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Appendix A - Glossary

CHAPTER 1 Introduction

- A. **General.** Enlisted performance qualifications (EPQ(s)) provide performance standards to enable the enlisted workforce to perform their jobs and prepare for advancement.
- B. **Policy.** All enlisted performance qualifications will be developed, published and administered in accordance with the standards of this manual.
- C. **Why Performance Qualifications?** In the Commandant's Direction 2000 – 2002, the credo is "Preparation equals performance". The enlisted performance qualifications (EPQs) are the standards used to prepare our enlisted workforce to perform their jobs and for advancement. They define the core competencies required for each enlisted rating. Performance analysis is used to develop EPQs. (See Chapter 2).
- D. **What is an Enlisted Performance Qualification?** An enlisted performance qualification is a concise description of a job task that enlisted personnel in a rating and pay grade are expected to perform. **All EPQs consist of three major sections and a fourth optional section, when necessary:**
1. **Action Statement.** *Actions* (specific to a rating or military performance requirement (MRN)) performed on-the-job. Example:

Troubleshoot to the component level a fault in the small boat electrical system (condition), IAW...(standard(s)).

2. **Standard.** Each performance qualification is based on a prescribed acceptable level of performance. The criterion for measuring performance is typically found in manuals, instructions, policy, law, etc. Example:

Troubleshoot to the component level a fault in the small boat electrical system, ***in accordance with (*standard(s), i.e., manuals, directives, policy, etc.)***.
* Note: ensure that standards are specified in the reference (when used) and that they are measurable.

3. **Condition.** The condition describes the surroundings or circumstances under which the performance occurs. Conditions include resources, manuals, equipment, tools, etc., which are required for performance.

Troubleshoot to the component *level* ***a fault in the small boat electrical system***, IAW...(standard(s)).

4. **Supervisory Guidelines.** In some cases an additional statement is added to help amplify the meaning or intent of an EPQ.

Troubleshoot to the component level a fault in the small boat electrical system, IAW... (standard(s)). ***An EM is given a digital or analog multi-meter and a schematic or wiring diagram and presented with an inoperative or faulty small boat electrical distribution system. The EM must be able to identify source of problem using various voltage, current, and resistance readings (intent).***

E. How are Enlisted Performance Qualifications used?

1. They serve as a “work order” to training centers that will develop curriculum and training.
2. They serve as a permanent record of an enlisted person’s attainment of the required rating and military qualifications.
3. They are used as a standard for making enlisted advancement recommendations.
4. They provide analysts with a baseline for a workforce’s required performance standards.
5. They provide force managers, program managers, facility managers, assignment officers, etc., a catalogue of performance factors.

F. How do enlisted performance qualifications relate to PQS, JQRs, and Qualification Codes?

1. **Performance Qualifications Standards (PQS).** PQS is a qualification system that documents the minimum level of competency required to perform a specific duty (i.e., Watch, Quarter and Station Bill (WQSB) assignments). A PQS is a compilation of the minimum knowledge and skills that an individual must demonstrate in order to qualify to stand watches or perform duties necessary for the safe, secure, and proper operation of the ship. Finally, PQS is standard across a class of cutters or units, promulgated by a central authority (i.e. Commandant). (See Cutter Training and Qualification Manual, COMDTINST M3502.4 (Series)).
2. **Job Qualifications Requirements (JQR).** JQR is a locally produced requirement used whenever there is no existing PQS to cover a specific watch station function. (See Cutter Training and Qualification Manual, COMDTINST M3502.4 (Series)).
3. **Enlisted Qualifications Code Manual, COMDTINST M1414.9 (Series).** Qualification Codes supplement the enlisted rating structure by identifying special skills and knowledge beyond that normally provided by rates and

ratings. Qualification Codes are typically associated with completion of a class “C” school and/or certification of performance (e.g., Coxswain, Boarding Officer, MSCNE (Microsoft Certified Network Engineer)). Listed as “competencies” in the CGHRMS (People Soft ©).

4. **Summary.** Required job tasks can consist of a variety of performance classifications ranging from rating specific, to mission specific, to unit specific job requirements. The enlisted performance qualification system uses standard criteria to determine core performance of a rating or MRN. Typically only tasks performed by more than 30% of a rating’s workforce are considered an EPQ.

G. Stakeholders. Who has a share in the enlisted performance qualification system?

1. **Enlisted member.** Enlisted performance qualifications benefit the member’s career progression goals by preparing them for work demands.
2. **Supervisor.** EPQs provide supervisors a standard syllabus for training and evaluating enlisted personnel in the core performance of their rating and pay-grade.
3. **Commanding Officer/Officer in Charge.** The basic premise of the enlisted performance qualification system is to prepare enlisted personnel to support and complete unit missions.
4. **Rating Force Master Chief (RFMC).** The RFMC is the principal advocate for ensuring that standards are related to the job and mission performance requirements. The RFMC is responsible for the composition and currency of their managed rating’s enlisted performance qualifications.
5. **Force Manager (G-SRF and G-ORW).** This force manager is the program manager responsible for the content of the EPQs and the connection to the mission requirements
6. **Performance Technology Center (PTC).** The PTC assists and supports the force manager, RFMC and the training centers by providing various types of analysis – Occupational Analysis (OA), Front-End-Analysis (FEA), Job Task Analysis (JTA), etc., which help define the work, the worker, and the work environment.
7. **Training Centers (TRACEN).** Training centers use the PO3 EPQs to develop “A” school curriculum, and the remaining EPQs to develop other training and performance interventions.
8. **Commandant (G-WTT).** G-WTT is the program manager for the EPQ system. G-WTT ensures enlisted rating (and MRN) performance

qualifications are data-driven, updated frequently, and only core performance requirements are included.

9. **Commandant (G-WP).** G-WP is the program manager for the advancement system, which uses EPQs as one of several criteria to rank order eligible personnel for advancement to the next higher pay grade.

H. **What is the future of EPQs?** Many stakeholders are interested in the future of the enlisted performance qualifications – field, headquarters program managers, Department of Defense, outside industries (e.g., United Services Military Apprenticeship Program (USMAP)), etc. Enlisted performance qualifications are to align with the Coast Guard’s future mission requirements, as they change or are created. The following major organizational changes will impact EPQs within the next five years:

1. **Joint Ratings Review Implementation (JRR).** JRR assessed 10 enlisted ratings responsible for the maintenance and operations of non-aviation electronics systems. A re-alignment of enlisted technical ratings is being implemented to better position workers to maintain and operate electronics systems. JRR created new enlisted EPQs to support workforce transition. See JRR’s web site <http://www.uscg.mil/ff21/overview> for more details.
2. **Future Force 21 (FF21).** Future Force 21 is the Coast Guard's comprehensive, evolutionary effort to change its workforce management systems to meet current and future human resource demands. FF21 is managing a number of efforts to develop systems that translate work requirements into manageable “units” including EPQs, Qualification Codes, etc.; and using them to build a specialty/hierarchy structure that can be supported into the future. See FF21’s web site for more information: <http://www.uscg.mil/ff21/overview.htm>.
3. **Deepwater Acquisition Project.** The Deepwater Project seeks to renovate, modernize, and/or replace the Coast Guard’s entire portfolio of Deepwater assets with an integrated systems approach to surface, air, C4ISR and logistics needs. For more information visit Deepwater’s web site: <http://www.uscg.mil/deepwater.htm>.

- I. **A system picture.** The below picture shows the Enlisted Performance Qualification system as *foundational* to the following related enlisted systems: advancement, evaluation and performance.

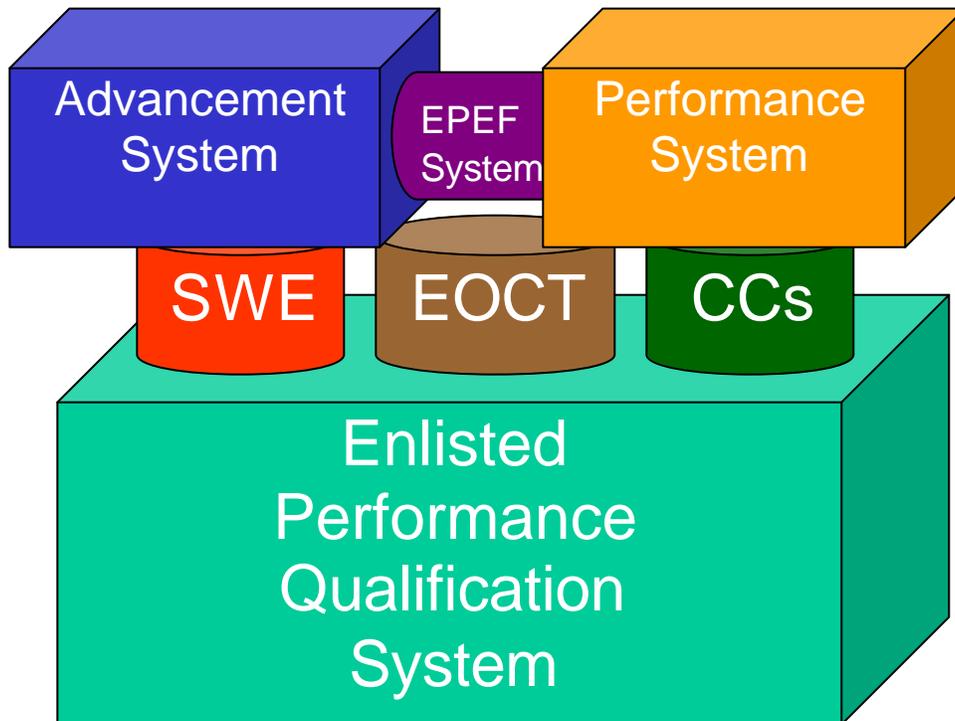


Figure 1

Key: **SWE** = Service wide exam; **EOCT** = End-of-course test; **CCs** = Correspondence Courses; **EPEF** = Enlisted Performance Evaluation Form System.

- J. **Summary.** Enlisted Performance Qualifications establish standard performance requirements for the Coast Guard enlisted workforce. Enlisted performance qualifications address the “core skills” that each enlisted person in a rating (i.e., BM3, MK2, YNCS, etc.) must perform for advancement to the next higher pay grade (E-4, E-5, E-7, etc.). There are many stakeholders, e.g., members, COs/OinCs, RFMCs, TRACENs, etc., who have unique interests, but all share one common goal – to ensure enlisted performance has standards that are current and meet the needs of Coast Guard mission requirements.

CHAPTER 2 How to use Enlisted Performance Qualifications

A. **Overview.** This information is provided to help commanding officers/officer in charge, supervisors and members use enlisted performance qualifications.

B. General Information.

1. **Record of Performance Qualifications.** This manual contains the approved Record of Performance Qualifications (Form CG-3303C (series)) for each rating. Records are arranged alphabetically and are included as TABS in Chapter 4. They are also available on Commandant (G-WTT)'s web site: <http://www.uscg.mil/hq/g-w/g-wt/g-wtt/g-wtt-2/trapol/quals.htm>.
2. **Types of Qualifications.**
 - a. Rating specific enlisted performance qualifications specify core performance standards common to all members within a rating, e.g., Machinery Technician, Storekeeper, etc.
 - b. Military specific enlisted performance qualifications, also known as MRNs, specify core performance standards common to all enlisted personnel in the Coast Guard.
3. **Major Groupings.** Three major expertise levels group enlisted performance qualifications: **Apprentice**, **Journeyman**, and **Master**. The purpose of these major groupings is to *distinguish* logical career progression points within the enlisted workforce.
 - a. Apprentice (E-2 to E-4). An apprentice will have a broad understanding of Coast Guard missions and the requisite skills needed to perform entry-level work as defined in the E-2, E-3, and E-4 EPQs. Apprentices are just learning their trade (or entry level skills, e.g., Seaman Apprentice, Fireman Apprentice, Airman Apprentice) and rely on significant mentoring, coaching and supervision. Positive motivation and incentives to support continued learning and improve on-the-job performance is essential for the apprentice.
 - b. Journeyman (E-5 and E-6). Journeyman possess the skills and experience needed to perform most complex tasks associated with their rating with little or no supervision. Journeymen are the front line technical support and operational specialists. Journeymen are proficient in all tasks associated with their rating, to include supervising junior personnel and those tasks associated with military requirements. As supervisors, they have the skills to mentor apprentices. The Journeyman continues to gain technical expertise including management and leadership.

- c. Master (E-7 to E-9). The Master level is the technical, operational and support expert in their field. They possess the skills needed to perform all complex tasks associated with their rating. At this level, the work can range from technical expert to managerial in nature. Primary responsibilities include leading and supervising enlisted personnel, coordinating training, managing resources, developing and implementing and managing strategic policies, etc. Positions such as Officer in Charge, Rating Force Master Chief, Command Master Chief and program manager, are typical assignments at the master level.
4. **Record of Performance Qualification Form Composition.** An enlisted performance qualification consists of a number, i.e., 4.01, 5.03, 7.23, etc., which is listed under an appropriate “job category”, i.e., Safety, Administration, Engineering, etc. within the Record of Performance Qualifications form.

The Record of Performance Qualifications form Identifies Enlisted performance qualifications for each pay grade by a number. Example:

4.01 - “4” equals E-4. Since it is an E-4 enlisted performance qualification, it is listed in the “Apprentice” skill expertise level. It is the first (x.01) performance qualification number under a particular job category (i.e., “Administration”, “Electronics”, etc.).

5. **Filing.** The Record of Performance Qualifications, CG Form 3303C (series) is filed in the PERSRU Personnel Data Record. It serves as the official document upon which demonstration of each performance qualification is certified complete.

C. **How to use Enlisted Performance Qualifications in the field.**

1. **Member.** Used as a syllabus for career progression and performance standards within the member’s rating. The enlisted member either meets the EPQ standard or does not. This is not the same as the Enlisted Performance Evaluation Form (EPEF) system, which measures a *range* of performance – or proficiency levels – that are not a part of the EPQ system.
2. **Supervisor.** Used as the standard to train for the next pay grade for subordinate personnel. Used as the performance standards for measuring subordinates’ performance on the job.
3. **Commanding Officer.** Used as a standard to measure core competency. Also used as a basis for identifying unit and/or mission specific performance requirements.

D. Administration of Enlisted Performance Qualifications.

1. Commanding Officer/Officer in Charge.

- a. Ensures that the Record of Performance qualifications is consistently and carefully administered by division officers, senior petty officers, or other persons designated by the CO/OIC as supervisors of enlisted personnel training.
- b. Prior to approving an individual for advancement, reviews the member's Record of Performance Qualifications to ensure all required and deferred (that can be reasonably performed – see paragraph 2.c. below) enlisted performance qualifications are signed off by the appropriate supervisor(s).

2. Supervisor. "Supervisor" in this manual means any senior person (E-6 or above) designated by the commanding officer/officer in charge as competent to sign off enlisted performance qualifications. The following standards apply for signing off enlisted performance qualifications:

- a. Ensure all enlisted performance qualifications are completed in accordance with the standards indicated on the Record of Performance Qualifications form. For example, enlisted performance qualifications established at the E-5 level (including E-5 MRNs), are the requirements that must be completed for all E-4 personnel in the rating seeking advancement to E-5.
- b. Ensure all enlisted performance qualifications for the next higher pay grade (including MRN) are completed prior to the service-wide examination (SWE) eligibility requirements deadline date (including any deferred EPQs that can reasonably be performed – see subparagraph c. below). The first SWE cycle for which the enlisted performance qualifications are required is indicated on the Record of Performance Qualifications.
- c. Enlisted Personnel Qualifications cannot be waived; they may be deferred if an EPQ is not practical or doable (i.e., member must travel a long distance to another unit, required equipment not available, etc.), Deferred EPQs are to be completed at a later date when it becomes practical. This means for SWE purposes the member is eligible to participate assuming all other advancement requirements have been met. For each EPQ deferred, annotate as "**deferred**" on the member's Record of Performance Qualifications, Form CG-3303C (series) and sign and date the notation. **Qualifying members are responsible to perform all enlisted performance qualifications annotated as "deferred" whenever possible.**

- d. Ensure as many references are available to members as possible. All units do not have direct access to every reference needed to perform each enlisted performance qualification. For this reason, the on-line Record of Performance Qualifications form has built in hyper-links to the reference(s) for global access via Internet/intranet. Units with Internet/intranet access should attempt to share/provide reference material when ever possible to those units without access.

3. **Member.**

- a. Have the most current copy of enlisted performance qualifications for your rating and MRN. The first SWE for which the enlisted performance qualifications are required is indicated on the Record of Performance Qualifications.
- b. Complete all enlisted performance qualifications (including any deferred EPQ still pending from previous tours) required for advancement prior to the service-wide examination (SWE) eligibility deadline date (1 August for the November SWE and 1 February for the May SWE (30 June for the 1 Oct Reservists' SWE). All SWEs are based on the enlisted performance qualifications in force for each particular SWE cycle. New editions of enlisted performance qualifications are not required for SWEs until they have been in the field for at least 6 months prior to the scheduled SWE eligibility requirements deadline date. Supervisors can assist you in verifying which enlisted personnel qualifications are applicable for a particular SWE cycle.
- c. When occupational analysis surveys are sent to you, take the time to accurately and completely fill them out. Results are used to update EPQs that shape the level of superior performance required of your rate.

CHAPTER 3 HOW TO DEVELOP ENLISTED PERFORMANCE QUALIFICATIONS

A. Input Standards. These are requirements for establishing new enlisted performance qualifications and/or implementing changes to existing enlisted performance qualifications

1. **Annual Enlisted Performance Qualifications Review.** Each year the Rating Force Master Chief and MRN program manager shall initiate an Annual Enlisted Performance Qualifications Review. The purpose of this review is to develop a plan to address the rating's enlisted performance qualification shortcomings, respond to workforce changes, etc.
 - a. Outcomes of the reviews could be:
 - (1) responses to any new developments which affect the performance qualifications and/or,
 - (2) an action plan to update qualifications. This plan shall include a list of proposed changes, their implementation time line and funding requirements for occupational analysis and training improvements. Significant changes within the rating could result from, new policy or law, technology advances, etc.
 - b. Review Process Requirements. The process owner, G-WTT, will coach the RFMC through the Enlisted Performance Qualification Review process. G-WTT will facilitate all Enlisted Performance Qualification Review meetings. G-WTT approves only EPQs meeting established standards.
 - c. Cycle Requirements. For highly technical ratings (AMT, AVT, AST, EM, ET, FT, GM, TC, and TT), unless data supports a shorter cycle, an occupational analysis is required every 3 years (minimum). For less-technical ratings (BM, DC, FS, HS, IV, MK, MST, MU, PA, PS, QM, SK, and YN), unless data supports a shorter cycle, an occupational analysis is required every 4 years (minimum). Normally, enlisted performance qualifications are generated and revised from the results of an Occupational Analysis (OA). An OA is a comprehensive report of a rating's current work.
 - d. Addition of New EPQ(s). The request for a new EPQ(s) must substantially show the need for the new requirement through analysis. Analysis may be in the form of a Front-end-analysis (FEA), Job Task Analysis (JTA), OA, etc.

2. RFMC actions to get from analysis to Enlisted Performance Qualifications:

a. Building and conducting an Occupational Analysis:

- (1). Obtain data to build an OA survey. Determine the rating's **major accomplishments**, and from those, a **preliminary task list**. A major accomplishment is an output produced by that person that contributes to a unit's mission. A task is one of the single work assignments that contribute to a major accomplishment. Collecting lists of tasks and major accomplishments will help build an effective survey for use in the OA. A panel of **Accomplished Performers** (APs) from your rating is recommended to aid in the survey by providing *competent expertise* within the fields that cover the rating's entire occupation.
- (2). Initiate an OA. OAs will be initiated and funded in accordance with reference (b).
- (3). Analysis of OA data. The OA's final report will help G-WTT/RFMC determine the current work of the rating, validate the current list of enlisted performance qualifications, place each task identified at the appropriate pay grade level, and show the percent of personnel that perform each task Coast Guard-wide.

b. Using FEA/JTA or other analysis data. FEAs/JTAs provide a narrow, yet more in-depth view of the required work and are used for determining job skills.

c. Revising enlisted performance qualifications.

- (1) Use the FEA and OA final reports to align the enlisted performance qualifications to the current world of work. The OA's final report recommends whether the task should be included as a rating specific performance qualification (which are distinguished as "core" performance requirements in a rating), a unit or mission specific qualification (PQS, JQR), or as a qualification code. Each task must be substantiated as a core competency before it can reasonably be adopted as an EPQ. Tasks not meeting basic FEA/OA criteria may be accomplished under some other "strand" qualification system, i.e., Enlisted Qualification Codes, PQS, JQR, etc.
- (2) Write new Enlisted Performance Qualifications with action, condition(s), standard(s) and supervisory guidelines (intent statements). Writing EPQs will likely require the combination of several tasks identified in the OA/JTA/FEA (as appropriate). (See pages 3-3 and 3-4 for detailed instructions).

- (3) Submit new Record of Performance Qualifications for approval. Submit the revised Form CG-3303C (series) to Commandant (G-WTT) for approval. Include in the package a memo from the appropriate Force Management Office and supporting documentation (OA, FEA, JTA, and/or other analysis.).

SUMMARY: Build OA Survey – Initiate OA – Review OA Final Report – Include any information learned from the annual EPQs review (i.e., new acquisition(s), FEA, new policy, etc.) - Revise EPQs accordingly = “new EQPs”. Done!

B. Output Standards. All RFMCs and program managers shall deliver new and modified enlisted performance qualifications in accordance with the following output standards:

1. Products and delivery standards:

- a. New enlisted performance qualifications. Deliver new enlisted performance qualifications on the Record of Performance Qualifications Form 3303C (template) to Commandant (G-WTT) no later than the required revision date shown on the current edition of the Record of Enlisted Performance Qualifications form.
- b. Modified enlisted performance qualifications. Deliver modified enlisted performance qualifications on the Record of Performance Qualifications form template to Commandant (G-WTT). Highlight all modifications in **yellow**. Modifications include minor edits, reference updates, and/or deletion of obsolete qualifications. Provide supporting documentation (OA, FEA, JTA, and/or other significant analysis) for deletion of obsolete qualifications.

2. How to write enlisted performance qualifications:

- a. Requirements for EPQs: EPQs must contain an **action, condition(s)**, and **standard(s)** or criteria of minimum performance and in some cases, **supervisory guidelines**, which help to clarify *intent*.

(1) Action. An action is a **task** to be performed, (i.e., **update** a chart, **prepare** a purchase order, etc.) Tasks are a *single* work assignment which:

- has a statement of specific action
- has a definite beginning and end
- is observable
- is measurable

- is independent of other actions
- (2) Condition. The condition describes the **surroundings** or **circumstances** under which the task performance occurs (i.e. *normal* (routine, everyday tasks), *off normal* (tasks not produced on a predictable basis), *emergent* (tasks that have severe consequences and characterized by the need to do the task without delay)). Conditions may indicate special equipment or other resources required for performance.
 - (3) Standard. A standard is the **authorized** or **prescribed** level of performance that is considered acceptable. Standards are sometimes found in manuals, instructions, policy, law, etc., but these references must be verified to ensure they are explicit, observable and measurable.
 - (4) Supervisory Guidelines. Guidelines provide supervisors with amplifying information to evaluate the successful completion of an EPQ
- b. Use the following procedure to **write** an EPQ:
- (1) Put draft on the CG Form 3303C (series) Template. **Draft** enlisted performance qualifications onto CG Form 3303C (series) (template). Commandant (G-WTT) will provide each RFMC with an electronic version of the latest template version.
 - (2) Produce clearly written EPQs. In general, this means the member and supervisor in the field as well as the course writer at the training center understand the **intent** of all EPQs. Course developers use EPQs to produce more detailed Terminal Performance Objectives (TPOs) and Enabling Objectives (EOs) from which training is developed. (See Glossary for TPO/EO definitions). See the below example:
 - (3) Ensure efficient and effective use of references. Ensure the reference(s) cited in the enlisted performance qualification are accessible, complete (all related reference material is cross-indexed), clear, correct, consistent, and current. **Inaccurate and/or incomplete references defeat the purpose of the enlisted performance qualifications.**
 - (4) Include an accurate portrayal of conditions. Ensure that each enlisted performance qualification contains either an actual condition(s) (i.e., platform, tools, equipment, reference manuals, policy, etc.) or an accurate simulated condition in which the member performs the action.

- (5) Add Supervisory Guidelines. Include any explanatory notes that will assist the supervisor in determining intent and proper execution of the enlisted performance qualification. This section is optional.

SAMPLE MRN Enlisted Performance Qualification

1. **Task:** Don the M17-Series Field Protective Mask with Hood (PVTX.16.3).
2. **Conditions:** Given a tactical scenario in a combat environment (day and night), don the M17 series field protective mask with hood in its carrier, and a CBR alarm or order to mask.
3. **Standard:** Don M17-Series Field Protective Mask with Hood (PVTX.16.3), clear, and check the mask within 9 seconds and adjust the hood within 6 seconds (for a total of 15 seconds) as per the references (hyper-linked in the text).
4. **Evaluation guidelines for supervisor:** The Coast Guardsman is given an M17 series field protective mask with hood and presented with a recognizable CBR alarm or is ordered to mask. The Coast Guardsman must recognize standard CBR alarms and take immediate action in donning and clearing the field protective mask. The individual must temporarily hold their breath, don, and clear the field protective mask with hood within 15 seconds, and sound the alarm to fellow Coast Guardsman.

CHAPTER 4 Records of Performance Qualifications

(Place TABS beginning after this page.)

APPENDIX A - GLOSSARY

1. **Accomplished Performers.** Members whose skill or performance is exemplary, above the norm. The “best of the best.”
2. **Competency.** Synonymous with “qualification”. A denotation given to members who successfully perform to written standard (e.g., CGHRMS is the new legacy system which will capture competencies).
3. **Condition.** Describes the surroundings or circumstances under which the performance occurs. It includes tools, equipment and environment in which the performance is made.
4. **Core competency (or skills).** Core competencies are the skills or behaviors that apply to all members of a rating or all enlisted members and are identified as enlisted performance qualifications for the rating (including E-2 and E-3) and MRN.
5. **Course Curriculum/materials.** A systematized or prescribed series of lessons designed to guide formal instruction. All “A” School Curriculum is developed from E-4 rating enlisted performance qualifications. All E-5 to E-7 required correspondence courses are developed from E-5 to E-7 enlisted performance qualifications.
6. **Enabling Objective (EO).** An EO contains a condition, behavior and standard. EO is an objective developed from a skill or knowledge that describes in measurable and observable terms a necessary step to accomplish the related TPO (See definition below for TPO).
7. **Enlisted Performance Qualifications (EPQs).** Those core competencies that are observable and measurable, that enlisted personnel in each rating are required to successfully perform. EPQs are directly reflective of job tasks required for mission accomplishment. They are a foundational element to the enlisted advancement system.
8. **Front-end-analysis (FEA).** A level of performance analysis that is a subset of program level analysis. FEAs are limited to specific individual jobs, specialties, or activities and they are geared toward individual or unit performance. The FEA report identifies performance requirements including knowledge, skills, attitude, policy, etc.
9. **Human Performance Technology (HPT).** A careful and systematic approach to solving problems—or realizing opportunities—related to the performance of people, groups, or organizations. HPT results in solutions that improve a system in terms of achievement or accomplishments that the organization values.

10. **Hyperlinks.** Electronic links that enable the user to quickly jump from one location or activity in electronic documentation to another.
11. **Implementation Plan.** The required output of an Annual Rating and Enlisted Performance Qualifications Review. It can include several actions, i.e., revised or edited or new enlisted performance qualifications, initiating required analysis, (i.e., OA, FEA, etc.), etc.
12. **Job Aid.** Guides and performance support materials that help members perform tasks they do infrequently, that are too complex to memorize, or that are comprised of critical steps. Examples: procedures, worksheets, decision tables, cookbooks, etc.
13. **Job Task Analysis (JTA).** A type of performance analysis that determines the duties and tasks that are, or should be, performed by personnel occupying a given type of job or fulfilling a given function.
14. **Major Accomplishments.** The primary outcomes or products produced by workers in a job. Several major accomplishments make up a job/specialty accomplishment.
15. **Occupational Analysis (OA).** OA refers to a number of procedures to measure the job structure of an occupation. In most organizations, these procedures are referred to as “job analysis”. However, most analysts for military organizations examine “job” families such as those in the Coast Guard enlisted rating structure.
16. **Performance Technology Center (PTC).** The designated focal point for Coast Guard expertise related to human performance analysis and the associated performance technology applications and tools that are most germane to Coast Guard projects and products. Includes identification and use of the tools and processes needed to complete focused analysis, evaluation, and cost-effective product creation. Relies on a “virtual environment” that includes other CG developers and centers of human performance excellence.
17. **Qualification.** Synonymous with “competency”. A denotation given to members who successfully perform to the written standard.
18. **Rating Force Master Chief (RFMC).** The RFMC, formerly called “force manager”, is the individual within a program responsible for the oversight of a Coast Guard enlisted rating or military performance requirements. This oversight includes structural concerns for the rating’s size and grade distribution, the setting of performance standards, and the content of enlisted performance qualifications.
19. **Terminal Performance Objective (TPO).** A description of what the student will be required to do upon completion of the instruction.