



DEPARTMENT OF FINANCIAL SERVICES

Division of State Fire Marshal
Bureau of Fire Standards & Training

Company Officer

Title: Master Syllabus

Date: May, 2016

Course Title	Company Officer
Course Number	FFP2720, BFST2720, ATPC2720
Prerequisite(s)	None
Revision Date	May, 2016
College Credit Recommendation	This course has a recommendation of 3 college credits and 45 contact hours.
Continuing Education Units (CEU's)	Does not count towards recertification or renewal
Class Days/Time	Monday –Friday 8:00- 17:00
Instructional Supervisor	Dr Barbra Klingensmith Barbra.Klingensmith@myfloridacfo.com
Program Specialist Contact Info	Name: Bill Yonce e-mail: Bill.Yonce@myfloridacfo.com
Instructor	Bill Yonce
Class Location	FSFC
Course Description	<p>This course is designed to assist fire officers in solving the varied problems and situations they will be required to manage effectively in today's ever changing fire service. The curriculum includes a review of fire department organization and administration, management theory, leadership, communications, motivation and group dynamics.</p>
Student Learning Outcomes	<p>After the successful completion of this course, the student will be able to do the following:</p> <ol style="list-style-type: none">1. Identify the roles and responsibilities of a company officer.2. Discuss methods to prepare for promotion.3. Describe the interactions between company officers and firefighters.4. Understand and describe various management principles.5. Explain how organized impacts company officers and departments.6. Identify potential risk factors and how to mitigate them.7. Describe how a company officer impacts training and methodologies used to coach personnel.

	<p>8. Demonstrate techniques to evaluate personnel including progressive discipline.</p> <p>9. List activities that the company officer uses to effectively lead the company.</p> <p>10. Describe how the company officer interacts with the community to achieve a positive outcome.</p> <p>11. Identify techniques used to handle problems, complains, and mistakes.</p> <p>12. Identify the company officer’s relationship to code enforcement.</p> <p>13. Define and create a budget and its impact on the organization.</p> <p>14. Demonstrate the ability to effectively communicate.</p> <p>15. Describe how to manage an incident including developing an incident action plan. (<i>NFPA 1021, 4.1.1, 4.1.2, 5.1.1, 5.1.2</i>)</p> <p>16. Develop a plan to accomplish change in the organization.</p>
Required and Optional Textbook	<i>Fire Officer Principles and Practice (3rd ed)</i> ; Jones & Bartlett (2015) ISBN: 978-1-284-06836-8
Required Materials	Textbook, pen, paper, thumb drive, laptop or tablet (BYOD)
Method of Instruction	Classroom Lecture, Practical Evaluations, On-Line, Blended 30/15
Grading	<p>Passing 70%</p> <p>Class Participation 10%</p> <p>Quiz’s X 3 20%</p> <p>Final Presentation 30%</p> <p>Final Exam 40% = 100%</p>
Certification(s)	<p>One the courses for Fire Officer I certification:</p> <p>FFP2720, BFST2720, or ATPC2720 Company Officer</p> <p>FFP1740, BFST1740, or ATPC1740 Fire Service Course Delivery</p> <p>FFP2120, BFST2120, or ATCP2120 Building Construction for the Fire Service</p> <p>FFP1810, BFST1810, or ATPC1810 Firefighting Tactics and Strategy I</p>
Attendance Policy	You are required to attend all sessions of the course and complete all pre-course assignments. Failure to appear in class for a scheduled activity will be considered an absence unless you make arrangements with the instructor for a make-up session. Failure to make up missed sessions prior to the next session will result in an absence. Students are allowed to miss 10% of the class and still receive credit.
Academic Integrity	Academic integrity is crucial to the learning community and indicates respect for the college, the instructor, the course, your classmates and yourself. Any violation of this trust, including but not limited to cheating, plagiarism, collusion, or using or having any content of an un-administered test, will result in immediate dismissal from the course. Under Florida Statute 633, any student dismissed for academic dishonesty

<p>Training Provider Message</p>	<p>can be refused acceptance for any course administered by FSFC.</p> <p>Training Provider Message</p> <p>You must be certified by the State of Florida as an Instructor II or III and hold a certification as a Fire Officer II dated after November 18, 2013 or hold an active Single Course Exemption Instructor. Certified instructor II's who are also Florida Certified Firesafety Inspector I can teach Building Construction. Applications can be made through the Bureau of Fire Standards and Training. Organization Providers are Schools, Government Entities, and Businesses that need to apply and be approved by the Florida State Fire College.</p>
<p>Instructor Message</p>	<p>Instructor Message An instructor providing training must be qualified by the Bureau of Fire Standards and Training or instructors with requisite faculty credentials for the academic institution that is registered in the Florida Department of Education Statewide Course Numbering System to teach the course or instructors with requisite faculty credentials as determined by the United States Fire Administration-National Fire Academy or instructors with requisite faculty credentials as determined by the respective regionally accredited or nationally accredited university or college or instructors who hold an active Single Course Exemption Certification issued by the Division. Instructors who hold an active Fire Officer II Certification issued by the Division after November 18, 2013, and an active Instructor II Certification issued by the Division. Instructors who hold an active Firesafety Inspector I, Firesafety Inspector II or Fire Code Administrator Certification issued by the Division and an Instructor II Certification issued by the Division may teach the "Building Construction for the Fire Service."</p>
<p>PreCertification Message</p>	<p>Pre-Certification Message:</p> <p>To qualify for certification as a Fire Officer I, you shall possess an active Firefighter Certificate of Compliance issued by the Division or have met the curriculum requirements for Volunteer Firefighter I as defined in 69A-37.055(1) F.A.C., Meet the job performance requirements of NFPA 1021 - Fire Officer I (2009)., Complete the Fire Officer I curriculum., Complete the Fire Officer I Task Book with required signatures. The evaluator of the FO1 task book is a direct supervisor, training officer or person designated by the Fire Chief or Agency Head who is responsible for overseeing the performance or activity of the candidate. It is the candidates responsibility to verify that the evaluator signs and enters their Florida Instructor ID number attesting to first hand observation of the requisite skills after they have observed the demonstration of the task book performance requirements, Pass the Fire Officer I exam with a score of 70% or higher., Complete the National Fallen Firefighters Foundation course titled</p>

	"Courage to be Safe" or a course determined by the Division to be equivalent. When taking a state exam, please ensure that your personal profile matches the identification that you plan to produce at Pearsonvue.
<i>Students with Disabilities</i>	Any student who has a permanent or temporary disability that may require a reasonable accommodation to participate in the course must present documentation of the disability and requested accommodation no later than the beginning of the course.
<i>Emergency Evacuation Policy</i>	Occupants of buildings on the Florida State Fire College campus are required to evacuate and assemble outside when a fire alarm is activated or an announcement is made. Please be aware of the following policies regarding evacuation. <ul style="list-style-type: none"> • Familiarize yourself with all exit doors of the classroom and the building. • Remember that the nearest exit door may not be the one you used when you entered the building. • If you require assistance to evacuate, inform the instructor on the first day of class. • In the event of an evacuation, follow the guidance of the instructor. • Do not re-enter a building unless you are given instructions by Florida State Fire College personnel to do so.
<i>Requesting Emergency Care</i>	Any request for emergency care should be initiated by calling "911" from any phone on campus of the Florida State Fire College. Phones are located in each classroom. Additionally, in the event of any emergency, immediately contact an instructor or staff member.
<i>Critical Event Procedures</i>	<p>Severe Weather – there is a lightning detection system on campus which has an audible 15 second blast of an air horn. If you are outside, please follow your instructor or move to the closest permanent building. Once the threat is over, there will be three 5 second blasts of the signal.</p> <p>Security – During the daytime, security is handled by full time faculty and staff. There are security guards on duty in the evenings and weekends. Please comply with the requests made of security officers. Failure to do so can result in removal from campus.</p> <p>Student Badges – You will be issued a badge to be worn anytime you are on campus.</p>
<i>Enabling Objectives</i>	Given information from discussion and reading materials, the student will perform the following objectives to a written test accuracy of at least 70% and meet the applicable job performance requirements of NFPA 1021 (2014). <p><u>Chapter 1 Introduction to Fire Officer</u></p> <ol style="list-style-type: none"> 1. Identify the requirements of a Fire Officer I (NFPA 4.1) (NFPA 4.1.1). 2. Describe the roles and responsibilities of the Fire Officer I (NFPA 4.1.1).

- Describe the fire service in the United States (NFPA 4.1.1).
- 3. Describe fire department organization (NFPA 4.1.1).
- 4. Describe the functions of management (NFPA 4.1.1).
- 5. Describe the roles of rules and regulations, policies, and standard operating procedures (NFPA 4.1.1).

- 1. Discuss the origin of civil service promotional examinations.
- 2. Discuss promotional processes that can be used by fire departments.
- 3. Describe how a promotional examination is prepared.
- 4. Identify the elements of a promotional examination.
- 5. Identify the components of an assessment center.
- 6. List techniques for studying for a promotional examination

Chapter 3: Firefighters and the Fire Officer

- 1. Describe the fire officer’s basic tasks
- 2. Describe a typical fire station workday.
- 3. Describe the transition from fire fighter to fire officer.
- 4. Discuss the fire officer’s role as a supervisor.
- 5. Discuss the fire officer’s role as a commander.
- 6. Discuss the fire officer’s role as a trainer.
- 7. Describe the activities a fire officer performs to maintain an effective working relationship with his or her supervisor (NFPA 4.1.1).
- 8. Discuss the importance of integrity and ethical behavior (NFPA 4.1.1).
- 9. Describe how to maintain workplace diversity (NFPA 4.1.1).
- 10. Describe the concept of the fire station as a business work location.
- 11. With a description of a fire station, work group, and schedule, prepare a beginning of shift report or activity plan (NFPA 4.2.2) (NFPA 4.4) (NFPA 4.4.2).
- 12. Demonstrate the effective issuing of an unpopular order to a fire company.
- 13. Demonstrate making a decision consistent with the department’s core values, mission statement, and value statements given an ethical dilemma (NFPA 4.1.1).
- 14. Conduct an initial interview and notifications consistent with the department’s policy, rules, and regulations given a harassment or hostile workplace complaint (NFPA 4.2.5).

Chapter 4: Fire Officer Communications

- 1. Describe the steps in the communication cycle (NFPA 4.2.2).
- 2. List the basic skills for effective communication (NFPA 4.2.2).
- 3. Identify ways to improve listening skills.
- 4. Describe ways to counteract environmental noise (NFPA 4.2.2).
- 5. Identify the key points for emergency communications (NFPA 4.2.1) (NFPA 4.4.5).

6. Identify types of reports and discuss their use (NFPA 4.1.2) (NFPA 4.4.5).
7. Perform emergency communications with fire officers, fire fighters, and dispatch.
8. Give a verbal report.
9. Write reports based on report purpose and requirements.

Chapter 5 Safety and Risk Management

1. Discuss how to develop an incident action plan. (NFPA 4.2.1)
2. Describe the initiatives that have been implemented to reduce fire fighter injuries and deaths.
3. List the most common causes of personal injury and deaths to fire fighters (NFPA 4.7.1) (NFPA 4.7.3).
4. Describe methods for reducing the risk of personal injury and death
5. Discuss the role and requirements of an incident safety officer.
6. Describe safety policies and procedures and basic workplace safety (NFPA 4.2.3) (NFPA 4.7) (NFPA 4.7.1).
7. Describe principles to prevent emergency incident injuries (NFPA 4.2.1) (NFPA 4.7) (NFPA 4.7.1).
8. Describe safety considerations for the fire station (NFPA 4.7) (NFPA 4.7.1).
9. Describe the components of an infectious disease control program (NFPA 4.7) (NFPA 4.7.1).
10. Describe procedures for conducting and documenting an accident investigation (NFPA 4.7.2).
11. List the elements of a post-incident analysis (NFPA 4.6.3).
12. Develop an incident action plan (NFPA 4.2.1).
13. Implement safety policies and procedures for basic workplace safety (NFPA 4.2.3) (NFPA 4.7) (NFPA 4.7.1).
14. Conduct and document an accident investigation (NFPA 4.7.2).
15. Develop a post-incident analysis (NFPA 4.6.3).

Chapter 6 Understanding People: Management Concepts

1. Discuss the principles of supervision and basic human resources management (NFPA 4.1.1) (NFPA 4.2).
2. Explain the history and principles of scientific management (NFPA 4.2.6).
3. Explain the history and principles of humanistic management (NFPA 4.2.6).
4. Discuss the function of human resources management (NFPA 4.2) (NFPA 4.2.5).
5. Coordinate the completion of assigned tasks and projects (NFPA 4.2.6) (NFPA 4.2).

Chapter 7 Leading the Fire Company

1. Describe the role of the fire officer as both a leader and a follower.

2. Identify leadership styles used in the fire service (NFPA 4.2.1) (NFPA 4.2.2).
3. Identify types of power used in leadership.
4. Describe leadership in routine situations (NFPA 4.2.2).
5. Describe the leadership challenges related to the fire station work environment.
6. Describe the leadership challenges related to the volunteer fire service.
7. Demonstrate planning and setting priorities (NFPA 4.2.6).
8. Demonstrate clear and concise communication (NFPA 4.4.4).
9. Demonstrate allocation of resources (NFPA 4.6.1).
10. Supervise and account for assigned personnel under emergency conditions (NFPA 4.6.1) (NFPA 4.2.2).

Chapter 8 Training and Coaching

1. Discuss the role of training in the fire service.
2. Discuss the fire officer’s role in training fire service personnel.
3. Describe the four-step method of instruction.
4. Describe on-the-job training and the order in which skills must be taught.
5. Discuss the requirements for conducting live fire training (NFPA

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4. Describe on-the-job training and the order in which skills must be taught.

5. Discuss the requirements for conducting live fire training (NFPA

Describe how to develop a specific training program.

7. Direct fire company members in proper completion of a prepared training evolution (NFPA 4.2.3).

8. Develop a training program.

Chapter 9 Evaluation and Discipline

1. Discuss the purpose of regular fire fighter evaluations (NFPA 4.2) (NFPA 4.2.5).

2. Describe methods of positive discipline (NFPA 4.2.4) (NFPA 4.2.5).

3. Discuss the role of documentation and record keeping for evaluations and discipline (NFPA 4.2).

4. Demonstrate positive discipline of a fire fighter (NFPA 4.2.4) (NFPA 4.2.5).

Chapter 10 Organized Labor and the Fire Officer

1. Discuss the impact of the International Association of Fire Fighters on fire fighters and emergency medical services personnel.

2. Describe how to establish a strong supervisor–employee relationship (NFPA 4.1.1) (NFPA 4.2.5).

3. Discuss the value of positive labor–management relations (NFPA 4.1.1).

4. Describe the fire officer’s role as a supervisor (NFPA 4.1.1) (NFPA 4.2.5).

5. Demonstrate the initial handling of an employee grievance (NFPA 4.2.5).

Chapter 11 Working in the Community

1. Discuss the role of demographics in fire department–community relations (NFPA 4.3.1).

2. Discuss the role of fire safety education in risk reduction (NFPA 4.3) (NFPA 4.3.3).

3. List and describe opportunities for public education (NFPA 4.3) (NFPA 4.3.1) (NFPA 4.3.3).

4. List and describe steps to develop public education programs at the local level (NFPA 4.3) (NFPA 4.3.1).

5. Develop a public education program using a five-step program (NFPA 4.3) (NFPA 4.3.1).

Chapter 12 Handling Problems, Conflicts, and Mistakes

1. Describe the interrelationships among complaints, conflicts, and mistakes.

2. Describe the general decision-making procedure.

3. Discuss how to manage conflict within the department.

4. Discuss how to recommend and implement policy changes (NFPA 4.4) (NFPA 4.4.1).

5. Describe how to field and resolve citizen complaints (NFPA 4.3) (NFPA

- 4.3.2) (NFPA 4.3.3).
6. Describe the difference between customer service and customer satisfaction (NFPA 4.3).
 7. Manage conflict within the department.
 8. Manage citizen complaints (NFPA 4.3.2) (NFPA 4.3.3).
 9. Develop a policy or procedure (NFPA 4.4.1).

Chapter 13 Pre-incident Planning and Code Enforcement

2. Discuss the purpose of pre-incident planning and list the relevant factors to consider (NFPA 4.5) (NFPA 4.6).
3. Discuss the types of fire codes and their use.
4. Discuss the purpose and function of built-in fire protection systems (NFPA 4.5.2).
5. Discuss the purpose and process of a fire code compliance inspection.
6. Discuss the classification of buildings by occupancy (NFPA 4.5.1) (NFPA 4.5.2).
7. Describe how to prepare for an inspection (NFPA 4.5) (NFPA 4.5.1).
8. Describe how to conduct an inspection (NFPA 4.5).
9. Discuss the creation and use of the written inspection/correction report (NFPA 4.6).
10. Identify general inspection requirements (NFPA 4.5) (NFPA 4.5.1).
11. Identify groups and their specific concerns (NFPA 4.5) (NFPA 4.5.1) (NFPA 4.5.2).
12. Prepare for an inspection (NFPA 4.5).
13. Conduct an inspection (NFPA 4.5).
14. Write an inspection/correction report (NFPA 4.6).

Chapter 14 Budgeting

1. Describe the budget cycle (NFPA 4.1.1) (NFPA 4.4.3).
2. Identify revenue sources.
3. Discuss the impact of lower revenue on resources.
4. Describe the purchasing process (NFPA 4.4.3).
5. Prepare a budget (NFPA 4.4.3).

Chapter 15 Managing Incidents

1. Explain how the Incident Command System was created.
2. Describe the National Incident Management System (NFPA 4.6.1) (NFPA 4.6.2).
3. Describe the post-incident review process (NFPA 4.6.3).
4. Describe the fire officer's role in incident management (NFPA 4.6) (NFPA 4.6.2).
5. Discuss strategic-level incident management (NFPA 4.6).
6. Use the Incident Command System at an incident (NFPA 4.6) (NFPA 4.6.2).

7. Conduct a post-incident review (NFPA 4.6.3).

Chapter 16 Rules of Engagement

2. Describe the scope of the line-of-duty death problem.

3. Describe the elements of size-up (NFPA 4.6.1).

4. Discuss occupant survivability in terms of fire behavior and fire fighter safety (NFPA 4.6.1).

5. Discuss the concept that lives should not be risked for lives or property that cannot be saved (NFPA 4.6.1).

6. Discuss the level of risk extended to protect savable property (NFPA 4.6.1).

7. Discuss the level of risk extended to protect savable lives (NFPA 4.6.1).

8. Discuss the importance of fire fighters staying together (NFPA

9. Discuss the importance of maintaining situational awareness (NFPA 4.6.1).

10. Discuss the importance of fire-ground communications (NFPA 4.2.1).

11. Discuss the importance of reporting unsafe practices or conditions.

12. Discuss the value of retreat in unsafe conditions (NFPA 4.6.1).

13. Describe when a mayday should be declared.

14. Conduct a size-up of an incident (NFPA 4.6.1).

15. Maintain fire-ground communications (NFPA 4.2.1).

16. Report unsafe practices or conditions.

Chapter 17 Fire Attack

1. Discuss the results of the full-scale structure fire experiments conducted by the National Institute of Standards and Technology (NIST) and Underwriters Laboratories (UL).

2. Describe a fire officer's role in supervising a single company (NFPA 4.2.1).

3. Describe how to size up the incident.

4. Discuss how to develop an incident action plan (IAP) (NFPA 4.6.1) (NFPA 4.6.2).

5. Discuss tactical safety considerations when fighting fires.

6. Supervise a single fire company (NFPA 4.2.1).

7. Size up an incident.

8. Develop an incident action plan (IAP) (NFPA 4.6.1) (NFPA 4.6.2).

Chapter 18 Fire Cause Determination

1. Identify the common causes of fire.

2. Explain when to request a fire investigator.

3. Describe how to find the point of origin of a fire (NFPA 4.5).

4. Discuss the legal considerations of fire cause determination (NFPA 4.5) (NFPA 4.5.3).

5. Determine the point of origin of a fire (NFPA 4.5).

6. Demonstrate how to secure the scene to prevent unauthorized persons from entering the incident scene (NFPA 4.5) (NFPA 4.5.3).

	<p><u>Chapter 19 Crew Resource Management and Leading Change</u></p> <ol style="list-style-type: none"> 1. Discuss the origins of crew resource management (CRM). 2. Discuss the concepts involved in researching and validating CRM. 3. List Dupont’s “dirty dozen” human factors that contribute to tragedy. 4. Describe the six-point CRM model that can be used in the fire service. 5. Discuss the fire officer’s role in recommending change within a department (NFPA 4.4.1) (NFPA 4.4.4).
<p><i>Practical Applications</i></p>	<p><u>The student shall successfully demonstrate a minimum of the below JPR’s of NFPA 1021 :</u></p> <p>Fire Officer I</p> <p>4.1* General. For qualification at Fire Officer Level I, the candidate shall meet the requirements of Fire Fighter II as defined in NFPA 1001, Fire Instructor I as defined in NFPA 1041, and the job performance requirements defined in Sections 4.2 through 4.7 of this standard.</p> <p>4.1.1 General Prerequisite Knowledge. The organizational structure of the department; geographical configuration and characteristics of response districts; departmental operating procedures for administration, emergency operations, incident management system and safety; departmental budget process; information management and recordkeeping; the fire prevention and building safety codes and ordinances applicable to the jurisdiction; current trends, technologies, and socioeconomic and political factors that affect the fire service; cultural diversity; methods used by supervisors to obtain cooperation within a group of subordinates; the rights of management and members; agreements in force between the organization and members; generally accepted ethical practices, including a professional code of ethics; and policies and procedures regarding the operation of the department as they involve supervisors and members.</p> <p>4.1.2 General Prerequisite Skills. <u>The ability to effectively communicate in writing utilizing technology provided by the AHJ; write reports, letters, and memos utilizing word processing and spreadsheet programs; operate in an information management system; and effectively operate at all levels in the incident management system utilized by the AHJ.</u></p> <p>4.2 Human Resource Management. This duty involves utilizing human resources to accomplish assignments in accordance with safety plans and in an efficient manner. This duty</p>

also involves evaluating member performance and supervising personnel during emergency and nonemergency work periods, according to the following job performance requirements.

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4.2.1 Assign tasks or responsibilities to unit members, given an assignment at an emergency incident, so that the instructions are complete, clear, and concise; safety considerations are addressed; and the desired outcomes are conveyed.

(A) Requisite Knowledge. Verbal communications during emergency incidents, techniques used to make assignments under stressful situations, and methods of confirming understanding.

(B) Requisite Skills. The ability to condense instructions for frequently assigned unit tasks based on training and standard operating procedures.

4.2.2 Assign tasks or responsibilities to unit members, given an assignment under nonemergency conditions at a station or other work location, so that the instructions are complete, clear, and concise; safety considerations are addressed; and the desired outcomes are conveyed.

(A) Requisite Knowledge. Verbal communications under nonemergency situations, techniques used to make assignments under routine situations, and methods of confirming understanding.

(B) Requisite Skills. The ability to issue instructions for frequently assigned unit tasks based on department policy.

4.2.3 Direct unit members during a training evolution, given a company training evolution and training policies and procedures, so that the evolution is performed in accordance with safety plans, efficiently, and as directed.

(A) Requisite Knowledge. Verbal communication techniques to facilitate learning.

(B) Requisite Skills. The ability to distribute issue-guided directions to unit members during training evolutions.

4.2.4 Recommend action for member-related problems, given a member with a situation requiring assistance and the member assistance policies and procedures, so that the situation is identified and the actions taken are within the established policies and procedures.

(A)* Requisite Knowledge. The signs and symptoms of member related

problems, causes of stress in emergency services personnel, adverse effects of stress on the performance of emergency

	<p>service personnel, and awareness of AHJ member assistance policies and procedures.</p> <p>(B) Requisite Skills. The ability to recommend a course of action for a member in need of assistance.</p> <p>4.2.5* Apply human resource policies and procedures, given an administrative situation requiring action, so that policies and procedures are followed.</p> <p>(A) Requisite Knowledge. Human resource policies and procedures.</p> <p>(B) Requisite Skills. The ability to communicate orally and in writing and to relate interpersonally.</p> <p>4.2.6 Coordinate the completion of assigned tasks and projects by members, given a list of projects and tasks and the job requirements of subordinates, so that the assignments are prioritized, a plan for the completion of each assignment is developed, and members are assigned to specific tasks and both supervised during and held accountable for the completion of the assignments.</p> <p>(A) Requisite Knowledge. Principles of supervision and basic human resource management.</p> <p>(B) Requisite Skills. The ability to plan and to set priorities.</p> <p>4.3 Community and Government Relations. This duty involves dealing with inquiries of the community and communicating the role, image, and mission of the department to the public and delivering safety, injury, and fire prevention education programs, according to the following job performance requirements.</p> <p>4.3.1 Initiate action on a community need, given policies and procedures, so that the need is addressed.</p> <p>(A) Requisite Knowledge. Community demographics and service organizations, as well as verbal and nonverbal communication, and an understanding of the role and mission of the department.</p> <p>(B) Requisite Skills. Familiarity with public relations and the ability to communicate verbally.</p> <p>4.3.2 Initiate action to a citizen's concern, given policies and procedures, so that the concern is answered or referred to the correct individual for action and all policies and procedures are complied with.</p> <p>(A) Requisite Knowledge. Interpersonal relationships and verbal and nonverbal communication.</p> <p>(B) Requisite Skills. Familiarity with public relations and the ability to communicate verbally.</p> <p>4.3.3 Respond to a public inquiry, given policies and procedures,</p>
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so that the inquiry is answered accurately, courteously, and in accordance with applicable policies and procedures.

(A) Requisite Knowledge. Written and oral communication techniques.

(B) Requisite Skills. The ability to relate interpersonally and to respond to public inquiries.

4.4 Administration. This duty involves general administrative functions and the implementation of departmental policies and procedures at the unit level, according to the following job performance requirements.

4.4.1 Recommend changes to existing departmental policies and/or implement a new departmental policy at the unit level, given a new departmental policy, so that the policy is communicated to and understood by unit members.

(A) Requisite Knowledge. Written and oral communication.

(B) Requisite Skills. The ability to relate interpersonally and to communicate change in a positive manner.

4.4.2 Execute routine unit-level administrative functions, given forms and record-management systems, so that the reports and logs are complete and files are maintained in accordance with policies and procedures.

(A) Requisite Knowledge. Administrative policies and procedures and records management.

(B) Requisite Skills. The ability to communicate orally and in writing.

4.4.3 Prepare a budget request, given a need and budget forms, so that the request is in the proper format and is supported with data.

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(A) Requisite Knowledge. Policies and procedures and the revenue sources and budget process.

(B) Requisite Skill. The ability to communicate in writing.

4.4.4 Explain the purpose of each management component of the organization, given an organization chart, so that the explanation is current and accurate and clearly identifies the purpose and mission of the organization.

(A) Requisite Knowledge. Organizational structure of the department and functions of management.

(B) Requisite Skills. The ability to communicate verbally in a clear and concise manner.

4.4.5 Explain the needs and benefits of collecting incident

response data, given the goals and mission of the organization, so that incident response reports are timely and accurate.

(A) Requisite Knowledge. The agency's records management system.

(B) Requisite Skills. The ability to communicate both orally and in writing.

4.5* Inspection and Investigation. This duty involves conducting inspections to identify hazards and address violations, performing a fire investigation to determine preliminary cause, securing the incident scene, and preserving evidence, according to the following job performance requirements.

4.5.1 Describe the procedures of the AHJ for conducting fire inspections, given any of the following occupancies, so that all hazards, including hazardous materials, are identified, approved forms are completed, and approved action is initiated:

- (1) Assembly
- (2) Educational
- (3) Health care
- (4) Detention and correctional
- (5) Residential
- (6) Mercantile
- (7) Business
- (8) Industrial
- (9) Storage
- (10) Unusual structures
- (11) Mixed occupancies

(A) Requisite Knowledge. Inspection procedures; fire detection, alarm, and protection systems; identification of fire and life safety hazards; and marking and identification systems for hazardous materials.

(B) Requisite Skills. The ability to communicate in writing and to apply the appropriate codes and standards.

4.5.2 Identify construction, alarm, detection, and suppression features that contribute to or prevent the spread of fire, heat, and smoke throughout the building or from one building to another, given an occupancy, and the policies and forms of the AHJ so that a pre-incident plan for any of the following occupancies is developed:

- (1) Public assembly
- (2) Educational
- (3) Institutional
- (4) Residential
- (5) Business

THE BUREAU OF FIRE STANDARDS & TRAINING

AT
The Florida State Fire College

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	<p>(6) Industrial</p> <p>(7) Manufacturing</p> <p>(8) Storage</p> <p>(9) Mercantile</p> <p>(10) Special properties</p> <p>(A) Requisite Knowledge. Fire behavior; building construction; inspection and incident reports; detection, alarm, and suppression systems; and applicable codes, ordinances, and standards.</p> <p>(B) Requisite Skills. The ability to use evaluative methods and to communicate orally and in writing.</p> <p>4.5.3 Secure an incident scene, given rope or barrier tape, so that unauthorized persons can recognize the perimeters of the scene and are kept from restricted areas, and all evidence or potential evidence is protected from damage or destruction.</p> <p>(A) Requisite Knowledge. Types of evidence, the importance of fire scene security, and evidence preservation.</p> <p>(B) Requisite Skills. The ability to establish perimeters at an incident scene.</p> <p>4.6* Emergency Service Delivery. This duty involves supervising emergency operations, conducting pre-incident planning, and deploying assigned resources in accordance with the local emergency plan and according to the following job performance requirements.</p> <p>4.6.1 Develop an initial action plan, given size-up information for an incident and assigned emergency response resources, so that resources are deployed to control the emergency.</p> <p>(A)* Requisite Knowledge. Elements of a size-up, standard operating procedures for emergency operations, and fire behavior.</p> <p>(B) Requisite Skills. The ability to analyze emergency scene conditions; to activate the local emergency plan, including localized evacuation procedures; to allocate resources; and to communicate orally.</p> <p>4.6.2* Implement an action plan at an emergency operation, given assigned resources, type of incident, and a preliminary plan, so that resources are deployed to mitigate the situation.</p> <p>(A) Requisite Knowledge. Standard operating procedures, resources available for the mitigation of fire and other emergency incidents, an incident management system, scene safety, and a personnel accountability system.</p> <p>(B) Requisite Skills. The ability to implement an incident management system, to communicate orally, to manage scene safety, and to supervise and account for assigned personnel</p>
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	<p>under emergency conditions.</p> <p>4.6.3 Develop and conduct a post-incident analysis, given a single unit incident and post-incident analysis policies, procedures, and forms, so that all required critical elements are identified and communicated, and the approved forms are completed and processed in accordance with policies and procedures.</p> <p>(A) Requisite Knowledge. Elements of a post-incident analysis, basic building construction, basic fire protection systems and features, basic water supply, basic fuel loading, fire growth and development, and departmental procedures relating to dispatch response tactics and operations and customer service.</p> <p>(B) Requisite Skills. The ability to write reports, to communicate orally, and to evaluate skills.</p> <p>4.7* Health and Safety. This duty involves integrating health and safety plans, policies, and procedures into daily activities</p> <p>FIRE OFFICER I 1021–9 2009 Edition</p> <p>as well as the emergency scene, including the donning of appropriate levels of personal protective equipment to ensure a work environment that is in accordance with health and safety plans for all assigned members, according to the following job performance requirements.</p> <p>4.7.1 Apply safety regulations at the unit level, given safety policies and procedures, so that required reports are completed, in-service training is conducted, and member responsibilities are conveyed.</p> <p>(A) Requisite Knowledge. The most common causes of personal injury and accident to members, safety policies and procedures, basic workplace safety, and the components of an infectious disease control program.</p> <p>(B) Requisite Skills. The ability to identify safety hazards and to communicate orally and in writing.</p> <p>4.7.2 Conduct an initial accident investigation, given an incident and investigation forms, so that the incident is documented and reports are processed in accordance with policies and procedures of the AHJ.</p> <p>(A) Requisite Knowledge. Procedures for conducting an accident investigation and safety policies and procedures.</p> <p>(B) Requisite Skills. The ability to communicate orally and in writing and to conduct interviews.</p> <p>4.7.3 Explain the benefits of being physically and medically capable of performing assigned duties and effectively functioning during peak physical demand activities, given current</p>
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	<p>fire service trends and agency policies, so that the need to participate in wellness and fitness programs is explained to members.</p> <p>(A) Requisite Knowledge. National death and injury statistics; fire service safety and wellness initiatives; agency policies.</p> <p>(B) Requisite Skills. The ability to communicate orally.</p>
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Plan of Instruction

Day-1	Introduction, course overview, syllabi content review, Chapter 1-5 PowerPoint, questions and review of Fire Officer Qualifications
Day-2	Chapter 6-10 PowerPoint, Quiz-1
Day-3	Chapter 11-15 PowerPoint, Quiz -2
Day-4	Chapter 15-19 PowerPoint, Quiz -3
Day-5	Review, Presentations, Final Exam

Final Presentation: Research and review YOUR demographics of your community that you are employed by and display them presentation style for class review, state your: population size, square miles that your department protects and provides services to, what services your agency provides, State your primary first alarm assignments and functions (SOGs) , display the organizational structure of your agency and where you are currently within that system, display your agencies Mission statement, and programs that your agency provides to the public that they serve. All information shall be in PowerPoint, and be electronically submitted no later than 13:00 on the final day of class

Presentation Rubric for in-class presentation

Grading Embedded Rubric for In Cass Presentation

	Excellent	Very Good	Good	Needs work	Inadequate
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Criteria	(5)	(4)	(3)	(2)	(1)
Evaluate the practical elements of comprehensive Fire Department Management systems and application	Oral Presentation demonstrates an outstanding comprehension of comprehensive Fire Department Management systems and application.	Oral Presentation demonstrates very good comprehension of comprehensive Fire Department Management systems and application	Oral Presentation demonstrates good comprehension of comprehensive Fire Department Management systems and application	Oral Presentation demonstrates a comprehension of comprehensive Fire Department Management systems and application	Oral Presentation demonstrates little comprehension of comprehensive Fire Department Management systems and application
Evaluate definition of statutes and ordinances for department creation	Oral Presentation reflects an outstanding understanding of definition of statutes and ordinances for department creation	Oral Presentation reflects a very good definition of definition of statutes and ordinances for department creation	Oral Presentation reflects a good understanding of definition of statutes and ordinances for department creation	Oral Presentation reflects an understanding of definition of statutes and ordinances for department creation	Oral Presentation reflects very little understanding of definition of statutes and ordinances for department creation
Describe the standard operations of the department for the first alarm assignment for structural firefighting	Oral Presentation demonstrated outstanding ability the standard operations of the department for the first alarm assignment for structural firefighting	Oral Presentation demonstrated very good ability the standard operations of the department for the first alarm assignment for structural firefighting	Oral Presentation demonstrated good ability to the standard operations of the department for the first alarm assignment for structural firefighting	Oral Presentation demonstrated some ability to the standard operations of the department for the first alarm assignment for structural firefighting	Oral Presentation demonstrated very little ability to the standard operations of the department for the first alarm assignment for structural firefighting
Demonstrate the skills and services that the primary organization provides to the public and demographics of such municipality	Oral Presentation reflects an outstanding application skills and services that the primary organization provides to the public and demographics of such municipality	Oral Presentation reflects a very good application of the skills and services that the primary organization provides to the public and demographics of such municipality	Oral Presentation reflects a good application of the skills and services that the primary organization provides to the public and demographics of such municipality	Oral Presentation reflects limited application of the skills and services that the primary organization provides to the public and demographics of such municipality	Oral Presentation reflects very little ability to apply the skills and services that the primary organization provides to the public and demographics of such municipality
Apply	Oral	Oral	Oral	Oral	Oral

appropriate terminology, concepts, principles for department activities.	Presentation demonstrates outstanding ability to apply appropriate terminology, concepts, principles for department activities.	Presentation demonstrates very good ability to apply appropriate terminology, concepts, principles for department activities.	Presentation demonstrates good ability to apply appropriate terminology, concepts, principles for department activities.	Presentation demonstrates limited ability to apply appropriate terminology, concepts, principles for department activities.	Presentation demonstrates little ability to apply appropriate terminology, concepts, principles for department activities.
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