

**MARK
YOUR
CALENDAR!**



**2008 F.A.C.E.
Certification Classes Brochure**



**The John Scott Dailey Florida Institute of Government at
The University of South Florida, College of Arts and Sciences
4202 East Fowler Avenue, CHE 205
Tampa, FL 33620-5250
813-974-2345
www.cas.usf.edu/iog**

FLORIDA ASSOCIATION OF CODE ENFORCEMENT, INC.

F.A.C.E. Levels I and II Training

Level I and II Code Enforcement Certification

In conjunction with the Florida Association of Code Enforcement, Inc. (F.A.C.E.), and the John Scott Dailey Florida Institute of Government at the University of Central Florida, the Institute of Government at the University of South Florida are pleased to offer all required hours of the classes for Levels I and II Code Enforcement Certification.

All classes will be held at the Hyatt Place Busch Gardens near the University of South Florida in Tampa. Class size is limited, and registrations will be closed when capacity has been reached. The registration fee includes course materials and morning refreshments. ***(NOTE: Examination registration is handled separately from class registration and requires separate payment. See inside).*** Participants will be on their own for lunch.

Registration Information: Due to the strong interest in the certification program and limitations on class size, registrations will be confirmed only if they are accompanied by a check, credit card or purchase order. Requests for refunds must be submitted in writing and received no later than one week prior to the first day of classes. In such cases, the registration fee, less a \$50.00 administration charge, will be refunded. No requests for refunds will be honored after that date. Non-attendance does not constitute a withdrawal or refund request. Confirmation and driving directions will be mailed to you upon registration.

LEVEL I CLASS REGISTRATION FEES:

Active F.A.C.E. Members: \$480.00
Non-members: \$600.00

LEVEL II CLASS REGISTRATION FEES:

Active F.A.C.E. Members: \$480.00
Non-members: \$600.00

To register: Please complete the enclosed **class registration form** indicating the level of certification desired. Please mail the class registration form, along with your check or purchase order made payable to the John Scott Dailey Florida Institute of Government at the University of South Florida, 4202 E. Fowler Avenue, CHE205, Tampa, FL 33620, or to pay by credit card, please go to our website at www.cas.usf.edu/iog to access the credit card authorization site.

If you have any questions, please call Teralynn Patterson at 813-974-2345 or e-mail at tpatters@cas.usf.edu.

LEVEL I: FUNDAMENTALS OF CODE ENFORCEMENT

PROPERTY RESEARCH AND OWNERSHIP: Learn to understand legal descriptions, locate property, and calculate the area of parcels. Identify various types of ownership and the methods of researching them.

COMMUNICATION SKILLS: Understand two-way communication with emphasis on listening skills and non-verbal communication. Learn specific techniques for dealing with angry people and the use of verbal judo when dealing with the public.

PRINCIPLES AND PRACTICES OF CODE ENFORCEMENT: Learn how to apply basic knowledge and skills to daily activities. These skills include enforcement techniques, inspection procedures, field communications, and call handling as well as legal issues required to complete duties from the initial complaint to the final hearing process.

LEGAL ASPECTS OF CODE ENFORCEMENT: Review the laws affecting code enforcement, from the U.S. Constitution to Chapter 162 of the Florida Statutes, including equal enforcement, right of entry, and issuance of warrants.

REPORT WRITING: Learn how to gather information and prepare code enforcement documents with accuracy, clarity and conciseness, how to prepare investigative documents, case dockets or summaries, and required formal notices.

ETHICS: Examine ethical dilemmas and guidelines, definitions, common rationalizations, and establishment of an ethical environment. Gain knowledge of the ethical standards of public administration.

LEVEL I CLASS SCHEDULE

March 17-22, 2008 - October 20-25, 2008

Property Research and Ownership	8 a.m. to 5 p.m.	8 Hours
Communication Skills	8 a.m. to Noon	4 Hours
Principals and Practices of Code Enforcement	1 p.m. to 5 p.m.	4 Hours
Principals and Practices of Code Enforcement	8 a.m. to 5 p.m.	8 Hours
Legal Aspects of Code Enforcement	8 a.m. to 5 p.m.	8 Hours
Report Writing	8 a.m. to Noon	4 Hours
Ethics	1 p.m. to 5 p.m.	4 Hours
EXAM	9 a.m. to 11 a.m.	2 Hours

LEVEL II: ADMINISTRATIVE ASPECTS OF CODE ENFORCEMENT

ORGANIZATION OF THE ENFORCEMENT UNIT:

Understand the components of strategic planning and how it can be applied within a department; learn how to set up and structure a unit for maximum success and highest productivity.

EXPANDED RESPONSIBILITIES AND ALTERNATIVES TO CODE ENFORCEMENT:

Understand the way code enforcement is used in a variety of governmental activities. Learn how to use alternative methods to traditional code enforcement.

MEDIA AND PUBLIC RELATIONS: When dealing with the media and the public, learn to put your best foot forward -- instead of putting it in your mouth. Be proactive. Give effective interviews by developing a media strategy that will present code enforcement to the public positively.

PERFORMANCE MANAGEMENT: Establish a year-round cycle of performance management including developing and sharing with employees realistic job performance standards, quarterly and yearly performance appraisals, and using appropriate coaching and counseling techniques.

TIME MANAGEMENT: Manage time effectively by using principles of time management, recognizing and controlling time wasters, and delegating appropriately.

STRESS MANAGEMENT: Control stress and avoid burn-out by learning to recognize and manage the hidden and not-so-hidden stressors in life.

PERSONNEL ISSUES: Implement sound, legal, and effective employment policies based on federal and state mandates, paying particular attention to harassment in the workplace, and using appropriate interviewing techniques.

RECORDS MANAGEMENT IN CODE ENFORCEMENT: Review the best ways to keep the code enforcement office data using State-approved records management systems and complying with Florida's Public Records law.

PUBLIC SPEAKING: Give presentations like a pro -- in front of 2 or 20 or 200 people -- using proven techniques to enhance professional style and get points across.

LEVEL II CLASS SCHEDULE

February 25-March 1, 2008 - April 14-19, 2008 - November 17-22, 2008

Organization of the Unit	8 a.m. to Noon	4 Hours
Expanded Responsibilities and Enforcement Alternatives	1 p.m. to 5 p.m.	4 Hours
Media & Public Relations	8 a.m. to Noon	4 Hours
Performance Management	1 p.m. to 5 p.m.	4 Hours
Time Management	8 a.m. to Noon	4 Hours
Stress Management	1 p.m. to 5 p.m.	4 Hours
Personnel Issues	8 a.m. to Noon	4 Hours
Records Management	1 p.m. to 5 p.m.	4 Hours
Public Speaking	8 a.m. to 5 p.m.	8 Hours
EXAM	9 a.m. to 11 a.m.	2 Hours

PLEASE CALL UCF FOR LEVEL III TRAINING INFORMATION

AT 407-235-3960

2008 F.A.C.E. CERTIFICATION

REGISTRATION FOR LEVELS I AND II CLASSES

Name: _____ Phone: _____

Title: _____ Fax: _____

Organization: _____

Address: _____

City: _____ Zip: _____

E-mail: _____

Level I Training:

March 17-21 - October 20-24

Level II Training:

February 25-February 29 - April 14-18 - November 17-21

Level I Training: Active Member fee: \$480 Non-member fee: \$600 (Requisite 40 Hours)

Level II Training: Active Member fee: \$480 Non-member fee: \$600 (Requisite 40 Hours)

In order to qualify for the Member fee your check and F.A.C.E. Membership application must have been received by F.A.C.E. **PRIOR** to the date of your first class

Total Amount of check/check card/purchase order: \$ _____

Please mail the form, along with your check or purchase order made payable to the John Scott Dailey Florida Institute of Government (IOG) at the University of South Florida to:

The John Scott Dailey Florida Institute of Government
University of South Florida
4202 E. Fowler Avenue, CHE205
Tampa, FL 33620-5250

**CLASSES WILL BE HELD AT: Hyatt Place Busch Gardens, 11408 North 30th Street
Tampa, Florida 33612**

We are receiving a special rate of \$99.00 a night plus tax, call 813-979-1922 for reservations.

You may reach Teralynn Patterson by telephone at 813-974-2345 or
our FAX number is 813-974-2819

tpatters@cas.usf.edu

*****NOTE The examination registration form is a separate document. The exam registration form and payment must be sent to the IOG at the University of Central Florida in ORLANDO
USF/IOG cannot accept checks for the exam. *****