



Interagency Dispatch Implementation Project (IDIP) Interagency Wildland Fire Career Dispatcher Development Curriculum

Does not apply to 'Red Card' Qualifications

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Problem Statement

There are no standard skill sets identified for the day-to-day operational aspects of dispatch centers. Developmental training for career dispatchers is inconsistent (availability and logistics) across agencies, centers and functions resulting in different levels of skill, knowledge and proficiency.

Training requirements across agencies vary for center managers/asst. center managers, aircraft and initial attack dispatchers and intelligence support. No formally identified, standardized curriculum exists for dispatchers to ensure the necessary knowledge and abilities to perform dispatch core duties.

Lack of cross training/mentoring opportunities hinders the ability to develop core skill sets. Access to training is limited and can be costly. This directly affects services to the field, and potentially affects recruitment, retention and successional planning.

These issues were previously identified in multiple assessments, studies and reviews. ¹

Key Issues

- The current situation creates varying levels of proficiency in daily dispatch operations.
- Lack of consistent core competencies compromises safety and quality of service to customers especially during periods of high activity.
- Training unique to the requirements of interagency center management is fragmented among multiple courses or does not currently exist.

Recommendations

- Hand off IDIP crosswalk of requisite skill sets/competencies and training that should be obtained for each dispatch position to the NWCG/NCSC to review and refine.
- NCSC to sanction and develop alternate course material and delivery methods to address these needs and update the IDOG accordingly.
- Periodic review and update of these curriculum should occur to meet the changing needs of the organization.

Benefits

- Wildland fire dispatch core competencies will be consistent and contribute to improved workforce recruitment, retention, career opportunities, employee transitioning, and successional planning.
- Standardized curriculum resulting in consistent core competencies will improve efficiency and safety, and reduce potential liability across the interagency communities.

Additional Information

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¹ [Dispatch Study History, Summary of Reviews, Studies and Assessments, November 2014.](#)