

LEARNING OBJECTIVES BY CATEGORY <sup>1</sup>		YEAR 1 FOCUS	YEAR 2 FOCUS	YEAR 3 FOCUS
<b>Administration</b>				
1.	Be able to spot problems and give “heads up” to supervisors (on up). Raise red flags.	X		
2.	Able to take direction from supervisor.	X		
3.	Ability to analyze research data and report out results.		X	X
4.	Ability to collect appropriate data to monitor systems.		X	X
5.	Interpret data for budget and staffing needs.			X
6.	Provide fair/legal discipline when needed.			X
7.	Be adaptable to change-technology/codes/structures/process/ET			X
8.	Collaborate – be able to collaborate with <b>fire</b> inspectors and work as a seamless team.	X		
9.	Ability to work with all trades and disciplines within construction industry.	X	X	
10.	Be alert to ways of simplifying things – process a way to do something.	X	X	
11.	Provide examples of how regulatory efficiencies can be reformed that will enhance compliance and yet promote positive impacts to the economy, job creation, emergence of new, innovative products.		X	X
12.	Ability to balance technical accuracy and production efficiency.	X	X	X
13.	Understand the role of government/regulation in the development process.	X		
<b>Legal</b>				
1.	Understand public policy goals for regulating construction.	X	X	
2.	Understand difference between opinion and policy and regulations.	X	X	
3.	Be familiar with and be able to identify various forms of government and the governance structure their position may operate under.	X	X	X
4.	Legal basics.	X	X	
5.	Legal aspects of code enforcement and Washington laws.	X	X	
6.	Develop awareness of how to keep a good public record.	X	X	
7.	Outline concepts of: Sherman anti-trust; Non-delegation doctrine; Woer(?) – Pennington Doctrine; Admin rule making; Open Public Meetings (sunshine laws); State code adoption process		X	X
8.	List RCWs with which a building or fire department must comply		X	X
9.	List examples of how regulatory harmony between model codes, statutes or administrative rules can be adopted to reduce regulatory conflicts.		X	X
10.	Explain the four elements and exceptions to the public duty doctrine		X	X
11.	Develop confidence to make decisions using the “intent” of the rule while staying within limits of code official authority		X	X
12.	Ability to describe where and how an inspector/agency has authority to enforce codes	X	X	
13.	Behave ethically and operate within the legal framework.	X	X	X
<b>Communication</b>				

1.	People skills – verbal communication, difficult people	X		
2.	Ability to make clear presentations – good public speaker			X
3.	Be able to use common sense	X		
4.	Ability to adjust message to audience – flexible approach	X		
5.	Gain good listening skills; be able to integrate stake holder needs in knowledge of regulations.	X		
6.	Clearly communicate expected outcomes	X		
7.	Know how to ask questions about technical issues and how to explain technical issues to the public.	X		
8.	Engage with colleagues and other stake holders to resolve issues.	X		
9.	Listen well during difficult conversations.	X		
10.	Ability to actively listen and quickly understand issues to resolve.	X		
11.	Ability to write a clear correction letter.		X	
12.	Able to communication well both verbally and in writing – graphics too are applicable	X		
13.	Share technical knowledge with others		X	
14.	Provide clear information, recommendations, and feedback to electeds and managers.			X
15.	Writing reports, letters, submittals		X	X
16.	Be able to speak plainly	X		
17.	Be able to speak understandably in the client’s language (this includes English).	X		
18.	Able to point out problems without designing project by giving options.	X	X	
19.	Able to respond to emails and phone calls in a timely manner.	X		
20.	Communicate clearly in writing.	X		
21.	Deliver bad news when necessary, with appropriate remedy if possible.	X		
22.	Be comfortable demonstrating a good sense of humor.	X		
23.	Be able to take appropriate risks.		X	
24.	Effectively communicate with many dissimilar groups – age/culture/education	X		
25.	Provide fair and pointed feedback to staff.			X
	<b>Customer Service</b>			
1.	Know what the customer doesn't know and know where to go to find answers.	X		
2.	Ability to recognize and calm conflict.	X		
3.	Know how to efficiently manage expectations (set reasonable times and keep commitments).	X		
4.	Communicate (verbally and in writing) clearly and in simple language.	X		
5.	Ability to facilitate conversations and discussions.	X		
6.	Understand concepts and responsibilities of public service.	X		
7.	Know how to work in a timely manner and consider deadlines.	X		
8.	Provide support to team, peers and customers.	X		
9.	Show up on time, pay attention to details, return calls.	X		
10.	Ability to focus review or inspection on major issues rather than on minor ones.		X	

11.	Ability to assess a system resource demand and determine appropriate level of resource for optimal system performance.			X
12.	Gain an understanding of different stakeholder interests and practice balancing potentially conflicting priorities.		X	
13.	A good attitude to help get permits issued or construction to proceed.	X		
14.	Ability to show up to work on time.	X		
15.	Be able to understand organizational expectations and contribute to good outcomes.	X		X
16.	Be able to take the client's point of view.	X		
17.	Be able to understand the client's skill level and accommodate it.	X		
18.	Understand where the line is between the code official's job and the client's responsibility.	X		
19.	Provide service to guide your customer to a good outcome.	X		
20.	Understand and know your customer.	X		
<b>Technical</b>				
1.	Read and interpret technical codes and use judgment to apply the code per the intent of the provision.		X	X
2.	Use judgment		X	X
3.	Math	X		
4.	Science	X		
5.	Understand connections between local, state, national codes and other laws.	X		
6.	Basic computer skills	X		
7.	Learn to use the codes to get a good product, not a "club."	X	X	X
8.	Visualize plans in 3D.		X	X
9.	Provide clear proposals and/or arguments for/against local, state and national code change and other laws.			X
10.	Ability to read and comprehend technical and analytical reports and create an executive summary of content.		X	X
11.	Ability to understand the concepts of each construction discipline and know what experts to consult for technical knowledge.		X	X
12.	Ability to read plans.	X		
13.	Become skilled in all areas of plan review and approval.			X
<b>Code Knowledge</b>				
1.	Identify problems and propose solutions.	X	X	X
2.	Calculate heat flow, vapor transmission, volume of liquids and air movement.			X
3.	Adapt to changes in the codes and participate in review/adoption process.		X	X
4.	Possess knowledge of multiple codes.	X	X	X
5.	Explain how to document and approve alternate methods and materials.		X	X
6.	Understanding of Washington's energy code.	X	X	X

7.	Be able to keep an open mind, re: alternative methods.	X	X	X
8.	Be willing to share the solution (if known, for a fact)	X	X	X
9.	Be open to new or alternative methods/paths.	X	X	X
10.	Know what resources are available besides construction codes.			X
11.	Understand load path.		X	X
<b>Leadership</b>				
1.	Meeting facilitation: Roberts Rules; stick to agenda; develop action items (follow-up/assignments); consensus building with stake holders			X
2.	Develop skills to motivate staff	X	X	X
3.	Understand own strengths and weaknesses and when/how to ask for help	X		
4.	Patience and tolerance – solution oriented	X	X	X
5.	Coach balancing code administration with public service	X		
6.	Transparent decision making	X		
7.	Be empowered to rely on “what it means” not on what is says.	X	X	X
8.	Be able to explain why/how your decisions are made.	X	X	X
9.	Be able to balance being a regulator and a public servant	X	X	X
10.	Know what you don’t know and how to find resources to bridge knowledge gaps.	X	X	X
11.	Proactively identify issues and take action. Be solution oriented.	X	X	X
12.	Be tolerant of an appropriate level of unreasonableness	X	X	X
13.	Ability to know what you don’t know and able to admit it and ask for help	X	X	X
14.	Conduct consensus building exercises with stakeholders as techniques to implement due process, adopt codes, or set permit and inspection processes.			X
15.	Create or enhance collaboration efforts.	X	X	X
16.	Ability to work in a team	X	X	X
17.	Ability to lead a team	X	X	X
18.	Ability to manage staff	X	X	X
19.	Leadership at code meetings, organizational meetings, and people.		X	X
20.	Know basics of Roberts Rules of Order and run a committee meeting.			X
21.	Ability to motivate staff to optimal performance.	X	X	X
<b>Optional ICC Certificates Required to achieve WABO Accreditation<sup>2</sup></b>				
	<b>Pick one from the following list for year one:</b>			
	Permit Technician	X		
	Residential Building Inspector	X		
	Residential Plans Examiner	X		

Commercial Building Inspector	X		
Building Plans Examiner	X		
<b>Pick two additional (not previously used) from the following list for year two:</b>			
Residential Building Inspector		X	
Residential Plans Examiner		X	
Commercial Building Inspector		X	
Building Plans Examiner		X	
<b>Pick two additional (not previously used) from the following list for year three:</b>			
Residential Building Inspector			X
Residential Plans Examiner			X
Commercial Building Inspector			X
Building Plans Examiner			X
Residential Mechanical Inspector			X
Commercial Mechanical Inspector			X
Mechanical Plans Examiner			X
Residential Plumbing Inspector			X
Commercial Plumbing Inspector			X
Plumbing Plans Examiner			X

## NOTES

### <sup>1</sup>Descriptions of Learning Objective Categories

**Administration:** Ability to understand the bigger picture and how/why each piece of the system exists to add value.

**Legal:** Basic understanding of legal, public policy and regulatory structures required of the government entity for code administration.

**Communications:** Ability to actively listen and communicate clearly, effectively and in a timely manner with your audience or customer, including verbal and written.

**Customer Service:** Ability to understand and know your customers objectives and understand how you, as a code official, can effectively deliver service.

**Technical:** Possess the math, reading, writing, computer and trade specific technical skills to appropriately apply code with good judgment.

**Code Knowledge:** Possess a working knowledge and ability to effectively administer all construction codes.

**Leadership:** Possess the skills needed to be an effective leader.

<sup>2</sup> The noted certifications are administered by the International Code Council (ICC) and will be required to obtain the optional WABO Accreditation. Equivalent certification will be required if State adoption of the ICC codes ceases.