

Rescue 21 Major Acquisition

◆ Applied Human Performance Technology to support a major system acquisition.

Overview:

Nationwide maritime 9-1-1 communication system

Replaced legacy maritime communication system with digital technology and direction finding

Features:

Front-End Analysis

Job Task Analysis

Long-term HPT collaboration

Deployment of training on-site using simulators

Over-the-shoulder training upon activation of equipment

Capability to provide web-based recertification training

Realistic, scenario based learning

Performance-based testing

Immediate feedback



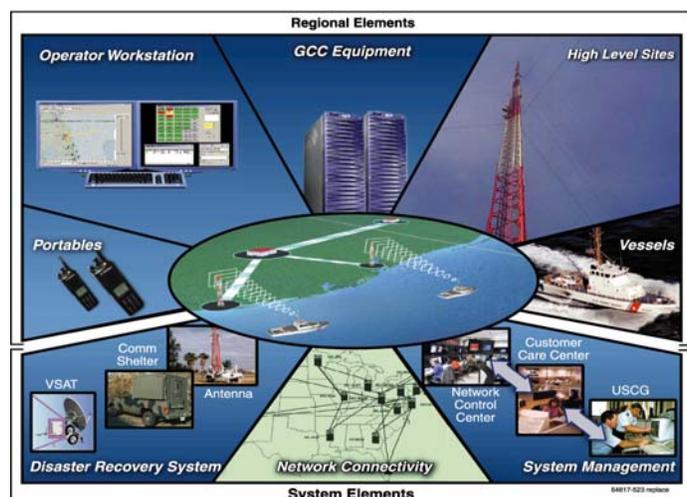
Before the Rescue 21 system, the nation's maritime search and rescue (SAR) communications system was difficult to maintain, increasingly unreliable and prone to coverage gaps.

Rescue 21 provided many upgrades but added new performance requirements.

The Rescue 21 Human Performance analysis highlighted the job requirements of Rescue 21 operators and developed interventions to prepare watch standers and controllers to use the new digital radio communication system.

Bottom Line: Human Performance analysis led to:

- The correct level of training support
- Requirement for contractors to use the Coast Guard's analysis process to improve consistency and require realistic performance based scenarios that contributed to successful performance in the field.
- Development of computer-based training which satisfied the requirement for recertification, at a much lower cost than traditional classroom training.



This product was designed and developed by the Coast Guard Performance Technology Center located in Yorktown, VA