

STATE OF NEW HAMPSHIRE
PROCEDURE FOR APPROVING DRINKING WATER OPERATOR
TRAINING COURSES

Revised August 2009

I. OBJECTIVES AND APPROVAL REQUIREMENTS

This document establishes the procedure for approving drinking water operator training to ensure that the training is under responsible sponsorship, capable direction, and qualified instructors. This criteria has been established to assure that drinking water operators will receive the professional development opportunities, as specified in Env-WS 367.07, needed to complete their job duties and responsibilities for supplying safe drinking water to the public. This document outlines the minimum requirements and procedures for conducting training acceptable for awarding continuing education credits for operator certification renewal requirements. The organization issuing Continuing Education Units (CEUs), Training Contact Hours (TCHs), or Professional Development Hours (PDHs) will assure that all criteria are met.

- A.** There are four ways traditional training may be approved by the New Hampshire Department of Environmental Services – Drinking Water Operator Certification Program for the issuing training credits:
1. The organization is an accredited college or university or has been accredited by the International Association for Continuing Education and Training Council (IACET) to issue CEUs.
 2. The organization has had their training program approved by the New Hampshire Department of Environmental Services (DES) for issuing Training Contact Hours (TCHs) or Professional Development Hours (PDHs).
 3. The individual or organization has been approved by DES to conduct a specific training course for issuance of Training Contact Hours (TCHs) or Professional Development Hours (PDHs).
 4. The training program or specific training is cosponsored or sanctioned by DES or an organization that has had their training program approved by DES for issuance of Training Contact Hours (TCHs) or Professional Development Hours (PDHs) towards certification renewal.

B. Distance, electronic or e-training, including but not limited to correspondence, internet and CD based computer training shall only be accepted when conducted by an accredited college or university or by an organization accredited by IACET to issue CEUs in that media.

II. CRITERIA FOR INDIVIDUAL TRAINING COURSES

(1) Any individual or organization seeking approval of training 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 retained and be available for inspection, for a period of five years from the date of the training.

(a) The date and location of the training.

(b) The course outline, stating the intended audience, training objectives, and the topic(s) to be presented and time allotted for each topic. Both the student and the instructor should have a clear understanding of the training objectives, intended outcomes and how they are to be achieved. Content should be sequenced in a logical manner and should proceed from basic to more advanced levels

(c) A list of all instructional material.

(d) The name, address, and background information or resume of the instructor(s) and the subject matter experts who developed the course.

(e) Records must be kept current with 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).

(f) A sample of the certificate of completion to be 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;

- (g) A copy of the attendance roster, 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;

(h) A copy of the evaluation form which measures the quality of the training;

(i) 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) Assigned renewal credit must be 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 introductions or welcomes shall not count toward contact time.

(3) No credit shall 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 TCHs on the basis of one CEU equals 10 TCHs.

(b) College credit, for applicable courses, will be issued 15 TCHs per 1 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 for the ten specific CEU criteria).

Training Contact Hour (TCH): One clock hour of contact, defined as the 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 and the training provider to monitor and assess learning.

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

III. COURSE ADVERTISEMENT

All advertisements must include the type and amount of renewal credit hours being issued.

IV. COURSE APPROVAL PROCEDURE

Any individual or organization seeking approval of training for drinking water operator certification renewal shall submit a package to DES at least 30 days prior to the date of the training. The training must pertain to the operation, design, and/or maintenance of public water systems as specified in Env-Ws 367.07 and the *Criteria for Acceptable Drinking Water Operator Training Contact Hours Policy*. The submittal package shall include a copy of the complete training curriculum and documentation showing the training meets the criteria for individual training courses and the criteria for acceptable drinking water operator training contact hours.

Submittals can be made to;

NHDES
Drinking Water Operator Training Program
PO Box 95
Concord, NH 03302-0095

If you have any questions, contact Chip Mackey (603) 271-2410 or via e-mail at;
chip.mackey@des.nh.gov .