

**I. COURSE INFORMATION:**

- A. Division: Applied Technology & Transportation
- Department: Inspection Technology
- Course ID: INSPEC 025C
- Course Title: Communication and Enforcement
- Units: 3
- Lecture: 3 Hours
- Laboratory: None
- Prerequisite: None
- Corequisite: None
- Dept. Advisory: None

- B. Catalog and Schedule Description: A basic course in the development of vocabulary, spelling, and grammatical structure for Code Enforcement personnel. This course will be an exploration of potential on the job encounters as an inspector. The legal impact of Correction Notices and Orders to comply will be covered.

**II. NUMBER OF TIMES COURSE MAY BE TAKEN FOR CREDIT: One**

**III. EXPECTED OUTCOMES:**

Upon successful completion of the course, the student should be able to:

- A. Write effective correction notices and orders to comply.
- B. Prepare documentation for court presentations.
- C. Compile a resume.
- D. Provide oral testimony in court as an expert witness.
- E. Critique written notices and orders to comply for spelling, punctuation, and sentence structure.

**IV. COURSE CONTENT:**

- A. Principles of effective communication
  - 1. Written
    - a) Simple sentences
    - b) Compound sentences
    - c) Spelling
    - d) Punctuation
  - 2. Oral
    - a) Voice tones
    - b) Aggression vs. assertiveness
  - 3. Listening
    - a) Patience
    - b) Eye contact
- B. Legal notices
  - 1. Correction notices
  - 2. Orders to comply
  - 3. Entries on permits
    - a) Erasures
    - b) Abbreviations
- C. Protection of legal documents
  - 1. Weather
  - 2. Ordinary wear and damage
  - 3. Theft
  - 4. Code requirements
  - 5. Case law
- D. Resume writing
  - 1. Styles/format
  - 2. Updating

**V. METHODS OF INSTRUCTION: (Please check all that apply and add any additional not listed.)**

- Lecture
- Class and/or small group discussion
- Critical evaluation of texts, newspapers, journal articles, and other printed research
- Critical evaluation of films, videotapes, audiotapes, or other media forms
- Classroom demonstrations
- Field trips
- Guest speakers
- Other:
- Other:
- Other:

**VI. TYPICAL OUT-OF-CLASS ASSIGNMENTS:**

- A. Reading Assignment. Reading assignments are required and may include (but are not limited to) the following: Read Chapter on History of the Codes and describe the Hammarabi Code.
- B. Writing Assignment. Writing assignments are required and may include (but are not limited to) the following: Tour the campus library and write a 200-word essay on the resources available.
- C. Critical Thinking Assignment. Critical thinking assignments are required and may include (but are not limited to) the following: Write a correction notice for the evacuation of five family members from substandard housing.

**VII. EVALUATION:**

A student's grade will be based on multiple measures of performance and will reflect the objectives explained above. A final grade of "C" or better should indicate that the student has the ability to successfully apply the principles and techniques taught in this course. These evaluation methods may include, but are not limited to, the following (Please check all that apply, and add additional ones not listed):

- Portfolios
- Projects
- Written papers or reports
- Presentations (oral and visual)
- Work performance (internships or field work)
- Lab work
- Comprehensive examinations (cumulative finals or certifications)
- Peer evaluation
- Self evaluation
- Classroom participation
- Homework
- Other:
- Other:
- Other:

**VIII. TYPICAL TEXTS:**

- A. Schilling & Hare. Code Enforcement: A Comprehensive Approach. Solano Press, Point Arena, CA, 2005.
- B. Building Officials Code Administrators. Basic Code Enforcement. Building Officials Code Administrators, Country Club Hills, IL, 2005.
- C. Davis. Report Writing Concepts. Law Tech, San Clemente, CA, 2005.

**IX. OTHER SUPPLIES REQUIRED OF STUDENTS:**

- A. Portable spell-checking device (electronic or text)
- B. Three-ring binder