

A Publication of the
**National Wildfire
Coordinating Group**

**NATIONAL INTERAGENCY
INCIDENT MANAGEMENT SYSTEM**

Sponsored by
United States
Department of Agriculture

TASK BOOK FOR THE POSITION OF

SUPERVISORY DISPATCHER (EDSP)

United States
Department of the Interior

National Association of
State Foresters



PMS 311-57
NFES 2372

March 1999

TASK BOOK ASSIGNED TO:
INDIVIDUAL'S NAME, DUTY STATION, AND PHONE NUMBER TASK BOOK INITIATED BY:
OFFICIAL'S NAME, TITLE, DUTY STATION, AND PHONE NUMBER
LOCATION AND DATE THAT TASK BOOK WAS 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.

EVALUATOR

DO NOT COMPLETE THIS UNLESS YOU ARE RECOMMENDING THE TRAINEE FOR CERTIFICATION

**VERIFICATION / CERTIFICATION OF COMPLETED TASK BOOK
FOR THE POSITION OF**

FINAL EVALUATOR'S VERIFICATION

I verify that all tasks have been performed and are documented with appropriate initials.

I also verify that _____

has performed as a trainee and should therefore be considered for certification in this position.

FINAL EVALUATOR'S SIGNATURE AND DATE

EVALUATOR'S PRINTED NAME, TITLE, DUTY STATION, AND PHONE NUMBER

AGENCY CERTIFICATION

I certify that _____

has met all requirements for qualification in this position and that such qualification has been issued.

CERTIFYING OFFICIAL'S SIGNATURE AND DATE

CERTIFYING OFFICIAL'S NAME, TITLE, DUTY STATION, AND PHONE NUMBER

Additional copies of this publication may be ordered from:

National Interagency Fire Center
ATTN: Supply
3833 S. Development Avenue
Boise, Idaho 83705

NATIONAL WILDFIRE COORDINATING GROUP POSITION TASK BOOK

Position Task Books (PTB) have been developed for designated positions within the National Interagency Incident Management System. Each PTB lists the performance requirements (tasks) for the specific position in a format that allows a trainee to be evaluated against written guidelines. 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 of all the tasks may involve more than one evaluator and can occur on incidents, in classroom simulation, and in other work situations. **Designated PTBs require position performance during which the majority of required tasks are demonstrated on a single wildland or prescribed fire. Some positions require that specific tasks be performed on a wildland fire. Performance of these tasks on other kinds of incidents is NOT qualifying.** It is important that performance be critically evaluated and accurately recorded by each evaluator. All tasks must be evaluated before recommending certification. All bullet statements within a task which require an action (contain an action verb) must be demonstrated before that task can be signed off.

A more detailed description of this process, definitions of terms, and responsibilities are included in the Wildland and Prescribed Fire Qualification Guide 310-1. A brief list of responsibilities also appears below.

RESPONSIBILITIES:

1. The **Home Unit** is responsible for:
 - Selecting trainees based on the needs of the home unit and higher levels.
 - Ensuring that the trainee meets the training and experience requirements included in the Wildland and Prescribed Fire Qualification Guide 310-1.
 - Initiating PTBs to document task performance.
 - Explaining to the trainee the purpose and processes of the PTB as well as the trainee's responsibilities.
 - Providing opportunities for evaluation and/or making the trainee available for evaluation.
 - Providing an evaluator for local assignments.
 - Tracking progress of the trainee.
 - Confirming PTB completion.
 - Determining certification per local policy.
 - Issuing proof of certification.

2. The **Trainee** is responsible for:
 - Reviewing and understanding instructions in the PTB.
 - Identifying desired objectives/goals.
 - Providing background information to an evaluator.

- Satisfactorily demonstrating completion of all tasks for an assigned position within three years.
 - Assuring the Evaluation Record is complete.
 - Notifying home unit personnel when the PTB is completed and providing a copy.
 - Keeping the original PTB in personal records.
3. The **Evaluator** is responsible for:
- Understanding the Wildland and Prescribed Fire Qualifications System.
 - Being qualified and proficient in the position being evaluated.
 - Meeting with the trainee and determining past experience, current qualifications, and desired objectives/goals.
 - Reviewing tasks with the trainee.
 - Explaining to the trainee the evaluation procedures that will be utilized and which objectives may be attained.
 - Identifying tasks to be performed during the evaluation period.
 - Accurately evaluating and recording demonstrated performance of tasks. Satisfactory performance shall be documented by dating and initialing completion of the task. Unsatisfactory performance shall be documented in the Evaluation Record.
 - Completing the Evaluation Record found at the end of this PTB.
4. The **Final Evaluator** is responsible for:
- Signing the verification statement inside the front cover of the PTB when all tasks have been initialed and if the trainee is recommended for certification.
5. The **Incident Training Specialist** is responsible for:
- Identifying incident evaluation opportunities.
 - Assuring that trainees have met prerequisites.
 - Identifying and assigning a qualified evaluator that can provide a positive experience for the trainee, and making an accurate and honest appraisal of the trainee's performance.
 - Providing PTBs to approved trainees on the incident when home unit was unable to provide them.
 - Documenting the assignment.
 - Conducting progress reviews.
 - Conducting a close-out interview with the trainee and evaluator and assuring that documentation is proper and complete.
 - Notifying trainee's home unit.

QUALIFICATION RECORD

POSITION: SUPERVISORY DISPATCHER (EDSP)

TASK	C O D E*	EVALUATION RECORD #	EVALUATOR: Initial & date upon completion of task
<p>1. <u>Upon arrival, check in and seek out supervisor or agency dispatcher for initial briefing.</u> Gather available information necessary to immediately assess situation, determine priorities, and take action as appropriate.</p> <ul style="list-style-type: none"> • Situational awareness. <ul style="list-style-type: none"> - Team interaction (protocols to follow, briefings, etc.). - Current situation status. - Weather (current and expected). - Current resource commitments. - Status of orders. - Expected duration. • Priority setting. <ul style="list-style-type: none"> - Determine management (multi-agency coordination [MAC]) interface. - Incident characteristics: single, multiple, type, etc. - Critical resources. • Local office considerations. <ul style="list-style-type: none"> - Name of immediate supervisor. - Political, social, and economic concerns which may affect operations. - Copy of expanded dispatch operations plan. - Preferred ordering procedures. - Final package requirements. - Existing organizational structure. - Existing operational period schedules. - Housing and transportation opportunities for dispatchers. 	I		

- *Code:
- O = task can be completed in any situation (classroom, simulation, prescribed fire, daily job, etc.)
 - I = task must be performed on an incident (flood, fire, prescribed fire, search & rescue, planned event, etc.)
 - W = task must be performed on a wildland fire incident
 - /R = Rare event—the evaluation assignment may not provide opportunities to demonstrate performance. The evaluator may be able to determine skills/knowledge through interview or the home office may need to arrange for another assignment or a simulation.
 - RX = task must be performed on a prescribed fire incident

QUALIFICATION RECORD
Continuation Sheet

POSITION: SUPERVISORY DISPATCHER (EDSP)

TASK	C O D E*	EVALUATION RECORD #	EVALUATOR: Initial & date upon completion of task
2. <u>Establish and maintain positive interpersonal and interagency working relationships.</u> <ul style="list-style-type: none"> • Create a work environment that provides diversity and equal opportunity for all personnel assigned to the incident. • Address individual agency values and policies throughout the tenure of the incident. 	O		
3. <u>Obtain briefing with Incident Management Team (IMT).</u> <ul style="list-style-type: none"> • Establish which position(s) on the incident has ordering authority. • Establish agreement on consolidation of orders. • Agree on methods for updating status of orders. • Discuss expectations for developing demobilization plans. 	I		

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QUALIFICATION RECORD
Continuation Sheet

POSITION: SUPERVISORY DISPATCHER (EDSP)

TASK	C O D E*	EVALUATION RECORD #	EVALUATOR: Initial & date upon completion of task
<p>4. <u>Develop an effective expanded dispatch organization to meet present and future needs.</u></p> <ul style="list-style-type: none"> • Evaluate existing organization and consider potential workload. • Order or release personnel in a timely manner to maintain a cost effective organization. • Coordinate with local agency dispatcher to maximize opportunities for training assignments. • Monitor expanded dispatch performance and distribute personnel accordingly. 	I		
<p>5. <u>Evaluate and order the supplies, facilities, and materials required to meet present and future needs of the expanded dispatch organization.</u></p> <ul style="list-style-type: none"> • Ensure adequate telephones, computers, fax, forms, etc. are provided. • Ensure adequate work space is provided for personnel. • Ensure adequate facilities are provided for dispatch operations. 	I		

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QUALIFICATION RECORD
Continuation Sheet

POSITION: SUPERVISORY DISPATCHER (EDSP)

TASK	C O D E*	EVALUATION RECORD #	EVALUATOR: Initial & date upon completion of task
<p>6. <u>Provide guidance and supervision to all functional areas in the expanded dispatch organization.</u></p> <ul style="list-style-type: none"> • Recognize priorities and direct the processing of resource orders. • Identify and evaluate stressful situations or problem areas and make adjustments to correct the situation. • Ensure compliance with established dispatch protocols. • Provide training for subordinates as necessary. • Schedule and conduct briefings with Support Dispatchers and Supervisory Dispatcher to ensure complete information exchange. • Ensure coordination between functional areas within the expanded dispatch organization. • Review and sign time keeping documents. 	I		
<p>7. <u>Communicate performance expectations to expanded dispatch personnel.</u></p> <ul style="list-style-type: none"> • Prompt and orderly processing of resource orders and supplemental forms. • Complete and legible documentation. • Open and effective communication. • Emphasize team work. 	I		

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QUALIFICATION RECORD
Continuation Sheet

POSITION: SUPERVISORY DISPATCHER (EDSP)

TASK	C O D E*	EVALUATION RECORD #	EVALUATOR: Initial & date upon completion of task
8. <u>Prepared to initiate off-site emergency procedures.</u> <ul style="list-style-type: none"> • Locate emergency plans and guides such as: <ul style="list-style-type: none"> - Search and rescue. - Hazardous materials. - Overdue aircraft. - Medevac procedures. • Identify responsibilities for activation of various plans. 	I		
9. <u>Conduct operations with consideration for external political, social, economic, and cultural concerns.</u>	I		
10. <u>Ensure effective interface of information between agency management and expanded dispatch organization.</u> <ul style="list-style-type: none"> • Expectations of management. • Delegated authorities. • Advise management, identify alternatives, and make recommendations. • Implement management direction. 	I		

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Continuation Sheet

POSITION: SUPERVISORY DISPATCHER (EDSP)

TASK	C O D E*	EVALUATION RECORD #	EVALUATOR: Initial & date upon completion of task
<p>11. <u>Ensure effective exchange of information between expanded dispatch and the IMT is maintained.</u></p> <ul style="list-style-type: none"> • Identify and resolve problems. • Identify other significant action occurring nationally or within area. • Identify critical resources. • Identify significant change in strategy that impacts dispatch operations. • Identify critical weather events. 	I		
<p>12. <u>Establish relationships and ensure effective exchange of information between expanded dispatch and other incident support organizations.</u></p> <ul style="list-style-type: none"> • Initial attack dispatch. • Buying teams. • Administrative payment teams. • Transportation. • Cache. 	I		
<p>13. <u>Ensure effective exchange of information between expanded dispatch and the GACC.</u></p> <ul style="list-style-type: none"> • Operations conducted considering local, area, and national guidelines and logistical capabilities. • Keep informed on other significant action occurring nationally or within area. • Keep informed on critical resources. 	I		

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QUALIFICATION RECORD
Continuation Sheet

POSITION: SUPERVISORY DISPATCHER (EDSP)

TASK	C O D E*	EVALUATION RECORD #	EVALUATOR: Initial & date upon completion of task
14. <u>Direct the processing of intelligence information.</u> <ul style="list-style-type: none"> • Review ICS Form 209 for accuracy. • Help develop analysis and prognosis. • Identify critical resource needs. • Recommend priorities. • Ensure communication of intelligence information. • Manage interaction between intelligence function and outside entities (e.g., public affairs, IOF1, IOF2). 	O		
15. <u>Manage the health and welfare of expanded dispatch personnel.</u> <ul style="list-style-type: none"> • Consider personnel welfare. • Provide adequate staffing. • Recognize personality characteristics. • Ensure adequate food and lodging. • Adhere to work/rest guidelines. • Manage operational period lengths and schedules. 	I		
16. <u>Ensure effective use of reference materials.</u> <ul style="list-style-type: none"> • Ensure mobilization guides and other reference materials are available. • Interpret reference materials. 	I		

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Continuation Sheet

POSITION: SUPERVISORY DISPATCHER (EDSP)

TASK	C O D E*	EVALUATION RECORD #	EVALUATOR: Initial & date upon completion of task
17. <u>Monitor and evaluate performance.</u> <ul style="list-style-type: none"> • Counsel as appropriate. • Complete overhead performance rating objectively and discuss with subordinate. • Forward overhead performance rating to home unit or as directed. • Evaluate and record the demonstrated performance of tasks in the position task book. 	I		
18. <u>Coordinate the safe, effective, and orderly demobilization of incident resources with the IMT.</u> <ul style="list-style-type: none"> • Obtain a copy of the Demobilization Plan and provide feedback. • Seek opportunities for reassignment of incident resources. • Monitor length of commitment for incident resources. 	I		
19. <u>Provide for the disposition of all records and files associated with expanded dispatch.</u> <ul style="list-style-type: none"> • Identify open and pending incident resource order requests, for transition with agency management. • Close resource orders. • Restock expanded dispatch supplies. 	I		

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QUALIFICATION RECORD
Continuation Sheet

POSITION: SUPERVISORY DISPATCHER (EDSP)

TASK	C O D E*	EVALUATION RECORD #	EVALUATOR: Initial & date upon completion of task
20. <u>Provide for the safe, effective, and orderly demobilization of the expanded dispatch.</u> <ul style="list-style-type: none"> • Reassign or demobilize expanded dispatch personnel. • Schedule close-out and/or transition with agency management. • Schedule appropriate close-out and/or transition meeting(s) with IMT and other incident support organizations. 	I		

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INSTRUCTIONS for EVALUATION RECORD

There are four separate blocks allowing evaluations to be made. These evaluations may be made on incidents, simulation in classroom, or in daily duties, depending on what the position task book indicates. This should be sufficient for qualification in the position if the individual is adequately prepared. If additional blocks are needed, a page can be copied from a blank task book and attached.

COMPLETE THESE ITEMS AT THE START OF THE EVALUATION PERIOD:

Evaluator's name, incident/office title, and agency: List the name of the evaluator, his/her incident position (on incidents) or office title, and agency.

Evaluator's home unit address and phone: Self explanatory

#: The number in the upper left corner of the experience block identifies a particular experience or group of experiences. This number should be placed in the column labeled "Evaluation Record #" on the Qualification Record for each task performed satisfactorily.

Location of Incident/Simulation: Identify the location where the tasks were performed by agency and office.

Incident Kind: Enter kind of incident, e.g., wildland fire, prescribed fire, search and rescue, flood, etc.

COMPLETE THESE ITEMS AT THE END OF THE EVALUATION PERIOD:

Number and Type of Resources: Enter the number of resources and types assigned to the incident pertinent to the trainee's task book position.

Duration: Enter inclusive dates during which the trainee was evaluated. This block may indicate a span of time covering several small and similar incidents if the trainee has been evaluated on that basis, i.e., several initial attack fires in similar fuel types.

Management Level or Prescribed Fire Complexity Level: Indicates ICS organization level, i.e., Type 5, Type 4, Type 3, Type 2, Type 1, Area Command or prescribed fire complexity level (low, moderate, high).

NFFL Fuel Model: For wildland fire and prescribed fire experience, enter number (1-13) of the fuel model(s) in which the incident occurred and under which the trainee was evaluated.

Grass Group	1. Short Grass (1 foot)	Timber Group	8. Closed Timber Litter
	2. Timber (grass & understory)		9. Hardwood Litter
	3. Tall Grass (2-1/2 feet)		10. Timber (litter understory)
Brush Group	4. Chaparral (6 feet)	Slash Group	11. Light Logging Slash
	5. Brush (2 feet)		12. Medium Logging Slash
	6. Dormant brush-Hardwood Slash		13. Heavy Logging Slash
	7. Southern Rough		

Recommendation: Check as appropriate and/or make comments regarding the future needs for development of this trainee.

Date: List the date the record is being completed.

Evaluator's initials: Initial here to authenticate your recommendations and to allow for comparison with initials in the Qualifications Record.

Evaluator's relevant red card rating: List your certification relevant to the trainee position you supervised.

Evaluation Record

TRAINEE NAME

TRAINEE POSITION

#1	Evaluator's name: Incident/office title & agency:				
Evaluator's home unit address & phone:					
Name and Location of Incident or Simulation (agency & area)	Incident Kind (wildland fire, search & rescue, etc.)	Number & Type of Resources Pertinent to Trainee's Position	Duration (inclusive dates in trainee status)	Management Level or Prescribed Fire Complexity Level	NFFL Fuel Model(s)
			to		
The tasks initialed & dated by me have been performed under my supervision in a satisfactory manner by the above named trainee. I recommend the following for further development of this trainee. _____ The individual has successfully performed all tasks for the position and should be considered for certification. _____ The individual was not able to complete certain tasks (comments below) or additional guidance is required. _____ Not all tasks were evaluated on this assignment and an additional assignment is needed to complete the evaluation. _____ The individual is severely deficient in the performance of tasks for the position and needs further training (both required & knowledge and skills needed) prior to additional assignment(s) as a trainee. Recommendations: _____ Date: _____ Evaluator's initials: _____ Evaluator's relevant red card (or agency certification) rating: _____					

#2	Evaluator's name: Incident/office title & agency:				
Evaluator's home unit address & phone:					
Name and Location of Incident or Simulation (agency & area)	Incident Kind (wildland fire, search & rescue, etc.)	Number & Type of Resources Pertinent to Trainee's Position	Duration (inclusive dates in trainee status)	Management Level or Prescribed Fire Complexity Level	NFFL Fuel Model(s)
			to		
The tasks initialed & dated by me have been performed under my supervision in a satisfactory manner by the above named trainee. I recommend the following for further development of this trainee. _____ The individual has successfully performed all tasks for the position and should be considered for certification. _____ The individual was not able to complete certain tasks (comments below) or additional guidance is required. _____ Not all tasks were evaluated on this assignment and an additional assignment is needed to complete the evaluation. _____ The individual is severely deficient in the performance of tasks for the position and needs further training (both required & knowledge and skills needed) prior to additional assignment(s) as a trainee. Recommendations: _____ Date: _____ Evaluator's initials: _____ Evaluator's relevant red card (or agency certification) rating: _____					

Evaluation Record (Continuation Sheet)

TRAINEE NAME

TRAINEE POSITION

#3	Evaluator's name: Incident/office title & agency:				
Evaluator's home unit address & phone:					
Name and Location of Incident or Simulation (agency & area)	Incident Kind (wildland fire, search & rescue, etc.)	Number & Type of Resources Pertinent to Trainee's Position	Duration (inclusive dates in trainee status)	Management Level or Prescribed Fire Complexity Level	NFFL Fuel Model(s)
			to		
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#4	Evaluator's name: Incident/office title & agency:				
Evaluator's home unit address & phone:					
Name and Location of Incident or Simulation (agency & area)	Incident Kind (wildland fire, search & rescue, etc.)	Number & Type of Resources Pertinent to Trainee's Position	Duration (inclusive dates in trainee status)	Management Level or Prescribed Fire Complexity Level	NFFL Fuel Model(s)
			to		
The tasks initialed & dated by me have been performed under my supervision in a satisfactory manner by the above named trainee. I recommend the following for further development of this trainee. _____ The individual has successfully performed all tasks for the position and should be considered for certification. _____ The individual was not able to complete certain tasks (comments below) or additional guidance is required. Not all tasks were evaluated on this assignment and an additional assignment is needed to complete the evaluation. _____ The individual is severely deficient in the performance of tasks for the position and needs further training (both required & knowledge and skills needed) prior to additional assignment(s) as a trainee. Recommendations: _____ Date: _____ Evaluator's initials: _____ Evaluator's relevant red card (or agency certification) rating: _____					