

**BY ORDER OF THE
COMMANDER AIR FORCE RESERVE
COMMAND**



**AIR FORCE RESERVE COMMAND
INSTRUCTION 36-2201**

10 JULY 2003

Personnel

**DEVELOPING MANAGING AND
CONDUCTING RESERVE RECRUITER
TRAINING**

COMPLIANCE WITH THIS PUBLICATION IS MANDATORY

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This instruction implements AFD 36-22, *Military Training*, 17 September 1993, by assigning responsibilities and providing guidance and procedures for developing, managing, and conducting Air Force Reserve recruiter training.

SUMMARY OF REVISIONS

This document is substantially revised and must be completely reviewed.

Chapter 1

ON-THE-JOB TRAINING (OJT) RESPONSIBILITIES

1.1. HQ AFRC/RSOT Education and Training Manager:

- 1.1.1. Develops, maintains, provides, monitors, participates, evaluates, and assists all categories of Reserve Recruiter training within squadron.
- 1.1.2. Oversees recruiter training issues, to include but not limited to:
 - 1.1.2.1. Maintains a master training plan; schedules all recruiter classes; prepares and distributes suggested training topics for Workshops and Training Meetings.
 - 1.1.2.2. Develops, publishes, and reviews Job Qualification Standard (JQS) 8R000, training material, handouts, and training aids to ensure conformance with job requirements and Air Force Reserve assignment, enlistment, and appointment criteria.
 - 1.1.2.3. Provides training assistance to requesting Reserve Recruiting Flights (RRF).
 - 1.1.2.4. Monitors training processes for policy compliance.
 - 1.1.2.5. Participates in meetings listed in [Table 2.1](#). Training Meetings and Workshops.
- 1.1.3. Serves as the liaison and consultant for Air Force Recruiting School Reserve Recruiter Course to ensure the curriculum remains current.
- 1.1.4. Serves as the liaison with Department of Defense (DOD), AF and commercial agencies aggressively researching the latest training concepts and tools for employment within reserve recruiting.
- 1.1.5. Provides the Air Force Reserve Recruiting Commander (AFRCRCS) with an assessment of the Reserve Recruiting Squadron training, evaluation, inspection programs and processes as follows:
 - 1.1.5.1. Conducts field Staff Assistance Visits (SAV) as directed or necessary.
 - 1.1.5.2. Conducts field training assistance visits and training oversight as requested or necessary.
 - 1.1.5.3. Maintains training status report for Senior Leadership as required.

1.2. Reserve Recruiting Flights:

- 1.2.1. Develops, Maintains, provides, monitors, participates, plans, evaluates and assists all categories of Reserve recruiter training within respective Flights.
- 1.2.2. Oversees recruiter training issues, to include but not limited to:
 - 1.2.2.1. Schedules and coordinates attendance for all national level workshops and training within respective Flights.
 - 1.2.2.2. Prepares and distributes suggested training topics for workshops and training meetings within respective Flights.
 - 1.2.2.3. Approves, selects and coordinates attendees for all supplemental training courses.
 - 1.2.2.4. Conducts, approves and/or assigns trainers, for initial, supplemental, and recertification training for all recruiters within the Flight.

- 1.2.2.5. Ensures initial/supplemental qualification training is started within 45 days of assignment for new recruiters assigned to their respective Flight.
- 1.2.2.6. Ensures recruiters in initial qualification and supplemental training complete training within 12 months of start date. Ensures certification is accomplished within 60 days of training completion date.
- 1.2.2.7. Conducts, approves and/or assigns trainers/certifiers in writing for newly assigned Senior Recruiters in training within 45 days upon reporting to duty station. Names of all certifiers must be listed on the Flight Recruiting metrics and forwarded to HQ AFRC/RSOT.
- 1.2.2.8. Appoints assigned/designated Lead Recruiters in writing.
- 1.2.2.9. Appoints assigned/designated certifying officials in writing.
- 1.2.2.10. Ensures all trainers within respective Flight have completed the Air Force Train the Trainer Course prior to conducting any training.
- 1.2.2.11. Conducts and documents training as directed by HQ AFRC/RS.
- 1.2.3. Provides HQ AFRC/RS with an assessment of RRF training, evaluation, inspection programs and processes as follows:
 - 1.2.3.1. Conducts field SAV's as directed or necessary.
 - 1.2.3.2. Conducts field training assistance visits and training oversight as requested or necessary.
 - 1.2.3.3. Maintains training status report for senior leadership as required.

1.3. Senior Recruiters and Assistant Senior Recruiters:

- 1.3.1. Maintains, provides, monitors, participates, plans, evaluates and assists all categories of reserve recruiter training within respective operating location (OL).
- 1.3.2. Oversees recruiter training issues, to include but not limited to:
- 1.3.3. Conducts and/or assigns trainers for initial, supplemental, and recertification training on all recruiters within respective OL.
- 1.3.4. Performs training/coaching visits with all recruiters assigned to OLs. Documents all training provided in the recruiters' training record or binder.
- 1.3.5. Requests training related assistance as needed from RRF.
- 1.3.6. Conducts and documents training as directed by RRF and HQ AFRC/RS.
- 1.3.7. Ensures recruiters are aware of their responsibility and accountability for maintaining proficiency.
- 1.3.8. Conducts monthly/quarterly training meetings and documents training provided for all assigned recruiters in the AF Form 623, **On-the-Job Training Record**. See [Table 2.1](#) for Training Meetings and Workshops.
- 1.3.9. Maintains training status report on OL for Senior Leadership as required.
- 1.3.10. Ensures all trainers within respective OL have completed the Air Force Train the trainer Course prior to conducting any training.

1.4. Lead Recruiter:

- 1.4.1. Provides, monitors, conducts, plans and evaluates training for assigned trainees in initial, supplemental, and recertification training within respective OL as directed.
- 1.4.2. Oversees recruiter training issues, to include but not limited to:
 - 1.4.2.1. Performs training/coaching visits to all assigned trainees as necessary. Documents all training provided in the trainees' training record or binder.
 - 1.4.2.2. Requests training related assistance as needed from the Senior Recruiter.
 - 1.4.2.3. Conducts and documents training as directed by Senior Recruiter, RRF and HQ AFRC/RS.
 - 1.4.2.4. Ensure recruiters are aware of their responsibility and accountability for maintaining proficiency.

1.5. Recruiter:

- 1.5.1. Trainees accept and perform training assignments to the best of their ability.
- 1.5.2. Trainees must request clarification on any tasks items they do not fully understand.
- 1.5.3. Trainees must become proficient on critical task items before certification is documented on the JQS 8R000.
- 1.5.4. Trainees must aggressively pursue governing directives, JQS technical references and training aids to enhance their training program and job knowledge.

Chapter 2

TRAINING AND DOCUMENTATION REQUIREMENTS

2.1. Phases of training:

2.1.1. Performance Standard: Recruiters are trained and qualified using “go/no go” standard. “Go” means the trainee can perform the tasks without assistance and meets local demands for accuracy, timeliness and correct performance of all tasks. Recruiters are considered trained when the certification official removes them from a formal phase of training and the recruiter is certified/recertified as proficient. (Reference: AFI 36-2201, V3, *Air Force Training Program*, paragraph 8.8.)

2.1.2. Trainers may sign off non-core and non-critical tasks by initialing the trainer’s column as third party certification is not required for non-core and non-critical tasks. (All JQS task items must be signed off with a pencil in accordance with AFI 36-2201, V3)

2.1.3. Initial Qualification Training: Trainees receive Initial Qualification Training (IQT) upon their initial assignment to a duty position as an Air Force Reserve recruiter.

2.1.4. Supplemental Training: Trainees receive supplemental training upon assignment to a duty position of higher responsibility (i.e., In Service Recruiter, Lead Recruiter, Health Profession Recruiter, and Senior Recruiter, etc.).

2.1.5. Initial Qualification and Supplemental Training:

2.1.5.1. The trainer must provide a HQ AFRC/RSOT standardized training plan to the trainee that outlines specific monthly objectives upon entry into training.

2.1.5.2. The Senior Recruiter or Lead Recruiter enters the trainee into IQT within 45 days upon reporting to a duty station.

2.1.5.3. Training will be conducted for a minimum of 6 months and a maximum of 12 months. Certification will commence within 60 days upon training completion date.

2.1.5.4. All recruiters in initial qualification and supplemental training must demonstrate the ability to meet or exceed, at a minimum, any 3-month period of cumulative goal within the first 3-12 months in training. If this requirement is not met within 12 months, the Recruiter cannot be certified. In special circumstances, the AFRCRCS may recommend certification without achieving this requirement. In these cases, the RRF will forward a request through HQ AFRC/RSOT to the AFRCRCS for approval or disapproval. If certification is not warranted, an extension may be requested. The Senior Recruiter must request an extension in training to the Flight/CC for approval or disapproval. All extensions must be listed on the Flight Recruiting metrics and forwarded to HQ AFRC/RSOT.

2.1.5.5. Trainers must conduct monthly trainee progress reports. Training that is satisfactory or unsatisfactory will be documented on the AF Form 623a, **On-the-Job Training Record – Continuation Sheet**, or plain bond paper and retained in Tab C of AF Form 623. As a minimum, include statements regarding the trainee’s strengths and weaknesses. If appropriate, include proposed solutions to training deficiencies. Both the trainee and the trainer must sign the completed trainee progress report.

2.1.5.6. Trainer provides detailed documentation of realistic and meaningful training within the trainee's environment.

2.1.5.7. A certifying official, designated in writing by the RRF, conducts certification of each critical JQS 8R000 task item.

2.1.5.8. If certification is warranted, the certification official certifies the trainee as proficient/certified on the JQS 8R000 task items. The certification official completes the JQS 8R000 certification block with date and initials, along with an AF Form 623a with trainee and certifier signatures, stating *"I certify SSgt _____ (add name of recruiter) is proficient in all JQS task items and certified as an 8R000. SSgt _____ (add name of recruiter) is removed from IQT."*

2.1.5.9. If the trainer/certifying official determines a trainee will not be certified during initial qualification and/or supplemental training (does not apply to a Senior Recruiter in training), the certifying official notifies the Senior Recruiter and RRF immediately. The Senior Recruiter submits a copy of the trainees training records to the RRF to conduct an in depth evaluation. This evaluation must determine whether the training received was appropriate, if the trainee should be continued in training, or if the trainee should be considered for tour curtailment. If the RRF believes that tour curtailment is warranted they must forward the training records and recommendation to HQ AFRC/RSOT for review. Final authority for a recommended tour curtailment is the AFRCRCS.

2.1.5.10. If the trainer/certifying official determines a Senior Recruiter in training will not be certified as a Senior Recruiter, the trainer/certifying official notifies the RRF immediately. The trainer/certifying official submits a copy of the Senior Recruiter training records to the RRF to conduct an in depth evaluation. This evaluation must determine whether the training received was appropriate, if the Senior Recruiter should remain in training, or if the Senior Recruiter should be considered for placement in another position or tour curtailment. If the RRF believes that tour curtailment is warranted they must forward the training records and recommendation to HQ AFRC/RSOT for review. If the RRF believes placement into another position is warranted they must request authority from the AFRCRCS. Final authority for tour curtailment is the AFRCRCS.

2.1.6. Proficiency Training:

2.1.6.1. Proficiency training is provided on an ongoing basis to ensure all recruiters are informed of changes as they occur. This training increases recruiters' knowledge and skill.

2.1.6.2. Recruiters are always in this phase upon completion of initial qualification, supplemental, or recertification training.

2.1.6.3. Document training on AF Form 623a and maintain in Tab A of AF Form 623.

2.1.6.4. Consider training meetings and workshops listed in **Table 2.1.** as part of proficiency training. Maintain this documentation in Tab B of AF Form 623.

2.1.6.5. One-on-one training is the major part of the proficiency training process.

2.1.6.6. Training focuses on, but is not limited to, sales, current criteria, assignment, enlistment, and appointment procedures.

2.1.7. Recertification Training:

2.1.7.1. Recertification training is required when a previously certified recruiter falls below acceptable standards of job proficiency on any JQS 8R000 task items. The following individuals may decertify a previously certified recruiter: Senior Recruiter, Lead Recruiter, RRF Flight members, or the HQ AFRC/RS Staff. When a previously certified recruiter is decertified, a trainer must be assigned in writing by the Senior Recruiter or RRF. The RRF must report the decertification and assigned trainer on the Flight Recruiting Metrics.

2.1.7.2. The Flight CC formally enters a senior recruiter into recertification training.

2.1.7.3. Recertification training must not exceed 90 days. Recertification will commence within 60 days of training completion.

2.1.7.4. The supervisor must notify the recruiter/senior recruiter by formal letter that they are being placed into recertification training. This letter clearly explains and documents the reasons for this placement. The decertified task items must be reviewed with the trainee immediately upon decertification. The trainer annotates the AF Form 623a or plain bond paper to record the effective date of placement and all training provided. The trainer and the trainee must sign each documented training session.

2.1.7.5. The trainer provides the recruiter with an outline of the recertification training timeline and identifies specific objectives to be met. The trainer and trainee acknowledge the plan with respective signatures on AF Form 623a. A copy is maintained in Tab C of the AF Form 623.

2.1.7.6. The trainer conducts evaluations at 15-day intervals to evaluate the recruiter's progress. These evaluations are documented on AF Form 623a or plain bond paper, and placed in Tab C of the AF Form 623. The trainer and the trainee must sign each evaluation.

2.1.7.7. If the trainer/certifying official determines a trainee will not be recertified, the certifying official ensures the Senior Recruiter and RRF are notified immediately. The Senior Recruiter submits a copy of the trainees training records and supporting documentation to the RRF to conduct an in depth evaluation. This evaluation must determine whether the training received was appropriate, if the trainee should be continued in training, or if the trainee should be considered for tour curtailment. If the RRF believes that tour curtailment is warranted, they must forward the training records and recommendation to HQ AFRC/RSOT for review. Final authority for a recommended tour curtailment is the AFRCRCS. If recertification is warranted, the certification official certifies the recruiter as proficient/certified on the JQS 8R000 task items.

2.2. Geographically Reassigned Recruiter:

2.2.1. Using JQS 8R000, the certification official evaluates a geographically reassigned recruiter within 45 days of arrival at the duty station. If found proficient, document the evaluation and results on AF Form 623a, TAB C and sign as proficient. If the recruiter was found to be deficient, decertify the appropriate task items and enter into recertification training.

2.2.2. Newly appointed or transferred senior recruiters review AF Forms 623 for assigned recruiters within 60 days of arrival on station. The senior recruiter completes an AF Form 623a, stating "*On this day _____, (Date accomplished), I have reviewed _____ (add name of recruiter)'s training records and have recertified he or she is proficient in all 8R000 JQS task item.*"

2.3. Training Meetings and Workshops: . **Table 2.1.** lists requirements for training meetings and workshops. All meetings and workshops must be held on government installations when practical, or where suitable facilities are available within OL territory.

Table 2.1. Training Sessions.

Rule	When conducting	which is	And held	then it will be attended by
1	OL Training Session	Mandatory	Quarterly	All assigned recruiters (notes 1, 3, and 4)
2	Flights Training Session		Every 6 months, Or as required	All assigned recruiters (notes 1, 2, 3, and 4)

NOTES:

1. HQ AFRC/RS Staff, RRF/RS representatives may attend, as required.
2. Restricted to Senior Recruiter only, unless approval by AFRCRCS.
3. This requirement can be met by attending a National Workshop, Deployment for Training (DFT), or for Senior Recruiters, a HQ AFRC/RS Senior Recruiter Workshop.
4. A fourth quarter training meeting is not mandatory.

2.4. Initial Entries to Assign/Certify JQS 8R000 Task Items:

- 2.4.1. The trainer enters the recruiter's full name on the JQS 8R000.
- 2.4.2. The trainer enters the date training began in the space provided. If recruiters are taken off qualification training due to extenuating circumstances, adjust the date training started on the JQS 8R000 and include an explanation on AF Form 623a.
- 2.4.3. Upon completion of each task item, the trainer enters the date completed in the space provided.
- 2.4.4. The trainee initials in the space provided when the task items are completed.
- 2.4.5. The certification official initials in the appropriate space when the task items are certified.

2.5. Additional Task Items Entered on AF Form 797, Job Qualification Standard Continuation/Command JQS: The senior recruiter may expand or add locally assigned task items using a separate AF Form 797, (see AFI 36-2201, Volume 3, concerning JQS documentation).

2.6. Publication of Revised JQS 8R000:

- 2.6.1. An 8R000 previously certified as a line recruiter should be recertified on the new revised JQS if they are found to be proficient. Enter the current date in the completion date block; trainee and certification official initial the appropriate blocks found on the JQS; the certification official and the trainee sign the following entry on AF Form 623a: "*Reaccomplished JQS 8R000 on _____ (date re-accomplished). Individual was previously proficient as an 8R000 on _____ (date and previously certified.)*" A trainer need not initial in this case.

2.6.2. For personnel currently in initial or supplemental qualification training, transcribe documentation from the previous JQS 8R000 to the new revised JQS 8R000 and make the following signed entry on AF Form 623a: “*Reaccomplished JQS 8R000 on _____ (date).*”

2.6.3. Personnel previously certified in a supplemental JQS 8R000 job series and not currently holding the position will not be recertified until they return to that series. Make the following signed entries AF Form 623a: “*_____ (Recruiter name) was previously certified as Senior, In-Service or Health Profession Recruiter on _____ (date).*” Recertification will take place upon reentry into a like position.

2.6.4. If a previously certified JQS 8R000 in any job series is found to be deficient in one or more task items, or the individual is currently in recertification training, the following must be done:

2.6.4.1. Certification official initiates a new JQS 8R000 and enters date training actually began for the appropriate task items in the start date block.

2.6.4.2. Trainer continues to provide or initiate required training in the deficient areas.

2.6.4.3. In either instance, the certification official makes the following signed entry on AF Form 623a: “*Initiated new JQS 8R000 on _____ (date). Individual was previously proficient as 8R000 on _____ (date).*”

2.6.5. Remove all previous editions of the recruiter JQS 8R000 from the training record after accomplishment of one of the above actions. The removed JQS is given to the respective recruiter.

2.6.6. Trainers for initial/supplemental JQS task item are the only individuals identified on the trainer/trainee identification page. Do not remove any previous pages. All identification pages should be maintained in the AF Form 623.

2.7. Task Decertification and Recertification. When a recruiter falls below acceptable standards of job proficiency in any task items, the following procedures apply:

2.7.1. Line through the previous certification (all applicable blocks contained within the certification section of the JQS 8R000).

2.7.2. Enter the appropriate signed documentation on AF Form 623a, validating the reason for the decertification and the proposed training to be provided to recertify the recruiter as proficient.

2.7.3. Enter the date recertification training begins in the same block as the previous start date. When acceptable standards are reached, the certification official recertifies the recruiter by entering the new completion date with recruiter’s initials.

2.8. AF Form 623. AF Form 623 is organized Tab A through F, Tab A being on top. Items under each tab are filed chronologically, with the latest date on top. All signatures and initials entered on the AF Form 623, to include the CFETP, AFJQS, AF Form 623a, AF Form 797, AF Form 1098, **Special Task Certification and Recurring Training**, AF Form 803, **Report of Task Evaluation**, and any additional training documents as determined by local requirements, will be documented in pencil.

2.8.1. Tab A - AF Form 623a documenting proficiency one-on-one training.

2.8.2. Tab B - AF Forms 623a documenting training meetings.

- 2.8.3. Tab C - Contains recertification, initial/supplemental qualification training entrance letters, evaluations, and extension/removal letters.
- 2.8.4. Tab D - Contains current and all previous trainer/trainee identification pages.
- 2.8.5. Tab E - Current version of JQS 8R000.
- 2.8.6. Tab F - Miscellaneous documentation, to include AF Forms 1098, Special Task Certification and Recurring Training and ancillary training records.

2.9. Use of AF Form 623:

- 2.9.1. This form is used in the recruiter training process as a method of preserving all pertinent information required to manage each recruiter's level of proficiency. Documentation more than 5 years old, other than initial/supplemental qualification training entries or recertification documentation, should be removed and given to the recruiter, if no longer serving a training purpose.
- 2.9.2. The primary purpose of this form is to maintain training documentation. Documenting production alone is prohibited unless it directly relates to other JQS 8R000 task requirements. Through this documentation, the trainer and certification official ensure each recruiter is provided proper training. Documentation reflects recruiter's abilities, both positive and negative, and illustrates growth and development as a member of Air Force Reserve Recruiting.
- 2.9.3. Proper documentation is essential and critical. Be specific. Take all aspects of the recruiter's progress into consideration when making evaluations. Answer the WHO, WHAT, WHEN, WHERE, WHY, and HOW while indicating the type of training provided.
- 2.9.4. Do not include information pertaining to Uniform Code of Military Justice (UCMJ) infractions or military personnel actions relating to anything other than specific performance of recruiting duties and training provided.
- 2.9.5. Maintain AF Forms 623 according to AFI 36-2201, Volume 3, and this instruction.
- 2.9.6. When a recruiter is transferred, the senior recruiter, within 5 days of departure, prepares an AF Form 330, **Records Transmittal/Request**, and forwards the recruiter's AF Form 623 to the gaining OL. If transferred to a HQ AFRC staff position, the AF Forms 330 and 623 are forwarded to HQ AFRC/RSOT.
- 2.9.7. Recruiters should be given their AF Form 623, upon termination or retirement.
- 2.9.8. Documents that must be included within the AF Form 623 are identified in AFI 36-2201, Volume 3, and this instruction.

2.10. Reaccomplishing Unusable AF Forms 623:

- 2.10.1. Do not reaccomplish an AF Form 623 for the sole purpose of transferring information to a new form. If it is necessary to reaccomplish a mutilated, dirty or illegible AF Form 623, the trainer/certification official transfers all pertinent information to the new form.
- 2.10.2. Under no circumstances will an AF Form 623 be cut up and parts of pages glued, stapled, taped, or inserted into another AF Form 623.

2.11. Assignment of JQS 8R000 Task Items:

- 2.11.1. Each task item identified on the JQS 8R000 is used in training each recruiter. Initially, the task items are assigned according to the training plan and the trainee's demonstrated abilities.
- 2.11.2. The certification official certifies critical task items essential to the accomplishment of day-to-day recruiting functions before recruiters are removed from qualification training.
- 2.11.3. Tasks that are not marked as critical tasks may be certified by the trainer. The trainer will initial in the trainer block on the JQS. (Reference paragraph [2.1.2.](#))
- 2.11.4. Senior recruiters may assign, train and institute certification of any task items found on any supplemental JQS 8R000 area to enhance a recruiter's knowledge and experience base. However, no recruiter is certified as proficient in any supplemental JQS 8R000 job classification unless physically assigned to that position.

JAMES E. SHERRARD III, Lt General, USAF
Commander

Attachment 1

GLOSSARY OF REFERENCES AND SUPPORTING INFORMATION

References

AFPD 36-22, *Military Training*

AFI 36-2201, Volume 3, *Air Force Training Program*

Terms

Certification Official—Individual who determines a trainee's proficiency in JQS task items. Certification officials must have completed the Train-the-Trainer/Certifier Course.

Decertification—When certified recruiters fall below acceptable standards of job proficiency in any JQS task item. Recruiters are decertified in that task item.

Go/No-Go Standard—Recruiters are capable and competent to accomplish tasks correctly in terms of procedures, timeliness, and performance; or neither capable nor competent to perform these tasks.

Job Qualification Standard—A list of tasks individuals are required to perform in their current job. Lists contain day-to-day tasks, contingency, and AFMAN 36-2108, *Airman Classification*, mandatory requirements.

Master JQS 8R000—The master JQS 8R000 is the foundation for recruiter training. It is used to train individuals who are newly assigned to recruiting duty upon graduation from the Air Force Reserve Recruiter Course and also to train specialized supplemental recruiter job categories. Prior recruiters of any military component must also be certified as proficient on JQS 8R000.

Proficiency Level—Level of skill attained by individuals. Under the go/no-go standard, this level is obtained when individuals are certified by the certification official as proficient.

Proficiency Training—A continuing training program to increase the knowledge and skills of recruiters.

Qualification Training—Actual hands on task performance training designed to qualify recruiters for a specific duty position.

Recertification Training—Recertification training is conducted to recertify recruiters who have been decertified in JQS task items.

Senior Recruiter—A general term that refers to the health profession, line and assistant senior recruiters, as a group.

Lead Recruiter—Assists the Senior Recruiter with training and coaching.

Task—A part of a job that has a specific beginning and end that can be defined, observed, and measured.

Trainer—Individuals who assist the trainee in the development of skills and knowledge. The senior recruiter may appoint another recruiter to actually provide the training. To appoint a recruiter as a trainer, a written notification will be given to the trainer with a copy going to the trainee. The senior recruiter will keep a copy of the notification on file as long as the recruiter acts as the appointed trainer. The trainer must be certified/proficient on the tasks they are training, and must have completed the Train-the-Trainer/Certifier Course.