

- 30 HEARING PROCEDURES:** The *Hearing Officer's Guide (HOG)* describes the techniques of conducting the hearing and developing a complete record. The *HOG* provides procedural and operational guidance for the period between the time that the notice of hearing is issued until after the Hearing Officer closes the hearing and submits the Hearing Officer's Report. It begins by discussing the purpose of a hearing and proceeds to discuss the Hearing Officer's responsibilities. It describes, in detail, preparing for and conducting a hearing. The *RCL* is useful in preparing for the hearing, and defining, narrowing and resolving issues raised by the petition at any stage prior to the hearing. The substantive and employee categories of the *HOG* are useful at the hearing to ensure a complete record.

