



# Personnel

## Specialty Track Study Guide



NATIONAL HEADQUARTERS CIVIL AIR PATROL  
Maxwell Air Force Base, Alabama

## Table of Contents

Preface.....	<b>3</b>
Training Objectives .....	<b>4</b>
Knowledge, Training, and Performance Requirements .....	4
Service Requirements .....	4
Guidance for On-the-Job Training (OJT) Supervisors and Unit Commanders .....	<b>4</b>
Achieving the Technician Rating .....	<b>5</b>
Position Description .....	5
Knowledge, Training, and Performance Requirements .....	5
Training and Performance Requirements .....	8
Technician Level Training Checklist .....	<b>9</b>
Achieving the Senior Rating .....	<b>10</b>
Position Description .....	10
Knowledge, Training, and Performance Requirements .....	10
Key Information for Attaining the Senior Level.....	10
Training and Performance Requirements .....	<b>11</b>
Senior Level Training Checklist .....	<b>13</b>
Achieving the Master Rating.....	<b>14</b>
Position Description .....	14
Knowledge, Training, and Performance Requirements .....	14
Key Information for Attaining the Master Level .....	14
Training and Performance Requirements .....	15
Master Level Training Checklist .....	<b>17</b>

## Preface

This pamphlet will prepare members for the responsibilities of a Civil Air Patrol (CAP) Personnel Officer (DP). The contents of this pamphlet apply to all levels, including squadron and group Personnel Officers in addition to wing and region Directors of Personnel.

This specialty track study guide has three sections. The first section applies to achievement of the technician rating, the second section is related to attaining the senior rating, and the third section deals with the skills required for the master rating. This progression should prepare members for positions of increasing responsibility as a Personnel Officer

Study each section and apply the information to actual situations on the job. If possible, the unit will assign an on-the-job (OJT) supervisor to assist members through the process. If the unit cannot assign an OJT supervisor, the member must learn the job through self-study and performance. The region DP should be actively involved in the training of wing DP, whenever possible, either as the OJT supervisor or as a mentor during self-study. The wing DP should assist in the training of group DPs (if applicable) and squadron Personnel Officers.

The member and OJT supervisor will determine the level of competence at each level. When the member reaches the desired level of competency for the completion of a level, the unit commander will certify proficiency in the member's personnel records and with National Headquarters through eServices. After the unit commander's certification of a technician, senior, or master rating, the member may wear the Leadership Award ribbon (technician rating) with a bronze (senior rating) or silver (master rating) star. Completion of each rating is a requirement for promotion. Complete promotion criteria is listed in CAPR 35-5, *CAP Officer and Noncommissioned Officer Appointments and Promotions*, and CAPR40-1, *CAP Senior Member Education and Training Program*.

Upon earning the Technician Rating, a senior member is qualified to wear the basic Personnel Officer specialty badge. Completion of the senior rating is denoted by a star on the badge and a master rating is denoted by a star and wreath on the badge. Refer to CAPR 39-3, *Award of CAP Medals, Ribbons and Certificates*, for additional information.

This specialty track is governed by CAP 30 series regulations. Feedback on the contents of this study guide should be directed to the CAP National Headquarters Director of Personnel and Member Actions (NHQ/DP).

Personnel management is an important aspect of the Civil Air Patrol organization. Understanding the intricacies of your job as a personnel officer at each level will prepare you to advance to more complex duties. Federal and CAP requirements change constantly so it is important that you stay up-to-date on any new requirements by visiting the Personnel section of the NHQ website.

## **Training Objectives**

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Each level contains Knowledge, Training, and Performance Requirements as well as Service Requirements that must be completed to attain each successive rating.

### ***Knowledge, Training, and Performance Requirements***

These requirements are derived from self-study, on-the-job training (OJT) experiences, and agreement with your assigned OJT supervisor or unit commander. Knowledge requirements are evaluated with a written examination. The exams are online and open book with no time limit. The passing score for these tests is 80%. Questions missed on the test will be displayed on your computer. The online tests are found on CAPs member website, [www.capnhq.gov](http://www.capnhq.gov). Go to Online Learning, then Learning Management System. Navigate to the CAPP 200 Specialty Track exams under Personnel. If the exam is failed, members must wait for 7 days before they can retake the exam.

### ***Service Requirements***

Service requirements are objectives describing what each student is expected to complete through active participation as a personnel officer.

## **Guidance for On-the-Job Training (OJT) Supervisors and Unit Commanders**

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The OJT supervisor plays an important role in the success of the DP in training. These senior member officers, in partnership with the unit commander, guide the student through the knowledge, training, performance, and service requirements for the rating the student is pursuing.

Once the OJT supervisor or the next echelon DP is satisfied that the student has met all the requirements for the rating, they and the student notify the unit commander.

When the commander is satisfied that the student can perform to the level applied for and has met the service requirements, they award the rating in the student's eServices record.

## Achieving the Technician Rating

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### ***Position Description***

The Personnel Officer (DP) at the Technician Level is expected to:

- Review membership applications for completion and submission.
- Forward and monitor the status of confidential screening (FBI fingerprint cards)
- Process duty assignments and appointments
- Process all promotions
- Process awards and decorations
- Identify proper wear of common CAP uniforms
- List three places members may acquire CAP uniform items and insignia
- The personnel officer at all levels should be familiar with the Constitution and Bylaws, CAPP 200 and CAP directives in the 30 series.
- Other DP related duties as required

### ***Knowledge, Training, and Performance Requirements***

#### **Publications You Should Read**

Personnel Officers should be familiar with those publications that have high relevance for all CAP members and should know those publications that are critical to the Personnel program. For this reason, Civil Air Patrol National Headquarters provides this list of publications and directives for the new Personnel Officer to study and learn. Publications listed in bold are critical for a Personnel Officer.

<b>Number</b>	<b>Title</b>	<b>Notes</b>
CAP Index 0-2	Numerical Index of CAP Regulations, Manuals, Pamphlets, and Visual Aids	
CAP Index 0-9	Numerical Index of CAP Forms, Test Materials, and Certificates	
CAPR 1-1	Ethics Policy	
<b>CAPR 30-1</b>	<b>Organization of Civil Air Patrol</b>	<b>Primary publication regarding DP</b>
CAPR 20-3	Charters and Other Organization Actions	Master rating
<b>CAPR 35-1</b>	<b>Assignment and Duty Status</b>	<b>Primary publication regarding DP</b>
CAPR 35-3	Membership Termination	Master Rating
CAPR 35-4	Overseas Cadet Squadrons (if assigned to an overseas squadron)	
<b>CAPR 35-5</b>	<b>CAP Officer and NCO Appointments and Promotions</b>	<b>Primary publication regarding DP</b>
<b>CAPR 35-6</b>	<b>Operations Ratings, Awards and Badges</b>	<b>Primary publication regarding DP</b>
CAPR 36-1	Civil Air Patrol Nondiscrimination Program	Describes CAP's commitment to inclusive membership.
<b>CAPM 39-1</b>	<b>CAP Uniform Regulation</b>	<b>Primary publication regarding DP</b>
<b>CAPR 39-2</b>	<b>Civil Air Patrol Membership</b>	<b>Primary publication regarding DP</b>
<b>CAPR 39-3</b>	<b>Award of CAP Medals, Ribbons and Certificates.</b>	<b>Primary publication regarding DP</b>
CAPP 39-3	Awards Made Easy	Senior Rating
CAPP 40-7	MENTORING: Building Our Members	Master Rating
<b>CAPF 2</b>	<b>Request for Promotion Action</b>	<b>Primary Form regarding DP</b>
<b>CAPF 2a</b>	<b>Request for and Approval of Personnel Action</b>	<b>Primary Form regarding DP</b>
CAPF 2b	Personnel Action Request – Termination of CAP Membership	Master Rating
<b>CAPF 12</b>	<b>Application for Senior Membership in Civil Air Patrol</b>	<b>Primary Form regarding DP</b>
CAPF 13	CAP Aerospace Education Membership Application	Master Rating

<b>CAPF 15</b>	<b>Application for Cadet Membership in Civil Air Patrol</b>	<b>Primary Form regarding DP</b>
<b>CAPP 200</b>	<b>Specialty Track Study Guide – Duty Assignment</b>	<b>Primary publication regarding DP</b>

### **Other Publications**

Individual wings publish procedures detailing their personnel policies and procedures. A new DP should read through these directives before progressing through this level of the specialty track. NHQ also maintains separate Personnel related web pages.

- Member Services page (eServices module)
- [Dues chart](#)
- [Ribbon rack builder](#)

## Training and Performance Requirements

The Personnel Officer technician rating candidate should possess a basic knowledge of the following and be able to:

- Complete and review membership applications in a timely fashion.
- Forward and monitor the status of confidential screening (FBI fingerprint cards).
- Ensure new members appear in the membership database and receive their membership card in a timely fashion.
- Set up a personnel log and file folders for members.
- Assign/appoint members to duty assignments electronically and on paper.
- Process routine promotions electronically and on paper when members reach eligibility.
- Process routine award and decoration applications promptly.
- Find the proper wear instructions for uniform combinations frequently worn.
- List three local/on-line locations where members may acquire CAP uniforms and insignia.
- Read and understand the publications listed above.
- Correctly complete and submit the forms listed above.
- Successfully serve for a minimum of six (6) months as an assistant unit DP (DPA) or as the unit DP.
- Successfully complete the online CAPP 200 Test for Technician Rating.



## Technician Level Training Checklist

To complete the Technician level of the Personnel Officer specialty track, the member must:

Knowledge, Training, and Performance Requirements	OJT, DP, or CC Initials and Date
Demonstrate the ability to process and review member applications in a timely fashion.	
Demonstrate the ability to forward FD 258 cards and monitor the status of confidential screening.	
Demonstrate how the candidate has ensured that new members appear in the membership database and receive their membership card in a timely fashion.	
Set up a personnel log and file folders for members,	
Demonstrate how to assign members to duty assignments electrically and on paper.	
Demonstrate how to process routine promotions electronically and on paper when members reach eligibility.	
Process routine award and decorations applications promptly.	
Demonstrate the ability to find the proper wear instructions for uniform combinations frequently worn.	
List three locations where members may acquire CAP uniforms and insignia.	
Successfully complete the online CAPP 200 Test for Technician Rating.	
Complete six (6) months experience as a Personnel Officer. Dates of Service _____ to _____	

Candidate's Name \_\_\_\_\_  
(Last, First, M.I.)

CAP Grade \_\_\_\_\_ CAPID \_\_\_\_\_ Unit Charter No. \_\_\_\_\_

\_\_\_\_\_  
Mentor's Signature (if applicable)

\_\_\_\_\_  
Date

\_\_\_\_\_  
Unit Commander's Signature

\_\_\_\_\_  
Date

## Achieving the Senior Rating

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### ***Position Description***

In addition to the technician duties listed above, a Personnel Officer at the Senior Level is expected to:

- Identify and correct, as needed, proper wear of common CAP uniforms
- Coordinate activities with the next higher echelon
- Prepare and maintain a budget
- Other DP related duties as required

### ***Knowledge, Training, and Performance Requirements***

#### **Key Information for Attaining the Senior Level**

To achieve the senior rating, the member must understand the duties and tasks associated with CAP's squadron, group and wing Personnel Officer positions. An understanding of the interaction among the various levels is essential. The member must be prepared to operate as a supervisor at units below wing level and as an assistant at the wing level. The Personnel Officer senior rating candidate should possess an intermediate knowledge of the following:

- The application process for all categories of membership, including how to obtain citizenship waivers.
- How to update member records electronically and on paper for those items not recorded electronically.
- The process for all duty assignments and appointments including Additional Duty Assignments (ADY) and Temporary Duty Assignments (TDY), Committees, Boards and Advisory Councils.
- The process for all promotions including special appointments and waivers.
- The process for all awards and decorations applications and nominations, including those unique to wing, group and outside organizations.
- How to process all promotions and demotions in a timely fashion.
- How to process routine requests for transfers in a timely fashion.
- Process a retirement.
- The proper wear instructions for uniform combinations frequently worn.
- How to obtain assistance from the Personnel Officer at the next higher echelon.

## ***Training and Performance Requirements***

To complete the Senior Rating in the Personnel Officer specialty track, the member must:

- Complete Level II of the CAP Education and Training Program.
- Be able to describe in detail or demonstrate the ability to process applications for all categories of membership.
- Review or supervise a review of all active member's electronic and paper personnel records for currency and accuracy. This should include Education and Training completed and should be done in conjunction with the unit ET. Correct or supervise the correction of any deficiencies identified.
- Describe in detail or demonstrate the ability to process all duty assignments and appointments including ADY, TDY, Committees, Boards and Advisory Councils.
- Describe in detail or demonstrate the ability to process all promotions including special appointments and requests for waivers of requirements for promotion.
- Process five awards or decoration applications/nominations found in CAP regulations, manuals and pamphlets, and two awards or decorations unique to wing, group, or outside organizations.
- Establish and implement a policy/procedure/practice to ensure members are submitted for/receive all awards and decorations listed in CAP regulations for which they are eligible.
- Prepare and implement a formal awards and promotions ceremony for multiple members in your unit.
- Describe in detail or demonstrate the commander's ability to process or deny a CAP member's transfer between units.
- Be able to describe in detail or demonstrate the ability to process a retirement and be able to recommend alternative membership categories or units as an alternative to retirement.
- Identify by sight the correct wear of commonly worn CAP uniforms. Be able to tactfully make corrections as needed. (This may be measured by reviewing photos pulled from web sites, publications or inspecting members of the unit.)
- Establish and maintain contact with the DP at the next echelon.

- Prepare and implement a budget for the DP section for one year.
- Using a Self-Inspection Guide receive a “satisfactory” rating from the OJT supervisor or receiving a satisfactory rating in a CI, SAV, audit or some other outside evaluation.
- Have no outstanding reports, action items or alike.
- Successfully complete the online CAPP 200 test for the senior rating.
- Successfully serve for a minimum of 12 months in a unit DP position or higher at the Technician Level.

## Senior Level Training Checklist

To complete the senior level of the Personnel Officer specialty track, the member must:

Knowledge, Training, and Performance Requirements	OJT, DP, or CC Initials and Date
Complete Level II of the Education and Training Program	
Describe in detail or demonstrate the ability to process applications for all categories of membership.	
Conduct or supervise a review of all active member's electronic and paper personnel records.	
Describe in detail or demonstrate the ability to process all duty assignments and appointments including ADY, TDY, committees, boards and advisory councils.	
Describe in detail or demonstrate how to process all promotions including special appointments and waivers.	
Process five awards or decoration applications/nominations found in CAP regulations, manuals and pamphlets AND two awards or decorations unique to wing, group or outside organizations.	
Describe how members are timely nominated for/receive all awards and decorations in CAP regulations for which they are eligible.	
Prepare and implement a formal awards and promotions ceremony for multiple members of your unit.	
Describe in detail or demonstrate the ability to process or deny a transfer between units.	
Identify by sight the correct wear of commonly worn CAP uniforms. Demonstrate how to tactfully make a correction.	
Give your evaluation of three local/online locations where members may acquire CAP uniform items and/or insignia.	
List addresses/numbers used to contact the DP at next echelon. List occasions/topics you discussed with the DP at the next echelon.	
Present a copy of the budget(s) for the DP section over the past 12 months and list the current balances.	
Demonstrate that you have received a "satisfactory" or equivalent rating on an outside evaluation.	
Attest to the fact that you have no outstanding reports, action items or alike.	
Successfully complete the online CAPP 200 test for the Senior rating.	
Complete 12 months experience as a Personnel Officer at the Technician level. Dates of Service _____ to _____	

Candidate's Name \_\_\_\_\_  
(Last, First, M.I.)

CAP Grade \_\_\_\_\_ CAPID \_\_\_\_\_ Unit Charter No. \_\_\_\_\_

\_\_\_\_\_  
Commander's Signature

\_\_\_\_\_  
Date

## Achieving the Master Rating

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### *Position Description*

In addition to the technician and senior level duties listed above, a Personnel Officer at the Master Level is expected to:

- Mentor a lower specialty rated DP
- Process organizational actions (charters, deactivations, etc.)
- Process terminations
- Make recommendations for policy/program changes to the commander
- Other DP related duties as required

### *Knowledge, Training, and Performance Requirements*

#### **Key Information for Attaining the Master Level**

At the master level the personnel officer manages and directs all personnel related interactions with the group, wing or region level. Master rated personnel officers must possess advanced knowledge of the following:

- The application process for all categories of membership, including the citizenship waiver process.
- How to update member records electronically and on paper for those items not recorded electronically.
- The process for all duty assignments and appointments including ADY and TDY assignments, Committee, Boards and Advisory Councils.
- The process for all promotions including special appointments and waivers in a timely fashion.
- The process for all awards and decorations applications and nominations, including those unique to wing, group and outside organizations.
- How to process transfers in a timely fashion.
- Process a retirement in a timely fashion.
- The proper wear instructions for CAP uniform combinations frequently worn.
- How to obtain assistance from the Personnel Officer at the next higher echelon.
- How this unit's DP interacts with the same function at higher and lower echelons.

- The “reasoning” behind wing and higher awards programs and promotion procedures.
- The relationship between DP and Professional Development, Recruiting and Retention, Cadet Programs and Public Affairs.

## Training and Performance Requirements

To complete the Master rating in the Personnel Officer specialty track, the member must:

- Complete Level III of the Education and Training program.
- Work with one or more other departments or echelons to ensure that all member’s personnel and training records are complete and up to date **OR** assist another unit that is having trouble to ensure that all member’s personnel and training records are up to date and secure.
- Be able to describe in detail or demonstrate the ability to process personnel actions using Personnel Authorizations as an alternative to CAPF 2a and electronic means.
- Prepare and submit a combination of five or more comprehensive award nominations requiring wing or higher approval, and/or annual awards at group level or above, and/or awards from outside organizations. Coordinate with Public Affairs if awards are received.
- Serve on a group (or higher) awards and decorations committee and prepare and implement a group (or higher) awards ceremony, **OR** plan, coordinate and orchestrate a formal change of command ceremony (at any level) in accordance with CAPP 3 Guide to CAP Protocol.
- Be able to identify by sight the correct wear of all CAP uniforms. (This may be measured by reviewing photos pulled from web sites, publications or inspecting members of the unit.)
- Be able to describe in detail or demonstrate the ability to process organizational actions including charters, deactivations, and changes of command.
- Be able to describe in detail or demonstrate the ability to assist or process all the personnel related actions associated with a change of command including: testing, signature cards on the unit accounts, e-services permissions, group and higher directories, committee memberships. Assist with web page updates, press releases, etc.

- Be able to describe in detail or demonstrate the ability to process suspensions and terminations. The description should include: procedures, required/suggested coordination with legal officer (JA) and unit commander (CC), and all appeals processes.
- In conjunction with Recruiting and Retention (RR) analyze membership trends and the causes for retention/growth/loss of members in three or more units and report to commander and RR Officer. The study should cover at least one year.
- Mentor someone through a technician or senior level DP specialty track **OR** provide 8 hours of DP specific training sessions to other DPs at a group or higher activity such as a conference **OR** serve on two SUI teams as an inspector for the Personnel area.
- Use a Self-Inspection Guide to get a “satisfactory” rating from the OJT supervisor or receiving a satisfactory rating in a CI, SAV, audit or some other outside evaluation completed since earning your senior rating.
- Have no outstanding reports, action items, etc.
- Successfully complete the online CAPP 200 test for the Master rating.
- Serve for at least 18 months as a Personnel Officer or assistant, 6 months of which must be at the group, wing or higher level with a senior personnel rating.



## Master Level Training Checklist

To complete the Master level of the Personnel Officer specialty track, the member must (Region-level Candidates should substitute Region where applicable):

Knowledge, Training, and Performance Requirements	OJT, DP or CC Initials and Date
Complete Level III of the Education and Training Program.	
Work with one or more other departments or echelons to ensure that all member personnel and training records are up to date <b>or</b> assist another unit to ensure all their member's personnel and training records are up to date.	
Describe in detail or demonstrate the ability to process personnel actions using Personnel Authorizations.	
Prepare and submit a combination of 5 or more comprehensive award nominations, annual award nominations or outside organization award nominations.	
Serve on a group or higher awards and decorations committee and implement an awards ceremony at group or higher level <b>or</b> orchestrate a formal change of command ceremony at any level.	
Identify by sight the correct wear of all CAP uniforms.	
Describe in detail or demonstrate the ability to process all the personnel related actions associated with the change of command. (See list above)	
Describe in detail or demonstrate the ability to process suspensions and terminations including coordination with JA and CC and all appeals processes.	
In conjunction with RR analyze and report on membership trends and the causes for retention/growth/loss of members in 3 or more units.	
Mentor a member through a lower level of the DP track <b>or</b> provide 8 hours of DP specific training <b>or</b> serve on two SUI teams.	
Receive a "satisfactory" or equivalent rating on an outside evaluation.	
Attest to having no outstanding reports, action items or alike.	
Successfully complete the online CAPP 200 test for the Master Rating.	
Complete 18 months experience as a Personnel Officer or assistant, 6 months of which must be at the group level or higher with a senior level personnel rating. Dates of Service _____ to _____	

Candidate's Name \_\_\_\_\_  
(Last, First, M.I.)

CAP Grade \_\_\_\_\_ CAPID \_\_\_\_\_ Unit Charter No. \_\_\_\_\_

\_\_\_\_\_  
Commander's Signature

\_\_\_\_\_  
Date