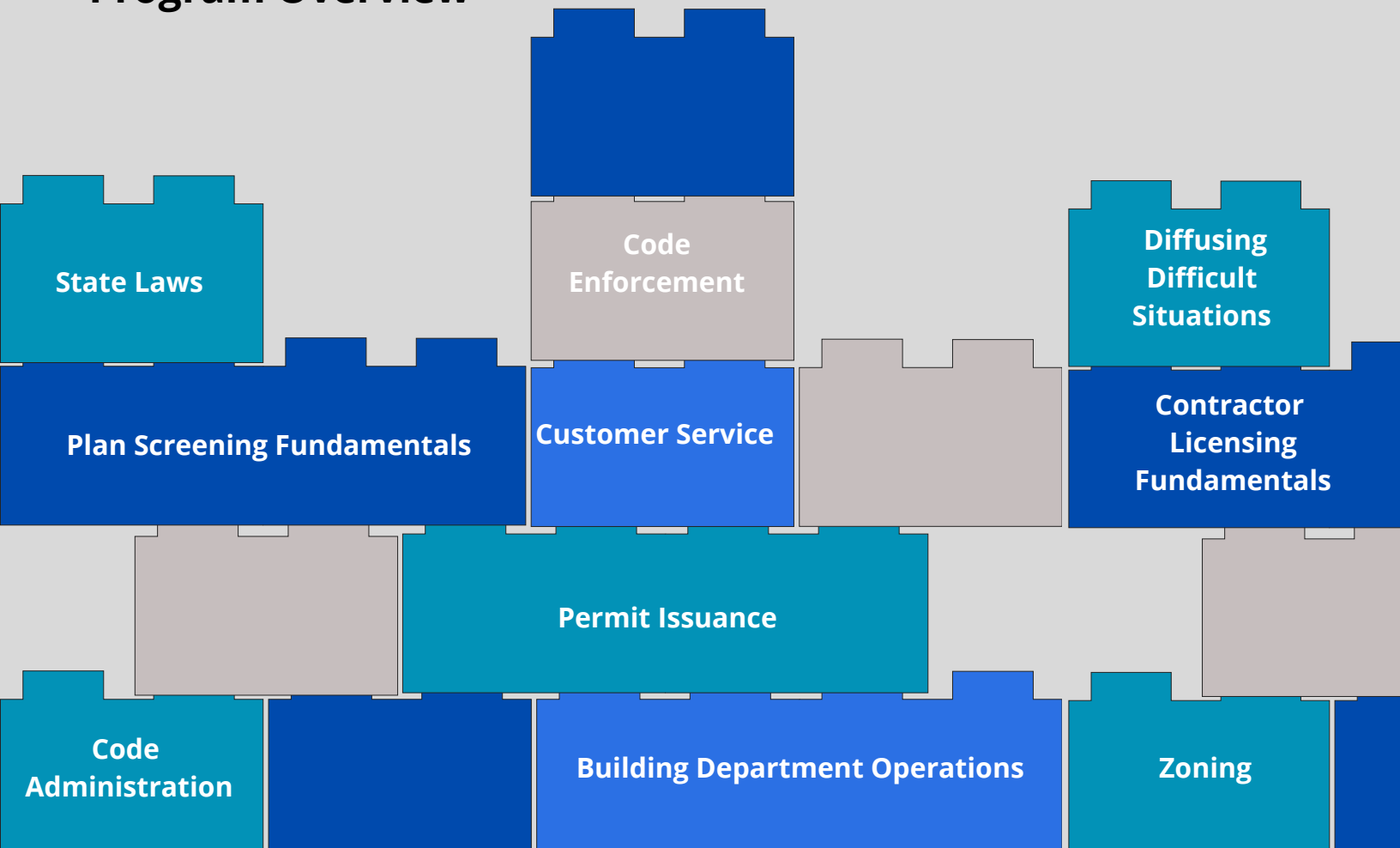


2026 PERMIT TECHNICIAN CAREER ADVANCEMENT ACADEMY

REGISTRATION PACKET NORTHERN CALIFORNIA



- ◆ Core Curriculum
- ◆ Registration Summary
- ◆ Program Overview



Read More >>>

2026 Permit Technician Career Advancement Academy - Northern California



- Go beyond the drive to pass an examination or maintain certification
- Grow to be a team leader
- Improve coordination in the permit process
- Strengthen customer service skills
- Learn best operations from a supervisor's perspective

Northern California Venue (Education Week Burlingame)

Application Deadline: Thursday, June 25, 2026

Academy Overview:

The CALBO Permit Technician Career Advancement Academy is designed to maximize the leadership and redefine the future of counter technicians, specifically their technical and interpersonal skills, to strengthen building department operations. Each academy participant learns vital information for their building department role, including how to best use their skills to support customers and fellow staff and evaluate their professional roadmap and timeline, such as long and short-term goals. This is an active engagement program with the instructors and attendees participating in shared discussions and coursework to learn from one another while building upon network opportunities for future support.

ACADEMY FEE: \$1225.00

This academy fee covers the **in-person course on Wednesday, September 30, 2026, three (3) core webinars, and three (3) elective webinars.** Please read details below.

Curriculum and Attendance Requirements

IMPORTANT: All courses listed below are included in Academy fee.

Attend in-person course on this date:

Permit Technician Career Advancement: Honing Your Skills to Elevate Your Role in Providing Permit Center Services (0.6 CEUs)

- Wednesday, September 30, 2026 from 8:00am-3:30pm
- Hyatt Regency San Francisco Airport
333 Old Bayshore Hwy, Burlingame, CA 94010
- In-Person Attendance

Attend three (3) core webinars on these dates:

1. ***Navigating State Laws for Counter Operations*** (0.2 CEUs)
 - Thursday, November 12, 2026 from 10:00am-12:00pm
 - Virtual Attendance
2. ***Building Permit Counter Expertise: Mastering the Ability to Review Documents for Various Permits*** (0.2 CEUs)
 - Thursday, December 10, 2026 from 10:00am-12:00pm
 - Virtual Attendance
3. ***Building Services Excellence: Elevating Customer Experiences at the Counter*** (0.2 CEUs)
 - Thursday, January 14, 2027 from 10:00am-12:00pm
 - Virtual Attendance

Attend three (3) elective webinars - dates announced January 2027:

IMPORTANT: There are seven (7) elective webinars, but only three (3) elective webinars are required. See list on pages 4-6. There is no time requirement to complete the elective webinars.

Academy completion and graduation: Upon completion of the core in-person course and webinar requirements, each participant will receive an Academy certificate of completion and graduate from the Academy. Graduates are honored at the CALBO Education Week Graduation Celebrations each year in either Burlingame and Costa Mesa. Attendance is not required, and graduates are responsible for their own travel. Further event details will be announced in Spring 2027.

Recommended

ICC certification/work experience:

- ICC Permit Technician certification
- Minimum of 3-5 years of experience

✓ Prerequisites (Required)

- ✓ **Supervisor support**
- ✓ **Complete the registration and participation forms on pages 8 and 9**
- ✓ **Attend these CALBO Education Week Courses (virtual or in-person):**

1. ***Permit Technician Career Advancement: The Core Essentials*** (0.6 CEUs) (*not included in Academy fee*)*

2. ***Permit Technician Career Advancement: How to Properly Screen Plans for Successful Permit Services*** (0.6 CEUs) (*not included in Academy fee*)*

* **IMPORTANT:** Participants are required to attend these courses before the start of the Academy on September 30, 2026. These are offered each year at Education Weeks for virtual or in person attendance.

Program Summary

Please read the following information prior to registering.

Academy Curriculum Overview

Participants are required to attend the following:

1. One (1) In-Person Course
2. Three (3) Core Webinars
3. Three (3) Elective Webinars

****IMPORTANT:**
There are no make-up opportunities for missing the in-person course and core webinars detailed below. No refunds or transfers are allowed.



REQUIRED IN-PERSON COURSE:

- o **Title:** *Permit Technician Career Advancement: Honing Your Skills to Elevate Your Role in Providing Permit Center Services* (0.6 CEUs)
- o **Date and Time:** Wednesday, September 30, 2026 from 8:00am-3:30pm
- o **Location:** Hyatt Regency San Francisco Airport - 1333 Old Bayshore Hwy, Burlingame, CA 94010 (**In-Person ONLY**)
- o **Meals:** Participants receive morning and afternoon refreshments along with lunch.
- o **Parking:** Participants are responsible for their own parking.
- o **ICC PPP Course #:** 37547
- o **Description:** This course is an in-depth discussion of vital skills and information needed by permit facilitators to expand their role in managing the permit process from start to finish. Attendees learn how to improve efficiency in maintaining plan check and permit record management systems, understanding fee schedules and construction valuations, and using technology to improve research of properties for faster review with GIS systems. Course discussions also center around the spirit and intent of the code, connections between state and local codes, and understanding the roles and responsibilities of the AHJ and the customer. The goal of the course is to develop the most knowledgeable and well-rounded leaders for permit center services by providing attendees with the resources, ideas, and skills to successfully execute the tasks needed. By the end of the course, attendees will be more confident and well-rounded leaders ensuring successful permit center services.

REQUIRED CORE WEBINAR #1:

- o **Title:** *Navigating State Laws for Counter Operations* (0.2 CEUs)
- o **Date and Time:** Thursday, November 12, 2026 from 10:00am-12:00pm
- o **Location:** Live Virtual
- o **ICC PPP Course #:** 37539
- o **Description:** This webinar seeks to provide a better understanding of the state laws that impact public counter operations. Focus will be on the Health and Safety Code, Government Code, Business and Professions Code and several other state codes applicable to building department operations, including permit applications, permits, fees, and who is allowed to draft plans. Other topics for discussion include recent amendments to state laws, laws that have been a challenge to implement and enforce, and how to better enforce to ensure compliance will also be discussed. This webinar benefits counter personnel who need assistance with understanding state laws to improve the management of counter operations.

REQUIRED CORE WEBINAR #2:

- o **Title:** *Building Permit Counter Expertise: Mastering the Ability to Review Documents for Various Permits* (0.2 CEUs)
- o **Date and Time:** Thursday, December 10, 2026 from 10:00am-12:00pm
- o **Location:** Live Virtual
- o **ICC PPP Course #:** 37542
- o **Description:** This webinar provides permit technicians with the essential skills to efficiently and comprehensively assess permit applications, plans, and related documents for various types of construction projects. With a focus on residential, commercial, and miscellaneous permits, attendees gain knowledge of key administrative and technical code requirements essential for evaluating permit document completeness for efficient reviews and approvals. Acquire the skills necessary to confidently assist customers in providing a complete and accurate submittal package to facilitate a timely review and inspection by your building department team. Questions and dialogue are strongly encouraged to ensure a comprehensive grasp of the material enabling the attendees to bring newfound expertise back to their respective departments.

Program Summary

Please read the following information prior to registering.

Academy Curriculum Overview (cont.)

REQUIRED CORE WEBINAR #3:

- **Title:** *Building Services Excellence: Elevating Customer Experiences at the Counter* (0.2 CEUs)
- **Date and Time:** Thursday, January 14, 2027 from 10:00am-12:00pm
- **Location:** Live Virtual
- **ICC PPP Course #:** 37538
- **Description:** This webinar is designed to equip building department staff with the knowledge and skills to deliver exceptional customer service at the front counter. As the first point of contact for applicants, builders, contractors, and the public, counter staff play a pivotal role in shaping customers' perceptions of the building department. This course focuses on elevating customer interactions, enhancing communication techniques, and fostering a customer-centric mindset to ensure every counter interaction leaves a lasting positive impression. Attendees learn practical strategies to handle inquiries, process applications efficiently, and navigate challenging situations, ultimately fostering a culture of service excellence within the building department.

REQUIRED ELECTIVE WEBINARS:

Participants are required to attend **THREE (3) of the SEVEN (7) elective webinars** listed below.

IMPORTANT: There are seven (7) elective webinars, but only three (3) elective webinars are required. There is no time requirement to attend each.

****IMPORTANT - The elective webinar dates and times will be announced January 2027.**

Elective Webinar Option #1:

- **Title:** *Practical Overview of the Nonstructural 2025 California Building Code for Permit Technicians and Plan Reviewers* (0.2 CEUs)
- **Date and Time:** Announced January 2027
- **Location:** Live Virtual
- **ICC PPP Course #:** 50125
- **Description:** This interactive webinar introduces the non-structural provisions of the California Building Code (CBC) providing practical guidance on essential topics. Participants learn effective strategies for accessing and navigating CBC sections, with insights to help retain key requirements and understand their purpose. Designed for permit technicians, plan examiners, and others looking for an overview of the CBC, this webinar encourages active discussion and real-world application. Bring your questions and gain insights to enhance your understanding and application of the CBC.

Elective Webinar Option #2:

- **Title:** *Practical Overview of the Nonstructural 2025 California Residential Code for Permit Technicians and Plan Reviewers* (0.2 CEUs)
- **Date and Time:** Announced January 2027
- **Location:** Live Virtual
- **ICC PPP Course #:** 50126
- **Description:** This interactive webinar introduces the non-structural provisions of the California Residential Code (CRC) providing practical guidance on essential topics such as fire protection, means of egress, emergency escape and rescue, exiting, smoke and carbon monoxide alarm requirements and many more. Participants learn effective strategies for accessing and navigating CRC sections and tables, with insights to help retain key requirements and understand their purpose. Designed for permit technicians, plan examiners, and others looking for an overview of the CRC, this webinar encourages active discussion and real-world application. Bring your questions and gain insights to enhance your understanding and application of the CRC.

Program Summary

Please read the following information prior to registering.



Academy Curriculum Overview (cont.)

Participants are required to attend **THREE (3) of the SEVEN (7) elective webinars** listed below.

****IMPORTANT - The elective webinar dates and times will be announced January 2027.**

Elective Webinar Option #3:

- **Title:** *Code Enforcement Essentials for Permit Technicians* (0.2 CEUs)
- **Date and Time:** Announced January 2027
- **Location:** Live Virtual
- **ICC PPP Course #:** 37540
- **Description:** As front-line representatives of building departments, permit technicians play a pivotal role in guiding and supporting field staff, including code enforcement officers. This webinar is designed to elevate the proficiencies of permit technicians in the realm of code enforcement. Attendees gain a foundation in code enforcement principles, enabling them to navigate key topics effectively. Discussion topics include property rehabilitation, handling unpermitted construction, addressing public nuisances, managing abatement of hazards, and executing notice of violations. By enhancing their understanding of code enforcement principles, permit technicians are better equipped to ensure proper permit issuance and maintain meticulous records, bolstering transparency and accountability, to significantly contribute to a safe and secure built environment for the public.

Elective Webinar Option #4:

- **Title:** *Permit Technician's Guide to Solar Photovoltaic, Energy Storage and EV Charging Systems* (0.2 CEUs)
- **Date and Time:** Announced January 2027
- **Location:** Live Virtual
- **ICC PPP Course #:** 37544
- **Description:** California's ambitious renewable energy goals are driving rapid growth in Solar PV, Energy Storage, and EV Charging systems. A well-informed permit counter is essential for processing applications accurately and efficiently. This webinar equips permit technicians, managers, and building officials with up-to-date guidance and best practices for identifying each type of system and understanding their submittal requirements. Attendees will also learn how recent legislation affects permitting timelines and obligations. Additionally, the session covers SB379 compliant platforms and streamline solar permitting.

Elective Webinar Option #5:

- **Title:** *Contractor Licensing in California: A Guide for Counter Staff and Building Departments* (0.2 CEUs)
- **Date and Time:** Announced January 2027
- **Location:** Live Virtual
- **ICC PPP Course #:** 50015
- **Description:** This webinar offers a comprehensive exploration of the various roles and responsibilities surrounding the issuance of permits. In this course, permit technicians will gain the necessary knowledge and tools to determine who can pull what permits and comprehend the legal implications associated with permit procurement. Attendees gain an in-depth understanding of the contractor licensing regulations, and exemptions, as well as the verification process managed by the California State Licensing Board (CSLB). This webinar explores key topics related to the CSLB and its vital role in regulating contractors, ensuring public safety, and maintaining industry standards. Gaining proficiency in CSLB regulations enables permit technicians to understand the contractor's role and the scope of their permissible actions, leading to increased efficiency at counter. Owner-builder exemptions and requirements will be covered in detail. Attendance is strongly encouraged for counter staff at all levels.

Program Summary

Please read the following information prior to registering.



Academy Curriculum Overview (cont.)

Participants are required to attend **THREE (3) of the SEVEN (7) elective webinars** listed below.

****IMPORTANT - The elective webinar dates and times will be announced January 2027.**

Elective Webinar Option #6:

- **Title:** *Strategies for Managing Challenging Interactions and Strengthening Relationships in the Workplace* (0.2 CEUs)
- **Date and Time:** Announced January 2027
- **Location:** Live Virtual
- **ICC PPP Course #:** 50157
- **Description:** In life, we are often confronted with uncomfortable situations, many of which become arguments that are impossible to resolve because in an argument, nobody wins. Truly effective communication goes well beyond the spoken and written word and leads to a better work environment for all. This course will teach you: personal safety tips when dealing with dissatisfied customers, how to encourage voluntary compliance, how to recognize when a conversation may become an argument, the importance of documentation, and how to overcome your own communication limitations. In this course, attendees gain an understanding of how various life experiences influence the communication process and strategies that can be used at the counter, in the field, and even at home.

Elective Webinar Option #7:

- **Title:** *Zoning for Permit Technicians: How Zoning Impacts Permit Issuance and the Plan Review Process* (0.2 CEUs)
- **Date and Time:** Announced January 2027
- **Location:** Live Virtual
- **ICC PPP Course #:** 37564
- **Description:** This webinar is designed to provide permit technicians with an introduction to zoning regulations and their critical role in the permit issuance and plan approval process. Key zoning concepts are highlighted along with how they are important to and relate to building code requirements. Whether you're a seasoned permit technician looking to refresh your knowledge or a newcomer seeking to establish a strong foundation, this webinar equips you with the tools and insights needed to increase your awareness of zoning and land use.

IMPORTANT: CALBO has the right to substitute any curriculum topics at any time. If topic changes or substitutions occur, participants will be notified.



IMPORTANT PARTICIPANT INFORMATION



Course Materials

For the in-person course, participants will be emailed the course materials 48-hours before the course date. For webinars, the course materials will be available when logging into GoToWebinar on the webinar date. No printed materials will be provided.

Certificate of Attendance

Participants will receive their attendance certificates electronically. Each course is approved by the ICC Preferred Provider Program. Please check the course descriptions for further information.

Elective Webinar Registration Directions

Participants are required to email info@calbo.org with their preferred webinar elective(s) from the approved list at least 24 hours before the scheduled webinar date(s)/time. CALBO staff will email a registration confirmation for each webinar and track the webinar electives for each participant. Once a participant attends three (3) elective webinars from the approved list, they will be notified.

Get Familiar with Zoom

All webinars are broadcasted live on Zoom. Every participant must log into their Zoom classroom with their personal link on their assigned webinar date. If you leave the Zoom online classroom, your attendance will stop recording. Participants who call into the webinar on their phone without using their personal link to watch the webinar will be marked absent and NOT receive CEUs. Attendance is recorded by your personal GoToWebinar link.

What is the curriculum for the 2026 Permit Technician Academy Northern California (Burlingame)?

REQUIRED IN-PERSON COURSE

Venue:
Hyatt Regency SFO Airport

Permit Technician Career Advancement: Honing Your Skills to Elevate Your Role in Providing Permit Center Services

Wednesday, September 30, 2026 8:00am-3:30pm (in-person)

REQUIRED CORE WEBINARS (All 3 Webinars Required)

Venue:
Zoom Platform

Navigating State Laws for Counter Operations

Thursday, November 12, 2026 10:00am-12:00pm

Building Permit Counter Expertise: Mastering the Ability to Review Documents for Various Permits

Thursday, December 10, 2026 10:00am-12:00pm

Building Services Excellence: Elevating Customer Experiences at the Counter

Thursday, January 14, 2027 10:00am-12:00pm

REQUIRED ELECTIVE WEBINARS (Attend 3 out of 7 Webinars)

Venue:
Zoom Platform

Practical Overview of the Nonstructural 2025 California Building Code for Permit Technicians and Plan Reviewers

Date Available January 2027

Practical Overview of the Nonstructural 2025 California Building Code for Permit Technicians and Plan Reviewers

Date Available January 2027

Code Enforcement Essentials for Permit Technicians

Date Available January 2027

Permit Technician's Guide to Solar Photovoltaic, Energy Storage and EV Charging Systems

Date Available January 2027

Contractor Licensing in California: A Guide for Counter Staff and Building Departments

Date Available January 2027

Strategies for Managing Challenging Interactions and Strengthening Relationships in the Workplace

Date Available January 2027

Zoning for Permit Technicians: How Zoning Impacts Permit Issuance and the Plan Review Process

Date Available January 2027

Permit Technician Academy Curriculum Summary



Review the required Academy in-person and virtual courses [here](#).

All curriculum listed [here](#) is included in the Academy tuition.

Course descriptions listed on pages 3-6.

2026 Permit Technician Career Advancement Academy

Northern California Participation Form - Due With Application



IMPORTANT: Each Northern California Academy applicant and their manager or supervisor are required to sign the following form as part of the application submission.

! PLEASE REVIEW THE APPLICATION FORM ON PAGE 9. !

I have read and will **comply** with the program and curriculum requirements detailed in the *2026 Permit Technician Career Advancement Academy* packet.

Check Here

I understand that I must attend these two CALBO courses (either in-person or virtual), *Permit Technician Career Advancement: The Core Essentials* and *Permit Technician Career Advancement: How to Properly Screen Plans for Successful Permit Services*, **PRIOR** to the **Northern California Academy in Burlingame** start of **September 30, 2026**. These courses are NOT included in the Academy fee and offered at the Education Weeks each year.

Check Here

I understand that all participants are **required** to attend the **in-person course**, *Permit Technician Career Advancement: Honing Your Skills to Elevate Your Role in Providing Permit Center Services*, on **September 30, 2026** at the Hyatt Regency SFO Airport in Burlingame. This course is included in the Academy fee.

Check Here

I understand that there are **NO make-up opportunities or NO academy refunds** for missing the **in-person course**. Only participants who attend this course are eligible to graduate. There are NO refunds for those who are ineligible to graduate due to missing this in-person course.

Check Here

I understand that all participants are **required** to attend **three (3) Core Webinars on the specific dates** listed in this packet. These core webinars are included in the Academy fee.

Check Here

I understand that there are **NO make-up opportunities or NO academy refunds** for missing any of the **three (3) Core Webinars**. Only participants who attend all three (3) core webinars are eligible to graduate. There are NO academy refunds for those who are ineligible to graduate due to missing these core webinars.

Check Here

I understand that all participants are **required** to attend **three (3) Elective Webinars** listed in this packet. There is no time requirement for completing the elective webinars, but participants are ineligible to graduate until three (3) elective webinars are attended. These elective webinars are included in the Academy fee.

Check Here

The **Elective Webinars** will be released in January 2027 with different times and dates. I will email info@calbo.org with my three (3) elective webinar selections, so CALBO staff can register me. I will not register myself.

Check Here

I understand that cancellations must be emailed to info@calbo.org by Wednesday, September 9, 2026 at 5pm for an Academy fee refund minus a 25% fee. No refunds will be given after this date. No shows and late cancellations are still responsible for their FULL academy fee.

Check Here

Name of Participant

Signature

Date

Name of Supervisor and Title

Signature

Date

2026 Permit Technician Career Advancement Academy

Northern California Application Form



IMPORTANT: All fields are required for a complete submission.

1

Applicant Full Name _____

Applicant Jurisdiction/Company _____ Applicant Title _____

Applicant Years of Experience as a Permit Technician _____ Applicant Email _____

Applicant ICC Certification(s) and Number(s), if applicable _____

What date did you or will you take the following prerequisite course below?

➔ Prerequisite course requirement - *Permit Technician Career Advancement: The Core Essentials* (offered at the Education Weeks each year)? See prerequisite details on page 2.

What date did you or will you take the following prerequisite course below?

➔ Prerequisite course requirement - *Permit Technician Career Advancement: How to Properly Screen Plans for Successful Permit Services* (offered at the Education Weeks each year)? See prerequisite details on page 2.

Address _____ State _____ Zip _____

Email _____ Phone _____

2

Payment Information

Academy registration fee is **\$1225.00**. Please return the completed forms to info@calbo.org. If paying by check, please mail payment to CALBO, 2320 J St Sacramento, CA 95816.

Invoice _____ Check (Payable to CALBO) _____ Credit Card _____

3

Credit Card Information (if paying by credit card)

Credit Card Number (VISA, MC, AMEX only) _____ Expires _____ CVC Code _____

Billing Address _____ State _____ Zip _____

Name on Card _____ Email for Receipt _____

Signature _____

4

Please email the application form and participation form (page 8) to info@calbo.org.
Application Deadline: Thursday, June 25, 2026 Incomplete applications will not be accepted.

PLEASE NOTE: Cancellations must be emailed to info@calbo.org by Wednesday, September 9, 2026 at 5pm for a program refund minus a 25% fee. No refunds will be given after this date. No shows and late cancellations are still responsible for their FULL academy fee. There are no make-up opportunities for the in-person course on September 30, 2026 and the three virtual core webinars (each are only offered once in a live virtual format). Special Needs: For special accommodations or dietary needs, please notify CALBO staff at least 14 days prior to the start of the Academy.

For application questions, please contact info@calbo.org or 916.457.1103.