



# Virtual Program Syllabus

All modules can be found on the CLEAR Learning Education Platform at <https://clearlearning.litmos.com>. Attendees will need an individual account to access this platform. Sharing login information is strictly prohibited.

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## Program Schedule

This schedule contains live sessions with required attendance at the date and time specified, as well as recommendations for the order and timing to complete the self-paced content.

### Legend

**Live Session**

**Self-Paced Session**

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**Nov. 2**

**Welcome & Introduction – 2:00 PM EDT to 3:00 PM EDT**

**Monday**

This session is provided to all new cohorts as an introduction to the program and the tools used to deliver this online content. Attendance is recommended but not mandatory. Information provided during this session will assist you in navigating all components and timelines within this program.

**Professional Conduct – Self-Paced Session**

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.

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**Nov. 3**

**Principles of Administrative Law and the Regulatory Process – Self-Paced Session**

**Tuesday**

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 subjects 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.

**Investigative Process – 2:00 PM EDT to 4:00 PM EDT**

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.

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**Nov. 4**

**Wednesday**

**Principles of Evidence – Self-Paced Session**

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.

**Evidence Collection, Tagging, and Storage – Self-Paced Session**

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.

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**Nov. 5**

**Thursday**

**Mid-Program Q & A – 2:00 PM EDT to 3:00 PM EDT**

This session provides the cohort with an opportunity to ask a CLEAR NCIT Instructor questions they have regarding the first five modules of this program. Questions can be submitted beforehand via the Feedback feature in Litmos, or during the session. Attendance is recommended but not mandatory.

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**Nov. 6**

**Friday**

**Interviewing Techniques – 2:00 PM EDT to 4:30 PM EDT**

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.

**Investigator Safety – Self-Paced Session**

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

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**Nov. 9**

**Monday**

**Overview of Inspections – Self-Paced Session**

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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**Nov. 10**

**Tuesday**

**Report Writing – 2:00 PM EDT to 5:00 PM EDT**

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.

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## Virtual Program Syllabus

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### November 11 Remembrance Day

No Course Work

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**Nov. 12**

**Thursday**

**Testifying in Administrative and Criminal Proceedings –  
2:00 PM EDT to 4:30 PM EDT**

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.

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**Nov. 13**

**Friday**

**Final Q & A and Exam Review Session – 2:00 PM EDT to 4:00 PM EDT**

This session is provided as an opportunity to review key concepts from the program as they relate to the exam. This session also signals the beginning of the testing window with our remote exam proctoring service, Prometric.

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Once you have completed all required content you will receive an email with instructions for scheduling your exam.

The testing window for the final exam opens Monday, November 16<sup>th</sup>, 2020 and closes Friday, November 27<sup>th</sup>, 2020.

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 live and self-paced modules must be completed to be eligible for the exam and CLEAR certification.