

Inspector Training Committee (ITC)  
Report  
Survey of Training Needs  
April 1, 2020

To: ASPCRO Board of Directors

In response to states indicating that they are experiencing heavy turnover, ASPCRO sent out a survey to states, tribes and territories asking if they would support a day of training for one or more of their inspectors if that training would be held a day before the next ASPCRO meeting in Minneapolis in 2020. There were eleven (11) topics chosen prior to the survey being distributed with the option of states adding new topics of their choice. States were asked to rank each topic as “High”, “Moderately High”, “Neutral”, “Low” and “Very Low or None”. **ASPCRO received a total of thirty (30) responses. If we look at responses that received a “Moderately High” to “High” rating, the survey revealed the following ranking in descending order:**

<u>Topic</u>	<u>Votes</u>
Interviewing/Interrogation Techniques	26
Label Interpretation	24
Report Writing	22
Dealing with Difficult Customers/De-escalation Techniques	21
Testifying at a Hearing	20
Pest Biology from a Regulatory Perspective	18
Interpreting Lab Results – Understanding the Terminology	18
Risk Communication	17
Administrative Law	16
Criminal vs Civil Enforcement	12
Interacting with EPA OPP/CID	10

Of the 30 respondents, 11 indicated they would send an inspector to training. Sixteen stated “Maybe” they would send an inspector to training and three stated they would not send anyone to the training.

Other training topics received from the survey were:

1. Digital vs paperless inspections;
2. Taking good photos (we could include this in report writing/development);

Discussion Topics

1. The first and most important issue is how many attendees do we need to have to justify holding the training assuming an eight-hour training day? I think we’re there with 11 confirmed and 16 maybes.

2. If we try to address all 11 topics, we won't be able to do justice to any of them. As a starting point for discussion, what if we took the top five topics and broke them down thus:

**Plan A**

Topic	Votes	Time Allotted
Interviewing/Interrogation Techniques	26	3 hrs.
Label Interpretation	24	1 hr.
Report Writing/Case development	22	1 hr.
Dealing with Difficult Customers/De-escalation Techniques	21	.45 min
Depositions and Testifying at a Hearing (one hour for lunch + two – 15-minute breaks)	20	.45 1.5 hrs.
Total		8 hrs.

**Plan B**

Topic	Votes	Time Allotted
Interviewing/Interrogation Techniques	26	2.5 hrs.
Label Interpretation	24	1 hr.
Report Writing/Case development	22	1 hr.
Dealing with Difficult Customers/De-escalation Techniques	21	1 hr.
Depositions and Testifying at a Hearing (one hour for lunch + two – 15-minute breaks)	20	1 hr. 1.5 hrs.
Total		8 hrs.

We need to keep in mind that these are the topics the states chose. We need to stay with their wishes; things most inspectors can't get at their agency. Although field trips are fun and a good break in the action, that's not what the states indicated they wanted and inspectors can get that kind of training from their agency.

Interviewing is probably the most important thing an inspector can learn since they must talk to people all the time. Label interpretation is done daily, and report writing is half of any investigation. If we hold a second training program in 2021, we can incorporate some of the other topics, depending on the exit survey we get from the students.

3. We would need a nice room onsite to hold the training along with coffee and so forth.
4. If we have enough attendees and decide to go forth with any of the above topics, we would need good speakers to handle each topic.
5. In the past, CLEAR has allowed me to use their copyrighted material for a token fee of \$25.00 per student for interviewing. Should we consider this since they have already developed many of the slides that would be needed?

6. Also, as a discussion point, what would be the best way to “Market” this training? This first trial run must be a winner if we want to do another one in 2021. Promotional literature would be a good start as well as some speakers with great bios to advertise the training. We might also want to look into something for the attendees at “graduation” that make them proud to have attended. Certificates are at the low end but maybe plaques or ASPCRO jackets with something on the pocket like . . . “ASPCRO Certified Inspector” or something like this.

Your continued comments are greatly appreciated!

For the Committee,

George N. Saxton  
Chair