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# Mentoring Guide

## Basic Qualification (BQ) Course

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Revised Date: December 2014



## Basic qualification course



### Message to the Mentor

Congratulations on volunteering to be a Mentor. The purpose this course is to ensure that members seeking to gain BQ status have the tools necessary to successfully interface with and gain the respect of all members of the Coast Guard family.

Your role is to guide the member through a series of informative self-study sessions covering information in the Auxiliary Manual and Member Reference Guide.

Most of the topics will be well-known to you; however, you will be provided with an overview of each section's objectives and learning outcomes. In some cases, you will be provided details that will be helpful to you in working with your members.

Keep in mind that this course is designed as a one-on-one exchange of accurate information from an experienced Auxiliarist to a member wanting to gain BQ status.

Please exercise patience and understanding with your member as people learn at different rates and levels.

### Overview

The program is designed around 10 sessions of training conducted in approximately two hour per session with a mentor.

The members may begin or end their learning experience at their convenience.

Both the mentor and the student will be provided a set of Frequently Asked Questions and Answers designed to facilitate the learning experience.

The members may seek additional clarifications from the mentor using a variety of media including e-mail.

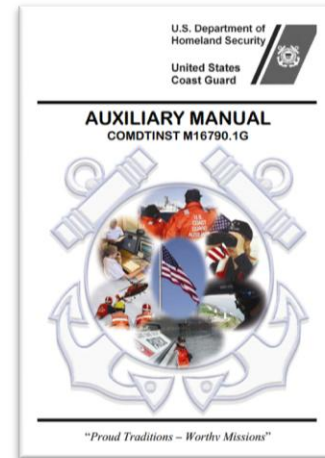
Periodic Multiple Choice Progress Checks are included in the training package.

Successful completion of the PQS will be recognized with a Certificate of Completion from the Training Directorate.



## Back to Basics Approach (AUXMAN)

1. History, Purpose, and Administration
2. Auxiliary Missions and Programs
3. Membership
4. Organizational Structure
5. Regulations and Policies
6. Support and Basic Materials
7. Human Resources
8. Member Training & Qualifications
9. Reimbursement
10. Uniforms
11. Auxiliarist Recognition/Awards
12. Guide to Customs, Courtesy, and Protocols for Auxiliary Units and Auxiliarists.



## Tools the Student Will Need

- Computer with access to the Coast Guard Auxiliary National Web Site
- [www.uscgaux.info/content.php?unit=H-DEPT&category=-member-packet](http://www.uscgaux.info/content.php?unit=H-DEPT&category=-member-packet)
- Auxiliary Manual – M16790 series
- Auxiliary Member Reference Guide
- Member Training Compendium – T Directorate Website

[http://tdept.cgaux.org/documents/NATIONAL\\_MEMBER\\_TRAINING\\_COMPENDIUM.pdf](http://tdept.cgaux.org/documents/NATIONAL_MEMBER_TRAINING_COMPENDIUM.pdf)



**US Coast Guard Cutter Eagle**



### Mentor Guide for Session 1

The goal for the first session is to have the member gain a basic understanding of the history of the organization and the operation of the Coast Guard.

Knowledge about the organization and management of the Coast Guard and Coast Guard Auxiliary is essential for the success of the member.

The member needs to fully understand why the leadership competencies created by the Coast Guard also apply to the Auxiliary because the Auxiliary represents the Coast Guard in the eyes of the general public.

Further, it is important for members to know about the missions and programs of the Auxiliary so that all professional opportunities can be explored.

### Session 1 - History, Purpose, and Administration

[AUXMAN Chapter 1 & Member]

- Creation of the Auxiliary
- Coast Guard Leadership and Management
- Coast Guard Leadership Competencies
- Auxiliary Leadership and Management
- Coast Guard Auxiliary Linkage with the Coast Guard
- Missions and Programs [AUXMAN – Chapter 2]
- Mission and Unit Goals
- Programs/Activities Authorized for Auxiliarists

#### ANSWER LOCATOR

SESSION	PQS NO.	SSG PAGE
1	1	1, 7
	2	5
	3	5
	4	7
	5	17
	6	11
	7	12
	8	12
	9	12
	10	12

#### ANSWER LOCATOR

SESSION	PQS NO.	SSG PAGE
1	11	12
	12	12
	13	13
	14	19
	15	X
	16	X
	17	
	18	
	19	
	20	

X=Prior Sign Off



## Mentor Guide for Session 2

Member behavior is constantly being observed by the Coast Guard and the general public. Misconduct, even by a few individuals, offers a skewed perception of the entire organization.

It is the objective of Session 2 training to impress upon the member the connection between adverse behavior and Coast Guard actions necessary to correct that behavior.

The fundamental belief under which you are expected to operate is that the vast majority of Auxiliarist want to do the right thing when dealing with the recreational boat public, the Coast Guard and the membership of the organization

## Session 2 - Membership

[AUXMAN - Chapter 3]

- Eligibility
- Enrollment
- Auxiliary Personnel Security Program
- Membership Accession
- Transfers
- Auxiliary Administrative Discipline
- Informal Disciplinary Action
- Formal Disciplinary Action
- Temporary Suspensions
- Appeals of Disciplinary and PSI Actions
- Information Retention and Handling

### ANSWER LOCATOR

SESSION	PQS NO.	SSG PAGE
2	1	23
	2	23
	3	23
	4	24
	5	23
	6	24
	7	24
	8	25
	9	X
	10	X

X= Prior Sign Off



### Mentor Guide for Session 3

The Auxiliary is a volunteer group that requires participation in the leadership and management of the organization.

The focus of session 3 is to help the member understand the unique organizational structure of the Auxiliary and how to successfully navigate and participate accordingly.

Exposing the member to all levels of potential involvement and opportunity is a key to them finding value in the time that is required to be donated.

Your mission as a mentor is to adequately identify what the member has as a personal objective and to ensure that the objective is fulfilled.

### Session 3 - Auxiliary Organizational Structure

[AUXMAN Chapter 4]

- Flotillas
- Divisions
- Districts/Regions
- National
- Supervisory Administration and Duties of Boards, Committees, and Leaders
- Elections
- Staff Officers
- Standing Rules

ANSWER LOCATOR

SESSION	PQS NO.	SSG PAGE
3	1	31
	2	33
	3	32
	4	36
	5	35-36
	6	37
	7	37
	8	37
	9	37
	10	X

ANSWER LOCATOR

SESSION	PQS NO.	SSG PAGE
3	11	X
	12	
	13	
	14	
	15	
	16	
	17	
	18	
	19	
	20	



## Mentor Guide for Session 4

Every group has rules and guidelines that are designed ensure that the objectives of the organization are achieved.

A uniform service has such high visibility that maintaining proper command and control is essential for the viability of the group as a whole.

The mission of this session is to help the member understand the various Auxiliary regulations and to ensure his/her experience working within this framework is a successful one.

Your mission as a mentor is to properly induct the member into the “corporate mentality” of the Auxiliary and the U.S. Coast Guard

## Session 4 - Regulations and Policies

[AUXMAN Chapter 5]

- Public Law Excerpts
- Communications with Other Government Agencies and Industry
- Public Appearances for Political Affairs
- Marketing and Public Affairs
- Privacy and Freedom of Information Acts, Personally Identifiable Information, Auxiliary Correspondence, and Network Security
- Office Business Mail
- Taxes
- Solicitations, Gifts and Donations
- Publications
- Assignment to Duty
- Claims, Injury, or Death While Assigned to Duty
- Public Education Course Fees
- Incorporation
- Finances
- Auxiliary Identification Means
- Accommodation of Individuals with Physical and Mental Disabilities
- Weapons
- Social Media
- Standards of Ethic Conduct



## Basic qualification course



### ANSWER LOCATOR

SESSION	PQS NO.	SSG PAGE
4	1	40
	2	40
	3	40
	4	40
	5	43
	6	40
	7	41
	8	41
	9	42
	10	42

### ANSWER LOCATOR

SESSION	PQS NO.	SSG PAGE
4	11	42
	12	42
	13	42
	14	42
	15	43
	16	44
	17	44-45
	18	45
	19	46
	20	X

X= Prior Sign Off





### Mentor Guide for Session 5

Logistical support for the member and the organization is vital to achieving the objectives of the Auxiliary.

Your mission is to expose the member to all of the “tools” that are available to make participation in the organization a pleasant and productive experience.

### Session 5 - Support and Basic Materials

[AUXMAN Chapter 6]

- General Services and Supplies
- Government Property
- Coast Guard Personal Property
- Auxiliary License Signature Authority
- Other Agencies and Partnerships
- Work-Life Program and Mutual Assistance Program

#### ANSWER LOCATOR

SESSION	PQS NO.	SSG PAGE
5	1	50
	2	50
	3	50-51
	4	X
	5	51
	6	52
	7	53-54
	8	54
	9	54
	10	55

#### ANSWER LOCATOR

SESSION	PQS NO.	SSG PAGE
5	11	X
	12	
	13	
	14	
	15	
	16	
	17	
	18	
	19	
	20	

X = Prior Sign Off



## Basic qualification course



### Mentor Guide for Session 6

The changing demographics of various regions of the nation and a more enlightened and sensitive view toward the full participation of all citizens is essential the survival of the organization and its membership.

How members are treated by each other will clearly send a message to the public about adherence to the Core Values of the Coast Guard: Honor, Respect and Devotion to Duty.

Your mission as a mentor is to validate the behavioral standards of the Auxiliary and to motivate the member to adhere to them.

In addition, you have the responsibility to expose them to the full suite of training opportunities that are available to them through the Member Training program.

## Session 6 - Human Resources

[AUXMAN Chapter 7]

- Diversity Management
- Anti-Discrimination and Anti-Harassment
- Rape and Sexual Assault
- Civil Rights Program

## Session 6 - Member Training and Qualifications

[AUXMAN Chapter 8]

- Authority and Privilege
- Training and Qualification Opportunities
- Advanced Level Learning
- Other Available Coast Guard Education
- Auxiliary Mandated Training
- About Boating Safely Course
- Then choose one or more of the following:
  - Boat Crew Qualification – Crewman
  - Boat Crew Qualification – Coxswain
  - Air Crew Qualification – Air Crew
  - Air Crew Qualification – Pilot in Command
  - Telecommunications Operator
- Member Training and Qualifications Beyond Basics
- Incident Command System – [FEMA Courses]
  - IS 100 – Introduction to the Incident Command System
  - IS 700 – Introduction to the National Incident Management System



ANSWER LOCATOR

SESSION	PQS NO.	SSG PAGE
6	1	58
	2	60
	3	61
	4	X
	5	X
	6	X
	7	
	8	
	9	
	10	

X= Prior Sign Off



## Mentor Guide for Session 7

There are costs associated with membership in the Auxiliary, but some of the expenses incurred by the Member will be reimbursable through the issuing of Orders.

Your mission as a mentor is to ensure that the Member has a full understanding of the role of the order issuing authority and the fiscal components that support the various types of Orders.

It is essential that you make certain that the Member establishes an EFT [Electronic Fund Transfer] account with the FINCEN [Financial Center].

Further, it is absolutely essential that Members understand that the appearance of our members is the first vision seen by the Coast Guard and the general public.

Compliance with all uniform regulations is an absolute must to ensure professional and organizational acceptance both by fellow Auxiliarists and active-duty Coast Guard personnel.

Your mission as a mentor is to impress upon the Member the importance of this requirement .

## Session 7 - Reimbursement of Auxiliarists

[AUXMAN Chapter 9]

- Types of Orders
- Miscellaneous
- Reimbursement Guidelines
- Travel Claims Procedures

## Session 7 - Uniforms

[AUXMAN Chapter 10]

- When Uniforms are Required and Prohibited
- Procurement and Disposal of Uniforms
- Standards
- Uniform Component
- Auxiliary Unique Items
- Uniform Accessories
- Men's Uniforms
- Men's and Women's Uniforms
- Women's Uniforms



ANSWER LOCATOR

SESSION	PQS NO.	SSG PAGE
7	1	68-69
	2	1
	3	72
	4	X
	5	X
	6	100
	7	100
	8	80-81
	9	X
	10	

X= Prior Sign Off



## Mentor Guide for Session 8

Recognition and personal satisfaction with a mission are the only compensation that our members receive.

Offering appropriate awards and citations for services rendered is the vehicle by which the Auxiliary accomplishes this goal.

Your mission as a mentor is to impress upon the Member that there are opportunities to obtain proper recognition by participating in the various Auxiliary programs, but that it is imperative that awards and recognition properly and legally reflect achievements by the individual member.

## Session 8 - Auxiliary Recognition/Awards

[AUXMAN Chapter 11]

- Auxiliary Awards
- Coast Guard Unit and Service Awards
- Applicable Non-Military Awards
- Making a Recommendation
- Procurement of Awards
- Manner of Wearing Miniatures and Ribbon Attachments

### ANSWER LOCATOR

SESSION	PQS NO.	SSG PAGE
8	1	X
	2	X
	3	X
	4	X

X=Prior Sign Off



### Mentor Guide for Session 9

The practice of courtesy and protocol is derived from naval traditions and is an integral component of the Coast Guard identity, which in itself is a maritime service. In essence, Courtesy and protocol are part of the ceremonial procedures that contribute dignity and color to Team Coast Guard.

While some of the vocabulary may seem strange, learning the proper terms will ensure better communication among members.

Properly complying with military customs and protocols, including extending the greeting of a proper salute, will go a long way toward building respect for the Member and the organization as a whole.

Your mission as a mentor is to properly demonstrate these courtesies and protocols.

Session 9 - Guide to Customs, Courtesy, and Protocol for Auxiliaries  
[AUXMAN Chapter 12]

- Saluting
- Flag Etiquette
- Boarding or Departing a Military Vessel
- Wardroom Etiquette
- Invitations
- Formal Function and Protocol
- Seating Arrangements and Speaking Order
- Auxiliary Funeral Services
- Spiritual Elements of Auxiliary Functions

#### ANSWER LOCATOR

SESSION	PQS NO.	SSG PAGE
9	1	109-110
	2	112
	3	113
	4	104
	5	110
	6	109
	7	116-117
	8	120
	9	121
	10	122

#### ANSWER LOCATOR

SESSION	PQS NO.	SSG PAGE
9	11	123
	12	123
	13	123
	14	123
	15	123
	16	124
	17	125
	18	125
	19	X
	20	

X= Prior Sign Off



## Basic qualification course



### Mentor Guide for Session 10

Exposing the member to the available resources of the Coast Guard and where they can be found is vitally important to developing a positive attitude toward the organization.

Your mission as a mentor is to guide the member in the search for these references.

Further, it is your mission to properly review the content of this course and prepare the member to take the final examination.

### Session 10

- Policy for Electronic Projections and Related Presentations for Public Education Courses [AUXMAN – Appendix A]
- Policy for Electronic Projections and Related Projections for Member Training and Briefs [AUXMAN – Appendix B]
- Election Eligibility [AUXMAN – Appendix C]
- Prohibited Source Analysis and Determinations [AUXMAN – Appendix D]
- Requirements for District Corporations [AUXMAN – Appendix E]
- Auxiliarist-of-the-year and Commodore Greanoff Inspirational Leadership Award [AUXMAN – Appendix F]
- Geographical Alignment of Coast Guard Areas and Districts, and Auxiliary Areas, Districts, and Regions. [AUXMAN – Appendix G]
- Military Ranks and Government Civil Service Equivalents [AUXMAN–Appendix H]
- Quick Reference [AUXMAN – Appendix I]
- List of Acronyms [AUXMAN – Appendix J]

#### ANSWER LOCATOR

SESSION	PQS NO.	SSG PAGE
10	1	X

X=Prior Sign Off





### **Mentor Guide for Periodic Progress Checks**

Exposing the members to the available resources of the Coast Guard, and where they can be found, has been a goal of the Basic qualification course. This exposure has been vitally important to developing a positive attitude toward the organization.

Your mission as a mentor for the periodic progress checks is to create a learning experience, as well as an opportunity to measure the member's progress.

Upon successful completion of the PQS, the member will be offered an opportunity to print a copy of a Certificate of Completion prepared by the Training Directorate.