

Building Better Inspectors

DESIGNING TRAINING THAT DELIVERS
COMPETENCE AND CONFIDENCE

Sarah Cope Avery

Outreach Coordinator

North Carolina Department
of Agriculture and
Consumer Services



Julian Cereceres, III

Program Manager

New Mexico Department of
Agriculture



Rene Nieto

Program Supervisor

Texas Department of
Agriculture



Presenters

Presentation I

Sarah Cope Avery

- Education vs Training
- Knowledge vs Skills
- Training Curriculum
- Monitoring / Accountability
- Learning Tools / Education
- Observation / Review
- Networking / Training
- Continuing Education
- Expectations

Education vs Training

- **Education**
 - Education develops general knowledge, critical thinking, and adaptability to new, unexpected situations
- **Training**
 - Training prepares individuals to function effectively within defined parameters

Knowledge vs Skills

- Knowledge

- Knowledge includes facts, information, and theoretical understanding

- Skills

- Skills are proficiencies developed through training or experience, representing the capability to perform tasks

Training Curriculum & Flash Drive

- Standard Training Curriculum
 - Printed / paper version to use to record training milestones
- USB Flash Drive
 - New Hire Training Documents
 - PDFs of FDA, PSA, AFDO, Extension, etc. guidance, documents, resources, etc.

Monitoring / Accountability

- **3 Month Review**
 - Education- Document review, web-based learning
- **6 Month Review**
 - Training- Web-based learning, in-person training, gaining skills
- **9 Month Review**
 - Observation- Observation and demonstration of skills
- **12 Month Review**
 - Application- Practice by doing and teaching others

Learning Tools / Education

- Independent
 - Document review
- Web-based
 - LearnED courses / FD226
 - NC State University Online Fresh Produce Production and Safety Course
 - UC Davis / Western Institute for Food Safety & Security Produce Commodity Informational Library
- In-person
 - PSA Grower Training Course, OFRRs, Inspections, etc.

Observation / Review

- **Manager Review**
 - Regular communication to help the trainee meet their milestones
- **1st Year Probation Period**
 - Upon hiring all Dept. of Ag. employees enter a 1-year probation period

Networking / Training

- Working with other inspectors
 - Type 1: Lead inspector cites and writes observations while explaining process to trainee
 - Type 2: Lead inspector cites observation and trainee writes it explaining why the Observation was made
 - Type 3: Trainee cites & writes observations under lead inspector guidance
- Working with other states
 - Observe practices in other states

Continuing Education

- Continuing Education
 - FDA Trainings, AFDO Trainings, NASDA Trainings
- Professional Development
 - NASDA Produce Safety Consortium
 - AFDO Annual Educational Conference
- Produce Safety Rule Research
 - Center for Produce Safety Annual Research Symposium
 - International Association of Food Protection Annual Meeting

Expectations

- Overall Expectations To Be a Successful Inspector
 - Technical knowledge
 - Systems thinking approach
 - Attention to detail
 - Verbal communication skills
 - Clear, comprehensive, and accurate observation and report writing skills
 - Time management/adaptability
 - Integrity, ethics, and customer service

Presentation II

Julian Cereceres III

- Onboarding
- Training Matrix
- In-Person vs Virtual Trainings
- Inspector Shadowing
- Manager Check-Ins

Onboarding

- Introductions
- One-on-one meetings to set expectations
- Developing relationships within the department
- Set timelines that are both realistic but effective

Training Matrix

- Issued first week of employment
- Timelines for completion
- Location of training
- Verification of completion

Trainings

- In-Person
- Virtual

Inspector Shadowing

- Produce Safety Inspectors
- FSF Inspectors
- Commodity Graders / Inspectors

Manager Check-Ins

- Frequency of one-on-one check-ins
- Resources
- Team Meetings

Presentation III

Rene Nieto

- Resources
- Expectations
- Accountability
- Continuous Education
- Continuous Improvement

Resources

- Assess
 - What do you have?
 - What do you need?
- More than just money

Expectations

- Establish purpose, goals, and objectives
 - It has to make sense
- Write it down
- Communicate

Accountability

- Progress tracking
- Data gathering
- Communicate

Continuous Education

- Remain relevant
 - As industry evolves
 - As regulatory expectations evolve
 - As programs evolve
- Data analysis

Continuous Improvement

- Plan
- Do
- Check
- Act

Questions?

SARAH COPE AVERY

JULIAN CERECERES, III

RENE NIETO