



# Inspector General

## Specialty Track Study Guide



CIVIL AIR PATROL  
NATIONAL HEADQUARTERS  
Maxwell Air Force Base, Alabama  
10 APRIL 2015

**TABLE OF CONTENTS    PAGE**

Preface .....3

Overview.....3

Training Objectives .....3

Recording Ratings and Earning Awards .....4

Instructions for Students .....4

Training Verification .....5

Instructions for OJT Trainers.....5

Technician Rating .....7

Senior Rating .....11

Master Rating .....15

Attachment 1 - Cap Inspector General Training Courses & Colleges .....20

## PREFACE

This pamphlet is your study guide outlining the requirements to attain technician, senior and master ratings in the Inspector General (IG) specialty track. Training is self-paced and completed primarily through on-the-job training and self-study.

Achieving each rating not only provides the knowledge necessary to perform your duties but is also instrumental in professional development progression and promotion. See [CAPR 50-17](#), *Senior Member Professional Development Program* for further information.

## OVERVIEW

The Civil Air Patrol (CAP) IG program is modeled after the Air Force's ([AFI 90-201](#) and [90-301](#)).

The Civil Air Patrol regulation (CAPR) 123 series defines the IG's role and responsibilities (see the reading list).

Progressively mastering the material in each section of this pamphlet will prepare you for the corresponding rating and positions of increasing responsibility within your unit and CAP.

Preferably, you will be assigned an on-the-job (OJT) supervisor. The wing or region inspector general, the CAP Inspector General (CAP/IG), a former IG or the NHQ Inspector General Support Coordinator can also provide guidance.

While not limiting the role students may take as inspectors general, this study guide presumes that students' levels of responsibility will begin modestly and increase as they advance in the program.

## TRAINING OBJECTIVES

Each pamphlet section contains knowledge, academic and service requirements that must be completed in order to attain a rating.

**Knowledge Requirements** are objectives describing what you are expected to know and be able to demonstrate. These objectives are further divided into requirements related to IG inspections and complaint resolutions.

**Academic Requirements** are formal training you must accomplish.

**Service Requirements** are completed through active participation.

## Reading List

The successful IG will become as knowledgeable as possible about the essential readings and understand the additional readings well enough to be able to use them to research any issue.

### Essential Program Readings:

[CAPR 123-1](#), *Civil Air Patrol Inspector General Program*

[CAPR 123-2](#), *Complaint Resolution*

[CAPR 123-3](#), *Civil Air Patrol Compliance Inspection Program*

Additional Readings:

CAP IG Reference File: This file contains all IG forms and templates, CAP Investigating Officer's Guide, and other essential documents. (Contact the NHQ Inspector General Support Coordinator for online access – 334-953-7748 ext 223).

All CAP regulations are available at:

[http://www.capmembers.com/forms\\_publications\\_regulations](http://www.capmembers.com/forms_publications_regulations)

## RECORDING RATINGS AND EARNING AWARDS

Once you have completed the requirements for a rating and received the necessary approvals, you are eligible to wear the Leadership Award ribbon (and applicable devices for senior and master levels) and the Inspector General badge (for the level achieved). For more information, see [CAPR 39-3](#), *Award of CAP Medals, Ribbons and Certificates*, and [CAPM 39-1](#), *CAP Uniform Manual*.

## INSTRUCTIONS FOR STUDENTS

### Self-Study & On-the-Job Procedures (Read, Discuss, Shadow, Perform, Review)

Training in the Inspector General specialty track may formally begin once you complete Level I of the Senior Member Professional Development Program. Your unit commander or professional development officer will enroll you through eServices. You will complete on-the-job training at your own pace through self-study. If possible, you should be assigned an On-the-Job (OJT) trainer to help you fulfill the knowledge and service requirements and to serve as your mentor.

Follow the procedures listed below and in Figure 1 to ensure your training is successful:

1. Study the publications on the reading list. Focus on the sections pertaining to the knowledge requirements.
2. Discuss the readings with your trainer to ensure your general understanding is accurate.

3. Shadow the trainer and watch how he/she performs tasks related to the knowledge requirements.
4. Perform tasks that are related to the knowledge and service requirements, under the trainer's guidance.
5. Review the knowledge and service requirements with your trainer to ensure that you have fulfilled each requirement.

## **TRAINING VERIFICATION**

When you feel confident you are proficient in the requirements and tasks in a section, contact your mentor or another appropriately rated IG at wing level or above. That IG will determine your proficiency through personal knowledge of your participation in the IG program and/or oral discussion and complete the skill level evaluation and certification worksheet.

Your proficiency will be verified by his/her signature on the evaluation and certification worksheet. Once the evaluator has signed off on each task, submit the form to your commander for approval. The commander or unit professional development officer will update our member record and eServices. You are then eligible to wear the Leadership Ribbon and IG device corresponding with the level achieved.

## **Summary for Earning Specialty Track Ratings Process**

1. Complete the self-study: Read, discuss shadow, perform, and review, as described above.
2. Fulfill the rating's service requirements.
3. Be evaluated by your OJT trainer or another qualified IG using the evaluation and certification worksheet.
4. Record the new rating on the CAPF 45 and in eServices. (see page 5)

## **INSTRUCTIONS FOR OJT TRAINERS**

It is the OJT trainer, who makes the specialty track training program work best. You are a mentor, ready to guide your senior member student(s) through the duties of the position, always relating the job to the knowledge requirements corresponding to the rating. [CAPP 50-7](#), *MENTORING: Building Our Members*, provides an excellent overview of being an effective mentor.

## **The OJT Environment**

Familiarize yourself with the student five-step self-study and OJT procedures. Use the demonstration/performance method (described below) to teach students how to complete job duties.

During the demonstration phase, allow the student to shadow you as you perform job duties related to the student's knowledge requirements. Point out the task's sequence of events and standards of performance.

During the performance phase, have the student complete job duties related to the knowledge and service requirements of the rating they are pursuing. Provide constructive feedback to let them know what they did correctly and what areas need improvement.

Students pursuing the Senior and Master ratings will likely hold staff positions of their own. In such instances, explain how the subject matter relates to the student's current position as well as your own.

## **Student / Trainer Ratio**

OJT is best conducted with a low student to trainer ratio (3:1 or better is recommended).

## **Levels of Training**

Familiarize yourself with the knowledge and service requirements throughout this guide. This will help you provide the right training at the right time, versus overwhelming the student with knowledge that may be valuable, but is not yet needed.

## **Training Accuracy**

Avoid the easy tendency of always relying on your memory when explaining job procedures to students. By reviewing the applicable CAP publications before beginning an OJT program, you will be sure to teach the current policies and procedures. In the process, you will benefit from refreshing your own knowledge.

# **TECHNICIAN RATING**

## **Introduction**

The inspector general technician rating involves helping with complaint investigations and implementing IG programs for inspections. A technician rating prepares an IG for duty as a staff or support member.

## **Knowledge Requirements**

To achieve the technician rating, you must demonstrate knowledge of CAP's complaint resolution process and subordinate unit inspection (SUI) program, as well as the basic premise and components of the programs that constitute the three missions of CAP. At a minimum, an IG technician must be able to:

### **Inspection**

1. Define the terms "compliance inspection" and "subordinate unit inspection".
2. Define the grades used in CAP inspection programs.
3. Define the types of special report entries used in inspections.
4. Identify the functional areas evaluated during an inspection.
5. Explain key components to effective interviewing techniques.
6. Describe specific tools that can be used to assist units in closing discrepancies.
7. Demonstrate proficiency in the use of eServices and other on-line resources to manage, record, and track inspections, including the Discrepancy Tracking System (DTS) and the CAP Knowledge Base.
8. Understand the components of a wing SUI Plan of Action.

### **Complaint Resolution**

9. Identify the ten steps of the CAP IG complaint resolution process.
10. Define: fraud, waste, abuse, abuse of authority, misconduct, reprisal and complaint.
11. Identify problems that are not addressed by the CAP IG complaint resolution program.
12. Draft a complaint analysis showing a clear understanding of the possible outcomes of a complaint resolution process.
13. Prepare a model plan for completion of a 10-step investigation according to the CAP Complaint Investigating Officer's Guide.
14. Demonstrate the process used for electronic case management, storage, and security.

## **Academic Requirements**

Successfully complete both the Investigating Officer and Inspection Augmentee courses in the Learning Management System. This requirement has been satisfied for those that had previously completed the IG Basic Course.

## **Service Requirements**

1. Participate in a complaint analysis, which may be actual or simulated, under the supervision of an appropriately rated inspector general at wing level or above.
2. Participate as an inspector in two Subordinate Unit Inspections (SUI). One of those inspections is part of the Inspection Augmentee Certificate.
3. Be evaluated by a Senior or Master rated IG using the appropriate skill level evaluation and certification worksheet on the next page.
4. Serve a minimum of 6 months as an IG staff member or an assistant wing/region/national IG.
5. Have prior or current staff experience at the squadron level or higher. Candidate must have been an active senior member of CAP for at least 3 years and hold a minimum of a senior rating in any other CAP specialty track.

# INSPECTOR GENERAL SPECIALTY TRACK

## Technician Rating Evaluation & Certification Worksheet

Candidate's Name \_\_\_\_\_  
 CAP Grade \_\_\_\_\_ CAP ID \_\_\_\_\_ Charter # \_\_\_\_\_  
 Current Duty Position \_\_\_\_\_

<b>Knowledge Requirements</b>			
Demonstrate knowledge of the applicable procedures used to conduct inspections and investigations suitable to this training level.			
	Evaluation Item	Completion Date	Evaluator's Signature*
1.	Define compliance inspection and subordinate unit inspection.		
2.	Define the grading system used for CAP inspections.		
3.	Define the four types of "special" report entries used in CAP inspection reports.		
4.	Draft a complaint analysis showing a clear understanding of the possible outcomes of a complaint resolution process.		
5.	Prepare a model plan for completion of a 10-step investigation according to the CAP Complaint Investigating Officer's Guide.		
6.	Demonstrate the process used for electronic case management, storage, and security.		
7.	Identify the functional areas (tabs) evaluated during a CAP inspection.		
8.	Identify the 10 steps required to complete the complaint investigation process.		
9.	Define: fraud, waste, abuse, abuse of authority, misconduct, reprisal and complaint.		
10.	Identify those issues that are not addressed by the CAP Complaint Resolution program.		
11.	Draft a complaint analysis showing clear understanding of the possible outcomes of a complaint resolution process.		
12.	Prepare a model plan for completion of a 10-step investigation according to the CAP Complaint Investigating Officer's Guide.		
13.	Demonstrate the process used for electronic case management, storage, and security.		
<b>Academic Requirements</b>			
a.	Successfully complete the CAP Inspector General Investigating Officer Course.		
b.	Successfully complete the CAP Inspection Augmentee Course.		
<b>Service Requirements</b>			
Serve in as an IG or IG staff member as prescribed for this training level.			
a.	Participate in one complaint analysis (may be simulated).		
b-1.	Participate in an inspection as a team member for inspection augmentee certification.		
b-2.	Participate in a second inspection as a team member.		
c.	Serve at least six months as a wing or region IG or as an IG staff member/assistant at the national, region or wing level.		
d.	Have prior or current staff experience at the squadron level or higher. Have been an active senior member of CAP for at least three years and hold a minimum of a senior rating in any other CAP specialty track.		

\*Technician rating must be evaluated by a Senior or Master rated IG at wing level or above.

(Continued)

**Evaluator' Comments:**

Verification of Satisfactory Completion of Required Service and Training:

Senior or Master Rated IG's Signature

Date

Certification of Completion of Technician Skill Rating:

Wing or Region Commander's Signature

Date

# **SENIOR RATING**

## **Introduction**

The inspector general senior rating involves developing IG programs for complaint resolution and inspections. A senior rating prepares you for duty as an assistant to a wing or higher IG. To achieve the senior rating, you must have completed the requirements for the technician and senior ratings.

## **Knowledge Requirements**

To achieve the senior rating, the student must acquire an advanced knowledge of CAP's IG inspection and investigation programs, a basic knowledge of a CAP wing's functional working areas (see wing compliance inspection checklists) and an ability to operate as a supervisor and mentor to IGs at subordinate levels. At a minimum, the IG senior must be able to:

## **Inspections**

1. Explain the commander/inspector general/legal officer relationship.
2. Use Plan-Do-Check-Act (PDCA) to resolve and create countermeasures for specific program issues that research indicates are current problems for regions and wings.
3. Understand the complaint resolution process including complaint handling, analysis, trends, investigation plans, and document management.
4. Demonstrate awareness of the role of Legal Officers at all critical phases of complaint resolution.
5. Review all the training tools and resources needed to develop a new generation of Inspectors General.
6. Submit graded and critiqued work products requested by the candidate's OJT trainer or evaluator. These work products are assigned at the discretion of the trainer/evaluator or may be part of the academic requirements for college accreditation.
7. As an inspection team chief, plan, organize and execute one Subordinate Unit Inspection.
8. Critique the mission accomplishment of each inspected area (tab).
9. Appraise the results of an inspection and analytically apply the grading criteria.

## **Complaint Resolution**

1. Perform a thorough written complaint analysis demonstrating understanding of the five possible outcomes.
2. Select the correct template(s) in creating a Report of Investigation (ROI).

3. Create a concise ROI from facts acquired during an investigation.

## **Academic Requirements**

Complete the 2-day IG Senior Course (see Attachment 1). The Senior Course uses scenario based training exercises and a recorded post-test to determine completion.

## **Service Requirements**

1. Serve as a team chief for at least one inspection.
2. Demonstrate to a master-rated IG the ability to conduct a complaint analysis and a report of investigation, either actual or simulated. Demonstrate the ability to manage complaint resolution documents in the electronic case information management system.
3. Be evaluated by a master-rated IG at wing level or above, using the appropriate skill level evaluation and certification worksheet on the next page.
4. Serve as a wing/region IG and/or as a wing/region/national assistant IG for a minimum of 1 year.
5. Have prior or current command experience at a squadron level or higher; or group level or higher staff level experience. Candidate must have been an active senior member of CAP for at least 5 years and hold a master rating in any other CAP specialty track.

# INSPECTOR GENERAL SPECIALTY TRACK

## Senior Rating Evaluation & Certification Worksheet

Candidate's Name \_\_\_\_\_

CAP Grade \_\_\_\_\_ CAP ID \_\_\_\_\_ Charter # \_\_\_\_\_

Current Duty Position \_\_\_\_\_

	Evaluation Item(s)	Completion Date	Evaluator's Signature*
<b>Knowledge Requirements.</b> Demonstrate knowledge of the applicable procedures in recognizing and conducting inspections and investigations suitable to this training level.			
1.	Explain the commander/inspector general/legal officer relationship.		
2.	Use Plan-Do-Check-Act to resolve and create counter-measures for specific program issues that research indicates are current problems for regions and wings.		
3.	Understand the complaint resolution process including complaint handling, analysis, trends, investigation plans, and document management.		
4.	Demonstrate awareness of the role of legal officers at all critical phases of complaint resolution.		
5.	Review all the training tools and resources needed to develop a new generation of inspectors general.		
6.	Submit graded and critiqued work products requested by the candidate's mentor.		
7.	As an inspection team chief, plan, organize and execute one Subordinate Unit Inspection.		
8.	Critique the mission accomplishment of each inspected area (tab).		
9.	Appraise the results of an inspection and analytically apply the grading criteria.		
<b>Academic Requirements.</b>			
a.	Successful completion of the 2-day IG Senior Course.		
<b>Service Requirements.</b> Serve in as an IG or IG staff member as prescribed for this training level.			
a.	Complete all requirements for technician rating in the Inspector General specialty track.		
b.	Participate in three inspections as a team member or team chief. At least one inspection must be completed as team chief. (The two inspections required for the technician level may count toward this total.)		
c.	Serve as a wing/region IG and/or as a wing/region/national IG assistant for a minimum of one year.		
d.	Have prior or current command experience at a squadron level or higher or group level or higher staff level experience. Has been an active senior member of CAP for at least five years and hold a master rating in any other CAP specialty track.		

\*Senior rating must be evaluated by a Master rated IG assigned at wing level or above.

(Continued)

**Evaluator' Comments:**

Verification of Satisfactory Completion of Required Service and Training:

Master Rated IG's Signature

Date

Certification of Completion of Senior Skill Rating:

Wing or Region Commander's Signature

Date

# **MASTER RATING**

## **Introduction**

The IG master rating involves managing inspector general programs for complaint resolution and inspections. A master rating qualifies you for duty at the wing, region or national level. To achieve the master rating, the student must have completed the requirements for the technician, senior and master rating.

## **Knowledge Requirements**

### **Inspections**

Prepare an educational session on the IG Complaint Resolution Program and present it at a wing staff meeting or wing conference. Examples include: "How to Prepare for a CI/SUI", "Discrepancy Closure - The Checks and Balances to the Inspection Process".

As an inspection team chief: plan, organize and execute two Compliance or Subordinate Unit Inspections in addition to the requirements for the senior rating.

### **Complaint Resolution**

Prepare a plan for completing a higher level review of a complaint. The mentor/trainer may pose a simulation exercise to the applicant in lieu of an actual investigation.

Prepare and present an educational session on the IG Complaint Resolution Program and present it at a wing staff meeting or wing conference. Examples of topics could include: "What an IG 'Is' and 'Is Not.'", "Fraud Waste and Abuse and How It Can Be Prevented", "So You Filed a Complaint, Now What?"

## **Academic Requirements**

The candidate must graduate from the CAP Inspector General College.

Completion of the Inspector General Senior Course is a prerequisite for the College. Rarely, the CAP/IG may waive prerequisites for members of the Command Council if no Senior Course is available on short notice. To qualify for a master rating, the member must attend a Senior Course after completion of the IG College. American Council of Education (ACE) accreditation requirements include completion of the Senior Course as a prerequisite for the College.

## **Service Requirements**

Additionally, the candidate must complete the following service requirements:

1. Participate as a team chief in one additional graded inspection since earning a senior rating.

2. Demonstrate to the mentor/evaluator the ability to manage a wing's IG program using tools such as 8-Step, Plan-Do-Check-Act (PDCA) or Observe-Orient-Decide-Act (OODA). (Reference: "[AFS021 Playbook](#)," May 2008.)
3. Successfully complete the handling of a CAP complaint from start to finish, including the production of at least one Report of Investigation since receiving the senior rating. The Master rating evaluation should include demonstration of the highly effective analytical and communication skills expected of a "Master" IG. This case may be simulated at the discretion of the evaluator.
4. Successfully complete two complaint analyses since receiving the senior rating. May be simulated at the discretion of the evaluator.
5. Successfully complete a Reprisal Evaluation Worksheet for a complaint. May be simulated at the discretion of the evaluator.
6. Demonstrate the ability to manage complaint resolution documents in an electronic case information management system.
7. Be evaluated by a master IG at region or national level, using the appropriate skill level evaluation and certification worksheet on the next page.
8. Serve as a wing and/or region IG or on the IG staff at the national level for more than two years; or upon recommendation by a wing or region IG an assistant who has served for a period of more than 2 years may apply for a master rating.
9. As a subject matter expert, prepare your wing for its upcoming compliance inspection. Activities should include; 1) Staff briefing on the CI process - roles, responsibilities and expectations; 2) Create a plan of action for CI readiness which defines check tasks and deliverable for each inspected staff member, 3) Conduct monthly meetings with wing staff to track progress.
10. Create and execute a plan of action post inspection to ensure discrepancies are closed in a timely manner.
11. Be an active senior member of CAP for at least 7 years.
12. As a subject matter expert participate as an instructor at an IG Senior Course.

# INSPECTOR GENERAL SPECIALTY TRACK

## Master Rating Evaluation & Certification Worksheet

Candidate's Name \_\_\_\_\_

CAP Grade \_\_\_\_\_ CAP ID \_\_\_\_\_ Charter # \_\_\_\_\_

Current Duty Position \_\_\_\_\_

Evaluation Item(s)	Completion Date	Evaluator's Signature*
<b>Knowledge Requirements.</b> Demonstrate knowledge of the applicable procedures in recognizing and conducting inspections and investigations suitable to this training level.		
1. Prepare and present to your wing an educational session on the IG Complaint Resolution Program and present it at a wing staff meeting or wing conference.		
2. As an inspection team chief, plan, organize and execute two Compliance or Subordinate Unit Inspections in addition to the requirements for the senior rating. If the candidate was the team chief during one of the SUIs completed for the Senior rating, that SUI may be credited for this requirement. Only one senior rating SUI may be used toward the master rating.		
3. Prepare your wing for its upcoming Compliance Inspection. Activities should include; 1) Staff briefing on the CI process - roles, responsibilities and expectations; 2) Create a plan of action for CI readiness which defines check tasks and deliverable for each inspected staff member, 3) Conduct monthly meetings with wing staff to track progress.		
4. Create and execute a plan of action post inspection to ensure discrepancies are closed in a timely manner.		
5. Prepare a plan for completing a higher level review of a complaint. May be simulated.		
6. Prepare and present an educational session on the IG Complaint Resolution Program and present it at a Wing Staff Meeting or Wing Conference.		
7. Review all the training tools and resources needed to develop a new generation of Inspectors General.		
8. Submit graded and critiqued work products as requested. These work products are assigned at the discretion of the mentor or may be part of the academic requirement for college accreditation.		
<b>Academic Requirements.</b> Successfully complete SUI activities and investigative activities appropriate to this training level.		
a. Complete all prerequisite courses and graduate from the CAP Inspector General College.		
<b>Service Requirements.</b> Serve as an IG or IG staff member as prescribed for this training level.		
a. Participate as a team chief in two graded inspections. (The one team chief inspection required for the senior rating may count toward the master rating.)		

(Continued)

b.	Demonstrate to the mentor/evaluator the ability to manage a wing's IG program using tools such as 8-Step, Plan-Do-Check-Act (PDCA), or Observe-Orient-Decide-Act (OODA). (Reference: "AFS021 Playbook," October 2009.)		
c.	Successfully complete the handling of a CAP complaint from start to finish, including the production of at least one Report of Investigation. The master rating evaluation should include consideration of the highly effective analytical and communication skills expected of "Master" inspectors general. This case may be simulated at the discretion of the evaluator.		
d.	Successfully complete two complaint analyses. This case may be simulated at the discretion of the evaluator.		
e.	Successfully complete a Reprisal Evaluation Worksheet for a complaint. This case may be simulated at the discretion of the evaluator.		
f.	Demonstrate the ability to manage complaint resolution documents in an electronic case information management system.		
g.	Be evaluated by a master IG at region or national level.		
h.	Serve as a wing and/or region IG or on the IG staff at national level for more than 2 years; or upon recommendation by a wing or region IG an assistant who has served for a period of more than 2 years may apply for a master rating.		
i.	Have prior or current wing commander experience, or wing staff director position. Candidate must have been an active senior member of CAP for at least 7 years.		

\*Master rating must be evaluated by the CAP/IG or his/her designee.

(Continued)

**Evaluator' Comments:**

Verification of Satisfactory Completion of Required Service and Training:

Master Rated IG's Signature

Date

Certification of Completion of Senior Skill Rating:

Wing or Region Commander's Signature

Date

# ATTACHMENT 1 - CAP INSPECTOR GENERAL TRAINING COURSES & COLLEGES

## CAP INSPECTOR GENERAL TECHNICIAN TRAINING

**Scope:** To provide the knowledge and academic requirements for the IG technician rating. The course is two-segments on Learning Management Systems (in eServices): (1) Investigating Officer Course, and (2) Inspections Augmentee Course. The latter is required as the minimum training to serve on an inspection team.

**Instructor Qualifications:** Not Applicable.

**On-line:** The on-line Inspector General Technician Training Courses are offered via CAP e-Learning utilizing the CAP Learning Management System (LMS). Quizzes are automatically graded. The minimum passing grade is 80 percent. The Inspection Augmentee Course includes a validation approval based on performance on an actual inspection.

### **Course Materials:**

- CAP IG Reference file may be requested from the NHQ IG Support Coordinator.
- Material available for download through the LMS.
- CAP publications available on-line.

### **Subject Matter Readings:**

- Complaint Investigating Officers Guide
- Current SUI Inspector's worksheets
- CAPR 123 Series

### **Location:**

**On-line** through CAP Learning Management System (LMS).

# **CAP INSPECTOR GENERAL SENIOR COURSE**

**Scope:** To complete the knowledge and academic requirements for the IG senior rating.

**Note:**

1. This course is a prerequisite for the Inspector General College. The Inspector General Basic Course (IGBC), which is equivalent to both the Investigating Officer Course and the Inspection Augmentee Course is a prerequisite for the Senior Course.
2. This course must be taught in seminar at a location where WiFi is available.

**Course Duration:** This is a 16-hour course scheduled over a 2-day period. Time should be allowed for breaks between sessions, for meals, for in-class practicums, and for an evening assignment.

**Course Materials:**

- CAP IG Reference file.
- CAP Complaint Investigating Officer's Guide.
- eServices SUI Discrepancy Tracking System (DTS)
- Access to specific inspection results from eServices/Inspector General.
- A set of PowerPoint presentations titled "CAP Inspector General Senior Course."
- Senior Level IG Course Case Studies provided on-line.

**Subject Matter Topics:**

- Complaint resolution process.
- Complaint analysis emphasis study.
- Case studies.
- The use of specific process improvement tools to assist units in closing discrepancies.
- Scenario training exercises on the use of eServices Inspector General Discrepancy Tracking System (DTS), electronic case management, and CAP Knowledge Base.
- Air Force Inspection Agency (AFIA) Interviewing Techniques.

**Assessment of Course Completion.** Successful course completion will be determined through:

- Passing of the IG Senior Course post-test.
- Successful completion of practicum exercises. See the Subject Matter topics above.

**Instructor Qualifications:** Be an appointed IG at wing or higher. The instructor must have completed the Inspector General College and except for time in position, be eligible for the IG master rating. Additionally, CAP/IGT approval is required to teach the course.

**Location:** The CAP/IG's staff may offer the Inspector General Senior Course in conjunction with the National Conference. Additionally, wing and region IGs are encouraged to offer the IG Senior Course as often as necessary to meet their training needs. Instructors must be appointed in writing with authority to teach the Senior Course.

**Course Scheduling and Coordination:** Any wing or region that wishes to host an IG Senior Course will coordinate the request to sponsor a course through the Deputy CAP/IG for Education and Training, or his/her designee.

**SENIOR LEVEL COURSE INSTRUCTOR EVALUATION SHEET**

<b>TRAINEE NAME:</b>	<b>GRADE:</b>	<b>CAPID:</b>

**Vetted Background of the Trainee (Refer to the CAPP 203 for additional information, but minimum training is the IG Master’s Course: The IG College) :**

**Previous IG Training Experience(s)**

<b>DATE:</b>	<b>LOCATION:</b>	<b>COURSE:</b>

<b>CATEGORY</b>	<b>YES</b>	<b>NO</b>	<b>Not Obs</b>	<b>TRAINER COMMENTS</b>
<b>Establishes</b> contact with the host IG/unit NLT 60 days out from the course start date and seeks approval from the CAP/IGT.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<ul style="list-style-type: none"> <li>• <b>Completes</b> inventory of required course materials; prepares an SUI DTS scenarios approved by the CAP/IGT.</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<ul style="list-style-type: none"> <li>• <b>Requests</b>, if needed, additional assistance from NHQ-IGC and CAP/IGT NLT 30 days out.</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<b>Determines</b> that the date, facilities, lodging, and accessibility are appropriate for class size <b>--with Wi-Fi access.</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<b>Determines</b> that every student completed the eServices LMS IO and IA Courses (IGBC) including the actual SUI.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<b>Performs</b> course overview and schedule.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Power Point presentations on complaint resolution and inspections	<b>Critical assessment block: A Yes answer in each block is mandated to earn accreditation as an instructor.</b>			
<ul style="list-style-type: none"> <li>• <b>Paraphrases</b> slides and adds commentary.</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<ul style="list-style-type: none"> <li>• <b>Maintains</b> course pace to stay on schedule.</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<ul style="list-style-type: none"> <li>• <b>Emphasizes</b> importance of complaint analysis.</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<ul style="list-style-type: none"> <li>• <b>Emphasizes</b> process improvement in scenarios.</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

(Continued)

• <b>Allows</b> appropriate time for exercises.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
• <b>Directs and redirects</b> students regarding group dynamics and interviewing techniques.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<b>Monitors</b> the Post Test on eServices LMS to determine all students complete this promptly.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<b>Reviews and self-examines</b> course surveys from eServices LMS provided by CAP/IGT.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

**SENIOR LEVEL COURSE INSTRUCTOR EVALUATION SHEET**

CATEGORY	YES	NO	Not Obs	TRAINER COMMENTS
<b>Successful</b> Course evaluations and post test grade results indicate <b>80% approval rating and 80% post test</b> or greater per student.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A Yes answer is required to earn accreditation as an instructor
<b>Overall Assessment</b>	<input type="checkbox"/>	<b>NO FURTHER TRAINING. Recommend Qualification.</b>		
	<input type="checkbox"/>	<b>REVIEW OR EXPERIENCE NEEDED.</b>		
	<input type="checkbox"/>	<b>UNSATISFACTORY</b>	<b>Qualification NOT recommended at this time</b>	

**CERTIFICATION**

<b>DATE:</b>	<b>LOCATION:</b>	<b>SENIOR LEVEL INSPECTOR GENERAL COURSE</b>

<b>Trainer's Signature:</b>	<b>Additional Trainer Comments are welcome and encouraged below and on additional pages if necessary.</b>

**Comments:**

# **CAP INSPECTOR GENERAL COLLEGE**

**Scope:** To prepare an individual to fulfill duties as a national, region or wing IG.

The IG Senior Course is a prerequisite for the IG College. This can only be waived after a case-by-case evaluation by the CAP Inspector General. The CAP IG College has been approved by the American Council on Education for three bachelor degree credits. The prerequisite Senior Course is part of the accreditation.

**Course Duration:** The Civil Air Patrol Inspector General College is a Senior Member Professional Development Level IV training program equivalent to a Region Staff College. It is an intensive week-long course offering formal classroom instruction including practicum and seminar opportunities grounded in scenario based training methods.

## **Course Materials:**

- CAP IG Reference File
- Extensive on-line resources provided by CAP
- This college must be taught at a location with high speed Internet access.

## **Subject Matter Topics:**

Subject 1. The CAP/IG presents the commander (CC)/inspector general/legal officer (JA) relationship. Students in teams manage a relationship problem-solving exercise using a PDCA process.

Outcome: The student masters an understanding of this relationship.

Subject 2. CAP/IGI presents the challenges and problems discovered in managing, recording and effectively closing discrepancies in the CI and SUI program. Student teams complete a component of PDCA to resolve and create countermeasures to specific program issues that current research indicates are management problems for regions and wings.

Outcome: Student masters a process improvement method to resolve and create countermeasures to specific program issues that research indicates are current problem for regions and wings.

Subject 3. CAP/IGQ presents issues that relate to complaint resolution: Complaint analysis, trends in complaints, effective investigating plans, and document management. The student team then crafts solutions to manage issues identified in the CAP electronic case file management system.

Outcome: The student masters the complaint resolution process, including complaint handling, analysis, trends, investigation plans, and document management.

Subject 4. A Legal Officer presents issues that involve and direct the relationships among the CC/IG/JA. Student teams then perform an exercise to enhance IG to JA interface during all phases of complaint resolution.

Outcome: The student masters awareness of the role of legal officers at all critical phases of the complaint resolution process.

Subject 5. CAP/IGT presents training the next IG and maintaining proficiency. Student teams craft training schedules suitable for their wing or region. Students review training materials to make recommendations for improvements to all three levels of the CAPP-203.

Outcome: The student will master the content of the IG Senior Course from the instructor role, such that only a follow up evaluation is necessary for certification as an IGSC instructor. Student critiques of all training materials, including the college material, are submitted for analysis.

Subject 6. CAP-USAF CC (or designee) discusses principals of leadership; the CAP CC (or designee) reviews CAP's corporate direction. Students then take a final exam covering specific issues, and submit individual work products as requested by the CAP/IG staff.

Outcome: The graded and critiqued work products requested by the college Team Training Directors (TTD) and submitted by the student will be the basis for approval of successful completion of the college. These are prepared by the TTD, or may be assigned by a member of the CAP/IG staff as part of the academic requirement for college accreditation.

**Assessment of Course Completion.** Successful course completion will be determined through:

- Graded post-test results.
- Participation and group dynamics in a practicum presentation evaluated by the assigned Team Training Director.

The course instructors will record and evaluate individual student on each defined segment of the course (analysis, report writing, interviewing, inspections, and participation). This evaluation is confidential. Subject matter observed or evaluated formally that is not satisfactory will be corrected at the point of discovery. The score in any of the areas, including a review of the written work products that each student is expected to produce, will be pass/fail. The minimum passing score is shown on the grading sheet.

Should the student not satisfactorily complete any part of the course even after remediation, the student will not be granted bachelor credit eligibility for course completion. The CAP/IG will be the final authority, based on recommendations from the instructional staff, as to whether a student will receive CAP credit for the IG College, which is required to serve as an appointed IG in accordance with CAPR 123-1.

**Instructor Qualifications:** A member of the CAP/IG staff or other members experienced and Master rated in the IG Specialty Track (including past CAP/IGs and past CAP/IG staff), CAP-USAF/IG, selected members of the CAP-USAF staff, AFIA staff, and others vetted for the task by the college director and approved by the CAP/IG. If needed, instructors will be asked to submit a resume for review.

**Location and Frequency:** TBD by CAP/IG and CAP-USAF/IG.