

F.A.C.E.
FACE LEVEL I : CERTIFICATION COURSES

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. 8 hours

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. 8 hours

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. 4 hours

ETHICS: Examine ethical dilemmas and guidelines, definitions, common rationalizations, and establishment of an ethical environment. Gain knowledge of the ethical standards of public administration. 4 hours

REPORT WRITING: Learn how to gather information and prepare code enforcement documents while improving accuracy, clarity and conciseness. The course includes information about preparing investigative documents, case dockets or summaries, and required formal notices. 4 hours

PRINCIPLES AND PRACTICES OF CODE ENFORCEMENT: Learn how to apply basic knowledge and skills to daily activities. These skills will 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. 12 hours in three parts:

Part I – Administrative. Role and history of Code Enforcement, complaint taking procedures, phone procedure, and documentation. 4 hours

Part II – Field Inspections. Inspection procedures, field contact, officer safety, field reports, private property issues, etc. 4 hours

Part III – Civic Processes. Code Enforcement Board, case presentation, hearing procedures, citations and liens. 4 hours

**For more information on the Florida Association of Code Enforcement,
please visit the FACE website at www.face-online.org**