EOCP Environmental
Operators
Certification
Program

The Training Registry – How Does It All Work?
Info for EOCP Recognized Instructors & Training Organizations

Intro

Congratulations on completing the application review process! This guide helps you with your next steps. You'll get an overview of:

A.   **The Big Picture** - How the Training Registry (TR) works generally, and

B.   **What Information You Need** - specifics about what must be done to ensure participants in a session receive the CEUs they should obtain. This includes info on 2 tools you *must* use as a Recognized Instructor (Course Evaluation and Certificate of Completion).
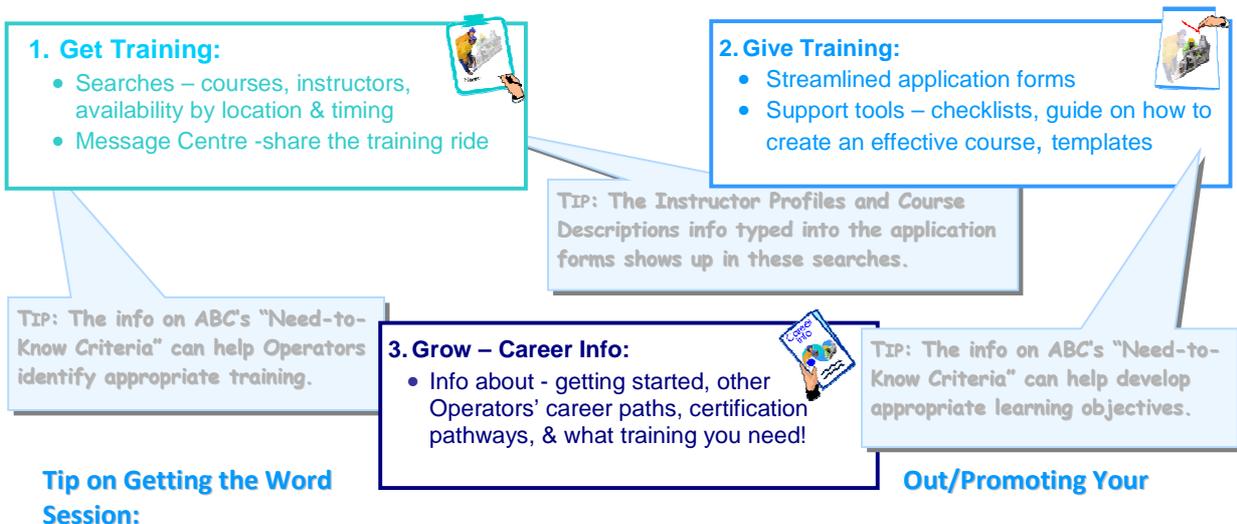
A. The Big Picture: *How the TR Works Generally*

We begin with a summary of how all the parts of the TR work and how they may be of help to you. This is followed by how the relationships work between potential training purchasers looking for training recognized for CEUs and those seeking to provide it.

Summary of How the TR Parts Work -

When you completed your applications you used 1 out of 3 parts of the TR. Elements of the other 2 parts will help you understand the processes. Basically the TR is an *online conduit* built to bring all of the following individuals and groups together:

- Water (W) & Wastewater (WW) Operators
- W & WW Administrators (Small Systems, Municipalities, and other employers),
- Instructors and Training Organizations (Training Institutions & Training Providers)

The online tools are organized into 3 key areas, but as you can see they are inter-related!

1. Get Training:
- Searches – courses, instructors, availability by location & timing
- Message Centre -share the training ride

2. Give Training:
- Streamlined application forms
- Support tools – checklists, guide on how to create an effective course, templates

TIP: The Instructor Profiles and Course Descriptions info typed into the application forms shows up in these searches.

TIP: The info on ABC's "Need-to-Know Criteria" can help Operators identify appropriate training.

3. Grow – Career Info:
- Info about - getting started, other Operators' career paths, certification pathways, & what training you need!

TIP: The info on ABC's "Need-to-Know Criteria" can help develop appropriate learning objectives.

Tip on Getting the Word Out/Promoting Your Session:

When you have a confirmed date for a course you may want to advertise it in the TR. Here's how to do it:

1. On the TR home page, click the Apply/Login button. This takes you to the Training Registry – Instructor/Provider Index.

2. Click on Schedule (lower right-hand area). This takes you to the Course Scheduling page.

3. You need this info for the form:

   ☐ Course Venue   ☐ Contact name

   ☐ City   ☐ Contact email

   ☐ Registration deadline

   Note: If it is a private or inhouse course doing its own training (e.g. Municipality) fill in this info:

   ☐ Is it a private/inhouse Course?

   ☐ Employer by number.

4. Hit Submit when you finish.

So where does this info show up?

If it is a public offering (not a private session) your information will now show up in the TR searches. You can see it by going to the TR Homepage and clicking on "Scheduled Courses"!

Once you hit the Submit button, you can print your Evaluation & Completion Certifications. *We'll look at that in section B.*
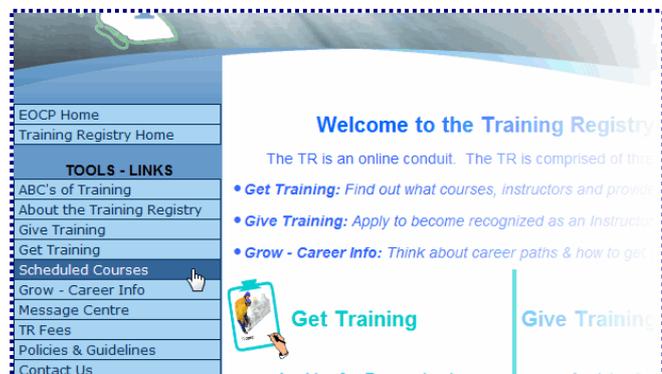
How the Roles and Relationships Work -

The key concept behind the TR is that it is a *conduit* – a way for people to obtain information and to connect with each other online.   As a conduit *only*, it's essential to understand:

> The TR plays *no* role in coordinating training.
>
> Nor does EOCP expect to be involved in any financial arrangements made
> between a Training Organization or Instructor and a training purchaser.

What does that mean exactly? It means that anyone interested in your training or other kinds of sessions contacts you *directly – not* EOCP. That's why the session promotion tool is set up that way – so that you provide the name and email for the potential training purchaser to contact you directly.

For more information on the TR, see the About the Training Registry link on the TR left navigation pane. You can also contact the EOCP office for the *Training Registry Brochure.*

B. What Information You Need: *To Secure EOCP Recognized Status*

You've invested the time to apply to have the Instructor and/or session recognized for CEUs. Having your recognition, there are some things you *must do* to maintain that status:

- Steps when delivering a session
- Steps to maintain the EOCP recognition over the long term.

Steps When Delivering an Instructor-Led Session

It's important to make sure to follow through on a few steps when putting on a session so that, if your participants complete the session requirements, they can obtain their CEUs.

CHECKLIST: BEFORE THE SESSION/COURSE. As part of your preparation, you need to:

> TIP: You may want to print extra copies in case you have additional participants show up or any are damaged. Destroy any left over.

- ☐ Print enough Course Evaluation copies for the number of participants
- ☐ Make sure you have a large envelope to contain all of the Course Evaluations
- ☐ Print enough Course Completion Certificates for the number of participants
- ☐ Have on hand materials and equipment as identified for the session in the application
- ☐ Have sufficient copies of your participant assessment tool(s) ready, e.g. quizzes

> NOTE: It is *required* that for Instructor-Led courses, you use the Course Evaluation and Course Completion Certificates templates. To save you time, the TR is set up so that the Course Evaluation sheet will have the Course Title, as well as the Course Topics and Objectives populated from the original course application form. The Completion Certificate will have the Course Title on it.

How to Print the Course Evaluation and Completion Certificates from the TR:

To print copies of your specific course's evaluation sheets and completion certificates you go to the same webpage where you entered the Course Schedule information.

1. *Summary of how to get to this Course Scheduling page:*
   TR homepage → Apply/Login → Instructor/Provider Index → Click "Schedule" →

2. After you have filled in your Course information hit Submit.
   That will take you to the webpage where you can print the Course Evaluation & Completion Certificates you need.
   See the next steps for printing the both forms.

3. When you hit the Submit button on Course Scheduling it takes you to this forms webpage.

4. From here, click on the Evaluation form to download it on to your computer. You should see the form come up in a different window. Print as many copies of this form as you need with a few extras in case of additional participants or "spoilage".

   This example displays the top part of the document:

5. Use the same steps to download a copy of the Course Certificate for printing.

This example displays the top part of the document.
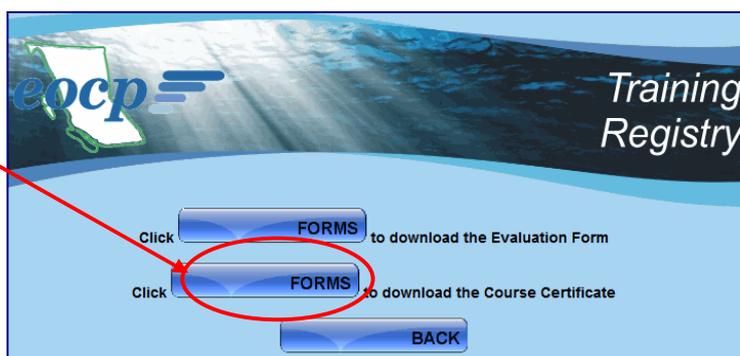
Once you have made copies of these documents for your participants and have gone through the other items on your Checklist before the session you should be in good shape with most of your preparation done! The Checklist for the close of the session should also help clarify what you need to do then.

CHECKLIST: AT THE CLOSE OF A SESSION/COURSE. You are responsible for:

☐ Writing on each Course Evaluation whether that participant has completed the course satisfactorily.

☐ Giving each participant a copy of the Course Evaluation form to complete. You must provide a single envelope for all *participants to place* their completed course evaluation forms. Please let them know the envelope will be sealed and sent to EOCP without anyone viewing them prior to EOCP receiving them. Also, clearly advise participants they have the choice of mailing in the form themselves -- but that this is *the only formal method of tracking their CEUs.*
If they fail to send it in, no record is made on their behalf for this session;

☐ Providing the EOCP templated Course Completion Certificate to each participant who satisfactorily completed the course;

☐ Submitting the completed Course Evaluation forms for each participant to the EOCP office along with the associated CEU tracking fees. This has been done by most Instructors and Training Organizations by including it in the total Course fee (if a fee is charged). In the case of Training Organizations which hold many sessions throughout the year, an agreement is possible with EOCP to accumulate the totals owing and issue invoices on a periodic basis.

Note: In the case of webcasts and conferences, proof of actual attendance attested to by the Training Organization's attendant is required as well.

Note on Review of Evaluations:

As part of EOCP's peer review processes, the TR Committee, not only reviews the original applications. The Committee's mandate extends to Course Evaluation responses. While EOCP is responding to the *Ombudsman's Report* (2008) which called for training standards to be raised, the policy has also recognized that particularly

when courses are being taught for the first time and/or participants had a very wide range of needs, not all reviews will be 100% positive. So, for example, the related policy stipulates:

- A minimum of 20 Course Evaluations is sufficient for a meaningful number of participants.
- Reviews must consider both the number of participants, as well as the number of learning objectives which participants indicated were not met.
- If less than 60% of the course evaluations indicate satisfaction with the instructor or less than 80% of the learning objectives were met, a Course and Instructor Review will be undertaken.

Steps to Maintain EOCP Recognized Status – Changes

To maintain Recognized Instructor status and a Course recognized for CEUs it's your responsibility:

- ❑ If there have been any significant changes that *affect your ability* to instruct a course you *must advise EOCP* before teaching it again. For example, if the recognized application stated 40% of the course is you demonstrating how to tear down, then reassemble equipment, and you are incapacitated so you're no longer able to do that -- you must let EOCP know.
- ❑ If the *course is substantially changed*, such as the learning objectives being altered, or the length of the course being changed, it must be re-submitted *immediately* for recognition.
- ❑ To resubmit the course for review *after 5 years* from the recognition date.

EOCP expects that at least minor changes will occur before the 5 year review. In fact, EOCP encourages Instructors to continue to develop expertise and skill and to try new teaching methods other than depending on presentations. -- It is also expected that minor modifications/improvements will be made to a course based on feedback from participants and to keep it up-to-date.

Based on the *Ombudsman's Report* requiring that standards be raised for training, and based on EOCP's signalling Operators about the standards by EOCP recognition of Instructors, Providers and Courses, EOCP must continue to follow-up on the recognitions given over time. The TR should help facilitate this along with the other tools it provides to support Instructors and Training Organizations!

Questions?

EOCP can best offer help to begin with using email. The address is: TrainingRegistry@eocp.ca.

Sending a message to that address means it will be given to the correct resource to respond.

Resources will mainly be available during Monday through Friday 9:00 – 5:00 pm. However, since it may take some time to connect with the appropriate resource and for them to answer the question(s) raised, an answer may come at anytime. This is another benefit in using email as a means to connect.

Thank you for joining in to provide an important service to Water and Wastewater Operators. Ongoing, effective, high quality training that means Operators learn and can apply their learning to their own system is essential to helping protect the health and safety of our communities!

EOCP

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