COURSE INFORMATION FORM

DISCIPLINE  Fire Science
COURSE TITLE  Fire Service Manager
CR.HR  3  LECT HR  3  LAB HR  CLIN/INTERN HR  CLOCK HR

CATALOG DESCRIPTION
This course is the second of three courses designed to provide information fire personnel in the areas of supervision, management and administration. It shows the history of general management principles, and how they fit into today’s fire service. It also provides basic information on the variety of areas that a fire service manager may become a part of as a manager.

PREREQUISITES
FSTE 200 or BSAD 200 level business course Or higher

EXPECTED STUDENT OUTCOMES IN THE COURSE (ESO)

Upon completion of this course, the student will be able to:

1. Define the duties of a manager in a fire department.
2. Describe the differences between a first line supervisor and a manager.
3. Characterize what the relationship should be between a fire service manager and first line supervisor, given various settings.
4. Contrast the duties of manager as they pertain to their duties in emergency and non-emergency settings.
5. Classify the duties of manager in personnel matters, especially with rank and file.
6. Discriminate between managers roles when comparing operational positions and non-operational positions
7. Summarize the manager’s role in departmental goal setting.
8. Compare and contrast a manager’s role in the fire service vs. private enterprise.
9. Evaluate the various management philosophies and theories and how they fit into the role of manager.
GENERAL EDUCATION OUTCOMES (ESO)
Specify which general education outcomes, if any, are substantially addressed by the course. Numbers in parentheses identify the Expected Student Outcomes linked to the specific General Education Outcome.

3 Lifelong Learning

B. Personal and Professional Development
   • Seek and participate in special interest groups and professional organizations (1-9)
   • Pursue structured learning opportunities, certification, and/or degrees (1-9)

C. Attributes of an Awareness of the Convergence of Knowledge
   • Apply learned skills to real world interactions (7-9)
   • Synthesize information to facilitate application (7-9)
PROGRAM-LEVEL OUTCOMES

CAREER AND TECHNICAL EDUCATION PROGRAM OUTCOMES
Specify which Career and Technical program outcomes, if any, are substantially addressed by the course by completing the “Career and Technical Education template” to show the relationship between course and program outcomes to assessment measures.

The student will explain the history and origins of the Fire and Emergency Services
- Accurately interprets historical events that have lead to the development of the fire service industry, equipment and fire codes
- Accurately interprets the mission and organization used in the fire service

The student will be able to explain and demonstrate the safety and health procedures/requirements set by the National Fire Protection Association
- Identify the National Fire Protection Administration’s standard on fire service health and safety (NFPA 1500)

The student will demonstrate the ability to develop and maintain professionalism in the field of Public Safety
- Demonstrate the ability to conduct the duties as a fire fighter in professional manner

The student will demonstrate the ability to lead and manage emergency personnel and recourses
- Recognize and identify interpersonal traits of supervisors and firefighters
- Recognize and identify the diverse demographics of the fire service
- Recognize the laws, statutes’, case studies and standards that apply to sexual harassment, discrimination, ADA, equal employment, and personnel management
- Demonstrate the ability to develop lesson plans and conduct training classes
- Demonstrate the ability to develop professional development plans, hiring and promotional procedures, and recruitment/retention programs
- Demonstrate the ability to develop performance appraisals, productivity and performance surveys, and corrective/reward systems

CLASS-LEVEL ASSESSMENT MEASURES
Student accomplishment of expected student outcomes will be assessed using the following measures. (Identify which measures are used to assess which outcomes.)

1. Assessments on all course objective will consist written examination and essays
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I. Principles of basic organizational management
   A. Similarities with other organizations
   B. Organizational principles

II. Historical theories and philosophies of management
   A. Management science
   B. Clinical management
   C. Behavioral management
   D. Linking elements

III. Basic management functional areas in the fire service
   A. Loss prevention activities
   B. Emergency service activities
   C. Physical resource management
   D. Financial resource management
   E. Personal management

IV. Goal setting as a manager
   A. Basic goal setting
   B. As a science

V. Planning as a manager
   A. Complexity of planning
   B. Problems
   C. Guidelines

VI. Evaluating as a manager
   A. Functions of evaluating
   B. Scope of evaluation
   C. Standards for evaluating