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# Unit 1: Course Introduction

STUDENT GUIDE

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**Objectives**

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

- Identify the course objective and position-specific resource materials for the position of Operations Section Chief
- Describe the course objective
- Explain the purpose of Position Task Books (PTBs)

**Methodology**

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This unit uses lecture, handouts, an exercise, and discussion.

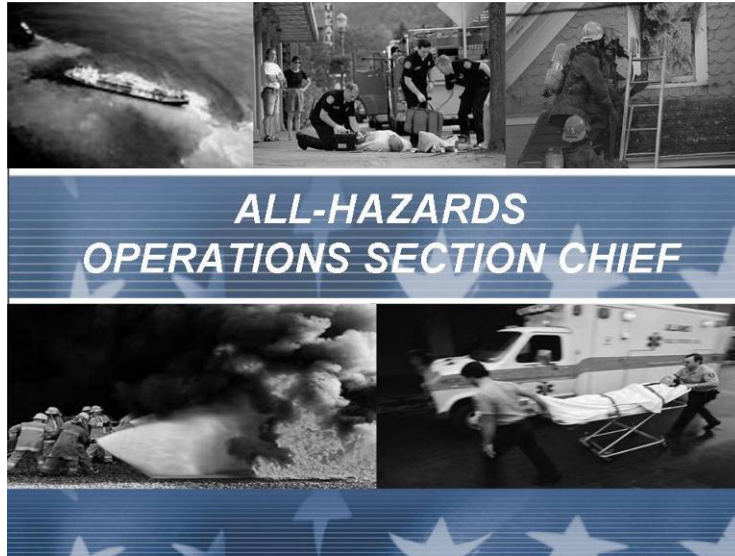
The purpose of the introductory exercise (Exercise 1) is to identify possible commonalities between the functions of an Operations Section Chief and those of the students' current positions. In break-out groups, students will use the Operations Section Chief Position Task Book to list common responsibilities, roles, and/or duties between their current position and that of Operations Section Chief. They will then present their findings to the rest of the class. The exercise is intended to not only help the students relate to the position of Operations Section Chief but to provide a brief introduction to the roles and responsibilities of the Operations Section Chief to help them to become more familiar with the Operations Section Chief Position Task Book, and to encourage them to actively participate in the course.

**Time Plan**

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A suggested time plan for this unit is shown below. More or less time may be required based on the experience level of the group.

<b>Topic</b>	<b>Time</b>
Lesson	1 hour 30 minutes
Exercise 1	30 minutes
Division/Group Supervisor Overview (if necessary)	1 hour
<b>Total Time</b>	<b>3 hours</b>



**Topic**

Unit Title Slide

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**Key Points**

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Topic Unit Terminal Objective

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**Unit Terminal Objective**

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**Identify course objectives and position-specific resource materials for the position of Operations Section Chief.**



*Visual 1-3*

## Key Points

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### **Unit Terminal Objective**

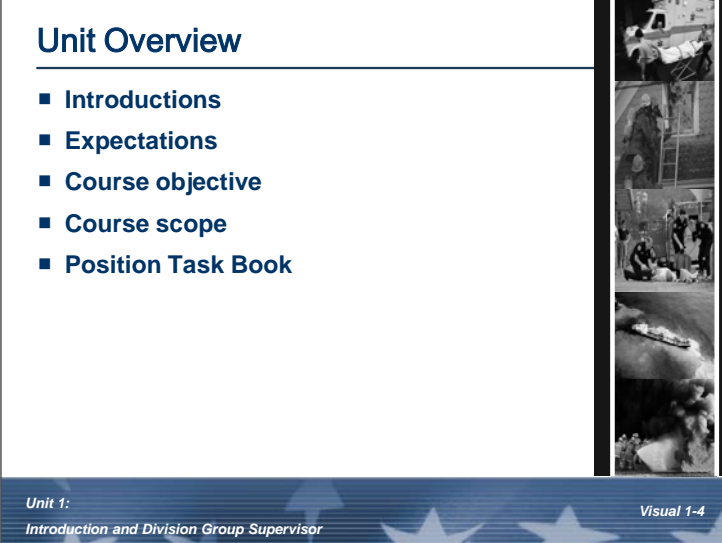
Identify course objectives and position-specific resource materials for the position of Operations Section Chief.

### **Unit Enabling Objectives**

- Describe the course objectives
- Explain the purpose of the Position Task Books

**Topic** Unit Overview

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**Unit Overview**

- Introductions
- Expectations
- Course objective
- Course scope
- Position Task Book

*Unit 1:*  
*Introduction and Division Group Supervisor*

*Visual 1-4*

The slide features a vertical strip of five images on the right side. From top to bottom, the images show: 1) A person in a white uniform working at a desk. 2) A person in a dark uniform standing in a room. 3) A group of people in a meeting or training session. 4) A person in a white uniform working at a desk. 5) A person in a dark uniform standing in a room.

**Key Points**

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**Scope Statement**

Through this unit, students will learn the objectives of the course, be instructed on the use and purpose of the Position Task Book, and receive the Operations Section Chief versions of these resources.

### Introductions

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- Instructor and student introductions
- Incident response experiences
- Reasons for being an Operations Section Chief



Unit 1:  
Introduction and Division Group Supervisor

Visual 1-5

### Key Points

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Topic            Expectations

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**Key Points**

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Follow instructions from the instructor for discussing the expectations for this course.

Topic

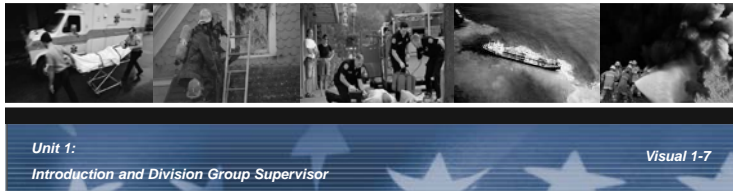
Course Objective

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**Course Objective**

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**Upon completion of this course, students will demonstrate, through exercises and a final exam, an understanding of the duties, responsibilities, and capabilities of an effective Operations Section Chief.**



**Key Points**

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**Topic** Course Design

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**Course Design**

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- Course length of 4 days
- Combination of lecture, discussion, and exercises
- Closed-book Final Exam
- Students should have completed ICS-100, ICS-200, ICS-300, and ICS-700 and one of the following:
  - All-Hazards Incident Management Team course
  - Command & General Staff Functions for Local IMT
  - ICS-420
- ICS-400 is also recommended

Unit 1:  
Introduction and Division Group Supervisor

Visual 1-8

**Key Points**

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**Course Length**

The course is scheduled to be 4 days long.

**Course Methodology**

Through a combination of lecture, discussion, and exercises, students will be provided the knowledge to meet the objectives of the course. Student interaction and participation will be integral to this process.

**Closed-Book Final Exam**

In order to receive a certificate of completion for the course, students must obtain a 70% or higher on the final exam. The final exam will be closed-book, 1 hour will be allotted for its completion, and the final exam's questions will be based on the Unit Enabling Objectives.

If students are able to meet the Unit Enabling Objectives for each unit in the course, they should be able to pass the final exam. As it is a closed-book final exam, students should be encouraged to study the course materials during their time away from training.

Again, content from Unit 1 will not be tested in the Final Exam.

The course was designed under the assumption that students would have completed ICS-100, ICS-200, ICS-300, and ICS-700. ICS-400 is recommended. Students should also have completed one of the following courses:

- All-Hazards Incident Management Team course
- Command and General Staff Functions for Local Incident Management Teams (IMT)
- ICS-420

The course material was not developed to substantively delve into the topics covered in those courses; rather, this is a position-specific course focusing on the duties and responsibilities of one member of the IMT in an all-hazards context.

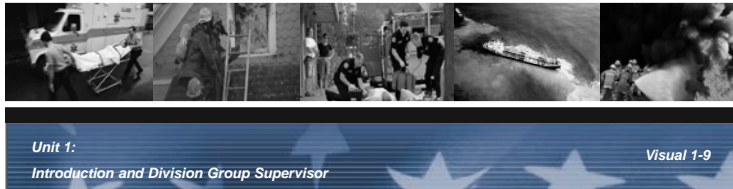
Topic All-Hazards Curriculum

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### All-Hazards Curriculum

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- Incident Command System (ICS) origins in fire
- All-Hazards
- The fundamentals of the job are the same regardless of incident type



### Key Points

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Follow instructions from the instructor for discussing this curriculum.

### Discussion Activity



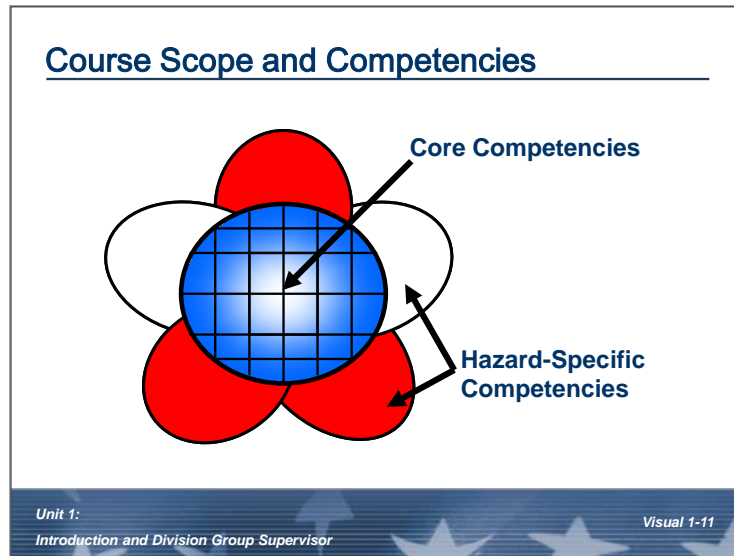
Unit 1:  
Introduction and Division Group Supervisor

Visual 1-10

### Key Points

This analogy emphasizes this point in the course—regardless of the scale of the incident, you will require the same types of resources and competencies, the only difference between incidents being the level at which they are applied. This course, though the context may focus on the 1% solution, will help you obtain the common knowledge, skills, and abilities to effectively function as an Operations Section Chief across a spectrum of incident levels.

Furthermore, in today's reality, there is a strong possibility that a Type III local or State-level team may have to respond to a Type I disaster until a Type I team can respond.

**Topic** Course Scope and Competencies**Key Points****Competency**

A broad description that groups core behaviors necessary to perform a specific function.

**The Flower Diagram**

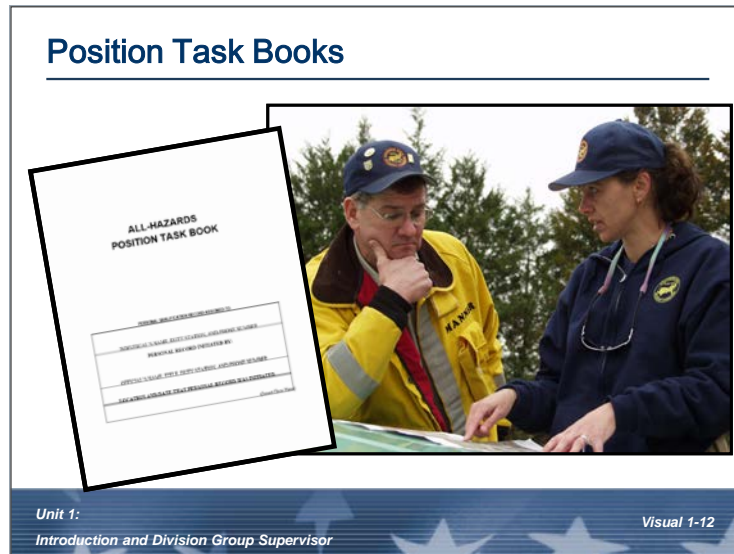
The Flower Diagram illustrates the concept that successful performance of the tasks, duties, activities in any position requires both core and incident-specific competencies.

- Core competencies are the competencies required of an Operations Section Chief regardless of discipline
- Hazard-specific competencies are those required to perform in a particular discipline, such as law enforcement, fire, public health, HAZMAT, EMS, public works, etc.
- The center of the flower represents the core competencies of the position
- The petals represent the hazard-specific competencies associated with specific disciplines
- You cannot be competent as an Operations Section Chief with only the center of the flower or only the petals—"The flower needs to be complete" to ensure qualification

This course will help to establish core competencies (center of the flower) for the Operations Section Chief position. The hazard-specific competencies will have to be developed through additional agency or discipline training, field training, and the completion of the Operations Section Chief Position Task Book, discussed on the next slide.

A different analogy to explain core and hazard-specific competencies is that the core competencies are like a basic driver's license, and hazard-specific competencies are like endorsements to the license. For example, while a basic driver's license qualifies you as a general driver, you would need special endorsements to drive a bus with passengers or an 18-wheel tractor-trailer.



**Topic** Position Task Books**Key Points**

Demonstration of proficiency can be performed:

- On an incident as a trainee
- In a simulation
- In training, depending on the type of task being executed
- The “code” (see the “Code” column in the PTB) assigned to the task indicates in which of these three areas the task must be demonstrated or performed.
- PTBs are organized into a hierarchy of:
  - Competencies—A broad description that groups core behaviors necessary to perform a specific function
  - Behaviors—A general description of an observable activity or action demonstrated by an individual in a particular context
  - Tasks—A specific description of a unit of work activity that is a logical and necessary action in the performance of a behavior; how the behavior is demonstrated or performed in a particular context
  - Again, these are signed-off by qualified evaluators

A given agency or department must individually adopt PTBs as its training standard. PTBs are an integral part of the "performance-based" system Federal agencies have adopted for emergency response training. In order to earn a PTB, a trainee must first successfully complete the requisite training courses for that position.

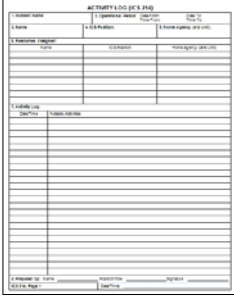


**Key Points**

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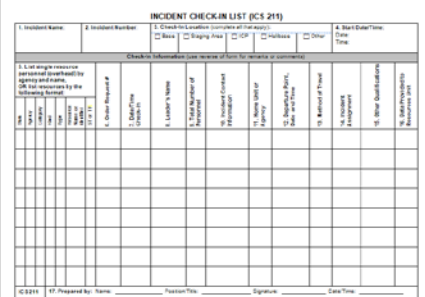
Follow directions from the instructor on how to complete this exercise.

**Handout 1-1**



**ICS Form 214:  
Activity Log**

**ICS Form 211: Check-in List**



**ICS Form 211: Check-in List**

Unit 1: Introduction and Division Group Supervisor Visual 1-14

Key Points

**Topic** Objectives Review

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**Objectives Review**

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1. *What is the course objective?*
2. *What is the purpose of Position Task Books?*



Unit 1:  
Introduction and Division Group Supervisor

Visual 1-15

**Key Points**

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**Unit Enabling Objectives**

- Describe the course objective.
- Explain the purpose of Position Task Books.

**Topic**

Optional: Unit Title Slide

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**Key Points**

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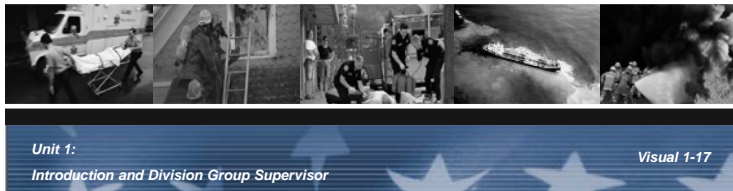
Topic Unit Objectives

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### Unit Terminal Objective

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**Describe the common roles and responsibilities of the Division/Group Supervisor in relationship to the Operations Section.**

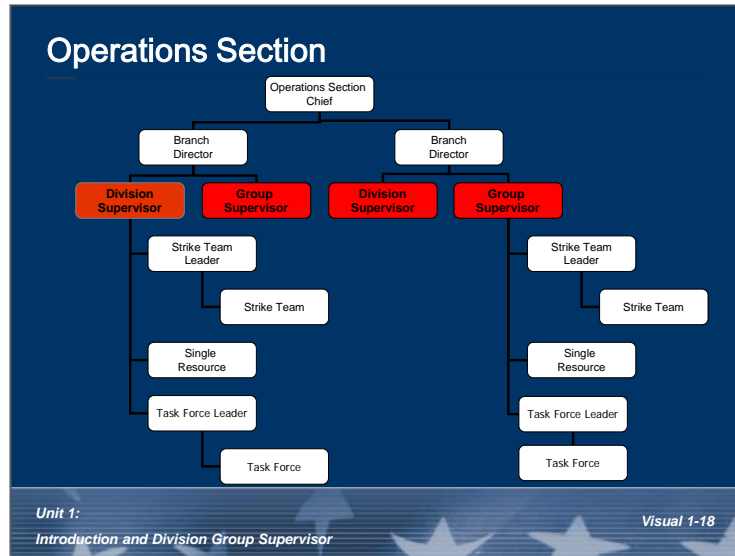


### Key Points

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#### Unit Terminal Objective

Describe the common roles and responsibilities of the Division/Group Supervisor in relation to the Operations Section.



Key Points



**Topic** Division/Group Supervisor Key Elements

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### Division/Group Supervisor Key Elements

- √ Translate direction from the OSC into on-the-ground tactical operations
- √ IAP implementation
- √ Resolve logistical problems within Division or Group
- √ Tactical Plans for next operational period

Unit 1: Introduction and Division Group Supervisor Visual 1-19

**Key Points**

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The key elements of the Division/Group Supervisor position:

- Translates directions from the Operations Section Chief into on-the-ground tactical operations
- Implements the Incident Action Plan (IAP) for Division or Group
- Provides IAP to Strike Team Leaders when available
- Reviews assignments and incident activities with subordinates and assigns tasks
- Coordinates activities with adjacent Divisions or Groups
- Determines the need for assistance on assigned tasks
- Submits situation and resource status information to Branch Director or Operations Section Chief
- Resolves logistical problems within the Division or Group
- Participates in the development of Tactical Plans for the next operational period

**Topic** Division Supervisor vs. Group Supervisor

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### Division Supervisor vs. Group Supervisor

**The Division Supervisor:**

- √ **Supervises, coordinates, and manages a geographic portion of an incident**
- √ **Under the Operations Section Chief or Operations Branch Director**
- √ **Implements assigned portion of IAP**

Unit 1: Introduction and Division Group Supervisor Visual 1-20

## Key Points

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Details of the Division Supervisor role:

- Supervises, coordinates, and manages a geographic portion of an incident
- Subordinate to the Operations Section Chief or Operations Branch Director
- Responsible for implementation of the assigned portion of the IAP

**Topic** Division Supervisor vs. Group Supervisor (cont.)

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### Division Supervisor vs. Group Supervisor (cont.)

**The Division Supervisor:**

- **Is responsible for activities within that Division**
  - √ **Containment operations**
  - √ **Fire suppression**
  - √ **Shoreline cleanup**

*Unit 1:  
Introduction and Division Group Supervisor*

*Visual 1-21*

### **Key Points**

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**Topic** Division Supervisor vs. Group Supervisor (cont.)

**Division Supervisor vs. Group Supervisor (cont.)**

**The Group Supervisor:**

- Supervises, coordinates, and manages a functional area
  - √ Sampling
  - √ Decontamination
  - √ Shoreline assessment
  - √ Disposal
  - √ Entry
  - √ Health monitoring
  - √ Damage assessment



Unit 1: Introduction and Division Group Supervisor Visual 1-22

**Key Points**

Details of the Group Supervisor role:

- Supervises, coordinates, and manages a functional area
  - Sampling
  - Decontamination
  - Shoreline assessment
  - Disposal
  - Entry
  - Health monitoring
  - Damage assessment
- May transcend divisional boundaries
- Groups may move from Division to Division

**Topic** Division Supervisor vs. Group Supervisor (cont.)

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**Division Supervisor vs. Group Supervisor (cont.)****The Group Supervisor:**

- Also works for the Operations Section Chief or the Operations Branch Director
- Responsible for implementation of the assigned portion of the IAP
- Responsible for the frontline supervision and management of assigned resources

Unit 1:  
Introduction and Division Group Supervisor

Visual 1-23

**Key Points**

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Details of the Group Supervisor role:

- Works for the Operations Section Chief or the Operations Branch Director
- Responsible for the implementation of the assigned portion of the Incident Action Plan
- Responsible for the frontline supervision and management of assigned resources

**Topic** Division/Group Supervisor

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**Division/Group Supervisor**

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**Kinds of resources that may be assigned to a Division or Group:**

- √ Crews
- √ Heavy equipment (e.g., excavators)
- √ Engines
- √ Strike Teams
- √ Truck companies
- √ Confined Space Entry Team
- √ Boats

Unit 1:

Introduction and Division Group Supervisor

Visual 1-24

**Key Points**

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The kinds of resources that may be assigned to a Division or Group:

- Crews
- Heavy equipment
- Engines
- Strike Teams
- Truck companies
- Confined Space Entry Team
- Boats

The Division/Group Supervisor is the manager of multiple resources of varying kinds and types:

- The position is less hands-on than Strike Team Leader or Task Force Leader
- “Kinds” of resources refers to what the resource is
- “Types” of resources refers to the capability of the resource

**Topic** Division/Group Supervisor (cont.)

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**Division/Group Supervisor (cont.)**

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The most critical element of the Division/Group Supervisor's job is to clearly communicate assignments and incident activities to subordinates while maintaining safety as the highest priority for assigned personnel.



Unit 1:  
Introduction and Division Group Supervisor

Visual 1-25

**Key Points**

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The most critical element of the Division/Group Supervisor's job is to clearly communicate assignments and incident activities to subordinates.

A Day in the Life of a Division/Group Supervisor



Unit 1:  
Introduction and Division Group Supervisor

Visual 1-26

**Key Points**

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**Topic**            Operational Briefing

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**Operational Briefing**

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1. Obtain briefing from your supervisor or attend the Operational Briefing and obtain copies of the IAP
2. Read and understand all the pages of the IAP



*Unit 1:  
Introduction and Division Group Supervisor*

*Visual 1-27*

**Key Points**

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**Topic** Operational Briefing (cont.)

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**Operational Briefing (cont.)**

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3. Ensure that you understand the current objectives and priorities and what timeframes you will be required to work under
4. Find out what, if any, Contingency Plan has been developed

Unit 1:  
Introduction and Division Group Supervisor

Visual 1-28

**Key Points**

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## Operational Briefing:

- Ensure that you understand the current objectives and priorities and what timeframes you will be required to work under
- Find out what, if any, Contingency Plan has been developed

**Topic**            Divisional Briefing

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**Divisional Briefing**

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After the Operational Briefing, the Division/Group Supervisor must meet with Division Resources:

- It is your responsibility to brief all your subordinates prior to going out to the incident
- What are the Incident Objectives? Where are they found?
- What are the Division/Group Assignments? Where are they found?

*Unit 1:  
Introduction and Division Group Supervisor*

*Visual 1-29*

**Key Points**

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**Topic** Divisional Briefing (cont.)

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**Divisional Briefing (cont.)**

- **Meeting with your assigned resources:**
  - √ **Held after the Operational Briefing**
  - √ **Location that you designate**
  - √ **Away from the main group**
- **Opportunity to establish expectations and receive feedback**

Unit 1: Introduction and Division Group Supervisor Visual 1-30

**Key Points**

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## Divisional Briefing:


- Meeting with your assigned resources
  - Held after the Operational Briefing
  - Location that you designate
  - Away from the main group
- Opportunity to establish expectations and receive feedback

**Topic**            Divisional Briefing (cont.)

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**Divisional Briefing (cont.)**

- Ensures that Operational Objectives are understood



- Information flow secures a safe and effective work environment for subordinates

Unit 1: Introduction and Division Group Supervisor Visual 1-31

**Key Points**

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## Divisional Briefing:

- Ensures that the Operational Objectives are being met
  - You must guarantee that open, two-way communication is established between you (the Division/Group Supervisor) and all of your assigned resources
  - The information you gather from your Division resources will allow you to provide timely and accurate reports to your supervisor
- This information flow from you to your subordinates will allow them to work in a safe and effective environment

**Information Communication**

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Lines of communication with resources assigned to the Division/Group are

**•CRITICAL**

It is a key element necessary for the safe and effective completion of the assigned portion of the IAP

Unit 1:  
Introduction and Division Group Supervisor

Visual 1-32

### Key Points

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- The early organization and establishment of the lines of communication with the resources assigned to the Division or Group is critical
- The lines of communication are necessary for the safe and effective completion of the assigned portion of the IAP

**Topic** Information Communication (cont.)

**Information Communication (cont.)**

**Sharing Information**

- √ From you to your assigned resources
- √ From your assigned resources to you
- √ From you to adjoining
  - Divisions
  - Groups
  - Resources



*Unit 1: Introduction and Division Group Supervisor* *Visual 1-33*

**Key Points**

Share information:

- From you to your assigned resources
- From your assigned resources to you
- From you to adjoining Divisions, Groups, and resources

**Topic** Information Communication (cont.)**Information Communication (cont.)**

- The division resources moving toward assignment debrief with off-going resources, gathering up-to-date information
- Division/Group Supervisors will do the same with off-going Division/Group Supervisors



Unit 1:  
Introduction and Division Group Supervisor

Visual 1-34

**Key Points**

- The Division resources now will move toward their assignment and debrief with off-going resources, gathering up-to-date information
- Division/Group Supervisors will do the same with the off-going Division/Group Supervisor
- This additional information is then exchanged with your personnel



**Topic** At Your Assignment

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**At Your Assignment**

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- √ Re-brief resources on specific assignments
- √ Safety considerations
- √ Timeframes for completion



Unit 1:  
Introduction and Division Group Supervisor

Visual 1-35

**Key Points**

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Personnel briefing responsibilities of the Division/Group Supervisor at the assignment:

- Re-brief resources on specific assignments
- Safety considerations
- Timeframes for completion

**Topic** Survey Your Assignment

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**Survey Your Assignment**

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After the Division resources start to work, the Division/Group Supervisor will:

- Check out hazards first
- Check priorities and receive feedback from your resources
- Note any changes from the Incident Action Plan and report these to your supervisor

Unit 1:  
Introduction and Division Group Supervisor

Visual 1-36

**Key Points**

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What does the Division/Group Supervisor survey at the assignment?

- Check out hazards first
- Check priorities and receive feedback from your resources
- Note any changes from the IAP and report these to your supervisor
  - Any changes to the IAP need to be noted on ICS Form 214, Activity Log, and communicated

**Topic** Providing Input to Your Supervisor

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### Providing Input to Your Supervisor

- √ **Establish a pre-determined check-back time**
- √ **Work accomplished**
- √ **Remaining, unfinished tasks**
- √ **Written projection of resource needs for next operational period**
  - √ **Debriefing Form**
- √ **Projected completion time of your objectives**
- √ **Any unusual logistical needs**

*Unit 1: Introduction and Division Group Supervisor* *Visual 1-37*

**Key Points**

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Information that should be provided to your supervisor:

- A pre-determined check-back time
- Work accomplished
- Remaining, unfinished tasks
- Written projection of resource needs for the next operational period
  - Debriefing Form
- Projected completion time of your primary objectives
- Any unusual logistical needs

**Topic** Debriefing Duties

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**Debriefing Duties**

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At the end of the operational period, brief the in-coming Division/Group Supervisor:

- Current resources and personnel on the scene
- What was completed
- What remains
- Important issues or information

Unit 1:  
Introduction and Division Group Supervisor

Visual 1-38

**Key Points**

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At the end of the operational period, there are certain debriefing duties that the Division/Group Supervisor **MUST** complete prior to going off shift.

Brief the in-coming Division/Group Supervisor about:

- Current resources and personnel on the scene
- What was completed
- What remains
- Other important issues or information

**Topic** Debriefing Duties (cont.)

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**Debriefing Duties (cont.)**

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- At the end of the operational period, the Division/Group Supervisor should be the last person off the assignment
- The Division/Group Supervisor is responsible for ensuring that all personnel and resources on the scene are accounted for and safely off the assignment

Unit 1:  
Introduction and Division Group Supervisor

Visual 1-39

**Key Points**

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**Topic** Debriefing with Operations Section Chief or Branch Director

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### Debriefing with OSC or Branch Director

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- Principle method by which Division/Group situation and progress updates are transferred
- Best means for determining what resources are required for the next operational period

Unit 1:  
Introduction and Division Group Supervisor

Visual 1-40

### Key Points

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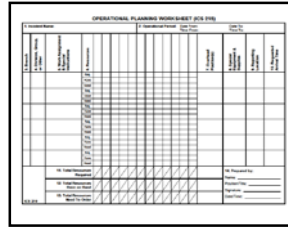
- Communicate the progress of Division/Group objectives and situation updates
- Reconfirm the resource needs for the next operational period
- Debrief any problems encountered

Topic Where Do the Resource Requests Go From Here?

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**Where Do the Resource Requests Go From Here?**

- The Operations Section Chief or Branch Director determines resource commitments based on incident priorities and resource availability
- ICS Form 215 Operational Planning Worksheet



The image shows a grid-based form titled 'OPERATIONAL PLANNING WORKSHEET (ICS 215)'. The grid has columns for 'Resource', 'Priority', 'Status', 'Assigned', 'Available', 'Committed', and 'Released'. The rows are labeled with resource types: 'Personnel', 'Equipment', 'Materials', and 'Supplies'. The form is used for tracking resource availability and commitments during an incident.

Unit 1:  
Introduction and Division Group Supervisor

Visual 1-41

Key Points

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### Division/Group Supervisor (cont.)

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**Other members of the Incident Management organization may benefit from information you have gathered during the operational period or may be able to provide you with useful information:**

- Resource Unit
- Situation Unit
- Finance Section Units



Unit 1:  
Introduction and Division Group Supervisor

Visual 1-42

### Key Points

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Debriefing duties:

- Resource Unit: Debrief any exceptional work by resources
- Situation Unit
- Finance Section Units



Topic Objectives Review

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### Objectives Review

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*What are the common roles and responsibilities of the Division/Group Supervisor in relation to the Operations Section?*



Unit 1:  
Introduction and Division Group Supervisor

Visual 1-43

### Key Points

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#### Unit Terminal Objective

Describe the common roles and responsibilities of the Division/Group Supervisor in relation to the Operations Section.