



# **CLEAR** LEARNING



## **2024 - 2025 CLEAR LEARNING PROGRAMS**



# CLEAR LEARNING

CLEAR Learning serves as the hub of ongoing education for the international regulatory community, providing effective training for regulatory board members, regulatory investigators, regulatory inspectors, staff, administrators and all those who serve and support regulatory organizations.

CLEAR currently offers both in-person and virtual courses within the following areas of interest:

- **National Certified Investigator & Inspector Training (NCIT)**
- **Executive Leadership Program for Regulators**
- **Board Member Training**
- **Skills for the Regulatory Administrator- Staffing a Board**
- **Getting the Most from Your Board - Skills for Effective Chairing**

## Disclaimer

The concepts taught in these programs are what CLEAR deems as best practice. Agency policies and procedures supersede the concepts taught in our programs.



# National Certified Investigator & Inspector Training (NCIT) Programs

The National Certified Investigator and Inspector Training (NCIT) Basic and Specialized programs provide training and certification in investigation and inspection techniques and procedures. More than 22,000 investigators and inspectors have participated in these training programs.

These programs are offered both in-person and online to accommodate the needs of CLEAR's constituents.

Our **NCIT Basic program** takes the attendee through every step in the investigative process: from planning the investigation to writing the report.

Our **NCIT Specialized Program** offers advanced curriculum in individual subject areas including interviewing techniques, investigative analysis and report development.

Our **NCIT Third Tier programs** include four different short-term programs that target specific issues and topics for compliance and discipline professionals.

These courses are designed for investigators, inspectors and disciplinary staff working within regulatory organizations and are general enough to apply to a wide range of professions, occupations and facilities regulators.



## NCIT Basic

The course is designed for investigators and inspectors working within regulatory organizations. The material is general enough to apply to investigators and inspectors working in a wide range of professions. The course is also useful for board executives responsible for analyzing complaints and board attorneys who wish to gain a greater appreciation of the skill level and work involved in investigations and inspections.

The program contains 10 modules pertaining to regulatory investigations:

- Professional Conduct
- Principles of Administrative Law
- Investigative Process
- Principles of Evidence
- Evidence Collection, Tagging, and Storage
- Interviewing Techniques
- Investigator Safety
- Overview of Inspections and Inspection Procedures
- Report Writing
- Testifying in Administrative and Criminal Proceedings

CLEAR offers both a **U.S. and a Canadian version** of its Basic Program. Each version caters to differences in administrative law processes in their respective countries.

Both programs are offered in-person and online over the course of CLEAR's membership year. A person who completes the course, passes the course examination and meets the one-year employment requirement may apply for CLEAR's official certification, which does not require renewal.

[Learn More](#)





## NCIT Specialized

While the NCIT Basic Program provides a core curriculum for certification, the NCIT Specialized Program offers advanced coursework in the three individual subject areas of interviewing techniques, investigative analysis, and report development. Each module is designed to promote interaction through the use of small groups, role-playing exercises, and case studies.

Anyone who has successfully completed either the U.S. or Canadian NCIT Basic Programs and passed the NCIT Basic Final Exam is eligible to attend a Specialized program. This program is offered in-person and online throughout CLEAR's membership year.

[Learn More](#)

## NCIT Third Tier Programs

In addition to the core NCIT program curriculum, CLEAR is pleased to offer additional programs targeting specific issues and topics for compliance and discipline professionals. CLEAR's NCIT 3rd Tier programs are independent courses that can be taken without any previous participation in CLEAR Learning programs.

### Investigative Reports of Sexual Misconduct

This workshop focuses on the investigative skills necessary to conduct investigations into reports of sexual misconduct by regulated individuals. Topics covered in this workshop include:

- Defining sexual misconduct
- Interviewing person(s) of interest
- Interviewing complainants and witnesses
- Types of evidence
- Vicarious trauma and investigator self-care

[Learn More](#)

### Communication Skills and the Art of Persuasion

This seminar-style course focuses on effective communication tactics and skills for regulatory investigators. This session introduces participants to key components for effective communication including preparation and delivery techniques, the use of language and physicality to get your point across, listening skills, and the use of presentation aids.

[Learn More](#)





## **Developing a Professional Attitude: Ethics for the Regulatory Investigator**

This seminar-style course is designed to provide students with an advanced understanding of guidelines for ethical behavior as a regulatory investigator. Attendees will review models for professional conduct and behavior by examining ethical standards established by statute or governmental policy and professional ethical standards. This course also explores the concepts of conflict of interests and scope of liability as they relate to public employment in general and the work of the investigator in specific. Lastly, participants will consider practical applications of ethical dilemmas through case studies and scenarios.

[Learn More](#)



## **Drug Diversion Investigations**

The Drug Diversion Investigation program provides a comprehensive overview of identifying, addressing, and preventing drug diversion in healthcare settings. Participants will learn about motives driving drug diversion, types of drugs diverted, accountability systems, methods of diversion, and impacts on individuals and society. The course covers regulatory frameworks, investigative techniques, and collaborative approaches necessary to combat drug diversion effectively. By enrolling in this program, individuals will gain valuable insights into safeguarding patient welfare, maintaining regulatory compliance, and addressing misconduct effectively.

[Learn More](#)



# Board Member Training

Board and council members take on a great responsibility, and it is imperative they are equipped for their roles. CLEAR's Board Member Training programs offer three levels of training, education, and support to help ensure board and council members understand their role and are able to serve effectively in the public interest.

## Level 1 - So, You Think You Want To Be a Board/Council Member

- This program is designed to provide prospective and newly elected or appointed regulatory board or council members with an introduction to the expectations and requirements of regulatory board leadership.
- This program covers the four main aspects of being a regulatory leader: Regulation, Governance, Roles and Responsibilities, and Ethics.

## Level 2 - Introduction to Regulatory Governance

- Designed for regulatory board/council members, the curriculum features five modules: Foundations of Occupational & Professional Regulation, Roles & Responsibilities of a Board Member, Administrative Rulemaking, Professional Discipline, Assessing Competence

## Level 3 - Advanced Concepts in Regulatory Governance

- This program is designed for seasoned Board/Council members and promotes strategies for dealing with specific challenges board members face.
- Modules include: Striving for Governance Excellence: Leadership and the Public Interest, Accountability, Evaluation, Public Reporting and Summary & Call to Action
- CLEAR provides this program in person and online

[Learn More](#)



# Executive Leadership Program for Regulators

The course content is directly relevant to those in a regulatory leadership position at any level of experience. The course is also useful for marketing and communication personnel, legislators, aspiring leaders, and legal counsel.

Topics include and problems associated with:

- Creating a positive public relations program
- Building an appropriate relationship with stakeholders
- Mastering the art of negotiation
- Identifying and understanding the numerous types and styles of regulatory leadership
- Organizational culture and change

Participants engage in discussion on leadership challenges specific to regulatory organizations, including the evolving role of regulatory organizations in serving the public, how best to serve and work with the varied stakeholders of a regulatory authority, fostering stability and attention to the regulatory mission in the face of change and practical techniques for leading regulatory teams.

This program is offered in-person and online over the course of CLEAR's membership year.

[Learn More](#)



## Skills for Regulatory Administrator - Staffing a Board

This program provides executive and senior regulatory staff with the opportunity to learn from leaders in professional and occupational regulation, and each other. This course will focus on the skills needed to effectively provide staff support to regulatory boards and councils.

This program contains three virtual instructor-led sessions:

- Characteristics of Regulatory Governance
- Leading a Board – The Effective Board Support
- Tactics for Effective Board Leadership

Upon completion of this program, learners will be able to:

- Understand regulatory frameworks, distinguishing between operations and policy, and recognizing agency responsibilities.
- Develop a strategic mindset, fostering effective communication, emotional intelligence, and relationship-building.
- Identify and mitigate risks, ensuring transparent decision-making aligned with the public interest.
- Stay informed on global regulatory trends, strategically positioning boards for adaptation and leadership.
- Acquire skills in collaborative leadership, managing shared roles, and addressing challenges with difficult personalities.
- Enhance communication with effective writing, dynamic presentations, data-driven decision-making, and strategies for role oversteps.

This program is restricted to staff members of regulatory bodies/agencies.

[Learn More](#)

# Getting the Most from Your Board - Skills for Effective Chairing Description

Presented by the Council on Licensure, Enforcement and Regulation (CLEAR), this comprehensive training program is specifically designed for newly appointed regulatory board chairs. It aims to equip you with the critical knowledge and skills necessary to lead your board with confidence and effectiveness.

As a board chairperson, your leadership is vital to the success and direction of your organization. This program will provide you with the tools needed to navigate the complexities of your role, ensuring you are well-prepared to fulfill your responsibilities and foster a collaborative environment.

## Key Learning Objectives:

- **Role Clarity:** Gain a deep understanding of the unique role of the board chairperson within a regulatory board.
- **Duties & Responsibilities:** Learn the specific duties and responsibilities that come with the position of board chairperson.
- **Leadership Skills:** Identify and develop the key skills and competencies for effective board leadership.
- **Collaboration & Communication:** Recognize the importance of fostering strong collaboration and communication between board members and staff.

By the end of this training, you will be equipped to handle the challenges and opportunities of board leadership and contribute to the overall success of your regulatory board.

[Learn More](#)



## Access Our Full CLEAR Learning Calendar

[Browse All Upcoming Programs](#)

## Become a CLEAR Learning Instructor

Get more involved with CLEAR's training programs by becoming a CLEAR Learning instructor! We particularly encourage individuals with experience related to our programs such as investigating, inspecting, board support, administration and more to apply to instruct.

[Become a CLEAR Learning Instructor](#)

## Request a Program for Your Organization

Does your organization or area wish to offer an in-person private CLEAR Learning program? Our team can help you hold a closed offering of any of our training program. Request more information through the link below.

[Request a Program](#)

## Subscribe to our CLEAR Learning Email List

Join our CLEAR Learning Announcements audience to receive additional information about CLEAR Learning programs. Email your interest to our Marketing & Communications Manager at [\*\*apeterson@clearhq.org\*\*](mailto:apeterson@clearhq.org).

## Questions?

Contact our CLEAR Learning team at [\*\*clearlearning@clearhq.org\*\*](mailto:clearlearning@clearhq.org)