



JIBC

School of Public
Safety & Security

Fire & Safety
Division

2010

Education & Training Strategy for the BC Fire Service



The background of the entire page is a photograph of a fire station's locker room. Rows of red metal racks are filled with fire-fighting gear, including tan and yellow jackets with reflective stripes, helmets, and other equipment. The perspective is looking down a central aisle between the racks, with bright overhead lights illuminating the scene.

Our Mission

Innovative education for those who make communities safe

Our Vision

A world leader in justice and public safety education and research

We Value...

Learning that is ...

- Experiential and applied
- Informed by research
- Student-centred

Service that is...

- High quality
- Respectful
- Responsive

Integrity in ...

- Education and research
- Business practices
- Relationships

Director's Message

The JIBC is Canada's leading public safety educator – a dynamic post-secondary institution recognized provincially, nationally and internationally for innovative education and applied research in all areas of public safety. The Fire & Safety Division (FSD) offers a comprehensive range of education and training designed to support BC's fire service and offers Canada's only Bachelor of Fire & Safety Studies Degree. The BC Fire Service is our most important customer and central to everything we do.

We recognize and embrace our leadership role in education and training within the Province of BC and strive to meet your needs. Over the past two years, we have focused on adapting our traditional role in response to the complex challenges facing the BC Fire Service by providing more accessible, flexible, affordable and tailored learning opportunities for fire personnel throughout the Province.

Our strategy is centred on the achievement of four key goals, each illustrated by a "Good Practice Example" to show how we are currently working with local and regional partners on the implementation of our strategy.

Key Goals:

- Educational Excellence
- Student Success
- Leading through Innovation
- Effectiveness and Efficiency

Critical to the success of our strategy, is our relationship with the leaders within the B.C. Fire Service. Our success can only be achieved through focus and collaboration with regional and local partners to best decide how to provide learning opportunities to meet our customer's current and future needs.

Wayne Stevens

Director, Fire & Safety Division
Justice Institute of British Columbia

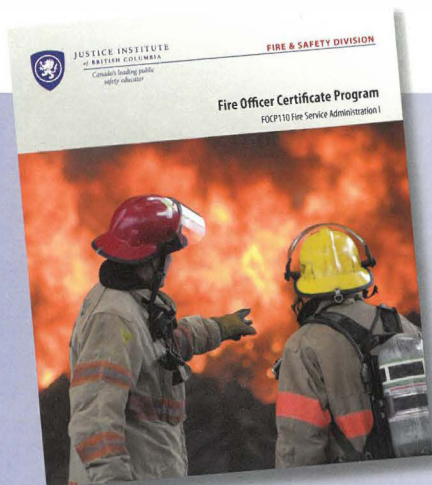


Educational Excellence

Achieve educational excellence through experiential learning informed by theory, research and professional practice

The Fire & Safety Division recognizes the importance of reviewing and revising its programs to ensure the highest possible standards. Based on feedback from our customers that existing fire officer training was not meeting their needs, and the change in the NFPA Standard 1021, FSD initiated a comprehensive review of the Fire Officer Certificate Program resulting in a revised program that:

- maintains our dual accreditation with ProBoard and IFSAC
- ensures the program is highly relevant, practical and utilizes technology
- provides greater access to Fire Officer education through multiple delivery options
- meets a standards-based program
- increases the overall learning experience for our students
- increases program affordability by reducing the number of instructional days
- allows for greater access to our Bachelor of Fire & Safety Studies and other opportunities for higher education
- recognizes and gives credit to learning that students receive from other institutions



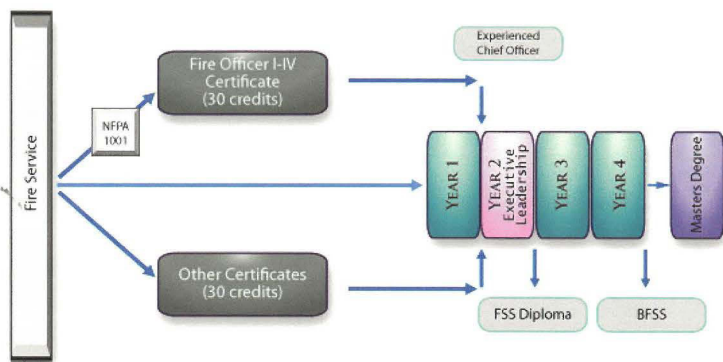
Educational Excellence

Good Practice Example: Fire Officer I-IV Redesign

Your feedback is important to us! Through a comprehensive on-line consultation process distributed to over 7,000 stakeholders, we used your feedback to improve the Fire Officer I-IV Certificate Program. You told us that the most important factors were practical content, access to learning, an interactive learning environment, laddering to other educational opportunities and program affordability.

Overall, 69% of the respondents either strongly supported or supported our proposed Fire Officer I-IV Certificate and education path. This online consultation is a good example of the FSD's commitment to building relationships and supporting learners through educational excellence.

Also, as an "open system", the JIBC recognizes learning from other educational institutions and offers reciprocity and credit transfer from other Fire Officer programs within the province of BC.



Good Practice Example:

The Effectiveness of Current Fire Fighter Rapid Intervention Teams (RIT)

This recently completed Applied Research project was funded by WorkSafe BC and led by Dr. James Carter, Research Associate at the JIBC. The goal of the project was to evaluate the effectiveness of current Rapid Intervention Team (RIT) protocols and provide practical recommendations fire departments can use to improve current RIT policies and practices.

The year long study set out to determine the effectiveness of a two-person RIT team, compared with a four-person team. A number of recommendations resulted from the study, which was conducted at the JIBC Maple Ridge Campus. A significant conclusion of the study indicated that when a rescue is required, the Incident Commander should immediately increase the original RIT team to four members, assuming only one firefighter requires rescue. Among other conclusions, the study identified the need to assign individual responsibilities to each member of the RIT. A further recommendation of the study centres on the importance of on-going training. Visit www.worksafebc.ca to view the research findings.

Student Success

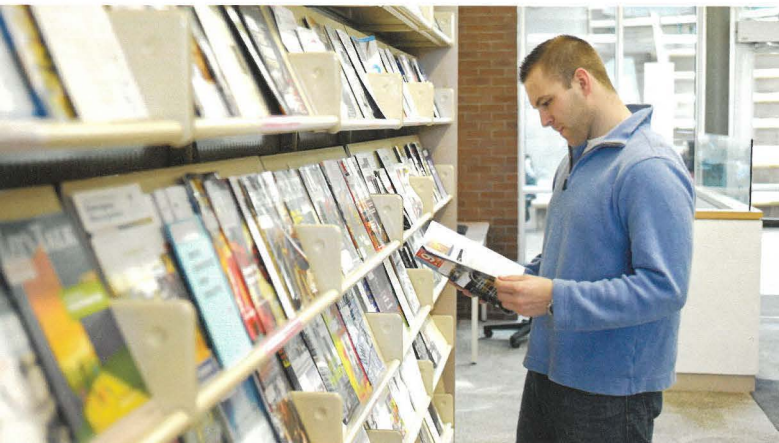
Promote student success built on the benefits of our unique learning environment

Over the past 18 months, the FSD has been developing a new program design and delivery model to make learning opportunities for our customers more flexible and accessible. FSD now offers students a wide range of access to education and training, including:

- Face to face delivery on campus
- E-learning delivery
- Local and regional delivery
- "In-house" delivery
- Joint delivery

We are also working with regional and local partners to make effective use of local training facilities and resources to increase the availability and accessibility of FSD education and training across the province.

Through the establishment of regional "JIBC Champions" the cost and length of our courses can be reduced as well as the time fire personnel have to be away from work and home. For example, a "Live Fire user Group" is currently establishing a system to provide "certified live fire training" at local training centres across the province through an "Authorized Provider Agreement".





Student Success



Good Practice Example: **Fire Officer I In-House Delivery**

To better respond to the ever growing training challenges of the BC Fire Service, we now offer an In-House Delivery option for Fire Officer I. This promotes partnerships with local fire departments with an on-going need for Fire Officer I training and certification.

The Fire & Safety Division is partnering with the City of Abbotsford Fire Rescue Service on this initiative and the feedback has been very favourable. Our goal is to provide training that is flexible and affordable and where different delivery methods are available to best suit fire departments training needs, resources and capacity.

"Our partnership with the Fire & Safety Division provides us with a cost-effective and efficient training solution. We're training all our officers to the current standard by utilizing our own team of instructors to deliver the majority of the Fire Officer I program in-house. This ensures our officers are all "on the same page" and have the necessary knowledge and skills to perform their duties safely and effectively."

Don Beer, Fire Chief,
Abbotsford Fire Rescue Service



Good Practice Example: **Leading Inclusive Cultures in Emergency Services**

Equality and diversity are key issues in the BC Fire Service. To be truly effective, we must fully understand the needs of the diverse communities we serve and promote a diversified workplace. This led to the development of a new course within the 2nd year of our Bachelor of Fire & Safety Studies called "Leading Inclusive Cultures in Emergency Services". The content of the course was developed by input from stakeholders from JIBC, the Office of the Fire Commissioner, First Nations Emergency Services Society, Richmond Fire Rescue, Vancouver Fire Rescue and the City of Vancouver's Equal Employment Opportunity Program. The overall course goal is for learners to be able to apply concepts and techniques that cultivate inclusion to improve service delivery.

Leading Through Innovation

Use our unique capabilities to lead through innovation

We have embraced the use of technology to enhance learning. The majority of the courses in our Bachelor of Fire and Safety Studies are available online. The primary advantage to students enrolled in our degree is the flexibility to learn in an environment that best suits them (home, work, elsewhere).

Other examples of FSD utilizing technology include:

- development of a Highrise Simulation. We are currently working with the technology experts in the JIBC Center for Exercise and Design to develop a robust High Rise incident management simulation
- development of Hazardous Materials Awareness On-Line Course
- firefighter on-line evaluation for Basic Fire Fighter, Fire Fighter I and Fire Fighter II so students will be able to complete written exams online and receive immediate feedback



Leading Through Innovation



Good Practice Example:

Fire Officer E-learning

The results of our recent online survey for the Fire Officer Certificate Program indicate the preferred method of course delivery for the BC Fire Service is an online format. We are working hard to integrate the use of technology to improve access to our education and training programs. The newly launched Fire Officer E-learning is a great example of how technology can be used in education and training.

The revised Fire Officer I and II programs have nine of the eleven courses available in an online format, in addition to face to face and in house delivery. Since September 2009, 180 Students have enrolled in online courses.

Effectiveness & Efficiency

Enhance organizational effectiveness and efficiency

We are working to achieve a balance in our funding sources to ensure our continued financial sustainability by linking non-traditional funders to support a wide range of learning opportunities. Over the past year, two new scholarships have been established to provide financial assistance to students studying with the FSD: the Jocelyn Roberts Memorial Bursary which provides financial support to female applicants who are pursuing careers in fire and safety services through study at the JIBC, and; the One World Scholarship that provides students with an opportunity to broaden their understanding of the cultural aspects of serving communities through a three-week out-of-country placement.

Our increased success in fundraising and alumni activities allows us to ensure we have the necessary equipment, resources and infrastructure to meet the complex training needs of the BC Fire Service, including the recent addition of a four-story rescue tower and additional classroom to our range of resources and props at our Maple Ridge Campus.

While the BC Fire Service is our core business, providing international training is an important element in our strategy toward financial sustainability allowing us to reinvest in our core programming and infrastructure to further support BC's fire personnel. A dedicated Business Development Services Team is in place to manage, coordinate and support international training initiatives.



"The opportunity to study in Canada and benefit from the quality education at the JIBC will enable me to return home to the United Arab Emirates as a highly qualified fire officer and leader."

Mohamed Al Tamimi,
Abu Dhabi Police GH

Effectiveness & Efficiency



Good Practice Example: **Promoting Student Success**

The Fire & Safety Division continues to collaborate and recently awarded the One World Scholarship, offered through the Ike Barber Society, to four graduates of the Career Fire Fighter Pre-Employment Certificate Program. As part of the scholarship, students enrolled in the Fire Protection in the Global Community course at the JIBC. This course is delivered in partnership with the BC Chapter of Fire Fighters without Borders Canada. Students complete on-line course work, travel to Central or South America with Fire Fighters without Borders, learn basic Spanish, train with local fire service personnel in Central America and complete post-deployment course work.

The Fire & Safety Division will continue to partner with Fire Fighters without Borders Canada and award these scholarships on an annual basis to four students who demonstrate exemplary academic merit, leadership qualities and community involvement.

Looking to the Future



The FSD recognizes it is vital to build strategic alliances and partnerships with organizations, agencies and educational institutions to create new learning opportunities for students and customers. We recognize the need to respond to specific customer needs by providing flexible learning opportunities at an affordable price.

Our future vision includes:

- Customized courses to meet the training and education needs of individual fire departments
- Regional, local and 'In-house' delivery
- Establishing partnerships with regions and local community colleges
- Additional blended and e-learning delivery models that embrace technology
- Student-focused delivery
- The ability for students to monitor their own progress

2009 FSD Facts:

4,500 students attended 10,000 classes in 191 course areas

Over 404,000 training hours were delivered

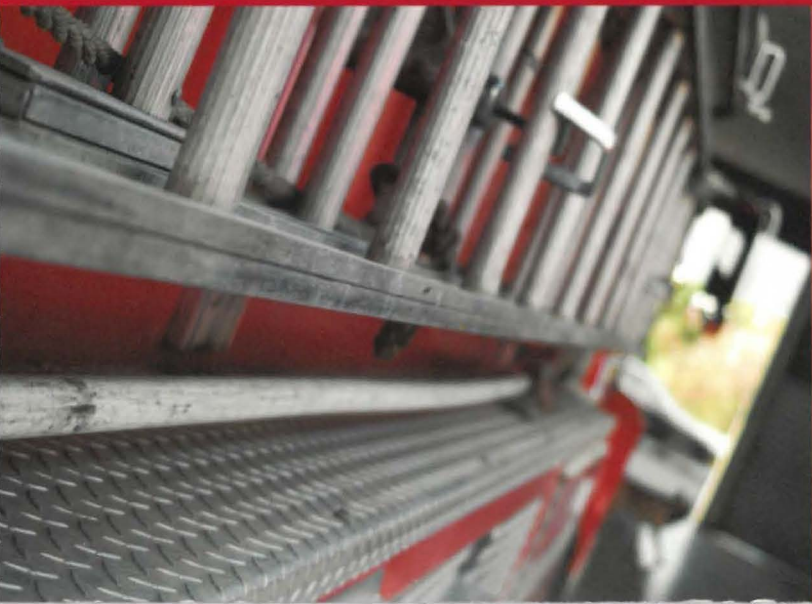
Training was delivered in 75 communities in BC





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