



# S-203: Introduction to Incident Information (2008)

## Course Plan

### Course Details

<b>Description:</b>	The purpose of this course is to provide students with the skills and knowledge needed to serve as Public Information Officers (PIOF). The course covers establishing and maintaining an incident information operation, communicating with internal and external audiences, working with the news media, handling special situations, and long term planning and strategy.
<b>Designed For:</b>	Personnel desiring to be qualified as Public Information Officer (PIOF).
<b>Authority:</b>	National Wildfire Coordinating Group (NWCG)
<b>Prerequisites:</b>	Satisfactory completion of pre-course work.
<b>Standard:</b>	N/A
<b>Hours:</b>	30 hours
<b>Maximum Class Size:</b>	24
<b>Instructor Level:</b>	Primary instructor
<b>Instructor/Student Ratio:</b>	1 primary instructor per 6 students (skills)
<b>Restrictions:</b>	Limited to Instructor-Led Delivery only.
<b>SFT Designation:</b>	FSTEP

## Required Resources

### Instructor Resources

The DVD “Dealing Successfully with the Media,” referenced in the Instructor Guide, has relevant content; however, it is outdated and has not been posted here. It may be used if a copy is available. Or refer to the list of alternative resources here:

- PIO Bulletin Board: There are numerous resources listed on this website related to social media, media interviews, guidance for media access, talking points, templates, and other topics.
- FEMA Online Course: Public Information Officer Awareness (IS-29).
- FEMA Online Course: Social Media in Emergency Management (IS-42).
- FEMA Online Course: Effective Communication (IS-242.b). This course not only addresses social media but also several other topics relevant to PIOs. It also has a good list of social media tools and a description of each tool.
- National Disaster Preparedness Training Center (NDPTC) PER-304.

See the S-203 Course Delivery Information website for more information and links.

Instructors should assemble the following from their own collections to use as examples:

- Incident Information Kit
- News Releases
- Fact Sheets
- Media Guidelines
- Incident Action Plans
- List of current useful websites
- Educational videos (optional)
- News clippings (optional)
- News videos (optional)

### Online Instructor Resources

The following instructor resources are available online at <https://www.nwcg.gov/publications/training-courses/s-203>

- Instructor-led delivery course materials
- Instructor Guide
- Student Workbook

### Student Resources

To participate in this course, students need:

- Student workbook
- ICS-209 Incident Status Summary
- ICS-213 General Message

- ICS-214 Unit Log
- Agency Administrator's Guide To Critical Incident Management, PMS 926
- Public Information Officer Position Task Book, PMS 311-07

## **Facilities, Equipment, and Personnel**

The following facilities, equipment, or personnel are required to deliver this course:

### **Facilities**

- Standard classroom equipped for 24 students
- Whiteboards or easel pads with appropriate writing implements
- Projector/TV with appropriate laptop connections
- Wifi/Internet access
- Video cameras, phones, or tape recorders to film and record audio and video interviews.
- Tripod for cameras or phones.

### **Equipment**

- Video cameras, phones, or tape recorders to film and record audio and video interviews.
- Tripod for cameras or phones.



## Objectives

### Course Objectives

1. Students will demonstrate the skills and knowledge of a Public Information Officer (PIOF) by successfully participating in a simulation and passing a written exam.