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## Training Courses/Workshops Policy

Effective Date: July 2007

Revision Date: June 2016

Approval: Governing Board passed 2007

### Definitions:

**Training:** Includes courses and workshops that have an instructor and attendee interaction.

**Continuing Education Unit (CEU):** Currently, one clock hour (60 minute) is used to determine the number of continuing education units awarded for each course or educational offering per IACET guidelines of sixty-minute units. 10 clock hours of interaction will equal 1 Continuing Education Unit (CEU). Homework is not included in the calculation of continuing education units.

**Contact Hour (CH):** One contact hour is 50 minute interaction between instructor and attendee. Contact is defined as interaction between a learner and instructor, or between a learner and materials which have been prepared to cause learning. Contact implies two-way communication in order for the learner to receive feedback to monitor and assess learning.

### I. POLICY OBJECTIVE

This policy establishes criteria for training to ensure that the training is under responsible sponsorship, capable direction and qualified instructors. The criteria established are the minimum requirements and are meant to assure that drinking water operators will receive professional development opportunities needed to complete their job duties and responsibilities, which is to supply safe drinking water to the public. The policy complies with the intent of the International Association for Continuing Education and Training (IACET). This document outlines the minimum requirements and procedures for conducting training acceptable for awarding continuing education units or contact hours for operator certification renewal. The California-Nevada Section of the American Water Works Association issuing Continuing Education Units (CEU) and Contact Hours (CH) will assign an individual or committee that is responsible to oversee development, administration, and review of training. This individual or Committee will assure that all criteria are met.

## **II. CRITERIA FOR THE WATER COLLEGE'S TRAINING COURSES/WORKSHOPS**

**(1)** Any training offered through the Water College shall meet the following guidelines for conducting training, record keeping (paper or electronic) of the training and attendance information. The following information is retained on file and available for inspection by any appropriate agencies for a period of seven years from the date the training was offered:

- a. The date and location of training and brief description of the facility;
- b. The course outline showing the topic(s) to be presented and time allotted for each (including beginning and ending times). The outline includes the training course or session objective(s);
- c. A list of all instructional material;
- d. A list any audiovisual materials used, such as slide/tape presentation, films and overheads;
- e. The name, address, and background information or resume of the instructor(s) which details competences in the subject matter, understanding of the purpose and intended learning outcome of the program, and the ability to communicate the program content at the appropriate level;
- f. Records are kept current with the name and title of the individual with CA-NV Section for the quality and development of training programs. The Education department is responsible for developing, conducting, and administering training and issuing CEU or CH;
- g. A copy of the certificate of completion to be issued to the attendees containing but not limited to the following:
  1. Attendees' names
  2. Name of course
  3. Renewal credits or hours issued
  4. Date course was held
  5. Name of Education department individual issuing certificate
  6. IACET and CA-NV Section logo

h. A copy of the attendance roster containing but not limited the following:

1. Name of course
2. Renewal credits issued
3. Date and time course was held
4. Location of course
5. Name of course instructor
6. Names of attendees
7. Morning and afternoon section for sign in/out. If the course is for more than one day the roster must show each day of attendance

i. A copy of the evaluation form which measures the quality of the training

### **III. SECURITY AND PRIVACY OF RECORDS**

The CA-NV Section limits the use of lists and databases which require personal living address of members and/or clients to the CA-NV Section programs *only*. All hard copies of student records are stored in secured cabinets. Electronic databases are locked and only accessible to staff.

### **IV. RETENTION AND RELEASE OF PERMANENT RECORDS**

Education participants must put all requests for copies of certificates, copies of education records, transcripts address changes, etc, in writing and this request must have an original signature. Information will only be released to the education participant unless the original request indicates the authorization to release the information to a third party (including employer).

There shall not be any information release for sale or general public use.

A record of participation will be maintained for each individual to whom continuing education or training contact hours are awarded. The maintenance of records is the responsibility of the Section staff. All records will be maintained for a period of seven years from the date the training is offered.

### **V. SYSTEM FOR AWARDING CEU AND CONTACT HOURS**

- (1) CEU or CHs are based on actual contact time in training. All breaks and meal times must be noted on the agenda and will not count toward contact time. No credit will be given prior to the completion of any training course. Participants must attend minimum required time (specified in application) and satisfactorily complete the program. The completion date of a multi-day course is the last day of the course. Attendees must check in and out in the form of sign-in/out sheet or scanners; of training. The minimum credit issued will be 1.0 Contact Hour. CEU will be issued in increments of tens of unit (0.5).

*Continuing Education Unit (CEU) equals 10 Training Contact Units*

(a) Issuing CEU (based on IACET Criteria)

1. Completion of Student Application Form, before entering first course session.
2. Each student must sign-in and sign-out on the attendance form provided, each time class meets. If a student attends a class meeting but does not sign-in and/or sign-out they will be considered absent. Proper identification is required.
3. The work each student performs must be his/her own. No cheating.
4. Homework assignments may be part of the learning experience. Homework participation can only help the student's standing at the end of each course however homework does not count toward contact time or CEU calculations.
5. Class participation is strongly encouraged.
6. Attendance is mandatory. In order to receive the maximum amount of CEU'S, an attendee must attend 100% of eligible time. Partial CEU credit will not be issued. If a student misses more than 10% of training time, student has the option to request Contact Hours (no CEU'S will be administered).
7. The California Nevada Section, American Water Works Association has a stringent confidentiality policy. Information about each student is not shared without a current Consent to Release Information Form is completed and an original signature is available (see Sections III and IV).
8. Each student must successfully demonstrate their understanding of the material and information covered in this course through a final exam, with a score of at least 70%.
9. Failure to follow any of these requirements will result in a NO PASS grade for this course. A NO PASS grade is *not* eligible for CEU credit. In lieu of a CEU certificate and upon request by the student a contact hour certificate may be issued for instructional time received from course.
10. Threatening, inappropriate or abusive behavior toward the instructor, fellow students or CA-NV Section staff will not be tolerated. Student will immediately be

dismissed for any behavior of this kind and will be prosecuted to the fullest extent of the law.

(b) Issuing Contact Hours (based on CA & NV state criteria)

1. Completion of Contact Hour application.
2. In order to receive the maximum amount of CHs, student must attend 100% of workshop. CHs will be awarded pro-rated.
3. Attendance verification is critical. Please make sure that you check (sign or scan) in and out at your location. IF ATTENDANCE CAN NOT BE VERIFIED YOU WILL BE UNABLE TO EARN CONTACT HOURS.
4. You must be in attendance for the full time in order to be awarded full credit. Some credit may be awarded pro-rated.
5. Certificates will be mailed to the address provided on the Contact Hour Application upon confirmation of attendance.
6. Documentation that is submitted incomplete will cause delays in receiving a certificate.

(c) Participants will be informed of the requirements for satisfactory completion prior to their participation. The requirements should be based on a combination of performance and attendance.

(d) Attendance rosters or sign-in/out sheets documenting attendees that were present.

(e) The name and title of the Section representative.