

FIRE 265 : FIRE AND EMERGENCY SERVICE ADMINISTRATION

Transcript title

Fire/Emerg Svc Admin

Credits

3

Grading mode

Standard letter grades

Total contact hours

60

Other hours

60

Prerequisites

FIRE 104, FIRE 105, FIRE 110, FIRE 112, FIRE 114, FIRE 175, FIRE 120, and WR 065 (or higher) or placement into Wr/Comm Level 7.

Prerequisites with concurrency

FIRE 205.

Recommended preparation

Recommended to be taken your second year.

Course Description

Introduces the organization and management of a fire and emergency services department and the relationship of government agencies to the fire service. Emphasizes fire and emergency service ethics and leadership from the perspective of the company officer. Fire and Emergency Services Higher Education (FESHE) non-core requirement (equivalent to NFA C0272); meets DPSST Fire Officer I requirements.

Course learning outcomes

1. Describe the basic theories of public sector management.
2. Recognize the importance of ethics and communication skills.
3. Articulate and demonstrate the importance of public policy process, responsibility, and authority.

Content outline

The learning outcomes are those of the National Fire Academy (NFA).

Course Objectives:

1. Acknowledge career development opportunities and strategies for success.
2. Recognize the need for effective communication skills, both written and verbal.
3. Identify and explain the concepts of span and control, effective delegation, and division of labor.
4. Select and implement the appropriate disciplinary action based on an employee's conduct.

5. Explain the history of management and supervision methods and procedures.
6. Discuss the various levels of leadership, roles, and responsibilities within the organization.
7. Describe the traits of effective versus ineffective management styles.
8. Identify the importance of ethics as it relates to fire and emergency services.
9. Identify the roles of the National Incident Management System (NIMS) and Incident Management System (ICS).

Content Outline

1. New challenges and opportunities
 - a. Duties
 - b. National standards
 - c. Career opportunities
 - d. Education and training
2. Communication process
 - a. Verbal
 - b. Written
 - c. Active listening skills
3. Management principles
 - a. Span of control
 - b. Delegation/division of labor
 - c. Unity of command
 - d. Chain of command
 - e. Organizational structure
4. Tools for employee development
 - a. Evaluation and appraisal of employees
 - b. Rewards and motivation
 - c. Progressive system of discipline
 - d. Grievance procedures
5. Management and supervision
 - a. Theories
 - b. History
6. Managing resources for emergency and non-emergency
 - a. Equipment
 - b. Personnel
 - c. Time leadership
 - d. Managers
 - e. Leaders
 - f. Roles and responsibilities
7. Supervision and management
 - a. Styles
 - b. Traits
 - c. Effectiveness
8. Safety assessment
 - a. Non-emergency
 - b. Emergency
9. Ethics
 - a. Harassment
 - b. Conflict of interest
 - c. Public trust

- d. Code of ethics
- e. Diversity
- f. Morality
- 10. Incident management system
 - a. Duties and responsibilities
 - b. Transfer of command
- 11. Records management
 - a. Formal documentation
 - b. Information documentation
- 12. Final portfolio

Required materials

This course requires students to purchase a textbook.