

## Certified Ombudsman Trainer Requirements

June 2012

**CNIC Point of Contact:** Doreen Scott, Ombudsman Training Coordinator

**Commercial:** (402) 614-0550    **E-mail:** [doreen.a.scott@gmail.com](mailto:doreen.a.scott@gmail.com)

**Fax:** (402) 614-0596

Training Site Ombudsman Coordinator will assist with berthing arrangements and local area information.

**Only those certified via this course are authorized to instruct/facilitate the Navy's Ombudsman Basic Training (OBT) course.**

### **COT requirements:**

1. Applicant must be an Ombudsman (Active Duty or Reserve), Ombudsman Assembly Chairperson, paid Fleet and Family Support Center (FFSC) staff, or spouse of a command senior leadership member – CO, XO or CMC/COB - and others on a case by case basis.
2. Must have successfully completed OBT.
3. Ombudsmen must have two (2) years ombudsman experience as a command ombudsman.
4. FFSC Staff must demonstrate in-depth knowledge of the Ombudsman Program and have training/facilitating experience. CNIC encourages the elapse of several months between attending OBT and COT, in order to gain knowledge and experience with the Ombudsman Program before become a Certified Ombudsman Trainer (COT).
5. Upon successful completion of this course, ALL newly Certified Ombudsman Trainers (COTs) will teach with an experienced trainer for their first class. In rare instances, if an experienced COT is not accessible, the FFSC Site Manger/Director will observe the new COT.

### **Complete and submit the COT Application and supporting documents. Package must contain:**

1. FFSC Ombudsman Coordinators and staff must have a letter of recommendation from the FFSC Site Manager/Director recommending attendance and authorizing funding for any expenses that may arise from teaching OBT, including any travel that may be necessary.
2. Ombudsmen must have a letter of recommendation from their Commanding Officer. The letter of recommendation should reflect knowledge of the applicant's qualifications to fill this position.

The Letter of Recommendation not only recommends attendance but authorizes funding for this training, and any other expenses that may arise from teaching OBT, including any travel that may be necessary. This letter agrees to permit the prospective COT to instruct Ombudsman Basic Training (OBT) for a minimum of one (1) year from completion of this certification course, as needed.

Click here for a sample letter of recommendation.

3. Letters of recommendation must include the signatory's title and contact information in order to receive notification of approval or disapproval of applicant.
4. Ombudsmen may request a letter of recommendation from the FFSC Site Manager/Director to be included in application package, if desired.
5. All letters of recommendation should reflect personal knowledge of the applicant. Approval of applicants is based largely on these referrals and we expect them to be reflective of the individual.
6. Copy of the OBT completion certificate.

Submit application by fax to 402-614-0596, attn.: Doreen Scott, CNIC Ombudsman Training Coordinator or scan and email to Doreen at [doreen.a.scott@gmail.com](mailto:doreen.a.scott@gmail.com). You may mail the application to:

Commander, Navy Installations Command  
Attn: Lisa Johnson, Ombudsman Program Manager  
716 Sicard Street, SE Suite 1000  
Washington Navy Yard, DC 20374-5140

Class size may be limited - please submit your completed application package as soon as possible. The application package must be received NLT 14 days prior to the desired class, to be considered. It is the applicant's responsibility to ensure that it is completed accurately and submitted by the deadline.

Ombudsmen, FFSC Ombudsman Coordinators, and Ombudsman Assembly Chairpersons will have first priority.

If selected to attend COT training, please observe the following:

- Bring a copy of the Ombudsman Program Manual (June 2010) to the class. It can be found at [www.ffsp.navy.mil](http://www.ffsp.navy.mil) at the tab for Ombudsman Training Materials. Ensure that you have a copy of OPNAVINST 1750.1G CH-1 with your manual.
- Each approved student will be given an assignment, in class, to prepare and present to the class for evaluation of instructing/facilitating skills. Students will then be expected to incorporate the skills taught in the COT course.
- Students must complete the entire course successfully. Do not schedule travel during class times.
- Professional dress is required.
- The trainee must attend ALL sessions and perform at a level indicating the potential to instruct the Ombudsman Basic Training (OBT) course professionally and effectively.