

CAPP 40-20

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Inspector General

Specialty Track Study Guide



CIVIL AIR PATROL
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PREFACE

This pamphlet is your study guide outlining the requirements to achieve the Technician, Senior and Master ratings in the Inspector General (IG) specialty track. Training is self-paced and completed primarily through self-study and on-the-job training (OJT).

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 IG program as outlined in [AFI 90-201](#) (Inspections) and [90-301](#) (Complaints).

The CAP Regulation (CAPR) 20-series defines the IG's role and responsibilities (see the Reading List, next page).

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.

It is highly desirable that you be assigned an OJT Mentor as soon as possible. The wing or region IG, the CAP Inspector General (CAP/IG) or a formerly appointed IG 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 achieve 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 courses you must complete.

Service Requirements are completed through active (hands-on) 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 20-1](#), *Inspector General Program*

[CAPR 20-2](#), *Complaints*

[CAPR 20-3](#), *Inspections*

Additional Readings:

USAF "[AFS021 Playbook](#)," May 2008

CAP IG Reference Files (IG templates, CAP Investigating Officer's Guide, and other essential documents) are provided to those enrolled in the IG Senior Course and IG College.

All CAP regulations are available at:

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 ratings) and the Inspector General badge (for the rating 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

5-Step Self-Study & On-the-Job Training (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 OJT at your own pace through self-study. You should be assigned an OJT Mentor to help you fulfill the knowledge and service requirements.

Follow the steps listed below 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 OJT Mentor to ensure your general understanding is accurate.
3. Shadow the OJT Mentor 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 OJT Mentor's supervision and guidance.
5. Review the knowledge and service requirements with your OJT Mentor 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 OJT Mentor (if a qualified IG) or an appropriately-rated IG assigned (or previously assigned) at wing level or above. That IG will evaluate your proficiency through personal knowledge of your participation in the IG program and/or oral discussion and then complete the applicable rating Evaluation and Certification Worksheet.

Your proficiency will be verified by the Evaluator's signature on the Evaluation and Certification Worksheet. Once Evaluator sign-off has been completed for all Technician/Senior rating tasks, submit the worksheet to the appropriate wing/region IG and, in turn, the appropriate unit Commander for verification and certification. The Commander or Professional Development Officer will update your member record in eServices with the new rating. Once Evaluator sign-off has been completed for all Master rating tasks, submit the worksheet to CAP/IGT for review and subsequent CAP/IG approval.

Summary: Earning Specialty Track Ratings

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 a qualified and appropriately rated IG using the applicable Technician/Senior/Master Rating Evaluation and Certification Worksheet.
4. Record the new rating in eServices.

INSTRUCTIONS FOR OJT MENTORS

It is the OJT Mentor who makes the specialty track training program work best. You are expected to be 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 for being an effective Mentor.

The OJT Environment

Familiarize yourself with the five steps of self-study and OJT. 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. In such instances, explain how the subject matter relates to the student's current position as well as your own.

Student / Mentor Ratio

OJT is best conducted with a low student to mentor 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 train using the current policies and procedures. During the process, you will benefit from refreshing your own knowledge.

TECHNICIAN RATING

Introduction

The scope of the Inspector General Technician rating involves assisting with complaint investigations and subordinate unit inspections. The Technician rating prepares you for future duty as a wing IG Staff member.

Knowledge Requirements

To achieve the Technician rating, you must demonstrate knowledge of CAP's complaint resolution process and the Subordinate Unit Inspection (SUI) program (see SUI worksheets), as well as understand the basic premise and components of the programs (functions) that support the three missions of CAP.

At a minimum, the Technician-rated IG must be able to:

Inspection

1. Define the terms "Compliance Inspection" (CI) and "Subordinate Unit Inspection" (SUI).
2. Define the grades used in for CAP inspections.
3. Define the types of "special" report entries used in inspections.
4. Identify the functional areas ("tabs") evaluated during an inspection.
5. Explain key components to effective interviewing techniques.
6. Describe specific tools 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 use of the IG Inspection Knowledge Base (IKB).
8. Identify the components of a wing SUI Plan of Action (PoA).

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 those issues that are not addressed by the CAP IG complaint resolution program.
12. Explain the specific steps to accomplish for a Complaint Analysis and each of the possible outcomes of a complaint.
13. Describe the model plan for completion of a 10-step investigation according to the CAP Complaint Investigating Officer's (IO) Guide.
14. Explain the process steps used for Electronic Case Information Management (ECIM) storage and security.

Academic Requirements

Step 1: Successfully complete both the Investigating Officer (IO) and Introduction to Inspection courses in the Learning Management System (LMS). This requirement has been satisfied for those who had previously completed the legacy IG Basic Course and is already recorded in eServices.

Step 2: Successfully complete the Inspection Augmentee (IA) Qualification course. This requirement starts with course enrollment in LMS and involves hands-on participation as a SUI Team member as detailed in the service requirements below.

Service Requirements

1. Participate in a complaint analysis, which may be actual or simulated, under the supervision of a Senior- or Master-rated Inspector General at wing level or above.
2. Participate as an inspector on two Subordinate Unit Inspections (SUI). The first inspection can be used to complete the IA Qualification course.
3. Serve a minimum of 6 months as an assistant wing IG.
4. Have prior or current staff experience at the squadron level or higher. The candidate for this rating 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 _____ Mentor: _____

Knowledge Requirements			
Demonstrate knowledge of the applicable steps used to conduct inspections and investigations suitable to this training level.			
	Evaluation Item	Completion Date	Evaluator's Signature*
1	Define the terms "compliance inspection" and "subordinate unit inspection".		
2	Define the grades used for CAP inspections.		
3	Define the types of "special" report entries used in CAP inspection reports.		
4	Identify the functional areas ("tabs") evaluated during an inspection.		
5	Explain key components to effective interviewing techniques.		
6	Describe specific tools 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 use of the IG Inspection Knowledge Base (IKB).		
8	Identify the components of a wing SUI Plan of Action.		
9	Identify the 10 steps required to complete the complaint investigation process.		
10	Define: fraud, waste, abuse, abuse of authority, misconduct, reprisal and complaint.		
11	Identify those issues that are not addressed by the CAP Complaint Resolution program.		
12	Explain the specific steps to accomplish for a Complaint Analysis and each of the possible outcomes of a complaint.		
13	Describe the model plan for completion of a 10-step investigation according to the CAP Complaint Investigating Officer's Guide.		
14	Explain the process steps used for Electronic Case Information Management (ECIM) storage and security.		
Academic Requirements			
1	Successfully complete the CAP Inspector General Investigating Officer (IO) Course and Introduction to Inspection Course.		
2	Successfully complete the CAP Inspection Augmentee (IA) Qualification Course.		
Service Requirements			
Serve as an IG staff member as prescribed for this training level.			
1	Successfully complete one complaint analysis (may be simulated).		
2	Participate in two inspections as a SUI Team member.		
3	Serve at least six months as an assistant at the wing level.		
4	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's Comments:

Verification of Satisfactory Completion: Required Knowledge, Academic and Service Training

Senior or Master Rated IG's Signature

Date

Certification of Completion for Technician Skill Rating:

Wing or Region Commander's Signature

Date

SENIOR RATING

Introduction

The scope of the IG Senior rating involves developing IG programs for complaint resolution and inspections. The Senior rating prepares you to become a SUI Team Chief and for duty as an assistant to a wing or higher IG.

Knowledge Requirements

To achieve the Senior rating, you 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 Compliance Inspection worksheets) and an opportunity to become an OJT Mentor to those pursuing the Technician rating at subordinate units.

At a minimum, the Senior rated IG must be able to:

Inspections

1. Plan, organize and execute one Subordinate Unit Inspection (SUI) as a Team Chief.
2. Assess the compliance level of each inspected functional area (CI "Tab" areas).
3. Determine the overall results of an inspection using the grade resolution calculator.
4. Use Plan-Do-Check-Act (PDCA) to identify and resolve process deficiencies through the identification of countermeasures for specific program issues that are current problems for regions and wings.

Complaint Resolution

1. Explain the Commander/Inspector General/Legal Officer relationship.
2. Understand the complaint resolution process including complaint handling, analysis, trends, investigation plans, and document management.
3. Develop a thorough written Complaint Analysis demonstrating understanding of the five possible outcomes.
4. Select the correct template(s) in creating a Report of Investigation (ROI).
5. Develop a concise ROI from facts acquired during an investigation.
6. Demonstrate awareness of the role of Legal Officers at all critical phases of complaint resolution process.
7. Submit graded and critiqued work products requested by the candidate's Mentor or Evaluator. These work products are assigned at the discretion of the Mentor/Evaluator.

Academic Requirements

Successfully complete the 2-day IG Senior Course (IGSC). The IGSC uses scenario-based training exercises and a recorded post-test to determine successful completion.

Service Requirements

1. Serve as a SUI Team member for two scheduled SUIs.
2. Serve as a Team Chief for at least one of the two inspections to include SUI Report submission to the Wing IG.
3. Demonstrate the ability to conduct a Complaint Analysis and a Report of Investigation, either actual or simulated.
4. Demonstrate the ability to manage complaint resolution documents in the Electronic Case Information Management (ECIM) system.
5. Have prior or current command experience at a squadron level or higher; or group level or higher staff level experience. The 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.
6. Serve as a Wing/Region IG and/or assistant Wing/Region/National IG for a minimum of 1 year.

INSPECTOR GENERAL SPECIALTY TRACK

Senior Rating Evaluation & Certification Worksheet

Candidate's Name _____

CAP Grade _____ CAP ID _____ Charter# _____

Current Duty Position _____ Mentor: _____

	Evaluation Item(s)	Completion Date	Evaluator's Signature*
Knowledge Requirements. Demonstrate knowledge of the applicable procedures in recognizing and conducting inspections and investigations suitable to this training level.			
1	As a Team Chief, plan, organize and execute one Subordinate Unit Inspection (SUI).		
2	Assess the compliance level of each inspected functional area ("Tab").		
3	Determine the overall results of an inspection using the grade resolution calculator.		
4	Use Plan-Do-Check-Act (PDCA) to identify and resolve process deficiencies through the identification of countermeasures for specific program issues that are current problems for regions and wings.		
5	Explain the Commander/Inspector General/Legal Officer relationship.		
6	Understand the complaint resolution process including complaint handling, analysis, trends, investigation plans, and document management.		
7	Develop a thorough written Complaint Analysis demonstrating understanding of the five possible outcomes.		
8	Select the correct template(s) in creating a Report of Investigation (ROI).		
9	Develop a concise ROI from facts acquired during an investigation.		
10	Demonstrate awareness of the role of Legal Officers at all critical phases of complaint resolution process		
11	Submit graded and critiqued work products requested by the candidate's OJT Mentor or Evaluator. These work products are assigned at the discretion of the trainer/evaluator.		
Academic Requirements.			
1	Successful completion of the 2-day IG Senior Course.		
Service Requirements. Serve as an IG or IG staff member as prescribed for this training level.			
1	Serve as a SUI Team member for two scheduled SUIs.		
2	Serve as a Team Chief for at least one of the two inspections to include SUI Report submission to the Wing IG.		

3	Demonstrate the ability to conduct a Complaint Analysis and a Report of Investigation, either actual or simulated in addition to the one completed for the Technician rating.		
4	Demonstrate the ability to manage complaint resolution documents in the Electronic Case Information Management (ECIM) system.		
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.		
6	Serve as a Wing/Region IG and/or Assistant IG for a minimum of 1 year.		

*Senior rating must be evaluated by a Master rated IG assigned (or previously 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 scope of the IG Master rating involves managing IG programs for complaint resolution and inspections. The Master rating qualifies you for IG duties at the wing, region or national level.

Knowledge Requirements

Inspections

Prepare an educational session on the IG Inspection 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 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 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" and "So You Filed a Complaint, Now What?"

Academic Requirements

The candidate must graduate from the CAP Inspector General College (IGC).

Completion of the Inspector General Senior Course (IGSC) is a prerequisite for the IGC.

American Council on Education (ACE) accreditation requirements include completion of the IGSC as a prerequisite for the IG College.

Service Requirements

Additionally, the candidate must complete the following service requirements:

1. Participate as a Team Chief in one additional SUI since earning the Senior rating.
2. Demonstrate the ability to manage a wing's IG program using process improvement tools such as Plan-Do-Check-Act (PDCA) and the 8-Step Problem Solving Process. (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 (ROI) 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. This may be simulated at the discretion of the Evaluator.
5. Successfully complete a Reprisal Evaluation Worksheet for a complaint. This may be simulated at the discretion of the Evaluator.
6. Demonstrate the ability to manage all complaint resolution documents in the Electronic Case Information Management (ECIM) 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, help prepare your wing for its upcoming Compliance Inspection (CI). 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 and 3) Conduct monthly meetings with wing staff to track progress.
10. Create and execute a post-inspection plan of action to ensure CI discrepancies are closed in a timely manner.
11. Be an active senior member of CAP for at least 7 years.

INSPECTOR GENERAL SPECIALTY TRACK

Master Rating Evaluation & Certification Worksheet

Candidate's Name _____

CAP Grade _____ CAP ID _____ Charter # _____

Current Duty Position _____ Mentor: _____

	Evaluation Item(s)	Completion Date	Evaluator's Signature*
Knowledge Requirements. 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 one additional SUI since earning the Senior rating.		
3.	Help prepare your wing for its upcoming Compliance Inspection (CI). 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 and 3) Conduct monthly meetings with wing staff to track progress.		
4.	Create and execute a post-inspection plan of action to ensure CI discrepancies are closed in a timely manner.		
5.	Prepare a plan for completing a higher level review of a complaint. This 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.	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 IGC.		
Academic Requirements. Successfully complete SUI activities and investigative activities appropriate to this training level.			
1.	Complete all prerequisite courses and graduate from the CAP Inspector General College.		
Service Requirements. Serve as an IG or IG staff member as prescribed for this training level.			
1.	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.)		
2.	Demonstrate the ability to manage a wing's IG program using process improvement tools such as Plan-Do-Check-Act (PDCA) and the 8-Step Problem Solving Process. (Reference: AFSO21 Playbook, 2008)		
3.	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.		
4.	Successfully complete two complaint analyses. This case may be simulated at the discretion of the evaluator and will be in addition to the two previously completed for Technician and Senior ratings.		
5.	Successfully complete a Reprisal Evaluation Worksheet for a complaint. This case may be simulated at the discretion of the evaluator.		
6	Successfully complete a Frivolous Complaint Evaluation Worksheet for a complaint. This case may be simulated at the discretion of the evaluator.		
7.	Demonstrate the ability to manage complaint resolution documents in ECIM. This will be in addition to the work performed in ECIM for the Technician and Senior ratings.		
8.	Be evaluated by a master IG at region or national level.		
9.	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.		
10.	Have prior or current wing/region commander experience, or wing staff director/region Deputy Chief of Staff position. Candidate must have been an active senior member of CAP for at least 7 years.		

*Master rating must be approved 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 Master Skill Rating:

--

CAP/IG or Designee's Signature

Date

Attachment 1

CAP INSPECTOR GENERAL TRAINING COURSES & COLLEGE

CAP INSPECTOR GENERAL TECHNICIAN TRAINING

Scope: To provide the knowledge and academic requirements for the IG Technician rating. There are three courses required to be completed in the CAP Learning Management System (LMS): (1) Investigating Officer (IO) Course, (2) Introduction to Inspections and (2) Inspection Augmentee (IA) Qualification Course. The latter is required as the minimum training to serve on an inspection team.

Instructor Qualifications: Not Applicable.

On-line: The on-line IG training courses are offered via CAP e-Learning utilizing LMS. Quizzes are automatically graded. The minimum passing grade is 80 percent. The Inspection Augmentee (IA) Qualification Course includes a validation approval based on performance on an actual Subordinate Unit Inspection (SUI).

Course Materials:

- Material available for download through the LMS.
- CAP publications available on-line.

Subject Matter Readings:

- Complaint Investigating Officer's (IO) Guide
- SUI Worksheets (current version found on CAP/IG SUI Info web page)
- CAPR 20-series Regulations

Location: On-line in eServices/LMS.

CAP INSPECTOR GENERAL SENIOR COURSE (IGSC)

Scope: To complete the knowledge and academic requirements for the Inspector General Senior rating.

Notes:

1. This course is a prerequisite for the Inspector General College (IGC). The Inspector General Basic Course (IGBC) - either the legacy course or both the Investigating Officer (IO) Course and the Introduction to Inspection Course - is a prerequisite for the IGSC.
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, in-class practicums and an evening assignment.

Course Materials and Data:

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

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 the eServices Inspector General Discrepancy Tracking System (DTS) and CAP/IG Inspection Knowledge Base (IKB).
- Air Force Inspection Agency (AFIA) Interviewing Techniques.

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

- Satisfactory completion of practicum exercises drawn from the Subject Matter Topics.
- Passing the IGSC Post-Test in LMS.

Location: The IGSC is usually scheduled in conjunction with the annual National Conference and conducted by CAP/IG Staff. Additionally, wing and region IGs should offer the IGSC as often as necessary to meet their local IG training needs.

Course Scheduling and Coordination: Any wing or region CC/IG who wishes to host an IGSC will coordinate the request to sponsor a course through the Deputy CAP/IG for Education and Training (CAP/IGT) or his/her designee.

TIMELINE	WHAT	TO	RECORD
T-90 Days	IGSC Request	CAP/IGT	eMail
T-60 Days	Confirm Site/Date	CAP/IGT	eMail
T-55 Days	Distribute Flyer	REGIONS/WINGS	Posted Flyer
T-20 Days	Initial Roster	CAP/IGT, CAP/IGC	CAPF 11 or Worksheet
T+1 Days	Finalized Roster	CAP/IGT	CAPF 11 or Worksheet

Instructor Training and Qualification: CAP/IGT approval is required for IGs to start IGSC Instructor training and then subsequent CAP/IGT approval as a qualified IGSC Instructor once all specified tasks in the training process are completed.

Instructor Trainee Prerequisites:

- Must be a currently/previously appointed IG at wing or higher.
- Must have completed the IGC and - except for time in position - be eligible for the IG Master rating.

Instructor Training Process:

- Coordinate with a qualified IGSC Instructor for the planning of IGSC seminars.
 - The IGSC Instructor Evaluation Worksheet will be initiated and completed by the qualified IGSC Instructor.
 - All training will be documented and evaluated by the qualified IGSC Instructor.
- Complete a minimum of two seminars under the supervision of a qualified IGSC Instructor.
 - 1st Seminar – assist with the planning of the seminar and participate in some course instruction as directed by the qualified IGSC Instructor.
 - 2nd Seminar – plan and execute the seminar and participate in the majority of course instruction. It is preferable that there be a different qualified IGSC Instructor for the 1st and 2nd IGSC seminar.

INSPECTOR GENERAL SENIOR COURSE (IGSC) INSTRUCTOR EVALUATION WORKSHEET

TRAINEE NAME:	GRADE:	CAPID:

Vetted Background of the Trainee (refer to the CAPP 40-20 for additional information; minimum training is all IG Master rating items completed with the exception of IGC only) :

--

IGSC Instructor Training

DATE:	LOCATION:	EVALUATION (Mark Applicable Block):	
		<input type="checkbox"/> EVAL #1	<input type="checkbox"/> EVAL #2

TASKS	YES	NO	Not Obs	TRAINER COMMENTS
Establishes contact with host IG/unit NLT 90 days out from the course start date and seeks approval from CAP/IGT.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<ul style="list-style-type: none"> Completes inventory of required course materials for download. 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<ul style="list-style-type: none"> Requests, if needed, additional assistance from NHQ-IGC and CAP/IGT NLT 20 days out. 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Determines that the date, facilities (with Wi-Fi access), lodging, and accessibility are appropriate for class size.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Verifies via eServices/LMS that every student completed the legacy IGBC or both IO and Introduction to Inspections courses.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Conducts course overview with tailored schedule.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Power Point presentations on complaint resolution and inspections	Critical assessment block: YES answer is required in every task below on the 2 nd Evaluation to obtain qualification as an IGSC Instructor.			
<ul style="list-style-type: none"> Paraphrases slides and adds commentary. 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<ul style="list-style-type: none"> Maintains course pace to stay on schedule. 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<ul style="list-style-type: none"> Emphasizes importance of complaint analysis. 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<ul style="list-style-type: none"> Emphasizes process improvement in scenarios. 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

(Continued)

<ul style="list-style-type: none">• Allows appropriate time for exercises.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<ul style="list-style-type: none">• Directs and redirects students regarding group dynamics and interviewing techniques.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Monitors student Post-Test progress, completion and grade review in eServices/LMS.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Reviews and self-examines course survey comments by students entered after Post-Test completion (provided by CAP/IGT).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Overall Assessment (2nd Eval Only)	<input type="checkbox"/>	NO FURTHER TRAINING - recommend qualification.		
	<input type="checkbox"/>	REVIEW OR EXPERIENCE NEEDED – Trainer Comments required (below).		
	<input type="checkbox"/>	UNSATISFACTORY	Qualification not recommended at this time – Trainer Comments required (below)	
CERTIFICATION				
Trainer Signature:	Additional Trainer Comments are welcome and encouraged below and on additional pages if necessary.			
Trainer Comments:				

CAP INSPECTOR GENERAL COLLEGE (IGC)

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

The IG Senior Course (IGSC) is a prerequisite for the IG College. The IGC has been approved by the American Council on Education (ACE) for three bachelor degree credits. The IGSC as a prerequisite is part of the accreditation.

Course Duration: The IGC is a Senior Member Professional Development Level IV training program course equivalent to Region Staff College (RSC). It is an intensive week-long course offering formal classroom instruction including practicums and seminar opportunities grounded in scenario-based training methods.

This college must be taught at a location with high-speed internet access.

Course Materials:

- CAP IG Reference File (provided to students on a Thumb Drive/Memory Stick)
- Extensive on-line resources available in LMS and/or provided by CAP/IG Staff.

Subject Matter Topics:

Subject 1. The CAP/IG presents the commander (CC)/Inspector General (IG)/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 programs. 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 problems 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 Information Management (ECIM) system.

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

Subject 4. CAP-IG/JA 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 of the next-generation IG and discuss the maintenance of IG/IGA training 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 IG Specialty Track documented in CAPP 40-20.

Outcome: The student will have a better understanding of the total IG-related curriculum from which local presentations and additional training exercises can be drawn. 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 each individual student on every defined segment of the course (analysis, report writing, interviewing, inspections, and participation). This evaluation is confidential. Subject matter observed or formally evaluated 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 20-1.

Instructor Qualifications: A member of the CAP/IG Staff or other members highly experienced and Master-rated in the IG Specialty Track (including past CAP/IGs and past CAP/IG Staff); CAP-USAF/IG and selected members of the CAP-USAF Staff; or, others vetted for the task by the IGC Director and approved by the CAP/IG. If needed, potential instructors will be asked by CAP/IGT to submit a resume for review.

Frequency and Location: Held every other year; location TBD by CAP/IG.