



**Certified Ombudsman Trainer Candidates
Knowledge Check Questionnaire**

Name:

Today's Date:

Position:

Installation:

Command, if applicable

If applicable, are you registered in the Ombudsman Registry? Yes No N/A

Please answer the following questions with enough detail to illustrate your understanding of the topic being discussed. Some questions have several parts – do not skip over any parts as that will be noted as an incomplete response. You may answer questions in essay format or list responses with bullet points, when applicable.

Certified Ombudsman Trainers are expected to illustrate in-depth knowledge of the Ombudsman Program. You will be expected to be able to answer questions from new ombudsmen while teaching Ombudsman Basic Training. You may use Ombudsman Program resources to help you complete the questions accurately. **Remember – ombudsmen don't necessarily need to KNOW all the answers, but they need to know how to utilize their resources to refer to the subject matter expert who will be able to provide the necessary answers.**

Q1: Name at least three of the **Navy Family Ombudsman Program curriculum** resources available to ombudsmen, COTs and commanding officers. These should be resources specific to teaching Ombudsman Basis Training.

Q2: The Navy Family Ombudsman Program Portal is available to you on the LMS. List at least three things that you can access from this tool that you can either use in teaching Ombudsman Basic Training

(OBT) or share with ombudsmen you teach. Focus on the Portal – not the entire LMS.

Reference:

LMS Navy Family Ombudsman Program Portal <https://mynavyfamily.com/course/view.php?id=8079>
Ombudsman Program Manual: Page pages 13 & 14

Q3: List the four elements of the Ombudsman Code of Ethics with an example of each.

Reference:

Ombudsman Program Manual Chapter 4

Q4: What training is required for ombudsman and when must they take it? Be specific.

Reference:

Ombudsman Program Manual: page 12
OPNAVINST 1750.1H: 6. g. (1)

Q5: List the Reportables for Ombudsman and tell us who ombudsmen must report to for each reportable. What must be reported and to whom? **Be specific about each reportable and include guidance on reporting child abuse per Talia's Law.**

Reference:

Ombudsman Program Manual: pages 26, 101 - 111
OPNAVINST 1750.1H, 6 g. (13) (a) & Enclosure (9)

Q6: Caregivers are prone to burnout and ombudsmen are not an exception to this. Name and describe the newest model that helps ombudsmen recognize signs of stress not only in themselves but also with family and command members. Name the resource.

Reference:

Ombudsman Program Manual Chapter 14

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Q7: What is the process for ombudsmen concerning reimbursement of expenses, and what is the form that Ombudsman use for submitting expenses for reimbursement?

Reference:

Ombudsman Program Manual: Page 16

OPNAVINST 1750.1H Enclosure (8)

Q8: Ombudsmen have access to command families' personally identifiable information (PII). Name the form Ombudsmen must sign that allows them to have this information and list ways they must protect the personal information they receive.

Reference:

Ombudsman Program Manual: Pages 10, 16, 17 & 225 - 226

Q9a: There is no official format for command rosters; commands can collect the information needed as they see fit, following appropriate guidelines for the collection of PII. Should ombudsmen be involved in the collection of information that is to be included on the roster?

Q9b: An ombudsman tells you that the CO will not provide a command roster. What will you do, how will you help him/her? Name your resources.

Reference:

OPNAVINST 1750.1H, 6. f. (5)

NAVADMIN 046/18, Emergency Readiness and Response, paragraph 2.b.

Q10: The Ombudsman Registry Administrator has created **specific guidance for all users of the Ombudsman Registry**. What is the different names of this specific guidance for the three different users of the registry?

Reference:

<https://ombudsmanregistry.cnic.navy.mil> – Landing page

Q11: An ombudsman tells you that their command deployed and they are unable to submit the Ombudsman Monthly/Quarterly Worksheet. What do you tell them? Name your resource.

Reference:

Ombudsman Registry Instruction Guide for Ombudsmen

Q12: A CO tells you that he has two ombudsmen that share one email account and he wants to register them in the Ombudsman Registry. Can he do that? What do you tell him? Name your resource.

Reference:

Ombudsman Registry Instruction Guide for Commanding Officers and Command Designees

Q13: An Emergency Family Assistance Center (EFAC) is set up for your installation and some command ombudsmen have shown up ready to get to work. They turn to the Ombudsman Coordinator for guidance. List three ways ombudsmen can help support families.

Reference:

Ombudsman Program Manual: Page 118

Ombudsman Coordinator Desk Guide: Pages 66 – 67