

Training Curriculum for Delaware's Permit Writers and Inspectors

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The Engineering & Compliance Branch

- We are organizationally different from other states
- We have 22 Engineers and Scientists
- Each Engineer or Scientist is assigned to several facilities and is responsible for all permit writing, inspections and compliance activities, and enforcement actions at each assigned source

Why?

- Some positions had training policies, while others did not
- Department level training policies were not meeting the needs of the Branch
- We had no formal plan to help new Engineers and Scientists gain the necessary experience to conduct their jobs

Why?

- There was inconsistency in the levels of training amongst the Engineers and Scientists
- This inconsistency was manifesting itself in several ways

Inconsistencies

- There was no consistent format for Natural and Synthetic Minor Permits
- There was no consistent format for inspection reports
- Some facilities would “shop around” for the answer they wanted

Strategy to Address Inconsistencies

- We created a multi-pronged strategy to address these inconsistencies including:
 - Creating a training policy (curriculum)
 - Creating a permit tracking system; and
 - Creating the Intranet Desk Reference

Highlights of Training Policy and Plan

- The policy and plan incorporates Department and Division requirements
- The policy and plan contains requirements for new and veteran employees
- The policy and plan contains technical and “soft-skill” training requirements

New Employee Technical Training Requirements

- These requirements represent the minimum training a new Engineer or Scientist must have to safely and effectively accomplish tasks
- Most required courses are readily available on-line so new Engineer's and Scientists can conveniently complete them

“Soft Skill” Training Requirements

- Non-technical skills are equally important
- The Soft Skill training requirements focus on communication and time management
- The Soft Skill courses are offered through the state training agency

Questions?



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