
**Environmental Operators Certification Program
- Training Registry (TR) Initiative:**

***TR Policies and Guidelines for
Applications and Review Processes***

December 23rd, 2009



EOCP

Environmental Operators
Certification Program

Table of Contents

Background	2
General Principals of the Training Registry	2
TR-SMEs and the Review of Applications	3
TR SME Committee Structure	3
Specific Policies for the Application/Review & Appeal Processes.....	3
A. Application System	3
1. Instructor Applications	4
2. Training Organization Applications.....	6
3. Course Applications	7
4. Matching Recognized Instructors to Courses Developed by Others.....	9
B. Appeal Process for Application Reviews	10
C. Fee Processes and Payment	11
D. Terms of Acceptance.....	11
Policies & Processes Related to Course Delivery.....	11
A. Course Delivery Documentation	11
B. Course Delivery Evaluation Processes & Tracking.....	11
C. Fees for CEU Tracking	12
Policies Related to the Review of Course Evaluations.....	12
A. Steps in the Course and Instructor Evaluation Review Process	12
B. Criteria for Review (Quality Control Process).....	12
Appendix I. Definitions.....	13
A. Applicant Descriptions.....	13
B. Course Types.....	15

EOCP Training Registry Policies & Guidelines

Background

The initial concept that spurred the development of the Training Registry (TR) was the development of a system that would enable experienced people in the Water and Wastewater Industry across the Province of BC and Yukon to become Instructors through the development of short courses to be offered to fellow Operators. Those completing the courses would then qualify for Continuing Education Units (CEUs).

The TR grew to address all Instructor and training-based applications received by the Environmental Operators Certification Program (EOCP). It has also broadened to include tools to support anyone looking to *get* training and *give* training recognized for CEUs including Training Organizations. In addition, tools were developed to help with *career* path development for Operators.

One of the key elements of the TR is the establishment of a **Peer Review** mechanism that is independent of the administrative aspects of the program and to provide a consistent approach to evaluation of all training opportunities. This has been accomplished by creating a group of Training Registry Subject Matter Experts (TR-SMEs) who will do all assessments and make their recommendations for inclusion of Instructors, Training Organizations, and Courses. In this way, all trainers, training providers, and courses have been evaluated by the same group of independent experts who will provide the level of care necessary to establish consistency of training opportunities throughout the Province.

General Principals of the Training Registry

- The TR is set up to provide a means for those with the skills and experience to gain acceptance as Instructors and Training Organizations and for acceptance of their courses.
- Operators in need of training can then use the TR to find and contact potential Instructors and Training Organizations.
- The TR is centred on the peer review of all applications by Subject Matter Experts (TR-SMEs).
- The EOCP plays no role in coordinating training, nor will it receive benefit from any of the financial arrangements that may occur between the Training Organization or Instructor and the training purchaser.
- The TR shall operate on a cost recovery base, with fees established by the EOCP Board and reviewed from time to time to cover the known and projected administrative, maintenance, and upgrading costs associated with operation of all components of the TR. A schedule of fees shall be posted on the TR portion of the EOCP website.
- This policy and guideline document lays out the policies, criteria, and processes for application and for decisions related to the acceptance of Instructors, Training Organizations, Courses and matching Instructors to Courses. Additional tools to encourage and support people completing their applications have also been developed as basic, helpful guides and checklists. These tools do *not* set binding policy.
- This document contains policies, processes, and guidelines related to the TR. The EOCP broad-based policies, such as Privacy and Appeals, apply to the EOCP TR.

TR-SMEs and the Review of Applications

Central to the TR is the peer review process. The process relies on peer reviews from Subject Matter Experts (TR-SMEs) drawn from the Industry to review and make recommendations to accept or decline all applications. The reviewers and review processes are required for all four types of applications: 1. Instructor, 2. Training Organizations, 3. Courses, and 4. Adding Recognized Instructors to Previously Accepted Courses.

The review of all applications will be completed by the TR-SMEs and will depend on the TR-SMEs specific area(s) of expertise and the agreed to application review type. The TR-SMEs may have a mandate to review more than one type of application, i.e. Instructor, Training Organization, Course Certificate Area, or Add Instructor. The TR-SMEs appointment by the Board must specify which type(s) of applications and certificate area(s) a TR-SME can review.

TR SME Committee Structure

Constituency: The TR SME Committee (Committee) will consist of:

- One EOCP Board member who is not a TR-SME who shall act as Chair of the Committee; and,
- Sufficient TR-SMEs to provide at least two TR-SMEs in each of these areas:
 1. Instructors
 2. Training Organizations
 3. Within Course Applications
 - Water Distribution (WD)
 - Water Treatment (WT)
 - Wastewater Treatment (WWT)
 - Wastewater Collection (WWC)
 - Small Water Systems (SWS)
 - Small Wastewater Systems (SWWS)
 4. Matching Recognized Instructors

It is expected that some TR-SMEs will have expertise in more than one field and therefore can review applications for more than one certificate area, the practice of which is fostered particularly for purposes of providing timely responses to applications. However, under no circumstances can one TR-SME have the authority to accept Course applications from *all* disciplines.

TR-SMEs are to be drawn from the Water and Wastewater Industry based on being recognized for their expertise in particular areas. The following are *not* precluded from being a TR-SME:

- EOCP Board members and/or former Board members;
- EOCP Recognized Instructors - on the proviso that they must recuse themselves from the review of individual applications if there is a potential of a conflict of interest

The EOCP's Executive Director cannot be a TR-SME or associated with the initial review process as they may be involved in the appeal process.

No restriction is placed on the number of TR-SMEs.

Specific Policies for the Application/Review & Appeal Processes

A. Application System

The key objectives for the TR Program's processes are to review an applicant's experience and course content to decide if the EOCP can recognize the Instructor, the Course, and the combination of the

Instructor and Course for the purpose of crediting Continuing Education Units (CEUs) to those who successfully complete the course.

There are four separate streams for applications to be made to the TR, namely:

1. The *Recognized Instructor Application Form*.
(called the *Instructor Application*)
2. The *Recognized Training Organization Application*
(called the *Training Organization Application*)
3. The *Recognized Course Application Form*
(called the *Course Application*).
4. Matching Recognized Instructors to Recognized Courses developed by others.

All four streams are stand alone and the forms must be completed online. Details of the processes for each of the applications are summarized in the following sections.

1. Instructor Applications

i) Instructor Applications – General Guidelines

- **Qualifications:** Any experienced Operator, Private Trainer, Manufacturer/Supplier, Consultant, or others working in the Water and Wastewater Industry may apply to be an EOCP Recognized Instructor to provide courses they have developed themselves or in cooperation with other training opportunities including an existing course if they have approval of the *Course Owner* (intellectual property holder). *(For more detail see Appendix I for Applicant Descriptions.)*
- **Application Mode:** The Application *must* be completed online.
- **Subject Matter Areas:** The subject areas that an Instructor wants to teach must be identified on the Instructor Application form. The application can include a request for recognition to instruct more than one subject matter area. Instructors must have three years or more of direct, hands-on experience with the proposed subject matter **or** have a demonstrated ability to teach a proposed topic.
- **Fee:** To complete the application, payment of the appropriate fee *must* be made online.
- **Confirmation of Experience Letters:** Within **14 days** after submission of a completed application, two Confirmation of Experience Letters must be forwarded to the EOCP. The Confirmation of Experience Letters provide evidence that the Applicant has hands-on experience in *each* topic area identified in the Application. A Confirmation of Experience Letter listing the subject areas that the Instructor is applying to teach is provided as an attachment to an email sent to the applicant. No substitutes will be accepted.
- **Expiry:** If an application is not completed and submitted within **14 days** (including payment and receipt of the Confirmation of Experience Letters) the application will be deleted.
- Once a complete application is complete (i.e. submitted and Confirmation of Experience Letters received), it will be reviewed and a recommendation to accept or decline the application will be made by the TR-SMEs within 14 days.

ii) Details of the Instructor Application Process

- a. The *Recognized Instructor Application* is for *individuals* who want to become recognized Instructors. The application requires:
 - Completing the appropriate information on the form (including an email address);
 - Providing payment online; and
 - Providing the appropriate number of Confirmation of Experience Letters.

- b. When entering the information, the application can either be saved or submitted. The 'save' option is for Applicants who can only partially complete their entries in the form and thereby allows an Applicant to login at a later time to complete the form. The 'submit' option is for an application that is 'complete' and the Applicant is routed to the online payment form.
- c. The first time that the Applicant saves or submits an Application, an email is sent by the system to the Applicant at the email address provided in the Application. The email provides the Applicant with login information. The email also includes a copy of the Confirmation of Experience Letter as a pdf attachment.
- d. For an application to be complete at least two Confirmation of Experience Letters must be provided confirming the Applicant has hands-on experience in the identified Subject Matter Areas. Letters can be submitted by upload, email, or facsimile.
 Note: **Two** confirmations are required for **each** topic identified in the Application. So, for example, if an Application is made for instructing on two topics, such as Valves and Leak Detection, two people can act as confirmations for both topics and as a result, only two signed Confirmation of Experience Letters are needed. However, if one person can only attest to expertise in one topic area, the applicant must find an additional person signing another Confirmation of Experience Letter. So, for example, if two people can sign letters attesting to Valve experience, the "Valve" topic will be covered. However, if only one of those two people can include in their letter Leak Detection as well, then an additional person would need to submit, a third letter confirming Leak Detection experience.

iii) Overview of the Instructor Application Review Process

- a. After the Application has been completed online (including payment of the fee), EOCP office staff will receive, upload (if necessary), and record the Confirmation of Experience Letters from the Applicant within the office database system. The Confirmation of Experience Letters are processed as follows:
 - i. Once sufficient letters are received, the staff member will send an email to the Instructor Application TR-SMEs that the application is ready for review.
 - ii. If insufficient Confirmation of Experience Letters are received with 14 days from submission of the application, the Applicant will receive an email indicating that the application is incomplete due to insufficient Confirmation of Experience Letters and is thereby declined. The application is then deleted.
- b. The Instructor Application TR-SMEs must review the application within **14 days**. During this time one request for additional information may be sent to the Applicant. If a request for additional information is made, the Applicant is provided with an additional 7 days to provide the response. (i.e., the review time is extended to a maximum of 21 days.)
- c. The Instructor TR-SMEs will examine the Confirmation of Experience Letters and the information provided on the related experience of the application to ensure that they correlate.
- d. The Instructor TR-SMEs will record their recommendations to accept or decline an application in provided fields within the TR system.
- e. To become recognized as an Instructor within the TR, an application must receive a recommendation for Acceptance from at least two TR-SMEs. Once two recommendations for Acceptance are received, an email will be sent by the TR system to the Applicant advising of the outcome of the review.
- f. Similarly, if a recommendation is made by two TR-SMEs that the application be declined, an email will be sent by the TR system to the Applicant advising of the outcome of the review.

No specific reasons will be provided within the email. The Applicant is free to contact the EOCP via email to request details as to the nature of the rationale used by the TR-SMEs to decline the application. The EOCP on its sole discretion may choose to provide no information, portions of the rationale, or the full rationale used by the TR-SMEs to decline the Application. The EOCP is under no obligation to provide any information or to provide guidance to the Applicant.

Note: EOCP is unable to provide services for individual guidance, for example, to an Applicant on how to develop appropriate experience. However, general support in the form of tools, such as the checklist for the Instructor Application, has been provided.

- g. The application fee is non-refundable.
- h. If the Application is accepted, the Instructor Profile will be posted on the website.

2. Training Organization Applications

i) Training Organization – General Guidelines

- **Qualifications:** There are two “Training Organizations” types that may apply to be recognized as a Training Organization which are outlined in Appendix I, in A. Applicant Descriptions. These are:
 - a. Training Institutions (e.g. post-secondary institutions,) and
 - b. Training Providers (e.g., non-profit professional/technical associations, internal training departments, government entities, and private training providers)
- Note: Selecting the appropriate Organization Type will help to prevent confusion and delays. Once recognized, a Training Organization can apply to have courses recognized that they have developed alone or in cooperation with other training opportunities.*
- **Application Mode:** The Application *must* be completed online.
- **Expiry:** If an application is not completed and submitted within *14 days*, including payment, the application will be deleted.
- **Fee:** To complete the application, payment of the appropriate fee *must* be made online.
- Once a complete application is complete (i.e. submitted and Confirmation of Experience Letters received), it will be reviewed and a recommendation for acceptance or rejection will be made by the TR-SMEs within 14 days.

ii) Details of the Training Organization Application Process

- a. The *Training Organization Application* requires:
 - Completing the appropriate information on the form (including an email address);
 - Providing payment.
- b. When entering the information, the application can either be saved or submitted. The ‘save’ option is for Applicants who can only partially complete their entries in the form. This allows the Applicant to login at a later time to complete the form. The ‘submit’ option is for an application that is ‘complete’ and the Applicant is routed to the online payment form.
- c. The first time that the Applicant saves or submits an Application, an email is sent by the system to the Applicant at the email address provided in the Application. The email provides the Applicant with login information.

iii) Overview of the Training Organization Application Review Process

- a. After the Application is completed and submitted online (including payment of the fee), an email is automatically sent to the Training Organizations Application TR-SMEs indicating that an application has been submitted and is ready for review.

- b. The TR-SMEs must review the application within *14 days*. During this time, one request for more information may be sent. In the event that a request is made for additional information from the Applicant, the Applicant is provided with an additional 7 days to provide the response. (i.e., the timeline is extended to 21 days).
- c. The TR-SMEs will record their recommendation to accept or decline an application within the TR system.
- d. To become recognized as a Training Organization within the TR an application must receive a recommendation to be accepted from at least two TR-SMEs. Once two recommendations for Acceptance are received, an email will be sent by the TR system to the Applicant advising of the outcome of the review.
- e. Similarly, if a recommendation is made by two TR-SMEs that the application be declined, an email will be sent by the TR system to the Applicant advising of the outcome of the review. No reasons will be provided within the email. The Applicant is free to contact the EOCP via email to request details as to the nature of the rationale used by the TR-SMEs to recommend declining the application. The EOCP in its sole discretion may choose to provide no information, portions of the rationale, or the full rationale to decline the Application. The EOCP is under no obligation to provide any information or to provide guidance to the Applicant.
- f. If the Application is accepted, the Training Organization description will be posted on the website.

3. Course Applications

i) Course Application – General Guidelines

- **The Order of Applications:** *An Instructor or Training Organization application must be completed and accepted before the Course Application can be entered.*
- **Application Mode:** The Application *must* be completed online.
- **Fee:** To complete the Application, payment of the appropriate fee *must* be made online.
Note: No refund will be given for the fee paid.
- **Expiry:** If an application is not completed and submitted within 14 days (including payment and receipt of the Confirmation of Experience Letters) the application will be deleted from the TR system.
- **Course Type:** The Course Application must identify the Course Type (category). Different Course types go through different review processes. For example, Self-Study/Distance Education Courses differ from Instructor-Led Courses. *Proper identification will help to prevent delays and ensure that an application is submitted for review under the appropriate set of policies.* (Appendix I sets out definitions for different Course Types.)
Requirements for Course Acceptance: The course topic, length of course, and other course aspects *must* meet EOCP requirements. The EOCP policies on whether a course topic and content is sufficiently relevant to a particular certificate or certificates are used in deciding if a course can be accepted for CEU recognition. Applicants are encouraged to use as resources the Association of Boards of Certification's (ABC) [Need-to-Know Criteria](#) provided for each discipline as a basis for shaping *both* topics and learning objectives.
Special Events: Training Organizations may submit applications for recognition of professional development type events such as conferences, a series of presentations, seminars, or web-casts.

ii) Details of the Course Application Process

- a. A Recognized Instructor and/or Training Organization can login in and submit information pertaining to a Course they wish to offer. Recognized Instructors can choose from two different types of courses:
 - Courses that Applicants have developed themselves or;
 - Existing recognized course already in the TR system.

Recognized Training Organizations are able to submit courses of the following two types:

- Courses that Training Organization have developed themselves, or;
- Special Events (conferences, a series of presentations, seminars, or web-casts).

Note: Courses submitted by Training Organizations will not have identified instructors. More specifically, no review of the 'Instructors' associated with Special Events or for instructors for courses submitted by Training Institutions will be completed.

The review of all but 'adding a recognized Instructor to an existing course' is covered in this section. Adding a recognized Instructor to an existing course is covered in Section 4 of this part.

- b. Submission of a Course Application requires payment online. This Application is considered complete only after the application form has been submitted and payment made.
On saving or submission of a Course Application, an email notice will be sent to the email address provided in the Instructor or Training Organization application form. The email will confirm that the application has been saved or submitted.

iii) Overview of the Course Application Review Process

1. After the Course Application is completed online, emails are sent to the Course Application TR-SMEs indicating that a course has been submitted and is awaiting review.
2. The Course Application TR-SMEs must review the application within **14 days**. During this time, one request for more information may be sent to the Applicant. If such a request is made, the Applicant is provided with an additional 7 days to provide the response. (i.e., the timeline for review will be extended to a maximum of 21 days.)
3. Key in the review of Instructor submitted courses will be matching the Instructors experience to the course's topics and objectives. If a course could include small elements of sciences, math, or other specialized topics, Instructors are not expected to be an expert in each topic. They are expected to have sufficient experience with the topic(s) to be able to apply it and teach it at an appropriate level within the overall course subject matter.
4. Each TR-SME who reviews a Course Application will assign one of the following:
 - a. 'Accepted' if they deems the material is of value to Operators, or
 - b. 'Declined' if they deems the material not to be of value to Operators.
5. If Accepted, the TR-SME also assigns whether a course is Core or Related as follows:
 - a. 'Core' if they deem the course to be directly appropriate for Operators within their field;
or,
 - b. 'Related' if they deem the material to be of value but not directly appropriate for Operators within their field.
6. A TR-SME will record their recommendation to accept, their assignment of core and related or their recommendation to decline an application in provided fields within the TR system.

7. Acceptance of a course is based, in part, on the six certificate areas recognized by the EOCP. To be accepted, a course must be accepted by a minimum of two TR-SMEs within the same discipline. If a course receives the acceptance of two TR-SMEs an email is automatically sent to the Applicant indicating the acceptance of the course, the core or related assignment and the number of CEUs assigned to the course. The emails sent are cumulative and will include details of previous acceptances.

An example of the acceptance matrix and the email communication to the Applicant with the Course Review process is shown in the following table:

TR-SME Certificate Area	WD	WT	WWC	WWT	SWS	SWWS
TR-SME #						
1	☑ - Core		☑ - Core			
2	☑ - Core				☑ - Related	
- Acceptance by 2 WD TR-SMEs received - Course designated for Core as WD (Related for other areas) - Email sent indicating acceptance of the Course as Core for WD / Related for other areas						
3		☑ - Related			☑ - Core	
- Acceptance by 2 SWS TR-SMEs received - Course designated Related for SWS - No Email sent						
4		☑ - Related	☑ - Core			☑ - Core
- Acceptance by 2 WWC & WT TR-SMEs received - Course designated Core for WWC - Email sent indicating acceptance of the Course as Core for WWC & WD / Related for other areas						
5					☑ - Core	☑ - Core
- Acceptance by 2 SWS & SWWS TR-SMEs received - Course designated as Core for SWS & SWWS - Email sent indicating acceptance of the Course as Core for WWC, WD, SWS & SWWS / Related for other areas						
☑ - indicates Acceptance given						

If prior to receiving acceptance, two TR-SMEs recommend declining a course, the course application will be declined. If a recommendation is made to accept by at least two TR-SMEs, the course cannot be declined by a subsequent TR-SME. If a Course is declined by one of the first two TR-SMEs who review the course, it is put on hold pending review by a third TR-SME.

7. The application fee is non-refundable.
8. If the Application is accepted, the Course Description will be available for viewing on the EOCP Training Registry webpage.

4. Matching Recognized Instructors to Courses Developed by Others

i) Matching Instructors – General Guidelines

- **Qualifications:** Applicants must be Recognized Instructors
- **Application Mode:** The Application *must* be completed online.
- **Fee:** To complete the application, payment of the appropriate fee *must* be paid.
Note: No refund will be given for the fee paid.
- **Expiry:** If confirmation is not received from the developer of the course within *14 days* the application will be declined.
- Once a complete application is submitted, it will be reviewed by the Add Additional Instructor TR-SMEs within 14 days.

ii) Details of the Training Organization Application Process

Multiple, Qualified Instructors: More than one Instructor can be recognized to deliver the same course. However, to avoid possible intellectual property questions, the following steps must be taken:

1. A Recognized Instructor will submit a request to teach a previously accepted course and pay the required fee.
2. On submission of the request, an email is sent to the Course Owner (the Recognized Instructor or Training Organization who originally submitted the course) seeking confirmation that the Applicant has permission to teach the course.
3. If the Course Owner indicates that permission is not given, an email is sent by the TR system to the Applicant indicating that the application has been declined.
4. If the Course Owner indicates that permission is given, an email is sent by the TR system to the TR-SMEs indicating that the application is waiting for review.
5. To be accepted to teach an existing course, the application must be accepted by two TR-SMEs. The review will be limited to confirmation that the Instructor's Application and Confirmation of Experience Letters confirm sufficient experience within the course topic areas.
6. The TR-SMEs must review the application within **14 days**. During this time, one request to add subject matter areas can be made to the Applicant. In the event that a request is made for additional information from the Applicant, the Applicant is provided with an additional 7 days to provide the response. In that case the 14 day timeline for review will be extended by 7 days to a maximum of 21 days.
7. The TR-SMEs will record their recommendation to accept or decline an application within the TR system.
8. The TR system will send an email notice to the Applicant advising of the outcome of the review. If the application has not been accepted, no reasons will be provided in the communication. The Applicant is free to contact the EOCP via email to request details as to the nature of the rationale used by the TR-SMEs to decline the application. The EOCP in its sole discretion may choose to provide no information, portions of the rationale, or the full rationale used to decline the Application. The EOCP is under no obligation to provide any information or to provide guidance to the Applicant.
The application fee is non-refundable.
9. If the Application is accepted, the Instructor / Course information will be posted on the website.

B. Appeal Process for Application Reviews

If an application is declined, the appeal process is as follows:

1. The Applicant can request, in writing, a review by EOCP's Executive Director. A decision will be communicated within **15 days** of receipt of a written appeal. If the application is rejected, reasons will be provided.
2. If the Executive Director has provided any input into the decision-making on an application that is declined they will recuse themselves. The initial appeal shall be heard by the EOCP President unless he or she has provided any input into the initial decision. In that situation, an independent third party shall be appointed by the Chair of the TR-SME Committee to hear the initial appeal.
3. Should the decision to decline the application be upheld, a final appeal can be made to the EOCP Board in writing with documentation supporting the appeal. In this case any Board member who took part in the previous processes shall recuse themselves from voting.
4. If the Board declines the application, reasons will be provided within 30 days of receipt of a written appeal to the Board.

5. The fee for each level of any appeal must be paid along with the application(s).

C. Fee Processes and Payment

- **Form of Payment:** Payment shall be made online using either Visa or Master Card as part of the Application processes.
All fees paid are non-refundable

D. Terms of Acceptance

- **Instructor Responsibility:** If an Applicant is accepted, it is the Applicant's responsibility to advise EOCP of any changes that might affect his or her ability to instruct the course, for example being incapacitated to teach the course as accepted.
- **Course Provider Responsibility:** If accepted, a Course must be resubmitted for review after 5 years from the acceptance date. (It is expected that at least minor modifications of a course will be done within that period to keep it up-to-date or adjust it to participant evaluations.)
- **Changes Requiring Review:** If a Course is substantially changed after receiving acceptance (such as the learning objectives being altered, or the length changed), it must be re-submitted for review.

Policies & Processes Related to Course Delivery

A. Course Delivery Documentation

EOCP provides access to two course-related templates:

1. A Course Completion Confirmation template, which includes a Course and Instructor Evaluation.
2. A Course Completion Certificate template.

The templates have been created to ensure consistency of information for training participants, the Instructors, and EOCP. The use of these forms is mandatory.

B. Course Delivery Evaluation Processes & Tracking

In response to the different environments and logistics between Instructor-Led, Conferences, and Self-Study/Distance Education courses, different processes for the Course Evaluation and Tracking are provided as follows.

Instructor-Led Course - At the conclusion of each of this type of Course, a Course Completion Confirmation form must be given to each participant in order to:

- Record whether a participant completed the Course satisfactorily; and,
- Indicate if the Course learning objectives were fulfilled.

The Instructor is responsible for:

1. Downloading the forms from the EOCP website;
2. Indicating on each participant's Course Completion Confirmation form whether they completed the Course satisfactorily;
3. Providing an envelope in which all participants will place their completed Course Completion Confirmation form and sealing it without reviewing them prior to submission to the EOCP;
4. Submitting the completed Course Completion Confirmation forms for all participants to the EOCP office along with the associated CEU tracking fees; and,
5. Providing the EOCP templated Course Completion Certificate to each participant who satisfactorily completed the Course.

Note: Participants can send their own completed Course Completion Confirmation form in directly to EOCP. They must be clearly advised that the form is the *only* formal method of demonstrating completion of a course and if they fail to send it in, no record will be made on their behalf for this course. In the case of webcasts, proof of actual attendance by the Provider’s attendant is required.

Conferences:

- Proof of payment will be accepted as proof of completion.

Self-Study/Distance Education Courses - For online self-study and correspondence courses the following must be submitted:

- Proof of successful completion of the Course; and
- Proof of payment of Course fees.

C. Fees for CEU Tracking

The *Training Provider* or *Recognized Instructor* delivering the Course is required to submit any CEU Tracking Fees as determined by EOCP’s Policy on CEU Tracking Fees with the Course Evaluation forms. In the case of Training Providers who hold many sessions throughout the year, on written agreement, EOCP will accumulate the totals owing and issue invoice(s) on a regular basis.

Policies Related to the Review of Course Evaluations

A. Steps in the Course and Instructor Evaluation Review Process

The Course Evaluations as received on the Course Completion Confirmation forms will be entered into the EOCP database system by the designated EOCP staff member(s).

1. Course participants are required to indicate whether or not the Learning Objectives that were the basis of the acceptance of the Course into the TR were met in the delivery of the Course. They are also asked for an evaluation of the Instructor.
2. All responses will be tracked as part of the quality control process. If a sufficient number of negative response flags arise (as detailed below), the TR-SME Committee will complete a review of the Course and Instructor Evaluations which form part of the Course Completion Confirmation form.
3. The TR-SME Committee will complete each review on a course/instructor specific basis to decide whether to withdraw acceptance of the course or instructor and communicate the decision to the Instructor and/or Provider.
4. An appeal process applies and includes the same steps as other appeals.

B. Criteria for Review (Quality Control Process)

1. The TR-SME Committee’s review of the Course Evaluation responses must consider both the number of participants, as well as the number of learning objectives which participants indicated were not met or their dissatisfaction with the Instructor.
2. A minimum of 20 Course Evaluations will be required so that a meaningful number of participants / evaluations are considered.
3. The following table sets out the percentages for indicating a review will be initiated:

Review	Dissatisfaction Flag
<ul style="list-style-type: none"> ● Instructor 	Greater than 40%
<ul style="list-style-type: none"> ● Course Review 	Greater than 20%

Appendix I. Definitions

Two sets of definitions are provided: A. Applicant Descriptions and B. Course Types.

A. Applicant Descriptions

Definitions are provided to assist Applicants in understanding both which application form to select and the role of a successful Applicant. The three Applicants defined are: Instructors, and two types of Training Organizations: Training Institutions and Training Providers.

1. An **'Instructor'** is an individual with hands-on experience in a specific topic or topics, or who has demonstrated an ability to instruct specific topics, and who instructs or facilitates continuing education opportunities for Water and Wastewater Operators.

Instructors must submit information on their subject matter experience and related training experience to EOCP to instruct or facilitate a course of 3 hours or longer. They may do so in combination with submitting an application for a course or courses they have developed, or those developed by others for which they have the intellectual property owner's permission to instruct, to be recognized for CEUs by EOCP.

Once the Instructor and the course(s) receive EOCP recognition for CEUs, an Instructor may present those courses of three hours or longer for CEU credit. The Instructor Profile and Course description(s) will be displayed on the EOCP Training Registry site. An EOCP Recognized Instructor's role is to ensure that the appropriate standards, program planning content (if the Instructor developed the course), instruction, and delivery are performed in such a manner that they comply with EOCP requirements to ensure ongoing recognition of the course for CEUs.

2. A **'Training Institution'** is a non-profit, degree or diploma granting educational and training institution accredited by the local provincial or state government. Types of Training Institutions are accredited universities, community colleges, and vocational technical centers.

Once recognized, a Training Institution may present Instructor-Led courses, or Self-Study courses of three hours or longer for CEU credit as well as special events. Their program and course descriptions will be displayed on the EOCP Training Registry site. A Training Institution's role is to ensure that the appropriate standards for program planning content, organization, implementation, and instruction are employed in such a manner that they comply with EOCP's requirements so that they can obtain recognition of their courses for CEUs.

Training Institutions must identify the source of their accreditation as a recognized degree or diploma granting educational or training institution as part of their Application for acceptance by EOCP. Then they must obtain recognition for their courses *before* delivering any Instructor led courses, or self-study courses for CEU credit. Training Institutions are not required to obtain recognition for their Instructors.

In the case of Special Events, such as seminars and conferences, the information must also be submitted prior to the event being held with sufficient time for the review process. They are also responsible for submitting course or other event attendee lists to EOCP within **60 days** of the completion of the course or event.

3. A **"Training Provider"** is an organization other than a Training Institution (above) whose primary focus is to train and/or provide continuing education opportunities and materials to Water and Wastewater Operators or government entity that provides training resources and/or materials for use by others. The

organization cannot have a significant, invested interest in selling or marketing any product or service related to Water or Wastewater other than training and education.

Once accepted for CEU recognition, a Training Provider may deliver Instructor-Led courses, or Self-Study courses of three hours or longer for CEU credit. Their course descriptions may be displayed on the EOCP Training Registry site. In the case of Special Events, the information must also be submitted prior to the event being held with sufficient time for the review process. An EOCP Recognized Training Provider’s role includes ensuring that the appropriate standards, program planning content, organization, instruction, and implementation are employed in such a manner that they comply with EOCP requirements to ensure continued recognition of their courses for CEUs.

Providers must submit their qualifications as a Training Provider to EOCP to become a Recognized Training Provider. Then they must obtain recognition for their Instructors in combination with the courses they are instructing *before* delivering Instructor-Led courses of 3 hours or longer for CEU credit. In the case of Self-Study courses, only the Course Application is required following acceptance of the Training Provider application. Providers are also responsible for submitting all completed CEU credits to the EOCP within **60 days** of completion of either type of course or events using EOCP approved mechanisms.

In the case of Special Events, such as seminars and conferences, the information must also be submitted prior to the event being held with sufficient time for the review process. They are also responsible for submitting course or other event attendee lists to EOCP within 60 days of the completion of the course or event.

Summary of Applicants

The following table provides examples of the categories and potential Applicants that may be included within them.

Category	Potential Constituents
<ul style="list-style-type: none"> Individual Instructors 	<ul style="list-style-type: none"> Instructors who have developed one or more courses that, as Course Owners, they could license to others Instructors who have obtained permission from other Instructors, Providers, or Institutions to present their courses
<ul style="list-style-type: none"> Training Institution: Accredited Higher education 	<ul style="list-style-type: none"> Universities Colleges Technical Institutes Trade Schools
<ul style="list-style-type: none"> Training Provider: Dedicated Training/educational organization 	<ul style="list-style-type: none"> Non-Profit Professional/Technical Associations Private Organizations (as opposed to individuals) Internal Training Department Government ministries, agencies, and other entities

B. Course Types

Many different terms are used for how courses are delivered. The following table represents the terminology the TR is using.

Type	Examples
Instructor-Led	<ul style="list-style-type: none">• Traditional Face-to-Face classroom, lab, workshop, and hands-on demonstration and participant involvement sessions• Online courses with Instructor or Facilitator, or• Blended learning with online and Face-To-Face components
Self Study - Distance Education	<ul style="list-style-type: none">• Correspondence• Online self-study (may have tutor to answer questions)
Special Events	<ul style="list-style-type: none">• Professional development events which include conferences, a series of presentations, seminars, or web-casts