

Contract Instructor Statement of Work January 2008

BACKGROUND

The Stafford Act of 1974, Public Law (PL) 100-707 and PL 93-288, gives FEMA the responsibility for coordinating government-wide relief efforts and responsibility for coordinating disaster operations and response. As part of FEMA, the Emergency Management Institute (EMI) is the national focal point for emergency management training. The EMI provides training to support emergency managers, first responders, elected officials, and other emergency management officials in the performance of their duties through resident and non-resident course deliveries. The EMI is located at the National Emergency Training Center (NETC) in Emmitsburg, Maryland.

OBJECTIVE

The objective of this contract is to obtain the services of a qualified contract instructor who will deliver EMI courses following the Instructor Guide, Student Manual and related training activities (e.g. focus groups) in a manner which reflects the highest standards of the adult education profession. Prior to, during and after delivery of the course, the contract instructor represents EMI and should therefore present him/herself accordingly. To ensure the highest quality of instruction, the EMI evaluates the performance of the instructor in accordance with this Statement of Work and evaluation instruments used in each training program.

APPLICABLE DOCUMENTS

The contractor (hereafter called "Instructor") shall perform classroom instruction, focus group participation, and administration in conformance with the instructions and guidance provided in the following documents, as appropriate, for the program under which this contract is awarded. The instructor is responsible for being knowledgeable of and adhering to the following documents:

- EMI Course Instructor Guide and Student Manual
- Appropriate EMI Evaluation instruments
- All related DHS/Preparedness & FEMA policies and instructions
- Course Roster
- Conduct on the NETC Campus (NETC Instruction 1100.1)*
- EMI Human Dignity Statement*
- NETC Vehicle Registration and Parking Policy (NETC Instruction 6250.1)
- NETC Contractor Background and Suitability Requirements (NETC Instruction 3000.4)*
- NETC Student Dress Code
- Stipend Forms
- NETC IT Security Policies

- EMI Instructor Guidelines*
- EMI Contract Instructor Performance Requirement

All of these documents **are available upon request.**

*** The asterisked items can be found on our Contract Instructor website under Administrative Requirements at <http://training.fema.gov/instructors/>.**

DEFINITIONS

For the purposes of the Statement of Work, the following definitions will be used:

Resident Course: refers to all EMI courses delivered on the NETC campus including 5-day and under 5-day courses as well as focus groups and seminars.

Non-Resident Course: refers to all EMI resident courses delivered at a location other than the NETC campus including 5-day, and under 5-day courses and where EMI completion certificate is granted, for example an “L” or “B” course. This definition may also apply to State delivered “G” courses.

Training Specialist/Course Manager: refers to the individual responsible for courses within a specific curriculum area such as Disaster Operations, Floodplain Management, Incident Management, etc.

Program Manager: refers to the individual responsible for a specific program area where EMI courses supplement program delivery or support the program mission.

SCOPE OF WORK

(All Courses: On-Campus or Off-Campus)

Under this contract, the instructor shall deliver EMI courses or participate in a Focus Group as described in the tasks below. This scope of work applies to any course taught in the on- or off-campus mode. Program-specific requirements follow this scope of work.

Courses may be delivered on the NETC campus in Emmitsburg, Maryland, or at selected sites throughout the United States. All required instructional materials, classroom keys and audiovisual and laboratory equipment will be furnished by the Government or host facility and made available by the start of the course delivery.

The instructor shall:

1. Meet and/or electronically communicate with the Training Specialist/Course Manager and/or Program Manager (whichever is applicable) prior to and upon completion of courses to discuss arrival times and any other essential course

- administrative information which may include pre-course meetings, after-hour discussion of course activity or post course evaluations;
2. Ensure that all audiovisual equipment, laboratory equipment (when applicable) is in proper working condition and instructional materials/aids, e.g., student handouts, etc., are available before class begins;
 3. Prepare for and deliver the course materials as prescribed in the Instructor Guide, including content, sequence, timing, audiovisual presentation and instructional methodology;
 4. Administer, correct and review quizzes, tests, final exams and assignments, and papers as required for the program and maintain security over all teaching materials; e.g., tests, answer keys, answer sheets, and student grades. These materials shall not be improperly reproduced or distributed and must be immediately provided to the Training Specialist/Course Manager;
 5. Report student discipline problems to the Training Specialist/Course Manager for resident courses, or local site representative for non-resident deliveries as soon as possible;
 6. Brief students on the EMI end-of-course and long-term evaluation processes and facilitate completion of that process where applicable;
 7. Present student certificates in accordance with established program procedures;
 8. Return all reusable course materials for which the instructor has responsibility, and report equipment damage, loss or inoperability to the Training Specialist/Course Manager or local site representative for field courses;
 9. Remove excess papers, used easel pad chart paper and tape on walls or boards and ensure classrooms are left in a neat and orderly condition;
 10. Meet or discuss (telephone) with the Training Specialist/Course Manager after the delivery and provide specific recommendations concerning the course, materials, equipment, facilities, etc., as appropriate;
 11. Ensure that all equipment is used properly and is not removed from classrooms or laboratories;
 12. Evaluate and treat students fairly and equitably at all times;
 13. Provide a classroom environment that does not permit hostile environment incidents while conducting any class for the EMI;
 14. Appropriately admonish students who make any comment that could be construed as offensive;

15. Remain alert for drifts in classroom atmosphere that could lead to inappropriate comments;
16. Be familiar and in compliance with the DHS/Preparedness policies and instructions that deal with: equal opportunity in Federal education and training programs, civil rights, equal opportunity and affirmative employment, accessible electronic and information technology, equal opportunity for persons with disabilities, sexual harassment, and harassment and retaliation, internet security, and physical security;
17. Be familiar with and abide by the NETC/EMI Human Dignity Statement;
18. Provide instructor assessment, student assessment instrument, and voucher forms within 7 days of completion of the class to the appropriate Training Specialist/Course Manager and/or Program Manager (whichever is applicable).

INSTRUCTOR'S RESPONSIBILITY

All Instructors shall:

1. Be responsible for assigned classroom activities during the course. The instructors shall, in coordination with the Training Specialist/Course Manager, contact each other to discuss and mutually agree upon which modules each instructor shall teach. The teaching responsibilities shall be as evenly distributed as possible; however, each instructor may be required to teach all of the modules should it become necessary.
2. Correct student papers and projects, as appropriate;
3. When not actually performing classroom instruction, such time should be used in support of the contracted course delivery to prepare and complete course-related educational developmental tasks. All instructors shall be available in the classroom during the entire teaching day; except during scheduled meal periods. Exceptions to this policy must be approved by the Training Specialist/Course Manager or Program Manager (whichever is applicable);
4. Be present the entire period of performance stated on the contract instructor's purchase order. Failure to fulfill this requirement in its entirety (including graduation) will result in a deduction (equitable adjustment) to the purchase order. Instructors may, in writing, propose an amount to be deducted from his/her purchase order to the EMI Training Specialist/Course Manager. EMI has the right to accept or modify their proposal for remuneration;
5. Dress in a professional manner and present themselves as professionals and in accordance with the EMI student dress code.

Expected Work Activity of Instructors On- or Off-Campus When Not Actually Teaching

NON “ON-THE-PLATFORM” TEACHING RESPONSIBILITIES

1. Research current issues and prepare items to augment and supplement existing materials with recent lessons learned or late-breaking events;
2. Accomplish on-going review of course content and recommend improvements in editorial, format, pagination and content tracking of educational materials and supporting visuals;
3. Undertake, when necessary and in coordination with the Training Specialist/ Course Manager, interaction with related FEMA/EMI program office activities;
4. Plan and be fully prepared for upcoming instruction requirements and presentation of new materials in future units of instruction for the course being delivered;
5. Prepare for “next-up” presentation(s);
6. Coordinate other class support activity (i.e., Learning Resource Center (LRC), campus staff and/or contractors, etc.);
7. Grade course-specific papers and projects where applicable;
8. Coordinate and plan for required post-course evaluation of student projects (i.e., review of 6-month submissions in selected courses) where appropriate;
9. Undertake assigned changes in computer support such as transferring selected materials to software graphics through Training Specialist/Course Manager and EMI classroom contractor support where appropriate;
10. Maintain all course teaching materials in consultation with staff to ensure proper labeling of support items, storage order and security of materials following use, etc. where appropriate;
11. Accomplish routine maintenance specific to course delivery presented in labs (i.e., HAZUS, and other computer related programs and software plus reference materials, books, handouts, charts, etc.) where applicable and as approved by the Training Specialist/Course Manager;
12. Provide individual tutoring and counseling, both during and sometimes after the normal class day, for students having difficulties with class materials where appropriate;

13. Provide customer service and technical assistance support to students, both in and outside of the classroom;
14. Assist individual and groups of students with class projects;
15. In coordination with the Training Specialist/Course Manager, serve as EMI's "first point of contact" ascertaining and recommending action on special student needs such a course absence, minor injury, illness, or an unexpected need to depart early for a back home emergency, etc;
16. Assist other instructor(s) with such things as group activities, usually occurring on an hourly basis;
17. While under contract and on a limited basis, serve as a guest lecturer in other classes as needed;
18. Assist in the development of other instructor(s) and team-teach to mentor new instructors;
19. Participate in appropriate and related miscellaneous activities on campus (i.e., EENET, Focus Group sessions, sharing of subject matter expertise with campus staff and contractors, etc.);
20. On occasion, operate without support of any kind during periods when the facility is in a weather emergency shut-down phase or delayed-opening status but while classes remain in session;
21. In the rare event of a classroom or building emergency, in the absence of the Training Specialist/Course Manager Instructors should take a student roster with them and assist in the safe evacuation of and accounting of students.

RESIDENT COURSE DELIVERY

Instructors delivering EMI courses on-campus shall:

1. Prepare for their classroom activities prior to class start-up with the Training Specialist/Course Manager and other Instructors;
2. Obtain any necessary course materials from the Training Specialist/Course Manager as well as supply any materials that are the responsibility of the Instructor to the Training Specialist/Course Manager in a timely manner;
3. On the first morning of class be fully prepared to instruct the full compliment of course materials as discussed with the Training Specialist/Course Manager;

4. Arrive and depart from the classroom activities in a timely manner as discussed with the Course Manager.
5. Do not connect or allow students to connect personal computer equipment to government computer equipment at any time; including laptops, thumb-drives, USB peripherals, etc., and contact the Training Specialist/Course Manager and classroom support contractor for guidance and assistance with these issues where necessary;
6. Enforce classroom ground rules as necessary;
7. Report any participant disciplinary or intervention issues (e.g. medical attention, absence from a presentation or segment of the class) to the Training Specialist/Course Manager;
8. Report classroom property and equipment issues to staff promptly;
9. Maintain a current knowledge of and abide by NETC Emergency Plans including those for medical and fire incidents;
10. Park only in designated areas assigned to contractor instructors.

ON- CAMPUS “PROGRAM” SPECIFIC REQUIREMENTS

The Scope of Work for this contract includes up to eight (8) hours of in classroom preparation time to be completed prior to the start date of the class. Preparation efforts may include but are not limited to small course content IG and SM revisions, changes to PowerPoint materials, adjustments in student handouts and/or activities based on recently available publications and minor revision to class specific IT workbooks resulting from software changes/additions available at the time of the class offering. All changes are to be coordinated with the Training Specialist/Course Manager.

At the discretion of the Training Specialist/Course Manager, the inclusion of this addendum to the Emergency Management Institute (EMI) Contract Instructor Scope of Work increases the government provided lodging requirement by one (1) additional night only as needed and with prior approval of the Training Specialist/Course Manager and the Management Operations Student Support (MOSS) unit at the NETC. This additional night’s lodging is in the best interest of the government and supports PL 93-288 and the mission of the EMI in the delivery of emergency management, emerging issues, specialized application of technology, and Leadership training.