

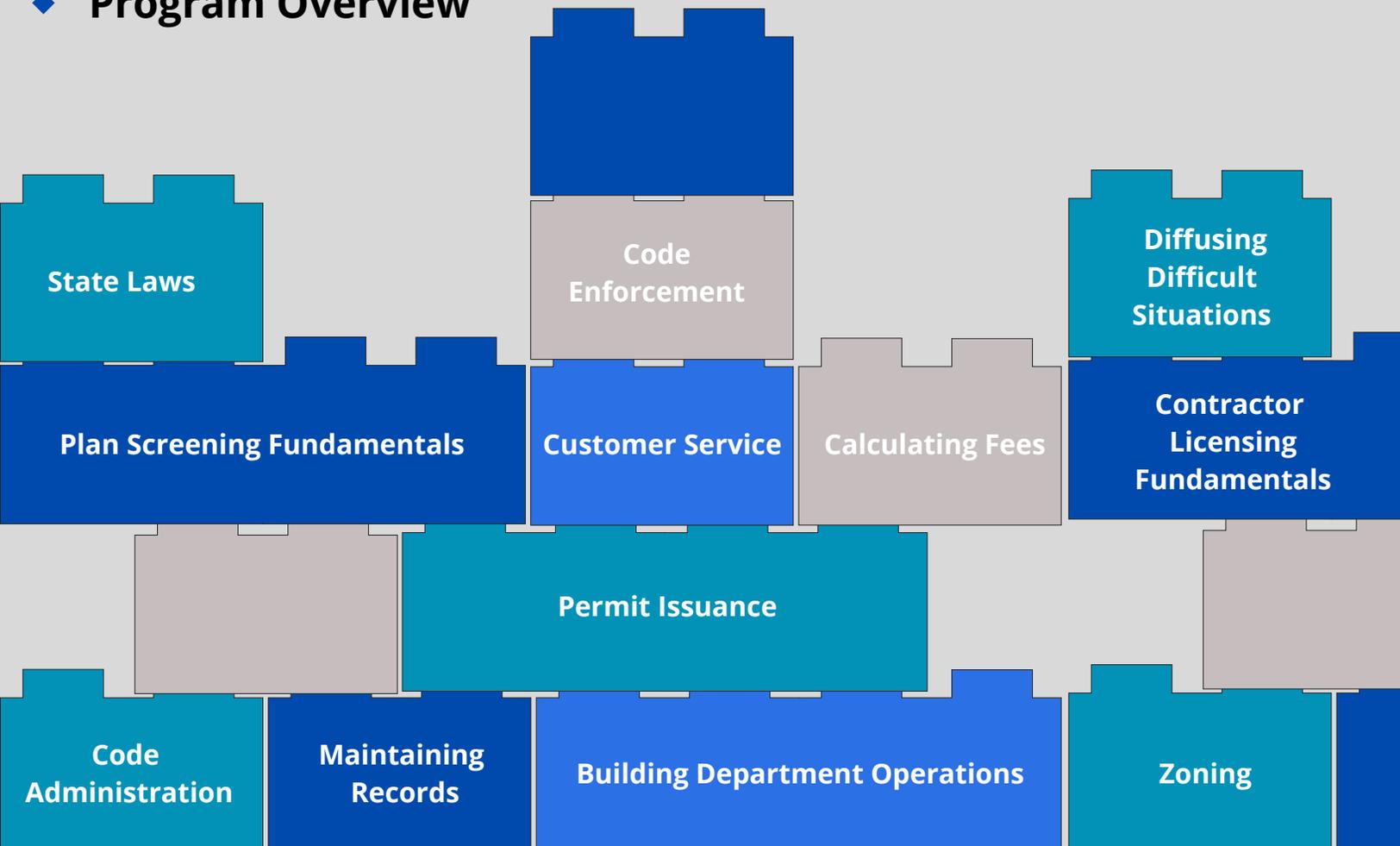
# PERMIT TECHNICIAN CAREER ADVANCEMENT ACADEMY

## REGISTRATION PACKET

### 2025 SOUTHERN CALIFORNIA



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



Read More >>>

# 2025 Permit Technician Career Advancement Academy - Southern 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

## Southern California Venue (Costa Mesa)

**Application Deadline: Applications Accepted Until At Capacity**

### ACADEMY OVERVIEW:

CALBO's 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: \$1150.00

This academy fee covers the **in-person course on Wednesday, October 29, 2025, three (3) core virtual webinars, and three (3) elective virtual webinars.**

### CURRICULUM AND ATTENDANCE REQUIREMENTS

**\*IMPORTANT: All courses listed below are included in Academy fee\***

**Attend the following 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, October 29, 2025 from 8:00am-3:30pm
  - Hilton Orange County/Costa Mesa  
3050 Bristol Street, Costa Mesa, CA 92626
  - In-Person Attendance

**Attend the following three (3) core virtual webinars on these dates:**

- **Navigating State Laws for Counter Operations** (0.2 CEUs)
  - Thursday, November 13, 2025 from 10:00am-12:00pm
  - Virtual Attendance
- **Building Permit Counter Expertise: Mastering the Ability to Review Documents for Various Permits** (0.2 CEUs)
  - Thursday, December 11, 2025 from 10:00am-12:00pm
  - Virtual Attendance
- **Building Services Excellence: Elevating Customer Experiences at the Counter** (0.2 CEUs)
  - Thursday, January 15, 2026 from 10:00am-12:00pm
  - Virtual Attendance

**Attend three (3) elective virtual webinars - dates announced January 2026:**

**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 Recognition:

Upon completion of the course and webinar requirements, each participant will graduate from the Academy and receive an Academy certificate of completion. Graduates are invited to be honored at the CALBO Education Week Graduation Celebrations, but attendance is not required, and graduates are responsible for their own travel. Further details will be announced in February 2026.

### Recommended

**ICC certification/work experience:**

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

### Prerequisites

**Supervisor support**

**Complete the registration and participation forms on pages 8 and 9**

**Attend these CALBO Education Week Courses (virtual or in-person):**

- **Permit Technician Career Advancement: The Core Essentials** (0.6 CEUs) (not included in Academy fee)\*
- **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 October 29, 2025. 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 Virtual Webinars
3. Three (3) Elective Virtual Webinars

**\*\*IMPORTANT:**  
There are no make-up opportunities for missing the in-person course and core virtual 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, October 29, 2025 from 8:00am-3:30pm
- o **Location:** Hilton Orange County/Costa Mesa - 3050 Bristol St | Costa Mesa, CA | 92626 (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 VIRTUAL WEBINAR #1:

- o **Title:** *Navigating State Laws for Counter Operations* (0.2 CEUs)
- o **Date and Time:** Thursday, November 13, 2025 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 VIRTUAL 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 11, 2025 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 VIRTUAL WEBINAR #3:

- **Title:** *Building Services Excellence: Elevating Customer Experiences at the Counter* (0.2 CEUs)
- **Date and Time:** Thursday, January 15, 2026 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 VIRTUAL WEBINARS:

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

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

**\*\*IMPORTANT - The elective virtual webinar dates and times will be announced January 2026.**

### Elective Virtual Webinar Option #1:

- **Title:** *Nonstructural Overview of the California Building Code for Permit Technicians and Plan Reviewers* (0.2 CEUs)
- **Date and Time:** Details announced January 2026
- **Location:** Live Virtual
- **ICC PPP Course #:** 45635
- **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 Virtual Webinar Option #2:

- **Title:** *Nonstructural Overview of the California Residential Code for Permit Technicians and Plan Reviewers* (0.2 CEUs)
- **Date and Time:** Details announced January 2026
- **Location:** Live Virtual
- **ICC PPP Course #:** 45431
- **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 virtual webinars** listed below.

**\*\*IMPORTANT - The elective virtual webinar dates and times will be announced January 2026.**

### Elective Virtual Webinar Option #3:

- **Title:** *Code Enforcement Essentials for Permit Technicians* (0.2 CEUs)
- **Date and Time:** Details announced January 2026
- **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 Virtual Webinar Option #4:

- **Title:** *Permit Technician's Guide to Solar Photovoltaic, Energy Storage and EV Charging Systems* (0.2 CEUs)
- **Date and Time:** Details announced January 2026
- **Location:** Live Virtual
- **ICC PPP Course #:** 37544
- **Description:** California has set aggressive renewable energy goals to expand the use of Solar Photovoltaic, Energy Storage, and Electric Vehicle Charging systems. Knowledgeable and empowered permit counters are critical to achieving an efficient process for receiving and reviewing applications and plans. This webinar provides the latest information and best practices to assist permit counter technicians, managers, and building officials in efficiently identifying and evaluating each type of system and their corresponding submittal requirements. Attendees also gain insight to the various legislation that impacts the permit process and establishes deadlines for permit issuance. Additionally, this webinar discusses the benefits and limitations of the SolarApp+ portal, intended to expedite permitting for solar contractors.

### Elective Virtual Webinar Option #5:

- **Title:** *Contractor Licensing Fundamentals for Counter Technicians* (0.2 CEUs)
- **Date and Time:** Details announced January 2026
- **Location:** Live Virtual
- **ICC PPP Course #:** 37545
- **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 virtual webinars** listed below.

**\*\*IMPORTANT - The elective virtual webinar dates and times will be announced January 2026.**

### Elective Virtual Webinar Option #6:

- **Title:** *Diffusing Difficult Situations: Strategies for Resolving Conflict and Enhancing Relationships* (0.2 CEUs)
- **Date and Time:** Details announced January 2026
- **Location:** Live Virtual
- **ICC PPP Course #:** 37546
- **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 Virtual Webinar Option #7:

- **Title:** *Zoning for Permit Technicians: How Zoning Impacts Permit Issuance and the Plan Review Process* (0.2 CEUs)
- **Date and Time:** Details announced January 2026
- **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. This webinar highlights key zoning concepts and 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 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 Virtual Webinar Registration Directions

Participants are required to email [info@calbo.org](mailto: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 GoToWebinar

All webinars are broadcasted live on GoToWebinar. Please download the GoToWebinar application as you will not be able to access or watch the webinars without it. Every participant must log into their GoToWebinar classroom with their personal link on their assigned webinar date. If you leave the GoToWebinar 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 2025 Permit Technician Academy Southern California (Costa Mesa)?

## REQUIRED IN-PERSON COURSE

Venue:  
Hilton Orange County/  
Costa Mesa

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

Wednesday, October 29, 2025  
8:00am-3:30pm  
(in-person)

## REQUIRED CORE VIRTUAL WEBINARS (All 3 Webinars Required)

Venue:  
GoToWebinar Platform

Navigating State Laws  
for Counter Operations

Thursday, November 13, 2025  
10:00am-12:00pm

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

Thursday, December 11, 2025  
10:00am-12:00pm

Building Services  
Excellence: Elevating  
Customer Experiences  
at the Counter

Thursday, January 15, 2026  
10:00am-12:00pm

## REQUIRED ELECTIVE VIRTUAL WEBINARS (Attend 3 out of 7 Webinars)

Venue:  
GoToWebinar Platform

Embracing Innovation at the  
Permit Counter: Mastering  
New Computer Systems

Date Available January 2026

Over the Counter Efficiencies:  
Utilizing GIS to Improve the  
Permit Application Process

Date Available January 2026

Code Enforcement  
Essentials for Permit  
Technicians

Date Available January 2026

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

Date Available January 2026

Contractor Licensing  
Fundamentals for  
Counter Technicians

Date Available January 2026

Diffusing Difficult Situations:  
Strategies for Resolving  
Conflict and Enhancing  
Relationships

Date Available January 2026

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

Date Available January 2026

**Permit Technician Academy Curriculum Summary**



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

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

Course descriptions listed on pages 3-6.

# 2025 Permit Technician Career Advancement Academy - **Southern California** Participation Form - Due With Application Submission



**IMPORTANT:** Each Southern 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 *2025 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 Academy start of October 29, 2025. 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 **October 29, 2025** at the Hilton Orange County Costa Mesa. 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 Virtual Webinars on the specific dates** listed in this packet. These core virtual 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 Virtual Webinars**. Only participants who attend all 3 core virtual webinars are eligible to graduate. There are NO Academy refunds for those who are ineligible to graduate due to missing these core virtual webinars.

\_\_\_\_\_   
Check Here

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

\_\_\_\_\_   
Check Here

The **Elective Virtual Webinars** will be released in early 2026 with different times and dates. I will email [info@calbo.org](mailto: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 **no cancellations will be accepted after Wednesday, October 8, 2025 at 5pm**. A 25% processing fee based on the full academy fee (\$1150.00) will be assessed for all cancellations. No refunds or transfers will be given after this date.

\_\_\_\_\_   
Check Here

\_\_\_\_\_   
Name of Participant

\_\_\_\_\_   
Signature

\_\_\_\_\_   
Date

\_\_\_\_\_   
Name of Supervisor

\_\_\_\_\_   
Signature

\_\_\_\_\_   
Date

# 2025 Permit Technician Career Advancement Academy - Southern California Application Form - Applicants First-Come, First-Served

## 1 Southern California Applicant Information



Full Name \_\_\_\_\_ Title \_\_\_\_\_

Jurisdiction/Company \_\_\_\_\_

Years of Experience as a Permit Technician \_\_\_\_\_

ICC Certification(s) and Number(s) - if applicable \_\_\_\_\_

→ Course Date: \_\_\_\_\_ Ed Week Venue: \_\_\_\_\_

What date and venue did you/will you attend the prerequisite course requirement - *Permit Technician Career Advancement: The Core Essentials* (offered at the Education Weeks each year)? See prerequisite details on page 2.

→ Course Date: \_\_\_\_\_ Ed Week Venue: \_\_\_\_\_

What date and venue did you/will you attend the 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 \$1150.00. Please return the completed forms to [info@calbo.org](mailto:info@calbo.org). If paying by check, please mail payment to CALBO, 1111 16th St Sacramento, CA 95814. Registrations are accepted first-come, first-served.

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](mailto:info@calbo.org). Applications are accepted first-come first-served. Incomplete applications will not be accepted.

PLEASE NOTE: Cancellations must be emailed to [info@calbo.org](mailto:info@calbo.org) by Wednesday, October 8, 2025 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 October 29, 2025 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 applicant questions, please contact [info@calbo.org](mailto:info@calbo.org) or 916.457.1103.