

NFPA 1021 Fire Officer Professional Qualifications 1992 Edition



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Policy Adopted by NFPA Board of Directors on December 3, 1982

The Board of Directors reaffirms that the National Fire Protection Association recognizes that the toxicity of the products of combustion is an important factor in the loss of life from fire. NFPA has dealt with that subject in its technical committee documents for many years.

There is a concern that the growing use of synthetic materials may produce more or additional toxic products of combustion in a fire environment. The Board has, therefore, asked all NFPA technical committees to review the documents for which they are responsible to be sure that the documents respond to this current concern. To assist the committees in meeting this request, the Board has appointed an advisory committee to provide specific guidance to the technical committees on questions relating to assessing the hazards of the products of combustion.

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NFPA 1021
Standard for
Fire Officer Professional Qualifications
1992 Edition

This edition of NFPA 1021, *Standard for Fire Officer Professional Qualifications*, was prepared by the Technical Committee on Fire Officer Professional Qualifications, released by the Correlating Committee on Professional Qualifications, and acted on by the National Fire Protection Association, Inc. at its Annual Meeting held May 18-21, 1992 in New Orleans, LA. It was issued by the Standards Council on July 17, 1992, with an effective date of August 14, 1992, and supersedes all previous editions.

The 1992 edition of this document has been approved by the American National Standards Institute.

Origin and Development of NFPA 1021

In 1971, the Joint Council of National Fire Service Organizations (JCNFSO) created the National Professional Qualifications Board for the Fire Service (NPQB) to facilitate the development of nationally applicable performance standards for uniformed fire service personnel. On December 14, 1972, the Board established four technical committees to develop those standards using the National Fire Protection Association (NFPA) standards-making system. The initial committees addressed the following career areas: fire fighter, fire officer, fire service instructors, and fire inspector and investigator.

The Committee on Fire Officer Professional Qualifications met through 1973, 1974, and 1975 producing the first edition of this document. The first edition of NFPA 1021 was adopted by the Association in July of 1976.

Subsequent to the adoption of the initial edition, the committee has met regularly to revise and update the standard. Additional editions were adopted and issued by the NFPA under the auspices of the NPQB in 1983 and 1987.

The original concept of the professional qualification standards, as directed by the JCNFSO and the NPQB, was to develop an interrelated set of performance standards specifically for the fire service. The various levels of achievement in the standards were to build on each other within a strictly defined career ladder. In the late 1980s, revisions of the standards recognized that the documents should stand on their own merit in terms of job performance requirements for a given field. Accordingly, the strict career ladder concept was abandoned, except for the progression from fire fighter to fire officer. The later revisions, therefore, facilitated the use of the documents by other than the uniformed fire services.

In 1990, responsibility for the appointment of professional qualifications committees and the development of the professional qualifications standards were assumed by the NFPA.

The Correlating Committee on Professional Qualifications was appointed by the NFPA Standards Council in 1990 and assumed the responsibility for coordinating the requirements of all of the professional qualifications documents.

This edition of NFPA 1021 represents an effort on the part of the technical committee to update the standard based on several years of use. Based on input from many areas of the fire service the number of levels in the standard were reduced to four.

The intent of the technical committee was to develop clear and concise job performance requirements that can be used to determine that an individual, when measured to the standard, possesses the skills and knowledge to perform as a fire officer. The committee further contends that these job performance requirements can be used in any fire department in any city, town, or private organization throughout North America.

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This list represents the membership at the time the Committee was balloted on the text of this edition. Since that time, changes in the membership may have occurred.

NOTE: Membership on a Committee shall not in and of itself constitute an endorsement of the Association or any document developed by the Committee on which the member serves.

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NFPA 1021**Standard for****Fire Officer Professional Qualifications****1992 Edition**

NOTICE: An asterisk (*) following the number or letter designating a paragraph indicates explanatory material on that paragraph in Appendix A.

Information on referenced publications can be found in Chapter 6 and Appendix B.

Chapter 1 Administration

1-1 Scope. This standard identifies the performance requirements necessary to perform the duties of a fire officer and specifically identifies four levels of progression.

1-2 Purpose. The purpose of this standard is to specify the minimum job performance requirements for service as a fire officer.

1-2.1 The intent of the standard is to define progressive levels of performance required at the various levels of officer responsibility. The authority having jurisdiction has the option to combine or group the levels to meet their local needs and to use them in the development of job descriptions and specifying promotional standards.

1-2.2 It is not the intent of this standard to restrict any jurisdiction from exceeding these minimum requirements.

1-2.3 This standard shall cover the requirements for the four levels of progression, i.e., Fire Officer I, Fire Officer II, Fire Officer III, Fire Officer IV.

1-3* General.

1-3.1 All of the standards for any level of fire officer shall be performed in accordance with recognized practices and procedures or as defined by an accepted authority.

1-3.2 It is not required for the objectives to be mastered in the order in which they appear. The local or state/provincial training program shall establish both the instructional priority and the program content to prepare individuals to meet the performance objectives of this standard.

1-3.3 The Fire Fighter II shall meet all the objectives for Fire Officer I before being certified at the Fire Officer I level, and the objectives for each succeeding level in the progression shall be met before being certified at the next higher level.

1-4* Definitions.

Approved. Acceptable to the "authority having jurisdiction."

NOTE: The National Fire Protection Association does not approve, inspect or certify any installations, procedures, equipment, or materials nor does it approve or evaluate

testing laboratories. In determining the acceptability of installations or procedures, equipment or materials, the authority having jurisdiction may base acceptance on compliance with NFPA or other appropriate standards. In the absence of such standards, said authority may require evidence of proper installation, procedure or use. The authority having jurisdiction may also refer to the listings or labeling practices of an organization concerned with product evaluations which is in a position to determine compliance with appropriate standards for the current production of listed items.

Authority Having Jurisdiction.* The "authority having jurisdiction" is the organization, office or individual responsible for "approving" equipment, an installation or a procedure.

NOTE: The phrase "authority having jurisdiction" is used in NFPA documents in a broad manner since jurisdictions and "approval" agencies vary as do their responsibilities. Where public safety is primary, the "authority having jurisdiction" may be a federal, state, local or other regional department or individual such as a fire chief, fire marshal, chief of a fire prevention bureau, labor department, health department, building official, electrical inspector, or others having statutory authority. For insurance purposes, an insurance inspection department, rating bureau, or other insurance company representative may be the "authority having jurisdiction." In many circumstances the property owner or his designated agent assumes the role of the "authority having jurisdiction"; at government installations, the commanding officer or departmental official may be the "authority having jurisdiction."

Comprehensive Emergency Management Plan. Planning document required by Title III SARA, 1986, that includes pre-plan information and resources for the management of catastrophic emergencies within the jurisdiction.

Fire Department. An organization providing rescue, fire suppression, and other related activities. For the purposes of this standard, the term "fire department" shall include any public, private, or military organization engaging in this type of activity.

Fire Officer I. The fire officer, at the supervisory level, who has met the job performance requirements specified in this standard for Level I.

Fire Officer II. The fire officer, at the supervisory/managerial level, who has met the job performance requirements specified in this standard for Level II.

Fire Officer III. The fire officer, at the managerial/administrative level, who has met the job performance requirements specified in this standard for Level III.

Fire Officer IV. The fire officer, at the administrative level, who has met the job performance requirements specified in this standard for Level IV.

Incident Management System. An organized system of roles, responsibilities, and standard operating procedures used to manage and direct emergency operations.

Job Performance Requirement. A statement that describes a specific job task, lists the items necessary to complete the task, and defines measurable or observable outcomes and evaluation areas for the specific task.

Labeled. Equipment or materials to which has been attached a label, symbol or other identifying mark of an organization acceptable to the authority having jurisdiction and concerned with product evaluation, that maintains periodic inspection of production of labeled equipment or materials and by whose labeling the manufacturer indicates compliance with appropriate standards or performance in a specified manner.

Listed. Equipment or materials included in a list published by an organization acceptable to the "authority having jurisdiction" and concerned with product evaluation, that maintains periodic inspection of production of listed equipment or materials and whose listing states either that the equipment or material meets appropriate standards or has been tested and found suitable for use in a specified manner.

NOTE: The means for identifying listed equipment may vary for each organization concerned with product evaluation, some of which do not recognize equipment as listed unless it is also labeled. The authority having jurisdiction should utilize the system employed by the listing organization to identify a listed product.

Local Emergency Planning Committee (LEPC). Individuals designated by the authority having jurisdiction with the responsibility for the development, implementation, and evaluation of the Comprehensive Emergency Management Plan.

Member. A person involved in performing the duties and responsibilities of a fire department under the auspices of the organization. A fire department member may be a full-time or part-time employee or a paid or unpaid volunteer, may occupy any position or rank within the fire department, and may or may not engage in emergency operations.

Promotion. The advancement of a member from one rank to a higher rank by method such as election, appointment, merit, or examination.

Qualification. Having satisfactorily completed the requirements of the objectives.

Shall. Indicates a mandatory requirement.

Should. Indicates a recommendation or that which is advised but not required.

Supervisor. An individual responsible for overseeing the performance or activity of other members.

Unit. An engine company, truck company, or other functional or administrative group.

Chapter 2 Fire Officer I

2-1 General. For certification at Fire Officer Level I the candidate shall meet the requirements of Fire Fighter II as defined in NFPA 1001, *Standard for Fire Fighter Professional Qualifications*, and the job performance requirements defined in Sections 2-2 through 2-13 of this standard.

2-2 Human Resource Management.

2-2.1 Identify methods used by supervisors to obtain cooperation within a group of subordinates and explain the supervisor's responsibilities in promoting cooperation within a group.

2-2.2 Differentiate between the types of verbal orders or commands that an officer would use in each of the following situations:

- (a) During an emergency operation
- (b) While working in the station
- (c) During a training session.

2-2.3* Recognize the symptoms of member-related problems in the areas of substance abuse, situational stress, and behavioral change, and identify the appropriate action to be taken for each according to the policies and procedures established by the authority having jurisdiction.

2-2.4 Differentiate between the rights of management and labor, given the labor relations agreement used by the authority having jurisdiction.

2-2.5 Apply the procedures for each of the following administrative actions, given the policies and procedures and appropriate forms used by the authority having jurisdiction:

- (a) Disciplinary actions
- (b) Discharge of a member
- (c) Transfers
- (d) Promotions
- (e) Compensation/member benefits
- (f) Sick leave
- (g) Vacation
- (h) Requests for pay or benefits while acting in temporary positions
- (i) Change in member benefits
- (j) Commendations
- (k) Grievances.

2-2.6 Demonstrate the ability to plan, assign, coordinate activities, and establish priorities at the unit level, given the job requirements of subordinate positions.

2-3* Community Awareness/Public Relations.

2-3.1 Explain the relationship of each of the following factors within the community in relation to the local fire problem:

- (a) Economic conditions
- (b) Religion
- (c) Race, ethnic, and age factors
- (d) Community organizations
- (e) Family structure.

2-3.2 Explain procedures followed when handling citizen complaints and inquiries.

2-4 Organizational Structure.

2-4.1 Identify the authority and responsibility of each component of the fire department. Given a table of organization for the department, include lines of authority and the duties and responsibilities of each rank in both line and staff functions.

2-4.2 Identify the duties and command responsibilities of fire ground officers using the incident management procedures adopted by the authority having jurisdiction at each of the following resource levels:

- (a) A single unit response
- (b) A multi unit response
- (c) A major incident involving multiple units responding at various times.

2-4.3 Prepare a plan for the implementation of a new departmental personnel policy at the company level, given a sample policy in the authority having jurisdiction's format. In the plan, explain the impact of the policy on the officer and why accuracy, clarity, and impartiality are important to the implementation and enforcement of a policy.

2-4.4 Prepare a procedure directed at company officers that explains how to deal fairly, firmly, and equally with personnel under their supervision, given the personnel policies and procedures used by the authority having jurisdiction.

2-5 Administration. No performance standards in Fire Officer I.

2-6 Budget. Describe the department budget process and its impact on the unit operation.

2-7 Government Structure. No performance standards in Fire Officer I.

2-8 Communication Skills. Complete a narrative report detailing both an emergency and a nonemergency incident.

2-9 Information Management.

2-9.1 Complete those reports required of a supervisor by the authority having jurisdiction, given the report forms and all pertinent information.

2-9.2 Collect information, input data, and prepare standard reports given a record-keeping system in the officer's area of responsibility.

2-10 Planning. Prepare a pre-incident plan that identifies hazards for each of the following occupancies:

- (a) Assembly
- (b) Educational
- (c) Residential.

2-11* Inspection, Investigation, and Public Education.

2-11.1 Identify the factors to be considered on arrival at a fire scene that may indicate an incendiary fire.

2-11.2 Demonstrate methods used to identify and preserve evidence and secure a fire scene.

2-11.3 Identify and describe the fire prevention codes, building codes, and ordinances applicable to fire safety within the jurisdiction.

2-12* Emergency Service Delivery.

2-12.1 Identify the factors that must be considered during a size-up to determine procedures for control of an emergency situation, given an incident.

2-12.2 Given an interior fire situation:

- (a) Describe how fire may extend within the building
- (b) Describe how to control the spread of fire within the building.

2-12.3 Given an exterior fire situation:

- (a) Evaluate the situation
- (b) Describe how to control the spread of the fire to keep it from extending to adjacent buildings.

2-12.4 Identify the attack procedures required to control, confine, and extinguish fires in each of the following situations, if typical, within the authority having jurisdiction:

- (a) Structures
- (b) Flammable liquids
- (c) Flammable gases
- (d) Hazardous materials
- (e) Exterior/wildland.

2-13 Safety.

2-13.1 Identify the most common causes of personal injury to the fire fighter.

2-13.2 Prepare a plan for the implementation of department safety regulations at the company level, given a department safety policy. Include completion of appropriate reports, in-service training, member responsibilities/motivation, and enforcement.

2-13.3 Conduct an initial accident investigation for incidents involving personnel, equipment, and apparatus, given department safety regulations, investigation forms, and an incident scenario.

2-13.4 Identify the components of the Infectious Disease Control Program for the authority having jurisdiction.

Chapter 3 Fire Officer II

3-1 General. For certification at Level II, Fire Officer I shall meet the requirements of Fire Instructor I as defined in NFPA 1041, *Standard for Fire Service Instructor Professional*

Qualifications, and the job performance requirements defined in Sections 3-2 through 3-13 of this standard.

3-2 Human Resource Management.

3-2.1 Analyze a fire department rule and prepare specific recommendations for changes with justification.

3-2.2 Describe how each of the following affects the group behavior within the organization:

- (a) Understanding people
- (b) Motivating the member
- (c) Handling disputes
- (d) Introducing changes
- (e) Gaining cooperation
- (f) Supervisory cooperation
- (g) Job attitude
- (h) Company policy
- (i) Emotional status/stress
- (j) Handling complaints
- (k) Handling the problem member.

3-2.3 Identify the types of corrective action required in a given personnel situation and describe how each is used as a tool of supervision.

3-2.4 Given records or forms used in evaluating personnel:

- (a) Describe the objectives of a member evaluation program
- (b) Describe how the common errors in evaluating can be avoided
- (c) Describe the procedures for conducting an evaluation program
- (d) Describe how to plan an evaluation conference
- (e) Describe how to conduct an evaluation conference.

3-3 Community Awareness/Public Relations. No performance standards in Fire Officer II.

3-4 Organizational Structure. No performance standards in Fire Officer II.

3-5 Administration. No performance standards in Fire Officer II.

3-6 Budget.

3-6.1 Describe the functions and differences between capital and operating budgets.

3-6.2 Identify the revenue sources for the authority having jurisdiction.

3-7 Government Structure.

3-7.1 Describe the functions of other bureaus, agencies, and divisions of government and the need for interagency and intergovernmental cooperation.

3-7.2 Describe the law-making process at the federal, state/provincial, and local levels.

3-7.3 Identify the basic characteristics of local forms of government in the authority having jurisdiction.

3-8 Communication Skills.

3-8.1 Prepare reports, specifications, requisitions, and budgets from predetermined data.

3-8.2 Prepare and submit a news release.

3-8.3 Given a fire inspection report of a facility or area used for the storage, handling, or transportation of flammable liquids, flammable gases, or hazardous materials:

- (a) Identify the hazards that exist
- (b) List recommendations to correct the hazards identified.

3-9 Information Management.

3-9.1 Identify the capability of electronic data processing equipment used by the authority having jurisdiction.

3-9.2 Demonstrate the ability to interpret the output from electronic data processing equipment used by the authority having jurisdiction.

3-9.3 Demonstrate the following, given a record-keeping system for the officer's area of responsibility:

- (a) How to maintain the system
- (b) How to evaluate the system
- (c) How to identify necessary changes in the system.

3-9.4 Prepare a report in clear, concise language for transmittal to a superior officer, given a personnel record.

3-9.5 Prepare a report in clear, concise language for transmittal to a superior officer, given an equipment maintenance record.

3-9.6 Prepare a report in clear, concise language for transmittal to a superior officer, given a fire department building's maintenance record.

3-10 Planning.

3-10.1 Prepare a pre-fire plan for a given target hazard using forms, symbols, and maps prescribed by the authority having jurisdiction. Include elements describing the utilization of personnel, equipment, and extinguishing agents.

3-10.2 Prepare an operational plan that identifies the required resources and safety considerations for the safe and successful control of an incident involving any of the following materials:

- (a) Flammable liquids
- (b) Flammable gases
- (c) Poisons

- (d) Explosives
- (e) Radioactive materials
- (f) Flammable solids
- (g) Reactives
- (h) Corrosives.

3-11 Inspection, Investigation, and Public Education.

3-11.1 Demonstrate the procedures for conducting fire inspections and fire and exit drills in accordance with regulations within the authority having jurisdiction for any of the following occupancies:

- (a) Assembly
- (b) Educational
- (c) Health care
- (d) Detention and correctional
- (e) Residential
- (f) Mercantile
- (g) Business
- (h) Industrial
- (i) Storage
- (j) Unusual structures
- (k) Mixed occupancies.

3-11.2 Describe the components and procedures used for the development and implementation of a public fire prevention education program.

3-11.3 Identify signaling and detection systems in the authority having jurisdiction and demonstrate the use of each system.

3-11.4 Given water system reference materials:

- (a) Describe the water supply facilities as they apply to fire department operations
- (b) Identify the procedure for mapping auxiliary water supplies to supplement the normal system
- (c) Differentiate between sewer and drainage lines.

3-11.5 Describe the functions and operating procedures of a public fire alarm system.

3-11.6 Demonstrate the procedures for the inspection of stationary fire pumps according to the authority having jurisdiction.

3-11.7 Demonstrate the procedures for the inspection of stand-pipe systems according to the authority having jurisdiction.

3-11.8 Identify the special extinguishing system within the authority having jurisdiction and demonstrate the procedures for the inspection of the systems.

3-12 Emergency Service Delivery.

3-12.1 Determine the resources required for control and demonstrate the assignment and placement of these resources for any of the following:

- (a) Flammable liquids
- (b) Flammable gases
- (c) Poisons
- (d) Explosives
- (e) Radioactive materials
- (f) Flammable solids
- (g) Reactives
- (h) Corrosives.

3-12.2 Identify national, state/provincial, and local information resources for the handling of hazardous materials under fire or emergency situations.

3-12.3 Identify the roles and responsibilities of each level of fire department command in the Local Emergency Planning Committee's Comprehensive Emergency Management Plan.

3-13 Safety.

3-13.1* Identify the causes of unsafe acts or conditions that result in fire department accidents, injuries, or deaths.

3-13.2 Interpret an accident record and prepare a report in clear, concise language for transmittal to a superior officer.

Chapter 4 Fire Officer III

4-1 General. For certification at Level III, the Fire Officer II shall meet the requirements of Fire Instructor II as defined in NFPA 1041, *Standard for Fire Service Instructor Professional Qualifications*, and the job performance requirements defined in Sections 4-2 through 4-13 of this standard.

4-2 Human Resource Management.

4-2.1 Prepare a duty roster for personnel assignments, given knowledge, training, and experience of the members available and standard operating procedures.

4-2.2 Given a summary of the functions of a fire officer:

- (a) Develop a system of planning jobs
- (b) Describe the procedure for organizing work
- (c) Describe how work is directed by delegating, initiating, and evaluating.

4-2.3 Describe how to objectively evaluate and counsel members to encourage their development to full capacity.

4-2.4 Describe how to supervise and evaluate promotional programs.

4-3 Community Awareness/Public Relations. Prepare a department-wide public relations program.

4-4 Organizational Structure.

4-4.1 Describe current national trends and developments related to fire service organization, financing, and member relations.

4-4.2 Identify the public and private national organizations that support the fire protection services and describe the functions of each.

4-4.3 Identify the public and private state/provincial organizations that support the fire protection services and describe the functions of each.

4-4.4 Identify the public and private local organizations that support the fire protection services and describe the functions of each.

4-5 Administration.

4-5.1 Describe components of an equal opportunity employment program.

4-5.2 Identify methods for selecting, hiring, and promoting personnel, given applicable codes, ordinances, and rulings.

4-5.3 Identify federal, state/provincial, and local laws affecting the rights and responsibilities of fire protection organizations.

4-5.4 Develop policies related to the evaluation and development of personnel.

4-5.5 Develop an incentive program to stimulate individual and group initiative.

4-6 Budget.

4-6.1 Given schedules and guidelines concerning budget preparation and pertinent information:

- (a) Determine and justify the supplies necessary for existing and new programs
- (b) Determine and justify the need for major repairs to buildings and equipment
- (c) Determine and justify the need for new equipment
- (d) Develop and present an operating budget for apparatus maintenance.

4-6.2 Develop a system of budget control, given a summary of fiscal and financial policies.

4-6.3 Prepare a budget summary report that includes the following elements, given a set of financial data:

- (a) Revenue to date
- (b) Anticipated revenue and source
- (c) Expenditures to date
- (d) Encumbered amounts
- (e) Anticipated expenditures.

4-6.4 Describe the system for soliciting bids to ensure meeting established specifications and to enable competitive bidding.

4-7 Government Structure. No requirements in Fire Officer III.

4-8 Communication Skills. No requirements in Fire Officer III.

4-9 Information Management.

4-9.1 Identify national and state/provincial agencies that regulate apparatus standards and/or specifications.

4-9.2 Identify the capabilities and limitations of electronic data processing equipment, given a summary of the goals and objectives of data processing services and systems within the jurisdiction and a summary of the components and operational principles of various types of data processing equipment.

4-9.3 Identify how to direct the development, maintenance, and evaluation of the department record-keeping system to attain completeness and accuracy.

4-9.4 Identify the principles involved in the acquisition, implementation, and retrieval of information by data processing as it applies to the record and budgetary processes.

4-9.5 Given a fire department records system:

- (a) Analyze the records and data
- (b) Interpret records and data and determine validity
- (c) Evaluate the data and recommend improvements.

4-10 Planning. Given a prescribed quantity of personnel and equipment for a given area to be protected, develop a model plan for the utilization of those resources.

4-11 Inspection, Investigation, and Public Education.

4-11.1 Given fire photographs, diagrams, and/or sketches:

- (a) Determine the point of origin
- (b) Identify the procedure used by the authority having jurisdiction to determine loss to structure and contents.

4-11.2 Describe how the methods used by arsonists can be detected, given a summary of the methods most generally used by persons setting fires.

4-11.3 Describe how the record-keeping system on fire investigations is used and maintained, given a summary of the record-keeping system.

4-11.4 Evaluate and identify the construction features that might contribute to the spread of fire, heat, and smoke throughout the building or from one building to another, given fire inspection reports for each of the following occupancies:

- (a) Public assembly
- (b) Educational

1. Residential
2. Nonresidential
- (c) Institutional
- (d) Residential
- (e) Stores and offices
- (f) Basic industry
- (g) Manufacturing
- (h) Storage
- (i) Special properties.

4-12 Emergency Service Delivery.

4-12.1 Analyze an emergency incident requiring multiple company operations to determine the resources required for control and demonstrate the assignment and placement of the resources.

4-12.2 Describe the principles of delegation of authority at an emergency incident.

4-12.3 Identify the role of the LEPC in the authority having jurisdiction.

4-13 Safety.

4-13.1 Demonstrate knowledge of how to develop, plan, initiate, administer, and evaluate safety programs, given safety records and reports and a summary of federal, state/provincial, and local codes and ordinances regulating safety practices.

4-13.2 Develop an accident prevention program applicable to the officer's duty assignment, given specific hazards.

4-13.3 Evaluate and describe appropriate prevention measures, given accident and injury reports.

Chapter 5 Fire Officer IV

5-1 General. For certification at Level IV the Fire Officer III shall meet the job performance requirements defined in Sections 5-2 through 5-13 of this standard.

5-2 Human Resource Management. Given a summary of the types of grievances that may confront the officer:

- (a) Describe the methods by which the officer can detect and analyze the cause of grievances
- (b) Describe the method by which the officer establishes an equitable grievance procedure
- (c) Describe the methods by which the officer adjusts and handles grievances.

5-3 Community Awareness/Public Relations. No performance standards in Fire Officer IV.

5-4 Organizational Structure. No performance standards in Fire Officer IV.

5-5 Administration.

5-5.1 Summarize the process of code development and administration within the authority having jurisdiction.

5-5.2 Establish a list of education and in-service training goals for each position, given a summary of the job requirements for all positions within the department.

5-5.3 Assess policies related to the evaluation and development of personnel.

5-5.4 Evaluate an incentive program to stimulate individual and group initiative.

5-5.5 Evaluate a member assistance program.

5-5.6 Given present physical and geographical layouts and advanced planning projections for an area:

- (a) Select the locations for fire stations to serve the area in the future
- (b) Establish time tables for construction and occupancy
- (c) Develop a plan for staffing requirement.

5-5.7 Given the resources available and a desired level of protection for a community:

- (a) Develop budget requirements for program implementation
- (b) Justify the budget request.

5-5.8 Interpret legislation at the local, state/provincial, and federal levels as it applies to the fire service.

5-5.9 Assess the need for training facilities and buildings and determine construction costs, goals, and schedules.

5-6 Budget.

5-6.1 Determine the funds necessary to operate the department for a fiscal year.

5-6.2 Prepare a budget as prescribed by the authority having jurisdiction.

5-6.3 Justify the proposed expenditures to the appropriate governing body.

5-6.4 Develop a system of budget controls based on fiscal and financial policies of the authority having jurisdiction.

5-6.5 Differentiate between the following public budgeting systems:

- (a) Planning programming budgeting system (PPBS)
- (b) Line item budgets
- (c) Zero based budgeting (ZBB)
- (d) Program budgeting
- (e) Performance budgeting
- (f) Matrix budgets.

5-7 Government Structure. Interpret authority of the branches of local, state/provincial, and federal governments serving the authority having jurisdiction.

5-8 Communication Skills. No performance standards in Fire Officer IV.

5-9 Information Management. No performance standards in Fire Officer IV.

5-10 Planning.

5-10.1 Summarize all the agencies available to control a major disaster in the authority having jurisdiction.

5-10.2 Summarize the responsibilities, authority, and utilization of all support agencies in the authority having jurisdiction.

5-10.3 Prepare a plan to cope with large-scale emergency situations, given all the pertinent information and available resources.

5-10.4 Critique the application of the major emergency operations plan, given a disaster situation and all pertinent information.

5-10.5 Describe how basic operational principles would be applied to a disaster situation.

5-10.6 Given a disaster situation:

- (a) Summarize the disaster plan
- (b) Summarize how a major disaster plan is activated
- (c) Summarize outside assistance available to the fire department and the methods of summoning the assistance.

5-10.7 Summarize the emergency procedures to be followed by fire officers and other members of the department during civil disturbances.

5-10.8 Summarize alternative methods of communication in major emergency operations.

5-11 Inspection, Prevention, and Public Education. No performance standards in Fire Officer IV.

5-12 Emergency Services Delivery. No performance standards in Fire Officer IV.

5-13 Safety. No performance standards in Fire Officer IV.

Chapter 6 Referenced Publications

6-1 The following documents or portions thereof are referenced within this standard and shall be considered part of the requirements of this document. The edition indicated for each reference is the current edition as of the date of the NFPA issuance of this document.

6-1.1 NFPA Publications. National Fire Protection Association, 1 Batterymarch Park, P.O. Box 9101, Quincy, MA 02269-9101.

NFPA 1001, *Standard for Fire Fighter Professional Qualifications*, 1992 edition

NFPA 1041, *Standard for Fire Service Instructor Professional Qualifications*, 1992 edition.

6-1.2 U.S. Government Publication. Superintendent of Documents, U.S. Government Printing Office, Washington, DC 20402.

Title III SARA, 1986.

Appendix A

This Appendix is not a part of the requirements of this NFPA document, but is included for information purposes only.

A-1-3 Fire officers are expected to be ethical in their conduct. Ethics implies honesty, doing what's right, and performing to the best of one's ability. For public safety personnel, ethical responsibility extends beyond one's individual performance. In serving the citizens, public safety personnel are charged with the responsibility of ensuring the provision of the best possible safety and service.

Ethical conduct requires honesty on the part of all public safety personnel. Choices must be made on the basis of maximum benefit to the citizens and the community. The process of making these decisions must also be open to the public. The means of providing service as well as the quality of the service provided must be above question and maximize the principles of fairness and equity as well as those of efficiency and effectiveness.

A-1-4 Definitions of action verbs used within this document are based upon the first definition of the word found in Webster's Dictionary. (*Webster's Third New International Dictionary of the English Language, Unabridged*, G. & C. Merriam Company.)

A-1-4 Authority Having Jurisdiction. For the purpose of training, testing, and certification, the training or certification agency should be considered to be the authority having jurisdiction.

A-2-2.3 The Fire Officer I should define *stress* and understand how to recognize behavior and attitudinal deficiencies, for example:

- (a) The three types of stress (acute, chronic, delayed)
- (b) The signs and symptoms of acute, chronic, and delayed stress (physical, emotional, cognitive, behavioral)
- (c) The cause of stress in emergency services personnel (environmental interaction with people, personality features, inadequate management practices)
- (d) The adverse affects of stress on performance of emergency service personnel.

A-2-3 Community Awareness/Public Relations. Intent: The fire officer should have an understanding of the social forces within the community that affect group behavior in relation to the fire service.

A-2-11 Inspection, Investigation, and Public Education.

The committee's intent is to instill an awareness of those areas that officers may address in the performance of their duties. Organizations that desire higher levels of competency in these areas should refer to the applicable NFPA Professional Qualifications Standards: NFPA 1031, *Standard for Professional Qualifications for Fire Inspector*; NFPA 1033, *Standard for Professional Qualifications for Fire Investigator*; and NFPA 1035, *Standard for Professional Qualifications for Public Fire Educator*.

A-2-12 Emergency service delivery is the component of fire department organization providing responses to emergency incidents.

A-3-13.1 One of the fire officer's primary responsibilities is safety both on the fire ground and during normal operations. This standard defines the minimum requirements for the Fire Officer. NFPA 1521, *Standard for Fire Department Safety Officer*, defines additional requirements for the officer who may be assigned those duties.

Appendix B Referenced Publications

B-1 The following documents or portions thereof are referenced within this standard for informational purposes only and thus are not considered part of the requirements of this document. The edition indicated for each reference is the current edition as of the date of the NFPA issuance of this document.

B-1.1 NFPA Publications. National Fire Protection Association, 1 Batterymarch Park, P.O. Box 9101, Quincy, MA 02269-9101.

NFPA 1031, *Standard for Professional Qualifications for Fire Inspector*, 1987 edition

NFPA 1033, *Standard for Professional Qualifications for Fire Investigator*, 1987 edition

NFPA 1035, *Standard for Professional Qualifications for Public Fire Educator*, 1987 edition

NFPA 1521, *Standard for Fire Department Safety Officer*, 1992 edition.

B-1.2 Other Publications.

Webster's Third New International Dictionary of the English Language, Unabridged, G. & C. Merriam Company.

Appendix C Bibliography

This Appendix is not a part of the requirements of this NFPA document, but is included for information purposes only.

C-1 NFPA Publications. National Fire Protection Association, 1 Batterymarch Park, P.O. Box 9101, Quincy, MA 02269-9101.

An Introduction to Fire Dynamics

Automatic Sprinkler Systems Handbook

Automatic Sprinkler and Standpipe Systems

Building Construction for the Fire Service, Second edition, Francis Brannigan

Conducting Fire Inspections, A Guidebook for Field Use

Engine Company Fireground Operations, Harold Richman

Fire Command, Alan V. Brunacini

Fire Department Safety Officers Guide

Fire Litigation Handbook

Fire Protection Guide on Hazardous Materials

Fire Protection Handbook

Fire Protection Systems, Inspection, Test, and Maintenance Manual

Flammable and Combustible Liquids Code Handbook

Industrial Fire Hazards Handbook

Life Safety Code Handbook

Liquefied Petroleum Gases Handbook

Management in the Fire Service

Managing People: Fire Service Personnel Strategies

National Electric Code Handbook

Principles of Fire Protection Chemistry, Second edition

Truck Company Fireground Operations, Harold Richman

NFPA Inspection Manual.

C-2 Other Publications.

C-2.1 Fire Service Publications. Stillwater, OK.

Building Construction Related to the Fire Service Chief Officer

Fire Cause Determination

Fire Department Company Officer

Fire Fighter Safety

Fire Inspection and Code Enforcement

Fire Protection Administration

Fire Service Instruction

Incident Command System

Leadership in the Fire Service

Private Fire Protection and Detection.

C-2.2 ISFSI Publications. Ashland, MA.

Managing People, 1985

Managing Support Systems, 1987

Managing Operations, 1991.

C-2.3 Other Publications.

Effective Supervisory Practices, Second edition, 1984, ICMA

Managing Fire Services, Second edition, 1988 ICMA

Improving Leadership Effectiveness, F. E. Fiedler Wiley & Son Pub., 1977

"Self Profile" - *The Personal Pattern Assessment*, 1980 Personal Dynamics, Inc., 1980.

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