Pa. Water & Wastewater Operator Training

Training Provider Manual

for the Pennsylvania
Water and Wastewater System
Operator Training Program

383-2300-002

COMMONWEALTH OF PENNSYLVANIA
Department of Environmental Protection

For more information, visit DEP's Web site at www.depweb.state.pa.us, Keyword: "Operators."
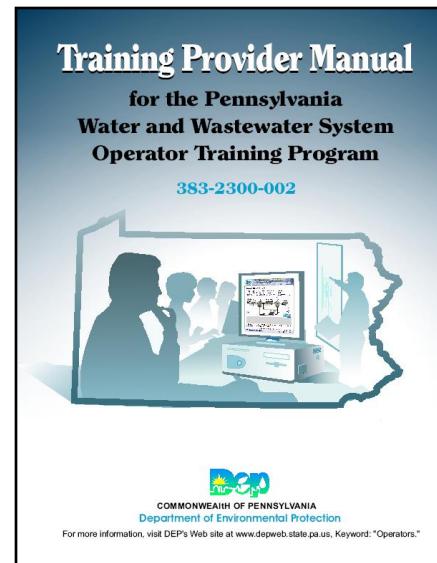
Training Approval Process

Training Approval Process

Needs Assessment

- W & WW Technical topics

- Related Topics

  - Safety, computer, math, chemistry, electrical, mechanical, pumps/motors, plumbing, watershed, etc.…

Training Approval Process

Ways for operators to obtain Credit

- Classroom training
- Distance education
  - Web-based, computer-based, correspondence
- Structured on-site training
- Vendor training
- Association conferences

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Training Approval Process

■ Approval process ensures:

- Training is relevant
- Training is effective
- Quality training
- Enough training available

■ No Rubber Stamping !
■ Only Pa.-Approved Training Counts!

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Training Approval Process

Pa. Continuing Education Credit
"Contact Hours"

- 1 contact hour = .1 CEU
- 1 CEU = 10 contact hours
- 1 College credit = 15 contact hours

Training Approval Process

Definitions

- Provider - Entity providing training
- Sponsor – DEP-approved provider of water or wastewater training

Training Approval Process

Training Course – Formalized program of organized instruction that meets Pa. DEP course guidelines

- Helps operator do job
- Includes:
  - Content
  - Delivery (sponsor)

Training Approval Process

Training Approval Development

- *Pa Op Cert Act of 2002 - DEP power & duty to:*
  - *Approve, disapprove, suspend, revoke training*
  - *Develop guidelines*

Training Approval Process

- **Process**

1. Approve providers – Sponsors
    - Eligible to submit courses for approval
    - Option – Accredit training program
        - Eligible for streamlined approval of courses

2. Approve Courses

No application fees

Training Approval Process

Sponsor Standards & Responsibilities

- Administrative services
- Use qualified instructors
- Adult learning methods
- Appropriate advertising
- Attendance tracking
- Assessment methods

Training Approval Process

Sponsor Standards & Responsibilities

- Course completion

- Educational resources

- Physical facilities

- Records – 3 years

- Course evaluation

- Internal audit

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Training Approval Process

Sponsor Standards & Responsibilities

- Consider evaluations and audits
- Conform to ADA
- Allow DEP to review/audit courses, records, instructor qualifications.
- Technology-based Training (Web-based)
  - Administration
  - Technical support
- DEP reporting

Training Approval Process

Sponsor Reporting Requirements

- ■ Pa. Operator Roster Reports
  (Allows DEP to automatically track operator credits)

  - Sponsor name and ID

  - Course ID, name and date

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Continuing Education Tracking

eFACTS

DEP EarthWise ACADEMY

What can I do?

- View my transcript
- Search continuing ed course catalog
- View Pa. DEP web-based courses
- View knowledge documents
- Log on

Need assistance?

- What is EarthWise Academy
- How to enroll in a Pa. DEP web-based course
- Help
- Interactive course tutorial
- Contact DEP

Links

- SEO training at PSATS
- DEP website
- PA state website

DEP EarthWise ACADEMY

Pa. DEP's EarthWise Academy provides a web-based environment for learners to take online environmental education training. EarthWise Academy allows Pa. DEP Certified Water and Wastwater Operators to take courses which will count towards their continuing education requirements.

Get macromedia FLASH PLAYER

Get Adobe Reader

Continuing Education Tracking

EarthWise Academy

www.earthwise.dep.state.pa.us/edu/

What can I do?

- View my transcript ←
- Search continuing ed course catalog
- View Pa. DEP web-based courses
- View knowledge documents
- Log on

Pa DEP Client ID: 197246 [Go]

EarthWise Academy Transcript [Printer Friendly]

197246 Edgar Chescattie

Wednesday, April 19, 2006 1:50:15 PM

Courses

Name	Status	Target Industry	Completion Date	Contact Hours	Pass or Fail
Optimizing Filter Performance 484	Completed	Drinking Water	4/23/2003	6.5	Pass
Drinking Water System Security Train-the-Trainer Program 738	Completed	Drinking Water	10/7/2003	11	Pass
2003 Joint Fall Meeting of the Central Section WWOAP and the North and South Central Districts of th 732	Completed	Drinking Water	10/24/2003	1	Pass
2005 PA AWWA 57th Annual conference - May 5 AM 1356	Completed	Drinking Water	5/5/2005	1	Pass
2005 PA AWWA 57th Annual Conference - May 5 PM 1357	Completed	Drinking Water	5/5/2005	1	Pass
Corrosion Control Treatment 3	Completed	Drinking Water	8/1/2005	21	Pass
Techniques for Improving Filtration 1582	Completed	Drinking Water	9/30/2005	7	Pass
Valve Workshop 165	Completed	Drinking Water and Wastewater	10/25/2005	7	Pass

Training Approval Process

Course Guidelines

- Proper calculation of contact hours
  - Breaks, mealtimes do not count
  - Homework, reading "generally" not counted
- Minimum – ½ hour course
- Max 8 hours in one day
- 85% min attendance for completion

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Training Approval Process

Course Guidelines

- Assessment for completion (tests, exercises, project, participant intraction)
  - Based on objectives

- Audio/video – contribute to objectives

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Training Approval Process

Course Guidelines

- Learning experience must be:

■Open	■Relevant
■Current	■Meaningful
■Accurate	■Rewarding
■Efficient	■Interactive/Involving
■Presentable	

Training Approval Process

Course Guidelines

- Logical sequence
- Handouts, visuals – relevant/readable
- Qualified instructors
- Content achieve objectives
- Presented in reasonable time frame
- Intent not to promote specific products
- Adult learning concepts
- Evaluation by participants

Training Approval Process

Course Guidelines

- Technology-Based Training
  - Web-based Training Courses
    - Presentation / Application / Feedback
    - Must include interactivity
  - e-Learning Courses
  - On-Line Courses
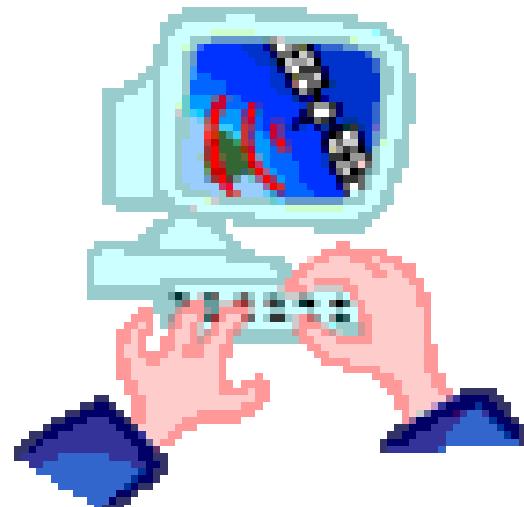
Training Approval Process

Course Guidelines

- Technology-Based Training
  - Must include assessment
  - Clear & consistent instructions
  - Average pace match credit value
  - Technical support
  - Learner controllable
  - Graphics, audio/video support objectives
  - Content is king
  - Interactivity encouraged

Training Approval Process

Other Features of Approval Process

- Water and Wastewater Industry Conferences

- Certificate/Associates Degree Program

- Post Presentation Credit

- Retroactive Award of Credit (if course approved within operator's cycle)

Training Approval Process

Water and Wastewater Industry Conferences

- 1/2 day = 2.5 hours = 1 contact hour
- Must be a Pa. DEP-approved sponsor
- Conference Notification Form
- Must track and report for each half-day
- May include approved courses for credit

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Certificate & Degree Programs

- Reduces required operating experience

- Program for drinking water, wastewater, or both

- DEP-approved courses

  - Certificate program – 180 hours (12 credits)

  - Associates Degree – 360 hours (24 credits)

  - Water/wastewater program – courses approved for both apply to both

Training Approval Process

Post Presentation Credit

- Courses not previously approved

- Request <u>by</u> <u>operator</u> for credit (apply NLT 90 days after end of cycle)

- Not applicable to conferences

- No guarantees for operator

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Retroactive Award of Credit

- Provider unaware of water and wastewater continuing education
- Sponsor and course must be approved before end of operator's expiration date
- Prevents multiple post presentation requests.

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Training Approval Process

General Information

- DEP – Maintains database of training sponsors & courses (TAPS)
  - Inventory available on DEP Web site

    www.depweb.state.pa.us

  - Keyword: EarthWise

Finding Continuing Education

EarthWise Academy
www.earthwise.dep.state.pa.us/edu/
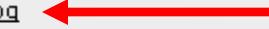
EarthWise Academy

Through EarthWise Academy, an operator can:

1. **View personal con-ed transcript.**
2. **Search the catalog of all Pa. DEP-approved water & wastewater con-ed courses.**
3. **Take DEP Web-based training courses.**

Renewal

- Continuing education must be completed within 3-year cycle
- Cannot "bank" con-ed contact hours
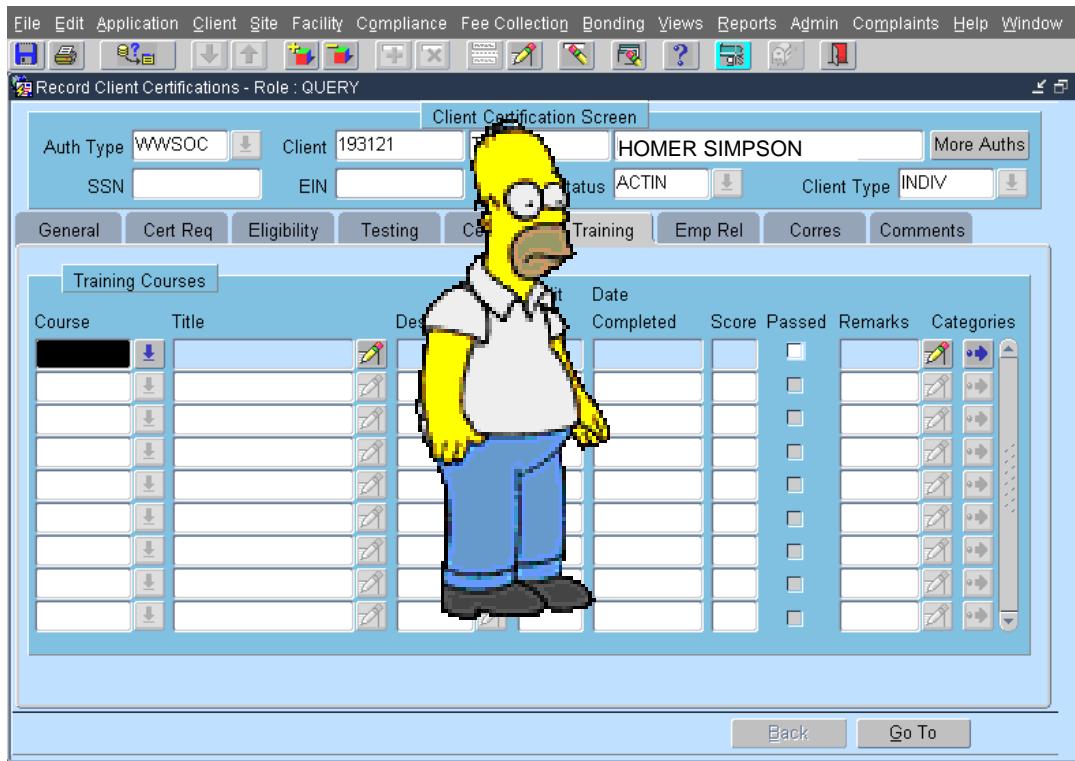
Training Approval Process

Early skeptics said:

- **Too onerous**

- **Too strict**

- **Too complicated**

- **Won't have enough courses**

Training Approval Process

Training Provider Manual

- *105 pages*
- *Forms / Instructions*
- *Standards / Guidelines*

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Training Approval Process

Training Provider Manual

- ### *Extensive Appendix*
  - *Glossary of terms*
  - *How adults learn*
  - *Needs Assessment*
  - *Acceptable/unacceptable objectives, course outline, calculation of contact hours, and more*

Training Approval Process

- *150 Sponsors nationwide*
- *Over 1400 courses approved*
- *Hundreds of conference sessions and PPCs*
- *Sponsors appreciate strict standards*
- *Naysayers proven wrong*

Training Approval Process

DEP Contact Information

PA DEP Bureau of Water Standards and Facility Regulation

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Barry's Golf Green Design

End