

# General Administration Functions for Chief Fire Officers Course Plan

## **Course Details**

Certification:	Chief Fire Officer			
CTS Guide:	Chief Fire Officer Certification Training Standard (September 2017)			
Description:	This course provides students with a basic knowledge of the administration requirements related to the roles and responsibilities of a Chief Fire Officer including directing a department record management system, analyzing and interpreting records and data, developing a model plan for continuous organizational improvement, developing a plan to facilitate approval, preparing community awareness programs, and evaluating the inspection program of the AHJ.			
Designed For:	The certified Company Officer advancing to the Chief Fire Officer classification			
Prerequisites:	Meet the educational requirements for Company Officer or five (5) years as a career officer (Lieutenant or higher), or seven (7) years as a volunteer officer (Lieutenant or higher)or five (5) years CAL FIRE Fire Apparatus Engineer			
Standard:	Complete all activities and formative tests.			
	Complete all summative tests with a minimum score of 80%.			
Hours:	Lecture: 11:00 Activities: 10:00 Testing: 3:00			
Hours (Total):	24:00			
Maximum Class Size: 25				
Instructor Level:	Primary Instructor			
Instructor/Stude	nt Ratio: 1:25			
Restrictions:	None			
SFT Designation:	CFSTES			

## **Required Resources**

#### **Instructor Resources**

- Chief Officer: Principles and Practice (International Association of Fire Chiefs, 1st edition, Jones & Bartlett Learning, ISBN: 9780763779290)
- Chief Officer: Principles and Practice Instructor's ToolKit CD-ROM (International Association of Fire Chiefs, Cdr edition, Jones & Bartlett Learning, ISBN: 9780763798390)
- Chief Officer: Principles and Practice Instructor's Test Bank CD-ROM (International Association of Fire Chiefs, Cdr edition, Jones & Bartlett Learning, ISBN: 9780763798406)

## **Online Instructor Resources**

The following instructor resources are available online at <a href="http://osfm.fire.ca.gov/training/resources">http://osfm.fire.ca.gov/training/resources</a>

- Course plan
- Website

## **Student Resources**

To participate in this course, students need:

• *Chief Officer: Principles and Practice* (International Association of Fire Chiefs, 1st edition, ISBN: 9780763779290)

## **Unit 1: Introduction**

#### **Topic 1-1: Orientation and Administration**

#### **Terminal Learning Objective**

At the end of this topic, a student will be able to identify facility and classroom requirements and identify course objectives, events, requirements, assignments, activities, resources, evaluation methods, and participation requirements in the course syllabus.

#### **Enabling Learning Objectives**

- 1. Identify facility requirements
  - Restroom locations
  - Food locations
  - Smoking locations
  - Emergency procedures
- 2. Identify classroom requirements
  - Start and end times
  - Breaks
  - Electronic device policies
  - Special needs and accommodations
  - Other requirements as applicable
- 3. Review course syllabus
  - Course objectives
  - Calendar of events
  - Course requirements
  - Student evaluation process
  - Assignments
  - Activities
  - Required student resources
  - Class participation requirements

#### **Discussion Questions**

1. What is a formative test? What is a summative test?

#### Activities

1. Student introductions

## **Topic 1-2: Executive Chief Officer Certification Process**

#### **Terminal Learning Objective**

At the end of this topic, a student will be able to identify different levels in the Executive Chief Officer certification track, the courses and requirements for Chief Fire Officer certification, and be able to describe the certification task book and testing process.

#### **Enabling Learning Objectives**

1. Identify the different levels of certification in the Executive Chief Officer certification track

- Company Officer
- Chief Fire Officer
- Executive Chief Officer
- 2. Identify the courses required for Chief Fire Officer
  - Chief Fire Officer 3A: Human Resources Management for Chief Fire Officers
  - Chief Fire Officer 3B: Budget and Fiscal Responsibilities for Chief Fire Officers
  - Chief Fire Officer 3C: General Administration Functions for Chief Fire Officers
  - Chief Fire Officer 3D: Emergency Service Delivery Responsibilities for Chief Fire Officers
- 3. Identify any other requirements for Chief Fire Officer
- 4. Describe the certification task book process
  - Complete all prerequisites and course work
  - Submit application and fees to request certification task book
    - o Must be employed by a California Fire Agency as a Chief Fire Officer
  - Complete all job performance requirements included in the task book
  - Must have identified evaluator verify individual task completion via signature
  - Must have Fire Chief or authorized representative verify task book completion via signature
- 5. Describe the certification testing process
  - Complete coursework
  - Schedule online certification test
  - Schedule skills evaluation test

1. How many levels are there in the Executive Chief Officer certification track? What are they?

## Activities

1. To be determined by the instructor.

## Unit 2: Records and Data

## **Topic 2-1: Directing a Department Record Management System**

## **Terminal Learning Objective**

At the end of this topic, a student, given policies and procedures, will be able to direct the development, maintenance, and evaluation of a department record management system, ensuring the achievement of completeness and accuracy.

- 1. Determine agency needs for development of record management system:
  - Legal
  - Financial
  - Personnel
  - Administrative

- Emergency and nonemergency activities
- 2. Development of record management system should address:
  - Compliance with legal requirements and best practices
  - Provision of data to assist with well-informed decision-making
  - Justification for resource allocation to fulfill the agency's fiduciary responsibility
- 3. Identify the principles involved in the acquisition, implementation and retrieval of information by data processing as it applies to the record and budgetary processes
  - Development of policy to ensure proper documentation and production of meaningful reports
  - Complete and accurate data entry
  - User-friendly hardware and software
  - Frequent user training to ensure compliance with procedural guidelines
- 4. Describe the capabilities and limitations of information management systems
  - User entry determines accuracy of data
  - Computer system operation
  - Data retrieval
- 5. Organize data and use evaluative methods to ensure the completeness and accuracy of a department record management system
  - Routine inspection of system to verify and validate data
- 6. Communicate orally and in writing as needed to direct a department record management system

- 1. How do you utilize your agency's record management system to produce meaningful reports?
- 2. How does your record management system provide the data to improve customer service?
- 3. What improvements could you make to your record management system?
- 4. How do you identify gaps in the interoperability of your record management system?

#### Activities

- 1. Have students identify which stakeholders might be involved in developing a record management system.
- 2. Assemble a mock stakeholders' group, and have students develop a list of elements necessary for a complete and accurate record management system.

#### CTS Guide Reference: CTS 4-4

## Topic 2-2: Analyzing and Interpreting Records and Data

#### **Terminal Learning Objective**

At the end of this topic, a student, given a fire department records system, will be able to analyze and interpret records and data to determine validity and recommend improvements.

#### **Enabling Learning Objectives**

- 1. Describe the principles involved in the acquisition, implementation, and retrieval of information and data (see Instructor Notes)
- 2. Describe the processes required for the analysis and interpretation of records and data
  - Acquisition
  - Implementation
  - Retrieval
- 3. Organize and analyze data. Use evaluative methods to determine validity:
  - Gather quality information
  - Put the information in a usable format
  - Complete an evaluation
  - Identify what is working well and what needs to be improved, deleted, or added (consider pitfalls of misinterpreted statistics)
  - Explore alternatives
- 4. Communicate recommended improvements orally and in writing
  - Implement the best alternative given current and future circumstances

#### **Discussion Questions**

- 1. What are some possible repercussions of misinterpreted data?
- 2. How can data justify a proposal or build a framework for a message? Consider both the advantages and disadvantages of applying interpreted data.
- 3. Given that reports are value-neutral, where is the balance between the sensitivity and transparency of data interpretation?

#### Activities

1. Divide class into groups, and have each group analyze and interpret a given set of data to defend and justify opposing viewpoints.

#### **Instructor Notes**

1. Enabling Learning Objective #1, above, was covered in Topic 2-1 Directing a Department Record Management System. Instructor can choose to build upon this enabling learning objective or remove from this topic.

CTS Guide Reference: CTS 4-5

## **Unit 3: Standards of Cover**

## **Topic 3-1: Developing a Model Plan for Continuous Organizational Improvement**

#### **Terminal Learning Objective**

At the end of this topic, a student, given resources for an area to be protected, will be able to develop a model plan for continuous organizational improvement, maximizing resource utilization.

- 1. Identify applicable policies and procedures; and local, state/provincial, and federal regulations
  - NFPA 1710 or 1720

- Locally established performance standards
- 2. Identify physical and geographic characteristics and hazards
  - Community risk matrix (hazard inventory)
  - Service/response zones
    - o Urban
    - o Suburban
    - o Rural
    - Wilderness/hard-to-serve
- 3. Analyze demographics
- 4. Review community plans
  - Local hazard mitigation plan, if applicable
  - General Plan
- 5. Identify response time benchmarks
- 6. Determine staffing requirements
  - Critical task analysis
  - Resources
    - o Distribution
    - o Concentration
    - Reliability
- 7. Review contractual agreements
  - Auto aid
  - Mutual aid
  - Special agreements
- 8. Evaluate recognized best practice assessment programs
  - Commission on Fire Accreditation International (CFAI) Self-Assessment Model
  - Insurance Service Organization (ISO) Fire Suppression Rating Schedule
- 9. Research potential improvements, organize and analyze data, and communicate findings orally and in writing
- 10. Use evaluative methods to determine effectiveness of model plan

- 1. What is your community's performance standard for emergency service delivery?
- 2. How does one determine whether an agency's response capabilities are appropriate?
- 3. How would you improve emergency service delivery incrementally?
- 4. How do the CFAI Self-Assessment Model and the ISO Fire Suppression Rating Schedule affect your agency's model plan?

#### Activities

1. Given a Standards of Cover study, develop a five (5) minute presentation articulating the effectiveness of emergency service delivery.

#### **Instructor Notes**

1. An internet search for "Standards of Cover" should yield an assortment of studies to use for the recommended activity.

#### CTS Guide Reference: CTS 4-6

## **Unit 4: Community Risk Reduction**

#### **Topic 4-1: Developing a Plan to Facilitate Approval**

#### **Terminal Learning Objective**

At the end of this topic, a student, given an identified fire safety problem, will be able to develop a plan to facilitate approval for a new program, piece of legislation, form of public education, or fire safety code.

#### **Enabling Learning Objectives**

- 1. Identify applicable policies, procedures, codes, ordinances, and standards
- 2. Describe development process for applicable codes, ordinances, and standards
- 3. Discuss various consensus-building techniques
  - Enabling community involvement and outreach
  - Obtaining stakeholder input
  - Facilitating discussion to obtain support
- 4. Use evaluative methods to determine effectiveness of approval facilitation plan
  - Stakeholder survey
  - Improvement of relationships
  - Achievement of desired outcome
- 5. Communicate plan for approval facilitation orally and in writing
  - Marketing
  - Consensus building
  - Message mapping

#### **Discussion Questions**

- 1. Which is more important outcome or process? Why?
- 2. How do you address the concerns of dissatisfied stakeholders when developing your plan to facilitate approval?

#### Activities

1. Given an identified fire safety problem and a proposed plan to address it, have students use consensus-building techniques to gain plan approval.

#### CTS Guide Reference: CTS 5-2

#### **Topic 4-2: Preparing Community Awareness Programs**

#### **Terminal Learning Objective**

At the end of this topic, a student, given risk assessment data, will be able to develop a community risk reduction program to meet desired program outcomes.

- 1. Identify community demographics
- 2. Determine community needs

- Assess risks for targeted demographic
- Community priorities
- Identified issues
- 3. Determine resource availability
  - Personnel
  - Funding
  - Existing programs/materials
- 4. Describe customer service principles
  - Timeliness
  - Quality
  - Customer satisfaction
- 5. Discuss program development
- 6. Relate interpersonally, both orally and in writing, when preparing community awareness programs

- 1. How do you receive customer feedback after implementing a community awareness program?
- 2. What are some nontraditional services that could be addressed by your agency?

#### Activities

1. Have students prepare a ten (10) minute presentation geared towards a mock community stakeholder panel in order to generate support for a given community awareness program.

#### **Instructor Notes**

1. Consider using responses from Discussion Question #2 as a starting point for the suggested activity.

#### CTS Guide Reference: CTS 3-1

## Topic 4-3: Evaluating the Inspection Program of the AHJ

#### **Terminal Learning Objective**

At the end of this topic, a student, given current program goals, objectives, performance data, and resources, will be able to evaluate the inspection program of the AHJ, assessing results to determine effectiveness.

- 1. Identify applicable policies, procedures, codes, standards, and laws
- 2. Describe accepted inspection practices
  - Meet mandated/advisory requirements
  - Provide public education/information
- 3. Use evaluative methods to analyze data
  - Track average inspection time
  - Quantify number of initial inspections & reinspections
  - Consider resources allocated for inspection program
  - Evaluate complexity of occupancies

- Measure effectiveness of inspection program
- 4. Communicate program evaluation findings orally and in writing

- 1. Is your inspection program enforcement-driven or education-driven? Which do you think is more effective and why?
- 2. How does your agency determine inspection program effectiveness?
- 3. How do you address dissatisfied customers?

#### Activities

1. To be determined by the instructor.

## CTS Guide Reference: CTS 5-1

## Time Table

Unit 1: IntroductionIdealIdealIdealTopic 1-1: Orientation and AdministrationIdealIdealIdealLecture00:30Iti30IdealActivity 1-1: See suggested activityIti30Iti30IdealTopic 1-2: Executive Chief Officer Certification Process00:30IdealIdealActivity 1-2: To be determined by instructor00:00IdealIdealUnit 1 Totals1:00Iti302:30Unit 2: Records and DataIdealIdealIdealTopic 2-1: Directing a Department Record Management SystemIti30IdealLecture11:30IdealIdealInstructorIti30IdealIdealTopic 2-2: Analyzing and Interpreting Records and DataIti30IdealLectureIti30IdealIdealInstructorIti30IdealIdealTopic 3-1: Developing a Model Plan for Continuous Organizational Improvement Lecture3:00Iti30Inst 4: Community Risk Reduction ApprovalIti30Iti30Iti30Topic 4-1: Developing a Plan to Facilitate ApprovalIti00Iti30Iti30Inst 4: Community Risk Reduction ApprovalIti30Iti30Iti30Inst 4: Community Risk Reduction Activity 4-1: See suggested activityIti30Iti30Inst 4: Community Risk Reduction ApprovalIti30Iti30Iti30Inst 4: Community Risk Reduction Activity 4-2: See suggested activityIti30Iti30Inst 4: Comm	Segment	Lecture Time	Activity Time	Total Unit Time
Lecture00:30	Unit 1: Introduction			
Activity 1-1: See suggested activity1:30Topic 1-2: Executive Chief Officer Certification Process00:30	Topic 1-1: Orientation and Administration			
Topic 1-2: Executive Chief Officer Certification ProcessImage: Certification Omega StructorImage: Certification Omega StructorImage: Certification Omega StructorActivity 1-2: To be determined by instructor00:001:302:30Unit 1 Totals1:001:302:30Unit 2: Records and DataImage: Certification Management SystemImage: Certification 	Lecture	00:30		
ProcessIndexIndexIndexLecture00:30IndexIndexActivity 1-2: To be determined by instructor00:0000:00Unit 1 Totals1:001:302:30Unit 2: Records and DataIndexIndexIndexTopic 2-1: Directing a Department Record Management SystemIndexIndexIndexLecture11:30IndexIndexIndexActivity 2-1: To be determined by instructorIndexIndexIndexTopic 2-2: Analyzing and Interpreting Records and DataIndexIndexIndexLecture11:30IndexIndexIndexTopic 3-1: Developing a Model Plan for Continuous Organizational ImprovementIndexIndexLecture3:001:304:30IndexLecture3:00IndexIndexIndexTopic 4-1: Developing a Model Plan for Continuous Organizational ImprovementIndexIndexLecture3:00IndexIndexIndexTopic 4-1: Developing a Plan to Facilitate ApprovalIndexIndexIndexIndit 4: Community Risk ReductionIndexIndexIndexIndit 4: Community Awareness ProgramsIncoIndexIndexIndit 4: Community Awareness ProgramsIncoIncoIncoIndit 4: CutureIncoIncoIncoIncoIndit 4: CutureIncoIncoIncoIncoIndit 4: CutureIncoIncoIncoInco	Activity 1-1: See suggested activity		1:30	
Activity 1-2: To be determined by instructor00:0000:00Unit 1 Totals1:001:302:30Unit 2: Records and Data1:001:302:30Topic 2-1: Directing a Department Record Management System1:301Lecture1:301:001Activity 2-1: To be determined by instructor1:001:00Topic 2-2: Analyzing and Interpreting Records and Data1:001:00Lecture1:301:001:00Topic 2-2: See suggested activity1:005:00Unit 2 Totals3:002:005:00Unit 3: Standards of Cover3:001:304:30Topic 3-1: Developing a Model Plan for Continuous Organizational Improvement3:001:30Lecture3:001:304:30Unit 3 Totals3:001:304:30Unit 4: Community Risk Reduction1:001:304:30Topic 4-1: Developing a Plan to Facilitate Approval1:001:001:00Lecture1:001:001:001:00Activity 4-1: See suggested activity1:001:001:00Topic 4-2: Preparing Community Awareness Programs1:301:301:00Lecture1:301:301:001:00	-			
instructorUnit 1 Totals1:001:302:30Unit 2: Records and DataI.:00I:302:30Topic 2-1: Directing a Department Record Management SystemI.:00I.:00Lecture1:30I.:00I.:00Activity 2-1: To be determined by instructorI.:00I.:00Topic 2-2: Analyzing and Interpreting Records and DataI.:00I.:00Lecture1:30I.:00I.:00Lecture1:30I.:00I.:00MataI.:00I.:00I.:00Lecture3:002:005:00Unit 2: Standards of CoverI.:00II:30Topic 3-1: Developing a Model Plan for Continuous Organizational Improvement3:00II:30Lecture3:00II:30II:30Unit 4: Community Risk ReductionII:30II:30Topic 4-1: Developing a Plan to Facilitate ApprovalII:00II:30LectureII:00II:30II:30LectureII:00II:00II:00LectureII:00II:00II:00Activity 4-1: See suggested activityII:00II:00Activity 4	Lecture	00:30		
Unit 2: Records and DataIndexIndexIndexTopic 2-1: Directing a Department Record Management System1:30IndexIndexLecture1:301:00IndexIndexActivity 2-1: To be determined by instructor1:00IndexIndexTopic 2-2: Analyzing and Interpreting Records and Data1:30IndexIndexLecture1:301:00IndexIndexLecture1:301:00IndexIndexLecture1:301:00IndexIndexLecture3:002:005:00IndexTopic 3-1: Developing a Model Plan for Continuous Organizational Improvement3:001:30IndexLecture3:001:304:30IndexMatt 1: Developing a Model Plan for Continuous Organizational Improvement1:30IndexLecture3:001:304:30Unit 3 Totals3:001:304:30Unit 4: Community Risk ReductionIndexIndexTopic 4-1: Developing a Plan to Facilitate ApprovalIndexIndexLecture1:00IndexIndexLecture1:00IndexIndexActivity 4-1: See suggested activity1:00IndexTopic 4-2: Preparing Community Awareness ProgramsIndexIndexLecture1:30IndexIndexLectureIndexIndexIndexLectureIndexIndexIndexIndexIndexIndexIn			00:00	
Topic 2-1: Directing a Department Record Management SystemIsoIsoLecture1:301:00Activity 2-1: To be determined by instructor1:001:00Topic 2-2: Analyzing and Interpreting Records and Data1:30IsoLecture1:30IsoIsoActivity 2-2: See suggested activity1:00IsoMit 2 Totals3:002:005:00Unit 2 Totals3:002:005:00Unit 3: Standards of CoverIsoIsoIsoTopic 3-1: Developing a Model Plan for Continuous Organizational Improvement Lecture3:00IsoLecture3:00IsoIsoMit 4: Community Risk ReductionIsoIsoTopic 4-1: Developing a Plan to Facilitate Approval1:00IsoLecture1:00IsoIsoLecture1:00IsoIsoLecture1:00IsoLecture1:00IsoLecture1:00IsoLecture1:00IsoLecture1:30IsoLecture1:30Iso <td>Unit 1 Totals</td> <td>1:00</td> <td>1:30</td> <td>2:30</td>	Unit 1 Totals	1:00	1:30	2:30
Management SystemImagement SystemImagement SystemImagement SystemLecture1:30Imagement SystemImagement SystemActivity 2-1: To be determined by instructor1:00Imagement SystemTopic 2-2: Analyzing and Interpreting Records and DataImagement SystemImagement SystemLecture1:30Imagement SystemImagement SystemActivity 2-2: See suggested activityImagement SystemImagement SystemUnit 2 Totals3:002:005:00Unit 3: Standards of CoverImagement SystemImagement SystemTopic 3-1: Developing a Model Plan for Continuous Organizational ImprovementImagement SystemImagement SystemLecture3:001:304:30Unit 3 Totals3:001:304:30Unit 4: Community Risk ReductionImagement SystemImagement SystemLecture1:00Imagement SystemImagement SystemActivity 4-1: See suggested activity1:00Imagement SystemTopic 4-2: Preparing Community Awareness ProgramsImagement SystemImagement SystemLecture1:30Imagement SystemLecture1:30Imagement SystemLecture1:30Imagement SystemImagement System <td>Unit 2: Records and Data</td> <td></td> <td></td> <td></td>	Unit 2: Records and Data			
Activity 2-1: To be determined by instructor1:00Topic 2-2: Analyzing and Interpreting Records and Data1:00Lecture1:301:00Lecture1:301:00Mativity 2-2: See suggested activity3:002:005:00Unit 2 Totals3:002:005:00Unit 3: Standards of CoverImprovementImprovementImprovementLecture3:001:30ImprovementLecture3:001:30ImprovementLecture3:001:30ImprovementLecture3:001:30ImprovementLecture1:001:30ImprovementLecture1:00ImprovementImprovementLecture1:00ImprovementImprovementLecture1:00ImprovementImprovementTopic 4-1: Developing a Plan to Facilitate ApprovalImprovementImprovementLecture1:00ImprovementImprovementLecture1:00ImprovementImprovementLecture1:00ImprovementImprovementLecture1:00ImprovementImprovementLecture1:00ImprovementImprovementLecture1:00ImprovementImprovementLecture1:00ImprovementImprovementLecture1:00ImprovementImprovementLecture1:00ImprovementImprovementLecture1:00ImprovementLecture1:00Im				
instructorInstructorInstructorInstructorTopic 2-2: Analyzing and Interpreting Records and DataInstructorInstructorLecture1:30InstructorActivity 2-2: See suggested activityInstructorInstructorUnit 2 Totals3:002:005:00Unit 3: Standards of CoverInstructorInstructorTopic 3-1: Developing a Model Plan for Continuous Organizational ImprovementInstructorInstructorLecture3:001:30InstructorActivity 3-1: See suggested activityInstructorInstructorUnit 4: Community Risk ReductionInstructorInstructorTopic 4-1: Developing a Plan to Facilitate ApprovalInstructorInstructorLecture1:00InstructorInstructorTopic 4-2: Preparing Community Awareness ProgramsInstructorInstructorLectureInstructorInstructorInstructorLectureInstructorInst	Lecture	1:30		
Topic 2-2: Analyzing and Interpreting Records and DataImage: Constraint of the constraint o	Activity 2-1: To be determined by		1:00	
and DataImage: constraint of the second	instructor			
Activity 2-2: See suggested activity1:001:00Unit 2 Totals3:002:005:00Unit 3: Standards of CoverIIITopic 3-1: Developing a Model Plan for Continuous Organizational ImprovementIIILecture3:00IIIIActivity 3-1: See suggested activityI1:30IIUnit 3 Totals3:001:304:30Unit 4: Community Risk ReductionIIIITopic 4-1: Developing a Plan to Facilitate Approval1:00IIILecture1:00IIIITopic 4-2: Preparing Community Awareness Programs1:30IIILecture1:30IIIIILecture1:30IIIIIInterfaceIIIIIIIInterfaceIIIIIIIInterfaceIIIIIIIIInterfaceII				
Unit 2 Totals3:002:005:00Unit 3: Standards of CoverImage: Standards of CoverImage: Standards of CoverImage: Standards of CoverTopic 3-1: Developing a Model Plan for Continuous Organizational ImprovementImage: Standards of CoverImage: Standards of CoverLecture3:00Image: Standards of CoverImage: Standards of CoverImage: Standards of CoverLecture3:001:30Image: Standards of CoverImage: Standards of CoverMotit 3-1: See suggested activityImage: Standards of CoverImage: Standards of CoverImage: Standards of CoverInit 4: Community Risk ReductionImage: Standards of CoverImage: Standards of CoverImage: Standards of CoverInit 4: Community Risk ReductionImage: Standards of CoverImage: Standards of CoverImage: Standards of CoverInit 4: Community Risk ReductionImage: Standards of CoverImage: Standards of CoverImage: Standards of CoverInit 4: Community Risk ReductionImage: Standards of CoverImage: Standards of CoverImage: Standards of CoverInit 4: Community Risk ReductionImage: Standards of CoverImage: Standards of CoverImage: Standards of CoverInit 4: Community Risk ReductionImage: Standards of CoverImage: Standards of CoverImage: Standards of CoverInit 4: Community Awareness ProgramsImage: Standards of CoverImage: Standards of CoverImage: Standards of CoverInit 4: Community Awareness ProgramsImage: Standards of CoverImage: Standards of CoverImage: Standards of CoverInit	Lecture	1:30		
Unit 2 Totals3:002:005:00Unit 3: Standards of CoverImage: Standards of CoverImage: Standards of CoverImage: Standards of CoverTopic 3-1: Developing a Model Plan for Continuous Organizational ImprovementImage: Standards of CoverImage: Standards of CoverLecture3:00Image: Standards of CoverImage: Standards of CoverImage: Standards of CoverLecture3:001:30Image: Standards of CoverImage: Standards of CoverMotit 3-1: See suggested activityImage: Standards of CoverImage: Standards of CoverImage: Standards of CoverInit 4: Community Risk ReductionImage: Standards of CoverImage: Standards of CoverImage: Standards of CoverInit 4: Community Risk ReductionImage: Standards of CoverImage: Standards of CoverImage: Standards of CoverInit 4: Community Risk ReductionImage: Standards of CoverImage: Standards of CoverImage: Standards of CoverInit 4: Community Risk ReductionImage: Standards of CoverImage: Standards of CoverImage: Standards of CoverInit 4: Community Risk ReductionImage: Standards of CoverImage: Standards of CoverImage: Standards of CoverInit 4: Community Risk ReductionImage: Standards of CoverImage: Standards of CoverImage: Standards of CoverInit 4: Community Awareness ProgramsImage: Standards of CoverImage: Standards of CoverImage: Standards of CoverInit 4: Community Awareness ProgramsImage: Standards of CoverImage: Standards of CoverImage: Standards of CoverInit	Activity 2-2: See suggested activity		1:00	
Topic 3-1: Developing a Model Plan for Continuous Organizational ImprovementImage: Construct of the second	Unit 2 Totals	3:00	2:00	5:00
Continuous Organizational ImprovementImprovementImprovementImprovementLecture3:001:30Activity 3-1: See suggested activity1:301:30Unit 3 Totals3:001:304:30Unit 4: Community Risk ReductionImprovementImprovementImprovementTopic 4-1: Developing a Plan to Facilitate ApprovalImprovementImprovementImprovementLecture1:00ImprovementImprovementImprovementTopic 4-2: Preparing Community Awareness ProgramsImprovementImprovementImprovementLecture1:30ImprovementImprovementImprovementLecture1:30ImprovementImpro	Unit 3: Standards of Cover			
Lecture3:001:30Activity 3-1: See suggested activity1:301:30Unit 3 Totals3:001:304:30Unit 4: Community Risk ReductionIIITopic 4-1: Developing a Plan to Facilitate ApprovalIIILecture1:00IIITopic 4-2: Preparing Community Awareness ProgramsI:30IILecture1:30IIILecture1:30IIIImage: Determine of the set o	Topic 3-1: Developing a Model Plan for			
Activity 3-1: See suggested activity1:30Unit 3 Totals3:001:30Unit 4: Community Risk ReductionTopic 4-1: Developing a Plan to Facilitate ApprovalLecture1:00Activity 4-1: See suggested activity1:001:00Topic 4-2: Preparing Community Awareness Programs-1:30Lecture1:301:00	Continuous Organizational Improvement			
Unit 3 Totals3:001:304:30Unit 4: Community Risk ReductionImage: Community Risk ReductionImage: Community Risk ReductionImage: Community Risk ReductionTopic 4-1: Developing a Plan to Facilitate ApprovalImage: Community Risk ReductionImage: Community Risk ReductionImage: Community Risk ReductionLecture1:00Image: Community Risk ReductionImage: Community Risk ReductionImage: Community Risk ReductionTopic 4-2: Preparing Community Awareness ProgramsImage: Community Risk ReductionImage: Community Risk ReductionImage: Community Risk ReductionLecture1:30Image: Community Risk ReductionImage: Community Risk ReductionImage: Community Risk Reduction	Lecture	3:00		
Unit 4: Community Risk ReductionImage: Community Risk ReductionTopic 4-1: Developing a Plan to Facilitate ApprovalImage: Community Accilitate ApprovalLecture1:00Activity 4-1: See suggested activity1:00Topic 4-2: Preparing Community Awareness ProgramsImage: Community Accilitate Accilitate AccilitateLecture1:30	Activity 3-1: See suggested activity		1:30	
Topic 4-1: Developing a Plan to Facilitate ApprovalImage: Constant of Con	Unit 3 Totals	3:00	1:30	4:30
ApprovalImage: Constraint of the section	Unit 4: Community Risk Reduction			
Activity 4-1: See suggested activity1:00Topic 4-2: Preparing Community Awareness ProgramsImage: Community Awareness ProgramsLecture1:30				
Topic 4-2: Preparing Community Awareness Programs1:30	Lecture	1:00		
Topic 4-2: Preparing Community Awareness Programs1:30	Activity 4-1: See suggested activity		1:00	
	Topic 4-2: Preparing Community Awareness			
	-	1:30		
	Activity 4-2: See suggested activity		2:00	

Segment	Lecture Time	Activity Time	Total Unit Time
Topic 4-3: Evaluating the Inspection Program of the AHJ			
Lecture	1:30		
Activity 4-3: To be determined by instructor		2:00	
Unit 4 Totals	4:00	5:00	9:00
Lecture, Activity, and Unit Totals:	11:00	10:00	21:00

## **Course Totals**

Segment Type	Time
Total Lecture Time (LT)	11:00
Total Activity Time (AT)	10:00
Total Testing Time (TT)	3:00
Total Course Time	24:00