

**NWCG Task Book for the Position of:**

**EXPANDED DISPATCH SUPERVISORY  
DISPATCHER (EDSP)**



**PMS 311-57**

**MAY 2008**

**Task Book Assigned To:**

Trainee's Name: \_\_\_\_\_

Home Unit/Agency: \_\_\_\_\_

Home Unit Phone Number: \_\_\_\_\_

**Task Book Initiated By:**

Official's Name: \_\_\_\_\_

Home Unit Title: \_\_\_\_\_

Home Unit/Agency: \_\_\_\_\_

Home Unit Phone Number: \_\_\_\_\_

Home Unit Address: \_\_\_\_\_

Date Initiated: \_\_\_\_\_

*The material contained in this book accurately defines the performance expected of the position for which it was developed. This task book is approved for use as a position qualification document in accordance with the instructions contained herein.*

**Verification/Certification of Completed Task Book  
for the Position of:**

**EXPANDED DISPATCH SUPERVISORY DISPATCHER**

**Final Evaluator's Verification**

*To be completed **ONLY** when you are recommending the trainee for certification.*

I verify that (trainee name) \_\_\_\_\_ has successfully performed as a trainee by demonstrating all tasks for the position listed above and should be considered for certification in this position. All tasks are documented with appropriate initials.

Final Evaluator's Signature: \_\_\_\_\_

Final Evaluator's Printed Name: \_\_\_\_\_

Home Unit Title: \_\_\_\_\_

Home Unit/Agency: \_\_\_\_\_

Home Unit Phone Number: \_\_\_\_\_ Date: \_\_\_\_\_

**Agency Certification**

I certify that (trainee name) \_\_\_\_\_ has met all requirements for qualification in the above position and that such qualification has been issued.

Certifying Official's Signature: \_\_\_\_\_

Certifying Official's Printed Name: \_\_\_\_\_

Title: \_\_\_\_\_

Home Unit/Agency: \_\_\_\_\_

Home Unit Phone Number: \_\_\_\_\_ Date: \_\_\_\_\_

Additional copies of this publication are available through:  
NWCG, Publications Management System at <http://www.nwcg.gov/pms/taskbook/taskbook.htm>

## **NATIONAL WILDFIRE COORDINATING GROUP (NWCG) POSITION TASK BOOK**

NWCG Position Task Books (PTBs) have been developed for designated National Interagency Incident Management System (NIIMS) positions. Each PTB lists the competencies, behaviors and tasks required for successful performance in specific positions. Trainees must be observed completing all tasks and show knowledge and competency in their performance during the completion of this PTB.

Trainees are evaluated during this process by qualified evaluators, and the trainee's performance is documented in the PTB for each task by the evaluator's initials and date of completion. An Evaluation Record will be completed by all evaluators documenting the trainee's progress after each evaluation opportunity.

Successful performance of all tasks, as observed and recorded by an evaluator, will result in a recommendation to the agency that the trainee be certified in that position. Evaluation and confirmation of the trainee's performance while completing all tasks may occur on one or more training assignments and may involve more than one evaluator during any opportunity.

### **INCIDENT/EVENT CODING**

Each task has a code associated with the type of training assignment where the task may be completed. The codes are: O = other, I = incident, WF = wildland fire, W = wildfire, RX = prescribed fire, WFU = wildland fire use, and R = rare event. The codes are defined as:

- O = Task can be completed in any situation (classroom, simulation, daily job, incident, prescribed fire, etc.).
- I = Task must be performed on an incident managed under the Incident Command System (ICS). Examples include wildland fire, structural fire, oil spill, search and rescue, hazardous material, and an emergency or non-emergency (planned or unplanned) event.
- WF = Task must be performed on a wildland fire incident (the term *wildland fire* includes wildfire/W, prescribed fire/RX, or wildland fire use/WFU).
- W = Task must be performed on a wildfire incident.
- RX = Task must be performed on a prescribed fire incident.
- WFU = Task must be performed on a wildland fire use incident.
- R = Rare events such as accidents, injuries, vehicle or aircraft crashes occur infrequently and opportunities to evaluate performance in a real setting are limited. The evaluator should determine, through interview, if the trainee would be able to perform the task in a real situation.

While tasks can be performed in any situation, they must be evaluated on the specific type of incident/event for which they are coded. For example, tasks coded W must be evaluated on a wildfire; tasks coded WFU must be evaluated on wildland fire use, and so on. Performance of any task on other than the designated assignment is not valid for qualification.

Tasks within the PTB are numbered sequentially; however, the numbering does NOT indicate the order in which the tasks need to be performed or evaluated.

The bullets under each numbered task are examples or indicators of items or actions related to the task. The purpose of the bullets is to assist the evaluator in evaluating the trainee; the bullets are not all-inclusive. Evaluate and initial ONLY the numbered tasks. DO NOT evaluate and initial each individual bullet.

A more detailed description of this process and definitions of terms are included in the *Wildland Fire Qualification System Guide*, PMS 310-1. This document can be found at <http://www.nwcg.gov/pms/docs/docs.htm>.

## **RESPONSIBILITIES**

The responsibilities of the Home Unit/Agency, Trainee, Coach, Training Specialist, Evaluator, Final Evaluator and Certifying Official are identified in the *Wildland Fire Qualification System Guide*, PMS 310-1. It is incumbent upon each of these individuals to ensure their responsibilities are met.

## **INSTRUCTIONS FOR THE POSITION TASK BOOK EVALUATION RECORD**

### **Evaluation Record #**

Each evaluator will need to complete an evaluation record. Each evaluation record should be numbered sequentially. Place this number at the top of the evaluation record page and also use it in the column labeled "Evaluation Record #" for each numbered task the trainee has satisfactorily performed.

### **Trainee Information**

Print the trainee's name, position on the incident/event, home unit/agency, and the home unit/agency address and phone number.

### **Evaluator Information**

Print the Evaluator's name, position on the incident/event, home unit/agency, and the home unit/agency address and phone number.

### **Incident/Event Information**

**Incident/Event Name:** Print the incident/event name.

**Reference:** Enter the incident code and/or fire code.

**Duration:** Enter inclusive dates during which the trainee was evaluated.

**Incident Kind:** Enter the kind of incident (wildfire, prescribed fire, wildland fire use, search and rescue, flood, hurricane, etc.).

**Location:** Enter the geographic area, agency, and state.

**Management Type or Prescribed Fire Complexity Level:** Circle the ICS organization level (Type 5, Type 4, Type 3, Type 2, Type 1, Area Command) or the prescribed fire complexity level (Low, Moderate, High).

**Fire Behavior Prediction System (FBPS) Fuel Model Group:** Circle the Fuel Model Group letter that corresponds to the predominant fuel type in which the incident/event occurred.

**G = Grass Group** (includes FBPS Fuel Models 1 – 3):

1 = short grass (1 foot); 2 = timber with grass understory; 3 = tall grass (1½ - 2 feet)

**B = Brush Group** (includes FBPS Fuel Models 4 – 6):

4 = Chaparral (6 feet); 5 = Brush (2 feet); 6 = dormant brush/hardwood slash;

7 = Southern rough

**T = Timber Group** (includes FBPS Fuel Models 8 – 10)

8 = closed timber litter; 9 = hardwood litter; 10 = timber (with litter understory)

**S = Slash Group** (includes FBPS Fuel Models 11 – 13)

11 = light logging slash; 12 = medium logging slash; 13 = heavy logging slash

**Evaluator’s Recommendation**

For 1 – 4, initial only one line as appropriate; this will allow for comparison with your initials in the Qualifications Record.

Record additional remarks/recommendations on an Individual Performance Evaluation, or by attaching an additional sheet to the evaluation record.

**Evaluator’s Signature**

Sign here to authenticate your recommendations.

**Date**

Document the date the Evaluation Record is being completed.

**Evaluator’s Relevant Qualification (or agency certification)**

List your qualification or certification relevant to the trainee position you supervised.

**Note:** Evaluators must be either qualified in the position being evaluated or supervise the trainee; Final Evaluators must be qualified in the trainee position they are evaluating.

## Expanded Dispatch Supervisory Dispatcher (EDSP)

### Competency: Assume position responsibilities.

*Description: Successfully assume role of Expanded Dispatch Supervisory Dispatcher and initiate position activities at the appropriate time according to the following behaviors.*

TASK	C O D E	EVAL. RECORD #	EVALUATOR: Initial & date upon completion of task
<b>Behavior: Ensure availability, qualifications, and capabilities of resources to complete assignment.</b>			
1. Evaluate and order supplies, facilities, and materials required to meet present and future needs of the expanded dispatch organization. <ul style="list-style-type: none"> <li>• <i>Telephones, computers, fax, forms</i></li> <li>• <i>Work space for personnel</i></li> <li>• <i>Facilities for dispatch operations</i></li> <li>• <i>Mobilization guides and other reference materials</i></li> </ul>	I		
<b>Behavior: Gather, update, and apply situational information relevant to the assignment.</b>			
2. Obtain initial briefing from supervisor or agency dispatcher.	I		
3. Gather information necessary to assess situation, determine priorities, and take action as appropriate. <ul style="list-style-type: none"> <li>• <i>Current situation</i></li> <li>• <i>Expected duration</i></li> <li>• <i>Status of orders</i></li> <li>• <i>Resources committed</i></li> <li>• <i>Ordering procedures</i></li> <li>• <i>Priorities</i></li> <li>• <i>Organizational structure</i></li> <li>• <i>Operational period schedules</i></li> <li>• <i>Housing and transportation availability</i></li> <li>• <i>Team interaction (e.g., protocols to follow, briefings)</i></li> <li>• <i>Political, social, and economic concerns which may affect operations</i></li> <li>• <i>Copy of expanded dispatch operations plan</i></li> <li>• <i>Final package requirements</i></li> </ul>	O		
4. Coordinate the role of expanded dispatch within incident management operations.	I		

*Evaluate the numbered tasks ONLY. DO NOT evaluate bullets; they are provided as examples/additional clarification.*

## Expanded Dispatch Supervisory Dispatcher (EDSP)

TASK	C O D E	EVAL. RECORD #	EVALUATOR: Initial & date upon completion of task
<b>Behavior: Establish effective relationships with relevant personnel.</b>			
5. Conduct self in a professional manner. <ul style="list-style-type: none"> <li>• <i>Respectful and courteous.</i></li> <li>• <i>Respectful of public and private property.</i></li> </ul>	I		
6. Establish and maintain positive interpersonal and interagency working relationships.	I		
<b>Behavior: Establish organization structure, reporting procedures, and chain of command of assigned resources.</b>			
7. Develop an effective expanded dispatch organization to meet present and future needs. <ul style="list-style-type: none"> <li>• <i>Evaluate existing organization and consider potential workload.</i></li> <li>• <i>Order or release personnel in a timely manner to maintain a cost-effective organization.</i></li> <li>• <i>Coordinate with local agency dispatcher to maximize opportunities for training assignments.</i></li> <li>• <i>Monitor expanded dispatch performance and distribute personnel accordingly.</i></li> <li>• <i>Manage operational period lengths and schedules.</i></li> </ul>	I		
<b>Behavior: Understand and comply with ICS concepts and principles.</b>			
8. Coordinate with functional areas within the ICS structure.	I		

*Evaluate the numbered tasks ONLY. DO NOT evaluate bullets; they are provided as examples/additional clarification.*

## Expanded Dispatch Supervisory Dispatcher (EDSP)

### Competency: Lead assigned personnel.

*Description: Influence, guide, and direct assigned personnel to accomplish objectives and desired outcomes in a rapidly changing, high-risk environment.*

TASK	C O D E	EVAL. RECORD #	EVALUATOR: Initial & date upon completion of task
<b>Behavior: Model leadership values and principles.</b>			
9. Exhibit principles of duty. <ul style="list-style-type: none"> <li>• <i>Be proficient in your job, both technically and as a leader.</i></li> <li>• <i>Make sound and timely decisions.</i></li> <li>• <i>Ensure tasks are understood, supervised and accomplished.</i></li> <li>• <i>Develop your subordinates for the future.</i></li> </ul>	I		
10. Exhibit principles of respect. <ul style="list-style-type: none"> <li>• <i>Know your subordinates and look out for their well-being.</i></li> <li>• <i>Keep your subordinates informed.</i></li> <li>• <i>Build the team.</i></li> <li>• <i>Employ your subordinates in accordance with their capabilities.</i></li> </ul>	I		
11. Exhibit principles of integrity. <ul style="list-style-type: none"> <li>• <i>Know yourself and seek improvement.</i></li> <li>• <i>Seek responsibility and accept responsibility for your actions.</i></li> <li>• <i>Set the example.</i></li> </ul>	I		
<b>Behavior: Ensure the safety, welfare, and accountability of assigned personnel.</b>			
12. Provide for the safety and welfare of assigned resources. <ul style="list-style-type: none"> <li>• <i>Recognize, mitigate and communicate potentially hazardous situations.</i></li> <li>• <i>Monitor condition of assigned resources.</i></li> <li>• <i>Account for assigned resources.</i></li> <li>• <i>Provide for care of assigned personnel and notify supervisor in event of sickness, injury, or accident.</i></li> </ul>	I		

**Evaluate the numbered tasks ONLY. DO NOT evaluate bullets; they are provided as examples/additional clarification.**



## Expanded Dispatch Supervisory Dispatcher (EDSP)

TASK	C O D E	EVAL. RECORD #	EVALUATOR: Initial & date upon completion of task
<b>Behavior: Establish work assignments and performance expectations, monitor performance, and provide feedback.</b>			
13. Complete daily review of staffing requirements and ensure adequate personnel to meet needs.	I		
14. Develop schedule/assignments based on Incident Action Plan (IAP) or relevant plan.	I		
15. Ensure subordinates understand assignment for operational period. <ul style="list-style-type: none"> <li>• <i>Provide clear, concise instructions and allow for feedback.</i></li> <li>• <i>Communicate performance expectations to expanded dispatch personnel.</i></li> </ul>	I		
16. Continually evaluate performance. <ul style="list-style-type: none"> <li>• <i>Communicate deficiencies immediately and take corrective action.</i></li> <li>• <i>Provide training opportunities where available.</i></li> <li>• <i>Complete personnel performance evaluations according to agency guidelines.</i></li> </ul>	I		
<b>Behavior: Emphasize teamwork.</b>			
17. Establish cohesiveness among assigned resources. <ul style="list-style-type: none"> <li>• <i>Provide for open communication.</i></li> <li>• <i>Seek commitment.</i></li> <li>• <i>Set expectations for accountability.</i></li> <li>• <i>Focus on the team result.</i></li> </ul>	I		

*Evaluate the numbered tasks ONLY. DO NOT evaluate bullets; they are provided as examples/additional clarification.*

## Expanded Dispatch Supervisory Dispatcher (EDSP)

TASK	C O D E	EVAL. RECORD #	EVALUATOR: Initial & date upon completion of task
<b>Behavior: Coordinate interdependent activities.</b>			
18. Ensure effective exchange of information between expanded dispatch and other entities (e.g., Incident Management Team (IMT), Geographic Coordination Center (GACC), home unit). <ul style="list-style-type: none"> <li>• <i>Problem resolution</i></li> <li>• <i>Other significant action occurring nationally or within area</i></li> <li>• <i>Critical resources</i></li> <li>• <i>Significant change in strategy that impacts dispatch operations</i></li> <li>• <i>Critical weather events</i></li> </ul>	I		
19. Facilitate the processing of intelligence information. <ul style="list-style-type: none"> <li>• <i>Review ICS 209, Incident Status Summary for accuracy and updated information.</i></li> <li>• <i>Identify critical resource needs.</i></li> <li>• <i>Recommend priorities.</i></li> <li>• <i>Ensure communication of intelligence information.</i></li> </ul>	O		

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## Expanded Dispatch Supervisory Dispatcher (EDSP)

### Competency: Communicate effectively.

*Description: Use suitable communication techniques to share relevant information with appropriate personnel on a timely basis to accomplish objectives in a rapidly changing, high-risk environment.*

TASK	C O D E	EVAL. RECORD #	EVALUATOR: Initial & date upon completion of task
<b>Behavior: Ensure relevant information is exchanged during briefings and debriefings.</b>			
20. Obtain briefing with IMT. <ul style="list-style-type: none"> <li>• <i>Establish which position(s) on the incident has ordering authority.</i></li> <li>• <i>Establish agreement on consolidation of orders.</i></li> <li>• <i>Agree on methods for updating status of orders.</i></li> <li>• <i>Discuss expectations for developing incident demobilization plans.</i></li> </ul>	I		
21. Schedule and conduct briefings with incident support organization to ensure complete information exchange.	I		
22. Participate in briefings and After Action Reviews (AAR).	I		
<b>Behavior: Ensure documentation is complete and disposition is appropriate.</b>			
23. Provide for the disposition of records and files associated with expanded dispatch. <ul style="list-style-type: none"> <li>• <i>Identify open and pending incident resource order requests, for transition with agency management.</i></li> <li>• <i>Close resource orders.</i></li> <li>• <i>Restock expanded dispatch supplies.</i></li> </ul>	I		
24. Review and sign timekeeping documents.	O		

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## Expanded Dispatch Supervisory Dispatcher (EDSP)

TASK	C O D E	EVAL. RECORD #	EVALUATOR: Initial & date upon completion of task
<b>Behavior: Communicate and ensure understanding of work expectations within the chain of command and across functional areas.</b>			
25. Ensure effective exchange of information between expanded dispatch and other incident support organizations. <ul style="list-style-type: none"> <li>• <i>Initial attack dispatch</i></li> <li>• <i>Buying teams</i></li> <li>• <i>Administrative payment teams</i></li> <li>• <i>Transportation</i></li> <li>• <i>Cache</i></li> <li>• <i>Multi-Agency Coordinating (MAC) group</i></li> </ul>	I		
26. Ensure effective interface of information between agency management and expanded dispatch organization. <ul style="list-style-type: none"> <li>• <i>Expectations of management.</i></li> <li>• <i>Delegated authorities.</i></li> <li>• <i>Advise management, identify alternatives, and make recommendations.</i></li> <li>• <i>Implement management direction.</i></li> </ul>	I		
27. Ensure coordination between functional areas within the expanded dispatch organization.	I		

*Evaluate the numbered tasks ONLY. DO NOT evaluate bullets; they are provided as examples/additional clarification.*

## Expanded Dispatch Supervisory Dispatcher (EDSP)

### Competency: Ensure completion of assigned actions to meet identified objectives.

*Description: Identify, analyze, and apply relevant situational information and evaluate actions to complete assignments safely and meet identified objectives. Complete actions within established timeframe.*

TASK	C O D E	EVAL. RECORD #	EVALUATOR: Initial & date upon completion of task
<b>Behavior: Gather, analyze, and validate information pertinent to the incident or event and make recommendations for setting priorities.</b>			
28. Recognize priorities and direct the processing of resource orders.	I		
29. Identify and evaluate stressful situations or problem areas and make adjustments to correct the situation.	I		
<b>Behavior: Follow established procedures and/or safety procedures relevant to given assignment.</b>			
30. Establish process for initiating emergency procedures. <ul style="list-style-type: none"> <li>• <i>Locate emergency plans and guides (Search and Rescue Plan, Continuity of Operations Plan, Hazardous Materials Plan).</i></li> <li>• <i>Identify responsibilities for activation of various plans.</i></li> </ul>	I		
31. Ensure compliance with established dispatch protocols.	I		
<b>Behavior: Ensure operations consider socio-economic, political and cultural aspects.</b>			
32. Conduct operations with consideration for external political, social, economic, and cultural concerns.	I		

*Evaluate the numbered tasks ONLY. DO NOT evaluate bullets; they are provided as examples/additional clarification.*

## Expanded Dispatch Supervisory Dispatcher (EDSP)

TASK	C O D E	EVAL. RECORD #	EVALUATOR: Initial & date upon completion of task
<b>Behavior: Plan for demobilization and ensure demobilization procedures are followed.</b>			
33. Coordinate the safe, effective, and orderly demobilization of incident resources with the IMT. <ul style="list-style-type: none"> <li>• <i>Seek opportunities for reassignment of incident resources.</i></li> <li>• <i>Monitor length of commitment for incident resources.</i></li> <li>• <i>Reassign or demobilize expanded dispatch personnel.</i></li> <li>• <i>Schedule closeout and/or transition with agency management.</i></li> <li>• <i>Schedule appropriate closeout and/or transition meeting(s) with IMT and other incident support organizations.</i></li> </ul>	I		

*Evaluate the numbered tasks ONLY. DO NOT evaluate bullets; they are provided as examples/additional clarification.*

**Trainee Information**

Printed Name:  
 Trainee Position on Incident/Event:  
 Home Unit/Agency:  
 Home Unit /Agency Address and Phone Number:

**Evaluator Information**

Printed Name:  
 Evaluator Position on Incident/Event:  
 Home Unit/Agency:  
 Home Unit /Agency Address and Phone Number:

**Incident/Event Information**

Incident/Event Name: \_\_\_\_\_ Reference (Incident Number/Fire Code): \_\_\_\_\_  
 Duration: \_\_\_\_\_  
 Incident Kind: Wildfire, Prescribed Fire, Wildland Fire Use, All Hazard, Other (specify): \_\_\_\_\_  
 Location (include Geographic Area, Agency, and State): \_\_\_\_\_  
 Management Type (circle one): Type 5, Type 4, Type 3, Type 2, Type 1, Area Command  
OR Prescribed Fire Complexity Level (circle one): Low, Moderate, High  
 FBPS Fuel Model Letter: G = Grass, B = Brush, T = Timber, S = Slash

**Evaluator's Recommendation**  
 (Initial only one line as appropriate)

- \_\_\_\_\_ **1)** The tasks initialed and dated by me on the Qualification Record have been performed under my supervision in a satisfactory manner. The trainee has successfully performed all tasks in the PTB for the position. I have completed the Final Evaluator's Verification section and recommend the trainee be considered for agency certification.
- \_\_\_\_\_ **2)** The tasks initialed and dated by me on the Qualification Record have been performed under my supervision in a satisfactory manner. However, opportunities were not available for all tasks (or all uncompleted tasks) to be performed and evaluated on this assignment. An additional assignment is needed to complete the evaluation.
- \_\_\_\_\_ **3)** The trainee did not complete certain tasks in the PTB in a satisfactory manner and additional training, guidance, or experience is recommended.
- \_\_\_\_\_ **4)** The individual is severely deficient in the performance of tasks in the PTB for the position and additional training, guidance, or experience is recommended prior to another training assignment.

Record additional remarks/recommendations on an Individual Performance Evaluation, or by attaching an additional sheet to the evaluation record.

Evaluator's Signature: \_\_\_\_\_ Date: \_\_\_\_\_  
 Evaluator's Relevant Qualification (or agency certification): \_\_\_\_\_

**Trainee Information**

Printed Name:  
 Trainee Position on Incident/Event:  
 Home Unit/Agency:  
 Home Unit /Agency Address and Phone Number:

**Evaluator Information**

Printed Name:  
 Evaluator Position on Incident/Event:  
 Home Unit/Agency:  
 Home Unit /Agency Address and Phone Number:

**Incident/Event Information**

Incident/Event Name: \_\_\_\_\_ Reference (Incident Number/Fire Code): \_\_\_\_\_  
 Duration: \_\_\_\_\_  
 Incident Kind: Wildfire, Prescribed Fire, Wildland Fire Use, All Hazard, Other (specify): \_\_\_\_\_  
 Location (include Geographic Area, Agency, and State): \_\_\_\_\_  
 Management Type (circle one): Type 5, Type 4, Type 3, Type 2, Type 1, Area Command  
OR Prescribed Fire Complexity Level (circle one): Low, Moderate, High  
 FBPS Fuel Model Letter: G = Grass, B = Brush, T = Timber, S = Slash

**Evaluator's Recommendation**  
 (Initial only one line as appropriate)

- \_\_\_\_\_ **1)** The tasks initialed and dated by me on the Qualification Record have been performed under my supervision in a satisfactory manner. The trainee has successfully performed all tasks in the PTB for the position. I have completed the Final Evaluator's Verification section and recommend the trainee be considered for agency certification.
- \_\_\_\_\_ **2)** The tasks initialed and dated by me on the Qualification Record have been performed under my supervision in a satisfactory manner. However, opportunities were not available for all tasks (or all uncompleted tasks) to be performed and evaluated on this assignment. An additional assignment is needed to complete the evaluation.
- \_\_\_\_\_ **3)** The trainee did not complete certain tasks in the PTB in a satisfactory manner and additional training, guidance, or experience is recommended.
- \_\_\_\_\_ **4)** The individual is severely deficient in the performance of tasks in the PTB for the position and additional training, guidance, or experience is recommended prior to another training assignment.

Record additional remarks/recommendations on an Individual Performance Evaluation, or by attaching an additional sheet to the evaluation record.

Evaluator's Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Evaluator's Relevant Qualification (or agency certification): \_\_\_\_\_