



D-110 Expanded Dispatch Recorder Course Introduction

Summary:

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

This course is designed to train potential Expanded Dispatch Recorder (EDRCs). It begins by providing an overview of the dispatch organization and the qualities of a successful dispatcher. The remainder of the course provides hands-on electronic resource tracking system experience introducing customary dispatch concepts.

This course contains a final scenario and a final exam. To successfully complete the course the student must have a score of 70% or higher.

Incident Position Description (IPD) Alignment:

This course aligns with the NWCG IPDs that serve as the single authoritative source for the essential duties and responsibilities of a NWCG incident position. IPDs ensure connection between the position and established operation standards. Each unit in this course will identify the related IPD statement. For more information on IPDs visit, <https://www.nwcg.gov/nwcg-standards-management-cycle>.

Summary:

The student will be able to:

- Describe the purpose and structure of Expanded Dispatch.
- Describe the roles and responsibilities of the Expanded Dispatch Recorder (EDRC).
- Demonstrate how to mobilize and demobilize incident resources, using established dispatch ordering channels, through resource order forms and electronic resource tracking systems.
- Describe how to communicate effectively and foster positive interpersonal working relationships.

Course at a Glance:

Units	Method	Duration
Introduction, Arrival, and Check-in	Presentation	30 Minutes
1. Expanded Dispatch Organization	Presentation	1 Hour
2. Communications and Working Relationships	Presentation	1 Hour

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3. Getting Acquainted with the Electronic Resource Tracking System (IROC)	Presentation and Exercise	2 Hours
4. Creating a Resource Request, Pending Request, Resource Status, and Edit Request	Presentation and Exercise	4 Hours
5. Filling and Placing a Request, DPL, Mobilizing, and Travel/Travel Procedures	Presentation and Exercise	2 Hours
6. Request Status, Support, and Subordinate Requests	Presentation and Exercise	2 Hours
7. IROC Supplies	Exercise	2.5 Hours
8. Supplemental Forms and Manual Resource Ordering	Presentation and Exercise	1 Hour
9. Demobilization	Presentation and Exercise	1 Hours
Final Scenario, Exam, and AAR	Group Activity and Exam	7 Hours
Total Course Duration		24 Hours

Materials:

For each participant

- Set up an IROC account in Integrated National Application Portal (iNAP): https://famit.nwcg.gov/sites/default/files/QRC_Access_IROC.pdf.
- IROC user practice account
- Laptop
- Notepad
- Expanded Dispatch Recorder (EDRC) Position Task Book, PMS 311-59 (initiated at the home unit): <https://www.nwcg.gov/publications/position-taskbooks/311-59>.

Classroom

- Wifi/Internet adequate to support IROC platform
- Tables to seat four students and one coach
- Table for instructors

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Instructors must prepare ahead of time for the following:

- All students will need to have an iNAP account set up prior to the beginning of class. They must then coordinate with their local dispatch center to receive an IROC User ID, password and appropriate IROC roles (See Sample Acceptance Letter).
- Instructor will need to add students to their IROC Practice User Account.
- All students will need a computer or laptop loaded with IROC Practice and internet access.
- Prior to the course, incidents and resources will need to be created in IROC Practice for the exercises to work properly. Currently, IROC is reset each Saturday.

References to aid instructor preparation and facilitation:

- Unit Instructor Guides
- Handouts
- Exercise Inputs
- Course Evaluation

Guides and Key

The presentations and instructor guides include notes to aid facilitators in instruction.

Key:

- ☐ Indicates an action for the instructor to take.
 - Indicates topics and information for the facilitator to use as they see fit.

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Slide 1




Instructor note:

- ☐ Coaches have students log in to the electronic resource tracking system practice (IROC practice).
- ☐ **Greet and Orient Students.**
 - Welcome students and show them to their assigned coach and table.
 - Students should hand in any initiated EDRC task books to their coach.
 - Have all students sign in on the sign-in sheet.
 - Troubleshoot computer or electronic resource tracking system (IROC) issues.
- ☐ **Welcome to D-110 Course**
 - Administrative Information Initial Briefing:
 - Ground rules (punctuality, respect, and turn off cell phones).
 - Facilities (restrooms, vending area, exits).
 - Meals and breaks.
 - Smoking areas.
 - Local information (restaurants, maps).
 - Emergency plan (evacuation and meeting area).
- ☐ **Introductions**
- ☐ **Instructor note:**
- ☐ Group introductions – instructors, coaches, and students. (Use as table ice breaker)

Course Overview

- This course was developed based on the Expanded Dispatch Recorder (EDRC) task book and introductory IROC skills. The intent of this course is to teach dispatch concepts through hands-on IROC exercises incorporating all elements of the EDRC position task book. Individual participation and group interactions will ensure student success.

Slide 2



Course Objectives

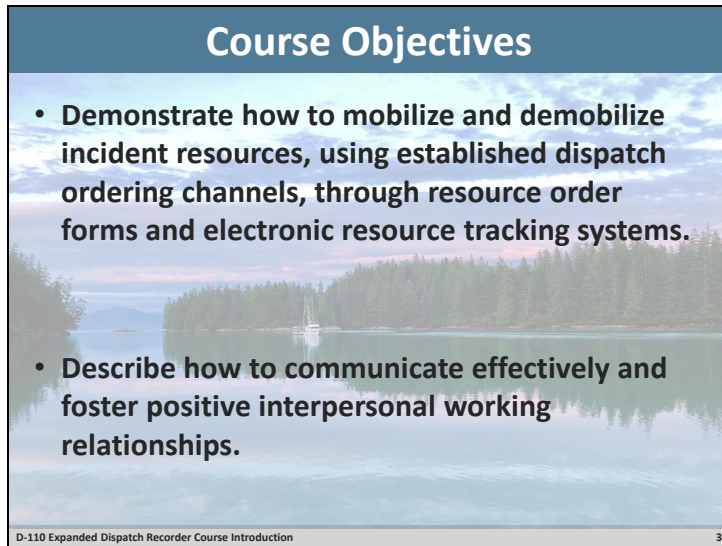
Students will be able to:

- Describe the purpose and structure of Expanded Dispatch.
- Describe the roles and responsibilities of the Expanded Dispatch Recorder (EDRC).

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- ☐ Review unit objectives.

Slide 3



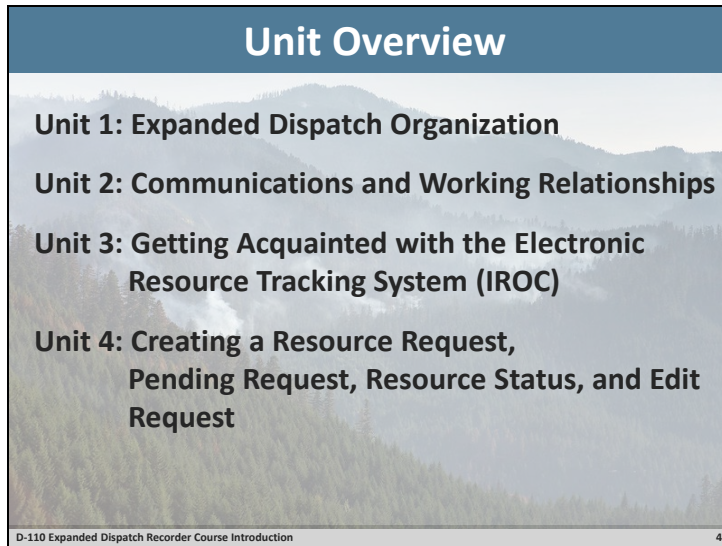
Course Objectives

- **Demonstrate how to mobilize and demobilize incident resources, using established dispatch ordering channels, through resource order forms and electronic resource tracking systems.**
- **Describe how to communicate effectively and foster positive interpersonal working relationships.**

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- ☐ Review unit objectives.

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Unit Overview

- Unit 1: Expanded Dispatch Organization**
- Unit 2: Communications and Working Relationships**
- Unit 3: Getting Acquainted with the Electronic Resource Tracking System (IROC)**
- Unit 4: Creating a Resource Request, Pending Request, Resource Status, and Edit Request**

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Unit Overview

Unit 5: Filling and Placing a Request, DPL, Mobilizing, and Travel/Travel Procedures

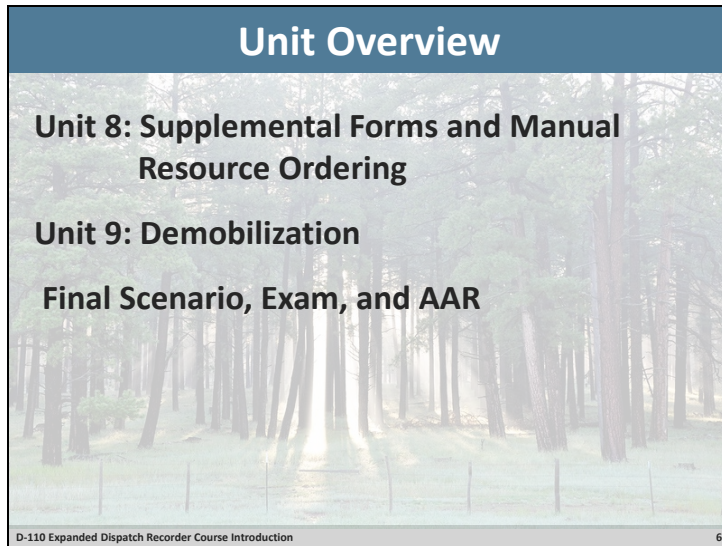
Unit 6: Request Status, Support, and Subordinate Requests

Unit 7: IROC Supplies



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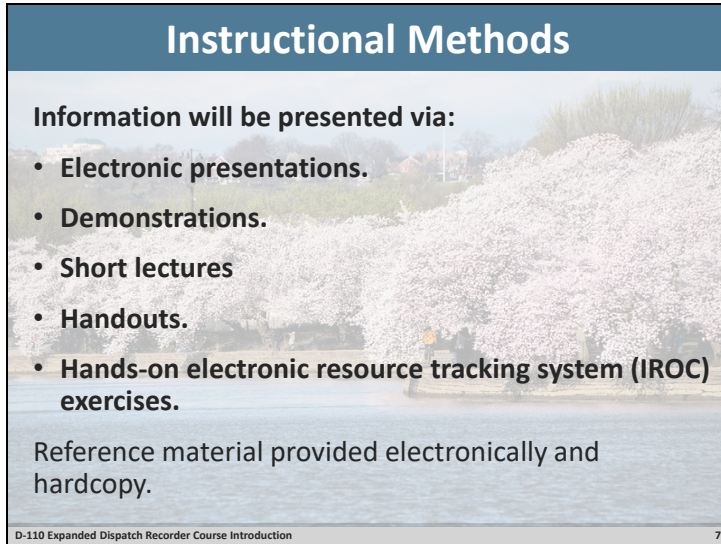
The slide features a background image of a misty forest with tall, thin trees and sunlight filtering through the canopy. A dark blue header bar at the top contains the title "Unit Overview" in white. Below the header, the text is organized into three bullet points, each preceded by a small blue square. The text is white and bold. At the bottom of the slide, there is a thin grey bar containing the text "D-110 Expanded Dispatch Recorder Course Introduction" on the left and the number "6" on the right.

Unit Overview

- Unit 8: Supplemental Forms and Manual Resource Ordering
- Unit 9: Demobilization
- Final Scenario, Exam, and AAR

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Instructional Methods

Information will be presented via:

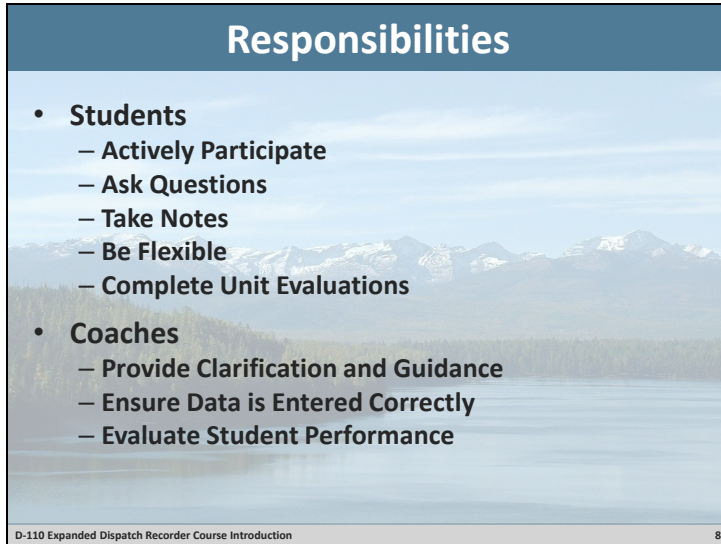
- Electronic presentations.
- Demonstrations.
- Short lectures
- Handouts.
- Hands-on electronic resource tracking system (IROC) exercises.

Reference material provided electronically and hardcopy.

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- ☐ Present 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

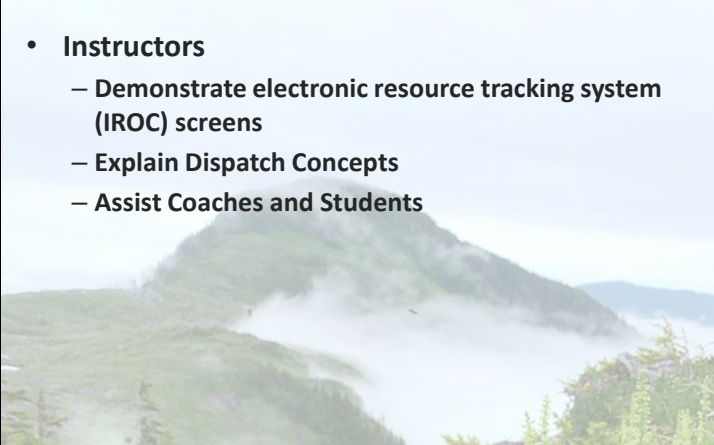
D-110 Expanded Dispatch Recorder Course Introduction 8

- ☐ Discuss responsibilities.

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Responsibilities

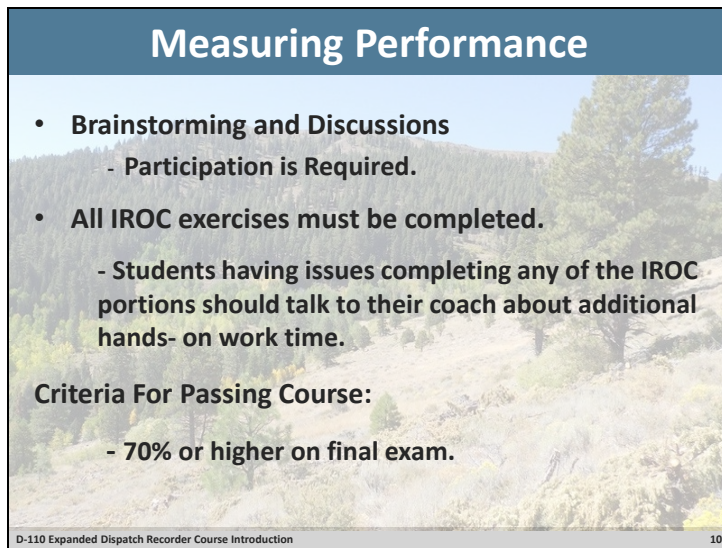
- **Instructors**
 - Demonstrate electronic resource tracking system (IROC) screens
 - Explain Dispatch Concepts
 - Assist Coaches and Students



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- ☐ Discuss responsibilities.

Slide 10



Measuring Performance

- **Brainstorming and Discussions**
 - Participation is Required.
- **All IROC exercises must be completed.**
 - Students having issues completing any of the IROC portions should talk to their coach about additional hands- on work time.

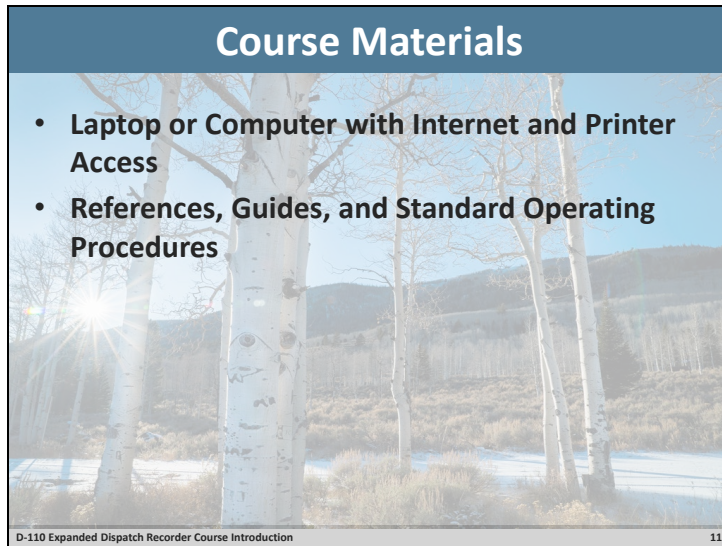
Criteria For Passing Course:

- 70% or higher on final exam.

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- Students will receive an NWCG certificate from the lead instructor upon completion of the entire NWCG-approved D-110 curriculum.

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Course Materials

- **Laptop or Computer with Internet and Printer Access**
- **References, Guides, and Standard Operating Procedures**

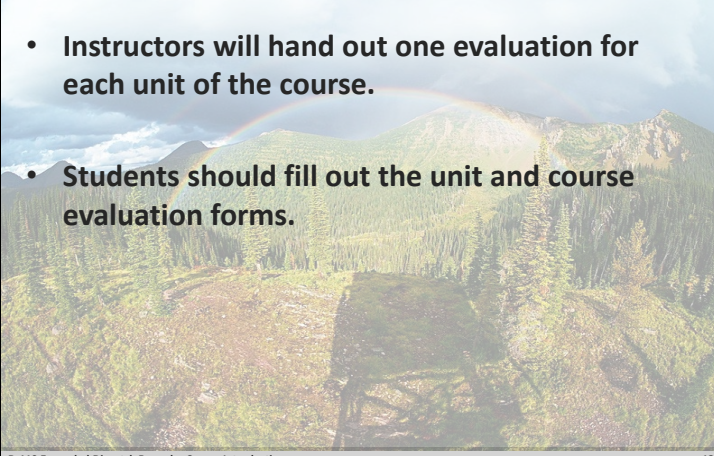
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- ☐ Review course materials.

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Course Evaluation Forms

- Instructors will hand out one evaluation for each unit of the course.
- Students should fill out the unit and course evaluation forms.



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Note to Instructor

- ☐ **Answer** Students questions.
- ☐ **Review** Course Objectives.