



Pennsylvania State Fire Academy

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Minimum Standard for Accreditation (MSA)

May 1994

Course Title: *Volunteer Retention and Recruitment: Problems and Solutions*

SFA Course Code: VFSR

Length of Course: 4 Hours

Lecture/Lab Breakdown: 4/0

Prerequisites: None

Referenced Texts: *"Retention and Recruitment in the Volunteer Fire Service -Problems and Solutions"*; USFA and NVFC; *"A Handbook on Women in Fire Fighting"*, USFA.

Course Goal: This course will enable students to examine nationally -identified problems in retention and recruitment of volunteer fire and rescue service personnel, as well as possible solutions to those problems. The student will then be able to evaluate similar problems in their own fire or rescue service, and propose effective solutions to same.

Description of Course: This course's target audiences are administrative and line officers of volunteer fire departments; persons serving as recruitment officers or on recruitment/retention committees; or persons likely to serve in such capacities. Persons serving in similar capacities in other volunteer emergency service organizations may also benefit from attending. The course examines the results of a March, 1993 conference at the National Fire Academy between 16 volunteer fire service representatives from around the country on retention and recruitment issues. Students will have an opportunity to examine these results and their implications, share experiences, and begin the process of applying the course content to conditions in their own departments.

Description of Methodology to be used: Lecture and guided discussion. The discussion format is relied on significantly in the application and evaluation steps of each lesson.

Student Equipment/Supply Needs: Pen/Pencil and notebook; one copy of Student Text and one copy of supplemental handout package.

Equipment/Audiovisual/Supply requirements: Classroom with adequate seating at desks/tables; 35 mm slide projector with suitable screen; 1 copy of Student Text (USFA/NVFC "Retention and Recruitment in the Volunteer Fire Service") and 1 copy of supplementary handout material per student; 1 AV kit for course in question; Instructor Guide for course in question.

MINIMUM STANDARDS FOR ACCREDITATION

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COURSE OUTLINE

Time	Content	Notes
:30	Introduction	
1:45	Retention	
1:15	Recruitment	
:30	Available Resources	

Competency Evaluation Mechanism: Instructor assessment of student's grasp of concepts from results of guided discussions.

Learning Outcomes (Course Objectives): Upon completion of this course, the student will be able to:

1. give a basic overview on what motivates people to enter and remain in the volunteer fire service.
2. correctly relate the effect of retention on recruitment of new personnel.
3. identify at least 8 major problem areas affecting retention and at least one possible solution for each.
4. identify which of these problem areas, if any, are present in his/her own organization, and devise at least one viable solution to each specific problem.
5. list at least 4 basic principles of effective volunteer fire fighter recruitment.
6. identify 6 elements of an effective recruitment action plan.
7. describe, in general terms, the key characteristics of each element identified in Objective #6.
8. given his/her own volunteer fire organization develop and implement an effective recruitment plan based on the information contained in this lesson.
9. identify at least 3 resources available to assist with recruitment/retention matters.

**Questions/Comments: Rita Wessel, Curriculum Specialist: Extension 106
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