

ARECC Level II study guide

1-1 Which individual is the key ARES team leader on the county level?

- A. The SEC.
- B. **The EC.**
- C. The DEC.
- D. The ASEC.

1-2 Which of the following is true of the SEC?

- A. The SEC develops local communication plans for ECs.
- B. In time of emergency, the SEC coordinates the response of a field team.
- C. The SEC acts as the initial NCS for the Section nets.
- D. **There is only one SEC for each Section.**

1-3 Which ARRL official has full authority to make EC appointments?

- A. DEC
- B. SEC
- C. **SM**
- D. OES

1-4 How often should the EC hold training and discussion meetings with his team?

- A. At least weekly.
- B. At least monthly.
- C. **Often enough to meet the training and operational needs of the group.**
- D. Once a year, just before the annual SET.

1-5 Which are the minimum qualifications for the SEC, the DEC, and the EC?

- A. Appointment by the Section Manager.
- B. General or Extra Class license and full ARRL membership.
- C. **Technician (or above) license and full ARRL membership.**
- D. Demonstrated management and leadership skills.

2-1 Which of the following does the number of ARES staff members required to provide effective leadership most depend on?

- A. **The number and size of cities as well as the number of served agencies in the area.**
- B. The managerial expertise of the Section officials.
- C. The number of Amateur Radio operators available.
- D. The legal requirements for non-profit, volunteer organizations.

2-2 Which of the following describes the recommended 'span of control'?

- A. **One supervisor with three to seven subordinates.**
- B. One supervisor with seven to ten subordinates.
- C. One supervisor with ten to fifteen subordinates.
- D. One supervisor and three to five subordinates.

2-3 During a disaster, which of the following positions is responsible for providing information on the Amateur Radio contribution to the relief effort?

- A. The Section Manager.
- B. The Public Information Coordinator.
- C. **The Public Information Officer.**
- D. The Official Bulletin Station.

2-4 For which of the following Section staff and support positions is an additional test and certification required?

- A. AEC.
- B. STM.
- C. OBS.
- D. **OO. (Official Observer)**

2-5 During disasters, which is the primary function of ARRL Headquarters?

- A. Provide administrative support to the ARRL Field Organization.
- B. Provide administrative support to RACES, SKYWARN, and the Military Affiliate Radio Systems (MARS).

- C. Publish materials and collect dues.
- D. **Serve as an information clearinghouse.**

3-1 Which of the following requires no NCS to control net operations?

- A. **An Open Net.**
- B. A Directed Net.
- C. An NTS Net.
- D. A Health and Welfare Net.

3-2 Which of the following is true of Directed Nets?

- A. There is minimal direction from a Net Control Station.
- B. There is no clearly assigned mission.
- C. They serve only as Liaison Nets.
- D. **They are used when the volume of traffic is too great to be handled on a first-come, first-served basis.**

3-3 Who is responsible for ensuring a smooth flow of traffic within and between nets?

- A. The Official Observer.
- B. **The Net Manager.**
- C. The Liaison Station.
- D. The NTS Emergency Coordinator.

3-4 Which type of net would handle non-formal communications for a served agency?

- A. Health and Welfare Net.
- B. **Tactical Net.**
- C. Resource Net.
- D. Traffic Net.

3-5 Which of the following statements is true?

- A. **Resource Nets are used to assign operators as they arrive on scene.**
- B. Health and Welfare Nets operate only on HF bands.
- C. Traffic Nets handle both formal and informal messages.
- D. Tactical Nets handle only formatted, written messages.

4-1. Which is the primary purpose of a "standby" NCS in an informal net?

- A. To make certain that the informal sharing of information flows smoothly.
- B. To encourage others to join in the informal conversations.
- C. **To upgrade the net to formal status if it becomes necessary.**
- D. To acquire monthly service points.

4-2 The NCS operator is responsible for which of the following?

- A. Being in charge of the overall communication effort.
- B. **Being in charge of the net during his shift.**
- C. Being in charge of net operations beyond his net and shift.
- D. Being in charge of frequencies, schedules and recruiting.

4-3 Which is least desirable time to train new operators?

- A. **During an emergency.**
- B. During a tabletop exercise.
- C. During a public service event.
- D. During a regularly scheduled training event.

4-4 Which best describes the primary mission of the NCS operator?

- A. To train net operators.
- B. To understand the Incident Command System (ICS).
- C. **To help the net move as much traffic as possible in the least amount of time, accurately and effectively.**
- D. To tune out all distractions and to focus on the job at hand in an often noisy and chaotic environment.

4-5 Which of the following **does not** represent 'the right stuff' to become a good NCS operator?

- A. The ability to handle mental and physical stress for long periods.
- B. The ability to write legibly.
- C. **The willingness to serve as NCS operator despite lack of fluency in the language.**
- D. Above average operating skills.

5-1 Which of the following statements is true?

- A. The NCS should ask for check-ins immediately before reading the opening script.
- B. The NCS should ask for check-ins just before reading the closing script.
- C. **The NCS should ask for check-ins immediately after reading the opening script and periodically thereafter.**
- D. The NCS should ask for check-ins every ten minutes during the operation of the net.

5-2 In which order should messages be handled during an emergency?

- A. Routine, Health & Welfare, Priority, Emergency.
- B. **Emergency, Priority, Health & Welfare.**
- C. Emergency, Health & Welfare, Priority, Routine.
- D. Health & Welfare, Emergency, Priority.

5-3 Which of the following should the NCS **not** expect of trained net members?

- A. To ask the NCS for permission to call another station.
- B. To answer promptly when called by the NCS.
- C. To follow established net protocols.
- D. **To rely exclusively on FCC call signs during net operations.**

5-4 Which of the following are appropriate to use in an emergency phone net?

- A. Plain English and 10-Codes
- B. **Plain English and prowords**
- C. Q-signals and prowords
- D. Q-Signals and 10-Codes.

5-5 Which is the best way to enlist the cooperation of the net?

- A. Immediately criticize net operators who make a mistake so that other operators will learn from the error.
- B. Issue an order demanding the cooperation of all net operators.
- C. Explain **what you are doing in a calm and straightforward manner.**
- D. Immediately expel operators from the net who do not follow net protocol.



6-1 What are the requirements and qualifications of the ARRL Net Manager position?

- A. There are no specific requirements or qualifications for the position.
- B. **Amateur Radio license; full ARRL membership; and any appropriate local or Section qualifications.**
- C. An Amateur Extra Class license; and the approval of ARRL Headquarters.
- D. The approval of the Section Traffic Manager.

6-2 Which statement best describes the Section Net Manager's job?

- A. Coordinate public information in the Section.
- B. Provide technical information to members of ARES and/or NTS.
- C. Appoint the local Emergency Coordinators.
- D. **Coordinate and supervise traffic handling and net activities in the Section.**

6-3 Which factor does NOT affect the number of Net Managers appointed in each Section?

- A. The Section's geographical size.
- B. The number of nets operating in the Section.
- C. Other factors having to do with the way the Section is organized.
- D. The **number of ARES operators in the Section.**

6-4 Who appoints the NTS Net Manager?

- A. **Section Manager.**
- B. Division Director.
- C. ARRL Headquarters staff.
- D. Local EC.

6-5 To whom does the Section Net Manager report?

- A. The Division Director is responsible for supervising all Field Organization activity.
- B. The ARRL HQ staff is responsible for supervising all Field Organization activity.
- C. **Section NMs work under the STM and/or SEC, guided by a coordinated Section traffic or ARES communications plan.**
- D. ARES National Traffic Manager.

7-1 Which of the following statements about the National Traffic System is true?

- A. It is highly reliant upon CW.
- B. It was designed within the last 25 years.
- C. Each net within the System is an independent, "stand alone" entity.
- D. **It is a unique system for efficiently handling messages.**

7-2 The Area Nets include which of the following?

- A. The Eastern, the Central, the Canadian and the Pacific.
- B. The Eastern, the Central, the Mountain and the Pacific.
- C. The Central, the Mountain and the Canadian.
- D. **The Eastern, the Central and the Pacific.**

7-3 Which is the purpose of a "hotline circuit"?

- A. To move a modest amount of routine traffic between two locations in small town.
- B. To move a moderate amount of traffic between two served agencies across the country.
- C. **To move a high volume of traffic between two locations during a disaster.**
- D. To move a high volume of holiday traffic across the country.

7-4 Which of the following statements is true?

- A. NTS was designed to compete with independent traffic networks.
- B. **NTS generally encompasses five different levels of operation.**
- C. Section nets exclusively handle traffic between Local and Regional nets.
- D. Regional Nets exclusively handle traffic among Sections within their Region.

7-5 Who may participate in an NTS Section net?

- A. **Any properly licensed Amateur.**
- B. Only registered net members.
- C. Hams with traffic for other Sections.
- D. Members of the TCC. Bottom of Form

8-1 Priority should be given to which kinds of messages in a disaster area?

- A. **Messages coming out of the disaster area.**
- B. Inquiries from relatives going into the disaster area.
- C. Fatality reports.
- D. Routine messages.

8-2 What organization has official responsibility for the health and welfare traffic function in a disaster situation?

- A. Federal Emergency Management Agency.
- B. American Radio Relay League.
- C. Salvation Army.
- D. **American Red Cross.**

8-3 Which is the first choice of the Red Cross for handling Welfare Information messages?

- A. Local Amateur Radio Operators.
- B. **Its own normal communication channels.**
- C. REACT.
- D. RACES.

8-4 During times of high traffic volume, which of the following modes is least preferred?

- A. Amtor.
- B. Packet.
- C. **CW.**
- D. Fax.

8-5 Which of the following statements is **false**?

- A. **NTS is dedicated only to communications during disasters on behalf of ARES.**
- B. When a disaster occurs, NTS may be asked to handle Welfare Information messages for the Red Cross.

- C. NTS nets handle welfare messages under the guidance of the Red Cross.
- D. Under conditions of extremely heavy traffic, "hot line" circuits may handle messages between two points.

9-1 When is the best time to recruit volunteers?

- A. **In advance of need.**
- B. Shortly after a disaster has struck.
- C. During a disaster.
- D. At the conclusion of a disaster.

9-2 When is the best time to provide feedback to volunteers?

- A. Only after the event.
- B. Only during the event.
- C. Before and after the event.
- D. **During and after the event.**

9-3 Which is the best rule about feedback to volunteers?

- A. Always delay feedback until you have had time to consider the entire event.
- B. Provide negative feedback to individuals immediately and in blunt terms to forestall any future errors.
- C. Praise everything the volunteer does including the smallest detail.
- D. **Praise individuals rather than a group.**

9-4 Which is the best way to make volunteer assignments?

- A. Define each task in general terms.
- B. **Be specific; break larger units of work into smaller tasks.**
- C. Point to the duty station; wish the volunteer luck and check back in 6-8 hours.
- D. Recruit a large number of volunteers; define the general goal and then let the volunteers sort out the tasks and assignments.

9-5 Which of the following is **not** a good means for recruiting volunteers?

- A. Making announcements at local radio clubs.
- B. Posting a notice on the bulletin board of a local ham radio store.
- C. **Interrupting other nets to seek volunteers.**
- D. Making announcements at Amateur Radio license classes.

10-1 Regarding ARES net operations, which of the following statements is true?

- A. Breaks in NCS coverage never occur.
- B. Breaks in NCS coverage are a trivial occurrence.
- C. **Breaks in NCS coverage are not a trivial occurrence.**
- D. There is no known way to deal with breaks in NCS coverage.

10-2 Which should be your first reaction to an upset net participant?

- A. Terminate the participant immediately. You don't have time for it.
- B. Turn the net over to someone else who is liked by the participant.
- C. **Don't respond instantly. Take a deep breath and think your response through.**
- D. Overwhelm the participant with the brilliance of your argument and the force of your conviction.

10-3 How often should the NCS operator turn over duties to another NCS operator?

- A. Every hour.
- B. **Every two or three hours.**
- C. Every eight hours.
- D. At the end of each twelve-hour shift.

10-4 Which of the following is NOT needed by the NCS when turning over control of the net?

- A. A list of outstanding messages.
- B. The status of open inquiries.
- C. A log of traffic.
- D. **A copy of Robert's Rules of Order.**

10-5 If the primary NCS leaves the air for any reason, which action should the backup NCS take?

- A. Continue with the ongoing flow of traffic.
- B. Attempt to determine the reason for the NCS leaving the air.
- C. **Announce that he is the new NCS, and put out a call for emergency traffic.**
- D. Introduce himself and describe his Amateur Radio qualifications and experience.

11-1 How much time should an instructor spend preparing for class?

- A. About 30 minutes preparation time for every hour of class time.
- B. About one hour of preparation time for every hour of class time.
- C. **At least two hours of preparation time for every hour of class time.**
- D. At least eight hours of preparation time for every hour of class time.

11-2 What does the text say about instructional handouts?

- A. They are of little value.
- B. They detract from the overall presentation.
- C. **They help the student retain information and are a good place to make notes.**
- D. They help the student by providing a place to doodle during lectures.

11-3 How should highly technical information be presented?

- A. Quickly, as it is often dry and students can lose interest.
- B. **More slowly than simpler material.**
- C. At the same speed as simpler material.
- D. Technical information should not be presented in emcomm training sessions.

11-4 How should examples be used to illustrate points in your lesson?

- A. Seldom.
- B. More than basic lesson material.

- C. **Where necessary to illustrate a point.**
- D. During non-technical presentations only.

11-5 Which of the following is a key rule for effective instructors?

- A. Vary the subject matter to include non-related topics to maintain interest.
- B. Avoid using graphics or examples in their lessons.
- C. Use graphics and examples solely to avoid the pitfall of dry lecturing.
- D. **Stick mainly to the subject of the lesson.**

12-1 Which of the following is NOT essential to obtain when registering "walk in" volunteers?

- A. Name.
- B. Address.
- C. **Marital Status.**
- D. Class of license.

12-2 Which of the following is true?

- A. All emcomm team members are automatically covered by State Worker's Compensation insurance when on duty.
- B. Emcomm team members are never covered by State Worker's Compensation insurance when on duty.
- C. **Some emcomm team members may be covered by State Worker's Compensation insurance when on duty.**
- D. All emcomm team members are entitled to low-cost Workers Compensation insurance.

12-3 Which method is a good way to "break in" a new volunteer?

- A. Give him some brief, rapid-fire instructions, then see how he performs.
- B. **Have him operate alongside a more experienced operator.**
- C. Give him a key assignment and evaluate his performance at the conclusion of the event.
- D. Put him together with another new volunteer and have them figure things out as they go along.

12-4 Which action should the intake coordinator take when a new volunteer arrives?

- A. Give them any available job that needs to be filled.
- B. Tell them to go home.
- C. **Interview them to determine their skills and suitability.**
- D. Hold them in reserve until a "relief" opening occurs.

12-5 Which person is responsible for expedient training of walk-in volunteers?

- A. The EC.
- B. The DEC.
- C. **The intake coordinator.**
- D. The NCS operator.

13-1 Which is the essential function of the Emergency Manager during an emergency?

- A. To ask a neighboring county to provide additional EMT's and vehicles.
- B. To call on the county sheriff to provide officers to augment the local police force.
- C. To provide a meeting place for the ARES unit in the Emergency Operations Center.
- D. **To manage resources during an emergency.**

13-2 Which of the following does an agency manager NOT need to know about an emcomm group?

- A. The name of the leader of the group.
- B. The limitations of the group.
- C. The capabilities of the group.
- D. **The ambitions of the group.**

13-3 Which is the best way to deal with competition between emcomm groups?

- A. Engage in cutthroat competition.
- B. Handle differences by letting egos and personalities predominate.

- C. **Coordinate the missions of the two groups.**
- D. Break off and set up another amateur group.

13-4 Which is the purpose of the national-level memoranda of understanding?

- A. Provide a detailed local operational plan for ARES groups serving a particular agency.
- B. **Encourage mutual recognition, cooperation, and coordination with the subject agency.**
- C. Obligate a local ARES unit so that it must serve a particular agency, and meet all of its needs.
- D. Ensure the proper operation of the National Traffic System.

13-5 What should a public safety agency have before a local ARES group commits to provide service to that agency?

- A. A general outline of what Amateur Radio can do for it.
- B. A good sense of the internal politics of the agency.
- C. An internal ARES plan that is not to be shared with outside agencies.
- D. **A detailed MOU developed with agency managers that sets forth precisely what each organization can expect during an operation.**

14-1 Who usually activates a Rapid Response Team?

- A. The county sheriff.
- B. The city's director of emergency operations.
- C. **The EC, the DEC or the SEC.**
- D. Rapid Response Teams usually self-activate.

14-2 The ARES PIO might be associated with which of the following?

- A. The Level I RRT.
- B. **The Level II RRT.**
- C. The served agency.
- D. The local newspaper.

14-3 What is the recommended minimum level of training for anyone serving as NCS on a Level I Rapid Response Team?

- A. A bachelor's degree.
- B. A high school diploma.
- C. **ARECC Level II certification.**
- D. ARECC Level I certification.

14-4 How are Level I RRT members usually notified of activation?

- A. **Telephone and pagers.**
- B. RRT members usually self-activate.
- C. E-Mail.
- D. NTS messages.

14-5 What forms of identification should Rapid Response Team members carry?

- A. Driver's license and certificate of insurance.
- B. Birth Certificate or Passport.
- C. **FCC license, driver's license and ARES, RACES and served agency IDs.**
- D. Credit card with photo and check guarantee card



15-1 When is the Hurricane Watch Net normally activated?

- A. Every morning at 1000 UTC during hurricane season only.
- B. **When a hurricane is within 300 miles of making landfall.**
- C. When a tropical storm approaches a populated land mass.
- D. When a tropical wave develops west of Africa.

15-2 Who should check in to the Hurricane Watch Net an hour before a hurricane makes landfall?

- A. All amateurs should check in.
- B. Amateurs with weather stations only.
- C. Only those stations on the net roster.

D. **Only amateurs in the affected area, or amateurs with important information that would be needed by the net or the National Hurricane Center.**

15-3 Does a station have to be located in a hurricane area to be a member?

- A. Yes, the net is made up solely of stations in hurricane areas.
- B. There is no membership in the Hurricane Watch Net. Anybody can check in at any time.
- C. No. The net has a need for stations in Canada and on the west coast that can control the net as propagation shifts to the north and to the west.
- D. **No. The net sometimes has a need for stations in the Midwest and west coast that can control the net as propagation shifts to the west.**

15-4 Which answer best describes the four step method to describe severe weather?

- A. Who, What, When, Why.
- B. **What, Where, When, Details.**
- C. What, Where, Why, General Comments.
- D. What, When, Why, Where.

15-5 Skywarn participants would generally report which of the following?

- A. Fog.
- B. Humidity.
- C. Temperature.
- D. **Hail.**

16-1 Which of the following is **not** critical to designing a successful exercise?

- A. The goals of the exercise must be clearly articulated.
- B. The right type of exercise must be designed.
- C. Feedback on exercise performance must be promptly given to all participants.
- D. **Participants must be permitted to correct their own tests.**

16-2 Which of the following categories of exercises provides the most immediate feedback to participants?

- A. **Table top.**
- B. Functional.
- C. Full-Scale.
- D. SET.

16-3 In debriefing an exercise, which of the following should emcomm leaders avoid?

- A. Taking into account feedback from all participants.
- B. Comparing the groups actual performance with the goals of the exercise.
- C. **Discussing people, not actions.**
- D. Creating an "action list" of specific changes to be shared with the entire group.

16-4 How should feedback be presented to the participants?

- A. **In a positive, timely manner.**
- B. Employing the psychological technique known as "classical conditioning."
- C. Criticism should be directed at participants' personally and in front of everybody else.
- D. During the exercise itself by the exercise coordinator.

16-5 Developing a means for assessing the results of an exercise is associated with which design element?

- A. Scenario evolution.
- B. Network design.
- C. Asset assignment.
- D. **Measurement and evaluation.**

17-1 When is the national ARRL Simulated Emergency TEST (SET) usually conducted nationally?

- A. On selected weekdays during October.
- B. **On a selected weekend in October.**

- C. On a selected weekend between September and November.
- D. On selected weekdays between September and November.

17-2 Which of the following **is not** a general goal of the SET?

- A. To discover the strengths and weaknesses of ARES, NTS, RACES, and other groups providing emergency radio services.
- B. To test the full range of emcomm systems under realistic conditions.
- C. To provide a public demonstration to served agencies.
- D. **To test the capabilities of CB, FRS and GMRS operators under emergency conditions.**

17-3 Which of the following is **not** a main function of NTS in the SET?

- A. Tying together the various nets in an affected area.
- B. Moving messages into the affected area.
- C. Moving messages out of the affected area.
- D. **Linking NTS to FEMA.**

17-4 Which of the following words must be included in every test message during the SET?

- A. Break! Break! Break!
- B. Mayday!
- C. "For Real" or "For Sure"
- D. **"Drill," Exercise," or "Simulated."**

17-5 Which of the following should a SET debriefing not include?

- A. Identification of efforts that worked as intended.
- B. Identification of efforts that did not work as intended.
- C. Recommendations for changes to plans and additional training.
- D. **Public humiliation of participants who made errors.**

18-1 Which of the following applies to public service events, but not emergency operations?

- A. Technical challenges arise.
- B. Not everything is predictable.
- C. Problems occur in "real time" and must be solved as they happen.
- D. **Logistics and personnel schedules can be arranged in advance.**

18-2 Which of the following represents a similarity between public service events and emergency operations?

- A. **Network designs can be planned and tested in advance.**
- B. You can put the event on your calendar in advance.
- C. Logistic problems can be solved before the event.
- D. Personnel can be scheduled for in advance.

18-3 Before integrating emcomm training objectives into a public service event, what must first be accomplished?

- A. Portable and mobile equipment must be tested.
- B. **The needs of the served agency must be met.**
- C. The use of Amateur Television (ATV) and Automatic Packet Reporting System (APRS) must be explored.
- D. Different modes of primary and backup communication must be considered.

18-4 Which of the following is true of parades?

- A. They do not vary in their complexity.
- B. Radio traffic in support of parades is nearly always formal.
- C. Only fixed, rather than mobile, operating stations are appropriate.
- D. **Longer routes in difficult areas may require the use of repeaters.**

18-1 Which of the following is true of marathons, fun runs and bike-a-thons?

- A. They never require more than one net.
- B. They never require the use of repeaters.
- C. Every competitor must be tracked.

D. **They may require roving stations.**

19-1 Which of the following describes the "maximum usable frequency"?

- A. The highest frequency your equipment will operate on.
- B. **The highest frequency that will be reflected off the ionosphere.**
- C. The highest frequency that can be reflected by the clouds.
- D. The maximum safe frequency for the antenna's height.

19-2 Which of the following statements is **NOT** true of NVIS antennae?

- A. A NVIS antenna radiates signals upward.
- B. NVIS antennae are used by the military services.
- C. **The NVIS antenna consists of a dipole located one-half wavelength above the ground.**
- D. Propagation from an NVIS antenna can be improved by means of a counterpoise.

19-3 On which of the following bands does an NVIS antenna work best?

- A. 23-cm, 33-cm and 70-cm bands.
- B. 2-meter, 6-meter and 10-meter bands.
- C. 15-meter, 17-meter and 20-meter bands.
- D. **30-meter, 40-meter, 60-meter, 80-meter and 160-meter bands.**

19-4 Which of the following statements best describes the relationship between the Solar Flux Index (SFI) and the Maximum Usable Frequency (MUF)?

- A. **The lower the SFI, the lower the MUF.**
- B. The lower the SFI, the higher the MUF.
- C. The higher the SFI, the lower the MUF.
- D. There is no relationship between SFI and MUF.

19-5 Which is the best location for a long wire NVIS antenna's counterpoise?

- A. **On the ground directly beneath the antenna.**
- B. On the ground at right angles to the antenna.
- C. Above and slightly to the right of the antenna.
- D. A counterpoise should never be used with an NVIS antenna.