

**ONLINE  
COURSE**



# **FIRE OFFICER LEVEL 2**

 Virtual Classroom Training

 24 Hours Live Interactive Sessions

**Complimentary e-Book**  
**Pro-Board Certificate**

**11 - 14 May 2026**

**10:00 - 16:00 | Saudi Arabia Time**  
**11:00 - 17:00 | UAE Time**  
**12:30 - 18:30 | India Time**



## COURSE OVERVIEW:

This 4 Day Online course is based on NFPA 1021: Standard for fire and emergency services company officer 2, is uniquely designed to teach fire personnel the knowledge needed to develop safe, efficient, and effective leadership skills. All course objectives provide information that will aid participants in their understanding and to be successful as an Officer Level 2.

The course meets or exceeds the requirements of the National Fire Protection Association (NFPA) professional qualifications standard 1021 for Company Officer 2 certification and are for those who has Level 1.

The required text for the course is IFSTA's Fire and Emergency Services Company Officer, 6th Edition. Participants need to purchase these texts as a part of the registration process.



## MAIN LEARNING OBJECTIVES:

1. The importance, roles, responsibilities, duties, and challenges for transition to a company officer level 2.
2. Basic principles of organizational structure and to discuss resource allocation issues and the use of aid agreements in the fire and emergency services.
3. Key skills and methods needed to successfully lead and supervise a crew.
4. Human resources duties company officers are expected to perform.
5. Identify the communication skills necessary to complete the duties of a company officer.

## TARGET AUDIENCE:

### Job Titles :

- Fire Officer 1 who wish to meet NFPA 1021 standards and obtain Level 2
- Emergency Service Personnel, Fire Marshals, Fire Protection Officers, Fire Fighters

### Industries:

Any industry that maintains a fire brigade or is in the process of starting one.

- Oil and Gas, Chemicals, Mining, Manufacturing, Automobiles, Aviation, Food and Beverages
- Healthcare, Hospitality, Construction, and Government Organisations



## SCOPE STATEMENT:

This course is designed to be used with the IFSTA manual Fire and Emergency Services Company Officer, 6th Edition. Students should have their own copy of the manual to complete coursework and prepare for certification. The following chart provides an overview of the content found in the text.

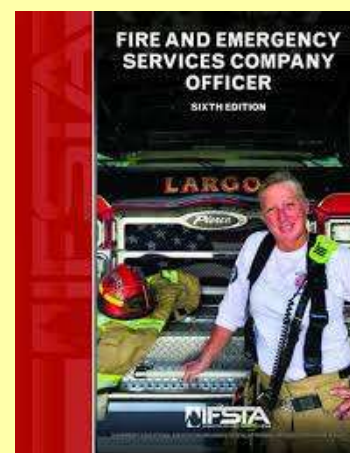
Chapter	Chapter Title	Text Reference	Skill Sheets	JPRs
12	The Company Officer II	pp. 347-370	12-1 to 12-3	5.2.1, 5.2.2, 5.3.1, 5.3.2, 5.4.1, 5.4.4, 5.4.5, 5.6.3
13	Human Resource Management and Administrative Responsibilities II	pp. 371-401	13-1 to 13-6	5.2.2, 5.2.3, 5.4.1, 5.4.2, 5.4.3, 5.4.4, 5.4.6, 5.6.2
14	Origin and Cause Determination	pp. 403-426	14-1 to 14-3	5.5.1
15	Delivery of Emergency Services II	pp. 427-447	15-1 to 15-2	5.6.1, 5.6.2, 5.6.3
16	Safety Investigations and Analyses	pp. 449-463	16-1	5.4.5, 5.7.1

## BOOK:

eBook Fire and Emergency Services Company Officer, 6th Edition.

This product is the eBook version of the print textbook: Fire and Emergency Services Company Officer, 6th Edition.

USD 75.00



mithun.siddartha@biworld.com



www.biworld.com

# PRO BOARD CERTIFICATION



BII World has partnered with [Boes & Boes Training Consultants LLC]; who is a member of the [Michigan - Regional Alliance for Firefighter Training] an Accredited Pro Board Agency.

This new collaboration will provide opportunity for participants to receive highly regarded Pro-Board certificates for various courses.



RAFT is internationally accredited through the Pro Board



**Instructor:**



**Terry Boes**

### **Global Qualifications**

1. Certified Fire Protection Specialist
2. Public Fire and Life Safety Educator
3. Associate Emergency Manager
4. Associate Safety Professional
5. Occupational Health and Safety Professional

**Terry has been internally recognised with qualifications from:**

- NFPA (National Fire Protection Association), USA
- IAEM (International Association of Emergency Managers), USA
- BCSP (Board of Safety Professionals), USA
- OSHA (Occupational Safety and Health Administration), USA
- Pro Board Accreditation, USA

### **Profile Highlights**

Terry combines a unique background in education and emergency response with a passion for instruction. Terry has spent twenty-five years in emergency response, most of that as a trainer and instructor. His knowledge of instructional methodology combined with formal education and experience as a 'boots on the ground' responder gives meaning to the response plans that he develops and delivers.

Terry has delivered interactive sessions in emergency response to hundreds of groups at the local, regional and national level across the US from Chicago to Texas and internationally in Qatar, Kuwait, UAE and Trinidad & Tobago and many more.

His work in Thermal Imaging instruction for emergency response was ground breaking. His goals are to give you tools that you not only can but will implement into your workplace every day. His response planning and instructional experiences include fire fighting, hazardous materials response, mass casualty incidents, oil and gas industry, response to terrorist events and emergency medical response. Terry has had several articles published in trade journals and presents at international conferences and exhibitions.



## PRESENTATIONS:

Day 1:

# The Company Officer II & Community Relations

## Pre-Course Intro – Delegate Expectation Briefing

Review of Syllabus & Safety Briefing  
Overview of NFPA 1021 requirements.

Focus: Chapter 12 – Transitioning to Level II, Government Structure, and External Relations.

### Session 1: Roles and Responsibilities (Ch. 12)

- Distinction between Level I and Level II Officers.
- Sphere of influence: Leading supervisors vs. leading crews.

Activity: Leadership style self-assessment.

### Session 2: Managing Change and Solving Problems

- Internal vs. External forces of change.
- The Change Process: Denial, Resistance, Exploration, Commitment.
- The Officer as a "Change Agent."

### Session 3: Government Structures

- Local, State/Provincial, and Federal agency interaction.
- Understanding the legislative process and how it affects the Fire Service.

### Session 4: Interagency Cooperation

- Working with Law Enforcement, EMS, Public Works, and Utilities.
- Skill Sheet 12-1: Identify organizational benefits of an interagency aid agreement.

### Session 5: Advanced Communications & Media Relations

- Written reports: Executive summaries.
- Media releases vs. Social media posts.
- Skill Sheet 12-2: Develop a media release regarding a departmental event or incident.

### Session 6: Community Risk Reduction (CRR)

- Risk Assessment and the "Five Es" (Education, Engineering, Enforcement, Economic Incentives, Emergency Response).
- Skill Sheet 12-3: Plan the supervision of a multi-unit crew in a risk reduction campaign..

Post-Session Q &A

End of Day 1



# Human Resources & Administrative Responsibilities

## Day 1 Review

Focus: Chapter 13 – Personnel Management, Budgets, and Policies.

### Session 7: Human Resource Management & Power

- Types of Power: Reward, Coercive, Legitimate, Referent, Expert, Informational.
- Group Dynamics: Formal vs. Informal groups.

### Session 8: Behavior Management

- Coaching, Counseling, and Mentoring.
- The Disciplinary Process: Preventive, Corrective, and Punitive action.
- Employee Rights (Garrity/Loudermill/Weingarten).

### Session 9: Personnel Evaluations

- Formative vs. Summative evaluations.
- Skill Sheet 13-1: Evaluate member performance to increase team effectiveness.
- Skill Sheet 13-2: Conduct a performance evaluation (Roleplay).

### Session 10: Professional Development

- Creating development plans and succession planning.
- Skill Sheet 13-3: Create a professional development plan for a crew member.

### Session 11: Budget Preparation

- Operating vs. Capital Budgets.
- Justifying line items and understanding the purchasing process.
- Skill Sheet 13-5: Construct a project/divisional budget.
- Skill Sheet 13-6: Soliciting and awarding bids.

### Session 12: Policy Development

- Identifying the need for new policies.
- Skill Sheet 13-4: Draft a policy that addresses an administrative problem.

Post-Session Q &A

End of Day 2



## Day 2 Review

Focus: Chapter 14 – Fire Investigations for the Company Officer.

### Session 13: The Investigation Process

- Scene security and legal considerations (Right of Entry).
- Role of the Company Officer vs. the Fire Investigator.

### Session 14: Evidence Preservation

- Chain of Custody protocols.
- Documentation: Notes, Sketches, and Photography.
- Skill Sheet 14-3: Preserve and protect potential ignition sources.

### Session 15: Determining Area of Origin (Structure)

- Exterior examination: Reading the building.
- Interior examination: Fire patterns (V-patterns, char depth, pointers).
- Working from least damage to most damage.

### Session 16: Vehicle & Wildland Origins

- Vehicle compartments (Engine, Passenger, Cargo).
- Wildland indicators (White ash, grass stem protection).

### Session 17: Cause Determination

- The Ignition Sequence: Competent ignition source + First material ignited + Ignition factor.
- Cause Classifications: Accidental, Natural, Incendiary, Undetermined.
- Skill Sheet 14-1 & 14-2: Determine Area of Origin and Initial Cause (Case Study/ Scenario).

### Session 18: Incendiary Fire Indicators

- Recognizing trailers, multiple points of origin, and incendiary devices.
- Motive and Opportunity.

Post-Session Q &A

End of Day 3



## PRESENTATIONS:

Day 4:

# Delivery of Emergency Services (Multi-Unit) | Safety Investigations

Day 3 Review

Focus: Chapter 15 – Advanced Incident Command and Post-Incident Procedures.

### Session 19: Multi-Unit Incident Operations

- Managing increased resources and complexity.
- Transfer of Command procedures.
- Resource tracking and personnel accountability.

### Session 20: Expanding the ICS Structure

- Strategic, Tactical, and Task levels.
- Establishing Divisions (Geographic) and Groups (Functional).
- Span of Control considerations in complex incidents.
- **Tabletop Exercise:** Expanding ICS for a commercial structure fire.

### Session 21: Operational Plans (IAP) | IAP Development Workshop

- Introduction to the Incident Action Plan.
- Required components of a written IAP.
- **Skill Sheet 15-1:** Develop an Incident Action Plan for a multi-unit emergency incident (using a provided scenario).

Final Written Examination (Comprehensive covers all chapters).

### Session 22: Post-Incident Analysis (PIA) | The Critique Process

- Data collection methods.
- Identifying strengths and weaknesses (not fault-finding).
- Drafting the PIA report.
- **Skill Sheet 15-2:** Develop a Post-Incident Analysis.
- Informal (tailboard) vs. Formal critiques.
- Managing the critique environment.

### Session 23: Organizational Risk Management

- Risk Identification, Evaluation, and Prioritization.
- Risk Control Techniques: Avoidance, Transfer, Control Measures.
- The "Risk Management Plan" components (NFPA 1500).

### Session 24: Safety Investigations | Analyzing Safety Reports

- Reviewing injury and exposure history.
- **Skill Sheet 16-1:** Analyze a member's accident, injury, or health exposure history.



# Final Course Review

### Session 25: Implementing Safety Solutions

- Writing recommendations based on analysis.
- The role of Wellness Programs in risk reduction.

Overview: Day 4 Exam

Evaluation of learning is accomplished through a combination of formal and informal methods. Formative evaluation is accomplished through questions by the instructor, observation of students during activities and skills practice, and a multiple choice quiz for each chapter. Summative evaluation is accomplished through a multiple choice test at the end of each chapter. In addition, Skill Evaluation Checklists may be used to document student performance on psychomotor skills.

The recommended passing test grade is 70%. Students who score lower than 70% on a test may require additional help from the instructor in order to be successful in the remainder of the course. Requirements for passing the course should be set by the organization or authority having jurisdiction.

Skill sheets in the manual are designed to outline the cognitive skills required by NFPA 1021. Cognitive skills are designed to be completed either in class or as an individual assignment. Instructors should provide timely, constructive feedback on student performance. Skill Sheet Assessments are provided for instructors to use as documentation and to provide written feedback for students. The assessments match the skill sheets found in the manual, but may be modified to fit local needs and requirements.

- Review of key concepts from Day 1 - 4.
- Open Q &A session.
- **Final Assessment:**  
Final Written Examination

Post-Session Q &A

End of Day 4 and Course



Please complete this form and send it back to  
**mithun.siddartha@biiworld.com**

**Event Code: OL HS 08**

## Delegate Details

- Name: Mr/Mrs/ Ms .....  
.....  
Job Title: .....  
Email: .....
- Name: Mr/Mrs/ Ms .....  
.....  
Job Title: .....  
Email: .....
- Name: Mr/Mrs/ Ms .....  
.....  
Job Title: .....  
Email: .....

### PAYMENT METHOD:

CREDIT CARD

The secured payment link will be shared/sent

WIRE TRANSFER OR BANK TRANSFER

### Authorization and Acceptance of Sales Contract & Terms & Conditions

I hereby declare I am authorised to sign this contract and terms & conditions in the name of the company/organisation:

## Company/Organisation Detail

Name: .....  
Person to Contact:.....  
Email: .....  
Address: .....  
.....  
City: .....  
Country: .....  
Contact No: .....  
Type of Business: .....  
Website: .....

Name:.....

Date:.....

Signature:.....

**1 Delegate Fee**  **USD 1299 per delegate\***

**\*Inclusive of Training Fee, USD 75.00 e-Book, Pro-Board Certification**

20 USD administration charge and any applicable withholding or any other tax or fee will be applied

### TERMS & CONDITIONS:

1. Payment terms: BII World LTD requires the full payment of the invoiced amount within 7 working days from the issue date of the invoice. BII World LTD reserves the right to refuse entry to any client who does not pay the invoice in full and on time. The registration fee includes: Training documentation and admission to all training sessions.

2. Cancellation by client: The client has the right to cancel his/her participation in the event. Cancellation must be received by BII World LTD in writing either by mail or fax. If the client cancels the event, he/she will get two options:

**A. CREDIT NOTE:** Choose 2-year credit note, BII World LTD will send all the schedule training event details throughout the year. Delegate has the right to choose and attend any of the future training programs of BII World (valid 2 years).

**B. NOMINATION:** In this option delegate can nominate/refer someone from his/her group/company to attend the particular training program on behalf of the actual delegate.

3. Cancellation by BII World LTD : While every reasonable effort is made to adhere to the advertised program, circumstances can arise which may cause changes in the program, including but not limited to changes in the content, date(s), or special features of the planned event. Such circumstances include but are not limited to acts of terrorism, war, extreme weather conditions, compliance with government requests, orders and legal requirements, failure of third-party suppliers to timely deliver, and failure to register the minimum target number of attendees for a given event. BII World LTD reserves the right to change the content, date(s), and/or special features of an event, to merge the event with another event, or to postpone it or cancel it entirely as appropriate under the circumstances. Client agrees that BII World LTD shall not be liable for any cost, damage or expense which may be incurred by client as a consequence of the event being so changed, merged, postponed or canceled and client agrees to hold BII World LTD harmless and to indemnify BII World LTD in case of liability caused by any such changes, mergers, postponements or cancellations.

4. Cancellation of the event: In case BII World LTD cancels an event, then client can choose any of the below mentioned options:

(a) BII World LTD will refund full payment to the client within 15 business days.

(b) Client can choose the credit option for 2 years, for more details please read term no-2 part (a)

5. Postponement of the event : In case BII World Ltd postpones the event to a new date, then client can choose any of the below mentioned options.

(a) The client can attend the course on the postponed dates.

(b) Client can choose the credit option for 2 years, for more details please read term no-2 part (a)

6. Client's identification information. By signing of this sales contract and these terms and conditions the client gives full right to BII World LTD to share the client's identification information, i.e. client's name, address, email addresses, phone numbers and names of representatives and website with other clients who participated in the same event. The client has the right to opt out of this clause by written notice to BII World LTD.

7. Governing law: This contract shall be governed by and construed in accordance with the laws of the Province of Alberta, Canada. Any disputes arising under or in connection with this registration form shall be sealed before the competent court in Canada.

8. Indemnification: To the fullest extent permitted by the law, you agree to protect, indemnify, defend and hold harmless BII World LTD, its owners, managers, partners, subsidiaries, affiliates, officers, directors, employees and agents, from and against any and all claims, losses or damages to persons or property, governmental charges or fines, penalize, and costs (including reasonable attorney's fees) (collectively "the Claims"), in any way arising out of or relating to the event that is the subject of this contract, and regardless of negligence, included but not limited to, Claims arising out of the negligence, gross negligence or intentional misconduct of BII World LTD employees, agents, contractors, and attendees; provided, however, that nothing in this indemnification shall require you to indemnify BII World LTD Indemnified parties for that portion of any Claim arising out of the sole negligence, gross negligence or intentional misconduct of the BII World LTD parties.

9. Other currencies. In case that client requests payment in other than official currency (USD), BII World LTD reserves the right to apply 5% currency risk surcharge to the actual exchange rate.

10. Other Conditions: Any terms or conditions contained in the client's acceptance which contradict or are different from the terms and conditions of this registration document shall not become part of the contract unless individually negotiated with BII World LTD and expressly accepted by BII World LTD.