

Fire Officer 4

(NFPA 1021: Fire Officer IV)

Certification Training Standards Guide (2020)



California Department of Forestry and Fire Protection
Office of the State Fire Marshal
State Fire Training

Fire Officer 4

Certification Training Standards Guide (2020)

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This CTS guide utilizes the following NFPA standards to provide the qualifications for State Fire Training's Fire Officer 4 (2020) certification:

- NFPA 1021: Standard for Fire Officer Professional Qualifications (2020)

State Fire Training coordinated the development of this CTS guide. Before its publication, the Statewide Training and Education Advisory Committee (STEAC) and the State Board of Fire Services (SBFS) recommended this CTS guide for adoption by the Office of the State Fire Marshal (OSFM).

Cover photo courtesy of Bruce Brown.

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Cadre – 2023 Curriculum Update

- Mark Bisbee, Cadre Lead, Battalion Chief, Retired Annuitant, State Fire Training, CAL FIRE
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How to Read a CTS Guide

Overview

A certification training standard (CTS) guide lists the requisite knowledge, skills, and job performance requirements an individual must complete to become certified in a specific job function.

It also documents and justifies the OSFM-approved revisions to the certification's NFPA standard and identifies where each certification training standard is taught (course plan), tested (skill sheets), and validated (task book).

Individuals aspiring to meet State Fire Training's certification training standards must do so in accordance with the codes, standards, regulations, policies, and standard operating procedures applicable within their own agency or jurisdiction.

Format

Each certification training standard is comprised of eight sections.

Section Heading

Training standards are grouped by section headings that describe a general category. For example, the Fire Fighter 1 CTS guide includes the following section headings: NFPA Requirements, Fire Department Communications, Fireground Operations, and Preparedness and Maintenance.

Training Standard Title

The training standard title provides a general description of the performance requirement contained within the individual standard.

Authority

The CTS guide references each individual standard with one or more paragraphs of the corresponding National Fire Protection Association (NFPA) Professional Qualifications. This ensures that each fire service function within California's certification system meets or exceeds NFPA standards.

When California requirements exceed the NFPA standard, the CTS guide cites the Office of the State Fire Marshal as the authority and prints the corresponding information shaded in gray.

Job Performance Requirement

This segment includes a written statement that describes a specific job-related task, the items an individual needs to complete the task, and measurable or observable outcomes.

Requisite Knowledge

This segment lists the knowledge that an individual must acquire to accomplish the job performance requirement.

Requisite Skills

This segment lists the skills that an individual must acquire to accomplish the job performance requirement.

Content Modification

This table documents and justifies any revisions to the NFPA standard that the development or validation cadres make during the development of a CTS guide.

Cross Reference

This table documents where each training standard is taught (course plan), tested (skill sheets), and validated (task book).

Fire Officer 4

Section 1: Definition of Duties

1-1: Definition of Duty for a Fire Officer 4

Authority

1. NFPA 1021: Standard for Fire Officer Professional Qualifications (2020)
 - Paragraph 7.2, 7.3, 7.4, 7.6, 7.7

Job Performance Requirement

There are no job performance requirements identified for this training standard.

Requisite Knowledge

1. Describe the roles and responsibilities of a Fire Officer 4
 - Administer job performance requirements and evaluate and improve the agency
 - Project a positive image of the fire agency to the community
 - Long-range planning and fiscal projections
 - Develop plans for major disasters
 - Administer a comprehensive risk management program

Requisite Skills

1. None

Content Modification

Block	Modification	Justification
RK1	Changed “department” to “agency”.	Agency covers both fire departments and fire districts.
RK2	Changed “department” to “agency”.	Agency covers both fire departments and fire districts.

Cross Reference

Course Plan	Skill Sheet	Task Book
Fire Officer 4A (2020) <ul style="list-style-type: none">• Topic 1-3 Fire Officer 4B (2020) <ul style="list-style-type: none">• Topic 1-3 Fire Officer 4C (2020) <ul style="list-style-type: none">• Topic 1-3	N/A	Fire Officer 4 (2020) <ul style="list-style-type: none">• N/A

Section 2: Human Resource Management

2-1: Appraising Human Resource Demographics

Authority

1. NFPA 1021: Standard for Fire Officer Professional Qualifications (2020)
 - Paragraph 7.2.1
2. Office of the State Fire Marshal

Job Performance Requirement

Appraise the agency's human resource demographics, given appropriate community demographic data, so that the recruitment, selection, and placement of human resources is effective and consistent with law and current best practices.

Requisite Knowledge

1. Interpret policies, procedures, and contractual agreements
2. Interpret local, state/provincial, and federal laws, statutes, regulations, and ordinances
3. Analyze community demographics
4. Analyze community issues
5. Understand formal and informal community leadership roles and relationships
6. Evaluate best practices for recruitment, selection, promotion, and placement of human resources
7. Compare community and organizational demographic data

Requisite Skills

1. Communicate
2. Relate interpersonally
3. Delegate authority
4. Analyze human resource demographic issues and practices
5. Solve problems

Content Modification

Block	Modification	Justification
JPR	Changed "department" to "agency".	Agency covers both fire departments and fire districts.
RK1	Added "and contractual agreements".	Added by 2014 cadre.
RK2	Added "laws, statutes," and "and ordinances".	Added by 2014 cadre.
RK5	Changed "leader" to "leadership" and added "roles and relationships".	Added by 2014 cadre.
RK6	Added new knowledge requirement.	Added by 2014 cadre.
RK7	Added new knowledge requirement.	Added by 2014 cadre.

Fire Officer 4

Section 2: Human Resource Management

RS4	Added "human resource demographic" and "and practices".	Added by 2014 cadre.
RS5	Added new skill requirement.	Added by 2014 cadre.

Cross Reference

Course Plan	Skill Sheet	Task Book
Fire Officer 4A (2020) <ul style="list-style-type: none">• Topic 2-1	N/A	Fire Officer 4 (2020) <ul style="list-style-type: none">• JPR 1

2-2: Developing an Employee/Management Program

Authority

1. NFPA 1021: Standard for Fire Officer Professional Qualifications (2020)
 - Paragraph 7.2.2
2. Office of the State Fire Marshal

Job Performance Requirement

Initiate or further develop a program, given current employee/management relations, so that a positive and participative employee/management program exists.

Requisite Knowledge

1. Interpret policies and procedures
2. Interpret contractual agreements
3. Interpret local, state/provincial, and federal laws, statutes, regulations, and ordinances

Requisite Skills

1. Communicate
2. Negotiate
3. Analyze current status of employee/management relations
4. Relate interpersonally
5. Conduct program implementation

Content Modification

Block	Modification	Justification
JPR	Changed "Initiate the development of" to "Initiate or further develop".	Most agencies already have programs in place. Opportunities to initiate are rare so the scope was expanded.
JPR	Changed "member" to "employee".	"Member" implies union membership and is not reflective of all California fire service employees.
RK3	Added "laws, statutes," and "and ordinances".	Added by 2014 cadre.
RS3	Changed "member" to "employee".	"Member" implies union membership and is not reflective of all California fire service employees.
RS4	Added new skill requirement.	Added by 2014 cadre.
RS5	Added new skill requirement.	Added by 2014 cadre.

Cross Reference

Course Plan	Skill Sheet	Task Book
Fire Officer 4A (2020) <ul style="list-style-type: none"> • Topic 2-2 	N/A	Fire Officer 4 (2020) <ul style="list-style-type: none"> • JPR 2

2-3: Evaluating an Education and Training Program

Authority

1. NFPA 1021: Standard for Fire Officer Professional Qualifications (2020)
 - Paragraph 7.2.3
2. Office of the State Fire Marshal

Job Performance Requirement

Evaluate the organization's education and in-service training program, given a summary of the job requirements for all positions within the agency, so that all employees can achieve and maintain required proficiencies.

Requisite Knowledge

1. Evaluate training and education resources
2. Evaluate internal and external customers
3. Interpret internal and external policies, procedures, and contractual agreements
4. Evaluate members' education and training
5. Analyze community needs
6. Interpret local, state/provincial, and federal laws, statutes, regulations, and ordinances

Requisite Skills

1. Communicate
2. Analyze and organize data and resources

Content Modification

Block	Modification	Justification
JPR	Changed "department" to "agency".	Agency covers both fire departments and fire districts.
JPR	Changed "member" to "employee".	"Member" implies union membership and is not reflective of all California fire service employees.
RK1	Added "and education".	Added by 2014 cadre.
RK3	Added "internal and external".	Added by 2014 cadre.
RK4	Added new knowledge requirement.	Added by 2014 cadre.
RK6	Added "laws, statutes," and "and ordinances."	Added by 2014 cadre.

Cross Reference

Course Plan	Skill Sheet	Task Book
Fire Officer 4A (2020) <ul style="list-style-type: none">• Topic 2-3	N/A	Fire Officer 4 (2020) <ul style="list-style-type: none">• JPR 3

2-4: Appraising an Employee Assistance Program

Authority

1. NFPA 1021: Standard for Fire Officer Professional Qualifications (2020)
 - Paragraph 7.2.4

Job Performance Requirement

Appraise the employee assistance program, given data, so that the program, when used, produces stated program outcomes.

Requisite Knowledge

1. Interpret policies, procedures, and contractual agreements
2. Analyze available assistance programs
3. Interpret local, state/provincial, and federal laws, statutes, regulations, and ordinances

Requisite Skills

1. Communicate
2. Relate interpersonally to members
3. Analyze needs and results

Content Modification

Block	Modification	Justification
JPR	Changed "member" to "employee".	"Member" implies union membership and is not reflective of all California fire service employees.
RK3	Added "laws, statutes," and "and ordinances".	Added by 2014 cadre.

Cross Reference

Course Plan	Skill Sheet	Task Book
Fire Officer 4A (2020) <ul style="list-style-type: none">• Topic 2-5	N/A	Fire Officer 4 (2020) <ul style="list-style-type: none">• JPR 4

2-5: Evaluating an Incentive Program

Authority

1. NFPA 1021: Standard for Fire Officer Professional Qualifications (2020)
 - Paragraph 7.2.5

Job Performance Requirement

Evaluate an incentive program, given data, so that a determination is made regarding achievement of the desired results, and modify as necessary.

Requisite Knowledge

1. Interpret policies, procedures, and contractual agreements
2. Interpret local, state/provincial, and federal laws, statutes, regulations, and ordinances
3. Analyze available incentive programs

Requisite Skills

1. Communicate
2. Relate interpersonally
3. Analyze programs

Content Modification

Block	Modification	Justification
RK2	Added "laws, statutes," and "and ordinances".	Added by 2014 cadre.

Cross Reference

Course Plan	Skill Sheet	Task Book
Fire Officer 4A (2020) <ul style="list-style-type: none">• Topic 2-4	N/A	Fire Officer 4 (2020) <ul style="list-style-type: none">• JPR 5

Section 3: Community and Government Relations

3-1: Exercising Community Leadership

Authority

1. NFPA 1021: Standard for Fire Officer Professional Qualifications (2020)
 - Paragraph 7.3.1
2. Office of the State Fire Marshal

Job Performance Requirement

Attend, participate in, and assume a leadership role in community functions, given community needs, so that the image of the organization is enhanced.

Requisite Knowledge

1. Evaluate community demographics and socioeconomics
2. Understand formal and informal community and civic leadership roles and relationships
3. Analyze community and civic issues
4. Evaluate customer service methods

Requisite Skills

1. Implement public relations strategies
2. Communicate

Content Modification

Block	Modification	Justification
RK2	Changed "leader" to "leadership" and added "roles and relationships".	Added by 2014 cadre.
RS1	Added "strategies".	Added by 2014 cadre.

Cross Reference

Course Plan	Skill Sheet	Task Book
Fire Officer 4B (2020) <ul style="list-style-type: none">• Topic 2-1 – RK1• Topic 2-2 – RK2, RK3 RK4, RS1, RS2	N/A	Fire Officer 4 (2020) <ul style="list-style-type: none">• JPR 6

3-2: Developing and Administering a Media Relations Program

Authority

1. NFPA 1021: Standard for Fire Officer Professional Qualifications (2020)
 - Paragraph 7.3.2

Job Performance Requirement

Develop and administer a media relations program, given AHJ policies and procedures, so that the dissemination of information is accurate and accessible.

Requisite Knowledge

1. Interpret AHJ policies and procedures for information dissemination
2. Interpret applicable laws, rules, and regulations governing information release
3. Describe fundamentals of media relations
4. Evaluate social media platforms

Requisite Skills

1. Implement public relations techniques
2. Communicate
3. Demonstrate crisis management communication techniques

Content Modification

Block	Modification	Justification
RK1	Added "implement".	NFPA didn't provide a verb.
RK3	Added "demonstrate".	NFPA didn't provide a verb.
RK3	Added "communication techniques".	Added to narrow scope.

Cross Reference

Course Plan	Skill Sheet	Task Book
Fire Officer 4B (2020) <ul style="list-style-type: none">• Topic 2-3	N/A	Fire Officer 4 (2020) <ul style="list-style-type: none">• JPR 7

Section 4: Administration

4-1: Developing a Comprehensive Long-Range Plan

Authority

1. NFPA 1021: Standard for Fire Officer Professional Qualifications (2020)
 - Paragraph 7.4.1

Job Performance Requirement

Develop a comprehensive long-range plan, given community requirements, current agency status, and resources, so that current and projected needs of the community are met.

Requisite Knowledge

1. Interpret policies and procedures
2. Interpret contractual agreements
3. Interpret local, state/ provincial, and federal laws, statutes, regulations, and ordinances
4. Evaluate physical and geographic characteristics
5. Evaluate community demographics
6. Evaluate community plans
7. Evaluate staffing requirements
8. Recommend response time benchmarks

Requisite Skills

1. Communicate orally and in writing
2. Make public presentations
3. Interpret fiscal analysis
4. Comply with public policy processes
5. Forecast resources
6. Analyze current agency status requirements

Content Modification

Block	Modification	Justification
JPR	Removed “the” and added “current and”.	Added by 2014 cadre.
JPR	Changed “department” to “agency”.	Agency covers both fire departments and fire districts.
RK3	Added “laws, statutes,” and “and ordinances”.	Added by 2014 cadre.
RK5	Added “community”.	Added by 2014 cadre.
RS6	Changed “department” to “agency”.	Agency covers both fire departments and fire districts.

Cross Reference

Course Plan	Skill Sheet	Task Book
Fire Officer 4B (2020) <ul style="list-style-type: none">• Topic 2-1	N/A	Fire Officer 4 (2020) <ul style="list-style-type: none">• JPR 8

4-2: Evaluating and Forecasting Training Requirements

Authority

1. NFPA 1021: Standard for Fire Officer Professional Qualifications (2020)
 - Paragraph 7.4.2

Job Performance Requirement

Evaluate and forecast training requirements, facilities, and buildings' needs, given data that reflects community needs and resources, so that agency training goals are met.

Requisite Knowledge

1. Interpret policies and procedures
2. Interpret contractual agreements
3. Interpret local, state/provincial, and federal laws, statutes, regulations, and ordinances
4. Evaluate physical and geographic characteristics
5. Evaluate building and fire codes
6. Evaluate agency plans
7. Evaluate staffing requirements
8. Evaluate training standards
9. Develop and evaluate needs assessments

Requisite Skills

1. Communicate
2. Make public presentations
3. Interpret fiscal analysis
4. Forecast needs
5. Analyze data

Content Modification

Block	Modification	Justification
JPR	Changed "departmental" to "agency".	Agency covers both fire departments and fire districts.
RK3	Added "laws, statutes," and ", and ordinances".	Added by 2014 cadre.
RK6	Added "agency".	Added to narrow scope on "plans".

Cross Reference

Course Plan	Skill Sheet	Task Book
Fire Officer 4B (2020) <ul style="list-style-type: none">• Topic 2-5	N/A	Fire Officer 4 (2020) <ul style="list-style-type: none">• JPR 9

4-3: Completing an All-Hazard Risk and Value Analysis

Authority

1. NFPA 1021: Standard for Fire Officer Professional Qualifications (2020)
 - Paragraph 7.4.3

Job Performance Requirement

Complete a written, comprehensive, all-hazard risk and value analysis of the community, given the appropriate features of the service area of the organization, so that an accurate evaluation is made for service delivery decision making.

Requisite Knowledge

1. Evaluate risk, hazard, and value analysis methods and process
2. Evaluate community development features
3. Analyze community demographics
4. Evaluate assessed valuation of properties in the community

Requisite Skills

1. Conduct a needs assessment plan
2. Communicate effectively in writing
3. Solve problems

Content Modification

Block	Modification	Justification
RK5	Added new knowledge requirement.	Added by 2014 cadre.

Cross Reference

Course Plan	Skill Sheet	Task Book
Fire Officer 4B (2020) <ul style="list-style-type: none">• Topic 2-4	N/A	Fire Officer 4 (2020) <ul style="list-style-type: none">• JPR 10

4-4: Developing a Capital Improvement Project or Program

Authority

1. NFPA 1021: Standard for Fire Officer Professional Qualifications (2020)
 - Paragraph 7.4.4

Job Performance Requirement

Develop a plan for a capital improvement project or program, given an unmet need in the community, so that there is adequate information to educate citizens about the needs of the agency.

Requisite Knowledge

1. Evaluate applicable strategic plan elements
2. Evaluate and implement capital improvement planning and budgeting processes
3. Evaluate applicable facility planning elements

Requisite Skills

1. Conduct a needs assessment plan
2. Communicate effectively in writing
3. Solve problems

Content Modification

Block	Modification	Justification
JPR	Changed "department" to "agency".	Agency covers both fire departments and fire districts.
RK1	Added "elements".	Added by 2014 cadre.
RK2	Added "processes".	Added to adjust grammar.
RK3	Added "elements".	Added by 2014 cadre.

Cross Reference

Course Plan	Skill Sheet	Task Book
Fire Officer 4B (2020) <ul style="list-style-type: none">• Topic 2-7	N/A	Fire Officer 4 (2020) <ul style="list-style-type: none">• JPR 11

4-5: Developing a Succession Plan

Authority

1. NFPA 1021: Standard for Fire Officer Professional Qualifications (2020)
 - Paragraph 7.4.5

Job Performance Requirement

Develop a succession plan, given agency resources, policies, and procedures, so that the future needs of the agency are met.

Requisite Knowledge

1. Evaluate applicable strategic plan methods
2. Evaluate member demographics
3. Analyze recruitment strategies
4. Analyze retention strategies

Requisite Skills

1. Forecast budgets
2. Conduct a personnel needs assessment
3. Communicate effectively
4. Solve problems

Content Modification

Block	Modification	Justification
JPR	Changed "department" to "agency".	Agency covers both fire departments and fire districts.
RK1	Added "applicable" and "methods".	Added by 2014 cadre.
RK3	Added "strategies".	Added by 2014 cadre.
RK4	Added "strategies".	Added by 2014 cadre.

Cross Reference

Course Plan	Skill Sheet	Task Book
Fire Officer 4B (2020) <ul style="list-style-type: none">• Topic 2-6	N/A	Fire Officer 4 (2020) <ul style="list-style-type: none">• JPR 12

Section 5: Emergency Services Delivery

5-1: Developing a Comprehensive Disaster Plan

Authority

1. NFPA 1021: Standard for Fire Officer Professional Qualifications (2020)
 - Paragraph 7.6.1

Job Performance Requirement

Further develop a comprehensive disaster plan that integrates other agencies' resources, given risk, vulnerable, and capability data, so that the organization can mitigate the impact to the community.

Requisite Knowledge

1. Interpret major incident policies and procedures
2. Evaluate physical and geographic characteristics
3. Analyze demographics
4. Evaluate target hazards
5. Formulate incident management systems
6. Evaluate communications systems
7. Evaluate intelligence data
8. Interpret contractual and mutual-aid agreements
9. Interpret and evaluate local, state/ provincial, and federal laws, statutes, regulations, resources, and ordinances

Requisite Skills

1. Analyze data
2. Communicate
3. Develop a disaster plan
4. Coordinate interagency activity

Content Modification

Block	Modification	Justification
JPR	Added "Further".	Most agencies already have plans in place. Opportunities to develop from scratch are rare so the scope was expanded.
JPR	Changed "organizations" to "agencies".	Agency covers both fire departments and fire districts.
RK9	Added "laws, statutes," and "and ordinances".	Added by 2014 cadre.

Cross Reference

Course Plan	Skill Sheet	Task Book
Fire Officer 4C (2020) <ul style="list-style-type: none">• Topic 2-1	N/A	Fire Officer 4 (2020) <ul style="list-style-type: none">• JPR 13

5-2: Developing a Comprehensive Hostile Event Plan

Authority

1. NFPA 1021: Standard for Fire Officer Professional Qualifications (2020)
 - Paragraph 7.6.2

Job Performance Requirement

Further develop a comprehensive plan, given data (including agency and community data), so that the agency operates at a hostile event, integrates with other agencies' actions, and provides for the safety and protection of members.

Requisite Knowledge

1. Evaluate major incident plans
2. Interpret policies and procedures
3. Evaluate physical and geographic characteristics
4. Analyze demographics
5. Formulate incident management systems
6. Evaluate communications systems
7. Interpret contractual and mutual-aid agreements
8. Interpret local, state/ provincial, and federal laws, statutes, regulations, resources, and ordinances

Requisite Skills

1. Communicate
2. Organize a plan
3. Perform inter-organizational planning and coordination

Content Modification

Block	Modification	Justification
JPR	Added "Further".	Most agencies already have plans in place. Opportunities to develop from scratch are rare so the scope was expanded.
JPR	Added "and community".	Added by 2014 cadre.
RK8	Added "laws, statutes," and "and ordinances".	Added by 2014 cadre.
RS3	Added "perform".	NFPA didn't provide a verb.

Cross Reference

Course Plan	Skill Sheet	Task Book
Fire Officer 4C (2020) <ul style="list-style-type: none">• Topic 2-1	N/A	Fire Officer 4 (2020) <ul style="list-style-type: none">• JPR 14

Section 6: Health and Safety

6-1: Leading a Risk Management Program

Authority

1. NFPA 1021: Standard for Fire Officer Professional Qualifications (2020)
 - Paragraph 7.7.1

Job Performance Requirement

Maintain, develop, and provide leadership for a risk management program, given data, so that injuries and property damage incidents are reduced.

Requisite Knowledge

1. Evaluate risk management concepts
2. Analyze occupational requirements
3. Analyze occupational hazards
4. Interpret disability law, regulations, and procedures

Requisite Skills

1. Communicate
2. Analyze data
3. Use evaluative methods

Content Modification

Block	Modification	Justification
JPR	Changed “specific” to “relevant organizational”.	Added by 2014 cadre.

Cross Reference

Course Plan	Skill Sheet	Task Book
Fire Officer 4A (2020) <ul style="list-style-type: none">• Topic 2-6	N/A	Fire Officer 4 (2020) <ul style="list-style-type: none">• JPR 15