Appendix D

Training Manual

A Competency-Based Evaluation Scale

**Numerical/Adjective Rating:**

5 = Outstanding

Can perform this skill without supervision or assistance with proficiency in speed, quality, quantity, self-initiative, reliability and judgment; can lead or assist others in performing this skill.

4 = Above Standard

Can perform this skill consistently within established standards of speed, quality and quantity without assistance and supervision.

3 = Standard

Can perform this skill generally consistent with established standards of speed, quality and quantity, but requires periodic assistance and or supervision.

2 = Short of Standard

Can perform this skill only with some assistance and or supervision to insure consistency with established standards of speed, quality and quantity; Able to perform some parts of the skill, but cannot perform the entire skill.

1 = Unacceptable

Has limited ability or knowledge to perform this skill; Continuous assistance and or supervision required; Performance does not meet established standards of speed, quality and quantity; Demonstrates possible problems in having the learning ability to acquire the skill.

**Not Responsive to Training**

Has been repeatedly instructed in a particular subject matter and still fails to demonstrate a knowledge of the subject or is unable to perform the particular task which would exhibit this knowledge, the training instructor should rate the new inspector NRT the training instructor the narrative comments the training attempted and the results of the new inspectors attempt to perform the task.
Interpersonal Skills For Field Training Inspectors

**Commitment to service:**

Predisposition to seek responsibility
Responsive to the public need
Responsive to the goals of the Department and weights and measures

**Oral Communication and Listening:**

Conveying ideas to another in a coach-pupil atmosphere
Clear and Concise in nature
Responsive to the trainee’s needs
Ability to adjust to the personality of the trainee
Patience

**Flexibility:**

Ability to adapt to changing conditions as needed

**Planning and Organizing:**

Implementing decisions according to a timeline
Utilizing resources at your disposal to achieve a desired result
Knowledge of subject matter

**Follow Through:**

Verifying effectiveness
Accessing results
Timely response to inquires

**Essential FTI Duties**

**Observer:**

Patient oversight of the trainee
Allowing the trainee to act, then giving feedback as to performance
Implies listening as well as viewing
NATIONAL WEIGHTS AND MEASURES FIELD TRAINING PROGRAM

INSPECTOR ROUTINE OBSERVATION REPORT

STANDARDIZED EVALUATION GUIDELINES

PERFORMANCE

1. **REPORT WRITING:**

   NEEDS IMPROVEMENT
   General inability to accurately organize a concise, understandable report in a timely fashion:
   
   a. Omission or misstatement of facts
   b. Elements of violation missing/incomplete inspections
   c. Confusing or misleading narrative
   d. Continual spelling errors
   e. Consistent improper grammar
   f. Illegible
   g. Excessive time used

   COMPETENT
   General ability to write reports accurately in organized and timely fashion:
   
   a. Complete statement of facts
   b. Specific violation elements delineated/completes thorough inspections
   c. Legible
   d. Minimal spelling errors
   e. Correct grammar
   f. Concise, understandable language
   g. Reasonable time used in completion of necessary reports

2. **DRIVING SKILLS:**

   NEEDS IMPROVEMENT
   Incorrect evaluation of driving situations with loss of vehicle control:
   
   a. Continually violates Vehicle Code
   b. General disregard for public safety
   c. Involvement in preventable accidents
   d. Inappropriate use of safety lighting equipment
   e. Excessive and inappropriate speed
   f. Inability to exit vehicle safety
NATIONAL WEIGHTS AND MEASURES FIELD TRAINING PROGRAM  
ROUTINE OBSERVATION REPORT (ROR)  
(DOCUMENTED AT LEAST WEEKLY)  

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RATING INSTRUCTIONS: Rate observed performance of trainee in the following categories.  

*NI = Needs Improvement; **C = Competent; NO = Not Observed

### A. PERFORMANCE

1. Report Writing NI C NO  
2. Driving Skills: Routine NI C NO  
3. Self-initiated Activity NI C NO  
4. Knowledge of locations NI C NO  
5. Stress Control: Verbal/Behavior NI C NO  
6. Safety: Self/Others NI C NO  
7. Violator Control: Verbal/Physical NI C NO  
8. Decision-Making/Problem-Solving NI C NO  
9. Coordination: Multiple Tasks NI C NO  

### B. INTERPERSONAL SKILLS

1. Communication Skills NI C NO  
2. Acceptance of Criticism NI C NO  
3. Behavior Toward Citizens NI C NO  
4. Behavior Toward regulatory Personnel NI C NO  
5. Self-Image/Confidence NI C NO  

### C. KNOWLEDGE

1. Agencies Policies/Procedures NI C NO  
2. Enforcement Codes NI C NO  
3. Resources NI C NO  
4. Inspection Procedures/Techniques NI C NO  

### D. JOB READINESS

1. General Appearance NI C NO  
2. Forms/Equipment /Specialized Equipment NI C NO  
3. Informed on Current Issues/Community Problems NI C NO  

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TRAINEE SIGNATURE            FTO SIGNATURE  
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TRAINING PROGRAM FOR DEPARTMENT OF COMMERCE
WEIGHTS AND MEASURES INVESTIGATOR I TRAINEE

I. PURPOSE

Very few, if any, entry level candidates for Weights and Measures Investigator I positions have well-rounded experience working with weighing and measuring devices. Even candidates from private industry involved in the manufacture or repair of weighing and measuring devices normally have experience with only one or two types of devices, and are not familiar with the principals of legal metrology, or have experience working as government regulators. A significant training period is necessary to teach candidates with demonstrated aptitudes the specific skills they need to function successfully as a Weights and Measures Investigator I before they are able to work on their own and assume responsibility for a territory.

This training program is designed to facilitate the recruitment of entry level candidates capable of mastering the required skills including minority and women applicants in conjunction with the Department of Commerce’s Affirmative Action Program.

II. METHODS FOR TRAINEE SELECTION

Job openings will be posted on the state employment website as light duty or heavy duty territories become vacant. The posting will make it clear whether the vacancy being posted is a light duty or a heavy duty position. Jobs will also be advertised on electronic sites or in print publications aimed at women and minorities in an effort to get a candidate pool which is representative of the state’s population. Application is via resume on the state employment website. All resumes are reviewed to find candidates who possess the following prerequisite capabilities:

- Ability to interact in a professional manner with a wide variety of people including co-workers, members of the public, business owners and service agents, and employees of other government agencies such as the DNR and the MPCA;
- Ability to communicate complex technical information coherently in both written and verbal formats;
- Ability to work independently with little supervision and to manage scheduling and routing work in a large territory;
- Computer skills sufficient to work from a remote laptop through a VPN connection;
- Mechanical skills sufficient to maintain their vehicles, test equipment and standards in good condition, as well as to assess the likelihood of mechanical tampering in the weighing and measuring devices they inspect;
- Physical ability to walk, stand and sit for extended periods of time, to lift up to fifty pounds repeatedly throughout the day, and to work outside in all weather conditions for up to ten hours a day;