

Guideline Title: On-The-Job Practical Training Criteria**PURPOSE:**

To provide the criteria for what constitutes on-the-job practical training for purpose of complying with the new training requirements in the proposed *Certification of Drinking-Water System Operators and Water Quality Analysts* regulation, O. Reg. 128/04.

CRITERIA

On-the-job training would typically occur in the workplace of the operator receiving the training, or in another drinking water system. Such training could include demonstrations, instruction, or training on subjects defined in this guideline, including:

- demonstration and/or instruction on how to use new equipment
- review of operating procedures
- review of emergency procedures within the place of work, risk assessment, and contingency planning
- instruction on health and safety procedures
- demonstration of proper sampling technique and storage

To be considered for certificate renewal, the on-the-job practical training must meet the following criteria:

Is a structured learning event, involving contact between the learner and instructor.

Contact implies two way communication such as the instructor

- ✓ provides feedback to participant in the form of answers to questions
- ✓ comments on participant demonstration of learning,
- ✓ monitors the learner's progress

Has documented learning objectives. The training event should contain learning objectives, which state explicitly what learners will know and/or be able to do as a result of taking the course.

Be delivered by a training provider with expertise in the subject matter that is being covered. A training provider is the organization or individual responsible for the design and/or delivery of the training. A training provider can be an organization, institution, PUC, municipality, a private or non-profit training organization, individual, and equipment operators/suppliers. A training provider is considered to have expertise in the subject matter by virtue of having one of:

- ✓ formal education,

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- ✓ specific training, or
 - ✓ three years of direct experience
- on the subject matter.

Includes a record of the training. System owners would ensure a record is created for each participant employed by the owner, of the on-the-job training taken by the employee each year, which record would include the following:

- name of the operator or water quality analyst
- date of each on-the-job training event
- method used for each training session (e.g. lecture, demonstration)
- name of the trainer or instructor,
- information that demonstrates the trainer satisfies the criteria for ‘a trainer with expertise in the subject matter being covered’ as described above. Such information could include:
 - ✓ a statement describing the education, training, or experience the training provider has had on the subject matter
 - ✓ a resume, or equivalent.
- duration of the training session
- subject covered, and
- learning objectives

Is on subject matter directly related to the duties typically performed by an operator or a water quality analyst as follows:

- operation of the water systems
- water treatment equipment, systems and processes including related chemical analysis;
- water distribution systems, equipment, processes and components;
- water math;
- how to operate existing or new technology;
- hydraulics, water chemistry, microbiology, public health concepts
- how to achieve optimum water quality, including proper management of water residuals
- emerging technology;
- proper safety procedures;
- role of laboratory;
- MOE standards, policies, and procedures;
- managing water residuals appropriately;
- health risks associated with water, emerging pathogen risks;
- drinking water sampling and monitoring procedures
- emergency and contingency planning;
- maintenance of water treatment and distribution equipment

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- reporting procedures, including role and functions of the laboratory, Public Health Office and the MOE
- software programs and information technology related to the operations or administration of a water facility; water facility management and/or administration;
- knowledge of bacteriology and biological, chlorinating calibration;
- drinking water data interpretation;
- professional effectiveness training including conflict management, problem solving, effective communication, and risk management decision making
- supervision of water facility staff; and
- professional responsibility of an operator
- other subjects directly related to duties of an operator.

Note: Time spent on a ministry inspection is not considered on-the-job practical training for the purpose of meeting this training requirement.

DOCUMENTS REQUIRED FOR CERTIFICATE RENEWAL

The Certification Program Administrator will verify completion of the required hours of on-the job practical training at the time of certificate renewal.

Along with the certificate renewal application form, the operator and water quality analyst should submit the training record that contains the on-the-job training they have completed over the intervening three years. Such record should contain the information outlined in criterion 4 above, and be signed and dated by the supervisor of the operator or water quality analyst.

The Certification Program Administrator will review the information and advise the training operator and owner as to whether such training meets the criteria. If the training fails to meet the criteria, the Certification Program Administrator will advise the owner and the operator or water quality analyst of the reasons why.

If in doubt as to whether the training meets the on-the-job criteria as described above, please contact the Certification Program Administrator.