

Florida Association of Code Enforcement



Candidate Information Bulletin

INTRODUCTION AND BACKGROUND	3
THE CERTIFICATION PROCESS	3
REGISTERING FOR THE EXAMINATION	4
EXAMINATION APPLICATION	4
FEE SCHEDULE	4
BECOMING A MEMBER	4
EXAMINATION CONFIRMATION	4
REFUND OF FEES.....	4
ABOUT THE EXAMINATION.....	5
REQUIRED DOCUMENTATION	5
RULES FOR EXAMINATION	5
CONTACT INFORMATION FOR INSTITUTE OF GOVERNMENT	6
AREAS OF CONCENTRATION	7
FUNDAMENTALS OF CODE ENFORCEMENT (LEVEL I).....	7
ADMINISTRATIVE ASPECTS OF CODE ENFORCEMENT(LEVEL II)	8
LEGAL ISSUES IN CODE ENFORCEMENT (LEVEL III)	10
OFFICER SAFETY AND FIELD APPLICATIONS IN CODE ENFORCEMENT (LEVEL IV)	11
EXCEPTIONS TO REGULAR EXAM PROCESS	12
EXAMINEES REQUIRING SPECIAL SERVICES	12
EXAMINATION REVIEWS	12
EXAMINATION CHALLENGE	13
RETAKING THE EXAM	14
PROFESSIONAL TESTING ONSITE EXAMINATIONS	14

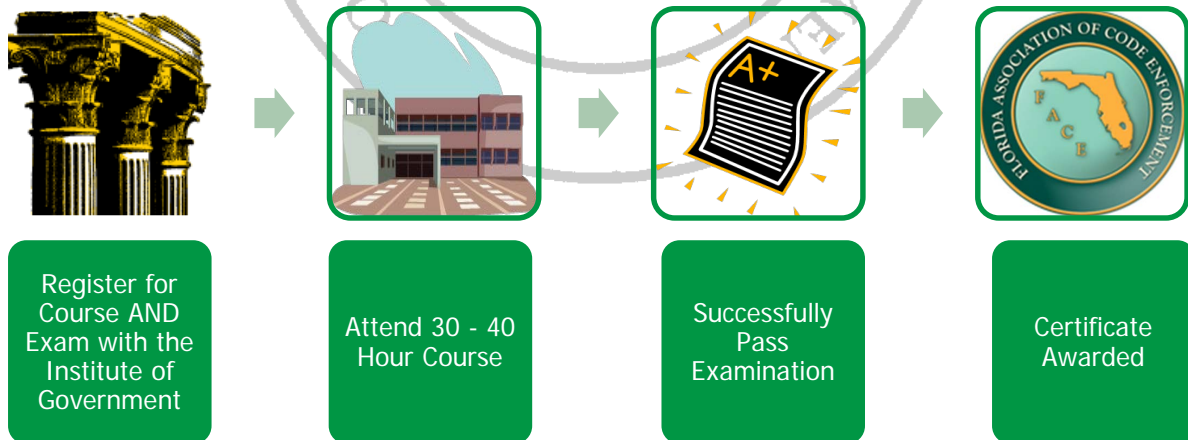


Introduction and Background

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 John Scott Dailey Florida Institute of Government at the University of Central Florida, **F.A.C.E.** has developed a comprehensive professional development program consisting of four levels. Each level requires completion of a course and an exam. Only Level IV has a required physical component.

<i>Program</i>	<i>Course Hours</i>	<i>Physical Component</i>
Fundamentals of Code Enforcement (Level 1)	40	No
Administrative Aspects of Code Enforcement (Level 2)	40	No
Legal Issues in Code Enforcement (Level 3)	36	No
Officer Safety and Field Applications (Level IV)	30	Yes

The Certification Process



Candidates are certified after they have completed required course work and passed an examination. Officer Safety and Field Applications (Level IV) candidates must also complete a physical component prior to certification. Exams are scheduled in conjunction with the courses. A listing of the current course and exam schedule can be viewed by visiting <http://face-online.org/calendar/>.

Registering for the Examination

Examination Application

To register for the examination, complete the online registration at the Institute of Government website, www.iog.ucf.edu/face.html. Payment may be made by credit card at the time of registration, or an invoice can be generated upon request. Registration applications received after the deadline date must include late registration fees as indicated on the registration form. Late applications without additional late fees will not be processed. No applications will be accepted within three days of the examination.

Fee Schedule

Fee	Member	Non-Member
Course Fee	\$13/hour	\$17/hour
Exam Fee Paid 2 Weeks Prior to Exam Date	\$85	\$135
Exam Fee if Paid Late	\$120	\$170
Exam at Professional Testing	\$115	\$175
Exam Review	\$50	\$50
FACE Membership Fee	\$50/\$40	

Becoming a Member

Although membership is not required to maintain FACE certification, you may join the association by registering through the Florida Institute of Government at the University of Central Florida. Members receive special pricing for courses and exams. Visit <http://www.face-online.org> for a link to the registration site.

Examination Confirmation

Upon receipt of a completed application and appropriate examination fees, an entry card for the examination will be mailed to you.

Refund of Fees

If the applicant cannot take the examination on the scheduled test date, the applicant must request (in writing) a refund, which must be received at least three days before the exam date. A \$20.00 administrative charge will be deducted. Beyond this date all monies are forfeit.

Rescheduling of Exams

If the applicant needs to reschedule an exam, a \$15 fee will be added to the cost of the exam.

About the Examination

- ✓ The test is multiple choice.
- ✓ There are 100 questions on all exams *except* for Officer Safety, which has 50 questions.
- ✓ **The questions on the test all come from the handout material. The instructors do not know what the questions are. Please study your handouts prior to the test.**
- ✓ The passing grade is 75.
- ✓ Scores will be sent to you approximately four to six weeks after you take the test. You will get a listing of how you did in each category, as well as overall.
- ✓ Testing is under the auspices of Professional Testing.
- ✓ In the event that a scoring error is found after you have received your grade report, you will be sent an amended grade report.
- ✓ The test is divided into subject matter according to the percentages given in the following blueprints. The blueprints detail the number of items on the examinations, the corresponding weighting of the content areas relative to the examinations and general information regarding each content area.

Required Documentation

At the examination site, the applicant must present: (1) the entry card, and (2) one form of identification that is photo-bearing (such as a driver's license, student I.D. or passport).

Rules for Examination

- ✓ No materials, books, notes or papers other than the two items listed under "required documentation" may be brought into the examination room.
- ✓ No test materials, documents, or memoranda of any sort are to be taken from the examination room.
- ✓ You are not permitted to make written notes of or to record in any way the contents of an examination.

- ✓ Except as instructed by proctors, the only writing or recording of marks permitted by examinees while in the testing room is on the answer sheets or test booklets during the allotted time limit.
- ✓ No mechanical or electronic devices (such as calculators, watches with computer, a camera which has memory capability, electronic paging devices, recording or filming devices, radios, PDAs or cellular telephones) are permitted in the examination room.
- ✓ No questions concerning the content of the examination may be asked during the testing period. The candidate should listen carefully to instructions given by the proctor and should read directions carefully.
- ✓ Examination proctors or administrators are NOT allowed to answer questions concerning examination content. If you have any comments or concerns about any test questions, please ask your examination proctor or administrator for a "Candidate Comment Form." Place any comments you have on the "Candidate Comment Form" and return the form to the examination proctor or administrator. They will be reviewed by content specialists.
- ✓ You may not give or receive assistance of any kind.
- ✓ Seats are assigned at random and you may be moved to a different seat during the course of the examination.

The violation by a candidate of any of the rules for examinations will result in the invalidation of the candidate's answer sheet.

Contact Information for Institute of Government

If you wish to obtain more information regarding the courses, please contact:

Susan Pruchnicki
Florida Institute of Government
University of Central Florida
12443 Research Pkwy, Ste. 402
Orlando, FL 32826-3282
(407)882-3960 FAX (407)882-3968

Areas of Concentration

Fundamentals of Code Enforcement (Level I)

CONTENT AREA	NO. OF ITEMS ON EXAM	WEIGHT PER EXAM
<p>A. Verbal 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.</p>	12	12%
<p>B. Report Writing Learn how to gather information and prepare code enforcement documents with accuracy, clarity and conciseness. Includes preparing investigative documents, case dockets or summaries, and required formal notices.</p>	12	12%
<p>C. 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.</p>	25	25%
<p>D. 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.</p>	15	15%
<p>E. Ethics Examine ethical dilemmas and guidelines, definitions, common rationalizations, and establishment of an ethical environment. Gain knowledge of the ethical standards of public administration.</p>	6	6%
<p>F. 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 from the initial complaint to the final hearing process.</p>	30	30%

Administrative Aspects of Code Enforcement (Level II)

CONTENT AREA	NO. OF ITEMS ON EXAM	WEIGHT PER EXAM
<p>A. Employment Laws Implement sound, legal, and effective employment policies based on federal and state laws; define when and how conduct and behavior are governed by the law; learn how to use the Supervisory Model to address workplace issues; and, identify do's and don'ts for interviewing.</p>	15	15%
<p>B. Manager's Role in Code Enforcement Understand the components of strategic planning; review the importance of standard operating procedures; learn about budget types and preparing for the budget process; evaluate the use of technology in code enforcement; examine performance measurement and benchmarking for improving efficiency; understand the range of code enforcement activities in today's local governments.</p>	30	30%
<p>C Media and Public Relations Understand public and media relations goals and the code officer's goals in each; identify the different approaches required for different types of media interviews; and, evaluate the need for social media management both on and off the job.</p>	10	10%
<p>D. Performance Management Identify the steps in effective performance management and appraisals; integrate a coaching model and goal-setting into performance management; understand the factors to look for when diagnosing performance issues; and, recognize the importance of documentation.</p>	16	16%
<p>E. Public Speaking Give presentations like a pro...in front of two to two hundred people ...using proven techniques to enhance professional style and get points across.</p>	8	8%
<p>G. Records Management in Code Enforcement Review the best ways to keep code enforcement records, using state-approved records management systems and complying with Florida's Public Record Laws.</p>	10	10%
<p>H. Stress Management Control stress and avoid burn-out by learning to recognize and manage hidden and not-so-hidden stressors in life.</p>	5	5%
<p>I. Time Management Manage time effectively by using principles of time management, recognizing and controlling time wasters, and delegating appropriately.</p>	6	6%

Legal Issues in Code Enforcement (Level III)

CONTENT AREA	NO. OF ITEMS ON EXAM	WEIGHT PER EXAM
<p>A. Case Development How to investigate and initiate a code enforcement case. How to issue a proper Statement of Violation and Notice of Hearing. How to ensure good service of process.</p>	25	25%
<p>B. Code Enforcement: Special Issues Examination of special areas relating to code enforcement including repeat violation, demolition, right of entry, stipulations, fines, recovery of costs, and rehearings.</p>	15	15%
<p>C. Code Enforcement Board Expansion of Chapter 162's enumeration of the Code Enforcement Board's purpose, organization, appointment, powers, role at the hearings and responsibilities as a quasi-judicial body.</p>	15	15%
<p>D. Evidentiary Issues Standards of evidence necessary in a Code Enforcement Board procedure including relevance, rights of alleged violators and the Board, due process, privileges, Fourth and Fifth Amendment issues, hearsay, and use of public record.</p>	20	20%
<p>E. Local Government Ordinances An overview of ordinance development including construction, format, adoption, and codification.</p>	5	5%
<p>F. Other Legal Options and Court Procedures Civil and criminal procedures other than the Code Enforcement Board process, including citations, injunctions, public nuisance penalties, and physical arrest.</p>	5	5%
<p>G. Testifying and Demeanor How to make the most effective presentation either before the Code Enforcement Board or in a courtroom. The importance of proper preparation before testifying. What to expect in the courtroom and how to proceed; suggestions to witnesses.</p>	15	15%

Officer Safety and Field Applications In Code Enforcement (Level IV)

Content area	No. of items on exam	Weight Per exam
Part 1, Interpersonal Skills		
1. Conflict Learn that safety in the field is more than just learning self-defense, be able to define conflict as a tool and learn communication and skills to help in future sections.	8	16%
2. Courtesy and Respect Understand that courtesy and cooperation begin with the Officer. Learn how to gain cooperation through the application of new tools and skills.	4	8%
3. Human Behavior Learn that with knowledge and understanding of human needs, the Officer is better equipped to handle quick decisions in the field and is better able to stabilize threatening situations.	6	12%
4. Human Diversity and Culture Learn how to motivate through communication and break down cultural barriers, decrease conflict, and gain compliance.	6	12%
5. Special Needs Citizens Learn how to deal with the elderly, mental disorders, handicapped persons, and gain an understanding of the obsessive-compulsive disorder that leads to hoarding.	2	4%
6. Substance Abuse Learn the signs and characteristics of substance abuse, how to identify physical signs of persons under the influence of narcotics and other drugs, and how to handle drug-related encounters.	4	8%
Part 2, Field Applications		
1. Officer Survival Understand the job risks involved with code enforcement and the need to remain alert and aware of your surroundings while on the job.	8	16%
2. Animal Encounter Learn how respond to various dangerous animals and basic first aid if injured by an animal.	2	4%
3. Hazardous Materials Learn how to identify hazardous materials, the protocol for dealing with a hazardous materials situation, and about ICS (Incident Command System).	2	4%
4. Presence and Stance Learn the proper command presence and the tactics of stance, body movements, dialogue and demeanor to be most effective in keeping control of a situation. Learn how to read the body language of others to avoid confrontational situations getting out hand.	8	16%

Exceptions to Regular Exam Process

Examinees Requiring Special Services

Reasonable accommodations will be made for examinees with documented disabilities or religious conflicts. To request special arrangements, the applicant must submit a *Request for Accommodation* form together with the application for examination. This form is available by contacting:

**Florida Institute of Government
University of Central Florida**
12443 Research Pkwy, Ste. 402
Orlando, FL 32826-3282
407/882-3960 FAX 407/882-3968

The following documentation must also be included with the completed *Request for Accommodation* form.

Handicapped Applicants The specific disability should be described and attested to on letterhead stationery by a medical doctor. Documentation cannot be older than three years.

Applicants with Religious Conflicts To request a special administration date due to religious conflicts, you must include a letter on letterhead stationery stating your religious conflict. It must be attested to by an official of your church or synagogue.

NOTE: A REQUEST FOR SPECIAL TESTING CONDITIONS OR SPECIAL TESTING DATE MUST INCLUDE A COMPLETED *REQUEST FOR ACCOMMODATION* FORM SUBMITTED AT THE TIME YOU SUBMIT YOUR REGISTRATION APPLICATION.

Examination Reviews

Candidates who fail the examination are entitled to review the examination questions that they missed. These examination reviews are conducted **ONLY** in the offices of Professional Testing located in Orlando, Florida during normal business hours. Reviews are offered on prescheduled dates once a month; a non-refundable fee of \$50 will be required two weeks prior to that date. All requests for reviews must be made within one hundred and twenty (120) days from your test date. **NO REVIEWS OF EXAMINATIONS WILL BE PERMITTED AFTER ONE HUNDRED AND TWENTY (120) DAYS FROM YOUR TEST DATE.** Professional Testing and/or the **University of Central Florida** will verify your test date prior to scheduling your reviews.

You will **NOT** be permitted to sit for another examination for thirty (30) days after you have reviewed your exam. **PLEASE NOTE: IF YOU PLAN TO RETAKE THE EXAMINATION, YOU SHOULD MAKE SURE THAT ANY REVIEWS YOU SCHEDULE ARE COMPLETED THIRTY (30) DAYS PRIOR TO YOUR NEXT EXAMINATION DATE!**

To schedule a review, please contact Professional Testing at the following address and/or phone number:

Professional Testing

7680 Universal Blvd. Suite 300

Orlando, Florida 32819

Phone: 407-264-2993

FAX: 407-264-2855

During your review, you will be shown **ONLY** the questions that you missed. You will receive a copy of your answer sheet with the correct answers indicated. You will not be permitted to see the other questions, nor will you be permitted to make any notes to be removed from the review. The same security requirements observed during the examination will be followed during the review session.

During your review, you may fill out a "Candidate Comment Form" for any questions you have comments and/or concerns about. Your comments will be reviewed by content experts and if the answer to an item is determined to be wrong based on your comments, you will be notified, credited for that item, and receive an amended grade report. If there are no changes to be made based on your comments, you will be notified of that fact.

Examination Challenge

If during an **examination review** you submit a comment form disputing an item or answer, and the content experts at Professional Testing do not agree with your comments, you may contest the results of your exam by writing to the 2nd Vice President (Education/Certification Chair) of the Florida Association of Code Enforcement. The Certification Committee will review your request and either decide in your favor or uphold the testing company results. If you do not receive a favorable response, you may make a final appeal, in writing, to the President of the Florida Association of Code Enforcement who will place your appeal on the agenda for the next regularly scheduled meeting of F.A.C.E. Board of Directors.

Retaking the Exam

If you fail the exam and want to retake it, you must complete a new registration application and send in the appropriate registration fee. You may retake the examination as many times as you need to, within three years of taking the classes, as long as you have not reviewed the examination within thirty days of the test date.

Professional Testing Onsite Examinations

Candidates may elect to receive their scores on the day of their examination by applying to take their test at the Professional Testing office. For application, fee and scheduling information, candidates may call the Institute of Government at 407-882-3960 or submit an application to:

Florida Institute of Government
University of Central Florida
12443 Research Pkwy, Ste. 402
Orlando, FL 32826-3282
407/882-3960 FAX 407/882-3968

After candidates have submitted their application and fee, the Institute of Government will notify Professional Testing of the candidate's eligibility and instruct the candidate to call Professional Testing at 407-264-2993 to schedule a test date. Examinations are offered at Professional Testing one day per month and must be scheduled a minimum of two weeks prior to the examination date.

PLEASE NOTE: Candidates must send their application and fee to the Institute of Government for onsite Professional Testing examinations. However, scheduling is accomplished ONLY by the candidate calling Professional Testing after eligibility has been confirmed. The Institute of Government cannot schedule your exam with Professional Testing. After scheduling, Professional Testing will send an onsite admission slip to the scheduled candidate showing the test appointment date and time.