

---

---

## Fundamentals of Staff Services DSSSS200C, 07/06

---

<b>Description</b>	<p><i>Fundamentals of Staff Services</i> is an online course consisting of four separate learning modules that reside on the Red Cross Learning Management System (LMS). The course will familiarize participants with the high-level responsibilities of the Staff Services group.</p> <p>Participants must demonstrate mastery of the concepts presented in the course by correctly answering at least 80% of the questions on a final assessment in order to receive a certificate of completion.</p>
<b>Purpose</b>	<p>The purpose of this basic level Disaster Services online course is to provide an introduction to the Staff Services group, as well as an overview of each activity within the group.</p>
<b>Learning Objectives</b>	<p>After completing this course, participants will be able to—</p> <ul style="list-style-type: none"><li>• Provide examples of good customer service.</li><li>• Identify the role and responsibilities of Staff Services on a disaster relief operation.</li><li>• Describe the support Staff Services provides to the workforce as a response scales up from a local chapter to a disaster relief operation and scales back down to the chapter.</li><li>• Explain the relationship of Staff Services with groups and activities on a disaster relief operation.</li><li>• Describe the collaborative relationship between Staff Services and other internal and external customers on a disaster relief operation.</li></ul>
<b>Audience</b>	<p>Participants will be DSHR members who are currently serving, or who are interested in serving, in Staff Services, DSHR members from all groups including Operations Management and other individuals at the chapter or service area level interested in learning more about Staff Services, or whose duties may interrelate with Staff Services.</p>
<b>Prerequisites</b>	<p><b>Recommended:</b></p> <ul style="list-style-type: none"><li>• <i>Fulfilling Our Mission: Translating Your Compassion Into Community Action</i> (DSGEN200A, 07/06)</li></ul>
<b>Length</b>	<p>The course is comprised of four modules, and takes approximately one hour to complete.</p>
<b>Scheduling</b>	<p>Host and/or sponsoring units are responsible for scheduling participants through the Learning Management System (LMS). Participants can access this self-paced course 24 hours a day, 7 days a week via the internet.</p>

---



# *Fact Sheet*

Disaster Services

---

**Instructor Requirements**

Because this course is available online, no instructors are required.

---

**Materials**

Because this course is available online, no materials are required.

---