# Desk Monitoring

# Quality Control Inspector

Learning Objectives

By attending this session, participants will be able to:

* Identify applicable DOE regulations.
* Discuss basic fiscal requirements about procurement.
* Establish a paper trail from purchase order to final inspection.
* Interpret an agency’s typical file structure.
* Identify anomalies to know what to flag for on-site visits.
* Practice completing typical file review forms.

Key Terminology

Title 10 CFR 440

Title 10 CFR 600

Community action agency (CAA)

Desk monitoring

Lead-safe weatherization (LSW)

On-site monitoring

Supplemental Materials

Handouts & Resources

Abridged, highlighted 10 CFR 440 handout.

Blank file review forms.

Desk Monitoring Quiz.

Desk Monitoring Quiz Answer Key.

Sample client file(s).

**Classroom Props & Activities**

**Exercise – Sample File Review**

Distribute the sample client files and the file review form. Have students review files and fill in the forms. Do everyone’s answers match? What is missing? Lead a discussion about what works and what doesn’t work in those client files.

Class Overview

* Field staff members can grow restless in a lecture setting. Make the class as interactive as possible by encouraging trainees to share relevant “war stories” during the presentation. Expand on any stories that offer an opportunity to illustrate how file review discoveries led to improvements (e.g., more training, better recordkeeping). Note the question and answer prompts italicized in the speaker’s notes, and use them to keep the class lively and interesting.
* While projecting the slide entitled “10 CFR 440,” distribute the abridged, highlighted 10 CFR 440 handout.