



### **Review Refresher Training Plan**

This training will be conducted **as necessary to provide a refresher of the review processes in the latent print section**. This training will be documented as a quality awareness event utilizing the LSS - Quality Awareness Qualtrax workflow.

#### **Training Objectives:**

For all technical and administrative reviewers **of comparison and processing casework**: new reviewers and experienced

- To provide reviewers with an understanding of what critical components must be checked and compared among documentation in the case record for each service.
- To gain understanding of the section's top defects and locations. This data is found in the review dashboard.
- To gain understanding of the process weaknesses by reviewing defects identified in the post-mortem audit.

Other review training criteria to consider including as applicable are requirements versus preference, defect categorization, and request complexity scale.

Defect categories and request complexity scales are defined in the Review Guidelines found in Qualtrax. **To update guidelines please email the LSSDG group.**

#### **Training Outline:**

- Review sections of the quality manual – any updates made since the last training
  - Pertain to reviewing
  - Specific case documentation requirements
- Review section policies
  - What is required
  - What is workflow
- Red flags to consider (Efficacy of review)
  - Zoning out
  - Distractions
  - Quantity of cases
  - Eye-blindness
  - Bias
- Reviewer needs to know when, what, and how to document any recommendations and/or defects
- What to review as a verifier
  - Worksheet
  - Mideo



- Consultations
  - What is a consultation v. what is not
- What to review as a suitability reviewer
  - PSL images
  - Evidence for additional PSLs
- What to review as a Technical/Administrative reviewer
  - What is requirement
  - What is preference
  - When to send for a separate admin
    - Processing always has separate reviews
    - Moderate/Hard cases
- Recommendations or corrections that are no longer required
  - How to handle DUI documentation
  - What to do with recommendations