

New England Water Works Association Operator Certification Committee

POLICY FOR RENEWAL TRAINING COURSES FOR WATER SYSTEM OPERATOR RECERTIFICATION

Revised October 29, 1999

I. POLICY OBJECTIVES AND APPROVAL REQUIREMENTS

This policy establishes criteria for renewal training to ensure that the training is under responsible sponsorship, capable direction, and qualified instructors. The criteria established are the minimum requirements and are meant to assure that drinking water operators will receive professional development opportunities needed to complete their job duties and responsibilities, which is to supply safe drinking water to the public. Also, an effort has been made to be consistent with the intent of the International Association for Continuing Education and Training Council (IACET). This document outlines, at a minimum, the requirements and procedures for conducting training acceptable for awarding continuing education credits, or other similar training contact hours for operator certification renewal requirements. The organization issuing Continuing Education Units (CEUs), Training Contact Hours (TCHs), or Professional Development Hours (PDHs) has an individual or a committee that assists with developing, administering, and reviewing courses. This Committee, or individual, will assure that all criteria are met.

There are four ways in which training may be approved by the appropriate state regulatory agency for the issuing of training credits:

1. The organization conducting training issues Continuing Education Units (CEU) and meets the criteria detailed for the granting of the CEU as established by IACET, or issues college credits meeting the requirements of one of the regional college accrediting associations.
2. The organization conducting the training has had their training program approved by the appropriate state regulatory agency for issuance of Training Contact Hours (TCHs) or Professional Development Hours (PDHs).
3. The individual(s) or organization conducting training have been approved by the appropriate state regulatory agency to conduct specific training for issuance of Training Contact Hours (TCHs) or Professional Development Hours (PDHs).
4. The training program or specific training is cosponsored or sanctioned by an organization that has had their training program approved by the appropriate state regulatory agency for issuance of Training Contact Hours (TCHs) or Professional Development Hours (PDHs) towards certification renewal.

II. CRITERIA FOR INDIVIDUAL TRAINING COURSES

- (1) Any individual or organization wishing approval of their continuing education credits or other similar training contact hours for drinking water operator certification renewal shall meet the following guidelines for conducting the training and record keeping (paper, or electronic) of the course and attendance information. This information must be on retained file and available for inspection by any of the appropriate state agencies with jurisdiction for drinking water operator certification, for a period of seven years from the date the training was offered:
- (a) The date, location of the training and description of the training facility;
 - (b) The course outline showing the topic(s) to be presented and time allotted for each (including beginning and ending times). The outline must include the training course or session objective(s);
 - (c) A list of all instructional material;
 - (d) A list of any audiovisual materials to be used, such as videotapes, slides, slide/tape presentation, films, and overheads;
 - (e) The name, address, and background information or resume of instructor(s) which details the instructor's competence in the subject matter, understanding of the purposes and intended learning outcomes of the program, and ability to communicate the program content at an appropriate level;
 - (f) Records must be kept current with the name and title of the individual within the organization responsible for the quality and development of training programs. The organization must have an educational unit or arm which is responsible for developing, conducting, and administering training and issuing continuing education credits or other Training Contact Hours (TCHs);
 - (g) A copy of the certificate of completion being issued to the attendees containing but not limited to the following information:
 - 1. attendees' name;
 - 2. name of course;
 - 3. renewal credits or hours issued;
 - 4. date the course was held;
 - 5. name of the cosponsoring or sanctioning organization, if applicable;
 - 6. name of responsible individual within the organization;
 - 7. name of organization issuing certificate and keeping the records;
 - (h) A copy of the attendance roster used, which must contain but is not limited to:
 - 1. name of the course;
 - 2. renewal credits issued;

3. course code if applicable;
 4. date and time the course was held;
 5. location of the course;
 6. name of course instructor;
 7. names of attendees;
 8. morning and afternoon section for signing in. If the course is for more than one day the roster must show each day of attendance;
- (i) A written policy on maintaining records must be provided showing the record keeping criteria of the organization conducting the training and issuing credits towards operator certification renewal;
 - (j) A copy of the evaluation form which measures the quality of the training;
 - (k) Requirements for satisfactory completion of the training in writing. Participants must be informed of the requirements for satisfactory completion prior to their participation. The requirements should be based on a combination of performance and attendance. Attendance requirements must be 90 percent and above and documented by attendance rosters or sign-in sheets.
- (2) Renewal credit is based upon actual contact time in the training. All breaks and meal times must be noted on the agenda and will not count toward contact time. Excessive time allotted for introduction or welcomes will not count toward contact time.
 - (3) No credit will be given prior to the completion of any training course. Participants must attend the entire session and satisfactorily complete the program. The completion date of a multi-day course is the last day of the course.
 - (4) The minimum credit issued will be one (1.0) hour. Renewal credit will be issued in increments of one-half (0.5) hour.
 - (a) Courses granting CEUs will be issued TCH on a bases of one (1.0) Continuing Education Unit (CEU) = ten (10) Training Contact Hours (TCH).
 - (b) College credit for applicable courses will be issued at 15 TCH per one credit hour.

Definitions:

Continuing Education Unit (CEU): Ten contact hours of participation in an organized continuing education experience under responsible sponsorship, capable direction, and qualified instruction (refer to the IACET Continuing Education Unit Criteria and Guidelines, Fifth Edition (or current edition), for the ten specific CEU criteria).

Training Contact Hour (TCH): One clock hour of interaction as defined under contact. A clock hour may be fifty or sixty minutes, depending on the profession concerned. Contact is defined as interaction between a learner and instructor, or

between a learner and materials which have been prepared to cause learning. Contact implies two-way communication in order for the learner to receive feedback to monitor and assess learning.

Professional Development Hour (PDH): One clock hour of interaction wherein learning objectives are not specified or ensured, but wherein the value of participation for educational and career growth is recognized.

- (5) A record of participation must be maintained for each individual to whom continuing education credits or other training contact hours are awarded. The maintenance of permanent records is the responsibility of the organization conducting, sponsoring, or sanctioning the program and awarding the continuing education units or other training contact hours. While the organization or a contracted service may maintain records, the organization awarding the credits bears the primary responsibility for the maintenance and availability of records. All records must be maintained for a minimum of 7 years.

These records must be readily available and are to be issued as an official statement or transcript upon payment of fee and written request of the participant, or a legal request by an appropriate state agency responsible for drinking water operator certification. Further, the organization conducting, sponsoring, or sanctioning training must establish, in writing, provisions for permanent maintenance of continuing education records in the event of its demise.

III. COURSE ADVERTISEMENT

All advertisements which state that the training has approved continuing education credits or other similar training contact hours for drinking water operator certification renewal must include the type and amount of renewal credit hours issued.