

**Course Outline**  
**FPTC 131**  
**Fire Service Administration**  
**3 credit hours**

**The Community Colleges of Baltimore County**  
**Catonsville**

Description

Fire Service Administration

Explores the various administrative, managerial, and strategic functions and decision making processes confronting contemporary fire service leaders; satisfies several sections of the NFPA 1021 Fire Officer Professional Qualifications standards.

Prerequisite: (RDNG 052 or LVR 2); (ENGL 052 or LVE 2); (MATH 081 or LVM 1)

Overall Course Objectives (Learning Objectives)

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

1. Explain basic leadership styles.
2. Understand the existence of cultural differences within a workforce.
3. Explain basic human resource management policies.
4. Discuss basic hiring practices.
5. Understand basic principles in motivation and discipline.
6. Understand basic components of MIS structures.
7. Be able to construct a strategic audit/plan.
8. Understand the basic approach to marketing services.
9. Design a typical budget request.
10. Understand the public sector budget process.
11. Understand basic principles of customer service.

Major Topics

1. Leadership.
2. Cultural awareness.
3. Human resource management/ hiring practices.
4. Motivation and discipline.
5. Management information systems.
6. Needs assessments/strategic planning.
7. Basic marketing principles.
8. Customer service strategies and principles.
9. Public Sector budgeting practices.
10. Ethics and legal issues.

## Course Requirements

Students will be expected to demonstrate learning through:

1. Periodic written analysis of current events in the fire service.
2. Completion of a research paper regarding a current issue of historical event.
3. Completion of a strategic audit/plan for a fire service model.

## Other Course Information

This course is offered as a WWW course with frequent interaction by questions/answers between the instructor and students.