

*Answers to Commonly
Asked Questions*

about the

**CEM[®]/AEM
Examination**

A Study Guide



October 2009

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Q & A

WHO NEEDS TO TAKE THE EXAM?

- All new applicants.

Applicants may choose to sit for the exam prior to credential review however the application fee must be received at headquarters prior to sitting for the exam. Once taken the applicant will have one year from the date of the exam to submit their credentials for review.

HOW IS THE EXAM STRUCTURED?

- The exam will consist of 100 multiple-choice questions. Each question will have four possible responses. The examinee must choose the best answer.
- The exam must be completed in no more than two hours.
- In order to “PASS”, the examinee must score 75% or better on the exam.
- The exam questions will focus on emergency management principles and practices reflected in the publications listed on the back page.

Study tips

- “Brush up” on basic emergency management literature.
- A listing of publications from which all exam questions were derived is included on the back of this brochure.

HOW IS THE EXAM ADMINISTERED?

- The exam may be taken at the IAEM Annual Conference, Mid-Year Meeting, Regional Conferences, or at IAEM headquarters.
- Candidates also may individually arrange their own test administration through a variety of secured testing methods and locations.

Contact the education office at your local high school, college or university.

The education office at military installations may conduct the exam on site for all military and Department of Defense personnel.

CEM Commissioners and IAEM Board of Directors may administer the exam (call IAEM staff for contact information).

NOTE: Proctoring fees are the responsibility of the applicant.

U.S.-SPECIFIC SAMPLE QUESTIONS

The following sample questions were developed to familiarize the applicant with the exam format and sample content. The correct answers are found below.

- 1. Comprehensive emergency management involves all hazards, the four phases of emergency management in a hazard lifecycle, and which of the following?**
 - a. A partnership of all levels of government and the public.
 - b. Mandatory sharing of critical resources across jurisdictions.
 - c. Preparation for possible terrorist attacks in the jurisdiction.
 - d. Updated emergency operations plan.
- 2. Which of the following best describes the role of the local Emergency Program Manager?**
 - a. Always directing the operations at the scene of an emergency.
 - b. Coordinating resources and activities in all four phases of emergency management.
 - c. Issuing press releases and making public statements to the media about the disaster.
 - d. Making policy decisions regarding emergency response activities.
- 3. Which statement is true regarding structures damaged in earthquakes?**
 - a. The damaged structures should never be rebuilt in an earthquake-prone area.
 - b. The damaged structures should be rebuilt to pre-disaster quality.
 - c. The damaged structures should be rebuilt to the most recent seismic safety standards.
 - d. The damaged structures should only be rebuilt outside the earthquake-prone area.
- 4. Which of the following is a real benefit of using volunteers?**
 - a. Volunteers provide access to a broader range of expertise and experience.
 - b. Volunteers eventually gain the skills required to replace paid staff.
 - c. Volunteers apply pressure to make paid staff work harder.
 - d. Volunteers require less supervision and management.
- 5. Which best describes an emergency operations center?**
 - a. A center where disaster victims can rest and obtain food.
 - b. A central location from which emergency operations are coordinated.
 - c. A command post at the scene of the emergency where responders can be debriefed about the incident.
 - d. An information center, where the Public Information Officers provide updates to the media.
- 6. A good evaluation can help the organization identify:**
 - a. exercise objectives.
 - b. qualified members of the evaluation team.
 - c. the scope of the exercise.
 - d. training and staffing deficiencies.

U.S.-SPECIFIC SAMPLE QUESTIONS

continued

7. When a local government receives a warning that an emergency could be imminent, which of the following actions is its first priority?
- Coordinate efforts with local voluntary agencies that assist individuals and families in need.
 - Dispatch first responders to anticipated incident sites.
 - Implement debris removal plans and begin activities specified in the SOPs.
 - Warn citizens and take action to minimize damage and protect life and property.
8. A plan based on lessons learned from actual incidents is called a(n):
- Corrective Action Plan.
 - Emergency Operations Plan.
 - Preparedness Plan.
 - Recovery Plan.
9. According to the Robert T. Stafford Act, how much is the federal share of assistance to states and local governments following a presidential disaster declaration?
- Not more than 25%.
 - 25 – 50%.
 - Not more than 75%.
 - At least 75% or more.
10. Which one is primarily a local responsibility for disaster response?
- Coordinate deployment of state personnel and resources to the affected areas.
 - Recommend or order an evacuation.
 - Request federal assistance when resources are overwhelmed.
 - Suspend State laws or local ordinances if it is determined that the law in question will restrict or prohibit efforts to relieve human suffering caused by the disaster.

Answers: 1.a, 2.b, 3.c, 4.a, 5.b, 6.d, 7.d, 8.a, 9.d, 10.b.

CANADA-SPECIFIC SAMPLE QUESTIONS

The following sample questions were developed to familiarize the applicant with the exam format and sample content. The correct answers are found below.

- 1. If the community already has an emergency operations plan, the emergency manager should:**
 - a. assume the plan is probably outdated and proceed to develop a new one.
 - b. consider this part of the job done and focus on other activities.
 - c. coordinate a unified effort with all those responsible to keep the plan updated.
 - d. let the people responsible for the various sections decide when and if changes are needed.
- 2. After developing a base map that depicts potential hazard areas, the next step in the mitigation planning process is to:**
 - a. determine mitigation strategies.
 - b. determine what structures, infrastructures, and resources are at risk in the hazard areas.
 - c. hold public meetings and workshops to gain their inputs.
 - d. seek outside assistance.
- 3. As an emergency management core function, _____ is defined as a process to quickly procure, distribute, and utilize personnel and materials needed in an emergency.**
 - a. Communications
 - b. Direction and Control
 - c. Logistics and Facilities
 - d. Resource Management
- 4. The Canadian Government has taken steps to bolster its performance and capacity to manage complex emergencies by implementing the National Urban Search and Rescue Program to:**
 - a. provide financial assistance in the purchase of marine rescue equipment.
 - b. enhance the capability of the Canadian Navy's fast water rescue teams.
 - c. build and enhance the capabilities of first line responders to respond to emergencies resulting in structural collapses.
 - d. None of the above answers are correct.
- 5. A first step in communicating across cultures or with special-needs populations is to:**
 - a. learn to speak their language.
 - b. immerse yourself in all represented cultures.
 - c. not assume sameness.
 - d. place responsibility for communications on the receiver.
- 6. Unless previously revoked or continued in accordance with the Emergencies Act, when does a declaration of public order expire?**
 - a. After 14 days
 - b. After 30 days
 - c. After 60 days
 - d. After 90 days

CANADA-SPECIFIC SAMPLE QUESTIONS

continued

7. Joint Emergency Preparedness Program (JEPP) projects are proposed annually and selected for funding based on

- a. Department of National Defence approval.
- b. demonstrated need for funding.
- c. national and regional priorities.
- d. shared provincial and municipal funding.

8. The Montreal Protocol is the international agreement to reduce?

- a. Greenhouse gases
- b. Carbon Monoxide
- c. Ozone-destroying chemicals
- d. Forest fires

9. According to the Environmental Emergency Regulations under Part 8 of CEPA 1999 (E2 regulations), the person responsible must keep, with the plan, a record of the results of annual updates and tests for a period of not less than:

- a. 5 years beginning on the day the record is made.
- b. 25 years beginning on the day the record is made.
- c. no records need to be kept.
- d. the current and previous year records only.

10. Canada's integrated security system is composed of the following four key components:

- a. intelligence, identification, prevention, evaluation
- b. risk identification, preparedness, response and recovery
- c. threat identification, planning, management, recovery
- d. threat assessment, protection and prevention, consequence management, evaluation and oversight

Answers: 1.c, 2.b, 3.d, 4.c, 5.c, 6.b, 7.c, 8.c, 9.a, 10.d.

NEW ZEALAND-SPECIFIC SAMPLE QUESTIONS

The following sample questions were developed to familiarize the applicant with the exam format and sample content. The correct answers are found below.

- 1. The Prime Minister is the standing Chair person of which one of the following crisis specific entities during a disaster or threat to national security?**
 - a. DPMC
 - b. DESC
 - c. ODESC
 - d. DESG
- 2. Down slope wind storms in New Zealand are typically characterised by:**
 - a. Strong winds with rain
 - b. Strong winds without rain
 - c. Moderate winds with hail
 - d. Moderate winds with snow
- 3. The Minister of Civil Defence may appoint a statutory person responsible for recovery activities for an affected area. This person is known as the:**
 - a. Recovery Coordinator
 - b. Recovery Facilitator
 - c. Recovery Manager
 - d. Disaster Recovery Chief
- 4. Once a declaration under the CDEM Act 2002 is made, the declaring authority needs to notify whom?**
 - a. New Zealand Gazette Office
 - b. Public and the New Zealand Gazette Office
 - c. Public and the Ministry of Civil Defence & Emergency Management.
 - d. Public, Media and the Department of Prime Minister & Cabinet
- 5. Under CIMS, The off site facility for resources to be held is known as a:**
 - a. Assembly Area
 - b. Incident Control Point
 - c. Safe Forward Point
 - d. Staging Area
- 6. An UNDAC team is compromise of typically three to five emergency managers who:**
 - a. Are required to represent the views of their respective country politicians.
 - b. Are also always INSARAG (Medium or higher) rescue qualified.
 - c. At the request of the disaster affected country can provide rapid priority needs assessments.
 - d. Able to instruct the Local Emergency Management Authority under the authority of the UN Secretary-General.
- 7. Under the National Civil Defence Emergency Management Plan, if there was an event that required a state of national emergency, what level of emergency would be designated?**
 - a. DEFCON1
 - b. DEFCON5
 - c. Level 1
 - d. Level 5

NEW ZEALAND-SPECIFIC SAMPLE QUESTIONS

continued

8. Which agency is responsible for volcanic and seismic monitoring?

- a. GNS Science
- b. Waikato University
- c. Ministry of Civil Defence & Emergency Management
- d. National Institute for Water & Atmospheric research (NIWA)

9. The Civil Defence logo may be produced:

- a. In only black and white.
- b. In only blue and yellow (prescribed colours).
- c. In black and white or prescribed blue and yellow colours.
- d. In any colour combination providing the logo is not altered.

10. A Medical Officer of Health under the Health Act 1956, may exercise special powers:

- a. Only when authorised by the Minister of Health.
- b. Only during a declared state of emergency pursuant to the CDEM Act 2002.
- c. Both a and b
- d. A Medical Officer of Health can evoke special powers whenever they deem it required.

Answers: 1.b, 2.b, 3.a, 4.b, 5.a, 6.c, 7.d, 8.a, 9.c, 10.c.

AUSTRALIA-SPECIFIC SAMPLE QUESTIONS

The following sample questions were developed to familiarize the applicant with the exam format and sample content. The correct answers are found below.

1. **Which area in Australia has the highest bushfire risk?**
 - a. Central Australia
 - b. North East Australia
 - c. North West Australia
 - d. South West Australia
2. **In broad terms, social resilience is the capacity of a community to:**
 - a. Avoid involvement in disasters and their consequences.
 - b. Prevent adversity.
 - c. Respond negatively to adversity.
 - d. Withstand disasters and their consequences.
3. **In business recovery/resilience, what does the term “recovery time objective” (RTO) refer to?**
 - a. The historical point in time to which the company aims to recover its data
 - b. The maximum amount of time tolerated to resume a service or system to full operation
 - c. The process for determining acceptable recovery times
 - d. The process for making alternative provisions following a disaster
4. **Which of the following is an important tenet when managing media in a crisis?**
 - a. Media coverage of a crisis, irrespective of the success of the operational response, influences all stakeholders.
 - b. Media coverage of an event is secondary to operational response.
 - c. Media organisations do not influence operational response decisions or procedures.
 - d. Stakeholders will not be influenced by media coverage.
5. **The principles of community engagement are:**
 - a. Impacts, opportunities, options and solutions.
 - b. Inclusiveness, reaching out, mutual respect, integrity and affirming diversity.
 - c. Stren
gths, policy, transparency,
communications and accountability.
 - d. Solutions, expediency, options,
demographics and impacts.
6. **In order to promote coordination, the United Nations On-Site Operations Coordination Centre (OSOCC) team will:**
 - a. Ask how the OSOCC team can help the host agency.
 - b. Describe the OSOCC team’s priorities.
 - c. Explain to the host agency why they need information.
 - d. Sell the host agency on what the OSOCC team has to offer.

AUSTRALIA-SPECIFIC SAMPLE QUESTIONS

continued

- 7. Community engagement incorporates information sharing and active participation between the government and communities. What is the preferred means of consultation to ensure the visions and concerns of the community are considered in major decisions?**
- Information and websites
 - Notifications or articles in the local newspapers
 - Posters in public places
 - Stakeholder meetings
- 8. Which one of the following is NOT included in the list of useful basic principles for community consultation in Emergency Risk Management (ERM)?**
- Involve the media on all occasions to optimise the production of a clear and unambiguous message
 - Provide information to those who wish it to support the consultative process
 - Translate all technical language into plain language
 - Write all communications clearly and in a timely manner.
- 9. Contemporary emergency management in Australia incorporates a:**
- Dynamic and flexible network model.
 - Highly structured, legislated authorities.
 - Multi-organisational, inter-governmental and inter-sectoral cooperation.
 - Top-down bureaucratic model.
- 10. What is the acronym AIIMS an abbreviation for?**
- All International Incident Management Site
 - Australian Inter-service Incident Management System
 - Australasian Inter-service Incident Management Systems
 - Australasian Internal Incident Management Service

Answers: 1.d, 2.d, 3.b, 4.a, 5.b, 6.a, 7.d, 8.a, 9.a, 10.b.

OTHER COUNTRIES GENERAL SAMPLE TEST QUESTIONS

The following sample questions were developed to familiarize the applicant with the exam format and sample content. The correct answers are found below.

- 1. Comprehensive emergency management is often referred to as an “occurrence cycle” or “hazard lifecycle” consisting of four phases. What are these four phases of comprehensive emergency management?**
 - a. Preparedness, planning, response and mitigation.
 - b. Preparedness, response, recovery and mitigation.
 - c. Prevention, response, recovery and mitigation.
 - d. Prevention, planning, response and mitigation.
- 2. What is a hazard analysis used to determine?**
 - a. How a community plans to respond to a given hazard.
 - b. How to carry out a specific function in the face of a specific hazard.
 - c. How vulnerable a community is to a hazard.
 - d. The causes of hazards that threaten a community.
- 3. Which of the following emergencies may trigger an earthquake?**
 - a. Drought.
 - b. Flash flood.
 - c. Tornado.
 - d. Volcanic eruption.
- 4. When setting up implementation structures to facilitate change, a leader should:**
 - a. consider primarily long-term impacts because the short-term will take care of itself.
 - b. focus on interim systems because there will be time later to deal with long-term impact.
 - c. include representatives of all key stakeholder groups.
 - d. place the greatest emphasis on how the change will impact the highest levels of management.
- 5. What is the benefit of proper training in emergency management tasks?**
 - a. Increased individual performance and retention.
 - b. Increased property damage.
 - c. Increased victim suffering.
 - d. Increased vulnerability to lawsuits.
- 6. During an emergency, which of the following is most likely to be true?**
 - a. People are automatically able to filter out unnecessary information.
 - b. People are busy with survival and do not need information.
 - c. People have additional challenges that make it harder to comprehend information.
 - d. People will listen more closely because they need the information.

OTHER COUNTRIES GENERAL SAMPLE TEST QUESTIONS

continued

7. The components of a “message” in a functional exercise usually consists of the following items:
- functions, agencies, hazard, geographical area.
 - sender, receiver, message, method of transmission.
 - major event, detailed events, expected actions.
 - date, inside address, heading , complimentary close.
8. The exercise design team leader should be:
- a key operational member of a participating organization.
 - the chief official of the jurisdiction or organization.
 - the emergency program manager.
 - someone who is familiar with the emergency plan.
9. A typical emergency operations center’s (EOC) standard operations procedure (SOP) serves as the “game plan” for the EOC personnel. What other purpose does the SOP serve?
- As a historical reference to update the hazards analysis.
 - Both as a training document and operational reference.
 - To develop the major events list for a full-scale exercise.
 - To seek alternate means of funding the EOC.
10. Which objective best exemplifies the requirements for a good objective?
- Emergency management staff will demonstrate the ability to initiate and complete a call-back of EOC personnel in 30 minutes.
 - Emergency managemetn staff might be able to improve their call-back system.
 - To find out if the fire/rescue department will effectively perform all duties during any major emergency or disaster.
 - Volunteers could be used in the response.

Answers: 1.b, 2.c, 3.d, 4.c, 5.a, 6.c, 7.b, 8.d, 9.b, 10.a.

RECOMMENDED PUBLICATIONS

The following are various FEMA publications and can be obtained from the FEMA website or by contacting FEMA's Publication Office or the Emergency Management Institute (EMI):

IS-1	Emergency Manager
IS-3	Radiological Emergency Management
IS-5A	An Introduction to Hazardous Materials
IS-7A	A Citizen's Guide to Disaster Assistance
IS-8A	Building for the Earthquakes of Tomorrow: Complying with EO 12699
IS-10	Animals in Disaster: Module A, "Awareness and Preparedness"
IS-11	Animals in Disaster: Module B, "Community Planning"
IS-15	Special Events Contingency Planning for Public Safety Agencies
IS-22	Are you Ready? An in-depth Guide to Citizen Preparedness
IS-55	Household Hazardous Materials
IS-100	Introduction to the Incident Command System
IS-111	Livestock in Disasters
IS-120	An Orientation to Community Disaster Exercises
IS-139	Exercise Design
IS-200	Basic Incident Command System for Single Resources and Initial Action Incidents
IS-208	State Disaster Management
IS-230	Principles of Emergency Management
IS-235	Emergency Planning
IS-240	Leadership and Influence
IS-241	Decision Making and Problem Solving
IS-242	Effective Communication
IS-244	Developing and Managing Volunteers
IS-271	Anticipating Hazardous Weather and Community Risk
IS-275	The EOC's Role in Community Preparedness, Response, and Recovery Operations
IS-288	Role of Voluntary Agencies in Emergency Management
IS-292	Disaster Basics
IS-301	Radiological Emergency Response
IS-324	Community Hurricane Preparedness
IS-340	Hazardous Materials Prevention and Planning
IS-346	Orientation to Hazardous Materials for Medical Personnel
IS-362	Multi-Hazard Emergency Planning for Schools
IS-393A	Introduction to Mitigation
IS-394A	Mitigation for Homeowners
IS-513	The Professional in Emergency Management
IS-546	Continuity of Operations (COOP) Awareness
IS-547	Introduction to Continuity of Operations (COOP)

ADDITIONAL REFERENCES FOR U.S.-SPECIFIC EXAMS

- Robert T. Stafford Disaster Relief and Emergency Assistance Act, as amended
- National Response Framework
- State and Local Guide 101
- National Incident Management System
- National Infrastructure Protection Plan
- Homeland Security Presidential Directive/HSPD-5
- Homeland Security Presidential Directive/HSPD-7
- Homeland Security Presidential Directive/HSPD-8
- IS-700: NIMS, An Introduction
- IS-701: NIMS, Multiagency Coordination System
- IS-703: NIMS, Resource Management
- IS-800B: The National Response Framework (NRF), An Introduction
- IS-860: National Infrastructure Protection Plan

ADDITIONAL REFERENCES FOR CANADA-SPECIFIC EXAMS

- Emergencies Act (<http://laws.justice.gc.ca/en/E-4.5/index.html>)
- Public Safety Canada (<http://www.publicsafety.gc.ca/index-en.asp>)
- Public Safety Emergency Preparedness Canada (PSEPC) (<http://www.ps-sp.gc.ca/prg/em/prprdss-en.asp>)
- JEPP (<http://www.publicsafety.gc.ca/prg/em/jepp/index-eng.aspx>)
- Industry Canada (<http://strategis.ic.gc.ca/epic/site/et-tdu.nsf/en/Home>)
- Radio Amateurs of Canada (<http://www.rac.ca/fieldorg/racares.htm>)
- ARES (<http://www.rac.ca/>)
- National Mitigation Strategy (<http://www.publicsafety.gc.ca/prg/em/ndms/strategy-eng.aspx>)
- Natural Hazards Map (<http://atlas.nrcan.gc.ca/site/english/maps/environment/naturalhazards>)
- Emergency Management Act (<http://laws.justice.gc.ca/en/showtdm/cs/E-4.56>)
- Meteorological Service of Canada (MSC) (http://www.msc-smc.ec.gc.ca/contents_e.html)
- Environmental Emergency Regulations under Part 8 of CEPA 1999 (E2 Regulations) (http://www.ec.gc.ca/CEPARegistry/documents/regs/e2_FS.cfm#1)
- Securing an Open Society: Canada's National Security Policy, Privy Council Office of Canada, National Library of Canada (<http://pco-bcp.gc.ca> and http://www.pco-bcp.gc.ca/docs/InformationResources/Publications/NatSecurnat/natsecurnat_e.pdf)

ADDITIONAL INFORMATION FOR NEW ZEALAND-SPECIFIC EXAMS

The following provides an outline of the examination curriculum for the Oceania component (30%/30 questions) of the examination.

The weight pertains to how many of the questions relate to a given topic area. The weighting is approximate only and there may be variations in each examination set.

Keywords indicate study areas that the applicant should be conversant with, not limited to understanding the term only.

New Zealand

1. The role of the United Nations in disaster management within Asia/Pacific is defined
Keywords: OCHA, INSARAG, UNDAC, OSOCC
Weight: 3
2. Demonstrate knowledge of the New Zealand emergency management framework.
Keywords: MCDEM, CDEM Groups, CEG, DESC, ODESC, DPMC.
Weight: 6
3. Demonstrate knowledge of the New Zealand hazardscape.
Keywords: National Hazardscape Report.
Weight: 6
4. Demonstrate knowledge of key positions and respective roles and powers, within the New Zealand emergency management environment.
Keywords: Minister, Director, National Controller, Group Controller, Local Controller, Constable, Recovery Coordinator, Recovery Manager, Public Information Manager, Mayor.
Weight: 5
5. Demonstrate sound understanding of key legislation affecting emergency management in New Zealand.
Keywords: Civil Defence Act 2002, Civil Defence Emergency Management Regulations 2003
Weight: 6
6. Demonstrate knowledge of allied legislation.
Keywords: specifically only sections pertaining to emergency management (powers), Health Act 1956, Fire Service Act 1975, Suppression of Terrorism Act 2002, Biosecurity Act 1993, Defence Act 1990, Land Transport (Road User) Rule 2004 [use of civil defence emergency vehicles].
Weight: 2
7. Incident command systems used within region are identified and understood
Keywords: span of control, single and multi-incident structures, on site IMT structure/roles, CIMS facilities, command vs control, common elements.
Weight: 2

ADDITIONAL REFERENCES FOR NEW ZEALAND-SPECIFIC EXAMS

All the following resources are available from:

http://www.civildefence.govt.nz/memwebsite.nsf/wpg_URL/For-the-CDEM-Sector-Publications-Index?OpenDocument

- National Hazardscape Report
- National Civil Defence Emergency Management Plan Order
- A Guide to National Civil Defence Emergency Management Plan
- National Civil Defence Emergency Management Strategy
- Directors Guidelines:
 - DGL 1-02 Working together: formation of CDEM groups
 - DGL 2-02 Working together: developing a CDEM Group plan
 - DGL 3-02 Working together: Lifeline and Utilities emergency management
 - DGL 4-05 Recovery management
 - DGL 5-06 Declaration
 - DGL 6-08 Response management
 - DGL 7-08 Mass evacuation planning
- Directors Information Series:
 - IS 5/05 Focus on recovery
 - IS 6/05 Organisational debriefing
 - IS 7/06 Pandemic planning
 - IS 9/07 Public information management
- Directors Best Practice Guideline
 - BPG 1-03 Lifeline and utilities
 - BPG 2-06 Donated goods management
 - BPG 3-06 Spontaneous volunteer management planning
- Summary of declared emergencies in New Zealand

Additional recommended reading includes:

- Teamwork in emergency management: an introduction to CIMS (available from www.frsito.org.nz)
- Legislation from www.legislation.govt.nz
 - Civil Defence Emergency Management Act 2002
 - Civil Defence Emergency Management Regulations 2003
 - Land Transport (Road User) Rule 2004 (*pertaining to emergency vehicles*)
 - Fire Service Act 1975 (*pertaining to chief fire officer powers*)
 - Suppression of Terrorism Act 2002
 - Biosecurity Act 1993 (*pertaining to emergency powers*)
 - Defence Act 1990 (*pertaining to use of NZDF personnel in civil aid emergencies*)
- United Nations – OCHA <http://ochaonline.un.org/AboutOCHA/tabid/1076/Default.aspx>
- United Nations – INSARAG <http://ochaonline.un.org/?TabId=1436>
- United Nations – UNDAC <http://ochaonline.un.org/Coordination/FieldCoordinationSupportSection/UNDACSystem/tabid/1414/Default.aspx>

Additional resources are also available for registered users of the Department of Internal Affairs Information Centre specifically the emergency management collection. This is a free service. Contact information@dia.govt.nz for further information. The Ministry of Civil Defence & Emergency Management also produces a mini-disc of key national documents, which covers the majority of the above recommended reading list. Contact your local Ministry of Civil Defence & Emergency Management office for a copy.

ADDITIONAL REFERENCES FOR AUSTRALIA-SPECIFIC EXAMS

- <http://ochaonline.un.org> Coordination tab on webpage.
- UNDAC Handbook 2006 edition
- Hazards, Disasters and Survival, A Booklet for Students and the Community
- Waugh, W. & Streib, G. Collaboration and leadership for Effective Emergency Management, *Public Administration Review*. Dec 6, 1966 ProQuest Education Journals
- Waugh & Streib, Collaboration and Leadership for Effective Management
- Maguire, B. Hagan, P. (2007) Disasters and communities: Understanding social resilience The Australian Journal of Emergency Management vol 22 no 2 May
- Fran H. Norris et al. (2008). Community Psychology. Community Resilience as a Metaphor, Theory, Set of Capacities, and Strategy for Disaster Readiness. Vol 41
- Emergency Management in Australia – Concepts and Principles, EMA AEM #1
- Emergency Management in Australia - Glossary, EMA AEM #3
- Emergency Management in Australia – Emergency Management Applications Guide, EMA AEM #5
- Yates, J. (1999) Improving the management of emergencies: enhancing the ICS. *Australian Journal of Emergency Management*, Winter
- *Economist Intelligence Unit* (2007) Business Resilience in keeping good companies, May
- Aitken, Identifying key issues affecting the retention of emergency service volunteers, (1999)
- Aitken, A. (2000) Identifying key issues affecting the retention of emergency service volunteers, *Australian Journal of Emergency Management*, Winter
- O’Neill, P. (2003) Developing an effective crisis media plan
- Queensland Government Dept of Emergency Services (2001) Charter for community engagement; Community Engagement Unit Strategic and Executive Services
- A guide for Effective Community Engagement
- Article by Norris, et al. Community Resilience as a Metaphor, Theory, Set of Capacities, and Strategy for Disaster. <http://www.environmentmagazine.org/Archives/Back%20Issues/January-February%202009/editors-picks-jf09.html>
- Parkin, Future Challenges for Volunteer Based Emergency Services, (2008)
- Charter for Community Engagement
- Australian Emergency Management Arrangements (2009)
- Emergency Management Volunteer Summit 2005 report

HOW TO ARRANGE FOR YOUR EXAM

Once an exam date has been determined, please provide in writing your proctor’s complete contact information along with the scheduled date and your exam will be sent directly to your proctor. Please provide 14-days notice, if possible.

Or, contact IAEM Headquarters:

201 Park Washington Court
Falls Church, VA 22046
Phone: (703) 538-1795 ext. 2; Fax: (703) 241-5603
Email: info@iaem.com