

**MARK  
YOUR  
CALENDAR!**



**2009 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](http://www.cas.usf.edu/iog)**

## **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](http://www.cas.usf.edu/iog) to access the credit card authorization site.

If you have any questions, please call Kevin Wagner at 813-974-1317 or e-mail at [kwagner@cas.usf.edu](mailto:kwagner@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 16th-20th, 2009**

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

## 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

April 27<sup>th</sup>- May 1<sup>st</sup>, 2009

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

***LEASE CALL UCF FOR LEVEL III TRAINING INFORMATION***

***AT 407-235-3960***

# 2009 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 16<sup>th</sup>-20<sup>th</sup>

### Level II Training:

April 27<sup>th</sup>-May 1<sup>st</sup>

**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, purchase or or Credit Card 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

Please visit our Credit Card Authorization Site at: [www.fiog.usf.edu](http://www.fiog.usf.edu) to pay by Credit Card

**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 Kevin Wagner by telephone at 813-974-1317 or  
our FAX number is 813-974-2819

[kwagner@cas.usf.edu](mailto:kwagner@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. \*\*\***

FLORIDA ASSOCIATION OF CODE ENFORCEMENT  
EXAMINATION REGISTRATION FORM

CHECK AS APPROPRIATE:

LEVEL I     LEVEL II     LEVEL III  
 RETAKE

**March 21<sup>st</sup>, 2009**

**May 2<sup>nd</sup>, 2009**

**9:00 AM to 11:00 AM**

NAME \_\_\_\_\_

AGENCY NAME \_\_\_\_\_

MAILING ADDRESS \_\_\_\_\_

DAYTIME PHONE \_\_\_\_\_

FAX \_\_\_\_\_

E-MAIL \_\_\_\_\_

EXAM FEES:

F.A.C.E. Members: \$75.00 if postmarked by **3/6/2009 (for March exam) or by 4/18/2009 (for May exam)** or **\$110.00** if payment is received after that date. P.O.'s must be provided prior to the cut-off date to avoid the higher fee.

Non-Members: \$110.00

**Refunds must be requested in writing no less than three days prior to the exam date.** Fees will be refunded less a \$20.00 administrative fee. Beyond this date all monies are forfeit.

A **\$15.00** fee applies to all rescheduled exams.

Enclosed is payment of \$\_\_\_\_\_ P.O. #\_\_\_\_\_

**To Pay by Credit Card, please fax this registration form FIRST to 407.317.7750 then have the cardholder contact our office at 407.235.3960.**

**AFFIDAVIT**

*I hereby certify that I understand the secure and confidential nature of the examination, and swear or affirm that I will not reveal the contents to anyone. By my signature, I affirm that I will abide by the rules of the examination. I understand that I must complete all the class hours before being eligible to take the exam.*

*I hereby certify that I understand that the payment required for this examination is solely my responsibility. I acknowledge and agree that if my employer or any other entity or person that may have agreed to pay for me to take this exam fails to make timely and complete payment, I will be billed for said payment. I understand that if timely payment is not made, this account may be turned over to collection and I may be assessed additional collections costs.*

**MAKE CHECK**

**PAYABLE TO:**

University of Central Florida.

**SIGN REGISTRATION**

**FORM** and mail to:

The John Scott Dailey

Florida Institute of

Government at UCF

36 W. Pine Street

Suite 204

Orlando, FL 32801-2612

An original of your signature  
must be on file at UCF.

Questions? **Please contact us:**

Telephone: 407-235-3960

Fax: 407-317-7750

E-mail: iog@mail.ucf.edu

**IMPORTANT:**

At the examination site you  
must have:

- Your entry card (sent to you with confirmation of your registration).
- Picture Identification.

You will not be allowed into the site, or to take the test, without showing these items.

The exam will be given at  
Hyatt Place Busch Gardens  
11408 North 30<sup>th</sup> Street,  
Tampa FL 33612

Near the University of South  
Florida (USF) in Tampa.

# EXAMINATION REGISTRATION FLORIDA ASSOCIATION OF CODE ENFORCEMENT CERTIFICATION

HOW TO ATTEND: Fill out and return the registration form to the Florida Institute of Government at the University of Central Florida. Please include fee payment either by check or a purchase order. A written confirmation and entry card for the examination will be mailed to you.

CERTIFICATION: After completing the requisite 40 hours for the Level I course, Code Enforcement officials must successfully pass an examination in order to receive certification. The test will be given on March 21st, 2009 or May 2<sup>nd</sup>, 2009 at the Hyatt Place (11408 North 30<sup>th</sup> Street, Tampa, FL 33612) near the University of South Florida.

To take the exam, fill in the enclosed Examination Registration Form and return it, with payment of \$75 (members), \$110 (non-members), postmarked no later than 3/6/2009 (for March exam) or by 4/18/2009 (for May exam). Registrations received after that date will cost \$110. Refunds must be requested in writing no less than three days prior to the exam date. Fees will be refunded less a \$20.00 administrative fee. Beyond this date, all monies are forfeit. A \$15.00 fee applies to all rescheduled exams.

Please call the Florida Institute of Government if you have a disability that prohibits your from taking the examination under standard conditions.

THE FLORIDA ASSOCIATION OF CODE ENFORCEMENT (F.A.C.E.) was established to study and advance the science and practice of Code Enforcement statewide through training, certification and the exchange of ideas, information and techniques. In cooperation with the Florida Institute of Government at UCF, F.A.C.E. has developed curriculum for Level I Certification: *Fundamentals of Code Enforcement*, Level II Certification: *Administrative Aspects of Code Enforcement*, and Level III: *Legal Issues in Code Enforcement*.

THE JOHN SCOTT DAILEY FLORIDA INSTITUTE OF GOVERNMENT at universities throughout the State provides professional development, training opportunities, and technical assistance to state and local governments.

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For more information about Code Enforcement Certification, please contact  
Susan Pruchnicki, Florida Institute of Government at UCF  
407.235.3960 FAX 407.317.7750

For more information about F.A.C.E., please contact  
President Shawn O'Rourke 407.971.5785  
[sorourke@cityofviedo.net](mailto:sorourke@cityofviedo.net)