



Program Description

Council-certified Emergency Operations Manager

CEOM

The American Council for Accredited Certification offers the Council-certified Emergency Operations Manager (CEOM) to individuals with expertise in the various disciplines related to emergency operations management.

Objectives of the CEOM Program:

- To raise the standards of those engaged in emergency operations management.
 - To identify persons with acceptable knowledge of emergency operations management and the standards and regulations affecting Council-certified Emergency Operations Managers.
 - To award special recognition to those emergency operations managers who have demonstrated verifiable field experience.
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Eligibility:

Applicants for the CEOM certification must demonstrate academic- and experience-related eligibility.

Applicants must possess one of the following combinations of two (2) years education and relevant field experience:

- At least a 2-year post-secondary degree or its equivalent (15 credit hours) in a science-related field with a minimum of one (1) years of documented field experience in emergency operations management.
- No degree, with at least two (2) years of documented field experience in emergency operations management. (High school diploma or GED required.)

Field experience must include participating in or preparing for incidents where first responders from government agencies would be expected to arrive. Examples include Earthquakes, Hurricanes, Tornadoes, Major Fires, Major Floods, Mud slides, Terrorist Attacks, Nuclear disasters, Riots, Pandemics and Active Shooter Incidents.

Field experience must include involvement with one or more of the following: incident command, FEMA reporting, medical triage, building triage, risk/hazard assessment, disaster recovery or shelter-in-place provisioning.

ACAC certification candidates document education by submitting transcripts with the application form.

Candidates document field experience by submitting four project sheets (included in the application packet).

Applicants for state licenses where the CEOM examination is required must meet the eligibility requirements published by each state.

The Required Body of Knowledge:

The effective practice of emergency operations management requires knowledge and experience with incident command, FEMA reporting, medical triage, building triage, risk/hazard assessment, disaster recovery and other activities related to emergency operations management. For certification purposes, the candidate for the CEOM designation must demonstrate familiarity with the following reference texts:

1. American Council for Accredited Certification, *Code of Conduct* (www.acac.org)

2. FEMA, *Community Emergency Response Team Basic Training Participant Manual* (Washington, D.C.: FEMA, 2011). [Available free of charge at http://www.fema.gov/media-library-data/20130726-1839-25045-8729/pm_combined.pdf]

The Council-certified Emergency Operations Manager (CEOM) examination addresses the following domains of knowledge:

ACAC Code of Conduct

- Understand and conform to all provisions of the ACAC Code of Conduct.

Emergency Operations Preparedness

- Apply specific knowledge of the principles of emergency operations preparedness to the development, maintenance and execution of a disaster response plan.
- Incorporate emergency operations preparedness into the business culture served by the disaster response plan.

Fire Safety

- Apply specific knowledge of the principles of fire safety to the development, maintenance and execution of a disaster response plan.
- Incorporate fire safety techniques into the business culture served by the disaster response plan.

Emergency Medical Operations and Triage

- Apply specific knowledge of the principles of triage and emergency medical operations to the development, maintenance and execution of a disaster response plan.
- Incorporate emergency medical operations and triage techniques into the business culture served by the disaster response plan.

Light Search & Rescue

- Apply specific knowledge of the principles of light search & rescue to the development, maintenance and execution of a disaster response plan.
- Incorporate light search & rescue techniques into the business culture served by the disaster response plan.

Organization and Incident Command Systems

- Apply specific knowledge of incident command systems and organization to the development, maintenance and execution of a disaster response plan.
- Incorporate incident command principles into the business culture served by the disaster response plan.

Emergency Operations Psychology

- Apply specific knowledge of the psychological aspects of emergency response to the development, maintenance and execution of a disaster response plan.
- Incorporate understanding of emergency response psychology into the business culture served by the disaster response plan.

Terrorist Incidents

- Apply specific knowledge of the principles of terrorist incident response to the development, maintenance and execution of a disaster response plan.
- Incorporate terrorist incident response techniques into the business culture served by the disaster response plan.

The ACAC Certification Process:

1. Applicants must complete and forward the notarized application and project sheets and a copy of diploma or transcripts. Incomplete applications will not be forwarded to the Certification Board for review.
 2. Applicants must pass the closed-book examination. If the examination is not successfully passed, a fee is required before retaking the examination.
 3. Applicants have up to 90 days from the date of application to complete the application process. Applications left incomplete after 90 days will be considered null and void.
 4. Applicants must wait for the awarding of the certification. The Certification Board meets approximately every four (4) weeks to review the examination results and supporting materials before voting to award the certification.
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The CEOM Examination:

1. The applicant must complete a 3-hour, closed-book, written examination. The examination questions are based on the listed topic areas and required body of knowledge. For an updated list of exam topics and item references to use in test preparation, visit www.acac.org.
2. The examination is closed-book! It is strongly recommended that candidates read the reference materials listed above before taking the examination.
3. There are 120 questions on the examination. Each question is multiple-choice with at least four (4) possible answers. Exam items are drawn from the required body of knowledge according to the following blueprint:

CEOM Examination Blueprint

Domain/Cognitive Category	Science	Strategy	Tactics	Total # Items	Percentage
1. Emergency Operations Preparedness	8	9	4	21	17.5%
2. Fire Safety	2	7	8	17	14.2%
3. Medical Operations and Triage	2	7	7	16	13.3%
4. Light Search & Rescue	0	9	7	16	13.3%
5. Organization and Incident Command	0	14	3	17	14.2%
6. Psychology	7	4	6	17	14.2%
7. Terrorism	6	5	5	16	13.3%
Total # Items	25	55	40	120	
Percentage	20.8	45.8	33.3		100

4. **Passing Score:** The passing score for the CEOM examination is set by the CEOM certification board using the Modified Angoff Method. A score of 75% must be achieved to pass this examination.
 5. The examination is delivered electronically at an authorized testing center operated by Kryterion, Inc. There are no paper exams. Once a complete application packet is on file in the Council office, the candidate may register for the examination by calling the office at (888) 808-8381.
 6. Candidates should arrive 30 minutes before the testing appointment.
 7. Candidates must present two forms of government-issued identification at the testing center, one of which must be picture ID.
 8. Candidates must follow proctor instructions with regard to the use of personal belongings and test materials, including submitting eyeglasses for inspection and turning out exterior pockets.
 9. Candidates failing to abide by these rules will not be permitted to sit for the exam, and a re-examination fee will be required.
 10. All examinations contain the same questions; however, the examination questions are presented to each candidate in random order and the examination answers are presented to the candidate in random order.
 11. Examinations are graded electronically at the testing facility, and scores are available to candidates immediately. An email is sent to the candidate's email address confirming test results. In the case of state license applicants, exam scores are also reported directly to the appropriate state licensing agency.
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Fees:

All fees are listed on the ACAC website. Corporate purchase orders, checks, Visa, MasterCard and American Express are accepted.

Certification Fee for a two-year certification:

- Certification fee includes a non-refundable processing fee.

Examination Fee:

- Examination and certification fees are required prior to taking examinations.

Re-certification Fee:

- Re-certification is for a two-year period and requires documentation of continuing education. Re-certification fees include a non-refundable processing fee.

Re-examination Fee:

- For those who failed a previous exam.

Penalties for late Re-certification:

- May be waived in case of documented active military duty or medical issues.
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The Certifying Body:

1. The American Council for Accredited Certification (ACAC) is the certifying body for this program.
2. All decisions regarding application materials, examinations and the awarding of certifications are made by the CEOM Certification Board, which functions as part of the American Council for Accredited Certification.
3. The certifying body's responsibility to applicants is to provide a credible certification. Operation of the certification program is closely monitored to ensure that reference materials remain current with the industry guidelines and standards and the eligibility requirements for certification are at appropriate levels. Examination questions are developed by certified CEOMs who are currently active in the field of emergency operations management. Pass/fail scores are set by the CEOM Certification Board at the ACAC executive meeting using the modified Angoff method. The Board authorizes a periodic statistical

review of examination item performance and test reliability and updates the examination to reflect the latest changes in our rapidly evolving field.

4. The CEOM certification is valid for two (2) years, after which time re-certification is required.
5. Certification Board members are required to abstain from voting on any applicant's completed file that may present a conflict of interest, either personally or professionally.

Re-certification and Reinstatement:

ACAC certifications are current for two years from the date of issue. The certificate holder must accumulate forty (40) Re-certification Credits (RCs) prior to the certificate's expiration date. Each RC represents one (1) hour of continuing education or professional development. The certificate holder may accumulate the required hours at any time during the two-year certification period. An updated list of typical recertification activities is available on the Council website at www.acac.org.

Council-certified Emergency Operations Managers who do not acquire sufficient CEOM Re-certification Credits by their recertification date will be notified in writing to cease using the CEOM designation. They will be listed as expired on the Council website and will no longer be listed as a CEOM in any ACAC publication until such time as they resubmit to the certification process and successfully meet the current criteria for certification. Appropriate fees will apply.

Due Process Procedures:

1. The CEOM Certification Board is responsible for all facets of the certification program, including the review and evaluation of applications, the development and administration of examinations, the granting and reissuing of certificates and the adjudication of complaints against certificants.
2. **Suspensions:** If a Council-certified Emergency Operations Manager does not accumulate the required re-certification credits, certification shall terminate unless, in the judgment of the Certification Board, extenuating circumstances exist and the deficiency can be readily overcome. Examples of extenuating circumstances include documentation of active military service or documentation of a serious medical condition.
3. **Complaints:** If a Council-certified Emergency Operations Manager fails to abide by the ACAC Code of Conduct or is formally accused of gross negligence in the performance of his or her professional duties, the Certification Board may vote to refuse re-certification.
4. **Appeals:** Any holder of a valid Council certification or applicant for such a certification may appeal the decisions of the Certification Board.
5. Complaints or appeals shall be made in writing via certified mail to the Certification Administrator.
6. In the case of complaints, the Certification Administrator shall forward the complaint to the accused certificant and allow him or her ample time to respond.
7. The Certification Administrator, at the direction of the Executive Committee, may forward complaints or appeals to the appropriate Certification Board.
8. The Certification Board shall rule on all complaints or appeals by unanimous vote.
9. Complaints or appeals may be continued in writing via certified mail to the National Advisory Board.
10. The National Advisory Board shall be the final court of appeal and will rule on complaints or appeals by unanimous vote.
11. In resolving complaints or appeals, ACAC may rule only on its own decisions to grant or deny certification and recertification.

Emeritus (Retired) Status:

1. Retired Council-certified Emergency Operations Managers may be granted emeritus status in their designation as long as they are retired from professional practice as a CEOM. Such persons will be granted the title "Emeritus".

2. Re-certification Fees for Emeritus (Retired) Status: **\$100** USD for each two-year certification.
3. Continuing education is not required.
4. To return to active status, emeritus certificants must notify the ACAC in writing and pay a fee for a two-year active certification. At the end of the two-year period, all normal re-certification policies will apply.

Use of the CEOM Designation:

- A Council-certified Emergency Operations Manager (CEOM) may use the designation with his/her name on organization letterheads, business cards and all forms of address. When using the CEOM designation, we encourage the spelling out of the designation fully in smaller print immediately below the signature block, as in the following example:

John Doe, CEOM
Council-certified Emergency Operations Manager
Board-awarded by the American Council for Accredited Certification

- Certification is for individuals only. The CEOM designation may not be used to imply that an organization or firm is certified.

ACAC Code of Conduct:

- **Objective**

The objective of this code is to provide guidance for appropriate conduct for the certificants of the American Council for Accredited Certification as they engage in their individual professions.

- **Rules of Conduct**

Certificants of the American Council for Accredited Certification shall:

- Practice their respective professions following accepted industry standards and guidelines.
- Exercise caution not to misrepresent their credentials, training or experience in the course of their professional activities.
- Deal responsibly in advising parties regarding potential damage to property and/or risk to health.
- Maintain confidentiality concerning both personal and business information gathered in the performance of their professions, except in the case of overriding legal and/or health concerns.
- Avoid instances where conflict of interest or compromise of professional judgment may occur.
- Act with integrity to uphold the standards of their profession and of the Council and avoid any conduct that could adversely reflect on the Council and its certificants.

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ACAC reserves the right to change/update its certification examination material, eligibility requirements and re-certification requirements at any time it deems necessary to maintain the professional integrity and validity of its certifications.
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