



# Online Program Syllabus

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## Self-Paced Modules

### Introduction and Welcome

#### Module One

##### **Professional Conduct**

This session focuses on the development of professional attitudes, conduct and relationships with other regulatory and law enforcement agencies. It includes discussion of the public's expectation of investigators, human relations skills that will enhance the investigator's ability to deal with people, and the common characteristics of regulatory enforcement personnel.

#### Module Two

##### **Principles of Administrative Law and the Regulatory Process**

The session provides the basic guidelines to understanding administrative law and procedure and the regulatory process. It identifies the sources of administrative law, the most accepted standard of proof used in administrative proceedings, the areas most often challenged in administrative hearings, the criteria courts use to ensure an administrative action is legal when a challenge or appeal is made, and the differences between centralized, independent and semi-autonomous boards.

#### Module Four

##### **Principles of Evidence**

This session reviews the sources of evidence law and provides information regarding evidence in administrative cases. The material also includes classification of evidence, types and forms of evidence and the rules of evidence and their use in administrative proceedings.

#### Module Five

##### **Evidence Collection, Tagging, and Storage**

This session furnishes the student with the basic guidelines for gathering evidence, including proper techniques for the custody and storage of evidence. Reviews the investigator's role of identifying, documenting, collecting and managing evidence.

#### Module Seven

##### **Investigator Safety**

This session provides students with an overview of safety concerns for investigators, and high-level strategies to mitigating danger.

#### Module Eight

##### **Overview of Inspections**

This session explains the inspector's role and the specific steps in an inspection--planning the inspection, conducting the inspection and writing the formal report. Content includes the fundamental elements of inspections, the importance of planning and proper documentation, and the establishment and maintenance of rapport with licensees being inspected.



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Instructor Led Modules will be conducted using the GoToTraining platform and require registration in the CLEAR Learning Education Platform prior to the start of the session.

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## Instructor Led Modules

### **Module Three**      **Investigative Process**

This session teaches a basic understanding of the investigative process including the intake of complaints, investigative planning and the execution of an investigative plan. It identifies the elements of the complaint process, the standards of acceptance, the methods for receiving and reviewing complaint information, investigative tools used to conduct administrative investigations and sources for obtaining information used to implement an investigative plan.

### **Module Six**        **Interviewing Techniques**

The session emphasizes techniques for obtaining complete and accurate verbal information. Explains the proper method of interviewing, how to establish rapport with persons being interviewed, considerations for interview preparation and proper and improper questioning techniques.

### **Module Nine**      **Report Writing**

This session teaches students ways to improve factual, investigative reports. While formats and requirements vary from agency to agency, this material is designed to help attendees learn how to write a factual report that is accurate, logical, clear, concise and complete.

### **Module Ten**        **Testifying in Administrative and Criminal Proceedings**

The final session provides students with the basic skills and techniques for effective witness testimony. The content helps attendees develop an understanding of the roles of the prosecutor, the varied situations in which testimony might be given and the mental and physical preparation necessary for testifying on the witness stand.

## **Question and Answer Session/Review**

While CLEAR recommends that these modules be taken in order, this online format allows attendees to take self-paced modules as their schedule permits within the course timeframe.

Instructor led modules will require attendance at a set date and time.

All modules must be completed to be eligible for the exam and CLEAR certification.