



CIVIL AIR PATROL INSPECTOR GENERAL

IG AUDIENCE

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PLEASE FORWARD THIS TO ALL UNITS IN YOUR WING!



From Col Cheryl Fielitz-Scarborough, CAP/IG:

There have been many changes and clarifications as to how the IG Corps measures and determines compliance. The IG Corps works **independently and objectively** to determine compliance through both complaint resolution and compliance inspections accomplished at the region, wing and below wing levels. We encourage you to read through 20-1, 20-2, and 20-3 to ensure you are up to date with the latest in the IG world. CAPR 20-1 and CAPP 40-20 are in the review stage to ensure compatibility with the new education and training programs.

A great deal has taken place since I took the reins 7 Jan 2017 and what an exciting four and a half years. We have done rewrites of the IG regulations twice to make process improvements. We have improved the inspection process by reducing the number of questions asked and continue to work with the NHQ OPRs to ensure all questions are mission critical. Commanders need important info and not just busy work for their staff to maintain compliance. We accomplished inspections of all eight regions and have moved them into the inspection cycle along with the wings. This was the first time regions had been inspected and it went very smoothly with each region being graded Effective.

The year 2020 brought its own challenges with everyone staying home and General Smith asking us to conduct both wing and sub-unit compliance inspections remotely during the quarantine timeframe. We were able to continue the inspection process, but without having eyes on, hands on, for the items needing inspected in person, it made it very tough on both the inspectors and those being inspected. We appreciate the wings going to the extra work to help us accomplish those few inspections we did remotely. Both the wing staff and the inspection teams are very happy to be back – Boots on the Ground!!

On the complaint resolution (CR) side of the house, we finalized the frivolous complaint process and revamped the intake and processing of complaints. Now all complaints go straight to the NHQ IG office and are distributed from there to National Complaint Resolution Officers (NCROs). The NCROs are assigned outside of your state to ensure there is no perception of bias or “working for the commander”.

When filing a complaint, be sure to read CAPR 20-2 and follow the procedures closely. It will assist you in understanding the process of complaint resolution. Remember, complaints should be dealt with at the lowest level possible.

CAPF 20's should be filed using the online system found on the CAP website under Inspector General. **All complaints are received at the NHQ/IG level.** It is easier and documents get into the hands of the IG much quicker than the use of paper form; but the paper form is still available. A NCRO/ANCRO outside your wing or region will be assigned to ensure objectivity and will alleviate any perception of conflict of interest.

Commanders can still initiate a Commander Inquiry – which is different from the old Command Directed

Investigation. Command Directed Investigations are no longer to be conducted. If commanders have a question about the **Commander Inquiry** process, feel free to contact Col Fielitz-Scarborough or Lt Col Perrenot.

We have done a complete overhaul of the IG courses – working to get a majority of them online. For those of you IGs who need the IG College [which is now called the IG Master Course (IGMC)], we are working on that as well and Col Ed Burns (IGT) will be posting more on this. Through completing the IG courses, it makes you *eligible* to be appointed as either a National Compliance Inspection Officer (NCIO) or NCRO and wear the new IG badge with a gold star on it.

It has been an honor and privilege to have worked with the IG Corps. I truly believe the IG Corps is the best corps in CAP.

The New Complaint Resolution Process- An Update ***By Lt Col Preston Perrenot – CAP/IGQ***



In February 2020, the IG staff was challenged to create a more streamlined complaint resolution system. One that provided a more professional and consistent method of processing complaints. At the time, we were facing some major changes to a system that had been in place since 2001. What we didn't know was exactly how many details and workarounds were going to go into this.

Initially, we identified 3 major areas of concern:

- 1) There were approximately 130 people processing complaints across CAP, 52 wing IGs, 8 Region IGs, NHQ IG staff and Assistant IGs at all levels. During the processing of complaints, we found various issues in the consistency of the process and the timeliness of case completions.
- 2) Wing IGs and Region IGs were responsible for handling complaints within their respective regions but there was such a high turnover rate among wing IGs that the Region IGs and the NHQ staff spent more time training new IGs than they did working on cases.
- 3) Commanders had the authority to conduct Command Directed Investigations within their commands based upon several of the complaints they received. Commanders would appoint the investigator and set the parameters of the investigation. The problem was that even though there was a pamphlet that covered Command Directed Investigations, there was no regulation governing the process. In the end there was no real control over how a Command Directed Investigation was to be conducted. This brought up the whole consistency thing again.

So, what did we do about it? First, we created a team of investigating officers. We identified approximately 30 of the most qualified investigators in the country and appointed them as either a National Complaint Resolution Officer (NCRO) or an Associate National Complaint Resolution Officer (ANCRO). To be considered for appointment as an NCRO, a member must be a Master-rated IG, hold the grade of Lieutenant Colonel or higher and must have successfully completed two complaint analyses and two investigations. ANCROs are investigators who have not achieved the grade and/or the master rating, but they must at least hold an IG Senior rating. Generally, we will appoint an NCRO to mentor an ANCRO through the initial stages of the complaint.

Another feature of the new system is the National Review Panel or NRP. NRPs consist of two colonels and a legal officer. Their job is to review the completed complaint analyses and the completed reports of investigation. These officers are selected for their previous command experience and their extensive IG training. With the legal officer now being part of the panel, we are able to combine the legal sufficiency and quality review stages into one process. This has saved us a great deal of time and has provided us with an invaluable commander's perspective in our documentation.

I should take a moment to remind everyone that the reporting chain has not changed. Even though the complaint resolution is being conducted by people outside the command and it is being directed by the national IG Office, the commander to which the findings will be reported is still the wing or region commander commanding the area in which the incident took place.

This team works out of the NHQ/IG office and can be assigned to a case anywhere in the country regardless of their assigned unit. This had the effect of separating the complaint resolution function from inspections. On one hand, this was good because there are a lot of people who enjoy doing inspections, but not so many who like the complaint resolution side, so we are able to identify people who are dedicated to the complaint resolution process. On the other hand, it presented the challenge of separating the training process between investigators and inspectors. But I'll let Col. Burns tell you about that. At the time, this was a welcome change to the wing and region IGs, particularly those wing IGs with a small staff. A complaint resolution assignment in the middle of the SUI season wreaks havoc with schedules and personnel assignments.

So, what happened to Command Directed Investigations? A wing, region or the National Commander can still order an investigation or inquiry into anything for which they need more information. The difference is that they don't appoint the investigator. The IG office will do it for them in the same fashion as we do for complaint resolutions. But as with all complaints we like them to be handled at the lowest level possible. The wing or region commander can pick up the phone and call members or go visit the unit to find out the details of the issue without involving the IG, then all the better.

So, how is it working?

The program has been running since December of 2020 and admittedly, it is still a work in progress. However, we have seen an across-the-board reduction in the amount of time it takes to complete a complaint resolution. We've also noted a tighter control over case documentation as well as that long sought-after consistency of product. All this and no conflict of interest by the wing or region IG processing a complaint within their wing/region. There are still a lot of details and wrinkles to iron out but in the end, we will see a very efficient, professional, and fair complaint resolution process. I'm proud to be a part of it. The graph below shows the time cases were open between July of 2020 and now.

DATE	CASES	AVERAGE DAYS OPEN
July 2020	9	93
August 2020	7	80
September 2020	8	71
October 2020	7	88
November 2020	4	75
December 2020	6	54
January 2021	9	81
February 2021	8	52
March 2021	7	56
April 2021	7	31
May 2021	9	11
June	15	38



Commented [CFS1]: NCRO or NCIO teams

Have You Heard?

- The revised CAPP 40-20, **IG Specialty Track** is planned to be released at the same time as the new CAPR 20-1. Delays have been experienced due to our needing to conform to the new specialty track program formats. We felt it wiser to take the time now rather than have to redo the pamphlet in the coming months.
- Remember that you can obtain Annual Refresher credit by successfully completing ALL four quizzes from **The Audience!** The credit is posted **only after the fourth quiz is successfully completed**. Other opportunities that are available to obtain credit during a calendar year are by:
 - Successfully completing any IG course in AXIS (automatically granted)
 - Attending an IG Summit at the wing/region/national level (sign in sheet must be forwarded to igt@capnhq.gov by Wing/Region IG)
 - Attending a learning lab at a national conference (Sign in sheet collected or electronic attendance tracked)
- Region/Wing IGs who may be looking for topics to present at their conferences should feel free in contacting igt@capnhq.gov. There are presentations sitting in the archives which have been used in the past and might just fit your needs without having to totally reinvent the wheel.
- Wing-level Compliance Inspections once again became face-to-face events beginning in May 2021 as Covid-19 restrictions were lifted.



A new section of the newsletter addressing questions submitted by our readers. This is why we ask you to complete a survey at the end of each quarter's quiz. If one person has a question, there must be others wondering why things occur the way they do.

1. More training on discrepancies and inspections. What are you looking for? A website page with best practices/examples would be nice.

Answer: You are missing the point here. Inspections are used to verify compliance. All regulations since 2017 have been published with an attachment called "Compliance Elements". In this attachment the OPR for that regulation determines the mission critical questions that validate compliance. It's not what the IG is looking for, it's the OPR who is using the IG to determine compliance.

2. I found 50% of the material to be not relevant, as my area of expertise is working as the Assistant IG for Inspections. Having to spend time reviewing complaint analysis as part of my continuing education is not a good use of my time. There should be a mechanism to allow for opting out of certain areas for those of us who have specializations within the IG program.

Answer: Point well taken. Once we have the new CAPR 20-1 and CAPP 40-20 published, Audience quiz questions will be tailored to take into account the split between inspections and complaint resolutions.

3. There should be face to face sessions periodically.

Answer: The IG Staff is currently looking to present webinars periodically. In addition, the Region IGs should be conducting IG Summits as part of their Region/Wing conferences to keep IGs/IAs up to date with information. Members of the national IG staff are always available to attend such conferences when requested by the region.

4. What's the recommendation on repeating the IGC? I last took it in 2012

Answer: If you completed the former IG College prior to 2014, I would highly recommend repeating it. The processes used today are far different from those in years prior to 2014. The new IG Master Course will be rolled out in 2021 and will replace the IG College. Your original completion date for the IG College will remain intact and the new completion will show as IGMC.

5. Can this training be provided to Vice Commanders as well?

Answer: Absolutely. Beginning with this issue of *The Audience* there will be an addition to the survey question requesting why you are taking the quiz.

6. I believe IGC and the Sr Course should be more in person than on line, there is no substitute for the networking and the exchange of ideas in person. Many of us did not join CAP to be a part of a virtual organization.

Answer: I think everyone is in agreement with your question. Besides having to become a virtual organization over the last 18 months due to Covid-19 we also have to look at the economics today of providing some high-level in-person courses. While our courses are being presented virtually via AXIS, there is always the option of having the course presented face-to-face. A wing or region conference would be an ideal place to accomplish this. The IG Master Course will be presented, in part, as a face-to-face course in conjunction with the National Conference once we get back to non-virtual conferences. Any Region IG who may wish to have a face-to-face course presented should contact igt@capnhq.gov for assistance.

***“I’m a Wing Commander... What Do I Really NEED to Know
About the Inspector General Program and Why?”***

By Col Gary J. Mayo, CAP, GLR/IG



As a Wing Commander, you have a huge responsibility requiring you to know everything! Yes...I know that’s not totally accurate, but it sure feels that way when you’re in that duty assignment. The problem is, knowing everything is a physical impossibility for most people and very impractical as well. Having been there myself I understand the feeling. So, my advice is to learn to distinguish between what things you need to have an in-depth knowledge about versus only a working knowledge. You can place the Inspector General Program in the second category. Think about it this way... *you do not need to know how to build the altimeter, you just need to know how to read it, interpret what you see, and then make the appropriate decisions based on the data on the dial or panel.* So, the intent of this article is to provide some guidance on what elements of the IG Program a Wing Commander needs to be familiar with and the reason why that

is necessary. I’ll present the key points grouped into sections, and at the end of each section, I will provide the specific CAP regulation you should review. Commanders should not think of this as reference reading, but rather you should have a “*solid working knowledge*” of these specific areas of the regulations which direct the activities of your Inspector General.

I. The Commander/Inspector General Relationship

The relationship between the Commander and the Inspector General is unlike the working relationship the Commander may have with other members of his/her staff. There is a unique interdependency between the two that requires each to clearly understand the world in which the other operates. An IG can be appointed by a Commander, but not relieved of duty at the discretion of that sole Commander. The IG reports to the Wing Commander, but also has a supervisory reporting relationship within a separate and distinct IG chain of command. The Inspector General is required to be the eyes and ears of the Commander to detect issues which may negatively affect unit morale, efficiency, or mission accomplishment, while operating within established protocols of confidentiality and the protection of certain communications, rights and privileges as established by regulations. Lastly, the Inspector General not only has direct access to the Commander, but also can directly interface with any and every area of the Wing without restriction, as appropriate to accomplish various aspects of the job. The dynamics of the Commander/IG working relationship therefore must be thoroughly understood, clearly thought through, jointly defined and agreed upon, and then allowed to evolve as needed for the mutual success of both officers. The bottom line is the Inspector General must be considered by the Commander to be a trusted advisor with each relying on the other to be effective.

Regulatory Guidance:

CAP Regulation 20-1 – Inspector General Program, paragraphs:

4. The IG - Commander Relationship.

4.1 IGs will assist commanders by: (see regulation)

4.2 Commanders will assist appointed IGs by: (see regulation)

II. Duties and Responsibilities of Wing Inspectors General

The duties and responsibilities of Wing Inspectors General are very specific and clearly defined in the regulations. Wing Commanders are responsible for selecting and appointing an Inspector General therefore, it is essential they understand the qualifications required to serve as an IG; the ongoing training requirements; allowable billeting; and the IG specialty track requirements. It is equally important for the Wing Commander to understand the regulatory guidance for the appointment of an Assistant Inspector General (IGA). For example, under certain circumstances, a CAP legal officer, who

is *not* assigned as the Wing Legal Officer, may serve as a Wing IGA however, a deputy commander may not be appointed as an IGA. Many Wing Commanders may also not be aware of the requirement that a newly appointed Wing IG must have a program evaluation conducted within 6-months of appointment; or that the Wing IG is required to complete an Annual IG Program Overview, then review with and sign “FOR THE COMMANDER”, before submitting to the Region IG for subsequent forwarding to the Region/CC and CAP/IG.

Hopefully Wing Commanders can see the benefits of maintaining a working knowledge of the training requirements and qualifications for their Wing Inspector General.

Regulatory Guidance:

CAP Regulation 20-1 – Inspector General Program, paragraphs:

- 7. Appointment, Duties, and Responsibilities of Region and Wing Inspectors General (IG).**
- 8. Training Requirements for Inspectors General.**

NOTE: *IG responsibilities and specialty track requirements are being updated and clarified; commanders are advised to review the upcoming release of CAPR 20-1.*

III. Educating CAP Personnel on the IG Program

CAPR 20-1, para 9 states: “IGs at every level will educate and train CAP members concerning their privileges and responsibilities regarding the IG program. This will be accomplished annually through all available outlets such as seminars, staff meetings, commander’s calls, newsletters, and presentations on wing websites or other media.” The Wing IG cannot do this one on his/her own. This is where the IG/Commander interdependency and cooperation is key. The Wing Commander must proactively involve the IG in staff meetings and commander’s calls, wing conferences and other meeting forums; and include educational training and seminars in annual Wing planning and budgeting.

IV. Complaint Resolution (CR)

The establishment of a more centralized complaint resolution process last Fall shifted most of the burden associated with complaint processing from Wings and Regions to the CAP/IG Office and new National Complaint Resolution Officers. Under current protocols, a Wing IG would not be called upon to do anything unless he/she is in training under the IG complaint resolution specialty track and is assigned to assist an NCRO.

A Wing Commander’s role in the CR process has shifted as well, and it is critical that a Wing Commander understands the process so as to avoid any action that actually is or may be viewed as reprisal or restriction. A discussion of complaint resolution and the commander could fill an entire *IG Audience* issue by itself so, my advice is for Wing Commanders to review the complaint resolution regulation with particular focus on the following:

Regulatory Guidance:

CAP Regulation 20-2 – Complaint Resolution, paragraphs:

- 2. Roles and Responsibilities.**
 - 2.4 Commanders in the CR process will:**
- 5. Protecting Privacy Interests.**
- 6. Whistleblower Protection**
- 9. Complaints and the Chain of Command**
- 11. Complaint Processing**
- Attachment 2 – Glossary**
 - 50. Reprisal**

V. Inspections

Wing Commanders are involved in two levels of inspections. Almost every Wing Commander will go through a Wing Compliance Inspection; unless your 3-year term falls in between the 4-year CI cycle (lucky you!). Wing Commanders are also involved with Sub-unit compliance inspections (SUI) within their Wing.

A. Compliance Inspections

As a Wing Commander, you need to thoroughly understand the Wing-level CI Process. Paragraph 8 of CAPR 20-3 gives an overview of the process, but your Region Commander, Region IG, or peer Wing Commanders can provide solid advice and guidance on how to prepare for a CI.

B. Sub-Unit Compliance Inspections

The inspection program is the commander's program. A Wing Commander, with the support of their Inspector General, is responsible for the success of this program. In this case, "support" means the Wing IG is the administrator and manager, with full responsibility for the execution of Sub-unit compliance inspections. The Wing Commander, however, must ensure the subordinate unit commanders take the process seriously. (See the [April 2021 IG Audience](#) article: "*I Don't Have Time For This SUI Crap... I have A Squadron To Run!*") Wing Commanders also need to act when notified by the IG that a unit is approaching either the 27-month deadline for inspection or the deadline for discrepancy closures – the passing of either deadline results in mandatory suspension of unit activities until the matter is resolved.

The Wing Commander with the assistance of the Wing IG (*there's that interdependency thing again*), and the subsequent approval of the Region Commander also determines the inspection protocols for Flights, School Squadrons, and Groups. Lastly, the Wing Commander with input from the IG establishes an annual budget for SUI related travel and expenses.

Regulatory Guidance:

CAP Regulation 20-3 – Inspections paragraphs:

2. Roles and Responsibilities.

2.1 Commanders.

2.3 IGs and inspection team members.

8. Compliance Inspection.

9. Subordinate Unit Inspections.

A Final Thought

In my opening paragraph, I suggested that Wing Commanders need to have a solid working knowledge of the IG Program and its two key elements -- complaint resolution and inspections. By now you are thinking, "Geeez! You covered so much, maybe I should have asked about what I *don't* need to know."

Seriously however, there is a lot for a Wing Commander to be familiar with in the IG world and some things are constantly evolving and improving, which is exactly why there is an Annual Refresher requirement. The interdependency between Wing Commander and IG, and the resultant advisory working relationship, requires the both of you be up to date. For the commander, reading the IG Audience is one way; participation in an IG Summit when offered by your Region IG is another. Just as importantly however is the commander keeping the IG up to speed on Wing business, he/she may need to know about. That may be as simple as regular check-in phone call or one-on-one meeting to share what you think may be important to the IG or to allow questions to be asked. Remember... The Inspector General may *work for you*; but the IG also *works with you* and most importantly, *works on your behalf as your eyes and ears!*



Loading Discrepancies into DTS ***By Lt Col Craig Gallagher, CAP/IGQ***

I have noticed on several occasions that when loading discrepancies from a new inspection, IGs have been loading them into an old inspection. This mixes in old discrepancies from previous inspection with the new discrepancies from the current inspection. The key here is when you are entering the inspection data at the top of the screen, you skip the field that has old inspection dates in it and go right into the inspection start and end dates. Once you have filled out the top half of the screen, you drop into the bottom half and start entering the discrepancies.

The screenshot shows the 'Inspector General' DTS form. Red arrows and text provide instructions:

- 'Select An Organization' dropdown: 'NHQ-NHQ-119' with a red arrow pointing to 'Unit Charter Number'.
- 'Inspection Type' dropdown: 'SUI' with a red arrow pointing to 'Always pick SUI'.
- 'Previous Inspection Dates' dropdown: '--Select--' with a red arrow pointing to 'Leave blank when putting the first discrepancy'.
- 'Inspection Start Date': '31 May 2021' with a red arrow pointing to 'Onsite or Out-Brief Date'.
- 'Inspection End Date': '31 May 2021' with a red arrow pointing to 'Onsite or Out-Brief Date'.
- 'Inspection Status': 'Open' (selected) with a red arrow pointing to 'Always Open unless all discrepancies are Closed'.
- 'Inspection Cycle': '3' with a red arrow pointing to 'Just a number'.
- 'Inspection Report Data': 'Final' dropdown.
- 'Notes' section: 'Notes are optional'.
- 'Discrepancies' section: 'Area of Responsibility' dropdown, 'Discrepancy Status' (Open/Closed), and 'Discrepancy Type' dropdown.
- 'Discrepancy' text area: Contains the instruction 'Loop through this part until all discrepancies (Open and Closed) are entered.'
- Buttons: 'Submit New Discrepancy', 'Clear Page', 'Insert/Update Inspection (Above Data)', 'Delete Inspection', and 'Simulate Daily Response Email'.

Thoughts On Interviewing ***By Col Steve Miller, CAP/IGIA***



We've received several requests regarding interviewing techniques for SUIs. Interviewing techniques will vary by inspector. Interviewing techniques are developed with experience and somewhat based on the personality of the inspector. I've been conducting inspections and associated with the IG inspection process for 11+ years. In that time, I've come up with my interviewing techniques. My emphasis items for conducting an interview for an SUI or CI are the same. Each inspector must develop their own techniques. What works for me may not work as well for another inspector. I gladly provide you my techniques.

Prior to the interview:

- 1) I prepare. I look at the inspected unit's most recent inspection.

- 2) I go to the documents section in eServices and look at the documentation the unit has uploaded.
<https://www.capnhq.gov/CAP.igAssessments.Web/CIDDocuments.aspx>
- 3) I get a copy of each of the unit's uploaded worksheets I'm inspecting at that same website. For each area I'm inspecting I look at each question's second column - the "How to verify compliance". That tells me what the inspected unit should have uploaded. For each question, if the unit has uploaded all required information and I have no questions about that information, I mark a "yes" (Y) on my worksheet. If I need more information on a question, in the fourth column – "Notes" I list what I need for clarification.

By the time I get to the interview I have a fairly good idea of how the worksheet will look.

The interview:

1. I introduce myself and explain the process we will be going over in the interview.
2. I advise the interviewee to stop me if he/she has any questions during the interview.
3. I explain the possible grades the worksheet can receive.
4. I explain the possible overall grades the unit can receive.
5. I explain we will be going over each specific question on the worksheet. I further explain the questions on the worksheet are the only ones that will be in the final report. If I have come across a violation of a regulation not listed on the worksheet, I advise the interviewee about it. If I'm the team chief I mention the violation to the CC. If I'm not the team chief, I mention the violation to the team chief. The purpose of these notifications is to let the interviewee and unit CC know there is a problem that needs addressing. While these are regulation violations they DO NOT get written up as discrepancies. The only discrepancies written up on the inspection are related to specific questions on the worksheet.
6. When I talk with the interviewee I explain for each question if I have a "yes" (Y) and the unit has a "Y" then we are good to go on to the next question. If I have a "no" (N) and the unit has a "Y" then we talk about it. If the inspected unit can show me what I may have missed, and I agree, then I will modify my answer to "Y". If the inspected unit has a "N" and I have a "Y" we talk about it.
7. After the questions on the worksheet are completed, I ask if the interviewee has anything he/she would like to add regarding possible commendables.
8. I advise the interviewee that the grades are calculated using the Grade Resolution Calculator located in the "Related Documents" section here: <https://www.gocivilairpatrol.com/members/cap-national-hq/inspector-general/sui>.
9. Once the interview is completed there should be no question unanswered. If additional data is needed the interviewee should be given a date for submission of that data.
10. I thank the interviewee for his/her time and efforts.

**"Leadership and learning are
indispensable to each other".**

---John F. Kennedy



Stay Tuned!

- **BASIC COMPLAINT RESOLUTION COURSE**

This basic online IO course has been totally restructured due to the changes that have occurred in the CR processes and is currently undergoing user testing. This revised course will carry a student from Contact through completion of a Complaint Analysis. If you have not yet completed the former IG Senior Course, you will be required to retake this new course since additional topics have been added. This course went live on May 25, 2021.

- **ADVANCED INSPECTION COURSE**

This course is being made available to assist those SUI Team Members who aspire to become Team Chiefs for Sub-Unit Compliance Inspections. This course replaces the IG Senior Course for those who will be following the Inspection path. It will also be a prerequisite for those attending the IG Master Course in the Inspection path and will satisfy the academic requirement for the Senior rating. This course went live on 12 Dec 2020. The course is by invitation only and you must get your Wing IG's approval. *The prerequisite courses are Introduction to Inspections and the IA Qualification courses.*

- **ADVANCED COMPLAINT RESOLUTION COURSE**

This course is in development and will replace the former IG Senior Course for those in the CR path. It will be offered as an online course and will deal 100% with an investigation. It will be a prerequisite for anyone in the CR path who desires to attend the IG Master Course and will satisfy the training requirement for the Senior rating. It is planned to be rolled out by late July 2021.

- **IG MASTER COURSE**

Going forward the IG College will be known as the IG Master Course. It will be an annual offering with dual curricula. One for Complaint Resolution leading to eligibility for being appointed as a NCRO. The other will be for Inspections leading to eligibility for being appointed as a NCIO. This course will satisfy the training requirement for the Master rating. The time and place will be determined by the CAP/IG. Prerequisites will be *either* the Advanced Inspection Course for the Inspection path or the Advanced CR Course for the CR path. If you had completed the former IG Senior Course *since* 2019 you would have met the prerequisite for the CR path.

**"Education is a progressive
discovery of our own
ignorance".**

--Will Durant



Upcoming Wing-Level Compliance Inspections

WING	CI DATES	CYCLE/INSP #
OR	31 Jul-1 Aug 21	6-9
AR	28-29 Aug 21	6-10
LA	18-19 Sep 21	6-11

LMS/AXIS - IG Point of Contact

LEARNING MANAGEMENT SYSTEM and AXIS COORDINATOR
FOR IG COURSES IS COL ED BURNS at igt@capnhq.gov

Contact me if you notice any discrepancies/issues with the IG course materials in LMS or AXIS. We are in the process of moving all IG courses from LMS to AXIS.

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**"Anyone who stops learning is old,
 whether at twenty or eighty. Anyone who
 keeps learning stays young. The greatest
 thing in life is to keep your mind young".**

---Henry Ford