

FIRE 265 : CAPSTONE: FIRE AND EMERGENCY SERVICE ADMINISTRATION

Transcript title

Capstone: Fire/Emerg Svc Admin

Credits

3

Grade mode

Standard letter grades

Contact hours total

60

Other hours

60

Prerequisites

FIRE 101, FIRE 102, FIRE 110, FIRE 112, FIRE 114, FIRE 175, FIRE 120,
and WR 065 (or higher) or placement into Wr/Comm Level 9.

Prerequisites with concurrency

FIRE 205.

Recommended preparation

Recommended to be taken your second year.

Description

Introduces the organization and management of a fire and emergency services department and the relationship of government agencies to the fire service. Emphasis is placed on fire and emergency service ethics and leadership from the perspective of the company officer. This course is a FESHE non-core requirement (equivalent to NFA C0272) and meets DPSST Fire Officer I requirements.

Learning outcomes

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

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

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).
- New Challenges and Opportunities
- duties
 - national standards
 - career opportunities
 - education and training
- Communication Process
- verbal
 - written
 - active listening skills
- Management principles
- span of control
 - delegation/division of labor
 - unity of command
 - chain of command
 - organizational structure
- Tools for Employee Development
- evaluation and appraisal of employees
 - rewards and motivation
 - progressive system of discipline
 - grievance procedures
- Management and Supervision
- theories
 - History
- Managing Resources for Emergency and Non-Emergency
- equipment
 - personnel
 - time
- Leadership
- Managers
 - Leaders
 - Roles and Responsibilities
- Supervision and Management
- Styles
 - Traits
 - Effectiveness
- Safety Assessment
- non-emergency
 - emergency
- Ethics
- harassment
 - conflict of interest
 - public trust
 - code of ethics
 - diversity
 - morality
- Incident management system
- duties and responsibilities
 - transfer of command

Records Management
-formal documentation
-information documentation
Final Portfolio
Final Exam

Required materials

This course requires students to purchase a textbook.

Grading methods

Students are assessed by quizzes, assignments, self-assessment, group exercises, scenarios, simulations and exams.