

Instructor Standards, Expectations, and Professionalism

Instructors will follow and promote the ideals of honesty, courtesy, capability, personal development, accuracy, and the exchange of knowledge when engaging with students, other instructors, the public, employers, and the educational training agency. The instructor will adhere to the following principles:

- Instructors will constantly be aware of all learning styles and adapt the class to meet those learning needs using various teaching methods.
- Instructors will create an environment in the class that will encourage the greatest learning opportunity.
- Instructors will professionally conduct all educational and training opportunities and offer qualified learning to the highest standard.
- Instructors will strive to continuously improve their skills as instructors, trainers, and teachers.
- Instructors should communicate directly with the course location host to ensure that all audio-visual equipment and room setup are in place before the training.
- Accommodate students who need consideration, when possible, give them extra time to complete exams. If a student cannot complete an exam in the allotted time, MEMA Training Section staff will plan with that student to allow them to test at another time.
- Instructors must be prepared to use their laptops when instructing at various locations.
- Instructors will not publicly criticize students, other instructors, FEMA, MEMA staff, or policies.
- Instructors will not advocate for, advertise, or otherwise market for-profit businesses while training on behalf of MEMA.
- Be considerate of students and treat them with respect and dignity, regardless of gender, place of origin, race, physical or mental disabilities, sexual orientation, religion, political beliefs, or economic status.
- Be prepared for each course.
- Start and end courses and all breaks at scheduled times.

- Be available during the course hours for student questions, and if you cannot answer a question, refer students to the appropriate MEMA Section staff or the State Training Officer.
- Respond promptly to student requests, questions, or comments relevant to the course.
- Never penalize a student for raising a legitimate complaint about the course if that complaint is raised appropriately and civilly. Advise the student to write the complaint on the course evaluation form so the MEMA Training Officer can take appropriate action.
- Ensure each student completes all course-related activities/exercises and participates fully in each course; failure to abide by this expectation may result in course failure.
- Instructors will not use profane, insulting, harassing, or offensive language.
- Instructors will not use multimedia, audio, or video demonstrations containing inappropriate images, language, or content.
- Instructors are expected to dress in casual business attire or clothing that is proper for the training environment (i.e., slacks, skirts, and collared shirts). For example, a search class will have different clothing requirements than an ICS 402 course. Under no conditions are t-shirts, hats, jeans, shorts, tank tops, flip-flops, or tennis shoes to be worn while instructing. (Exception: hats are allowed for outdoor events.)
- Conduct a safe instructional experience that meets the course objectives and embraces community safety.
- Instructors will train participants and students to perform to the best of their ability and competence.
- Serve the profession with honor.
- Instructors will conduct themselves in a manner that will command respect and confidence.
- Instruct courses in accordance with program guidelines, guidelines, instructor policies, circulars, and regulations of these entities.
- Instructors will present only those principles, practices, and information representing accepted state and national standards.
- Instructors will provide a safe training environment by promoting health and safety standards that protect all training participants.

- Instructors will attend recognized training courses, seminars, workshops, and/or conferences at least once a year to increase knowledge and improve instructional skills.
- Instructors will maintain a positive attitude and focus on the course instruction with the attention expected by the students, the State of Maine, and the Maine Emergency Management Agency.