



D-310 Expanded Dispatch Support Dispatcher Course Introduction

Summary:

The intent of this course is to train students to become qualified in the position of Expanded Dispatch Support Dispatcher (EDSD) within the Incident Command System (ICS).

This course contains a preselection assessment and simulations. A score of 70%, or 560 points, is required to pass the course.

Course Objectives:

By the end of this course, students will be able to:

- Plan, organize, and implement a functional area to meet the needs of the incident.
- Demonstrate the ability to interact with other functional areas in an incident support organization.
- Utilize resource orders and supplemental forms to mobilize, reassign, and demobilize resources while following established policies and procedures.
- Demonstrate the ability to respond to changing priorities and situations within a functional area.

Course at a Glance:

Unit	Topic	Approx. Time
Introduction, Arrival, and Check-in	This unit familiarizes students with the course goals and objectives.	30 Minutes
Unit 1: Responsibilities and Procedures	This unit provides students with an overview of the role that an EDSD has within an incident support organization.	75 Minutes
Unit 2: Equipment	This unit provides students with information on the equipment function as it relates to the EDSD position.	110 Minutes
Unit 3: Supply	This unit provides students with an overview of the supply function as it relates to the EDSD position.	125 Minutes
Unit 4: Overhead	This unit provides students with information on the overhead	95 Minutes

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Unit	Topic	Approx. Time
	function as it relates to the EDSD position.	
Unit 5: Crews	This unit provides students with information on the crew function as it relates to the EDSD position.	85 Minutes
Simulation #1	This simulation provides students with an incident simulation that allows students to practice EDSD-related tasks.	120 Minutes
Unit 6: Aircraft	This unit provides students with an overview of the aircraft function as it relates to the EDSD position.	40 Minutes
Unit 7: Predictive Services	This unit provides students with information on the Predictive Services function as it relates to the EDSD position and the different products that are utilized.	45 Minutes
Unit 8: Demobilization	This unit provides students with an overview of the demobilization process and how it relates to the EDSD position.	70 Minutes
Simulation #2	This simulation provides students with an incident simulation that allows students to practice EDSD-related tasks.	120 Minutes
Simulation #3	This simulation provides students with an incident simulation that allows students to practice EDSD-related tasks.	120 Minutes
Simulation #4	This simulation provides students with an incident simulation that allows students to practice EDSD-related tasks.	120 Minutes
Total Course Duration		20 Hours

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Preparation:

Instructors must prepare ahead of time for the following:

- All students will need a computer or laptop with internet access.
- Instructor will need to acquire an Interagency Resource Ordering Capability (IROC) system training database from IROC.

References to aid instructor preparation and facilitation:

- Unit instructor guides
- Handouts
- Exercise inputs
- Course evaluation

Course Materials:

For each participant:

- Laptop
- Notepad
- *NWCG Incident Position Standards for Expanded Dispatch Support Dispatcher*, PMS 350-58
- *NWCG Position Task Book for Expanded Dispatch Support Dispatcher (EDSD)*, PMS 311-58

Classroom:

- Wi-Fi/internet adequate to support IROC system
- Tables to seat four students and one coach
- Table for instructors

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Course Overview

Course summary: This course was developed based on the EDSD Position Task Book (PTB) and introductory IROC skills. The intent of this course is to teach dispatch concepts through hands-on IROC exercises incorporating all elements of the EDSD PTB.

Methodology: This course includes instructor presentation and demonstrations as well as opportunities for group interaction and independent participation in hands-on activities.

DO: Coaches should instruct students to log in to IROC Practice.

DO: Greet and orient students.

- Welcome students and show them to their assigned coach and table.
- Students should hand in any initiated EDSD PTBs to their coaches.
- Have all students sign in on the sign-in sheet.
- Troubleshoot computer or IROC issues.

DO: Welcome students to the D-310 course.

- Administrative information initial briefing
 - Ground rules (e.g., punctuality, respect, turn off cell phones)
 - Facilities (e.g., restrooms, vending area, exits)
 - Meals and breaks
 - Smoking areas
 - Local information (e.g., restaurants, maps)
 - Emergency plan (evacuation information and meeting area)

DO: Introductions

- Group introductions – instructors, coaches, and students. (Use as a table ice breaker.)

Course Objectives

Students will be able to:

- Plan, organize, and implement a functional area to meet the needs of the incident.
- Demonstrate the ability to interact with other functional areas in an incident support organization.
- Utilize resource orders and supplemental forms to mobilize, reassign, and demobilize resources while following established policies and procedures.
- Demonstrate the ability to respond to changing priorities and situations within a functional area.

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Review Course Objectives

DO: Review the course objectives.

By the end of this course, students will be able to:

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- Demonstrate the ability to interact with other functional areas in an incident support organization.
- Utilize resource orders and supplemental forms to mobilize, reassign, and demobilize resources while following established policies and procedures.
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Unit Overview

- **Unit 1:** Responsibilities and Procedures
- **Unit 2:** Equipment
- **Unit 3:** Supply
- **Unit 4:** Overhead
- **Unit 5:** Crews
- **Unit 6:** Aircraft
- **Unit 7:** Predictive Services
- **Unit 8:** Demobilization

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Review

DO: Review the course structure.

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Instructional Methods

- Information will be presented via the following methods:
 - Facilitated discussions
 - Hands-on exercises, which include four simulations
- Simulation overview:
 - The intent of the simulations is for students to experience actual job performance in each of the functional areas.

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Review

DO: Review the instructional methods.

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Responsibilities

Students

- Actively participate.
- Ask questions.
- Take notes.
- Be flexible.
- Complete unit evaluations.

Coaches

- Provide clarification and guidance.
- Ensure data is entered correctly.
- Evaluate student performance.

Instructors

- Explain dispatch concepts.
- Assist coaches and students.

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Review

DO: Discuss responsibilities.

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Measuring Performance (1 of 2)

- Students are evaluated on the preselection assessment, completion of inputs during the simulations, and class participation.
- A score of 70%, or 700 points, is required to pass the course.

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Review

DO: Discuss performance expectations.

- Students will receive an NWCG certificate from the lead instructor upon completion of the entire NWCG-approved D-310 curriculum.

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Measuring Performance (2 of 2)

Course Point System	
Preselection Assessment	200 Points
Simulation – Inputs	400 Points
Class Participation	160 Points
Discretionary Points	40 Points
TOTAL	800 Points

*560 points needed to pass



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Review

DO: Review the course point system.

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IROC Dispatch Recorder Review

Review

- Search for Resources quick link
- Incident action tile
- Create New Request
- Pending Request action tile
- Manage Request screen
- Request Status action tile



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Review

This is a review of the Expanded Dispatch Recorder (EDRC) functions as performed in the IROC system. The scenarios in this course are done using IROC, so it is important students know these IROC basics. When this course covers topics that are not in the EDRC course, the instructor should demonstrate how to complete the function in IROC.

DO: Briefly display and review the capability of IROC.

- Search for Resources quick link
- Incident action tile
- Create New Request
- Pending Request action tile
- Manage Request screen
- Request Status action tile

DO: Offer an optional time for students who require more in-depth review.

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Course Evaluation Forms

- Students should complete the unit and course evaluation forms.

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Review

DO: Answer student questions.

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Summary

- Introduced course objectives.
- Introduced unit topics and instructional methods.
- Covered performance measurement and evaluation forms.

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Review

DO: Answer student questions.