

DWB POLICY 94-01  
DATE: NOVEMBER 23, 1994  
UPDATED: JANUARY 10, 2025

**BOARD OF CERTIFICATION OF OPERATORS  
OF DRINKING WATER SUPPLY FACILITIES  
POLICY FOR  
RENEWAL TRAINING COURSES**

**I. POLICY OBJECTIVES & APPROVAL REQUIREMENTS**

This policy, developed by the Board of Certification of Operators of Drinking Water Supply Facilities (the Board), establishes criteria for granting approval for conducting trainings that issue education credits for drinking water operators. This policy applies to in-person, online synchronous, and online asynchronous trainings.

There are four ways in which the Board may approve the issuing of training credits:

1. The organization conducting training issues Continuing Education Units (CEUs) and is certified by the International Accreditors for Continuing Education and Training (IACET) to conduct training.
2. The organization conducting the training has had their training program approved by the Board for issuing training contact hours (TCHs).
3. The organization conducting training has been approved by the Board to conduct specific training for issuing TCHs. This approval must occur prior to the training.
4. The training program or specific training is cosponsored or sanctioned by an organization which has been approved by the Board for conducting training and issuing credits towards certification renewal.

This policy also outlines additional ways in which operators can obtain TCHs. This policy is separate from DWP Policy 2010-01 which covers prerequisite courses to sit for exams.

**II. CRITERIA FOR APPROVING CEUs**

(1) Training programs or organizations having direct application to the water works field and certified by IACET to issue CEUs will not need approval of the Board for issuing CEUs to be credited towards meeting the renewal training requirements. IACET equates 1.0 CEU with 10 TCHs.

**III. CRITERIA FOR BLANKET APPROVAL OF TRAINING PROGRAMS**

(1) Any organization involved in a drinking water supply related field that conducts, co-sponsors, or approves trainings and issues TCHs may apply to the Board for approval of all or part of its training program. To obtain this blanket approval, the organization must submit to the Board for review its training criteria, which should include:

- (a) its criteria for co-sponsoring and approving training; and
- (b) a mission statement that outlines the functions, structure, processes, and philosophy that guide the operations of the continuing education or training program; and
- (d) a list of existing or potential training courses.

(2) If granted, this approval will allow the organization to issue TCHs and course numbers for training courses without individual course pre-approval. These TCHs can be used towards meeting the renewal training requirements of the Board.

(3) A partial approval will specify the component of the training program covered.

(4) An annual list of trainings conducted must be submitted to the Board by the end of each calendar year.

(5) The Board shall be notified by the organization of any significant changes to the information submitted to the Board for training program approval.

#### IV. CRITERIA FOR INDIVIDUAL IN-PERSON AND ONLINE SYNCHRONOUS TRAINING COURSES

(1) Any individual or organization not meeting Sections II and III and seeking approval for a renewal training course shall submit the following for review at least 45 days prior to the training course:

(a) Contact information including name, address, telephone number, and email;

(b) The date and physical or online platform/location of the training;

(c) An agenda;

(d) A description or copy of the instruction material;

(e) Background information or resume of instructor(s);

(f) A copy of the certificate of completion containing:

1. attendees' name;

2. name of course;

3. renewal credits issued;

4. course identification number;

5. date the course was held; and

6. name of the course instructor.

(g) The number of training hours to be issued.

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

(i) Requirements for satisfactory completion of the training. Attendance requirements must be at least 90%. Attendance tracking may include sign in/out sheets for in-person and quizzes, polling, pop-up questions, or log-in time for online synchronous. Students must respond to or answer correctly at least 70% of the tracking tools.

(2) Renewal credit is based upon actual contact time in the training. Registration, breaks, and meal time will not count toward contact time.

(3) Renewal credit will be issued in increments of one-half (0.5) hour. The minimum credit issued will be one-half (0.5) hour.

## V. SANCTIONED OR CO-SPONSORED TRAINING

(1) Training, seminars, workshops or meetings conducted by individuals may issue credits towards certification renewal if their training, seminars, workshops or meetings are cosponsored or sanctioned by an organization that has had their training program approved by the Board (Section I (2)). The credits shall be jointly issued with the sanctioning or co-sponsoring organization.

(2) The co-sponsoring or sanctioning organization must ensure that both the administrative and program criteria are followed for issuing continuing education for certification renewal.

## VI. ASYNCHRONOUS COURSES

(1) Asynchronous courses, also known as self-paced courses, are recorded online trainings that may consist of slides, visual or audio recordings, interactive applications, reading, quizzes, or a combination of these methods.

(2) Any individual or organization seeking approval for an asynchronous course shall submit the following for review at least 45 days prior to the training course:

- (a) Evidence of IACET approval, if applicable;
- (b) Contact information including name, address, telephone number, and email;
- (c) The virtual location of the training;
- (d) Access for the Board to demo the course;
- (e) Background information or resume of instructor(s) or developer(s);
- (f) A copy of the certificate of completion containing:
  1. attendees' name;
  2. name of course;
  3. renewal credits issued;
  4. course identification number; and
  5. date the course was held.
- (g) The number of training hours to be issued;
- (h) Documentation confirming the time for prior attendees or testers completing the course matches the number of training hours. For example, each hour of training must take attendee at least 60 minutes to complete;
- (h) Requirements for satisfactory completion of the training:
  1. Attendance must be 100%.
  2. Pop-up/polling questions/quizzes of qualified educational content are required throughout the training.
  3. Attendee must respond appropriately/correctly to at least 70% of pop-up/polling questions/quizzes.
  4. The user must not be able to fast forward through content or wait-out a timer for finishing course early.
  5. If using a final quiz for engagement, the user should not be able to click through potential answers to find the correct answer. A 70% passing score is needed.

## VII. SUBSEQUENT COURSES

Future course offerings of an approved training course do not have to be resubmitted for Board approval unless there are significant changes, at which the revised training must be submitted to the Board 30 days in advance of the training. All changes will be included in the Board's minutes.

## VIII. GRANTING TCH CREDITS

The Board also recognizes TCHs in the following ways:

(1) An operator passing any Board examination during the renewal period will be granted 7 TCHs. Individuals who successfully complete an exam preparation course prior to obtaining either an initial license or a higher-grade license may use the TCHs awarded for the exam preparation course toward the TCHs required for license renewal during the renewal cycle in which the course was completed and the license obtained. Only one exam can be used during the renewal period.

(2) An operator holding membership in these organizations will be granted up to 3 TCHs during the renewal period:

(a) American Water Works Association, New England Water Works Association, Massachusetts Water Works Association, or Massachusetts Rural Water Association will be issued 1 TCH for each year of membership during the renewal period.

(b) Regional Massachusetts drinking water organizations recognized by the Board will be issued 1 TCH for each year of membership during the renewal period. These include Western MA Waterworks Association, Plymouth County Water Works Association, and the Barnstable County Water Utilities Association.

(3) An operator attending a first aid or CPR course conducted, co-sponsored or sanctioned by the Red Cross or similar organization will receive 3 TCHs per renewal period.

(4) An operator completing a Hazardous Waste Operations and Emergency Response (HAZWOPER) course will receive 8 TCHs. The course must meet current OSHA standards and guidelines. Only one HAZWOPER course can be used during the renewal period.

(5) An operator receiving college credits from applicable courses will receive 15 TCHs per 1 credit hour. An operator receiving audited or non-credit college hours from applicable courses will be issued 1 TCH for every documented hour.

(6) An operator teaching courses approved for TCH credits will receive 2 TCHs per hour of teaching up to a maximum 40% of the TCHs required for the renewal period. Credit will only be given for teaching the course once per renewal period. The maximum TCHs for teaching accredited courses shall be as follows:

(a) A Grade 4 Operator can attain no more than 8 TCHs in each renewal period.

(b) A Grade 3 Operator can attain no more than 6 TCHs in each renewal period.

(c) A Grade 2 Operator or Grade 1 Operator can attain no more than 4 TCHs per renewal

period.

(7) In order to be issued a renewal certificate, all operators must obtain TCHs in accordance with 236 CMR 4.07(4). The Board recommends that fifty percent (50%) of the TCHs required for renewal be directly related to the operation of Drinking Water Supply Distribution or Treatment Facilities. A list of training topics directly related to the operation of drinking water supply facilities can be found in Attachment A.

#### IX. REVOCATION OF APPROVAL

The Board may revoke any training approval at any time if it is the opinion of the Board that the training program or course no longer meets the criteria established in this policy.

#### X. WAIVERS

The Board may waive any requirement of this policy in exceptional situations as determined by the Board. All waivers and the reasons for the waivers shall be included in the minutes of the Board.

Revised January 10, 2025

Michael Celona, Chair

Board of Certification of Operators of Drinking Water Supply Facilities

## ATTACHMENT A

### List of Training Topics Directly Related to the Operation of Drinking Water Supply Facilities

General
Basic Electricity for Operators
Basic Hydraulics
Math for Operators
Water Chemistry
Water Microbiology
Safety
Chlorine Safety
Confined Space
Electrical Hazards
Excavations, Trenching, and Shoring
Hazard Communication
Right-to-Know
Lockout/Tagout
Personal Protective Equipment
Safe Handling of Materials
Spill Response
Operation and Maintenance of Equipment
Booster Pumping Stations
Electrical Controls/SCADA
Hydraulics and Pneumatic Equipment
Motor Control Centers
Programmable Logic Controllers
Pipe, Valves, and Fittings
Pumps, Motors, and Engines
Standby and Auxiliary Support Equipment
Instrumentation
Chemical Feed Systems
Blowers and Compressors
Generators
Process Equipment
Water Treatment Process/Quality Control
Taste and Odor Control
Drinking Water Disinfection
Disinfecting Water Storage Vessels

Chemical Storage and Handling
Basic Knowledge of Water Treatment
Basic Knowledge of Groundwater Treatment
Basic Knowledge of Surface Water Treatment
Plant and Distribution Storage
Bacteriological Sampling Procedures
Chemical Treatment
Water Treatment Processes/Quality Control (cont.)
Flow Measurement
Point of Use/Point of Entry Devices
Groundwater Basics/Aquifers
Well Operation (Yield/Drawdown)
Well Maintenance and Rehabilitation
Aquifer Storage and Recovery
Water Source Treatment and Characterization
Drinking Water Standards and Rules
Arsenic Removal
Nitrate Removal
Pesticide and Herbicide Reduction
Aeration
Iron and Manganese Removal
Corrosion Control
Chemical Precipitation Softening
Cation Exchange Softening
Coagulation and Flocculation
Sedimentation and Clarification
Filtration
Fluoridation
Membrane Processes: Filtration Modes
Adsorption Processes
Residuals Disposal
Sampling and Laboratory Analysis
Zebra Mussel Control
Algae Control
Intake Structures
Chemical Treatment
Flow Measurement: Open Channel and Pipe
Oxidation
Process Optimization and Upgrades
Cross Connection Control and Backflow
Metering
Jar Tests

Distribution Process/Quality Control
Wellhead/Source Water Protection
Operation and Maintenance of Distribution Systems
Disinfection of New and Repaired Mains
Mapping, Locating and Tracer Wire
Hydrants, Valves, and Exercising Programs
Flushing, Pigging and Swabbing
Dechlorination
Fire Flow Testing
Storage
Trenchless Construction: Pipe Bursting
Metering
Service Line and Curb Box Maintenance
Leak Detection and Water Audits
Administration/Management
Compliance
Regulation, Permits, SDWA, CWA, and Operator Certification
Construction/Inspection/Design/Build
Customer Water Quality Inquiries
Emergency and Security Training
Inspections and Surveys
Record Keeping Reporting
Consumer Confidence Reports
Sanitary Surveys
Surface and Groundwater Protection
Water Conservation
Risk Management