Homeland Security Support Specialist Skill Standards



Critical Work Function	Key Activity	Key Activity	Key Activity	Key Activity	Key Activity	Key Activity	Key Activity
1. Manage Threat/Incident Information	1.1 Monitor, collect, and evaluate threat and/or incident information.	1.2 Organize and prioritize threat and/or incident information.	1.3 Analyze threat and/or incident information and draw conclusions.	1.4 Make recommendations with respect to threat and/or incident information.	1.5 Report and disseminate information about threat or incident and provide feedback on the information analysis process.		
2. Protect Key Assets and Critical Infrastructure	2.1 Collect critical infrastructure and key asset information.	2.2 Interpret and analyze critical asset and key infrastructure information.	2.3 Participate (attend) in-agency training on methods to protect key assets and critical infrastructure.	2.4 Conduct ongoing threat assessment to determine appropriate level of protection & response.	2.5 Provide key stakeholder guidelines and raise public awareness.		
3. Respond to All Hazards (Human, Natural, Technological)	3.1 Comply with national incident management system (NIMS).	3.2 Perform ongoing threat assessment and conduct triage of assets and infrastructures.	3.3 Coordinate and deploy response resources (equipment & personnel).	3.4 Maintain opsec (operation security) and infosec (information security).	3.5 Communicate with the public and the media.		
4. Manage Long Term Consequences of Events	4.1 Perform post incident assessment.	4.2 Ensure continuity of operations and government.	4.3 Clean up affected areas(s).	4.4 Manage victim long term care (to include first responders).	4.5 Manage donated items and re-equip, re-supply, or update inventory.	4.6 Determine best practices to manage consequences of future events.	4.7 Implement best practices learned from prior events and update response plans.
5. Educate/Train Agencies	5.1 Identify agency function and bring agencies together to develop relationships.	5.2 Develop training plans based on agency needs & cooperation.	5.3 Develop lesson plans & syllabi.	5.4 Deliver/assist in training (simulations, performance).	5.5 Evaluate training outcomes and obtain training feedback.		
6. Manage Resource Inventory	6.1 Inventory resources, assist in acquiring updated equipment, executing agreements to share resources, and identify available equipment for lease/loan.		6.2 Track advancements in related technology, research new methodologies, utilize new technologies.		6.3 Monitor incident equipment and human resource needs and provide support to HR.	6.4 Identify training needs in order to train personnel to manage resource inventory.	
7. Inform the Public	7.1 Develop professional, active relationship with media and a knowledge management program, and maintain database of contacts.		7.2 Develop non-incident information strategy, determine target audience, develop product appropriate to audience, evaluate audience feedback.				

<b>Occupational Title: Homeland Security Support Specialist</b>			
<b>Critical Work Function 1: Manage Threat/Incident Information</b>		<b>Occupational Skills, Knowledge &amp; Conditions</b>	
<b>Key Activity</b>	<b>Performance Criteria</b> <i>How do we know when the key activity is performed well or performed successfully?</i>	<b>Occupational Skills &amp; Knowledge</b> <i>What should the technician know and what skills should the technician have in order to do the activity?</i>	<b>Conditions</b> <i>What tools must the technician use in order to do the activity?</i>
1.1 Monitor, collect, and evaluate threat and/or incident information.	<p>1.1.1 Information types and sources, both online and off-line are identified and used as appropriate.</p> <p>1.1.2 Search engines and other search techniques are used effectively.</p> <p>1.1.3 Key terms and phrases that are relevant in a search are identified.</p> <p>1.1.4 The importance of certain information is recognized and understood, and its impact evaluated with to one's own area of responsibility.</p>	<p>Understanding of formal organizations and how they work</p> <p>Understanding of the American criminal justice system</p> <p>Knowledge of homeland security terms</p> <p>Knowledge of the Department of Homeland Security</p> <p>Knowledge of homeland security at state and local level</p> <p>Computer skills</p> <p>Knowledge of history, current events, world affairs</p> <p>Awareness of emergency response capabilities</p> <p>Knowledge of critical infrastructure and key assets</p> <p>Knowledge of world situations and threat elements</p> <p>Understanding of revolutionaries, terrorists, and their methods</p> <p>Understanding of potential threats to homeland security</p>	<p>Computers</p> <p>Internet</p> <p>Commercial databases</p> <p>Software packages related to field of specialization</p> <p>Security clearance</p> <p>Reference material (hard copy/electronic)</p>
1.2 Organize and prioritize threat and/or incident information.	<p>1.2.1 Information is classified into accepted groupings (such as critical vs. important vs. interesting; relevant or non-relevant; credible or not credible).</p> <p>1.2.2 Within the classified groupings information is ranked according to perceived level of significance.</p>	<p>Understanding of formal organizations and how they work</p> <p>Understanding of the American criminal justice system</p> <p>Knowledge of homeland security terms</p> <p>Knowledge of the Department of Homeland Security</p> <p>Knowledge of homeland security at state and local level</p> <p>Computer skills</p> <p>Knowledge of history, current events, world affairs</p> <p>Awareness of emergency response capabilities</p> <p>Knowledge of critical infrastructure and key assets</p> <p>Knowledge of world situations and threat elements</p> <p>Understanding of revolutionaries, terrorists, and their methods</p> <p>Understanding of potential threats to homeland security</p>	<p>Computers</p> <p>Internet</p> <p>Commercial databases</p> <p>Security clearance</p> <p>Reference material (hard copy/electronic)</p> <p>E-Groups</p> <p>Professional organizations</p>

<b>Occupational Title: Homeland Security Support Specialist</b>			
<b>Critical Work Function 1: Manage Threat/Incident Information</b>		<b>Occupational Skills, Knowledge &amp; Conditions</b>	
<b>Key Activity</b>	<b>Performance Criteria</b> <i>How do we know when the key activity is performed well or performed successfully?</i>	<b>Occupational Skills &amp; Knowledge</b> <i>What should the technician know and what skills should the technician have in order to do the activity?</i>	<b>Conditions</b> <i>What tools must the technician use in order to do the activity?</i>
1.3 Analyze threat and/or incident information and draw conclusions.	<p>1.3.1 Information is analyzed and accepted or rejected based on the validity of the information or the reliability of the source.</p> <p>1.3.2 Information is effectively categorized and summarized.</p> <p>1.3.3 Conclusions drawn as outcome of information analysis are documented and reported to stakeholders as required.</p>	<p>Understanding of formal organizations and how they work</p> <p>Understanding of the American criminal justice system</p> <p>Knowledge of homeland security terms</p> <p>Knowledge of the Department of Homeland Security</p> <p>Knowledge of homeland security at state and local level</p> <p>Computer skills</p> <p>Knowledge of history, current events, world affairs</p> <p>Awareness of emergency response capabilities</p> <p>Understanding of criminal procedures</p> <p>Knowledge of critical infrastructure and key assets</p> <p>Knowledge of world situations and threat elements</p> <p>Understanding of potential threats to homeland security</p>	<p>Computers</p> <p>Internet</p> <p>Commercial databases</p> <p>Software packages related to field of specialization</p> <p>Security clearance</p> <p>Reference material (hard copy/electronic)</p> <p>E-Groups</p> <p>Professional organizations</p>

<b>Occupational Title: Homeland Security Support Specialist</b>			
<b>Critical Work Function 1: Manage Threat/Incident Information</b>		<b>Occupational Skills, Knowledge &amp; Conditions</b>	
<b>Key Activity</b>	<b>Performance Criteria</b> <i>How do we know when the key activity is performed well or performed successfully?</i>	<b>Occupational Skills &amp; Knowledge</b> <i>What should the technician know and what skills should the technician have in order to do the activity?</i>	<b>Conditions</b> <i>What tools must the technician use in order to do the activity?</i>
1.4 Make recommendations with respect to threat and/or incident information.	1.4.1 Recommendations are consistent with the information evaluated during analysis  1.4.2 Viable and appropriately scaled options are defined in action recommendations.	Understanding of formal organizations and how they work Understanding of the American criminal justice system Knowledge of homeland security terms Knowledge of the Department of Homeland Security Knowledge of homeland security at state and local level Computer skills Knowledge of history, current events, world affairs Awareness of emergency response capabilities Understanding of criminal procedures Knowledge of FEMA regulations Knowledge of critical infrastructure and key assets Knowledge of world situations and threat elements Understanding of revolutionaries, terrorists, and their methods Understanding of potential threats to homeland security	Computers Internet Commercial databases Software packages related to field of specialization Security clearance Reference material (hard copy/electronic) E-Groups Professional organizations

<b>Occupational Title: Homeland Security Support Specialist</b>			
<b>Critical Work Function 1: Manage Threat/Incident Information</b>		<b>Occupational Skills, Knowledge &amp; Conditions</b>	
<b>Key Activity</b>	<b>Performance Criteria</b> <i>How do we know when the key activity is performed well or performed successfully?</i>	<b>Occupational Skills &amp; Knowledge</b> <i>What should the technician know and what skills should the technician have in order to do the activity?</i>	<b>Conditions</b> <i>What tools must the technician use in order to do the activity?</i>
1.5 Report and disseminate information about threat or incident and provide feedback on the information analysis process.	<p>1.5.1 Information about threat or incident is clearly articulated both orally and in writing.</p> <p>1.5.2 Report comprehensively details the nature of the threat or incident and that meets the information requirements of the recipients.</p> <p>1.5.3 Chain of command is considered so that acceptable level of detail is provided to the appropriate audience</p>	<p>Understanding of formal organizations and how they work</p> <p>Understanding of the American criminal justice system</p> <p>Knowledge of homeland security terms</p> <p>Knowledge of the Department of Homeland Security</p> <p>Knowledge of homeland security at state and local level</p> <p>Computer skills</p> <p>Knowledge of history, current events, world affairs</p> <p>Awareness of emergency response capabilities</p> <p>Understanding of criminal procedures</p> <p>Knowledge of FEMA regulations</p> <p>Knowledge of critical infrastructure and key assets</p> <p>Knowledge of world situations and threat elements</p> <p>Understanding of revolutionaries, terrorists, and their methods</p> <p>Understanding of potential threats to homeland security</p>	<p>Computers</p> <p>Internet</p> <p>Commercial databases</p> <p>Software packages related to field of specialization</p> <p>Security clearance</p> <p>Reference material (hard copy/electronic)</p> <p>E-Groups</p> <p>Professional organizations</p> <p>Cellular phone</p>

## Academic and Employability Knowledge and Skill Matrix for Critical Work Function 1

On a scale of 1 (lowest) to 5 (highest), identify the level of complexity required in each of these skills for the worker to perform the critical work function. Keep in mind that this scale is not for rating an individual's proficiency. It is intended only for rating the level of complexity required to do the work.

Occupational Title: Homeland Security Support Specialist																
CWF 1: Manage Threat/Incident Information																
Listening	Speaking	Using Information and Communication Technology	Gathering and analyzing Information	Analyzing and Solving Problems	Making Decisions and Judgments	Organizing and Planning	Using Social Skills	Adaptability	Working in Teams	Leading Others	Building Consensus	Self and Career Development	Writing	Reading	Mathematics	Science
4	4	3	4	4	4	4	4	4	4	4	4	3	4	4	3	3

### Statement of Assessment for Critical Work Function 1

The statements of assessment can do any of several things:

- Define tools or strategies that industry could use to assess the level of competency a worker has attained in a particular critical work function.
- Define for trainers and educators how to assess the level of competency a student has attained relevant to the critical work function.
- Define the level of mastery of the critical work function that indicates that a worker or student has achieved an entry-, intermediate-, or advanced level of mastery of a critical work function.

A. Tests could include:

- 1) Multiple choice and essay questions that demonstrate an understanding of knowledge being assessed.
- 2) Matching to demonstrate an understanding of knowledge being assessed.
- 3) Preparation and justification of a reasonable solution to a problem scenario.

B. Hands-on exercises or simulations to demonstrate acquisition of knowledge, skills, and attitudes that could:

- 1) Represent a real life scenario, problem or challenging situation in the context of a work environment.
- 2) Apply relevant knowledge or skills
- 3) Focus on the application of knowledge and skills to a new situation
- 4) Demonstrate an ability to plan, organize, and manage threat/incident information.
- 5) Illustrate by individual performance the attained levels of knowledge, skills, and attitudes.
- 6) Include observation of events, groups, and individuals that focuses on the relevant traits of the skill or attitude being observed.

<b>Occupational Title: Homeland Security Support Specialist</b>			
<b>Critical Work Function 2: Protect Key Assets &amp; Critical Infrastructure</b>		<b>Occupational Skills, Knowledge &amp; Conditions</b>	
<b>Key Activity</b>	<b>Performance Criteria</b> <i>How do we know when the key activity is performed well or performed successfully?</i>	<b>Occupational Skills &amp; Knowledge</b> <i>What should the technician know and what skills should the technician have in order to do the activity?</i>	<b>Conditions</b> <i>What tools must the technician use in order to do the activity?</i>
2.1 Collect critical infrastructure and key asset information.	<p>2.1.1 Sources of information about relevant key assets and/or critical infrastructure are credible and reliable.</p> <p>2.1.2 Search engines and other search techniques are used effectively.</p> <p>2.1.3 Key terms and phrases that are relevant to the search are properly identified.</p> <p>2.1.4 The importance of certain information is recognized and understood and its impact with respect to one's area of responsibility is evaluated.</p>	<p>Understanding of formal organizations and how they work</p> <p>Understanding of the American criminal justice system</p> <p>Knowledge of homeland security terms</p> <p>Knowledge of the Department of Homeland Security</p> <p>Knowledge of homeland security at state and local level</p> <p>Computer skills</p> <p>Knowledge of history, current events, world affairs</p> <p>Awareness of emergency response capabilities</p> <p>Knowledge of FEMA regulations</p> <p>Knowledge of critical infrastructure and key assets</p> <p>Knowledge of world situations and threat elements</p> <p>Understanding of potential threats to homeland security</p>	<p>Computers</p> <p>Internet</p> <p>Commercial Databases</p> <p>Software packages related to field of specialization</p> <p>Security clearance</p> <p>Reference material (hard copy/electronic)</p> <p>E-Groups</p> <p>Professional organizations</p> <p>Digital camera</p>
2.2 Interpret and analyze critical asset and key infrastructure information.	<p>2.2.1 The kinds of threats that are pertinent to the area of responsibility are identified.</p> <p>2.2.2 The difference in how to deal with a threat environment compared with a non-threat environment is articulated.</p> <p>2.2.3 Actions under a risk environment compared with a non-risk environment are appropriately chosen.</p> <p>2.2.4 The difference between criticality and vulnerability is articulated.</p>	<p>Understanding of formal organizations and how they work</p> <p>Understanding of the American criminal justice system</p> <p>Knowledge of homeland security terms</p> <p>Knowledge of the Department of Homeland Security</p> <p>Knowledge of homeland security at state and local level</p> <p>Computer skills</p> <p>Knowledge of history, current events, world affairs</p> <p>Awareness of emergency response capabilities</p> <p>Understanding of criminal procedures</p> <p>Knowledge of FEMA regulations</p> <p>Knowledge of critical infrastructure and key assets</p> <p>Knowledge of world situations and threat elements</p> <p>Understanding of revolutionaries, terrorists, and their methods</p> <p>Understanding of potential threats to homeland security</p>	<p>Computers</p> <p>Internet</p> <p>Commercial Databases</p> <p>Software packages related to field of specialization</p> <p>Security clearance</p> <p>Reference material (hard copy/electronic)</p> <p>E-Groups</p> <p>Professional organizations</p>



<b>Occupational Title: Homeland Security Support Specialist</b>			
<b>Critical Work Function 2: Protect Key Assets &amp; Critical Infrastructure</b>		<b>Occupational Skills, Knowledge &amp; Conditions</b>	
<b>Key Activity</b>	<b>Performance Criteria</b> <i>How do we know when the key activity is performed well or performed successfully?</i>	<b>Occupational Skills &amp; Knowledge</b> <i>What should the technician know and what skills should the technician have in order to do the activity?</i>	<b>Conditions</b> <i>What tools must the technician use in order to do the activity?</i>
2.3 Participate (attend) in agency training on methods to protect key assets and critical infrastructure	2.3.1 An indication that one attended training, such as a training certificate or attendance confirmation, is produced. 2.3.2 A summary report of training, as required by development plans, is submitted.	Understanding of formal organizations and how they work Understanding of the American criminal justice system Knowledge of homeland security terms Knowledge of the Department of Homeland Security Knowledge of homeland security at state and local level Computer skills Knowledge of history, current events, world affairs Awareness of emergency response capabilities Understanding of criminal procedures Knowledge of FEMA regulations Knowledge of critical infrastructure and key assets Knowledge of world situations and threat elements Understanding of potential threats to homeland security	Computers Internet Commercial Databases Software packages related to field of specialization Security clearance Reference material (hard copy/electronic) E-Groups Professional organizations Personal digital assistant (PDA)
2.4 Conduct ongoing threat assessment to determine appropriate level of protection & response.	2.4.1 Threat briefings are prepared and delivered to appropriate chain of command at required intervals. 2.4.2 Ongoing threat assessment operations and a demonstration of commitment to maintaining agency operations are maintained according to specified process and procedures.	Understanding of formal organizations and how they work Understanding of the American criminal justice system Knowledge of homeland security terms Knowledge of the Department of Homeland Security Knowledge of homeland security at state and local level Computer skills Knowledge of history, current events, world affairs Awareness of emergency response capabilities Understanding of criminal procedures Knowledge of FEMA regulations Knowledge of critical infrastructure and key assets Knowledge of world situations and threat elements Understanding of revolutionaries, terrorists, and their methods Understanding of potential threats to homeland security	Computers Internet Commercial Databases Software packages related to field of specialization Security clearance Reference material (hard copy/electronic) Professional organizations Digital camera Personal digital assistant (PDA)

<b>Occupational Title: Homeland Security Support Specialist</b>			
<b>Critical Work Function 2: Protect Key Assets &amp; Critical Infrastructure</b>		<b>Occupational Skills, Knowledge &amp; Conditions</b>	
<b>Key Activity</b>	<b>Performance Criteria</b> <i>How do we know when the key activity is performed well or performed successfully?</i>	<b>Occupational Skills &amp; Knowledge</b> <i>What should the technician know and what skills should the technician have in order to do the activity?</i>	<b>Conditions</b> <i>What tools must the technician use in order to do the activity?</i>
2.5 Provide key stakeholder guidelines and raise public awareness.	2.5.1 Reports, oral or written as required, are provided to stakeholders and/or the public. 2.5.2 Indications of having provided report, and to whom the report was provided, are prepared as required.	Understanding of formal organizations and how they work Understanding of the American criminal justice system Knowledge of homeland security terms Knowledge of the Department of Homeland Security Knowledge of homeland security at state and local level Computer skills Knowledge of history, current events, world affairs Awareness of emergency response capabilities Understanding of criminal procedures Knowledge of FEMA regulations Knowledge of critical infrastructure and key assets Knowledge of world situations and threat elements Understanding of revolutionaries, terrorists, and their methods Understanding of potential threats to homeland security	Computers Internet Commercial Databases Software packages related to field of specialization Security clearance Reference material (hard copy/electronic) E-Groups Professional organizations Cellular phone

## Academic and Employability Knowledge and Skill Matrix for Critical Work Function 2

On a scale of 1 (lowest) to 5 (highest), identify the level of complexity required in each of these skills for the worker to perform the critical work function. Keep in mind that this scale is not for rating an individual's proficiency. It is intended only for rating the level of complexity required to do the work.

Occupational Title: Homeland Security Support Technician																
CWF 2: Protect Key Assets & Critical Infrastructure																
Listening	Speaking	Using Information and Communication Technology	Gathering and analyzing Information	Analyzing and Solving Problems	Making Decisions and Judgments	Organizing and Planning	Using Social Skills	Adaptability	Working in Teams	Leading Others	Building Consensus	Self and Career Development	Writing	Reading	Mathematics	Science
4	4	3	4	4	2	4	4	4	4	4	4	3	4	4	3	3

### Statement of Assessment for Critical Work Function 2

The statements of assessment can do any of several things:

- Define tools or strategies that industry could use to assess the level of competency a worker has attained in a particular critical work function.
- Define for trainers and educators how to assess the level of competency a student has attained relevant to the critical work function.
- Define the level of mastery of the critical work function that indicates that a worker or student has achieved an entry-, intermediate-, or advanced level of mastery of a critical work function.

A. Tests could include:

- 1) Multiple choice and essay questions that demonstrate an understanding of knowledge being assessed.
- 2) Matching to demonstrate an understanding of knowledge being assessed.

B. Hands-on exercises or simulations to demonstrate acquisition of knowledge, skills, and attitudes that could:

- 1) Apply relevant knowledge or skills
- 2) Focus on the application of knowledge and skills to a new situation
- 3) Demonstrate an ability to plan, organize, and create security protection.
- 4) Illustrate by individual performance the attained levels of knowledge, skills, and attitudes.
- 5) Include observation of events, groups, and individuals that focuses on the relevant traits of the skill or attitude being observed.

<b>Occupational Title: Homeland Security Support Specialist</b>			
<b>Critical Work Function 3: Respond to All Hazards (Human, Natural, Technological)</b>		<b>Occupational Skills, Knowledge &amp; Conditions</b>	
<b>Key Activity</b>	<b>Performance Criteria</b> <i>How do we know when the key activity is performed well or performed successfully?</i>	<b>Occupational Skills &amp; Knowledge</b> <i>What should the technician know and what skills should the technician have in order to do the activity?</i>	<b>Conditions</b> <i>What tools must the technician use in order to do the activity?</i>
3.1 Comply with national incident management system (NIMS)	3.1.1 NIMS Certification is achieved. 3.1.2 NIMS-related knowledge is applied as appropriate based on the threat or incident occurring.	Understanding of formal organizations and how they work Understanding of the American criminal justice system Knowledge of homeland security terms Knowledge of the Department of Homeland Security Knowledge of homeland security at state and local level Computer skills Knowledge of history, current events, world affairs Awareness of emergency response capabilities Understanding of criminal procedures Knowledge of FEMA regulations Knowledge of critical infrastructure and key assets Knowledge of world situations and threat elements Understanding of revolutionaries, terrorists, and their methods Understanding of potential threats to homeland security	Computers Internet Commercial Databases Reference material (hard copy/electronic) Professional organizations

<b>Occupational Title: Homeland Security Support Specialist</b>			
<b>Critical Work Function 3: Respond to All Hazards (Human, Natural, Technological)</b>		<b>Occupational Skills, Knowledge &amp; Conditions</b>	
<b>Key Activity</b>	<b>Performance Criteria</b> <i>How do we know when the key activity is performed well or performed successfully?</i>	<b>Occupational Skills &amp; Knowledge</b> <i>What should the technician know and what skills should the technician have in order to do the activity?</i>	<b>Conditions</b> <i>What tools must the technician use in order to do the activity?</i>
3.2 Perform ongoing threat assessment and conduct triage of assets and infrastructures.	<p>3.2.1 Threat briefings are prepared and delivered to appropriate chain of command at required intervals.</p> <p>3.2.2 Ongoing threat assessment operations and a demonstration of commitment to maintaining agency operations are maintained according to specified process and procedures.</p> <p>3.2.3 Cascading events are recognized and acted upon as recognized.</p> <p>3.2.4 Decisions made under conditions of high intensity result in appropriate and favorable outcomes.</p>	<p>Understanding of formal organizations and how they work</p> <p>Understanding of the American criminal justice system</p> <p>Knowledge of homeland security terms</p> <p>Knowledge of the Department of Homeland Security</p> <p>Knowledge of homeland security at state and local level</p> <p>Computer skills</p> <p>Knowledge of history, current events, world affairs</p> <p>Awareness of emergency response capabilities</p> <p>Understanding of criminal procedures</p> <p>Knowledge of FEMA regulations</p> <p>Knowledge of critical infrastructure and key assets</p> <p>Knowledge of world situations and threat elements</p> <p>Understanding of revolutionaries, terrorists, and their methods</p> <p>Understanding of potential threats to homeland security</p>	<p>Computers</p> <p>Internet</p> <p>Commercial Databases</p> <p>Software packages related to field of specialization</p> <p>Security clearanc</p> <p>Reference material (hard copy/electronic)</p> <p>E-Groups</p> <p>Professional organizations</p> <p>Cellular phone</p>
3.3 Coordinate and deploy response resources (equipment & personnel).	<p>3.3.1 Response resources (equipment or personnel) are inventoried, monitored, and prepared for deployment.</p> <p>3.3.2 Response resources are prioritized and assigned as needed and as required.</p>	<p>Understanding of formal organizations and how they work</p> <p>Understanding of the American criminal justice system</p> <p>Knowledge of homeland security terms</p> <p>Knowledge of the Department of Homeland Security</p> <p>Knowledge of homeland security at state and local level</p> <p>Computer skills</p> <p>Knowledge of history, current events, world affairs</p> <p>Awareness of emergency response capabilities</p> <p>Knowledge of FEMA regulations</p> <p>Knowledge of critical infrastructure and key assets</p> <p>Knowledge of world situations and threat elements</p> <p>Understanding of potential threats to homeland security</p>	<p>Computers</p> <p>Internet</p> <p>Commercial Databases</p> <p>Software packages related to field of specialization</p> <p>Security clearance</p> <p>Reference material (hard copy/electronic)</p> <p>E-Groups</p> <p>Professional organizations</p> <p>Digital camera</p> <p>Cellular phone</p> <p>Personal digital assistant (PDA)</p>

<b>Occupational Title: Homeland Security Support Specialist</b>			
<b>Critical Work Function 3: Respond to All Hazards (Human, Natural, Technological)</b>		<b>Occupational Skills, Knowledge &amp; Conditions</b>	
<b>Key Activity</b>	<b>Performance Criteria</b> <i>How do we know when the key activity is performed well or performed successfully?</i>	<b>Occupational Skills &amp; Knowledge</b> <i>What should the technician know and what skills should the technician have in order to do the activity?</i>	<b>Conditions</b> <i>What tools must the technician use in order to do the activity?</i>
3.4 Maintain opsec (operation security) and infosec (information security).	3.4.1 Security leaks are controlled and contained through compliance with laws, rules, and procedures of information classification including Department of Homeland Security classifications, guidelines at the agency level, as well as governmental classification guidelines.	<ul style="list-style-type: none"> <li>Understanding of formal organizations and how they work</li> <li>Understanding of the American criminal justice system</li> <li>Knowledge of homeland security terms</li> <li>Knowledge of the Department of Homeland Security</li> <li>Knowledge of homeland security at state and local level</li> <li>Computer skills</li> <li>Knowledge of history, current events, world affairs</li> <li>Awareness of emergency response capabilities</li> <li>Understanding of criminal procedures</li> <li>Knowledge of FEMA regulations</li> <li>Knowledge of critical infrastructure and key assets</li> <li>Knowledge of world situations and threat elements</li> <li>Understanding of potential threats to homeland security</li> </ul>	<ul style="list-style-type: none"> <li>Computers</li> <li>Internet</li> <li>Commercial Databases</li> <li>Software packages related to field of specialization</li> <li>Security clearance</li> <li>Reference material (hard copy/electronic)</li> <li>E-Groups</li> <li>Professional organizations</li> <li>Cellular phone</li> <li>Personal digital assistant (PDA)</li> </ul>
3.5 Communicate with the public and the media.	<p>3.5.1 Public is accurately and fully informed about what is happening and about what actions it needs to take.</p> <p>3.5.2 Communications with the public and the media comply with laws, rules, and procedures for information classification.</p>	<ul style="list-style-type: none"> <li>Understanding of formal organizations and how they work</li> <li>Understanding of the American criminal justice system</li> <li>Knowledge of homeland security terms</li> <li>Knowledge of the Department of Homeland Security</li> <li>Knowledge of homeland security at state and local level</li> <li>Computer skills</li> <li>Knowledge of history, current events, world affairs</li> <li>Awareness of emergency response capabilities</li> <li>Understanding of criminal procedures</li> <li>Knowledge of FEMA regulations</li> <li>Knowledge of critical infrastructure and key assets</li> <li>Knowledge of world situations and threat elements</li> <li>Understanding of revolutionaries, terrorists, and their methods</li> <li>Understanding of potential threats to homeland security</li> </ul>	<ul style="list-style-type: none"> <li>Computers</li> <li>Internet</li> <li>Commercial Databases</li> <li>Software packages related to field of specialization</li> <li>Security clearance</li> <li>Reference material (hard copy/electronic)</li> <li>E-Groups</li> <li>Professional organizations</li> <li>Digital camera</li> <li>Cellular phone</li> <li>Personal digital assistant (PDA)</li> </ul>

### Academic and Employability Knowledge and Skill Matrix for Critical Work Function 3

On a scale of 1 (lowest) to 5 (highest), identify the level of complexity required in each of these skills for the worker to perform the critical work function. Keep in mind that this scale is not for rating an individual's proficiency. It is intended only for rating the level of complexity required to do the work.

Occupational Title: Homeland Security Support Specialist																
CWF 3: Respond to all Hazards (Human, Natural, Technological)																
Listening	Speaking	Using Information and Communication Technology	Gathering and analyzing Information	Analyzing and Solving Problems	Making Decisions and Judgments	Organizing and Planning	Using Social Skills	Adaptability	Working in Teams	Leading Others	Building Consensus	Self and Career Development	Writing	Reading	Mathematics	Science
4	4	3	4	4	4	4	4	4	3	4	4	4	4	4	3	3

### Statement of Assessment for Critical Work Function 3

The statements of assessment can do any of several things:

- Define tools or strategies that industry could use to assess the level of competency a worker has attained in a particular critical work function.
- Define for trainers and educators how to assess the level of competency a student has attained relevant to the critical work function.
- Define the level of mastery of the critical work function that indicates that a worker or student has achieved an entry-, intermediate-, or advanced level of mastery of a critical work function.

A. Tests could include:

- 1) Multiple choice and essay questions that demonstrate an understanding of knowledge being assessed.
- 2) Matching to demonstrate an understanding of knowledge being assessed.
- 3) Preparation and justification of a reasonable solution to a problem scenario.

B. Hands-on exercises or simulations to demonstrate acquisition of knowledge, skills, and attitudes that could:

- 1) Apply relevant knowledge or skills
- 2) Focus on the application of knowledge and skills to a new situation
- 3) Demonstrate an ability to plan, organize, and create solutions for an event.
- 4) Illustrate by individual performance the attained levels of knowledge, skills, and attitudes.
- 5) Include observation of events, groups, and individuals that focuses on the relevant traits of the skill or attitude being observed.

<b>Occupational Title: Homeland Security Support Specialist</b>			
<b>Critical Work Function 4: Manage Long Term Consequences of Events</b>		<b>Occupational Skills, Knowledge &amp; Conditions</b>	
<b>Key Activity</b>	<b>Performance Criteria</b> <i>How do we know when the key activity is performed well or performed successfully?</i>	<b>Occupational Skills &amp; Knowledge</b> <i>What should the technician know and what skills should the technician have in order to do the activity?</i>	<b>Conditions</b> <i>What tools must the technician use in order to do the activity?</i>
4.1 Perform post incident assessment.	4.1.1 Assessment of damage incurred and assessment of areas affected is conducted and reported according to agency guidelines. 4.1.2 First, second, and third order effects with regard to incident are defined and explained in assessment.	Understanding of formal organizations and how they work Understanding of the American criminal justice system Knowledge of homeland security terms Knowledge of the Department of Homeland Security Knowledge of homeland security at state and local level Computer skills Knowledge of history, current events, world affairs Awareness of emergency response capabilities Understanding of criminal procedures Knowledge of FEMA regulations Knowledge of critical infrastructure and key assets Knowledge of world situations and threat elements Understanding of potential threats to homeland security	Computers Internet Commercial Databases Software packages related to field of specialization Security clearance Reference material (hard copy/electronic) E-Groups Professional organizations Digital camera Cellular phone Personal digital assistant (PDA)
4.2 Ensure continuity of operations and government	4.2.1 A plan for disaster recovery and continuity of operations validated by the stakeholder is established. 4.2.2 Operations (business and/or government) are recovered and functioning as documented and predicted in the disaster recovery plan.	Understanding of formal organizations and how they work Understanding of the American criminal justice system Knowledge of homeland security terms Knowledge of the Department of Homeland Security Knowledge of homeland security at state and local level Computer skills Knowledge of history, current events, world affairs Awareness of emergency response capabilities Understanding of criminal procedures Knowledge of FEMA regulations Knowledge of critical infrastructure and key assets Knowledge of world situations and threat elements Understanding of potential threats to homeland security	Computers Internet Commercial Databases Software packages related to field of specialization Security clearance Reference material (hard copy/electronic) E-Groups Professional organizations Cellular phone Personal digital assistant (PDA)



<b>Occupational Title: Homeland Security Support Specialist</b>			
<b>Critical Work Function 4: Manage Long Term Consequences of Events</b>		<b>Occupational Skills, Knowledge &amp; Conditions</b>	
<b>Key Activity</b>	<b>Performance Criteria</b> <i>How do we know when the key activity is performed well or performed successfully?</i>	<b>Occupational Skills &amp; Knowledge</b> <i>What should the technician know and what skills should the technician have in order to do the activity?</i>	<b>Conditions</b> <i>What tools must the technician use in order to do the activity?</i>
4.3 Clean up affected areas(s)	<p>4.3.1 The appropriate resources are dispatched to the areas where they are most needed.</p> <p>4.3.2 The activities of the cleanup effort are appropriately triaged (prioritized) according to specified process and procedures.</p> <p>4.3.3 Affected areas are cleaned up as documented and predicted in the disaster recovery plan.</p>	<p>Understanding of formal organizations and how they work</p> <p>Understanding of the American criminal justice system</p> <p>Knowledge of homeland security terms</p> <p>Knowledge of the Department of Homeland Security</p> <p>Knowledge of homeland security at state and local level</p> <p>Computer skills</p> <p>Knowledge of history, current events, world affairs</p> <p>Awareness of emergency response capabilities</p> <p>Knowledge of FEMA regulations</p> <p>Knowledge of critical infrastructure and key assets</p>	<p>Computers</p> <p>Internet</p> <p>Commercial Databases</p> <p>Software packages related to field of specialization</p> <p>Professional organizations</p> <p>Digital camera</p> <p>Cellular phone</p>
4.4 Manage victim long term care (to include first responders).	<p>4.4.1 Awareness and understanding of the implications of past events (both minor and major) are applied and implications of current or emerging event are documented for consideration.</p> <p>4.4.2 The availability of resources such as victim groups, hospitals, and mental health assistance is documented and made available to victims.</p>	<p>Understanding of formal organizations and how they work</p> <p>Understanding of the American criminal justice system</p> <p>Knowledge of homeland security terms</p> <p>Knowledge of the Department of Homeland Security</p> <p>Knowledge of homeland security at state and local level</p> <p>Computer skills</p> <p>Knowledge of history, current events, world affairs</p> <p>Awareness of emergency response capabilities</p> <p>Knowledge of FEMA regulations</p> <p>Knowledge of critical infrastructure and key assets</p> <p>Understanding of potential threats to homeland security</p>	<p>Computers</p> <p>Internet</p> <p>Commercial Databases</p> <p>Software packages related to field of specialization</p> <p>Security clearance</p> <p>Reference material (hard copy/electronic)</p> <p>E-Groups</p> <p>Professional organizations</p> <p>Cellular phone</p> <p>Personal digital assistant (PDA)</p>

<b>Occupational Title: Homeland Security Support Specialist</b>			
<b>Critical Work Function 4: Manage Long Term Consequences of Events</b>		<b>Occupational Skills, Knowledge &amp; Conditions</b>	
<b>Key Activity</b>	<b>Performance Criteria</b> <i>How do we know when the key activity is performed well or performed successfully?</i>	<b>Occupational Skills &amp; Knowledge</b> <i>What should the technician know and what skills should the technician have in order to do the activity?</i>	<b>Conditions</b> <i>What tools must the technician use in order to do the activity?</i>
4.5 Manage donated items and re-equip, re-supply, or update inventory	4.5.1 A plan for the management (collection, storage, distribution) of donated items is developed according to agency requirements. 4.5.2 Plan is implemented according to specified criteria and timelines to achieve outcomes with regard to inventory.	Understanding of formal organizations and how they work Understanding of the American criminal justice system Knowledge of homeland security terms Knowledge of the Department of Homeland Security Knowledge of homeland security at state and local level Computer skills Knowledge of history, current events, world affairs Awareness of emergency response capabilities Knowledge of FEMA regulations Knowledge of critical infrastructure and key assets Understanding of potential threats to homeland security	Computers Internet Commercial Databases Software packages related to field of specialization Security clearance Reference material (hard copy/electronic) E-Groups Professional organizations Digital camera Cellular phone
4.6 Determine best practices to manage consequences of future events.	4.6.1 An after-action report is produced according to agency guidelines, analyzing what went well, what needs improvement, and the what lessons were learned. 4.6.2 Out of the after-action report, best practices are defined and validated.	Understanding of formal organizations and how they work Understanding of the American criminal justice system Knowledge of homeland security terms Knowledge of the Department of Homeland Security Knowledge of homeland security at state and local level Computer skills Knowledge of history, current events, world affairs Awareness of emergency response capabilities Understanding of criminal procedures Knowledge of FEMA regulations Knowledge of critical infrastructure and key assets Knowledge of world situations and threat elements Understanding of revolutionaries, terrorists, and their methods Understanding of potential threats to homeland security	Computers Internet Commercial Databases Software packages related to field of specialization Security clearance Reference material (hard copy/electronic) E-Groups Professional organizations Digital camera Cellular phone Personal digital assistant (PDA)

<b>Occupational Title: Homeland Security Support Specialist</b>			
<b>Critical Work Function 4: Manage Long Term Consequences of Events</b>		<b>Occupational Skills, Knowledge &amp; Conditions</b>	
<b>Key Activity</b>	<b>Performance Criteria</b> <i>How do we know when the key activity is performed well or performed successfully?</i>	<b>Occupational Skills &amp; Knowledge</b> <i>What should the technician know and what skills should the technician have in order to do the activity?</i>	<b>Conditions</b> <i>What tools must the technician use in order to do the activity?</i>
4.7 Implement best practices learned from prior events and update response plans.	4.7.1 Threat and event response plans are updated based on experience and/or the discovery of new and pertinent information, including lessons learned defined in after-action report.  4.7.2 Updated response plans are shared with and validated by stakeholders.	Understanding of formal organizations and how they work Understanding of the American criminal justice system Knowledge of homeland security terms Knowledge of the Department of Homeland Security Knowledge of homeland security at state and local level Computer skills Knowledge of history, current events, world affairs Awareness of emergency response capabilities Understanding of criminal procedures Knowledge of FEMA regulations Knowledge of critical infrastructure and key assets Knowledge of world situations and threat elements Understanding of revolutionaries, terrorists, and their methods Understanding of potential threats to homeland security	Computers Internet Commercial Databases Software packages related to field of specialization Reference material (hard copy/electronic) E-Groups Professional organizations

## Academic and Employability Knowledge and Skill Matrix for Critical Work Function 4

On a scale of 1 (lowest) to 5 (highest), identify the level of complexity required in each of these skills for the worker to perform the critical work function. Keep in mind that this scale is not for rating an individual's proficiency. It is intended only for rating the level of complexity required to do the work.

Occupational Title: Homeland Security Support Specialist																
CWF 4: Manage Long Term Consequences of Events																
Listening	Speaking	Using Information and Communication Technology	Gathering and analyzing Information	Analyzing and Solving Problems	Making Decisions and Judgments	Organizing and Planning	Using Social Skills	Adaptability	Working in Teams	Leading Others	Building Consensus	Self and Career Development	Writing	Reading	Mathematics	Science
4	4	4	4	4	4	4	3	4	4	4	4	4	4	4	3	3

### Statement of Assessment for Critical Work Function 4

The statements of assessment can do any of several things:

- Define tools or strategies that industry could use to assess the level of competency a worker has attained in a particular critical work function.
- Define for trainers and educators how to assess the level of competency a student has attained relevant to the critical work function.
- Define the level of mastery of the critical work function that indicates that a worker or student has achieved an entry-, intermediate-, or advanced level of mastery of a critical work function.

A. Tests could include:

- 1) Multiple choice and essay questions that demonstrate an understanding of knowledge being assessed.
- 2) Preparation and justification of a reasonable solution to a problem scenario.

B. Hands-on exercises or simulations to demonstrate acquisition of knowledge, skills, and attitudes that could:

- 1) Apply relevant knowledge or skills
- 2) Focus on the application of knowledge and skills to a new situation
- 3) Demonstrate an ability to plan, organize, and create solutions to manage long term events.
- 4) Illustrate by individual performance the attained levels of knowledge, skills, and attitudes.
- 5) Include observation of events, groups, and individuals that focuses on the relevant traits of the skill or attitude being observed.

<b>Occupational Title: Homeland Security Support Specialist</b>			
<b>Critical Work Function 5: Educate/Train Agencies</b>		<b>Occupational Skills, Knowledge &amp; Conditions</b>	
<b>Key Activity</b>	<b>Performance Criteria</b> <i>How do we know when the key activity is performed well or performed successfully?</i>	<b>Occupational Skills &amp; Knowledge</b> <i>What should the technician know and what skills should the technician have in order to do the activity?</i>	<b>Conditions</b> <i>What tools must the technician use in order to do the activity?</i>
5.1 Identify agency function and bring agencies together to develop relationships	5.1.1 Roles of agencies involved in a threat and/or event situation are defined. 5.1.2 An articulation of how the involved agencies shall respond together is defined, documented and agreed by all agencies involved.	Understanding of formal organizations and how they work Understanding of the American criminal justice system Knowledge of homeland security terms Knowledge of the Department of Homeland Security Knowledge of homeland security at state and local level Computer skills Knowledge of history, current events, world affairs Awareness of emergency response capabilities Understanding of criminal procedures Knowledge of FEMA regulations Knowledge of critical infrastructure and key assets Knowledge of world situations and threat elements Understanding of revolutionaries, terrorists, and their methods Understanding of potential threats to homeland security	Computers Internet Commercial Databases Software packages related to field of specialization Reference material (hard copy/electronic) E-Groups Professional organizations Cellular phone
5.2 Develop training plans based on agency needs & cooperation.	5.2.1 A needs assessment is conducted to determine and validate agency training needs. 5.2.2 Training plan(s) that address agency needs are developed through the cooperation of involved agencies.	Understanding of formal organizations and how they work Understanding of the American criminal justice system Knowledge of homeland security terms Knowledge of the Department of Homeland Security Knowledge of homeland security at state and local level Computer skills Knowledge of history, current events, world affairs Awareness of emergency response capabilities Understanding of criminal procedures Knowledge of FEMA regulations Knowledge of critical infrastructure and key assets Knowledge of world situations and threat elements Understanding of revolutionaries, terrorists, and their methods	Computers Internet Commercial Databases Software packages related to field of specialization Reference material (hard copy/electronic) E-Groups Professional organizations

<b>Occupational Title: Homeland Security Support Specialist</b>			
<b>Critical Work Function 5: Educate/Train Agencies</b>		<b>Occupational Skills, Knowledge &amp; Conditions</b>	
<b>Key Activity</b>	<b>Performance Criteria</b> <i>How do we know when the key activity is performed well or performed successfully?</i>	<b>Occupational Skills &amp; Knowledge</b> <i>What should the technician know and what skills should the technician have in order to do the activity?</i>	<b>Conditions</b> <i>What tools must the technician use in order to do the activity?</i>
5.3 Develop lesson plans & syllabi.	<p>5.3.1 Lesson plans and syllabi are developed based on defined training needs and according to agency guidelines.</p> <p>5.3.2 Lesson plans contain the learning objectives that the trainees will learn and demonstrate.</p>	<p>Understanding of formal organizations and how they work</p> <p>Understanding of the American criminal justice system</p> <p>Knowledge of homeland security terms</p> <p>Knowledge of the Department of Homeland Security</p> <p>Knowledge of homeland security at state and local level</p> <p>Computer skills</p> <p>Knowledge of history, current events, world affairs</p> <p>Awareness of emergency response capabilities</p> <p>Understanding of criminal procedures</p> <p>Knowledge of FEMA regulations</p> <p>Knowledge of critical infrastructure and key assets</p> <p>Knowledge of world situations and threat elements</p> <p>Understanding of revolutionaries, terrorists, and their methods</p> <p>Understanding of potential threats to homeland security</p>	<p>Computers</p> <p>Internet</p> <p>Commercial Databases</p> <p>Software packages related to field of specialization</p> <p>Reference material (hard copy/electronic)</p> <p>E-Groups</p> <p>Professional organizations</p>
5.4. Deliver/assist in training (simulations, performance).	<p>5.4.1 Training sessions are scheduled and delivered according to schedule.</p> <p>5.4.2 Training sessions include the topics identified in the approved syllabi.</p> <p>5.4.3 Trainees perform the skills and knowledge specified in the training plan.</p>	<p>Understanding of formal organizations and how they work</p> <p>Understanding of the American criminal justice system</p> <p>Knowledge of homeland security terms</p> <p>Knowledge of the Department of Homeland Security</p> <p>Knowledge of homeland security at state and local level</p> <p>Computer skills</p> <p>Knowledge of history, current events, world affairs</p> <p>Awareness of emergency response capabilities</p> <p>Understanding of criminal procedures</p> <p>Knowledge of FEMA regulations</p> <p>Knowledge of critical infrastructure and key assets</p> <p>Knowledge of world situations and threat elements</p> <p>Understanding of revolutionaries, terrorists, and their methods</p> <p>Understanding of potential threats to homeland security</p>	<p>Computers</p> <p>Internet</p> <p>Commercial Databases</p> <p>Software packages related to field of specialization</p> <p>Security clearance</p> <p>Reference material (hard copy/electronic)</p> <p>E-Groups</p> <p>Professional organizations</p>

<b>Occupational Title: Homeland Security Support Specialist</b>			
<b>Critical Work Function 5: Educate/Train Agencies</b>		<b>Occupational Skills, Knowledge &amp; Conditions</b>	
<b>Key Activity</b>	<b>Performance Criteria</b> <i>How do we know when the key activity is performed well or performed successfully?</i>	<b>Occupational Skills &amp; Knowledge</b> <i>What should the technician know and what skills should the technician have in order to do the activity?</i>	<b>Conditions</b> <i>What tools must the technician use in order to do the activity?</i>
5.5 Evaluate training outcomes and obtain training feedback.	5.5.1 Training evaluations are developed according to agency/department guidelines and the feedback from the evaluations is documented. 5.5.2 Adjustments to lesson plans and syllabi are made based on feedback. 5.5.3 Revised lesson plans and syllabi reflect student evaluation feedback.	Understanding of formal organizations and how they work Understanding of the American criminal justice system Knowledge of homeland security terms Knowledge of the Department of Homeland Security Knowledge of homeland security at state and local level Computer skills Knowledge of history, current events, world affairs Awareness of emergency response capabilities Understanding of criminal procedures Knowledge of FEMA regulations Knowledge of critical infrastructure and key assets Knowledge of world situations and threat elements Understanding of revolutionaries, terrorists, and their methods Understanding of potential threats to homeland security	Computers Internet Commercial Databases Software packages related to field of specialization Security clearance  Reference material (hard copy/electronic) E-Groups Professional organizations

## Academic and Employability Knowledge and Skill Matrix for Critical Work Function 5

On a scale of 1 (lowest) to 5 (highest), identify the level of complexity required in each of these skills for the worker to perform the critical work function. Keep in mind that this scale is not for rating an individual's proficiency. It is intended only for rating the level of complexity required to do the work.

Occupational Title: Homeland Security Support Specialist																
CWF 5: Educate/Train Agencies																
Listening	Speaking	Using Information and Communication Technology	Gathering and analyzing Information	Analyzing and Solving Problems	Making Decisions and Judgments	Organizing and Planning	Using Social Skills	Adaptability	Working in Teams	Leading Others	Building Consensus	Self and Career Development	Writing	Reading	Mathematics	Science
4	4	4	4	3	4	4	4	4	3	3	4	3	4	4	3	3

### Statement of Assessment for Critical Work Function 5:

The statements of assessment can do any of several things:

- Define tools or strategies that industry could use to assess the level of competency a worker has attained in a particular critical work function.
- Define for trainers and educators how to assess the level of competency a student has attained relevant to the critical work function.
- Define the level of mastery of the critical work function that indicates that a worker or student has achieved an entry-, intermediate-, or advanced level of mastery of a critical work function.

A. Tests could include:

- 1) Multiple choice and essay questions that demonstrate an understanding of knowledge being assessed.
- 2) Preparation and justification of a reasonable solution to a problem scenario.

B. Hands-on exercises or simulations to demonstrate acquisition of knowledge, skills, and attitudes that could:

- 1) Apply relevant knowledge or skills
- 2) Focus on the application of knowledge and skills to a new situation
- 3) Demonstrate an ability to plan, organize, and create lesson plans and syllabi.
- 4) Illustrate by individual performance the attained levels of knowledge, skills, and attitudes.
- 5) Include observation of events, groups, and individuals that focuses on the relevant traits of the skill or attitude being observed.



<b>Occupational Title: Homeland Security Support Specialist</b>			
<b>Critical Work Function 6: Manage Resource Inventory</b>		<b>Occupational Skills, Knowledge &amp; Conditions</b>	
<b>Key Activity</b>	<b>Performance Criteria</b> <i>How do we know when the key activity is performed well or performed successfully?</i>	<b>Occupational Skills &amp; Knowledge</b> <i>What should the technician know and what skills should the technician have in order to do the activity?</i>	<b>Conditions</b> <i>What tools must the technician use in order to do the activity?</i>
6.1 Inventory resources, assist in acquiring updated equipment, executing agreements to share resources, and identify available equipment for lease/loan.	6.1.1 A comprehensive report of resource inventory is developed. 6.1.2 Gaps in inventory availability are identified. 6.1.3 A plan for addressing gaps in inventory availability is developed which includes but is not limited to: a plan for sharing resources where appropriate; a plan for leasing and/or loaning resources where appropriate; a plan for pursuing grants for resources as appropriate. 6.1.4 Equipment resources are current with respect to model and/or version as required by established policy or guidelines. 6.1.5 Appropriate individuals are kept informed of new inventory management technology.	Understanding of formal organizations and how they work Understanding of the American criminal justice system Knowledge of homeland security terms Knowledge of the Department of Homeland Security Knowledge of homeland security at state and local level Computer skills Knowledge of history, current events, world affairs Awareness of emergency response capabilities Understanding of criminal procedures Knowledge of FEMA regulations Knowledge of critical infrastructure and key assets Knowledge of world situations and threat elements Understanding of potential threats to homeland security	Computers Internet Commercial Databases Software packages related to field of specialization Security clearance Reference material (hard copy/electronic) E-Groups Professional organizations
6.2 Track advancements in related technology, research new methodologies, utilize new technologies	6.2.1 Equipment resources are current with respect to model and/or version as required by established policy or guidelines. 6.2.2 Resources on hand are sufficient to respond to an event, the locations of the resources are known, and a deployment plan is documented.	Understanding of formal organizations and how they work Understanding of the American criminal justice system Knowledge of homeland security terms Knowledge of the Department of Homeland Security Knowledge of homeland security at state and local level Computer skills Knowledge of history, current events, world affairs Awareness of emergency response capabilities Understanding of criminal procedures Knowledge of FEMA regulations Knowledge of critical infrastructure and key assets Knowledge of world situations and threat elements Understanding of revolutionaries, terrorists, and their methods Understanding of potential threats to homeland security	Computers Internet Commercial Databases Software packages related to field of specialization Security clearance Reference material (hard copy/electronic) E-Groups Professional organizations

<b>Occupational Title: Homeland Security Support Specialist</b>			
<b>Critical Work Function 6: Manage Resource Inventory</b>		<b>Occupational Skills, Knowledge &amp; Conditions</b>	
<b>Key Activity</b>	<b>Performance Criteria</b> <i>How do we know when the key activity is performed well or performed successfully?</i>	<b>Occupational Skills &amp; Knowledge</b> <i>What should the technician know and what skills should the technician have in order to do the activity?</i>	<b>Conditions</b> <i>What tools must the technician use in order to do the activity?</i>
6.3 Monitor incident equipment and human resource needs and provide support to HR	6.3.1 Human and equipment resources available for incident response are documented in a report of resource inventory. 6.3.2 Documentation of human and equipment resources is validated by stakeholders.	Understanding of formal organizations and how they work Understanding of the American criminal justice system Knowledge of homeland security terms Knowledge of the Department of Homeland Security Knowledge of homeland security at state and local level Computer skills Knowledge of history, current events, world affairs Awareness of emergency response capabilities Understanding of criminal procedures Knowledge of FEMA regulations Knowledge of critical infrastructure and key assets Knowledge of world situations and threat elements Understanding of potential threats to homeland security	Computers Internet Commercial Databases Software packages related to field of specialization E-Groups Professional organizations
6.4 Identify training needs in order to train personnel to manage resource inventory.	6.4.1 A user survey is conducted to determine where there exist gaps in ability and/or knowledge of the inventory management system. 6.4.2 Training needs are defined based on identified gaps in ability and/or knowledge.	Understanding of formal organizations and how they work Understanding of the American criminal justice system Knowledge of homeland security terms Knowledge of the Department of Homeland Security Knowledge of homeland security at state and local level Computer skills Knowledge of history, current events, world affairs Awareness of emergency response capabilities Understanding of criminal procedures Knowledge of FEMA regulations Knowledge of critical infrastructure and key assets Knowledge of world situations and threat elements Understanding of revolutionaries, terrorists, and their methods Understanding of potential threats to homeland security	Computers Internet Commercial Databases Software packages related to field of specialization Security clearance Reference material (hard copy/electronic) E-Groups Professional organizations

## Academic and Employability Knowledge and Skill Matrix for Critical Work Function 6

On a scale of 1 (lowest) to 5 (highest), identify the level of complexity required in each of these skills for the worker to perform the critical work function. Keep in mind that this scale is not for rating an individual's proficiency. It is intended only for rating the level of complexity required to do the work.

Occupational Title: Homeland Security Support Specialist																
CWF 6: Manage Resource Inventory																
Listening	Speaking	Using Information and Communication Technology	Gathering and analyzing Information	Analyzing and Solving Problems	Making Decisions and Judgments	Organizing and Planning	Using Social Skills	Adaptability	Working in Teams	Leading Others	Building Consensus	Self and Career Development	Writing	Reading	Mathematics	Science
3	3	3	4	4	4	4	4	4	4	4	4	3	3	4	3	3

### Statement of Assessment for Critical Work Function 6

The statements of assessment can do any of several things:

- Define tools or strategies that industry could use to assess the level of competency a worker has attained in a particular critical work function.
- Define for trainers and educators how to assess the level of competency a student has attained relevant to the critical work function.
- Define the level of mastery of the critical work function that indicates that a worker or student has achieved an entry-, intermediate-, or advanced level of mastery of a critical work function.

A. Tests could include:

- 1) Multiple choice and essay questions that demonstrate an understanding of knowledge being assessed.
- 2) Preparation and justification of a reasonable solution to a problem scenario.

B. Hands-on exercises or simulations to demonstrate acquisition of knowledge, skills, and attitudes that could:

- 1) Apply relevant knowledge or skills
- 2) Focus on the application of knowledge and skills to a new situation
- 3) Demonstrate an ability to plan, organize, and create resource inventory management for an event.
- 4) Illustrate by individual performance the attained levels of knowledge, skills, and attitudes.
- 5) Include observation of events, groups, and individuals that focuses on the relevant traits of the skill or attitude being observed.

<b>Occupational Title: Homeland Security Support Specialist</b>			
<b>Critical Work Function 7: Inform the Public</b>		<b>Occupational Skills, Knowledge &amp; Conditions</b>	
<b>Key Activity</b>	<b>Performance Criteria</b>	<b>Occupational Skills &amp; Knowledge</b>	<b>Conditions</b>
7.1 Develop professional, active relationship with media and a knowledge management program, and maintain database of contacts.	7.1.1 A list of contacts is developed and maintained according to existing requirements and/or policy. 7.1.2 Media and public are actively engaged in meetings and in the processes related to prevention or and response to threats and/or incidents.	Understanding of formal organizations and how they work Understanding of the American criminal justice system Knowledge of homeland security terms Knowledge of the Department of Homeland Security Knowledge of homeland security at state and local level Computer skills Knowledge of history, current events, world affairs Awareness of emergency response capabilities Understanding of criminal procedures Knowledge of FEMA regulations Knowledge of critical infrastructure and key assets Knowledge of world situations and threat elements Understanding of potential threats to homeland security	Computers Internet Commercial Databases Software packages related to field of specialization Security clearance Reference material (hard copy/electronic) E-Groups Professional organizations Cellular phone Personal digital assistant (PDA)
7.2 Develop non-incident information strategy, determine target audience, develop product appropriate to audience, evaluate audience feedback	7.2.1 A public affairs program designed to generate ongoing dialogue with the public is created and implemented. 7.2.2 Audience feedback is sought and media and community response is monitored based on agency requirements	Understanding of formal organizations and how they work Understanding of the American criminal justice system Knowledge of homeland security terms Knowledge of the Department of Homeland Security Knowledge of homeland security at state and local level Computer skills Knowledge of history, current events, world affairs Awareness of emergency response capabilities Understanding of criminal procedures Knowledge of FEMA regulations Knowledge of critical infrastructure and key assets Knowledge of world situations and threat elements Understanding of revolutionaries, terrorists, and their methods Understanding of potential threats to homeland security	Computers Internet Commercial Databases Software packages related to field of specialization Security clearance Reference material (hard copy/electronic) E-Groups Professional organizations Cellular phone

### Academic and Employability Knowledge and Skill Matrix for Critical Work Function 7

On a scale of 1 (lowest) to 5 (highest), identify the level of complexity required in each of these skills for the worker to perform the critical work function. Keep in mind that this scale is not for rating an individual's proficiency. It is intended only for rating the level of complexity required to do the work.

Occupational Title: Homeland Security Support Specialist																
CWF 7: Inform the Public																
Listening	Speaking	Using Information and Communication Technology	Gathering and analyzing Information	Analyzing and Solving Problems	Making Decisions and Judgments	Organizing and Planning	Using Social Skills	Adaptability	Working in Teams	Leading Others	Building Consensus	Self and Career Development	Writing	Reading	Mathematics	Science
4	4	3	3	4	4	3	4	4	4	4	4	3	4	4	3	3

### Statement of Assessment for Critical Work Function 7

The statements of assessment can do any of several things:

- Define tools or strategies that industry could use to assess the level of competency a worker has attained in a particular critical work function.
- Define for trainers and educators how to assess the level of competency a student has attained relevant to the critical work function.
- Define the level of mastery of the critical work function that indicates that a worker or student has achieved an entry-, intermediate-, or advanced level of mastery of a critical work function.

A. Tests could include:

- 1) Multiple choice and essay questions that demonstrate an understanding of knowledge being assessed.
- 2) An oral presentation to demonstrate communication skills.

B. Hands-on exercises or simulations to demonstrate acquisition of knowledge, skills, and attitudes that could:

- 1) Apply relevant knowledge or skills
- 2) Focus on the application of knowledge and skills to a new situation
- 3) Demonstrate an ability to plan, organize, and report public information about an event.
- 4) Illustrate by individual performance the attained levels of knowledge, skills, and attitudes.
- 5) Include observation of events, groups, and individuals that focuses on the relevant traits of the skill or attitude being observed.