

**Justice Institute of British Columbia**  
**COURSE OUTLINE**

**Course Code:** FSS130  
**Course Title:** Fire Service Administration  
**Prerequisite Courses:** Fire Fighter Certificate or equivalent  
**School:** School of Public Safety & Security  
**Division/Academy/Centre:** Fire & Safety Division  
**Previous Course Code & Title:** N/A  
**Course First Offered:**

<b># of Credits:</b>	<b>3.0</b>
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**Course Description:**

Learners will gain the knowledge and skills to provide effective administrative support for fire service operations. Learners will identify appropriate decision-making processes and gain familiarity with: policies and procedures; document and records processing and management related to budgeting, workplace safety, enquiries and complaints handling. They will also be able to create the appropriate supporting documentation and reports.

**Course Goal(s):** Learners will support station operations through administrative processes, including professional and timely enquiry and complaint handling, integrating safety plans, policies and procedures into fire station activities, preparing complete and accurate reports and documentation, and making recommendations for amendments to policies and procedures, and ensuring budget requests are complete and clear.

**Learning Outcomes:**

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

- Respond effectively and in keeping with organizational policy and procedures to public concerns and enquiries
- Assess and communicate, and where appropriate, recommend and implement policy changes at the unit level
- Prepare and maintain records in keeping with legal and organizational requirements
- Prepare a budget request
- Identify the common causes of personal injury and accidents to members and explain how the workplace safety program addresses those causes
- Integrate safety plans, policies and procedures into fire station activities. Investigate accidents, complete and process required documentation, make recommendations to prevent future occurrences
- Prepare professional, high quality reports that contain all required information

**Course Topics/Content:**

- Fire Service Administration: An Overview
- Enquiry and Complaints Handling, Customer Service, Public Relations
- Policies and Procedures
- Budget Request Preparation
- Safety in the Workplace:
  - Linking Plans and Policies with Daily Activities
  - Applying Safety Regulations
  - Identifying and Communicating Safety Hazards
  - Conducting Initial Accident Investigations
- Effective Report Writing, Approval and Processing

**Text and Resource Materials:**

**Required:**

- Carter, H.R. & Rausch, E. (1999). *Management in the fire service*. Quincy, MA: National Fire Protection Association.
- Compton, D. & Granito, J.A. (Eds.). (2002). *Managing fire and rescue services* (Rev. ed.). Washington, DC: Published for the International City/County Management Association.
- International Fire Service Training Association. (1999). *Fire department company officer* (3<sup>rd</sup> ed.). Stillwater, OK: Fire Protection Publications, Oklahoma State University.

**Recommended:**

**Course Level:**

X	First Year		Second Year		Third Year		Fourth Year
	Graduate		Other (describe):				

**Equivalent Course(s) within the JIBC:**

**Class Delivery Methods:**

Delivery Methods	Class Option A (Hours)	Class Option B (Hours)	Class Option C (Hours)	Class Option D (Hours)
Classroom/Lecture/Discussion				
Simulation/Lab				
Practicum/Fieldwork				
Online	42			
Correspondence				
<b>Total Class Hours</b>	42			

**Comments on Delivery Methods:**

**Course Grading System:**

	Letter Grades	X	Percentage		Pass/Fail
	Complete/Incomplete		Attendance Only		
<b>Passing Grade:</b>		50%			

**Evaluation Activities and Weighting:**

Final Exam	%	Assignments	60%	Project	30%	Capstone Project	%
Midterm Exam	%	Portfolio	%	Participation	10%	Other	%
Quizzes/Test	%	Simulations	%	Practicum	%	TOTAL	100%

**Comments on Evaluation Activities and Weighting:**

**Other Course Guidelines, Procedures and Comments:**

View official versions of related JIBC academic regulations and student policies in the *JIBC Calendar* on the following pages of the JIBC website:

**Academic Regulations:**

<http://www.jibc.ca/programs-courses/jibc-calendar/academic-regulations>

- Student Academic Integrity Policy
- Academic Progression Policy
- Admissions Policy
- Academic Appeals Policy
- Evaluation Policy
- Grading Policy

**Student Policies:**

<http://www.jibc.ca/programs-courses/jibc-calendar/student-policies>

- Access Policy
- Harassment Policy – Students
- Student Records Policy
- Student Code of Conduct Policy

**JIBC Core Competencies**

The JIBC promotes the development of core and specialized competencies in its programs. Graduates of our programs will demonstrate high levels of competence in the following areas:

**Critical thinking**

Identify and examine issues and ideas; analyze and evaluate options in a variety of fields with differing assumptions, contents and methods.

**Problem solving**

State problems clearly; effectively and efficiently evaluate alternative solutions; choose solutions that maximize positive and minimize negative outcomes.

**Communication, oral and written**

Demonstrate effective communication skills by selecting the appropriate style, language and form of communication suitable for different audiences and mediums.

**Leadership**

Inspire individuals and teams to reach their potential by embracing innovation through strategic thinking and shared responsibility.

**Independent learning**

Show initiative by acting independently in choosing effective, efficient and appropriate applied learning, research and problem solving strategies.

**Interpersonal relations**

Know and manage oneself; recognize and acknowledge the needs and emotions of others including those with diverse backgrounds and capabilities.

**Inter-professional teamwork**

Understand and work productively within and between groups, respect others' perspectives and provide constructive feedback with special attention to inter-professional relationships.

**Information literacy**

Recognize and analyze the extent and nature of an information need; efficiently locate and retrieve information; evaluate it and its sources critically, and use information effectively and ethically.