

**BOARD FOR WATERWORKS AND WASTEWATER WORKS OPERATORS
AND ONSITE SEWAGE SYSTEM PROFESSIONALS**

Tentative **AGENDA THURSDAY, JANUARY 25, 2024
9:30 A.M.**

**DPOR, PERIMETER CENTER
9960 MAYLAND DRIVE
RICHMOND, VIRGINIA 23233
BOARD ROOM 1, SECOND FLOOR**

- I. CALL TO ORDER**
- II. EMERGENCY EVACUATION PROCEDURES**
- III. APPROVAL OF AGENDA**
 - a. Board Agenda, January 25, 2024
- IV. INTRODUCTION OF NEW BOARD MEMBER**
- V. DPOR STAFF UPDATES**
- VI. APPROVAL OF MINUTES**
 - a. Board Meeting Minutes, October 19, 2023
 - b. Licensing Regulatory Review Committee Meeting Minutes, November 9, 2023
 - c. Examination Advisory Task Force Committee Meeting November 27, 2023
 - d. Licensing Regulatory Review Committee Meeting Minutes, December 11, 2023
- VII. PUBLIC COMMENT PERIOD - Five-minute public comment, per person, on those items not included on the agenda with the exception of any open disciplinary files.**
- VIII. CASE FILES**
 - a. File Number 2023-01324, Harold Russell Washington
Disciplinary—IFF by Duncan (Fore)
 - b. File Number 2023-01327, Kenneth Edward Carbaugh
Disciplinary— IFF by Duncan (Brockwell)
 - c. File Number 2024-00550, Thomas Renaldo Johnson
Licensing—IFF by Jackson-Bailey
 - d. File Number 2024-00753, Timothy Lamont Booker
Licensing—IFF by Jackson-Bailey
- IX. REGULATORY ACTIONS**
 - a. Regulatory Action Update
 - b. Consider Proposed Draft Amendments to Waterworks & Wastewater Works Operator Regulations

X. OTHER BUSINESS

- a. Update on OSSP CPE Audit
- b. Examination Updates
 - i. Examination Statistics Reports
 - ii. Discussion of WPI Certification Program for Water Operator Training
 - iii. WPI Exam Updates
- c. Update on WWW Examinations Task Force
- d. Discussion on Licensing Requirements for Onsite Sewage System Installations
- e. 2024 Legislative Update
- f. Board Financial Statement
- g. Update on Outreach Opportunities
- h. Consider Resolution for Service
- i. Other Business

XI. FUTURE MEETING DATES

- a. April 11, 2024
- b. July 11, 2024
- c. October 24, 2024

XII. COMPLETE CONFLICT OF INTEREST FORMS AND TRAVEL VOUCHERS

XIII. ADJOURN

Persons desiring to participate in the meeting and requiring special accommodations or interpretative services should contact the Department at (804) 367-0362 at least ten days prior to the meeting so that suitable arrangements can be made for an appropriate accommodation. The Department fully complies with the Americans with Disabilities Act

** Agenda materials made available to the public do not include disciplinary case files or application files pursuant to §54.1-108 of the *Code of Virginia*.

Materials contained in this agenda are proposed topics for discussion and are not to be construed as a declaration of official Board position.

PERIMETER CENTER CONFERENCE CENTER
EMERGENCY EVACUATION OF BOARD AND TRAINING ROOMS
(Script to be read at the beginning of each meeting.)

PLEASE LISTEN TO THE FOLLOWING INSTRUCTIONS ABOUT EXITING THE PREMISES IN THE EVENT OF AN EMERGENCY.

In the event of a fire or other emergency requiring the evacuation of the building, alarms will sound. When the alarms sound, leave the room immediately. Follow any instructions given by Security staff

Board Room 1

Exit the room using one of the doors at the back of the room. Upon exiting the room, turn **RIGHT**. Follow the corridor to the emergency exit at the end of the hall.

Upon exiting the building, proceed straight ahead through the parking lot to the fence at the end of the lot. Wait there for further instructions.

Board Room 2

Exit the room using one of the doors at the back of the room. (Point) Upon exiting the room, turn **RIGHT**. Follow the corridor to the emergency exit at the end of the hall.

Upon exiting the building, proceed straight ahead through the parking lot to the fence at the end of the lot. Wait there for further instructions.

You may also exit the room using the side door, turn **Right** out the door and make an immediate **Left**. Follow the corridor to the emergency exit at the end of the hall.

Upon exiting the building, proceed straight ahead through the parking lot to the fence at the end of the lot. Wait there for further instructions.

Board Rooms 3 and 4

Exit the room using one of the doors at the back of the room. Upon exiting the room, turn **RIGHT**. Follow the corridor to the emergency exit at the end of the hall.

Upon exiting the building, proceed straight ahead through the parking lot to the fence at the end of the lot. Wait there for further instructions.

Training Room 1

Exit the room using one of the doors at the back of the room. Upon exiting the room, turn **LEFT**. Follow the corridor to the emergency exit at the end of the hall.

Upon exiting the building, proceed straight ahead through the parking lot to the fence at the end of the lot. Wait there for further instructions.

Training Room 2

Exit the room using one of the doors at the back of the room. Upon exiting the doors, turn **LEFT**. Follow the corridor to the emergency exit at the end of the hall.

Upon exiting the building, proceed straight ahead through the parking lot to the fence at the end of the lot. Wait there for further instructions.

INTRODUCTION OF **NEW BOARD MEMBER**

DRAFT AGENDA
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DRAFT AGENDA

DPOR STAFF UPDATES

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DRAFT AGENDA

**BOARD FOR
WATERWORKS AND WASTEWATER WORKS OPERATORS AND ONSITE SEWAGE**

SYSTEM PROFESSIONALS

MINUTES OF MEETING

The Board for Waterworks and Wastewater Works Operators and Onsite Sewage System Professionals met on October 19, 2023, at the Department of Professional and Occupational Regulation, 9960 Mayland Drive, Richmond, Virginia 23233.

The following members of the Board were present:

James N. Brockwell
Erica Duncan, Vice-Chair
W. Jordan Evans
John Ewing
Thomas Wayne Fore
Joshua Kirtley
Pamela M. Pruett, Chair
Don Riggleman
Dwayne Roadcap
D. Wayne Staples
Caleb Taylor

DPOR staff present for all or part of the meeting included:

Kishore Thota, Director
Stephen Kirschner, Licensing and Regulatory Programs Division Deputy Director
Tanya M. Pettus, Board Administrator
Lee D. Bryant, Regulatory Operations Administrator
Rachel Harris, Administrative Coordinator
Ecila Williams, Administrative Coordinator
Joshua Laws, Assistant Attorney General with the Office of the Attorney
General, was present.

Ms. Pruett, Chair, finding a quorum of the Board present, called the meeting to order at 9:36 a.m.

Call to Order

Ms. Pettus advised the Board of the emergency evacuation procedures.

**Emergency
Evacuation
Procedures**

Mr. Fore moved to approve the agenda as presented. Mr. Staples seconded the motion which was unanimously approved by: Brockwell, Duncan, Evans, Ewing, Fore, Kirtley, Pruett, Riggelman, Roadcap, Staples, and Taylor.

**Approval of
Agenda**

Ms. Pettus introduced to the Board newly-appointed Board member Joshua Kirtley, who will serve as the Local/Regional VDH Representative.

**Introduction of
New Board
Member**

Ms. Pettus introduced new Board staff members Rachel Harris, Administrative Coordinator, and Lee Bryant, Regulatory Operations Administrator.

**DPOR Staff
Updates**

Ms. Pettus also advised that Kishore Thota, the agency's former Chief Deputy Director, has been appointed agency Director.

Ms. Duncan moved to approve the minutes of the July 27, 2023, Education and Training Committee, and the July 27, 2023, Board meeting. Mr. Staples seconded the motion which was approved by: Brockwell, Duncan, Evans, Kirtley, Pruett, Riggelman, Roadcap, Staples, and Taylor. Mr. Ewing and Mr. Fore abstained.

**Approval of
Minutes**

There were no members of the public present to address the Board on matters other than case files to be presented.

**Public Comment
Period**

Mr. Brockwell, Ms. Pruett recused themselves from the meeting for discussion and deliberation of File Number 2020-02742.

**Recusal of Board
Members**

Ms. Duncan recused herself from the meeting for discussion and deliberation of File Numbers 2020-02742, 2023-02746, and 2023-03052.

Mr. Evans assumed Chair of the Board.

In the matter of **File Number 2020-02742, Raymond Kent Kendall**, the Board members reviewed the record which consisted of transcripts and exhibits from the Informal Fact Finding Conference (IFF), and the Presiding Officer's Summary and Recommendation.

File Number 2020-02742, Raymond Kent Kendall

Mr. Kirschner advised the Board of a scrivener's error within the Presiding Officer's Summary and corrected the error for the record.

Mr. Kendall was present to address the Board and expressed his concerns that there were errors in the Presiding Officer's written Summary, and requested that the Board not consider the present file and grant him a new IFF.

After discussion Mr. Staples moved to remand the file for a new IFF. Mr. Fore seconded the motion. After further discussion, the Board voted via roll-call. Evans, Ewing, Fore, Kirtley, Riggleman, Roadcap, Staples, and Taylor voted in opposition of the motion. The motion did not pass by unanimous opposition.

After review, Mr. Fore moved to accept to the recommendation of the Presiding Officer and find Mr. Kendall in violation of the following Board regulations: 18 VAC 160-40-460.A.3 as outlined in Count 1, 18 VAC 160-40-460.B as outlined in Count 2, and 18 VAC 160-40-470.8 as outlined in Count 3. Mr. Riggleman seconded the motion and was unanimously approved by: Evans, Ewing, Fore, Kirtley, Riggleman, Roadcap, Staples, and Taylor.

Mr. Roadcap then moved to accept the Presiding Officer's recommended sanctions as follows: for violation as outlined in Count 1, revocation of Mr. Kendall's onsite soil evaluator license, for violation as outlined in Count 2, imposition of a \$700.00 monetary penalty, and for violation as outlined in Count 3, imposition of an \$800.00 monetary penalty. Mr. Fore seconded the motion and was unanimously approved by: Evans, Ewing, Fore, Kirtley, Riggleman, Roadcap, Staples, and Taylor.

Ms. Pruettt and Mr. Brockwell returned to the meeting. Ms. Pruettt resumed as Chair of the Board.

Return of Board Members

Mr. Fore recused himself from the meeting for discussion and deliberation of File Number 2023-02746 and 2023-03052.

Recusal of Board Member

In the matter of **File Number 2023-02476, Colette Althea Battle** the Board members reviewed the Consent Order. Collette Althea Battle admits to a violation of 18 VAC 160-40-490.B, and consents to the imposition of Board costs of \$150.00. In addition, Ms. Battle agrees to complete eight hours of Board-approved continuing professional education (CPE), of which four hours must pertain to the laws and regulations governing the practice of onsite sewage system installation, and provide proof of successful completion within 30 days of the effective date of the Order.

File Number 2023-02476, Colette Althea Battle

Mr. Rigglesman moved to accept the terms of the Consent Order as written. Ms. Staples seconded the motion which was unanimously approved by: Brockwell, Evans, Ewing, Kirtley, Pruett, Rigglesman, Roadcap, Staples, and Taylor.

In the matter of **File Number 2023-03052, Scott Bryan Smedley**, the Board members reviewed the record which consisted of the application file, transcript, and exhibits from the Informal Fact-Finding Conference, and the Presiding Officer's Summary and Recommendation.

File Number 2023-03052, Scott Bryan Smedley

Mr. Evans moved to accept the recommendation of the Presiding Officer and waive the examination requirement, and approve Mr. Smedley's application for a Class 1 Wastewater Works Operator license. Mr. Rigglesman seconded the motion which was unanimously approved by: Brockwell, Evans, Ewing, Kirtley, Pruett, Rigglesman, Roadcap, Staples, and Taylor.

Ms. Duncan and Mr. Fore returned to the meeting.

Return of Board Members

In the matter of **File Number 2024-00176, Artie Winn Seamster**, the Board members reviewed the record which consisted of the application file, transcript, and exhibits from the Informal Fact-Finding Conference, and the Presiding Officer's Summary and Recommendation.

File Number 2024-00176, Artie Winn Seamster

Mr. Seamster was present to address the Board and thanked the Board for their time and consideration.

Brian Weltch was also present to address the Board and spoke to Mr. Seamster's work ethic and knowledge of his industry.

Mr. Fore moved to accept the recommendation of the Presiding Officer and approve Mr. Seamster's application for a Class 5 Waterworks Operator license. Mr. Brockwell seconded the motion which was unanimously approved by: Brockwell,

Duncan, Evans, Ewing, Fore, Kirtley, Pruett, Rigglesman, Roadcap, Staples, and Taylor.

In the matter of **File Number 2023-02941, Alan Gilmer Trimble**, the Board members reviewed the record which consisted of the application file, transcript, and exhibits from the Informal Fact-Finding Conference, and the Presiding Officer's Summary and Recommendation.

File Number 2023-02941, Alan Gilmer Trimble

Mr. Trimble was present to address the Board. Mr. Trimble stated he has worked to make up for his previous mistakes made in his youth, and that he is looking forward to being licensed in order to provide for his family.

Mr. Fore moved to accept the recommendation of the Presiding Officer and approve Mr. Trimble's application for a Class 4 Waterworks Operator license. Mr. Staples seconded the motion which was unanimously approved by: Brockwell, Duncan, Evans, Ewing, Fore, Kirtley, Pruett, Rigglesman, Roadcap, Staples and Taylor.

In the matter of **File Number 2023-02942, Rafael Alex Osmon**, the Board members reviewed the record which consisted of the application file, transcript, and exhibits from the Informal Fact-Finding Conference, and the Presiding Officer's Summary and Recommendation.

File Number 2023-02942, Rafael Alex Osmon

Mr. Fore moved to accept the recommendation of the Presiding Officer and approve Mr. Osmon's application for a Class 4 Wastewater Works Operator license contingent upon completion of the Department of Corrections (DOC) Apprenticeship Program, meeting all entry requirements contained in the Board's regulations, and passing the applicable examination. Mr. Staples seconded the motion which was unanimously approved by: Brockwell, Duncan, Evans, Ewing, Fore, Kirtley, Pruett, Rigglesman, Roadcap, Staples, and Taylor.

Mr. Bryant provided an update on the Board's regulatory actions.

Regulatory Action Update

The Notice of Intended Regulatory Action (NOIRA) for the general review of the Waterworks and Wastewater Works Operators Licensing Regulations was published in the Virginia Register on September 11, 2023. A public comment period was held from September 1, 2023, to October 11, 2023. No public comments were received. The regulatory review committee is scheduled to meet on November 9, 2023.

Amendments to the Onsite Sewage System Professionals Licensing Regulations are currently in the proposed stage as the Board reviewed and adopted the proposed amendments at its April 20th, 2023, Board meeting. Filing of the draft proposed amendments is in process.

2021 fee adjustments for Waterworks and Wastewater Works Operators Licensing Regulations and Onsite Sewage System Professionals Licensing Regulations are currently in the proposed stage as the Board reviewed and adopted the proposed amendments at the April 21, 2022, Board meeting. The proposed amendments were submitted for Executive Branch review on July 28, 2022.

Mr. Bryant advised the Board that there were no public comments received during the public comment period of the periodic review of the Board's Public Participation Guidelines and Waterworks and Wastewater Works Operators Licensing Regulations.

Periodic Review of Board Regulations

Mr. Bryant asked the Board to consider whether the regulations should be amended, repealed, or retained as is, and because all Board regulations are currently undergoing general review, recommended that the regulations be retained as is for the purpose of the periodic review. Mr. Fore moved to retain the current Board regulations as is. Mr. Staples seconded the motion which was unanimously approved by: Brockwell, Duncan, Evans, Ewing, Fore, Kirtley, Pruett, Riggelman, Roadcap, Staples, and Taylor.

Mr. Kirschner advised the Board that while the Administrative Process Act (APA) allows an applicant to request a Board review of their application in the event the applicant does not meet all entry requirements, the Board does not have currently have the authority to waive its regulations. Mr. Kirschner advised that there is currently no regulatory or statutory provision giving the Board authority to waive

Discussion of Waivers of Entry Requirements

entry requirements that are not expressly stated in the regulations, and that regulatory amendments would be required if the Board so chooses to have such authority.

Ms. Pettus provided the Board with waterworks and wastewater works examination statistics from January 2, 2017, through October 6, 2023, and July 27, 2023, through October 6, 2023, as well as onsite examination statistics from January 1, 2023, to September 30, 2023, for informational purposes.

Examination Updates

The Board also reviewed statistics for waterworks and wastewater works examinations administered VA Tech's Short School held in August 2023. Discussion was held on the take-aways from the pilot program, wherein the WPI exam was offered on-site immediately following each Short School program for the first time.

Ms. Pettus provided the Board with the most recent financial statements for informational purposes.

Board Financial Statements

Ms. Pettus provided an update of recent and upcoming outreach opportunities.

Update on Outreach

Ms. Duncan advised the Board of a program that would potentially offer grant funds to provide for training opportunities.

Opportunities

Ms. Pettus opened the floor for annual nominations for Board Chair. Ms. Duncan moved to nominate Ms. Pruett as Board Chair. Mr. Ewing seconded the motion. Ms. Pruett accepted the nomination. Mr. Fore moved to close the nominations for Chair of the Board. Mr. Staples seconded the motion which was unanimously approved by: Brockwell, Duncan, Evans, Ewing, Fore, Kirtley, Pruett, Riggleman, Roadcap, Staples, and Taylor. By acclamation, Ms. Pruett was named Chair of the Board

Election of Officers

Ms. Pruett opened the floor for annual nominations for Board Vice-Chair. Mr. Fore moved to nominate Ms. Duncan as Board Vice-Chair. Mr. Staples seconded the motion. Ms. Duncan accepted the nomination. Mr. Fore moved to close the nominations for Chair of the Board. Mr. Staples seconded the motion which was unanimously approved by: Brockwell, Duncan, Evans, Ewing, Fore, Kirtley, Pruett, Riggleman, Roadcap, Staples, and Taylor. By acclamation, Ms. Duncan was named Vice-Chair of the Board

Discussion was held on the potential for professional soil scientists to perform the work of onsite soil evaluators by exemption as requested by professional soil

Other Business

scientists. The exemption cannot be granted via Board regulations, and would require legislative action.

Ms. Pruett reminded the Board that the next scheduled meeting date is January 25, 2024. **Future Meeting Dates**

Ms. Pruett reminded the Board members to complete and return their conflict-of-interest forms and travel vouchers. **Complete Conflict of Interest Forms and Travel Vouchers**

There being no further business, the meeting was adjourned at 11:16 a.m. **Adjourn**

Pamela M. Pruett, Chair

Kishore Thota, Secretary

WWWO LICENSING REGULATORY REVIEW COMMITTEE
OF THE
WATERWORKS AND WASTEWATER WORKS OPERATORS AND ONSITE SEWAGE
SYSTEM PROFESSIONALS BOARD

MINUTES OF MEETING

The WWWO Licensing Regulatory Review Committee of the Board for Waterworks and Wastewater Works Operators and Onsite Sewage System Professionals met on November 9, 2023, at the Department of Professional and Occupational Regulation (DPOR), 9960 Mayland Drive, 2nd Floor, Board Room 1, Richmond, Virginia 23233.

The following members of the committee were present:

W. Jordan Evans, Chair
Wendy Callahan
Tom Fore
Barry Matthews
Pamela Pruett (Ex-officio)
Jason Spicer
Caleb Taylor

Committee members Mike Collins, Erica Duncan, Charles Phillips, and Wayne Staples were not in attendance.

The following staff members were present for all or part of the meeting:

Steve Kirschner, Licensing and Regulatory Programs Deputy Director
Joseph C. Haughwout, Jr., Regulatory Affairs Manager
Tanya M. Pettus, Board Administrator
Lee D. Bryant, Board and Regulatory Operations Administrator
Lisa Robinson, Licensing Administrator
Rachel Harris, Administrative Coordinator

Mr. Evans called the meeting to order at 10:05 a.m.

Call to Order

Ms. Pettus advised the Committee of the emergency evacuation procedures.

**Emergency
Evacuation
Procedures**

Ms. Pruett moved to approve the agenda as presented. Mr. Taylor seconded the motion which was unanimously approved by: Evans, Callahan, Fore, Matthews, Pruett, Spicer, and Taylor.

**Approval of
Agenda**

There were no members of the public present.

**Public Comment
Period**

All Committee members and staff present introduced themselves.

Overview

Ms. Pettus reviewed the purpose of the Committee, and provided an overview of the regulatory review process and timeline.

The Committee was provided with current Waterworks and Wastewater Works Operators Regulations, applicable laws, forms, and Board guidance documents.

**Resources and
Information**

Mr. Bryant presented the Committee with draft proposed amendments to Parts I and II of the Waterworks and Wastewater Works Operators Licensing Regulations for review and consideration.

**Consider
Amendments to
Parts I and II**

Discussion was held on current definitions and entry requirements including qualifying work experience and pre-license education.

The Committee recessed from 11:56 a.m. to 12:18 p.m.

Recess

The Committee continued discussion on entry requirements.

**Consider
Amendments to
Parts I and II,
Continued**

Having completed review of Parts I and II, the Committee agreed by consensus to continue review and consider current renewal and continuing professional education requirements. The Committee also reviewed pre-license training course approval criteria.

Mr. Evans departed the meeting at 1:33 p.m. Mr. Fore assumed Chair for the Committee.

**Departure of
Committee
Member**

Ms. Pettus and Mr. Haughwout advised that the Committee would review standards of practice and conduct at its next meeting, as well as review draft proposed text of the Waterworks and Wastewater Works Operators Licensing Regulations as amended by the Committee.

**Discuss Topics
for Next Meeting**

There being no further business, the meeting adjourned at 1:46 p.m.

Adjourn

Pamela M. Pruett, Chair

Kishore S. Thota, Secretary

DRAFT
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DRAFT AGENDA
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**VIRGINIA BOARD FOR
WATERWORKS AND WASTEWATER WORKS OPERATORS AND ONSITE
SEWAGE SYSTEM PROFESSIONALS
WATERWORKS AND WASTEWATER WORKS OPERATORS
EXAMINATION TASK FORCE**

The Waterworks and Wastewater Works Operators Examination Task Force of the Virginia Board for Waterworks and Wastewater Works Operators and Onsite Sewage System Professionals (Board) met on November 27, 2023, at the offices of the Department of Professional and Occupational Regulation (DPOR), Perimeter Center, 9960 Mayland Drive, 2nd Floor, Board Room 2, Richmond, Virginia 23233.

The following members of the Task Force were present:

Caleb Taylor, Chair
Thomas Fore
Doug Grimes
Ryan Hendrix
Jamie Morris
Mike Ritchie
Wayne Staples
Mark Titcomb
David Van Gelder

Task Force members Erica Duncan and Barry Matthews were not present at the meeting. The following staff members were present for all or part of the meeting:

Tanya M. Pettus, Board Administrator
Gregory Emerson, Examinations Director
Rachel Harris, Administrative Coordinator

Mr. Taylor called the meeting to order at 10:10 a.m.

Call to Order

Ms. Pettus advised the Task Force of the emergency evacuation procedures.

**Emergency
Evacuation
Procedures**

Mr. Fore moved to approve the agenda as presented. Mr. Staples seconded the motion which was unanimously approved by: Fore, Grimes, Hendrix, Morris, Ritchie, Staples, Taylor, Titcomb, and Van Gelder.

Approval of Agenda

No members of the public present wished to make comment.

**Public Comment
Period**

The Task Force was provided with (i) current versions of applicable

Resources and

waterworks and wastewater works operators' statutes and regulations, (ii) current versions of applicable examination "Need to Know" criteria from Water Professionals International (WPI); (iii) applicable examination statistics; and (iv) training course and exam preparation resources.

Information

Dr. Ramzi Mahmood, Ph.D., P.E.; Executive Director of the Office of Water Programs, California State University, Sacramento addressed the Task Force on successful learning strategies for adult students, including how to navigate course text and preparing for an examination.

Presentation

Mr. Fore departed the meeting at 11:30 a.m.

Departure of Task Force Member

The Task Force recessed from 11:30 a.m. to 12:17 p.m.

Recess

Ms. Pettus provided the Task Force with waterworks and wastewater works year to date examination statistics, as well as examination statistics since the last Exam Task Force meeting.

Review Current Exam Statistics

The Task Force was also provided with waterworks and wastewater examination passing rates broken down by subject matter. Ms. Pettus advised that these statistics would be provided quarterly and available for regularly scheduled Board meetings going forward.

Ms. Pettus and Mr. Taylor provided the Task Force with a report from the 2023 VA Tech Short School, wherein for the first time the WPI exam was offered onsite at the end of the water operator and wastewater operator short courses, respectively. The Task Force reviewed the pass/fail statistics from the pilot program.

Report from VA Tech Short School

Mr. Van Gelder advised the Task Force that members of multiple industry associations had formed a work group to discuss multiple areas affecting the water and wastewater industry. The work group has held its first meeting and plans to explore training opportunities, available study materials, grant funding, and arranging treatment facility tours, among other topics.

Report from Industry Association Workgroup

Ms. Pettus provided the Task Force members with updates on Board business, the implementation of Universal Licensing Recognition, and recent and upcoming staff outreach.

DPOR Updates

Mr. Emerson provided the Task Force with an update on communications with WPI.

WPI Updates

Ms. Pettus provided an overview of the topics discussed during the previous meetings of the Exam Task Force and asked the Task Force to consider making a formal recommendation to the Board regarding current examination or training and education policies under the purview of the Board.

Consider Exam Task Force Recommendation to the Board

The Task Force declined to make a formal recommendation, but agreed by consensus to ask that the Board remain vigilant in communications with WPI. It was agreed that the industry work group will keep the Board apprised of their activities via the Board's Education and Training Committee.

Mr. Fore thanked the Task Force members for their work and asked that each member be formally commended by the Board.

There being no further business, the meeting was adjourned at 1:44 p.m.

Adjourn

Pamela M. Pruett, Chair

Kishore S. Thota, Secretary

WWWO LICENSING REGULATORY REVIEW COMMITTEE
OF THE
WATERWORKS AND WASTEWATER WORKS OPERATORS AND ONSITE SEWAGE
SYSTEM PROFESSIONALS BOARD

MINUTES OF MEETING

The WWWO Licensing Regulatory Review Committee of the Board for Waterworks and Wastewater Works Operators and Onsite Sewage System Professionals met on December 11, 2023, at the Department of Professional and Occupational Regulation (DPOR), 9960 Mayland Drive, 2nd Floor, Board Room 4, Richmond, Virginia 23233.

The following members of the committee were present:

W. Jordan Evans, Chair
Erica Duncan
Barry Matthews
Jason Spicer
Wayne Staples
Caleb Taylor

Committee members Wendy Callahan, Mike Collins, Tom Fore, Charles Phillips, and Pamela Pruett were not in attendance.

The following staff members were present for all or part of the meeting:

Joseph C. Haughwout, Jr., Regulatory Affairs Manager
Tanya M. Pettus, Board Administrator
Lee D. Bryant, Regulatory Operations Administrator
Rachel C. Harris, Administrative Coordinator

Mr. Evans called the meeting to order at 10:05 a.m.

Call to Order

Ms. Pettus advised the Committee of the emergency evacuation procedures.

**Emergency
Evacuation
Procedures**

Mr. Staples moved to approve the agenda as presented. Mr. Taylor seconded the motion which was unanimously approved by: Evans, Duncan, Matthews, Spicer, Staples, and Taylor.

**Approval of
Agenda**

There were no members of the public present.

**Public Comment
Period**

The Committee was provided with current Waterworks and Wastewater Works Operators Regulations, applicable laws, forms, and Board guidance documents.

**Resources and
Information**

Mr. Haughwout presented the Committee with draft proposed amendments to Part IV of the Waterworks and Wastewater Works Operators Licensing Regulations for review and consideration. Discussion was held on aspects of standards of practice and conduct, including grounds for disciplinary actions, prohibited acts, and licensing requirements for classified facilities.

**Consider
Amendments to
Part IV,
Standards of
Practice and
Conduct**

The Committee reviewed amendments to Parts I through V of the regulations as discussed throughout previous meetings.

**Review of
Amendments to
Parts I through
V**

The Committee recessed from 11:56 a.m. to 12:18 p.m.

Recess

The Committee continued to review and discuss proposed amendments to Parts I through V.

**Review of
Amendments
to Parts I
through V
Continued**

After final review of the draft proposed amendments, Mr. Taylor moved to recommend that the proposed amendments be presented to the Board for consideration, authorizing staff to make technical and stylistic changes as discussed. Mr. Staples seconded the motion which was unanimously approved by: Evans, Duncan, Matthews, Spicer, Staples, and Taylor.

There being no further business, the meeting adjourned at 12:32 p.m.

Adjourn

Pamela Pruet, Chair

Kishore S. Thota, Secretary

PUBLIC COMMENT PERIOD

Five minute public comment, per person, with the exception of any open disciplinary or application files.

DRAFT AGENDA
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DRAFT AGENDA

Board for Waterworks and Wastewater Works Operators and Onsite Sewage System Professionals

Update on Regulatory Actions

(as of January 25, 2024)

Action: Waterworks and Wastewater Works Operators Licensing Regulations – General Review

Current Stage: NOIRA

- Board authorized formation of regulatory review committee on 10/27/22.
- Board authorized filing of NOIRA on 10/27/22.
- Regulatory review committee was formed and conducted its first meeting on 5/15/23.
- NOIRA filed for Executive Branch review on 7/21/23.
- Executive Branch review completed on 8/16/23.
- NOIRA published in Virginia Register 9/11/23.

Next Step: Proposed

- Public comment period held 9/11/23 through 10/11/23. No comments were received.
- WWWO Regulatory Review Committee met on 11/9/23 and began review of the regulations.
- On 12/11/23 WWWO Regulatory Review Committee adopted the proposed amendments which will be presented to the Board during the 1/25/2024 meeting.

Action: Onsite Sewage System Professionals Licensing Regulations – 2022 General Review

Current Stage: Proposed

- Board adopted Regulatory Review Committee recommended proposed amendments on 4/20/2023.
- Proposed stage filing in process.

Next Step: Executive Branch Review

- Submission of proposed amended regulation for Executive Branch review.

Action: Waterworks and Wastewater Works Operators Licensing Regulations – 2021 Fee Adjustment

Current Stage: Proposed

- Board reviewed and adopted proposed amendment on 4/21/22.
- Submitted for Executive Branch review on 7/28/22. Currently in Executive Branch review.

Board for Waterworks and Wastewater Works Operators and Onsite Sewage System Professionals

Next Step: Executive Branch Review/Public Comment

- Completion of Executive Branch Review
- Publication in the Virginia Register and 60-day public comment period, to include public hearing.

Action: Onsite Sewage System Professionals Licensing Regulations – 2021 Fee Adjustment

Current Stage: Proposed

- Board reviewed and adopted proposed amendment on 4/21/22.
- Submitted for Executive Branch review on 7/28/22. Currently in Executive Branch review.

Next Step: Executive Branch Review/Public Comment

- Completion of Executive Branch Review.
- Publication in the Virginia Register and 60-day public comment period, to include public hearing.

DRAFT AGENDA
Materials contained in this agenda are proposed
and are not to be construed as regulation
DRAFT AGENDA

1 **Project 7558 - NOIRA**

2 **Board For Waterworks and Wastewater Works Operators and Onsite Sewage System**
3 **Professionals**

4 **General Review of Waterworks and Wastewater Works Operators Licensing Regulations**

5 Chapter 30

6 Waterworks and Wastewater Works Operators Licensing Regulations

7 Part I

8 Definitions

9 **18VAC160-30-10. Definitions.**

10 A. Section 54.1-2300 of the Code of Virginia provides definitions of the following terms and
11 phrases as used in this chapter:

12 "Board"

13 "~~Onsite sewage system~~"

14 "Operator"

15 "Owner"

16 "Wastewater works"

17 "Waterworks"

18 B. The following words, terms, and phrases when used in this chapter ~~shall~~ will have the
19 following meanings unless the context clearly indicates otherwise:

20 "Address of record" means the address designated by the licensee to receive notices and
21 correspondence from the board.

Commented [JH1]: Definition is not necessary.
Term is used only as part of alternative OSS operator
license; will define master alternative OSS operator instead.

Commented [JH2]: Same change being made in OSSP
Regulations.

22 "Applicant" means an individual who ~~submits~~ has submitted an application ~~with the~~
23 ~~appropriate fee and other required documentation~~ for licensure.

Commented [JH3]: Same change being made in OSSP Regulations.

24 "Application" means a completed, board-prescribed form submitted with the appropriate fee
25 and other required documentation.

26 "Category" means a profession under the board's purview, which includes waterworks and
27 wastewater works as applicable to the licensure of waterworks and wastewater works operators.

28 "Classification" means the division within each category of license as it relates to the classified
29 facility. Class 1 represents the highest classification for each category of license.

30 "Contact hour" means 50 minutes of participation in a structured training activity.

31 "Department" means the ~~Virginia~~ Department of Professional and Occupational Regulation.

32 "DEQ" means the ~~Virginia~~ Department of Environmental Quality.

33 "Direct supervision" means being immediately available and fully responsible for the provision
34 of waterworks and wastewater works operation regulated pursuant to Chapter 23 (§ 54.1-2300 et
35 seq.) of Title 54.1 of the Code of Virginia and this chapter.

36 "Direct supervisor" means a licensed waterworks or wastewater works operator who assumes
37 the responsibility of direct supervision.

38 "Licensee" means an individual holding a valid license issued by the board.

39 "Licensure" means a method of regulation whereby the Commonwealth, through the issuance
40 of a license, authorizes a person possessing the character and minimum skills to engage in the
41 practice of a profession or occupation that is unlawful to practice without such license.

42 "Maintenance" or "maintain" means performing adjustments to equipment and controls and
43 in-kind replacement ~~and cleaning~~ of normal wear and tear parts such as light bulbs, fuses, filters,

Commented [JH4]: Added per committee recommendation.

44 pumps, motors, or other like components. ~~Maintenance includes pumping the tanks or cleaning~~
45 ~~the building sewer on a periodic basis.~~

46 "Master alternative onsite sewage system operator" means an individual licensed by the board
47 who possesses the minimum skills and competency to operate and maintain conventional and
48 alternative onsite sewage systems.

49 "Operate" means the act of (i) placing into or taking out of service a unit process or unit
50 processes or (ii) making or causing adjustments in the operation of a unit process at a waterworks
51 or wastewater works.

52 "Renewal" means the process and requirements for periodically approving the continuance of
53 a license.

54 "Training credit" means a unit of board-approved training or formal education completed by
55 an individual that may be used to substitute for experience when applying for a license.

56 ~~"Treatment works" means any device or system used in the storage, treatment, disposal, or~~
57 ~~reclamation of sewage or combinations of sewage and industrial wastes including pumping power~~
58 ~~and other equipment and appurtenances, septic tanks, and any works, including land, that are or~~
59 ~~will be (i) an integral part of the treatment processes or (ii) used for ultimate disposal or of residues~~
60 ~~or effluent resulting from such treatment.~~

Commented [HJ(5)]: Term is not used in the regulation.

61 "VDH" means the Virginia Department of Health.

62

Part II

63

Entry

64 **18VAC160-30-20. Application procedures.**

65 A. All applicants seeking licensure ~~shall~~must submit an application with the appropriate fee
66 specified in 18VAC160-30-40. Application ~~shall~~will be made on forms provided by the board or
67 its agent.

68 1. By submitting the application to the department, the applicant certifies that the
69 applicant has read and understands the applicable statutes and the board's
70 regulations.

71 2. The receipt of an application and the deposit of fees by the board does not indicate
72 approval of the application by the board.

73 B. The board may make further inquiries and investigations with respect to the applicant's
74 qualifications to confirm or amplify information supplied. All applications ~~shall~~must be completed
75 in accordance with the instructions contained in this chapter and on the application. Applications
76 will not be considered complete until all required documents are received by the board. An
77 applicant will not be permitted to sit for the applicable board-approved examination until the
78 application is complete and approved.

79 C. The applicant will be notified within 30 days of the board's receipt of an initial application if
80 the application is incomplete. An individual who fails to complete the application process within
81 12 months of receipt of the application in the board's office must submit a new application. An
82 applicant has ~~12-24~~ months from approval of the application to pass the board-approved
83 examination. Failure to pass the board-approved examination within ~~12-24~~ months of approval
84 will result in the applicant being required to submit a new application to be considered for
85 licensure.

Formatted: Numbered + Level: 2 + Numbering Style: 1, 2, 3, ... + Start at: 1 + Alignment: Left + Aligned at: 0.75" + Indent at: 1"

Commented [JH6]: Increased per committee recommendation.

86 D. The applicant ~~shall~~must immediately report all changes in information supplied with the
87 application, if applicable, prior to issuance of the license or expiration of the application or
88 examination period.

89 **18VAC160-30-30. General fee requirements.**

90 All fees are nonrefundable and ~~shall~~will not be prorated. The date on which the fee is received
91 by the department or its agent will determine whether the fee is on time. Checks or money orders
92 ~~shall~~must be made payable to the Treasurer of Virginia.

93 **18VAC160-30-40. Fee schedule.**

Fee Type	Fee Amount	When Due
Initial application (for each profession, class, and category of license)	\$100	With application
Renewal (for each profession, class, and category of license)	\$80	With renewal application
Reinstatement (for each profession, class, and category of license)	\$105 (renewal fee + \$25 reinstatement fee)	With reinstatement application

94 ~~For wastewater works operator licenses expiring on February 28, 2018, and waterworks~~
95 ~~operator licenses expiring on February 28, 2019, the renewal fee shall be \$50. For reinstatement~~
96 ~~applications received after February 28, 2018, and on or before February 29, 2020, the total~~
97 ~~reinstatement fee shall be \$75.~~

Commented [HJ(7)]: Provisions are no longer applicable.

98 **18VAC160-30-50. Examination fee.**

99 The ~~fee~~fees for ~~examination or reexamination is~~all examinations are subject to charges to
100 the department by an outside vendor based on a contract entered into in compliance with the
101 Virginia Public Procurement Act (§ 2.2-4300 et seq. of the Code of Virginia). Fees may be
102 adjusted and charged to the candidate in accordance with this contract.

103 **18VAC160-30-60. General requirements for licensure.**

104 A. In addition to the specific qualifications for each category and classification of licensure,
105 each applicant for licensure ~~shall~~ must meet the requirements provided in this section.

106 ~~1-B.~~ The applicant ~~shall~~ must be at least 18 years old.

107 ~~2-C.~~ The applicant ~~shall disclose the applicant's~~ must provide a mailing address, which will
108 serve as the address of record. A post office box is only acceptable as ~~a mailing the~~
109 address of record when a physical address is also provided.

110 ~~3-D.~~ In accordance with § 54.1-204 of the Code of Virginia, each applicant ~~shall~~ must
111 disclose the following information.

112 a. All felony convictions that occurred within 20 years of the date of application.

113 b. All misdemeanor convictions involving lying, cheating, or stealing, except marijuana
114 convictions, ~~in any jurisdiction~~ that occurred within three years of the date of
115 application.

116 ~~Any plea of nolo contendere or finding of guilt regardless of adjudication or deferred~~
117 ~~adjudication shall be considered a conviction for the purposes of this section. The record~~
118 ~~of conviction certified or authenticated in such form as to be admissible in evidence under~~
119 ~~the laws of the jurisdiction where convicted shall be admissible as prima facie evidence of~~
120 ~~such guilt.~~

121 ~~B.~~ The board, ~~at in~~ its discretion, may deny licensure to any applicant in accordance with §
122 54.1-204 of the Code of Virginia. The applicant has the right to request further review of any such
123 action by the board under the Administrative Process Act (§ 2.2-4000 et seq. of the Code of
124 Virginia).

Commented [JH8]: Reduced timeframe per committee recommendation.

Commented [JH9]: Scope narrowed per committee recommendation.

Commented [JH10]: Same change being made in OSSP Regulations.

Commented [JH(11): This language is being added to make this subsection consistent with similar provisions in other DPOR regulations.

125 ~~C.E.~~ The applicant ~~shall~~must report any ~~suspension, revocation, or surrender of a license,~~
126 ~~certification, or registration in connection with a disciplinary action or that has been the subject of~~
127 ~~discipline in any jurisdiction prior to applying for licensure.~~ action taken by any board or
128 administrative body in any jurisdiction against a professional or occupational license, certification,
129 or registration issued to the applicant, to include any suspension, revocation, or surrender of a
130 license, certification, or registration, imposition of a monetary penalty, or requirement to take
131 remedial education or other corrective action. The board, ~~at~~in its discretion, may deny licensure
132 to any applicant ~~based on prior suspensions, revocations, or surrenders of licenses based on~~
133 ~~disciplinary action by~~ for any prior action taken by any board or administrative body in any
134 jurisdiction. The applicant has the right to request further review of any such action by the board
135 under the Administrative Process Act (§ 2.2-4000 et seq. of the Code of Virginia).

Commented [JH12]: Same change being made in OSSP Regulations.

136 F. The applicant for licensure must be in compliance with the standards of conduct and
137 practice set forth in Part VI (18VAC160-30-290 et seq.) of this chapter at the time of application,
138 while the application is under review by the board, and at all times when the license is in effect.

Commented [JH13]: This language is being added to make the general licensure requirements consistent with similar provisions in other DPOR regulations.

139 **18VAC160-30-70. Examination procedures and conduct.**

140 A. Upon approval of the application, the board will notify the applicant of ~~his~~the applicant's
141 eligibility to take the applicable examination. ~~The license will not be issued prior to receipt of a~~
142 ~~passing score for the applicable examination.~~

Commented [JH14]: Provision is not necessary since applicant must pass examination.

143 B. An applicant who does not receive a passing score within ~~one year~~ 24 months after the
144 date of approval of the application by the board to sit for the examination, must submit a new
145 application and meet the entry requirements in effect at the time of submittal of the new
146 application.

Commented [JH15]: Increase per committee recommendation.

147 C. The applicant ~~shall~~must follow all rules established by the board with regard to conduct at
148 the examination. Such rules ~~shall~~ include all written instructions communicated prior to the

149 examination date and all instructions communicated at the site, ~~either written or oral,~~ on the date
150 of examination. Failure to comply with all rules established by the board and the testing
151 organization with regard to conduct at the examination may be grounds for denial of the
152 application, voiding of examination scores, or any combination thereof.

153 D. The passing examination score received by an applicant for the category and class of
154 license for which the applicant has applied is valid for a period of 10 years from the date of the
155 examination.

Commented [JH16]: Added to mirror proposed change to OSSP Regulations.

156 **18VAC160-30-80. Individuals certified or licensed in another jurisdiction.**

157 An applicant holding ~~a valid~~ an active, current license or certificate in another jurisdiction who
158 meets the requirements of this chapter, including having equivalent experience and education,
159 ~~shall~~ must pass a board-approved examination to become licensed.

160 **18VAC160-30-90. License required.**

161 A. No individual ~~shall serve as the operator of~~ will operate a waterworks or wastewater works
162 without possessing a valid category of license issued by the board in a classification equal to or
163 greater than the classification of the applicable waterworks or wastewater works.

164 ~~B. An individual cannot simultaneously hold two licenses of different classifications in the~~
165 ~~same category.~~

Commented [JH17]: Removed as unnecessary.

166 ~~C. Experience used to qualify for licensure must be obtained under the direct supervision of~~
167 ~~an operator holding a valid license of the same category and of a classification equal to or higher~~
168 ~~than the classification of the waterworks or wastewater works at which the experience was gained.~~

169 ~~D. Experience operating and maintaining water distribution systems shall only be considered~~
170 ~~for Class 5 or Class 6 waterworks operator license applicants.~~

171 ~~E. Experience limited solely to the operation and maintenance of wastewater collection~~
172 ~~systems, laboratory work, plant maintenance, and other nonoperating duties shall not be counted~~
173 ~~as experience as an operator or an operator in training.~~

Commented [HJ(18): Moved to new section -95.

174 ~~F.B.~~ Provisional licensure alone ~~shall~~will not authorize an individual to ~~serve as the operator~~
175 ~~of~~ operate a classified waterworks or wastewater works facility.

176 18VAC160-30-95. Qualifying experience.

177 A. Experience used to qualify for licensure must be obtained under the direct supervision of an
178 operator holding a valid license of the same category and of a classification equal to or higher
179 than the classification of the waterworks or wastewater works at which the experience was gained.

Commented [JH19]: Provision relocated form section -90.

180 B. The direct supervisor must certify the applicant's experience on the application as accurate
181 and relevant to the classification and category of license for which licensure is being sought. In
182 the event that a licensed operator is not available to certify the experience of the applicant, the
183 experience may be certified by a representative of the facility owner with first-hand knowledge of
184 the applicant's experience.

Commented [JH20]: Relocated from section -110.

185 C. Experience operating and maintaining water distribution systems will only be considered for
186 Class 5 or Class 6 waterworks operator license applicants.

Commented [JH21]: Relocated from section -90.

187 D. Experience limited solely to nonoperating duties will not be counted as experience as an
188 operator or an operator-in-training.

Commented [JH22]: Relocated from section -90 and revised per committee recommendation.

189 E. The board will accept an applicant's experience obtained in a previously unclassified
190 wastewater treatment facility that has recently been classified as requiring a licensed Class 4 or
191 Class 3 operator provided that (i) the application includes verification from the appropriate DEQ

192 regional office the operator license requirement is a new requirement and (ii) the applicant's
 193 experience is verified by the owner of the facility.

Commented [JH23]: Incorporates the Board's guidance from Guidance Document 7210 - License Requirements for Operators of Small Wastewater Treatment Facilities; adopted 4/21/22.

194 **18VAC160-30-100. Full-time experience or equivalent.**

195 For the purposes of this part, experience requirements are expressed in terms of calendar
 196 periods of full-time employment as an operator or as an operator-in-training at a waterworks or
 197 wastewater works in the same category for which licensure is sought ~~pursuant to this chapter.~~

198 1. A year of full-time employment is defined as a minimum of 1,760 hours during a 12-
 199 month period or a minimum of 220 workdays in a 12-month period. A workday is defined
 200 as attendance at a waterworks or wastewater works to the extent required for proper
 201 operation. More than 1,760 hours or 220 workdays during a 12-month period will not be
 202 considered as more than one year of full-time employment.

203 2. Partial credit may be given for actual hours of work experience if the applicant works as
 204 an operator or as an operator-in-training less than full time.

205 **18VAC160-30-110. Qualifications for examination approval.**

206 ~~A.~~ An applicant for licensure as a waterworks or wastewater works operator shall furnish
 207 acceptable documentation that one of the following qualifications has been met.

TABLE 1
 Waterworks and Wastewater Works Operator Experience and Education

Classes	Education Required	Current License	Minimum Experience	Facility Type	Experience with Substitutions
Class 6 (Waterworks Operator Only)	High school diploma or GED equivalent	N/A	Six Three months	Class 6 or higher facility	N/A
	No high school diploma or GED equivalent	N/A	One year Six months	Class 6 or higher facility	N/A

Commented [JH24]: Revisions per committee recommendation.

Class 5 (Waterworks Operator Only)	High school diploma or GED equivalent	N/A	Six Three months	Class 5 or higher facility	N/A
	No high school diploma or GED equivalent	N/A	One year Six months	Class 5 or higher facility	N/A
Class 4	High school diploma or GED equivalent	N/A	Six months	Class 4 or higher facility	N/A
	No high school diploma or GED equivalent	N/A	One year	Class 4 or higher facility	N/A Six months
Class 3	Bachelor's or master's or associate's degree	N/A	Six months	Class 4 or higher facility	N/A Three months
	Associate's degree	N/A	Nine months	Class 4 or higher facility	Six months
	High school diploma or GED equivalent	N/A	One year	Class 4 or higher facility	Six months
	No high school diploma or GED equivalent	Class 4 license	Three years	Class 3 or higher facility	One and one-half years
Class 2	Bachelor's or master's or associate's degree	N/A	One year	Class 3 or higher facility	Six months
	Associate's degree	N/A	18 months	Class 3 or higher facility	Nine months
	High school diploma or GED equivalent	N/A	Two years	Class 3 or higher facility	One year
	No High school diploma or GED equivalent	Class 3 license	Five years	Class 2 or higher facility	Three Two and one-half years

Commented [LB25]: Per 12/11/23 committee discussion, have full Board revisit this.

Commented [LB26]: Per 12/11/23 committee discussion, have full Board revisit this.

Commented [LB27]: Per 12/11/23 committee.

Class 1	Bachelor's or master's or associate's degree	Class 2 license	Two years	Class 2 or higher facility	One year
	Associate's degree	Class 2 license	Three years	Class 2 or higher facility	One and one-half years
	High school diploma or GED equivalent	Class 2 license	Four Three years	Class 2 or higher facility	Two One and one-half years
	No high school diploma or GED equivalent	Class 2 license	Nine Five years	Class 2 or higher facility	Four Two and one-half years
Where applicable, the current license held, minimum experience, and the facility type must coincide with the category of license for which the application is being submitted.					

Commented [LB28]: Per 12/11/23 committee.

~~B. The direct supervisor shall certify the experience on the application form as accurate and relevant to the classification and category of license for which is being submitted. In the event that a licensed operator is not available to certify the experience of the applicant, the experience may be certified by a representative of the facility owner with first hand knowledge of the applicant's experience.~~

Commented [HJ(29)]: Moved to new section -95.

18VAC160-30-120. Provisional licensure for nonclassified facility operation.

An applicant for licensure as a provisional waterworks or wastewater works operator shall must furnish acceptable documentation of having met all of the requirements of 18VAC160-30-110 except that the experience requirement may be met through experience gained as an operator or operator-in-training of a nonclassified facility. Such experience must be gained under the following conditions:

1. The experience is obtained at a nonclassified facility that is comparable in size and in treatment process as described in 18VAC160-30-360 and 18VAC160-30-370, as applicable.
2. The experience is obtained while performing nonclassified facility operation duties that provide experience comparable to that obtained at a classified facility. Experience

224 operating and maintaining water distribution systems shall only be considered for a Class
225 5 or Class 6 provisional waterworks operator license. Experience limited solely to ~~the~~
226 ~~operation and maintenance of wastewater collection system, laboratory work, plant~~
227 ~~maintenance, and other nonoperating duties shall~~ nonoperating duties will not be counted
228 as experience as a provisional operator or operator-in-training.

Commented [JH30]: Revised per committee recommendation.

229 3. Any individual holding a provisional license may apply for licensure by submitting
230 evidence of having met 50% of the experience required by 18VAC160-30-110 and
231 submitting the appropriate application.

232 **18VAC160-30-130. Experience substitutions.**

233 A. Experience obtained as a licensed alternative onsite sewage system operator before April
234 1, 2017, or a master alternative onsite sewage system operator may be substituted for the Class
235 4 wastewater works operator-in-training experience requirements.

236 B. 18VAC160-30-110 A provides the maximum experience substitutions that may be applied
237 for each applicable class of license.

238 1. Experience gained in either waterworks or wastewater works operations may be
239 substituted for up to one-half of the required experience in the alternate category so long
240 as the experience was gained in an equivalent or higher class of facility.

241 2. Education may substitute for part of the required experience in the category of license
242 applied for at a rate of one month of experience credit for each semester hour of college
243 credit. Coursework must be relevant to the category and classification of the license being
244 sought. The college credit must be from an accredited college or university that is
245 approved or accredited by ~~the Commission on Colleges of the Southern Association of~~
246 ~~Colleges and Schools,~~ a regional or national accreditation association, or by an
247 accreditation agency that is recognized by the U.S. Secretary of Education.

248 3. Board-approved waterworks or wastewater works operator training courses may be
249 utilized for experience at a rate of one month experience for each training credit approved
250 by the board.

251 C. Substitutions shall not exceed 50% of the total experience required for licensure.

252 **18VAC160-30-140. Education.**

Commented [JH31]: Revised per committee recommendation.

253 A. Applicants seeking to qualify for licensure based on completion of an associate's,
254 bachelor's, or master's degree shall must submit ~~an official a~~ transcript from the school where the
255 applicable degree was obtained. Only degrees from an accredited college or university that is
256 approved or accredited by ~~the Commission on Colleges of the Southern Association of Colleges~~
257 ~~and Schools~~, a regional or national accreditation association, or by an accrediting agency that is
258 recognized by the U.S. Secretary of Education will be considered. ~~Formal education used to meet~~
259 ~~a specific education requirement for license entry cannot also be used as a training credit for~~
260 ~~experience substitution.~~

261 ~~B~~B. The following degrees shall will be considered to qualify in accordance with 18VAC160-
262 30-110:

263 1. Bachelor's or master's degree in engineering or engineering technology in a related
264 physical, biological, environmental, or chemical science;

265 2. Bachelor's degree in a related physical, biological, environmental, or chemical science
266 that includes a minimum ~~40~~32 semester credit hours in any combination of science and
267 math;

268 3. Master's degree in a related physical, biological, environmental, or chemical science,
269 and a bachelor's degree in any major such that the combined degrees include a minimum
270 ~~40~~32 semester credit hours in any combination of science and math; or

271 4. Associate's degree in waterworks, in wastewater works, or in a related physical,
272 biological, environmental, or chemical science that includes a minimum of ~~20~~16 credit
273 hours in any combination of science and math.

274 C. A degree used to meet education requirements may not be used as training credit for
275 experience substitution.

276 Part III

277 Renewal and Reinstatement

278 **18VAC160-30-150. Expiration and renewal.**

279 A. Licenses for waterworks operators ~~shall~~will expire on the last day of February of each odd-
280 numbered year. Licenses for wastewater works operators ~~shall~~will expire on the last day of
281 February of each even-numbered year.

282 B. Prior to the license expiration date ~~shown on the license~~, the board ~~shall mail~~ will send a
283 renewal notice to the licensee's address of record. The licensee ~~shall~~must return to the board a
284 renewal notice and the applicable renewal fee. ~~Failure to receive a renewal notice from the board~~
285 ~~does not relieve the licensee of the obligation to renew. If the licensee fails to receive the renewal~~
286 ~~notice, a copy of the license may be submitted with the required fee as an application for renewal.~~

287 C. By submitting the renewal or reinstatement fee, the licensee is certifying his continued
288 compliance with the Standards of Practice and Conduct (Part VI (18VAC160-30-290 et seq.) of
289 this chapter, as established by the board. In addition, by submitting the renewal or reinstatement
290 fee, licensees are certifying compliance with the continuing professional education requirements
291 of this chapter.

292 **18VAC160-30-160. Reinstatement.**

293 A. If all of the requirements for renewal of the license as specified in 18VAC160-30-150 are
294 not completed within 30 days of the license expiration date, a reinstatement fee ~~shall be~~ is
295 required as established in 18VAC160-30-40.

296 B. A license may be reinstated for up to ~~one year~~ 24 months following the expiration date of
297 the license. An individual who fails to reinstate the license within ~~12~~ 24 months after the expiration
298 date ~~shall~~ must apply for a new license and meet entry requirements in effect at the time of the
299 submittal of the new application. ~~Such individual shall be deemed to be eligible to sit for the~~
300 ~~examination for the same category and classification of license as the expired license.~~

Commented [JH32]: Increased per committee recommendation.

301 C. Any regulated activity conducted subsequent to the license expiration date may constitute
302 unlicensed activity and be subject to the prosecution under Chapter 1 (§ 54.1-100 et seq.) of Title
303 54.1 of the Code of Virginia.

304 **18VAC160-30-170. Status of license during period prior to reinstatement.**

305 A licensee who ~~applies for reinstatement of the~~ reinstates a license ~~shall~~ will be subject to all
306 laws and regulations as if the licensee had been continuously licensed without interruption. The
307 licensee ~~shall~~ will remain under and be subject to the disciplinary authority of the board during
308 this entire period.

309 **18VAC160-30-180. Board discretion to deny renewal or reinstatement.**

310 A. The board may deny renewal or reinstatement of a license for the same reasons as the
311 board may refuse initial licensure or discipline a licensee. The licensee has the right to request
312 further review of any such action by the board under the Administrative Process Act (§ 2.2-4000
313 et seq. of the Code of Virginia).

314 B. The board may deny renewal or reinstatement of a license if the licensee has been subject
315 to a disciplinary proceeding and has not met the terms of an agreement for licensure, has not
316 satisfied all sanctions, or has not fully paid monetary penalties and costs imposed by the board.

317 Part IV

318 Continuing Professional Education

319 **18VAC160-30-190. Continuing professional education.**

320 A. Each licensee ~~shall~~must have completed the following number of continuing professional
321 education (CPE) contact hours during each renewal cycle. CPE provisions do not apply for the
322 renewal of licenses that were held for less than two years on the date of expiration.

323 1. Class 1, Class 2, and Class 3 waterworks and wastewater works operators ~~shall~~must
324 obtain a minimum of ~~20-18~~ contact hours.

325 2. Class 4 waterworks and wastewater works operators ~~shall~~must obtain a minimum of
326 16 contact hours.

327 3. Class 5 waterworks operators ~~shall~~must obtain a minimum of ~~eight-six~~ contact hours.

328 4. Class 6 waterworks operators ~~shall~~must obtain a minimum of four contact hours.

329 ~~B. CPE contact hours completed during the license period immediately prior to the expiration~~
330 ~~date of the license shall be acceptable in order to renew the license.~~The licensee may request
331 additional time to meet the CPE requirement. However, CPE contact hours completed during a
332 current licensing renewal cycle to satisfy the CPE requirements of the preceding licensing renewal
333 cycle ~~shall~~will be valid only for that preceding license renewal cycle and ~~shall~~will not be accepted
334 for any subsequent renewal cycles. The grant of any request for additional time to meet the CPE
335 requirement is at the discretion of the board.

Commented [JH33]: Reduced per committee recommendation.

Commented [JH34]: Reduced per committee recommendation.

Commented [JH35]: Reflects similar changes to OSSP Regulations.

336 C. The licensee will not receive CPE credit for completing the same continuing education
337 course with the same content more than once during a license ~~period~~ renewal cycle.

338 D. A licensee may receive CPE credit for teaching a course that otherwise meets the
339 requirements of this chapter; however, additional credit ~~shall~~ will not be given for subsequent
340 offerings of a course or activity with the same content within the same ~~licensing~~ renewal cycle.
341 In addition, a licensee may receive ~~two~~ four hours of CPE no more than once during a single
342 ~~licensing~~ renewal cycle for the initial development or substantial updating of a CPE course.

Commented [JH36]: Increased per committee recommendation.

343 E. Safety subjects ~~shall~~ will not count for more than ~~one-half~~ one-quarter of the total required
344 CPE hours.

Commented [JH37]: Reduced per committee recommendation.

345 **18VAC160-30-200. CPE subject matter for waterworks operators.**

346 A. The following course topics will be accepted for CPE credit for waterworks operators:

- 347 1. Waterworks operations;
- 348 2. Monitoring, evaluating, and adjusting treatment processes and systems, including
349 technology;
- 350 3. Operating and maintaining equipment;
- 351 4. Security and safety procedures;
- 352 5. General science and mathematical principles;
- 353 6. Administrative processes and procedures applicable to licensure; and
- 354 7. Laws and regulations applicable to the profession.

355 B. Of the total ~~20~~ 18 hours required, a minimum of ~~five~~ four contact hours pertaining to utility
356 management is required of Class 1 and Class 2 waterworks operators.

Commented [JH38]: Reduced per committee recommendation.

357 **18VAC160-30-210. CPE subject matter for wastewater works operators.**

358 A. The following course topics will be accepted for CPE credit for wastewater works operators:

359 1. Wastewater works operations;

360 2. Monitoring, evaluating, and adjusting treatment processes and systems, including
361 technology;

362 3. Operating and maintaining equipment;

363 4. Security and safety procedures;

364 5. General science and mathematical principles;

365 6. Administrative processes and procedures applicable to licensure; and

366 7. Laws and regulations applicable to the profession.

367 B. Of the total ~~20~~ 18 hours required, a minimum of ~~five~~ four contact hours pertaining to utility
368 management is required of Class 1 and Class 2 wastewater works operators.

Commented [JH39]: Reduced per committee recommendation.

369 **18VAC160-30-220. Use of training credits and formal education for CPE credit.**

370 Any course approved by the board for substitution as training credits or formal education
371 semester hours, as provided for in Part V (18VAC160-30-240 et seq.) of this chapter, ~~shall~~ will
372 also be acceptable on an hour-for-hour basis for CPE contact hours. One semester hour of college
373 credit ~~shall~~ will equal 15 CPE contact hours, ~~and one-quarter hour of college credit shall equal 10~~
374 ~~CPE credit hours.~~

375 **18VAC160-30-230. Maintenance of CPE.**

376 A. For a period of at least two years following the end of the license renewal cycle for which
377 the CPE was taken, the following evidence ~~shall~~ must be maintained to document completion of
378 the required hours of CPE:

- 379 1. Evidence of completion of a structured training activity, which shall consist of the name,
380 address, and ~~telephone number~~ contact information of the sponsor;
- 381 2. The dates the licensee participated in the training;
- 382 3. Description of the subject matter presented; and
- 383 4. A statement from the sponsor verifying the number of hours completed.

384 B. The board may conduct an audit of its licensees to ensure compliance with the applicable
385 CPE requirements. Licensees who are selected for audit ~~shall~~ must provide the necessary
386 documentation stipulated in this section.

387 **Part V**

388 **Training Course Approval**

Commented [JH40]: Reflects changes made in OSSP Regulations.

389 **18VAC160-30-235. Training courses, generally.**

390 In accordance with 18VAC160-30-110, training courses approved by the board may be
391 substituted for experience. All training courses must be approved by the board in accordance with
392 the provisions of this part. Training courses may be delivered using distance, virtual, or online
393 education technology. Training courses may be approved retroactively; however, no applicant will
394 receive credit for the training course until such approval is granted by the board.

395 1. Up to one training credit will be awarded for each 10 hours of classroom contact time or for
396 each 20 hours of laboratory exercises and field trip contact time. Training credit will not be
397 earned for breaks, meals, or receptions. A training credit awarded is equivalent to one month
398 of experience.

399 2. Training courses that meet the requirements of 18VAC160-30-280 may be accepted for
400 substitution of experience without approval by the board.

401

402

403 **18VAC160-30-240. Approval of training courses.**

404 ~~A. Training courses may be substituted for experience pursuant to the provisions of Part II~~
405 ~~(18VAC160-30-20 et seq.) of this chapter. With the exception of training courses provided~~
406 ~~pursuant to 18VAC160-30-280, training courses that may be substituted for required experience~~
407 ~~must be approved by the board prior to commencing.~~

408 ~~B. Each training provider seeking course approval shall submit an application for approval on~~
409 ~~a form provided by the board. Only classroom, laboratory, and field trip contact time will be used~~
410 ~~to compute training credits. No credit will be given for breaks, meals, or receptions.~~

411 ~~1. Organization. The board will only approve training offered by a provider that is an~~
412 ~~identifiable organization with a mission statement outlining its functions, structure,~~
413 ~~process, and philosophy and that has a staff of one or more persons with the authority to~~
414 ~~administer and coordinate a training course.~~

415 ~~2. Training course records. The board will only approve training offered by a provider that~~
416 ~~maintains training course records for all participants for a minimum of seven years and~~
417 ~~that has a written policy on retention and release of training course records.~~

418 ~~3. Instructors. The board will only approve training conducted by personnel who have~~
419 ~~demonstrated competence in the subject being taught, an understanding of the learning~~
420 ~~objective, and knowledge of the learning process to be used.~~

421 ~~4. Objectives. The board will only approve courses that have a series of stated objectives~~
422 ~~that are pertinent to the tasks performed by a licensee. The training course content must~~
423 ~~be consistent with those objectives.~~

424 ~~5. Course completion requirements. For successful completion of a training course,~~
425 ~~participants must attend 90% or more of the class contact time and must demonstrate~~
426 ~~their learning through written examinations, completion of a project, oral examination, or~~
427 ~~other similar assessment technique.~~

428 A training provider seeking approval of a training course must submit an application for training
429 course approval on a form provided by the board. The application must include:

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430 1. The name of the training provider;

431 2. Provider contact person, address, email address, and telephone number;

432 3. Training course title;

433 4. Identification of the profession, category, and class of license to which the course is
434 applicable;

435 5. Method of delivery;

436 6. Detailed course schedule, including begin and end times, and a list of planned breaks.

437 7. Instructor qualifications, including name, license number, if applicable, and a list of trade-
438 appropriate designations, as well as a professional resume with a summary of teaching
439 experience and subject matter knowledge and qualifications acceptable to the board.

440 8. Training course syllabus or outline;

441 9. Materials to be provided to participants;

442 10. A description of the means that will be used to assess the learning of each participant to
443 determine successful completion of the training course, such as examinations, projects,
444 personal evaluations by the instructor, or other recognized evaluation techniques.

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447 ~~18VAC160-30-250. Application for training course approval.~~ [\(Repealed.\)](#)

448 ~~A. The board shall consider the following information, to be submitted by the course provider~~
449 ~~or instructor on forms provided by the board:~~

450 ~~1. Course information.~~

451 ~~a. Course title;~~

452 ~~b. Planned audience;~~

453 ~~c. Name of provider;~~

454 ~~d. Name, physical address, email address, and phone number of contact person;~~

455 ~~e. Scheduled presentation dates;~~

456 ~~f. Detailed course schedule, hour by hour, including start and ending times;~~

457 ~~g. List of planned breaks;~~

458 ~~h. Scheduled presentation location; and~~

459 ~~i. Identification of the category and classification of license to which the course is~~
460 ~~applicable and relevancy to the identified license type.~~

461 ~~2. Instructor qualifications.~~

462 ~~a. Name of instructor;~~

463 ~~b. Title;~~

464 ~~c. Employer;~~

465 ~~d. Board license number or numbers, if applicable; and~~

466 ~~e. Summary of qualifications to teach the course.~~

467 ~~3. Training materials.~~

468 a. ~~Course objectives. A listing of the course objectives stated in terms of the skills and~~
469 ~~knowledge the participant will be able to demonstrate as a result of the training.~~

470 b. ~~Course outline. A detailed outline showing the planned activities that will occur~~
471 ~~during the training course, including major topics, planned presentation sequence,~~
472 ~~laboratory and field activities, audiovisual presentation, and other major activities.~~

473 c. ~~Course reference materials. A list of the name, publisher, and publication date for~~
474 ~~commercially available publications. For reference materials developed by the course~~
475 ~~provider or available exclusively through the course, a copy of the reference.~~

476 d. ~~Audiovisual support materials. A listing of any commercially available audiovisual~~
477 ~~support material that will be used in the program. A brief description of any provider or~~
478 ~~instructor generated audiovisual material that will be used.~~

479 e. ~~Handouts. Identification of all commercially available handout materials that will be~~
480 ~~used, as well as copies of all other planned handouts.~~

481 4. ~~Determination of successful completion. A description of the means that will be used to~~
482 ~~assess the learning of each participant to determine successful completion of the training~~
483 ~~program, such as examinations, projects, personal evaluations by the instructor, or other~~
484 ~~recognized evaluation techniques. Correspondence and other distance learning courses~~
485 ~~must include appropriate testing procedures to verify completion of the course.~~

486 B. ~~Recurring training programs. If there are plans to present the same course of instruction~~
487 ~~routinely at multiple locations with only minor modifications and changes, the board may approve~~
488 ~~the overall program rather than individual presentations if so requested by the provider.~~

489 1. ~~The board shall consider all of the information listed in subsection A of this section~~
490 ~~except those items related to specific offerings of the course.~~

491 ~~2. Board approval will apply only to those specific offerings certified by the provider as~~
492 ~~having been conducted by instructors meeting the established criteria and in accordance~~
493 ~~with the board approved course outlines and objectives.~~

494 **18VAC160-30-255. Documentation of training course completion required.**

495 All training course providers must provide each participant with a certificate of training course
496 completion or other documentation that the participant may use as proof of training course
497 completion. Such documentation must contain the hours completed, the date of training, and the
498 training course identification number assigned by the board.

499 **18VAC160-30-260. Maintenance of ~~training approval~~ records.**

500 ~~A. At times established by the board, the board may require that course providers that have~~
501 ~~previously obtained course approval provide the board with evidence, in a form set forth by the~~
502 ~~board, that the provider continues to comply with the requirements of this chapter. Failure to~~
503 ~~continue to comply with the board's requirements or respond to such a request may result in the~~
504 ~~board withdrawing its approval.~~

505 ~~B. Substantial modifications or changes to the information provided in 18VAC160-30-240 and~~
506 ~~18VAC160-30-250 must be reported to the board within 30 days of the change. Failure to report~~
507 ~~the changes as required may result in the withdrawal of approval by the board.~~

508 ~~C. Any change of the address of the training provider shall be reported in writing within 30~~
509 ~~days of the change.~~

510 ~~D. The board may conduct an audit of the training provider to ensure compliance with this~~
511 ~~chapter.~~

512 All providers of approved training courses must establish and maintain a record for each
513 participant. The record must include the participant's name and address, the course name and
514 hours attended, the course syllabus or outline, the names of the instructors, the date of successful

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515 completion, and the board's approved training course identification number. Records must be
516 available for inspection during normal business hours by authorized representatives of the board.
517 Providers must maintain these records for a minimum of five years.

518 **18VAC160-30-265. Reporting of changes.**

519 Any change in the information provided in 18VAC160-30-240 must be reported to the board
520 within 90 days of the change. Any change in information submitted will be reviewed to ensure
521 compliance with the provisions of this chapter.

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522 **18VAC160-30-270. Withdrawal of approval.**

523 The board may withdraw approval of ~~any provider~~ a training course for the following reasons:

524 1. The ~~courses-~~ course being offered no longer meet the standards established by the
525 board.

526 2. The provider, through an agent or otherwise, advertises its services in a fraudulent or
527 deceptive manner.

528 3. The provider, instructor, contact person, or designee of the provider falsifies any
529 information relating to the application for approval, course information, and ~~student~~
530 participant records.

531 4. A change in the information provided that results in noncompliance with this part.

532 5. Failure to comply with 18VAC160-30-265.

533 ~~4-6.~~ The provider fails to respond to the board or any of its agents.

534 **18VAC160-30-275. Board authority to audit approved training courses.**

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535 The board may conduct an audit of any board-approved training course provider to ensure
536 continued compliance with this chapter.

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538 **18VAC160-30-280. Training Acceptance of training courses offered by certain entities;**
539 **~~board approval not required.~~**

540 A. Training courses provided by (i) federal, state, or local government agencies; ~~(ii) accredited~~
541 ~~colleges or universities approved or accredited by the Commission on Colleges of the Southern~~
542 ~~Association of Colleges and Schools;~~ ~~(iii)~~ (ii) a regional or national accreditation association; or
543 ~~(iv)~~ (iii) an accrediting agency that is recognized by the U.S. Secretary of Education do not require
544 board approval to be used for experience substitution, provided the training course information
545 submitted to the board includes the following:

- 546 1. The course must include the continuing education units awarded by the entity.
- 547 2. The course's subject matter must be related to the license category and classification,
548 if applicable, for which experience substitution is sought.

549 B. The board may request additional information from the provider as necessary to ensure
550 compliance with this section. If such assurance cannot be made by the board, the training course
551 may not be used for experience substitution, or the provider may pursue board approval pursuant
552 to this chapter.

553 Part VI
554 Standards of Practice and Conduct

555 **18VAC160-30-290. Grounds for disciplinary action.**

556 The board may place a licensee on probation; impose a monetary penalty in accordance with
557 § 54.1-202 A of the Code of Virginia; or revoke, suspend, or refuse to renew any license, or place
558 a licensee on probation in accordance with § 54.1-201 A 7 of the Code of Virginia, when the
559 licensee has been found to have violated or cooperated with others in violating any provision of

Commented [JH41]: Same change being made in OSSP Regulations.

560 the regulations of the board or Chapter 23 (§ 54.1-2300 et seq.) of Title 54.1 of the Code of
561 Virginia.

562 **18VAC160-30-300. Maintenance of license.**

563 A. No license issued by the board ~~shall~~will be assigned or otherwise transferred.

564 B. A licensee ~~shall~~must report, in writing, ~~all changes of address and name to the board within~~
565 ~~30 days of the change and shall return the license~~ to the board any change of the following:

566 1. The licensee's legal name. Such report must be accompanied by documentation
567 acceptable to the board that verifies the name change.

568 2. The licensee's address, to include the physical address when applicable.

569 C. Reporting of a change in name or address must be reported within ~~30~~ 60 days of the
570 change. The board is not responsible for the licensee's failure to receive notices, communications,
571 and correspondence caused by the licensee's failure to report to the board any change of name
572 or address. In addition to the address of record, a physical address is required for each license.
573 ~~If the licensee holds more than one license, the licensee shall inform the board of all licenses,~~
574 ~~certificates, and registrations affected by the address change. The board shall not be responsible~~
575 ~~for the licensee's failure to receive notices or correspondence due to the licensee's failure to report~~
576 ~~a change of address.~~

577 ~~C. Any change in any of the requirements and qualifications for licensure found in Part II~~
578 ~~(18VAC160-30-20 et seq.) or Part III (18VAC160-30-150 et seq.) of this chapter shall be reported~~
579 ~~to the board within 30 days of the change.~~

580 **18VAC160-30-310. Notice of adverse action.**

581 A. ~~Licenseses shall~~ A licensee must notify the board of the following actions against the
582 licensee:

Commented [JH42]: Increased per committee recommendation.

Commented [JH43]: Same change being made to OSSP Regulations.

Commented [JH44]: Same changes are being made in OSSP Regulations.

583 1. Any disciplinary action taken by any jurisdiction, board, or administrative body of
584 competent jurisdiction, including any reprimand, ~~license or certificate~~ revocation,
585 suspension or denial of a license, certificate, or registration, imposition of a monetary
586 penalty, or requirement ~~for~~ to take remedial education, or other corrective action.

587 2. Any voluntary surrendering of a ~~related~~ license, certificate, or registration done in
588 connection with a disciplinary action ~~in another~~ taken by any jurisdiction , board, or
589 administrative body.

590 3. Any conviction, finding of guilt, or plea of guilty, regardless of adjudication or deferred
591 adjudication, in any jurisdiction of the United States of any (i) misdemeanor involving lying,
592 cheating, or stealing, ~~sexual offense, non-marijuana drug distribution, or physical injury,~~
593 ~~or relating to the practice of the profession~~ except marijuana convictions, or (ii) felony,
594 there being no appeal pending therefrom or the time for appeal having lapsed. Review of
595 convictions ~~shall~~ will be subject to the requirements of § 54.1-204 of the Code of Virginia.
596 ~~Any plea of nolo contendere shall be considered a conviction for the purpose of this~~
597 ~~section.~~

598 B. The notice must be ~~made~~ given to the board, in writing, within 30 days of the action. A copy
599 of the order or other supporting documentation must accompany the notice. ~~The record of~~
600 ~~conviction, finding, or case decision shall be considered prima facie evidence of a conviction or~~
601 ~~finding of guilt.~~

602 **18VAC160-30-320. Prohibited acts.**

603 The following acts are prohibited and any violation may result in disciplinary action by the
604 board:

605 1. Violating, inducing another to violate, cooperating with another to violate, or combining
606 or conspiring with or acting as agent, partner, or associate for another to violate any of the

Commented [JH45]: Similar changes being made to OSSP Regulations.

607 provisions of Chapter 1 (§ 54.1-100 et seq.), 2 (§ 54.1-200 et seq.), [3 \(§ 54.1-300 et seq.\)](#),
608 or 23 (§ 54.1-2300 et seq.) of Title 54.1 of the Code of Virginia, or any of the regulations
609 of the board.

610 ~~2. Allowing a license issued by the board to be used by another.~~

611 3.2. Obtaining or attempting to obtain a license by false or fraudulent representation, or
612 maintaining, ~~or~~ renewing, [or reinstating](#) a license by false or fraudulent representation.

613 [3. Failing to report a change as required by 18VAC160-30-300.](#)

614 4. A licensee having been convicted, ~~or~~ found guilty [in any jurisdiction](#), or disciplined [by](#)
615 [any jurisdiction, board, or administrative body](#) in any jurisdiction of any offense or violation
616 enumerated in 18VAC160-30-310. Review of convictions ~~shall~~ [will](#) be subject to the
617 requirements of § 54.1-204 of the Code of Virginia.

618 5. Failing to inform the board in writing within 30 days that the licensee was convicted,
619 found guilty [in any jurisdiction](#), or disciplined ~~in~~ [by](#) any jurisdiction, [board, or administrative](#)
620 [body](#) of any offense or violation enumerated in 18VAC160-30-310.

621 ~~6. Not demonstrating reasonable care, judgment, or application of the required knowledge,
622 skill, and ability in the performance of the licensee's duties.~~

623 ~~7. Having undertaken to perform or performed a professional assignment that the licensee
624 is not qualified to perform by education, experience, training, or any combination thereof.~~

625 ~~8. Failing to report a change as required by 18VAC160-30-300.~~

626 ~~9.6. Negligence~~ [Actions constituting negligence](#), misconduct, or incompetence in the
627 practice of the profession- [including](#):

628 a. Having undertaken to perform or performed a professional assignment that the
629 licensee is not qualified to perform by education, experience, training, or any
630 combination thereof.

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631 b. Not demonstrating reasonable care, judgment, or application of the required
632 knowledge, skill, and ability in the performance of the licensee's duties.

633 c. Failing to adequately supervise and review work performed by licensed or
634 unlicensed employees under direct supervision of the licensee.

635 d. Failing to act in providing waterworks and wastewater works operator services
636 in a manner that safeguards the interests of the public.

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637 7. Actions constituting engaging in improper, fraudulent, or dishonest conduct, including:

638 a. Making any misrepresentation or engaging in acts of fraud or deceit in providing
639 professional services.

640 b. Submitting or recording or assisting another in the submission or recording of
641 false or misleading operational information relating to the performance and
642 monitoring requirements of a waterworks or wastewater works.

643 c. Allowing a license issued by the board to be used by another.

644 ~~10. Making any misrepresentation or engaging in acts of fraud or deceit in providing~~
645 ~~professional services.~~

646 ~~11. Failing to adequately supervise and review work performed by licensed or unlicensed~~
647 ~~employees under direct supervision of the licensee.~~

648 ~~12. Submitting or recording or assisting another in the submission or recording of false or~~
649 ~~misleading operational information relating to the performance and monitoring~~
650 ~~requirements of a waterworks or wastewater works.~~

651 ~~13. Failing to act in providing waterworks and wastewater works operator services in a~~
652 ~~manner that safeguards the interests of the public.~~

653 **18VAC160-30-330. Conflicts of interest.**

654 The licensee ~~shall~~ must:

655 1. Promptly and fully inform an employer or client of any business association, interest, or
656 circumstance that may influence the licensee's judgment or the quality of service.

657 2. Not accept compensation, financial or otherwise, from more than one party for services
658 on or pertaining to the same project, unless the circumstances are fully disclosed to and
659 agreed to by all interested parties in writing.

660 3. Neither solicit nor accept financial or other valuable consideration from material or
661 equipment suppliers for specifying their products or services, unless the circumstances
662 are fully disclosed to, and agreed to by, all interested parties in writing.

663 4. Not solicit or accept gratuities, directly or indirectly, from contractors or their agents or
664 other parties dealing with a client or employer in connection with work for which the
665 licensee is responsible, unless the circumstances are fully disclosed to, and agreed to by,
666 all interested parties in writing.

667 **18VAC160-30-340. Licensee ~~responsibility~~ responsibility.**

668 A. The primary obligation of the licensee is to the public. If the licensee's judgment is overruled
669 and not adhered to when advising appropriate parties of circumstances of a substantial threat to
670 the public health, safety, or welfare, the licensee ~~shall~~ must inform the employer or client, as
671 applicable, of the possible consequences and notify appropriate authorities.

672 B. The licensee ~~shall~~ will not knowingly associate in a business venture with, or permit the
673 use of the licensee's name by, any person where there is reason to believe that person is

Commented [JH46]: Same changes are being made in
OSSP Regulations.

674 engaging in activity of a fraudulent or dishonest nature or is violating any law or regulation of the
675 board.

676 ~~C. A licensee who has direct knowledge that another individual may be violating any of the~~
677 ~~provisions of this chapter or the provisions of Chapter 23 (§ 54.1-2300 et seq.) of Title 54.1 of the~~
678 ~~Code of Virginia shall must immediately inform the board in writing and shall must cooperate in~~
679 ~~furnishing any further information or assistance that may be required.~~

Commented [JH47]: Removed per committee recommendation.

680 **18VAC160-30-350. Response to inquiry and provision of records.**

681 A. A licensee must respond within 10 days to a request by the board or any of its agents
682 regarding any complaint filed with the department.

683 B. Unless otherwise specified by the board, a licensee of the board ~~shall~~ must produce to the
684 board or any of its agents within 10 days of the request any document, book, or record concerning
685 any transaction pertaining to a complaint filed in which the licensee was involved, or for which the
686 licensee is required to maintain records. The board may extend such timeframe upon a showing
687 of extenuating circumstances prohibiting delivery within such 10-day period.

688 C. A licensee ~~shall~~ will not provide a false, misleading, or incomplete response to the board
689 or any of its agents seeking information in the investigation of a complaint filed with the board.

690 D. With the exception of the requirements of subsections A and B of this section, a licensee
691 must respond to an inquiry by the board or its agent within 21 days.

692 **18VAC160-30-360. Wastewater works.**

Commented [JH48]: Revised per committee recommendation.

693 A. A Class 4 wastewater works licensee may operate any wastewater works **as follows:**

694 ~~1. A wastewater works employing biological mechanical methods (i.e., mechanical treatment~~
695 ~~process defined as those containing aerated and mixed flows using electrical or outside energy~~

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696 sources) with a design hydraulic capacity greater than 1,000 gallons per day but equal to or less
697 than 0.04 MGD;

698 ~~2. A wastewater works employing natural treatment methods (referenced in 9VAC25-790-870~~
699 ~~as land treatment utilizing a secondary process for pretreatment followed by irrigation, overland~~
700 ~~flow infiltration-percolation, or combination thereof or aquatic ponds or constructed wetlands) with~~
701 ~~a design hydraulic capacity greater than 1,000 gallons per day but equal to or less than 1.0 MGD;~~
702 ~~or~~

703 ~~3. Any~~ classified under the Sewage Collection and Treatment Regulations (9VAC25-790) as
704 a Class 4 treatment works or any other wastewater works classified by DEQ or VDH as a Class
705 4 wastewater works.

706 B. A Class 3 wastewater works licensee may operate any wastewater works ~~as follows:~~

707 ~~1. A wastewater works using biological treatment methods consisting of but not limited to (i)~~
708 ~~suspended growth reactors, (ii) aerated lagoons, (iii) constructed wetlands, (iv) filters or other~~
709 ~~attached growth contactors, (v) processes utilizing biological nutrient control, or (vi) processes~~
710 ~~utilizing land treatment having a design hydraulic capacity greater than 0.04 MGD, but equal to~~
711 ~~or less than 0.5 MGD;~~

712 ~~2. A wastewater works using natural treatment methods (referenced in 9VAC25-790-870 as~~
713 ~~land treatment utilizing a secondary process for pretreatment followed by irrigation, overland flow~~
714 ~~infiltration-percolation, or combination thereof or aquatic ponds or constructed wetlands) with a~~
715 ~~design hydraulic capacity greater than 1.0 MGD;~~

716 ~~3. A wastewater works using advanced waste treatment methods consisting of but not limited~~
717 ~~to (i) ammonia stripping, (ii) breakpoint chlorination, (iii) carbon adsorption, (iv) chemical~~
718 ~~coagulation, (v) flocculation, (vi) precipitation, (vii) filtration, or (viii) demineralization (i.e., ion~~

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719 ~~exchange, reverse osmosis, or electro dialysis) having a design hydraulic capacity greater than~~
720 ~~1,000 gallons per day but equal to or less than 0.1 MGD; or~~

721 ~~4. A~~ classified under the Sewage Collection and Treatment Regulations (9VAC25-790) as a
722 Class 3 or Class 4 treatment works or any wastewater works classified by DEQ or VDH as a Class
723 3 or Class 4 wastewater works facility.

724 C. A Class 2 wastewater works licensee may operate any wastewater works ~~as follows:~~

725 ~~1. A wastewater works using biological treatment methods consisting of but not limited to (i)~~
726 ~~suspended growth reactors, (ii) aerated lagoons or constructed wetlands, (iii) filters or other~~
727 ~~attached growth contactors, (iv) processes utilizing biological nutrient control, or (v) processes~~
728 ~~utilizing land application having a design hydraulic capacity greater than 0.5 MGD but equal to or~~
729 ~~less than 5.0 MGD;~~

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730 ~~2. A wastewater works using advanced waste treatment methods consisting of but not limited~~
731 ~~to (i) ammonia stripping, (ii) breakpoint chlorination, (iii) carbon adsorption, (iv) chemical~~
732 ~~coagulation, (v) flocculation, (vi) precipitation, (vii) filtration, (viii) demineralization (i.e., ion~~
733 ~~exchange, reverse osmosis, or electro dialysis) and having a hydraulic capacity greater than 0.1~~
734 ~~MGD but equal to or less than 2.5 MGD; or~~

735 ~~3. A~~ classified under the Sewage Collection and Treatment Regulations (9VAC25-790) as a
736 Class 2, Class 3, or Class 4 treatment works or any wastewater works classified by DEQ or VDH
737 as a Class 2, Class 3, or Class 4 wastewater works.

738 D. A Class 1 wastewater works licensee may operate any wastewater works ~~as follows:~~

739 ~~1. A wastewater works using biological treatment methods consisting of but not limited to (i)~~
740 ~~suspended growth reactors, (ii) aerated lagoons or constructed wetlands, (iii) filters or other~~
741 ~~attached growth contactors, (iv) processes utilizing biological nutrient control, (v) processes~~
742 ~~utilizing land treatment and having a hydraulic capacity greater than 5.0 MGD;~~

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743 ~~2. A wastewater works using advanced waste treatment methods consisting of but not limited~~
744 ~~to (i) ammonia stripping, (ii) breaking chlorination, (iii) carbon adsorption, (iv) chemical~~
745 ~~coagulation, (v) flocculation, (vi) precipitation, (vii) filtration, (viii) demineralization (i.e., ion~~
746 ~~exchange, reverse osmosis, or electrodialysis) and having a design capacity greater than 2.5~~
747 ~~MGD; or~~

748 ~~3. A~~ classified under the Sewage Collection and Treatment Regulations (9VAC25-790) as a
749 Class 1, Class 2, Class 3, or Class 4 treatment works or any wastewater works classified by DEQ
750 or VDH as a Class 1, Class 2, Class 3, or Class 4 wastewater works.

751 **18VAC160-30-370. Waterworks.**

752 A. A Class 6 waterworks licensee may operate any waterworks ~~as follows:~~

753 ~~1. A waterworks serving fewer than 400 persons that provides no treatment or employs one~~
754 ~~or more of the following treatment processes: (i) hypochlorination for disinfection, (ii) corrosion~~
755 ~~control with calcite or magnesium oxide contactors or solution feed except with caustic, or (iii)~~
756 ~~sequestration by solution feed; or~~

757 ~~2. A~~ classified under the VDH Waterworks Regulations (12VAC5-590) as a Class 6
758 waterworks or any waterworks classified by VDH as a Class 6 waterworks.

759 B. A Class 5 waterworks licensee may operate any waterworks ~~as follows:~~

760 ~~1. A waterworks serving 400 or more persons that provides no treatment or employs one or~~
761 ~~more of the following treatment processes: (i) hypochlorination for disinfection, (ii) corrosion~~
762 ~~control with calcite or magnesium oxide contactors or solution feed except with caustic, or (iii)~~
763 ~~sequestration by solution feed; or~~

764 ~~2. A~~ classified under the VDH Waterworks Regulations (12VAC5-590) as a Class 5 or Class
765 6 waterworks or any waterworks classified by VDH as a Class 5 or Class 6 waterworks.

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766 C. A Class 4 waterworks licensee may operate any waterworks **as follows:**

767 ~~1. A waterworks or treatment facility serving fewer than 5,000 persons or having a treatment~~
768 ~~facility capacity of less than 0.5 MGD and employing one or more of the following: (i) disinfection~~
769 ~~other than with hypochlorination, (ii) caustic soda feed, (iii) iron and manganese removal, (iv) ion~~
770 ~~exchange, (v) slow sand filtration, (vi) aeration, (vii) rechlorination other than with~~
771 ~~hypochlorination, (viii) activated carbon contactors, (ix) membrane or other filtration technologies~~
772 ~~without chemical coagulation, or (x) fluoridation with a saturator; or~~

773 ~~2. A~~ classified under the VDH Waterworks Regulations (12VAC5-590) as a Class 4, Class 5,
774 or Class 6 waterworks or any waterworks classified by VDH as a Class 4, Class 5, or Class 6

775 waterworks.

776 D. A Class 3 waterworks licensee may operate any waterworks **as follows:**

777 ~~1. A waterworks or treatment facility serving fewer than 5,000 persons or having a treatment~~
778 ~~facility capacity less than 0.5 MGD, whichever is greater, and employing conventional filtration or~~
779 ~~chemical coagulation in combination with membrane filtration;~~

780 ~~2. A waterworks or treatment facility serving 5,000 or more persons or having a treatment~~
781 ~~facility capacity of 0.5 MGD or more, whichever is greater, and employing one or more of the~~
782 ~~following: (i) disinfection other than with hypochlorination, (ii) caustic soda feed, (iii) iron and~~
783 ~~manganese removal, (iv) ion exchange, (v) slow sand filtration, (vi) aeration, (vii) rechlorination~~
784 ~~other than with hypochlorination, (viii) activated carbon contactors, (ix) membrane or other~~
785 ~~filtration technologies without chemical coagulation, or (x) fluoridation with a saturator or acid feed;~~

786 ~~3. A waterworks or treatment facility employing fluoridation with other than a saturator not~~
787 ~~considered a Class 1 or Class 2 waterworks; or~~

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788 ~~4.A.~~ classified under the VDH Waterworks Regulations (12VAC5-590) as a Class 3, Class 4,
789 Class 5, or Class 6 waterworks or any waterworks classified by VDH as a Class 3, Class 4, Class
790 5, or Class 6 waterworks.

791 1. A Class 3 waterworks licensee may operate any waterworks or treatment facility employing
792 fluoridation with other than a saturator not considered a Class 1 or Class 2 waterworks.

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Commented [JH50]: Get clarification on whether this is considered a Class 3 waterworks.

793 E. A Class 2 waterworks licensee may operate any waterworks ~~as follows:~~

794 ~~1. A waterworks or treatment facility serving 5,000 or more persons but fewer than 50,000~~
795 ~~persons or having a treatment facility capacity of 0.5 MGD or more but less than 5.0 MGD,~~
796 ~~whichever range applies, and employing rapid rate conventional filtration chemical coagulation in~~
797 ~~combination with membrane filtration;~~

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798 ~~2. A waterworks or treatment facility serving fewer than 50,000 persons or having a treatment~~
799 ~~facility capacity of less than 5.0 MGD employing high rate conventional filtration; or~~

800 ~~3. A~~ classified under the VDH Waterworks Regulations (12VAC5-590) as a Class 2, Class 3,
801 Class 4, Class 5, or Class 6 waterworks or any waterworks classified by the VDH as a Class 2,
802 Class 3, Class 4, Class 5, or Class 6 waterworks.

803 F. A Class 1 waterworks licensee may operate any waterworks ~~as follows:~~

804 ~~1. A waterworks or treatment facility serving 50,000 or more persons or having a treatment~~
805 ~~facility capacity of 5.0 MGD or more and employing conventional filtration or chemical coagulation~~
806 ~~in combination with membrane filtration; or~~

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807 ~~2. A~~ classified under the VDH Waterworks Regulations (12VAC5-590) as a Class 1, Class 2,
808 Class 3, Class 4, Class 5, or Class 6 waterworks or any waterworks classified by VDH as a Class
809 1, Class 2, Class 3, Class 4, Class 5, or Class 6 waterworks.

810

UPDATE ON OSSP CPE AUDIT

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DRAFT AGENDA

PFA Summary

1/1/2017 through 12/31/2023

Delivery Method: ALL

Client: Virginia Board for Waterworks and Wastewater Works Operators and Onsite Sewage System Professionals(ABC-VA)

Test Program: Virginia Wastewater Works Operator Class 1 Examination - VAWW1

Exam Type: Virginia Wastewater Works Operator Class 1 Examination - CLASS1

	Total Tested	Pass	%	Fail	%	Absent	%	Total
First Time	373	71	19.0%	302	81.0%	17	4.4%	390
Repeater	583	130	22.3%	453	77.7%	26	4.3%	609
Total	956	201	21.0%	755	79.0%	43	4.3%	999

Test Program: Virginia Wastewater Works Operator Class 2 Examination - VAWW2

Exam Type: Virginia Wastewater Works Operator Class 2 Examination - CLASS2

	Total Tested	Pass	%	Fail	%	Absent	%	Total
First Time	620	156	25.2%	464	74.8%	22	3.4%	642
Repeater	789	177	22.4%	612	77.6%	34	4.1%	823
Total	1409	333	23.6%	1076	76.4%	56	3.8%	1465

Test Program: Virginia Wastewater Works Operator Class 3 Examination - VAWW3

Exam Type: Virginia Wastewater Works Operator Class 3 Examination - CLASS3

	Total Tested	Pass	%	Fail	%	Absent	%	Total
First Time	637	209	32.8%	428	67.2%	22	3.3%	659
Repeater	709	204	28.8%	505	71.2%	28	3.8%	737
Total	1346	413	30.7%	933	69.3%	50	3.6%	1396

Test Program: Virginia Wastewater Works Operator Class 4 Examination - VAWW4

Exam Type: Virginia Wastewater Works Operator Class 4 Examination - CLASS4

	Total Tested	Pass	%	Fail	%	Absent	%	Total
First Time	651	206	31.6%	445	68.4%	26	3.8%	677
Repeater	807	202	25.0%	605	75.0%	29	3.5%	836
Total	1458	408	28.0%	1050	72.0%	55	3.6%	1513

PFA Summary

1/1/2017 through 12/31/2023

Delivery Method: ALL

Client: Virginia Board for Waterworks and Wastewater Works Operators and Onsite Sewage System Professionals(ABC-VA)

Test Program: Virginia Waterworks Operator Class 1 Examination - VAWA1

Exam Type: Virginia Waterworks Operator Class 1 Examination - CLASS1

	Total Tested	Pass	%	Fail	%	Absent	%	Total
First Time	366	93	25.4%	273	74.6%	10	2.7%	376
Repeater	513	127	24.8%	386	75.2%	27	5.0%	540
Total	879	220	25.0%	659	75.0%	37	4.0%	916

Test Program: Virginia Waterworks Operator Class 2 Examination - VAWA2

Exam Type: Virginia Waterworks Operator Class 2 Examination - CLASS2

	Total Tested	Pass	%	Fail	%	Absent	%	Total
First Time	430	218	50.7%	212	49.3%	21	4.7%	451
Repeater	446	126	28.3%	320	71.7%	14	3.0%	460
Total	876	344	39.3%	532	60.7%	35	3.8%	911

Test Program: Virginia Waterworks Operator Class 3 Examination - VAWA3

Exam Type: Virginia Waterworks Operator Class 3 Examination - CLASS3

	Total Tested	Pass	%	Fail	%	Absent	%	Total
First Time	472	245	51.9%	227	48.1%	24	4.8%	496
Recredentialing	10	1	10.0%	9	90.0%	0	0.0%	10
Repeater	373	136	36.5%	237	63.5%	12	3.1%	385
Total	855	382	44.7%	473	55.3%	36	4.0%	891

Test Program: Virginia Waterworks Operator Class 4 Examination - VAWA4

Exam Type: Virginia Waterworks Operator Class 4 Examination - CLASS4

	Total Tested	Pass	%	Fail	%	Absent	%	Total
First Time	387	219	56.6%	168	43.4%	21	5.1%	408
Repeater	225	90	40.0%	135	60.0%	6	2.6%	231
Total	612	309	50.5%	303	49.5%	27	4.2%	639

PFA Summary

1/1/2017 through 12/31/2023

Delivery Method: ALL

Client: Virginia Board for Waterworks and Wastewater Works Operators and Onsite Sewage System Professionals(ABC-VA)

Test Program: Virginia Waterworks Operator Class 5 Examination - VAWA5

Exam Type: Virginia Waterworks Operator Class 5 Examination - CLASS5

	Total Tested	Pass	%	Fail	%	Absent	%	Total
First Time	141	121	85.8%	20	14.2%	6	4.1%	147
Repeater	27	10	37.0%	17	63.0%	1	3.6%	28
Total	168	131	78.0%	37	22.0%	7	4.0%	175

Test Program: Virginia Waterworks Operator Class 6 Examination - VAWA6

Exam Type: Virginia Waterworks Operator Class 6 Examination - CLASS6

	Total Tested	Pass	%	Fail	%	Absent	%	Total
First Time	95	46	48.4%	49	51.6%	1	1.0%	96
Repeater	53	27	50.9%	26	49.1%	3	5.4%	56
Total	148	73	49.3%	75	50.7%	4	2.6%	152

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DRAFT AGENDA

PFA Summary

10/19/2023 through 1/17/2024

Delivery Method: ALL

Client: Virginia Board for Waterworks and Wastewater Works Operators and Onsite Sewage System Professionals(ABC-VA)

Test Program: Virginia Wastewater Works Operator Class 1 Examination - VAWW1

Exam Type: Virginia Wastewater Works Operator Class 1 Examination - CLASS1

	Total Tested	Pass	%	Fail	%	Absent	%	Total
First Time	11	1	9.1%	10	90.9%	2	15.4%	13
Repeater	18	0	0.0%	18	100.0%	6	25.0%	24
Total	29	1	3.4%	28	96.6%	8	21.6%	37

Test Program: Virginia Wastewater Works Operator Class 2 Examination - VAWW2

Exam Type: Virginia Wastewater Works Operator Class 2 Examination - CLASS2

	Total Tested	Pass	%	Fail	%	Absent	%	Total
First Time	18	6	33.3%	12	66.7%	10	35.7%	28
Repeater	23	5	21.7%	18	78.3%	8	25.8%	31
Total	41	11	26.8%	30	73.2%	18	30.5%	59

Test Program: Virginia Wastewater Works Operator Class 3 Examination - VAWW3

Exam Type: Virginia Wastewater Works Operator Class 3 Examination - CLASS3

	Total Tested	Pass	%	Fail	%	Absent	%	Total
First Time	18	8	44.4%	10	55.6%	8	30.8%	26
Repeater	14	3	21.4%	11	78.6%	8	36.4%	22
Total	32	11	34.4%	21	65.6%	16	33.3%	48

Test Program: Virginia Wastewater Works Operator Class 4 Examination - VAWW4

Exam Type: Virginia Wastewater Works Operator Class 4 Examination - CLASS4

	Total Tested	Pass	%	Fail	%	Absent	%	Total
First Time	16	9	56.3%	7	43.8%	7	30.4%	23
Repeater	16	3	18.8%	13	81.3%	5	23.8%	21
Total	32	12	37.5%	20	62.5%	12	27.3%	44

PFA Summary

10/19/2023 through 1/17/2024

Delivery Method: ALL

Client: Virginia Board for Waterworks and Wastewater Works Operators and Onsite Sewage System Professionals(ABC-VA)

Test Program: Virginia Waterworks Operator Class 1 Examination - VAWA1

Exam Type: Virginia Waterworks Operator Class 1 Examination - CLASS1

	Total Tested	Pass	%	Fail	%	Absent	%	Total
First Time	16	7	43.8%	9	56.3%	6	27.3%	22
Repeater	17	7	41.2%	10	58.8%	3	15.0%	20
Total	33	14	42.4%	19	57.6%	9	21.4%	42

Test Program: Virginia Waterworks Operator Class 2 Examination - VAWA2

Exam Type: Virginia Waterworks Operator Class 2 Examination - CLASS2

	Total Tested	Pass	%	Fail	%	Absent	%	Total
First Time	9	4	44.4%	5	55.6%	3	25.0%	12
Repeater	6	2	33.3%	4	66.7%	5	45.5%	11
Total	15	6	40.0%	9	60.0%	8	34.8%	23

Test Program: Virginia Waterworks Operator Class 3 Examination - VAWA3

Exam Type: Virginia Waterworks Operator Class 3 Examination - CLASS3

	Total Tested	Pass	%	Fail	%	Absent	%	Total
First Time	12	4	33.3%	8	66.7%	4	25.0%	16
Repeater	10	6	60.0%	4	40.0%	4	28.6%	14
Total	22	10	45.5%	12	54.5%	8	26.7%	30

Test Program: Virginia Waterworks Operator Class 4 Examination - VAWA4

Exam Type: Virginia Waterworks Operator Class 4 Examination - CLASS4

	Total Tested	Pass	%	Fail	%	Absent	%	Total
First Time	5	2	40.0%	3	60.0%	6	54.5%	11
Repeater	2	0	0.0%	2	100.0%	1	33.3%	3
Total	7	2	28.6%	5	71.4%	7	50.0%	14

PFA Summary

10/19/2023 through 1/17/2024

Delivery Method: ALL

Client: Virginia Board for Waterworks and Wastewater Works Operators and Onsite Sewage System Professionals(ABC-VA)

Test Program: Virginia Waterworks Operator Class 5 Examination - VAWA5

Exam Type: Virginia Waterworks Operator Class 5 Examination - CLASS5

	Total Tested	Pass	%	Fail	%	Absent	%	Total
First Time	1	1	100.0%	0	0.0%	1	50.0%	2
Total	1	1	100.0%	0	0.0%	1	50.0%	2

Test Program: Virginia Waterworks Operator Class 6 Examination - VAWA6

Exam Type: Virginia Waterworks Operator Class 6 Examination - CLASS6

	Total Tested	Pass	%	Fail	%	Absent	%	Total
First Time	4	1	25.0%	3	75.0%	0	0.0%	4
Repeater	4	1	25.0%	3	75.0%	1	20.0%	5
Total	8	2	25.0%	6	75.0%	1	11.1%	9

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 DRAFT AGENDA

Virginia Waterworks October 1, 2023 through December 11, 2023

Virginia Waterworks Class I	
Content Area	Pass Rate
Treatment Process	30%
Laboratory Analysis	25%
Equipment Operation and Maintenance	45%
Source Water Characteristics	33%
Security, Safety, Compliance, and Administrative Procedures	60%

Virginia Waterworks Class II	
Content Area	Pass Rate
Treatment Process	8%
Laboratory Analysis	48%
Equipment Operation and Maintenance	36%
Source Water Characteristics	88%
Security, Safety, Compliance, and Administrative Procedures	88%

Virginia Waterworks Class III	
Content Area	Pass Rate
Treatment Process	21%
Laboratory Analysis	47%
Equipment Operation and Maintenance	29%
Source Water Characteristics	82%
Security, Safety, Compliance, and Administrative Procedures	79%

Virginia Waterworks Class IV	
Content Area	Pass Rate
Treatment Process	8%
Laboratory Analysis	46%
Equipment Operation and Maintenance	23%
Source Water Characteristics	54%
Security, Safety, Compliance, and Administrative Procedures	69%

Virginia Waterworks Class V	
Content Area	Pass Rate
	50%

Virginia Waterworks Class VI	
Content Area	Pass Rate
	27%

Overall Pass Rates

- Waterworks Class 1 - 40%
- Waterworks Class II - 44%
- Waterworks Class III - 45%
- Waterworks Class IV - 23%
- Waterworks Class V - 50%
- Waterworks Class VI - 27%

Virginia Wastewater Works October 1, 2023 through December 11, 2023

Virginia Wastewater Works Class I	
Content Area	Pass Rate
Laboratory Analysis	50%
Equipment Evaluation and Maintenance	41%
Equipment Operation	41%
Treatment Process Monitoring, Evaluation, and Adjustment	1%
Security, Safety, Compliance, and Administrative Procedures	50%

Virginia Wastewater Works Class II	
Content Area	Pass Rate
Laboratory Analysis	37%
Equipment Evaluation and Maintenance	35%
Equipment Operation	19%
Treatment Process Monitoring, Evaluation, and Adjustment	28%
Security, Safety, Compliance, and Administrative Procedures	87%

Virginia Wastewater Works Class III	
Content Area	Pass Rate
Laboratory Analysis	33%
Equipment Evaluation and Maintenance	52%
Equipment Operation	57%
Treatment Process Monitoring, Evaluation, and Adjustment	22%
Security, Safety, Compliance, and Administrative Procedures	72%

Virginia Wastewater Works Class IV	
Content Area	Pass Rate
Laboratory Analysis	49%
Equipment Evaluation and Maintenance	40%
Equipment Operation	47%
Treatment Process Monitoring, Evaluation, and Adjustment	23%
Security, Safety, Compliance, and Administrative Procedures	93%

Overall Pass Rates

- Wastewater Works Class 1 - 6%
 - Wastewater Works Class II - 28%
 - Wastewater Works Class III - 35%
 - Wastewater Works Class IV - 40%
-

VA ONSITE SEWAGE SYSTEM PROFESSIONALS (OSSP)

STATISTICAL OVERALL SUMMARIES

ALTERNATIVE AND CONVENTIONAL EXAMINATIONS

JANUARY 1, 2023 TO DECEMBER 30, 2023

Alternative	Took	Pass	Pass Percentage
System Installer	47	13	27.66%
System Operator	23	10	43.48%
Soil Evaluator	13	09	69.23%
Overall	83	32	38.55%

Conventional	Took	Pass	Pass Percentage
System Installer	38	11	28.95%
System Operator	10	06	60.00%
Soil Evaluator	16	13	81.25%
Overall	64	30	46.87%

January 12, 2024

EXAMS -RGS



**WATER
PROFESSIONALS
INTERNATIONAL**

*Superior Water
Starts Here™*

WPI TRAINING CERTIFICATION PROGRAM

WHITEPAPER - WPI TRAINING CERTIFICATION PROGRAM

SUMMARY

This whitepaper presents a collaborative initiative by Water Professionals International (WPI) and key stakeholders aimed at enhancing the caliber of training within the water industry. The proposed strategy encompasses the creation of a trainer certification program, the establishment of industry benchmarks for training design and delivery, and the formulation of standards for organizations involved in content development. These collective efforts are geared toward elevating overall training quality, streamlining approvals for continuing education courses, ultimately benefiting water and wastewater operators.

SECTION 1. INTRODUCTION

a. The Challenge

Training quality for water and wastewater operators varies significantly among trainers in different states and provinces, as well as within some single states and provinces. At present, there is a lack of universally accepted criteria for defining a qualified trainer, establishing design and delivery standards, or identifying organizations qualified to create and provide training programs.

Training is often conducted by subject matter experts (SMEs) who, while having expertise on the technical side, have little formal training on teaching. Training traditionally involves lengthy PowerPoint presentations, which can be tedious and ineffective for learners.

Meeting continuing education requirements to maintain operator certification can be burdensome due to the varied state and province approval processes. These challenges affect operators, trainers, certification organizations, and public health systems equally.

Operators frequently opt for courses that offer Continuing Education Units (CEUs)¹ instead of focusing on training that genuinely enhances their job performance. Limited access to training opportunities and low expectations regarding training quality contribute to this issue. Furthermore, if operators hold licenses in multiple states or provinces and plan to relocate, their course credits are

I have been a certified operator for 21 years and hold multiple state licenses/certifications. I struggle with maintaining each license. National training events that address developments in water science (WPI, WEFTEC, AWWA) are only accepted in select states.

Obtaining my CEUs was exceedingly difficult since 'preferred CEU classes' were held at a training center located far away, and the classes had limited availability.

I lost my license during the pandemic with one state because they would not accept a nationally recognized online course.

Source: Professional Operators

¹ For the purposes of this paper the term CEU is used for all continuing education measurement units. Primacy agencies may use different terms such as professional development hours (PDHs), Training Units (TUs), etc.

often not transferable between jurisdictions.

Approval of CEUs is a labor-intensive process for the **capacity development offices** of states and provinces. This process involves evaluating course content and whether trainers have the required qualifications. In some instances, the offices develop a list of “approved trainers” for their state or province. Resource constraints lead some offices to turn to third-party certification processes such as those offered by the International Accreditors for Continuing Education and Training (IACET) for a blanket class approval in an effort to alleviate this burden. However, the utilization of such third-party certification processes remains limited and burdensome.

Getting classes approved takes upward of 6 months; a couple classes took close to a year to be included on the approved training list.

For classes on state borders and/or online classes, because of cost and time considerations, we often must choose which states to seek CEU approval.

Source: Trainers

Trainers are required to obtain CEU approval in each state and province where they conduct training, necessitating separate applications with unique region-specific requirements and fees. Approval times vary, further raising the cost of training and potentially delaying its delivery. Trainers also must choose which states and/or provinces to provide training in, limiting access to necessary training in certain contexts.

It is important to note that subject matter experts (SMEs) and trainers are not synonymous.

Effective training demands both subject matter expertise and expertise in training delivery. Being a subject matter expert alone is insufficient for creating an effective training course; SMEs must also possess and develop training delivery skills.

While course approval typically relies on subject matter expertise, which can be demonstrated through years of experience, operator certification, or post-secondary degrees, few states or provinces require documented training delivery or teaching expertise. Although train-the-trainer programs exist, there is no universally recognized certification for trainers in the water industry.

Lack of common training design and delivery standards.

There currently are no universally accepted training design and delivery standards in the water industry. This became notable as the industry was required to transition to an online format during the COVID pandemic. Each state and province were compelled to hastily devise online training prerequisites, encompassing considerations like platform choice, attentiveness verification, and camera usage. This rapid adaptation resulted in substantial disparities in requirements between states and provinces. Consequently, the absence of standardized guidelines and the ensuing inconsistencies had a notable impact on the swiftness of training approval, the delivery process, and the overall quality of training.

The current region-by-region approval system for training, whether in-person or online, leads to inconsistent requirements for trainers, course design, curriculum, course delivery, and outcome measurement metrics. This imposes a substantial burden on both the primary

agency and trainers, ultimately increasing costs and limiting opportunities for trainees.

Current training approval processes often hinder innovation. Emerging training methodologies such as microlearning, synchronous and asynchronous online training, virtual reality, and blended learning are gaining traction and are here to stay. Unfortunately, some of these methodologies may be ahead of current verification requirements for CEU approval. Online training is not bound by state or province borders, necessitating common design standards to foster innovation and cross jurisdictional standardization.

Lack of approved content.

Evaluating the content of training courses poses difficulties for all stakeholders. Many states and provinces ensure that topics align with need-to-know criteria, legislative requirements, or other state/provincial priorities. Some jurisdictions require submission of every PowerPoint slide and corresponding speaker notes. While various sources of "best practice" and quality water industry training content exist, there is no established process for approving or ensuring the quality of training course content without scrutinizing each course individually.

b. WPI Goal

The proposed goal for WPI is to lead an effort with stakeholders to enhance the quality of operator training and assist primacy agencies and trainers in establishing a standardized approval process for courses. To achieve this, WPI should address the following key areas:

- Trainer certification. WPI aims to provide standards for trainers, establish a process for trainer certification, and create a mechanism for obtaining and maintaining certification.
- Standards for Course Design, and Delivery. WPI seeks to gain consensus on standards for course design and delivery and develop a process for verifying that courses adhere to these standards. This applies to in-person, synchronous and asynchronous online, and hybrid courses.
- Standards/Requirements for Training Organizations. WPI aims to create a process to assure primacy agencies (e.g., states/provinces) and operators that any course offered by approved organizations or trainers will meet course design and content standards. Agencies could approve continuing education credit without requiring individual course-by-course review and approval or could expedite review of courses from an approved organization. Timeliness of approval and a reduced review burden would be additional benefits.

This approach aims to ensure a consistent level of training quality in the water industry. Trainers would be certified in both training design and delivery, in addition to having documented subject matter expertise. Training courses would meet established design requirements, with content sourced from recognized and approved providers.

WPI acknowledges that many states and provinces have existing statutory requirements or long-standing commitments related to training approval. The proposed approach should align with or surpass most of those requirements. States and provinces could also adopt components of the WPI approach, such as requiring a WPI certified instructor, while still retaining the need for separate local content approval.

It is important to note that this initiative may not be practical for courses offered by one-time instructors, in an individual location, or with one-time delivery. States and provinces may still need a process to address these specific cases.

WPI is uniquely positioned to lead this collaborative initiative aimed at elevating the quality of training within the water industry. Several compelling factors make WPI particularly qualified to drive this initiative forward.

1. *Unmatched Certification Recognition*: WPI stands alone as the singular organization in the water industry offering nationally and internationally recognized certification exams. This distinction underscores WPI's unwavering commitment to upholding the highest standards of competence and safety. Their certification exams serve as industry benchmarks, reflecting their dedication to nurturing expertise and ensuring public safety. This recognition is a testament to WPI's ability to set and maintain rigorous industry standards.
2. *Expertise in Certification Exam Development*: WPI's unparalleled expertise in developing certification exams through a meticulous psychometric process sets them apart. Their rigorous approach ensures that each exam item undergoes intense scrutiny, aligns with industry reference materials, and is backed by statistical analysis and psychometric assessments. This precision guarantees that WPI's certification exams are not only comprehensive but also effective in assessing the competence of water and wastewater operators.
3. *Validation Through Comprehensive Job Analyses*: WPI has established a robust system for validating their test content through comprehensive job analyses. They actively engage with over 15,000 industry stakeholders, collecting valuable insights on job tasks and certification criteria. This exacting approach mirrors their dedication to ensuring the competence and safety of water industry professionals.
4. *Leadership in Defining Industry Norms*: WPI's enduring commitment to excellence establishes them as an industry frontrunner in shaping established practices. Their unwavering dedication to exacting criteria harmonizes seamlessly with the goals of the proposed program, which aims to institute industry norms for training design and delivery, as well as guidelines for content development organizations.
5. *Capacity for Innovation*: The water industry is evolving rapidly, with emerging training methodologies such as microlearning, synchronous and asynchronous online training, virtual reality, and blended learning gaining traction. WPI's capacity for innovation is evident, and their leadership can drive the establishment of common design standards to foster innovation while ensuring the quality of training content.
6. *Global Standardization Through Professional Operator Designation*: WPI's groundbreaking Professional Operator (PO) program is a testament to their commitment to global industry standards. This unique program sets WPI apart by providing a universal set of standards and testing criteria for water and wastewater safety professionals. While most jurisdictions have their own operator certification programs, these programs often vary widely. WPI's PO Designation aims to harmonize these differences by reflecting the best practices and protocols in the industry on a global scale. By offering this designation in Water Treatment, Water Distribution, Wastewater

Treatment, and Wastewater Collection at multiple levels, WPI is not only shaping the industry but also empowering professionals to demonstrate their commitment to public safety and environmental protection. This program serves as a catalyst for raising the bar in competence, safety, and environmental stewardship within the water industry.

WPI's reputation, commitment to rigorous standards, expertise in certification, and ability to set global industry benchmarks make them the ideal organization to lead this initiative. By leveraging their experience and dedication, WPI can spearhead the effort to enhance training quality, streamline approvals in states and provinces, and ultimately benefit water and wastewater operators. Their leadership ensures a consistent level of program quality and a commitment to excellence within the water industry.

SECTION 2. PILLAR 1: TRAINER CERTIFICATION

This section will delve into the criteria for trainers and the trainer certification process. WPI's objective is to provide assurance to primacy agencies and operators that any trainer who undergoes the WPI certification process possesses a profound understanding of adult education principles and practices, ultimately enhancing the quality of training. Furthermore, WPI can validate that these trainers possess subject matter expertise aligned with the WPI Need-to-Know criteria.

By addressing these issues, the aim is to establish a robust and widely accepted framework for trainer qualifications and certification, ultimately enhancing the effectiveness and reliability of training programs in the water industry.

“Qualified Trainer” Requirements The requirements for a "qualified trainer" can vary between jurisdictions and within the water industry. Requirements are often a combination of factors aimed at ensuring trainers have the necessary expertise and capabilities to effectively educate and guide students. Here are the key elements that may be considered:

- ***Professional Experience***: Trainers are expected to have extensive professional experience working with water or wastewater, as relevant to the specific class they are instructing. The exact number of years of experience required may vary depending on the level and complexity of the training being delivered. This experience helps trainers relate real-world scenarios to theoretical concepts, enriching the learning experience.
- ***Education and/or Certification***: Instructors are usually required to hold relevant educational qualifications and training related to water or wastewater treatment and operations. This may include degrees or certifications in fields such as environmental science, engineering, or related areas. In some areas, trainers might need to maintain a valid water or wastewater operator certification or license, which demonstrates their practical expertise in the field.
- ***Teaching Experience***: Prior teaching or instructional experience is often preferred. Effective communication of complex technical information to students and the ability to facilitate their learning process are vital skills. Experienced trainers can employ various teaching methods to engage students and make learning more accessible. Teaching qualifications and/or train-the-trainer certification are rarely required.

- *Up-to-Date Knowledge*: Trainers are expected to stay abreast of the latest developments, regulations, and best practices within the water industry. This ensures that they can provide students with accurate and current information. Some areas may require trainers to engage in ongoing continuing education to maintain their qualifications and stay current with industry advancements.
- *Communication Skills*: Effective communication is paramount for trainers. They must possess strong written and verbal communication skills to convey information clearly, answer students' questions, and foster a positive learning environment. The ability to adapt communication styles to various audiences and learning styles is an essential aspect of successful training.

These criteria collectively contribute to the qualifications of a "qualified trainer" and are aimed at ensuring that trainers possess the necessary knowledge, experience, and skills to educate and empower students effectively. While specific requirements may vary by area, they all share the common goal of enhancing the quality of training in the water industry.

Subject Matter Expertise Demonstrating subject matter expertise can encompass a blend of formal education, operator certification, or a wealth of practical experience. It is most fitting when aligned with specific criteria tailored to the essential knowledge domains. The most effective approach to managing this expertise is to categorize it at a high level, such as encompassing broad areas like water treatment, water distribution, wastewater treatment, wastewater collection systems, or management and finance. Alternatively, it can be specified further, delving into particulars like water distribution/valves.

To enhance the recognition of subject matter expertise, we propose the following recommendations:

- ❖ *Recommendation 1*: Enable trainers to showcase their proficiency through formal education, operator certification, or accrued years of hands-on experience. Develop clear approval criteria for each distinct category.
- ❖ *Recommendation 2*: Link subject matter expertise to comprehensive "need to know" categories, such as water treatment, water distribution, wastewater treatment, wastewater collection systems, and management and finance, to ensure a well-rounded understanding.
- ❖ *Recommendation 3*: Implement a credentialing and tracking system within WPI to monitor and validate an individual's subject matter expertise over time, promoting transparency and accountability.

Training/Teaching Expertise Expertise in training and teaching is an essential criterion for trainers. This expertise can be demonstrated through various means, such as formal education in the field of education, completion of an accredited "train the trainer" program, or a proven track record of effective training delivery. Given the imperative need to revamp the current training model in the water sector, demonstration of this expertise is necessary. To formally recognize and document teaching proficiency within the water sector, the implementation of a dedicated certification program for water sector training is recommended. This program could involve a written examination as well as a practical demonstration of teaching skills.

To enhance training and teaching expertise within the water sector, we recommend the following actions:

- ❖ Recommendation 4: Establish a Water Sector Certification Program for Teaching Proficiency. Utilize a psychometric approach to conduct a comprehensive task analysis, create essential "need-to-know" criteria, and formulate examination questions. Determine whether the certification process should solely involve an examination or also incorporate a skills demonstration component.
- ❖ Recommendation 5: Develop a Water Industry Train-the-Trainer Program. Given the current scarcity of water industry-focused train-the-trainer programs, it is advisable to design a dedicated program tailored to the specific needs of training water professionals. Alternatively, consider allowing participation in existing train-the-trainer programs while incorporating a water industry-specific examination to assess training proficiency.
- ❖ Recommendation 6: Entrust WPI with the responsibility of developing and maintaining the certification examination and associated credentials. Additionally, either WPI or another suitable organization should take the initiative to create and manage the train-the-trainer program, ensuring its relevance and effectiveness within the water sector.

Maintaining Trainer Expertise To ensure trainers maintain their expertise effectively, it is crucial that they stay current in both technical knowledge and teaching skills. Continuing education should be mandatory to sustain proficiency in both domains.

- ❖ Recommendation 7: Establish ongoing education requirements for maintaining expertise in both subject matter knowledge and teaching abilities. The responsibility for managing these requirements could be entrusted to WPI as part of the credentialing program.

Moving forward, the following actions are recommended:

1. WPI should conduct a comprehensive psychometric process to support the development of a professional trainer certification program specifically tailored to the water industry. This process would encompass a thorough task analysis, the formulation of essential "need-to-know" criteria, and the creation of examination questions.
2. WPI should either develop its own train-the-trainer program or collaborate with another organization experienced in such training program development, ensuring its alignment with the unique needs of the water sector.
3. WPI should establish a framework for trainer certification and the maintenance of trainer credentials. This framework should also include guidelines for ongoing certification maintenance requirements.

Key Points for Discussion:

- Qualifications for Trainers: What prerequisites should trainers meet to be considered "qualified trainers"? Should trainers be required to obtain train-the-trainer continuing education? This discussion will outline the essential qualifications and expertise required for trainers to effectively impart knowledge.

- Acceptance of WPI Trainer Approval: What would prohibit primacy agencies from recognizing and accepting trainers certified by WPI? This question addresses potential barriers to primacy agency approval of an outside organization certifying trainers.
- Equivalency of Third-Party Certifications: Should other third-party training certifications, such as ATD or CET, be deemed equivalent to WPI certification or granted reciprocity? This discussion assesses whether existing certifications from reputable organizations align with WPI's standards and can be recognized as equally valid.

SECTION 3. PILLAR II - CURRICULUM / COURSE DESIGN AND DELIVERY STANDARDS

There is a clear need for well-defined training design and delivery standards in Pillar II, which will greatly benefit trainers and primacy agencies. These standards are essential to ensure that training programs align with the objectives of primacy agencies, funders, participants, and trainers. These standards should encompass various aspects, including the emphasis on outcome-based training and the adoption of appropriate adult education methodologies to enhance learning outcomes and, in turn, the performance of water and wastewater operators.

The importance of such standards became particularly evident during the COVID-19 pandemic, as the lack of widely accepted guidelines for online training presented challenges. Each primacy agency had to independently develop standards pertaining to acceptable training platforms, methods for verifying participant attentiveness, camera usage (on or off), and more.

These training design standards are essential across a range of training formats, including:

- In-Person Training Courses: Guidelines for designing and conducting in-person training sessions to ensure effectiveness and alignment with agency objectives.
- Asynchronous Online Training: This encompasses various forms of self-paced online learning, including eLearning, prerecorded webinars, and microlearning. Standards are crucial to optimize the quality and engagement of these materials.
- Synchronous Online Training: Standards for delivering real-time online training and webinars to a live audience to enhance interactivity and learning outcomes.
- Hybrid Training: Training that integrates both in-person and online participation requires clear standards to balance the strengths of each format effectively.
- Blended Learning: In cases where training combines online, in-person, and self-paced activities, standards are vital to ensure seamless integration and a cohesive learning experience.

The establishment of these nine comprehensive design and delivery standards for training courses will serve as a foundation for developing high-quality, effective training programs that meet the diverse needs and expectations of stakeholders in the water industry.

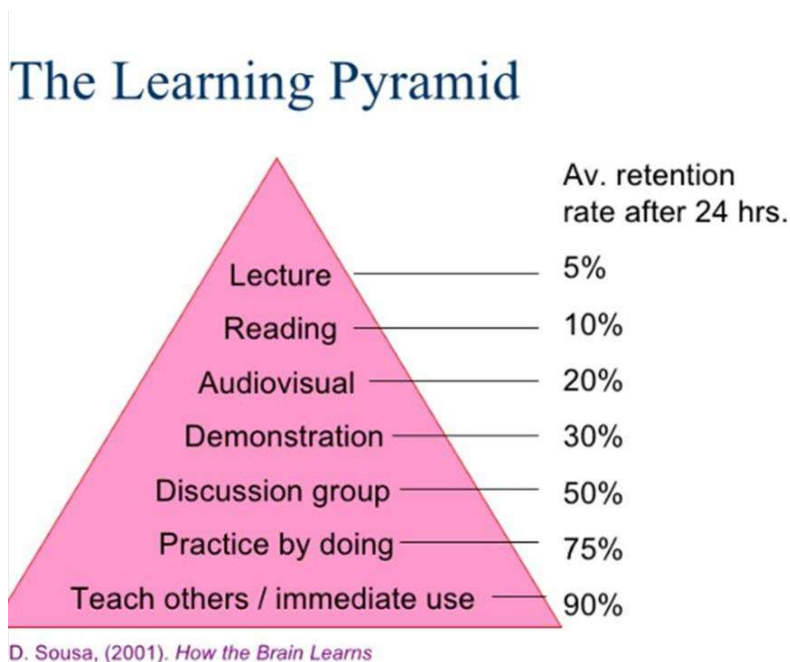
1. Learning Objectives: Clearly outline the training course's goals and objectives, specifying what participants should be capable of achieving or comprehending by the course's conclusion. These objectives serve as guiding principles for both course content and assessment methods.

2. Target Audience Definition: Identify the specific characteristics, knowledge levels, and unique needs of the training participants. This information aids in customizing course content, activities, and materials to align with their backgrounds and requirements.
3. Content: Identify reliable sources for course content, ensuring that it remains up to date, adheres to current national and local regulations, remains practical, and reflects industry best practices. Establish a defined process for content development, review, and approval.
4. Curriculum Structure/ Agenda Development: Organize the course content into logical modules or sections that progressively build on one another and contribute to achieving the stated learning objectives. Craft an agenda that effectively mirrors the course content.
5. Content Delivery/Engagement: Employ suitable methods for delivering content, which may include lectures, discussions, case studies, hands-on activities, videos, and interactive simulations. Diverse instructional strategies keep participants engaged and cater to various learning preferences. Direct interaction with the content is crucial for knowledge retention.
6. Assessment and Evaluation: Create assessment methods to assess participants' understanding and progress, potentially including quizzes, assignments, group projects, presentations, or examinations. Providing regular feedback allows learners to monitor their own development.
7. Resources: Supply participants with supplementary materials such as reading lists, reference guides, and links to online resources. These materials support self-directed learning and in-depth comprehension.
8. Feedback Mechanisms: Integrate opportunities for participants to provide feedback on the course content, structure, and delivery. Such feedback can be instrumental in enhancing future iterations of the course.
9. CEUs/ Time Management: Divide the course content into manageable units, taking into consideration the total duration of the training. Ensure that participants have sufficient time to absorb and apply what they have learned.

It is essential to note that the current qualification metric for continuing education units (CEUs) often relies on time spent in training sessions. However, this time-based metric does not necessarily correlate with actual learning outcomes. Design standards should prioritize participant learning outcomes alongside time-based requirements.

Moreover, while some states/provinces mandate the submission of learning objectives for course approval, few require assessments to determine whether the training effectively meets these objectives. It is a challenge to bridge the gap between course objectives and the actual learning outcomes achieved.

In the water supply industry, a predominant training approach involves PowerPoint-based lectures, where a speaker imparts knowledge to the audience. Research has revealed that this method yields low knowledge retention rates, as illustrated in the figure below. Therefore, there is a clear need to reevaluate and enhance training methodologies to improve learning outcomes.



- ❖ **Recommendation 8:** WPI will take the initiative in spearheading the development of comprehensive training design and standards for water supply training courses. The initial focus could be on in-person content delivery, subsequently expanding to encompass online (both synchronous and asynchronous) and blended formats. These standards should be complemented by the creation of a checklist that can be utilized by WPI or primacy agencies to ensure adherence.
- ❖ **Recommendation 9:** WPI will undertake the development of a robust training assessment process to accompany the established design standards. This assessment process should be intricately linked to the awarding of Continuing Education Units (CEUs) and should serve as a mechanism to verify the attainment of learning objectives.

Moving forward, the following actions are recommended:

1. **Development of Training Design Standards:** WPI will lead the development of comprehensive training design standards, beginning with in-person content delivery and subsequently expanding to encompass various online and blended formats. This initiative should engage industry experts, educators, and stakeholders to ensure the standards are both relevant and effective.
2. **Creation of a Checklist:** In addition to the standards, WPI will develop a practical checklist that can be employed by WPI itself and/or by primacy agencies. This checklist should serve as a tool for evaluating training courses to ensure compliance with the established standards.

3. Training Assessment Process: WPI will design a rigorous training assessment process that aligns closely with the design standards. This process will include methods for evaluating learning outcomes and should be integrated with the awarding of CEUs, ensuring that participants receive recognition for their achieved competencies.

By implementing these recommendations and actions, WPI will play a pivotal role in enhancing the quality, effectiveness, and consistency of water supply training courses, ultimately benefiting the industry, its professionals, and our public health systems.

Key Points for Discussion:

- Acceptance of Design Criteria: What barriers might exist to the use of design criteria developed through a stakeholder process? What would be the best approach to assist trainers in applying these criteria?
- Emerging Training Technologies CEU Approval: Should criteria be developed for all training methodologies or just in-person training? What criteria need to be established for CEU approval of these methodologies?
- Competency vs Time: Typically, CEU approval is awarded based on time of attendance. Should measurement of competency (or outcomes) be considered in lieu of/or in addition to time for CEU approval?
- Assessment of Training Design: Would a WPI training assessment process that aligns closely with the design standards be sufficient to ensure compliance with the standards?

SECTION 4. PILLAR III - CONTENT DEVELOPMENT ORGANIZATION STANDARDS

In this section, we outline the requirements for content development organizations and propose a certification or approval process that would enable WPI to accredit organizations capable of creating "approved content." States and provinces could add organizations that go through this process to the approved trainers list. This process would eliminate the need for separate reviews of each course and its associated materials or assist states and provinces in developing an expedited review process. Essentially, if a course were developed by an approved organization (e.g., AWWA, WEF, RCAP, NWRA, etc.), its content and design would not necessitate additional review for primacy Continuing Education Unit (CEU) approval. WPI would accredit the organization itself, rather than scrutinizing every individual slide deck or training module. These approved organizations would be obligated to adhere to the course design standards, with an auditing process in place to ensure ongoing compliance over time.

Furthermore, a process should be established for one-off training courses, such as those developed by individual trainers or small organizations. For instance, if an individual is a certified trainer and adheres to the design standards, they could submit a course for review and approval.

The process for accrediting organizations for content development would comprise the following key components:

- Guidance/Standards for Organization Approval: Clear guidance and standards should be established to evaluate and approve content development organizations. These

standards should encompass criteria related to course design, content quality, and adherence to industry best practices.

- Organization Approval and Monitoring Process: A well-defined process should be developed for granting approval to content development organizations. This process should also outline ongoing monitoring mechanisms to ensure continued compliance with established standards.
- Audit, Peer Review, and Performance Evaluation: Robust procedures should be established for auditing and peer-reviewing approved organizations to assess their performance and adherence to course design standards. This evaluation process should be structured to maintain high-quality content development.

By implementing these components within the accreditation process, WPI can streamline the approval of content development organizations, enhance the quality and consistency of training materials, and promote industry-wide compliance with established standards.

Criteria for content development organizations could include the following:

1. Content Development Process:
 - Clearly align content with the needs of the water sector and the target audience by developing a content strategy with defined goals and content types.
 - Ensure that content addresses current regulations, standards, and best practices.
 - Write, design, or produce content in accordance with established guidelines and style.
 - Guarantee that content is accurate, thoroughly researched, and fact checked.
 - Incorporate visuals, multimedia elements, and other resources as appropriate.
2. Content Verification Process:
 - Document the process for verifying facts, data, and sources used in the content.
 - Conduct comprehensive quality checks to ensure that content meets established standards.
3. Content Approval Process:
 - Establish a workflow for content approval, involving key stakeholders and decision-makers.
 - Implement a review and editing process that includes subject matter experts and editors.
 - Check content for grammar, spelling, and style errors.
 - Evaluate content for accessibility compliance, including providing alt. text for images and proper semantic structures.
4. Feedback and Evaluation:
 - Provide key metrics for measuring the achievement of training outcomes. Incorporate feedback from the audience through evaluations, comments, surveys, and user reviews.

5. Content Maintenance:
 - Regularly update and maintain content to ensure accuracy and relevance.
 - Monitor for broken links and outdated information.
 6. Continuous Improvement:
 - Use feedback to make improvements to future content.
 - Conduct periodic content audits to identify areas for improvement.
- ❖ Recommendation 10: WPI will establish a dedicated workgroup tasked with defining and establishing standards for content development organizations.

Moving forward, two approaches could be considered:

- WPI Approves Content Developers: In this approach, WPI would accredit or approve organizations that develop reference materials, manuals, and other content related to specific subjects. Certified trainers would then use this approved content and adhere to the training design standards when developing training modules. States and provinces could approve courses based on the assurance that the content be developed by reputable organizations following established development processes, and that approved trainers are applying the training design standards in course development and delivery. Assurance would be established through a WPI-led peer review and auditing process to verify that a specific number or percentage of trainings meet the standards.
- WPI Approves Content Developers and Curriculum Design: In this alternative approach, organizations (either independently or in partnership) would be evaluated and approved by WPI for both content development and curriculum design. States and provinces would then be provided a list of approved/accredited organizations capable of delivering curriculum modules that certified trainers could use for their training programs.

These approaches would help standardize content development, enhance the quality and consistency of training materials, and ensure that approved organizations meet rigorous standards in their content creation and curriculum design processes.

Key Points for Discussion:

- Acceptance of Content Development Organizations: What would prevent primacy agencies from recognizing approved content development organizations? Would this alleviate the need to review content from each course?
- Content Development and Curriculum Design: Would organizations that have both approved content and curriculum development process be automatically approved by primacy agencies? Would this alleviate the need to review content from each course?

SECTION 5: IMPLEMENTATION PLAN

To successfully implement the program, involving key stakeholders is crucial. The following steps leading up to the launch of the three pillars in 2026 are advised:

Initial Discussions with Stakeholders (November 5, 2023 – December 30, 2023):

- Share the idea of the whitepaper/proposal with select stakeholders to initiate discussions.
- Distribute a preliminary draft of the whitepaper in November 2023 to collect input from stakeholder groups.
- Request feedback from stakeholders by December 7, 2023.
- Revise whitepaper/proposal and make it available for participants at the 2024 WPI Innovation in Certification conference.

Trainers Workshop Discussion (January 2024):

- Devote the Trainers Workshop at the 2024 WPI Innovation in Certification conference to discuss the whitepaper among stakeholders.
- Organize small group discussions on the overall concept and each of the three core areas.
- Aim to begin gaining consensus on the proposed approach.

Development of Trainer Standards and Certification Program (February 2024 – February 2025):

- Conduct a psychometric process to support the development of a water industry professional trainer certification. This should include a job analysis, the formulation of need-to-know criteria, and the development of exam questions for piloting.
- Develop the train-the-trainer program, either by WPI or in partnership with another organization.
- Create a supporting mechanism for trainer certification and credentialing, including certification maintenance.
- Pilot the train-the-trainer workshop and exam at the WPI 2025 annual conference.

Development of Training Development Standards (Concurrent with Trainer Standards or Following):

- Lead a process to develop training design standards for water supply training courses. Begin with in-person content delivery and then expand to online (both synchronous and asynchronous) and blended formats.
- Develop a training assessment process that accompanies the design standards to ensure the attainment of learning objectives. Link this assessment process to the awarding of Continuing Education Units (CEUs).

Content Development Organization Standards (2025):

- Lead a process to identify criteria for content development organizations.

By following these steps, involving key stakeholders, and systematically developing standards and certification programs, the program's successful launch in 2026 becomes more achievable.

APPENDIX A

EXAMPLE PROGRAMS

This appendix provides summaries of organizations that offer components similar to what is proposed by WPI:

IACET - International Accreditors for Continuing Education and Training (IACET)

- IACET authorizes organizations to offer IACET CEUs as an Accredited Provider based on their demonstrated processes for planning, designing, developing, delivering, and administering learning events.
- They focus on how continuing education and training programs are developed, not on the subject matter they cover, and do not accredit trainers.
- The IACET Standard defines a model for developing effective CE/T programs by measuring a provider's training program across nine internationally recognized categories.
- IACET is introducing a new Competency-Based Learning (CBL) standard that focuses on mastery of competencies and skills rather than time-based learning.

The [International Accreditors for Continuing Education and Training \(IACET\)](#) is the developer of the original Continuing Education Unit (CEU) and today ensures that providers of continuing education and training can prove they provide high-quality instruction by following the *ANSI/IACET 1-2018 Standard for Continuing Education and Training* through a rigorous accreditation process. The Standard is a universal model for learning process excellence. It defines a proven model for developing effective and valuable continuing education and training (CE/T) programs by measuring a provider's training program from procedure to process to result. Because the ANSI/IACET Standard focuses on how continuing education and training programs are developed - not what they cover - it provides a certifiable framework of researched and proven best practices that can be applied across disciplines and industries

[ANSI/IACET 2018-1 Standard for Continuing Education and Training](#) - The ANSI/IACET Standard measures all aspects of a CE/T provider's program development across nine internationally recognized categories:

1. Organization, Responsibility and Control
2. Learning Environment and Support Systems
3. Planning and Instructional Personnel
4. Needs Analysis
5. Learning Outcomes
6. Content and Instructional Requirements
7. Assessment of Learning Outcomes
8. Awarding the IACET CEU and Maintaining Learner Records
9. Evaluation of Learning Events

This is being revised in the [IACET 1-2023 Standard for Continuing Education and Training](#). This practice provides guidance for organizations designing, developing, and delivering continuing education and training (CE/T) programs. This practice is intended for organizations who want to demonstrate that:

- The structure of their CE/T organization and the personnel who support it meet the requirements and rigor of a globally recognized standard.
- The design, development, delivery, and administrative support of their learning program(s): meet the requirements and rigor of a globally recognized standard, demonstrates a commitment to education that is accessible and applicable to their workplace, and demonstrates a commitment to continuous improvement.
- A learner completing the Provider's learning program and/or learning event has completed a training activity that adheres to a globally recognized standard.

[IACET - 2018 Competency Based Learning Guidelines](#)

IACET's current Continuing Education and Training standard focuses on continuing education units (CEUs), which are based on time spent in a learning event. By contrast, IACET's new CBL standard focuses on **mastery of competencies and concrete skills and is not time-based**. This will be a shift for many and reflect the new world of on-demand, adaptive, micro-learning, and other transformational trends in the training industry.

The IACET CBL guidelines seek to provide direction and recommendations to providers. These guidelines include requirements and references for processes commonly used in the field of learning and development, talent management, and training. The guideline focuses on the provider and the provider organization and has implications for the designer, facilitator, learner, and the learner's organization.

CERTIFIED ENVIRONMENTAL TRAINER

- The Board of Certified Safety Professionals (BCSP) accredits the [Certified Environmental, Safety & Health Trainer \(CET\)](#).
- The CET certification confirms expertise in developing, designing, and delivering health, safety, and environmental (HSE) training.
- The CET certification exam measures knowledge of adult education theories and practices, as well as knowledge and experience in the HSE field.

ASSOCIATION FOR TALENT DEVELOPMENT (ATD)

[Association for Talent Development](#) (ATD) members and customers are professionals who help others achieve their full potential by improving their knowledge, skills, and abilities in the workplace. ATD offers a range of certification programs including:

- [ATD Master Trainer® Program](#), focused on practice and theory in delivering effective training solutions.
- Certified Professional in Learning and Performance (CPLP) is a credential that signifies proficiency in the field of workplace learning and performance. It is recognized globally and is aimed at professionals who design, deliver, and evaluate training programs.

OCCUPATIONAL SAFETY AND HEALTH AGENCY (OSHA)

OSHA mandates training under the Occupational Safety and Health Act of 1970 and emphasizes the importance of training in workplace safety and health. OSHA offers various training programs and certifications. Here are two key aspects of OSHA's safety training:

- **OSHA Outreach Training Program:** OSHA provides the Outreach Training Program for both general industry and construction. This program educates workers and employers on the recognition, avoidance, abatement, and prevention of safety and health hazards in the workplace.
- **Authorized OSHA Training Providers:** OSHA does not directly conduct training courses. Instead, it authorizes qualified trainers and training organizations to deliver OSHA Outreach Training Program courses. These authorized trainers may include independent consultants, colleges, universities, and other organizations with expertise in occupational safety and health.

Project Management Institute (PMI):

PMI is a globally recognized professional association for project management professionals. It offers various certifications, including the Project Management Professional (PMP) and the Certified Associate in Project Management (CAPM), among others.

- **Authorized Training Partner (ATP) Program:** The PMI Authorized Training Partner program ensures that training providers meet PMI's standards for delivering high-quality project management training. Training organizations that become PMI Authorized Training Partners are authorized to offer PMI-approved training courses.

Program Requirements

These program requirements were created to provide consistent and high-quality training for our customers. All partners must adhere to these requirements to participate in the program.

General Program Requirements	PMP® Exam Prep	Disciplined Agile®	CAPM®
1. Authorized Training Partners and instructors must use PMI-developed course content.	✓	✓	
2. Instructors must complete and pass the Authorized Training Partner Train the Trainer session.	✓	✓	✓
3. Instructors must be certified in the certification they are teaching and be in good standing with PMI.	✓	✓	✓
4. Authorized Training Partners must be able to provide in-person and/or virtual instructor-led courses.	✓	✓	✓
5. Authorized Training Partners and instructors must adhere to all PMI brand guidelines and policies.	✓	✓	✓
6. Authorized Training Partners must have a documented issue-resolution process for customers.	✓	✓	✓
7. Organizations must be a legal business entity for 3 years.	✓	✓	✓
8. Authorized Training Partners must pass a background check and financial review.	✓	✓	✓
9. Instructors must have agile project experience to teach PMP exam prep courses.	✓		
10. Authorized Training Partners must agree to upload "guaranteed to run" public courses.	✓	✓	✓

If you deliver PDU-only training or training for other PMI certifications:

- You are not required to use PMI-provided content.
- Instructors are not required to complete the Authorized Training Partner Train the Trainer course.
- Instructors do not need agile experience.

APPENDIX B

PRIMACY AGENCY REQUIREMENTS

This section provides a detailed breakdown of the requirements typically set by primacy agencies for the approval of Continuing Education Units (CEUs) related to water management. These requirements encompass various aspects of the training or educational program that ensure the program meets the necessary standards for professionals in the field. The key components include:

1. Course Content:

- Content relevant to the field of water management, covering essential topics such as the collection, storage, treatment, and distribution of water, as well as the treatment and disposal of wastewater, all pertinent regulations, safety, and environmental protection.
- Submission of a comprehensive course description, including the course title, objectives, and a syllabus outlining the topics covered.
- Details about instructor qualifications, including their professional credentials, relevant experience, and any certifications they hold.
- Copies of training materials (e.g., textbooks, presentations, handouts, etc.) used during the course to provide insight into the course content.
- A schedule or agenda outlining dates, times, and locations of training sessions, along with the total duration of the course in hours or days.
- Clearly defined learning objectives specifying what participants will learn and the skills or knowledge they will acquire.
- Consistent knowledge and skill assessments conducted throughout the course to evaluate understanding, identify gaps, reinforce learning, measure progress, enhance motivation, and provide feedback. Additionally, they inform instructional design for a more effective and tailored learning experience.
- Documentation of any prior accreditation or approvals received by the organization offering the training from other agencies or organizations.
- Inclusion of supporting documentation, such as letters of recommendation from industry professionals, case studies, or research materials, to demonstrate the quality and relevance of the course content.

2. Instructor Qualifications:

- Ensuring that instructors or presenters delivering the training possess the necessary qualifications and expertise in the subject matter.
- Verification of relevant certifications or experience in the water and wastewater field.

3. Course Duration:

- Meeting the minimum duration requirements specified by the primacy agency, which may involve a specific number of hours or days of instruction.

4. Learning Objectives:

- Development of clearly defined learning objectives that outline what participants will learn and achieve by the end of the program.

- Alignment of these objectives with the expected goals and competencies of water and wastewater professionals.
- 5. Accreditation or Approval:**
- Potential accreditation or approval requirements for the organization or institution offering the training, either from the primacy agency or a recognized accrediting body.
- 6. Documentation:**
- Provision of proper documentation, such as certificates or transcripts, to participants who complete the training, indicating the number of CEUs earned.
- 7. Record Keeping:**
- Requirements for the organization offering the CEU program to maintain records related to participants, course content, and completion certificates.
 - These records may be subject to review by regulatory agencies.
- 8. Compliance with Regulations:**
- Adherence to relevant federal, state, provincial, and local regulations governing water and wastewater management, including environmental and safety standards.
- 9. Renewal and Recertification:**
- Consideration of renewal requirements for CEUs, ensuring that professionals stay current with industry developments.
 - Renewal may involve completing additional training or education.
- 10. Application Process:**
- Procedures for professionals seeking CEUs to apply for approval before attending a course or program.
 - This process typically includes providing detailed information about the training, its content, and the qualifications of the instructors.

Meeting these specific CEU approval criteria is essential, and individuals or organizations seeking approval should directly contact the relevant primacy agency or regulatory body responsible for water and wastewater management for comprehensive guidance on their specific requirements and the application process.

	Colorado	
Organization	Colorado Certified Water Professionals	
Website	https://cdphe.colorado.gov/ccwp-course-provider-information https://drive.google.com/file/d/16OI3P517L3OIkr1RVWUz3N3uzQq8N01/view	
Applying	https://drive.google.com/file/d/1o-R_ltosPOKnjrcBlugltnbvyyvR587VI/view	

	<p>Criteria used to determine if the subject matter offered in a training class is relevant and approvable are based on the Associated Boards of Certification (ABC) Need to Know Criteria and the WWFOCB-approved training unit matrix. Relevant training is instruction or education that:</p> <ul style="list-style-type: none"> • Is pertinent to or consistent with what an operator needs to understand to successfully perform a job in the drinking water or wastewater field; and • Includes instruction that familiarizes operators with public health issues, source water protection issues and receiving water protection issues; and • Is identifiable as only that information an operator "needs to know," which does not include information ancillary to the drinking water or wastewater aspect of the job (such as sexual harassment training).
For training approval (content)	<p>Submission of a course description, learning objective, description of teaching techniques used and criteria for successful course completion. Attach an agenda and speaker bio. Identify topics and requests for TU's.</p> <ul style="list-style-type: none"> • Provide the knowledge or skills necessary to perform one or more of the occupation's critical job tasks as determined by the ABC Need to Know Criteria. • Not promote or endorse the products, product lines, or services of a manufacturer, distributor, or service provider or used as an opportunity for advertisement;
Training approval design	<ul style="list-style-type: none"> • Provide the means to accomplish the learning objectives identified for the training. • Contain learning aids, such as visual aids and graphics to enhance learning and attain learning objectives. • Include regular monitoring of participant comprehension throughout the training and provide feedback from the course provider, instructor, or subject matter expert. • Be monitored for successful participant completion. • Require attendees to sign in on each day of training. One way to do this is by requiring signing in at the beginning of the course, after breaks, and again at the end of the day. Instructors must track attendees who leave for extended periods of time or leave before training is complete and adjust awarded training units accordingly. • Online training classes must require positive interaction such as pressing a button to progress through the course. Training that self-completes (runs automatically), such as videos, with no intervention by the participant is not acceptable. • On-line training courses must prevent skipping of material and/or progressing through the course faster than the requested training units awarded.
Training approval instructors	<p>Utilize, at a minimum, subject matter experts and instructional design experts or effective qualified instructors to develop training materials for approval.</p>

	Additionally, development of technology-based training must also utilize qualified subject matter experts in technology delivery methods.
Expectations for instructors	<p>Be responsible for the content and delivery of the training.</p> <ul style="list-style-type: none"> • Ensure the CCWP Program has the most current electronic edition of training materials if requested. • Keep manuals and training content updated to reflect rule changes. • Submit material with substantial changes, including a summary, list, or other indication of changes, for review and reapproval. • Allow CCWP staff access to training in order to audit training content, manner of delivery, and the effectiveness of instructors and subject matter experts. • Retain accurate training records for a minimum of five years. • Ensure that instructors and subject matter experts are qualified and provide the CCWP program with qualifications if requested. • Notify participants of all fees associated with completing a training. • Accurately present the approved training credit along with any other criteria for obtaining full training credit to participants. • Provide participants with copies of texts, manuals, or other training materials to use during the training and for future reference required by the delivery. • Provide acceptable procedures for participant identity verification. • Maintain procedures to protect student identity and personal information. • Electronically report the students' successfully completed training credit hours, not to exceed approved training credit hours, within ten business days of training completion.
CEU definition	<p>TUs are measured in the following increments and based on actual instruction and participation time.</p> <p>1-29 minutes = 0 training units 30-45 minutes = 0.05 training units 46-60 minutes = 0.1 training units</p>
Anything special about the State/Province approval.	Colorado does have requirements for “regulatory training” modules. A separate approval process.

APPENDIX C

CERTIFICATE VS. CERTIFICATION

This section provides an in-depth exploration of the distinctions between offering a certificate program and a certification program, particularly within the context of water industry training professionals. Understanding these differences is crucial for individuals and organizations seeking to design and implement training and professional development initiatives. Here is a breakdown of the content:

CERTIFICATE Program:

- The "WPI Master Trainer CERTIFICATE program" is designed for water industry training professionals.
- It shares similarities with ATD's "Training & Facilitation Certificate," which is aimed at all talent development professionals.
- The program would be conducted annually at the liC during WPI's Train the Trainer workshop, and consideration would be given to determining the number of Continuing Education Unit (CEU) credits it is worth.
- Each year, the program must maintain consistency in curriculum content to ensure that all participants who earn a certificate have gone through the same educational experience. While the presentation and delivery of information can be updated annually, core content elements remain constant. Methods for evaluating the "soft skills" portion of the CERTIFICATE assessment would need to be established.
- The CERTIFICATE earned through this program can stand alone as a notable achievement for individuals. To enhance recognition, digital badges can be provided and linked to the WPI website, similar to ICE's certificate programs. A database listing individuals who have earned the certificate can be maintained on the website.
- Importantly, the CERTIFICATE does not confer a professional credential or designation upon completion.

CERTIFICATION Program:

- The "WPI's Master Trainer CERTIFICATION" program is intended for water industry training professionals and shares parallels with [ATD's "Associate Professional in Talent Development \(APTD\)"](#) certification.
- Certification involves multiple requirements and periodic renewal. They are:
 - Part 1: Professional Development (e.g., CEUs, PDH, training hours, etc.) - The WPI Master Trainer CERTIFICATE program can fulfill this requirement, and its training can be deemed acceptable for certification purposes, provided that the total CEU hours required do not exceed what the CERTIFICATE program offers.
 - Part 2: Experience requirements.
 - Part 3: Education requirements (GED, transcripts, or diploma).
 - Part 4: Signing a code of conduct.

- Part 5: Passing a written exam once all other requirements are met.
- A database listing the individuals who have successfully earned certification can be maintained on the website. This database may be interactive, allowing trainers to link their names to websites or apps they use for training, providing exposure and incentives for trainers to pursue certification.
- The objective is to market the WPI MASTER TRAINER PROGRAM for water industry professionals in a manner similar to ATD's Master Trainer Program.
- Creating the CERTIFICATION exam involves several steps, including the involvement of Subject Matter Experts (SMEs) who collaborate with PSI to develop a Job Analysis (JA) survey.
- The SME committee analyzes survey responses to define the Need-to-Know (NTK) criteria, specifying the areas to be covered on the exam and assigning weights (percentages of questions) to each area. They also determine the number of questions the exam will contain, with guidance from a PSI psychometrician.
- SMEs create and submit exam items to PSI based on the NTK criteria.
- A subsequent phase involves the SME committee collaborating with a PSI psychometrician to review and edit each submitted question, a process that may require multiple meetings.
- The timeline for this certification creation process is estimated to take no less than 9-12 months from the receipt of JA survey responses.

This comprehensive discussion clarifies the distinctions between certificate and certification programs and outlines the steps necessary for the development and implementation of a water industry training professional CERTIFICATION program.

WPI EXAM UPDATES

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Study Guidance

- **Compile List of Study Materials, to Include**
 - Manuals,
 - Test questions (online & hard copy),
 - Online & in-person classes (locations),
 - YouTube/ videos,
 - PowerPoints, etc.
- **Design Syllabus for Each Level of Certification**
 - Water and Wastewater
- **Design Classes for Exam Prep, How to Study, etc.**
- **Review AWWA/ WEF/ USC/ Sacramento Course and Industry Study Materials**

Learning Development Opportunities

- **Find Host for Forum or Other Online Resources**
- **List of Organizations that Can Provide Teaching**
 - Community colleges, VA Tech
- **Alternative Instruction for Math**
 - Community colleges, etc.
- **Recruit Instructors**

Utility Collaboration

- **Develop List of Facilities Willing to Host**
 - Tours and/or Training
 - On associated technologies within the facility
- **Discuss Use of Operator Instructors**
 - Develop standardized contact and implementation strategy
- **Pursue Grant Opportunities**

Test Validation

- **Meet with WPI**
 - To gain a better understanding of test
- **Coordinate with DPOR**
 - As needed

DISCUSSION ON LICENSING
REQUIREMENTS FOR ONSITE
SEWAGE SYSTEM INSTALLATIONS

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2024 LEGISLATIVE UPDATE

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Department of Professional and Occupational Regulation
Statement of Financial Activity
Board for WWOOSSP
954530

2022-2024 Biennium

November 2023

	November 2023 Activity	Biennium-to-Date Comparison	
		July 2020 - November 2021	July 2022 - November 2023
Cash/Revenue Balance Brought Forward			126,089
Revenues	12,841	361,391	410,708
Cumulative Revenues			536,797
Cost Categories:			
Board Expenditures	4,604	32,821	61,691
Board Administration	7,968	122,088	127,607
Administration of Exams	2,165	26,918	18,920
Enforcement	445	7,702	7,986
Legal Services	0	1,714	1,312
Information Systems	4,787	87,241	83,592
Facilities and Support Services	2,769	65,040	55,650
Agency Administration	5,972	55,770	89,095
Other / Transfers	0	0	(75)
Total Expenses	28,709	399,294	445,778
Transfer To/(From) Cash Reserves	0	0	(16,938)
Ending Cash/Revenue Balance			107,958

Cash Reserve Beginning Balance	82,264	0	99,203
Change in Cash Reserve	0	0	(16,938)
Cash Reserve Ending Balance	82,264	0	82,264

Number of Regulants	
Current Month	5,991
Previous Biennium-to-Date	5,916

UPDATE ON OUTREACH OPPORTUNITIES

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Commonwealth of Virginia



Department of Professional and Occupational Regulation Board for Waterworks and Wastewater Works Operators and Onsite Sewage System Professionals

Resolution for Westley Jordan Evans

WHEREAS, **Jordan Evans** did faithfully and diligently serve the Board for Waterworks and Wastewater Works Operators and Onsite Sewage System Professionals, and the Department of Professional and Occupational Regulation from 2016 to 2023;

WHEREAS, **Jordan Evans**, did devote generously of his time, talent and leadership to the Board;

WHEREAS, **Jordan Evans**, did endeavor at all times to render decisions with fairness and good judgement in the best interest of the citizens of the Commonwealth and these professions; and

WHEREAS, the Board for Waterworks and Wastewater Works Operators and Onsite Sewage System Professionals wishes to acknowledge its gratitude for devoted service of a person who is held in high esteem by the members of the Board and the citizens of the Commonwealth;

NOW THEREFORE BE IT RESOLVED, by the Board for Waterworks and Wastewater Works Operators and Onsite Sewage System Professionals this twenty-fifth day of January 2024, that **Jordan Evans** be given all honors and respect due him for his outstanding service to this Board and the Commonwealth and its citizens; and

BE IT FURTHER RESOLVED, that this Resolution be presented to him and be made a part of the official minutes of the Board so that all may know of the high regard in which he is held by this Board.

Pamela M. Pruitt, Chair

Kishore S. Thota

RESOLUTION FOR SERVICE

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OTHER BUSINESS

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FUTURE MEETING DATES

- a. April 11, 2024
- b. July 11, 2024
- c. October 24, 2024

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COMPLETE CONFLICT OF INTEREST
FORMS AND
TRAVEL VOUCHERS

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ADJOURN

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