



Community and Government Relations for the Executive Chief Fire Officer

Course Plan

Course Details

Certification:	Executive Chief Fire Officer
CTS Guide:	Executive Chief Fire Officer CTS Guide
Description:	This course provides the skills and knowledge needed for the Executive Chief Fire Officer to perform his/her duties safely, effectively, and competently. The overarching theme of this curriculum is assuming a leadership role in community events.
Designed For:	Executive Chief Fire Officer Candidate
Prerequisites:	Meet educational requirements for Chief Fire Officer or five (5) years as career chief officer, or seven (7) years as a volunteer officer
Standard:	Complete all activities and formative tests. Complete all summative tests with a minimum score of 80%.
Hours:	Lecture: 5:30 Activities: 4:00 Testing: 1:00
Hours (Total):	10:30
Maximum Class Size:	24
Instructor Level:	Instructor Level II
Instructor/Student Ratio:	1:24
Restrictions:	None
SFT Designation:	CFSTES

Required Resources

Instructor Resources

To teach this course, instructors may use:

- *Chief Officer Principles and Practice*, Jones & Bartlett Learning, ISBN: 9780763779290
- *Chief Fire Officer's Desk Reference*, Jones & Bartlett Publishers, ISBN: 9780763729356
- *Managing Fire and Emergency Services*, ICMA Publications, ISBN: 9780873267632

Reference manual options:

- *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

<http://osfm.fire.ca.gov/training/resources>:

- Activity 2-1: Community and Government Relations

Student Resources

To participate in this course, students need:

- Required textbook chosen by the instructor
- Access to a computer and printer

Facilities, Equipment, and Personnel

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

- None

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

2. To be determined by the instructor.

Topic 1-2: Executive Chief Fire Officer Certification Process

Terminal Learning Objective

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

Enabling Learning Objectives

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

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- Company Officer
 - Chief Fire Officer
 - Executive Chief Fire Officer
2. Identify the courses required for Executive Chief Officer
 - Human Resource Management for the Executive Chief Fire Officer
 - Community and Government Relations for the Executive Chief Fire Officer
 - Administration for the Executive Chief Fire Officer
 - Emergency Services Delivery for the Executive Chief Fire Officer
 - Health and Safety for the Executive Chief Fire Officer
 3. Identify any other requirements for Executive Chief Officer
 - Certified Company Officer
 - Certified Chief Fire Officer
 4. Describe the capstone task book process
 - Complete all prerequisites and course work
 - Submit fees and request capstone task book
 - 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
 - Must be employed by a California Fire Organization in the position prior to submitting completed task book to State Fire Training
 5. Describe the testing process
 - Content to be developed

Discussion Questions

1. How many levels are there in the Company Officer Certification track? What are they?

Activities

1. To be determined by the instructor.

Topic 1-3: Definition of Duty for Executive Chief Fire Officer

Terminal Learning Objective

At the end of this topic, a student will be able to discuss the topic below.

Enabling Learning Objectives

1. Project a positive image of the fire department to the community, according to the specified job performance requirements

Discussion Questions

1. None

Activities

1. None

CTS Guide Reference: CTS 1-1

Unit 2: Community and Government Relations

Topic 2-1: Exercising Leadership in Community and Government Relations

Terminal Learning Objective

At the end of this topic, a student, given a community event, will be able to attend, participate in, and assume a leadership role in community events in order to understand and respond to community needs and enhance the image of the organization.

Enabling Learning Objectives

1. Analyze community demographics
2. Identify formal and informal community and civic leaders
3. Engage formal and informal community and civic leaders
4. Interpret community and civic issues
5. Identify customer service programs
6. Perform public relations
7. Communicate orally and in writing
 - Public
 - Political
 - Intergovernmental

Discussion Questions

1. Who are the key formal and informal community and civic leaders that influence the image of your organization?
2. What specific actions do you take to engage your community and civic leaders?
3. What are the major community events where you would take a leadership role?
4. What's the importance of a positive public image and what are some examples of challenges to that image?
5. What are some strategies used in response to a negative public relations event?
6. What are some customer service programs that would be beneficial to your community?
What are the challenges that you may face when implementing these programs?

Activities

1. Activity 2-1: Community and Government Relations

Instructor Notes

1. In this instance, the word "civic" is referring to any government leader or event, as opposed to community leader or event.

CTS Guide Reference: CTS 3-1

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Time Table

The hours listed in the timetable are the minimum required to complete the lectures and activities included. These hours do not include any additional activities added by the instructor. Please keep in mind that this timetable is a guideline and does not allot any time for breaks or lunches. Please plan accordingly.

Segment	Lecture Time	Activity Time	Total Unit Time
Unit 1: Introduction			
Topic 1-1: Orientation and Administration			
Lecture	1:00		
Activity 1-1: To be determined by instructor		00:00	
Topic 1-2: Executive Chief Fire Officer Certification Process			
Lecture	0:20		
Activity 1-2: To be determined by instructor		00:00	
Topic 1-3: Definition of Duty for Executive Chief Fire Officer			
Lecture	0:10		
Activity 1-3: To be determined by instructor		00:00	
Unit 1 Totals	1:30	00:00	1:30
Unit 2: Community and Government Relations			
Topic 2-1: Exercising Leadership in Community and Government Relations			
Lecture	4:00		
Activity 2-1: Community and Government Relations		4:00	
Unit 2 Totals	4:00	4:00	8:00
Lecture, Activity, and Unit Totals:	5:30	4:00	9:30

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Course Totals

Segment Type	Time
Total Lecture Time (LT)	5:30
Total Activity Time (AT)	4:00
Total Testing Time (TT)	1:00
Total Course Time	10:30