



## **BAS ESA 4000 PLA Portfolio Assignment**

### **Overview**

Select students in the BAS ESA program have field and/or experience readily translating to college credit. Students who lead and manage personnel have the opportunity to show how their professional and field experience directly translates to the course learning outcomes in ESA 4000, Personnel Management in Emergency Service Administration Agencies, as shown below in the assignment requirements. BAS ESA 4000 Portfolio Assignment applicants will complete the following steps.

### **Requirements**

This portfolio assignment is designed to reflect your prior learning and field knowledge, understanding, and experience for BAS ESA 4000, Personnel Management in Emergency Service Agencies through:

- Your resume, which must include the relationship to course learning outcomes
- Portfolio Assignment
- Completed PLA Student Agreement Form for Portfolio:

<https://www.pikespeak.edu/admissions/records/transcripts/cpl.php> (Form)

### **Getting Set Up:**

- The questions within this portfolio assignment directly correlate with ESA 4000's course learning outcomes.
- This is a 70% or better pass/fail portfolio assignment, graded on an ESA General Assignment Rubric.
- Explain what you know about each course learning outcome and/or how you now apply or have applied it in your professional experience.
- While this is NOT an APA assignment, students must apply APA components shown on the rubric.
- Keep it simple; just include the question(s) with your answer.

### **Instructions:**

1. Review the BAS ESA 4000 Course Description below (scroll down to last section) for context in relation to each portfolio question. You are not responsible for the Topical Outline, but you might find it useful for recalling and applying your experience.
2. Review and comply with the BAS ESA General Rubric below.
3. On a Word document, answer each question in no less than 400 words.
  - a. Explain the optimal role of human resources within an emergency service agency. (CLO 1)
  - b. Explain how leadership and human resources work together to support the organizational goals during the hiring process, disciplinary actions, and the termination of employment. (CLO 2)
  - c. Evaluate the legal basis for current developments in discrimination in employment in the areas of race, color, sex, national origin, religion, age, and handicap. (CLO 3)
  - d. Examine common practices in hiring that support organizational goals while following state and federal laws. (CLO 4)
  - e. Using your understanding of various performance evaluation systems, identify the purpose they are best suited for and determine the best system for an agency of interest. (CLO 5)
  - f. Explain the components of an annual professional development plan illustrating available training resources for emergency service personnel. (CLO 6)
  - g. Describe optimal personnel management skills related to performance evaluation, counseling, suspension, and termination. (CLO 7)
  - h. Evaluate the components necessary for an optimal written performance warning. (CLO 8)
  - i. Describe the components of a disciplinary process. (CLO 9)
  - j. Explain the process of negotiation related to a hiring contracting situation. (CLO 10)
  - k. Describe the elements of an optimal exit interview. (CLO 11)
4. Open the Header and add
  - a. Your name
  - b. Date
  - c. Assignment Name: BAS ESA 4000 PLA Portfolio Assignment

5. Edit for accuracy and thoroughness.
6. Using the PLA Form, submit this assignment with your resume

## BAS ESA General Rubric

Criteria	Excellent	Good	Sufficient	Insufficient	Criterion Score
Thoroughness and original thought found in examination and evaluation of questions	8 points Examines and evaluates all of the required questions completely	6 points Examines and evaluates most of the required questions most of the time.	4 points Examines and evaluates some of the required questions some of the time.	1 point Lacks in examining and evaluating the required questions most of the time.	/ 8
Organization of Responses	6 points Responses show high degree of attention to a logical structure and reasoning that clearly leads the reader/user in usable content application	4 points Responses show an enhanced degree of attention to a logical structure and reasoning that leads the reader/user in usable content application	2 points Responses show a moderate degree of attention to a logical structure and reasoning that doesn't really lead the reader/user in usable content application	1 point Responses do not show attention to a logical structure and reasoning that would lead the reader/user in usable content application	/ 6
Supporting Details and Synthesis	5 points Provides a significant amount of relevant details with examples and synthesis of concepts	3 points Provides a good amount of relevant details with examples and synthesis of concepts	2 points Provides some amount of relevant details with some examples and synthesis of concepts	1 point Provides insufficient amount of relevant details lacking in examples and synthesis of concepts	/ 5
Grammar, Mechanics, Spelling, and Sentence Structure (APA) Academic Word Choice and Tone	3 points Written products are highly polished; no grammar or spelling errors. Strong academic word choice and tone.	2 points Written products are mostly polished; minimal grammar or spelling errors. Good academic word choice and tone.	1 point Written products have numerous grammar or spelling errors. Some academic word choice and tone.	0 points Written products have excessive grammar or spelling errors. Lacks academic word choice and tone.	/ 3

## **Course Description for ESA 4000 Personnel Management in Emergency Service Agencies**

Credits: 3

Contact Hours: 45

Lecture

### **Description:**

Focuses on personnel management and human resources as it applies to emergency service agencies in accordance with local, state, and federal laws. Areas of concentration include personnel planning, staffing, supervision, discipline, labor relations, affirmative action, equal employment opportunity, productivity, and compensation. Additionally, it provides training in employee motivation, performance evaluations, contract negotiations, and conducting exit interviews.

### **Course Learning Outcomes (CLOs):**

1. Determine the role of human resources within an emergency service agency.
2. Demonstrate how leadership and human resources work together to support the organizational goals during the hiring process, disciplinary actions, and the termination of employment.
3. Review the legal basis for current developments in discrimination in employment in the areas of race, color, sex, national origin, religion, age and handicap.
4. Examine the common practices in hiring that support the organizational goals while following state and federal laws.
5. Analyze performance evaluation system, identify the purpose they are best suited for, and determine the best system for an agency of interest.
6. Compose an annual development plan illustrating available training resources for emergency service personnel.
7. Integrate personnel management skills in scenario situations related to performance evaluation, counseling, suspension and termination.
8. Prepare samples of written warnings.
9. Apply both positive and negative discipline and the components of a full disciplinary process in simulated exercises.
10. Plan and lead a negotiation related to a contracting situation.
11. Conduct a simulated exit interview.

### **Topical Outline:**

- I. Introduction to personnel management in emergency service agencies
  - A. Emergency services personnel management milieu
  - B. Personnel function: roles and constraints

- C. Human resource needs in the emergency service agency
- II. The role of human resources within an emergency service agency
  - A. Case law and legal requirements
    - 1. Labor laws
    - 2. Right to work states
    - 3. ADA
    - 4. FMLA
    - 5. Other
  - B. Definition of Affirmative Action
  - C. Equal Employment Opportunity (EEO)
  - D. Diversity in the workplace
  - E. Affirmative Action to ensure equal employment opportunity
  - F. Employee assisted program services
- III. Staff training and development in emergency service agencies
  - A. Minimum standards legislation
  - B. Available training programs
  - C. Available development programs
- IV. Labor relations
  - A. Working with the union representative
  - B. Conflict resolution procedures
  - C. Contract negotiations
    - 1. Negotiation process
    - 2. Strategies for negotiation
    - 3. New approaches at the bargaining table
    - 4. Case Studies and Practical Exercises
- V. Performance evaluation
  - A. Introduction - basic assumptions
    - 1. People are an organization's most important resource
    - 2. People's performance can improve even though their basic personalities do not change
    - 3. Some organizations stress use of a certain form over providing detailed feedback to the employee
    - 4. The skills of appraising people (providing feedback) can be learned and

properly used, can help stimulate subordinate growth

B. The appraisal process, approaches/difficulties and legal considerations

1. Process
2. Traditional performance appraisal approach
  - i. General narrative reports
  - ii. Rating scales
  - iii. Straight numerical scales
  - iv. Trait scales
  - v. Behaviorally anchored rating scales (BARS)
3. Difficulties/problems inherent with traditional systems
  - i. Subjectivity
  - ii. Irrelevant criteria
4. Legal issues in performance appraisal
5. General guidelines for improving the appraisal of employees
  - i. Objective System
  - ii. Participation
  - iii. Written Performance
  - iv. Feedback performance evaluation data

C. The performance evaluation/improvement interview

1. Preparing for the interview
2. Conducting the interview

D. Developing a performance improvement plan

1. Improvement areas
2. Attaining improvement
3. Set criteria
4. The follow-up

VI. Recruiting and hiring strategies

- A. Aligning organizational goals with hiring practices
- B. Finding the best employee
- C. Recruiting strategies
- D. Applicant pools
- E. Employment testing practices

- VII. Disciplinary actions
  - A. Counseling
  - B. Written warnings
  - C. Suspensions
  - D. Other actions
- VIII. Termination procedures
  - A. Documentation
  - B. Due process
- IX. Exit Interviews