

# Appendix D

## Chapter 14 Operator Certification Training Provider Information/Instructions

Training must directly relate to water distribution, water treatment, or the professional responsibilities of the operator. Training activities that are excluded from renewal training credit include the following: entertainment or recreational activities; on the job or work apprenticeships; personal self-improvement courses; plant tours (unless drinking water related training is integrated into the tour); portions of meetings and conferences when drinking water related training is not provided (i.e. business session, lunch, breaks, etc.); time spent viewing conference/meeting exhibits; and travel time to and from training activities. Training providers, or training sponsors, must get Illinois EPA training course approval prior to offering the course.

Training providers can now register online through the Illinois EPA Trainer Provider Coordinator, and once approved as a training provider, can submit course pre-approval on the web in lieu of submitting a paper request. Please read the instructions that follow to register online and begin course pre-approvals at the following web address:

<http://dataservices.epa.illinois.gov/operatorcertification/opcertwelcome.aspx>

If you do not have access to the Internet, you may submit a “**Training Provider Form**” which is included as the last page of this Appendix. The form is also available at:

<http://www.epa.state.il.us/water/operator-cert/drinking-water/forms/operator-training-provider-application.pdf>

Upon Illinois EPA approval, the training provider will receive a **course (event) identification (ID) number**. At the beginning of the course/event, the instructor should give this ID number to the attending trainee. The trainee should keep this course ID number and record on any documents submitted to the Illinois EPA. Training providers should request Illinois EPA approval at a minimum of 10 days in advance of training. Please contact the OpCert Coordinator at 217-785-0561 for any questions concerning the course approval process.



### **FACT SHEET FOR TRAINING PROVIDERS**

- Training must directly relate to water distribution, water treatment, or the professional responsibilities of the operator. Courses should be pre-approved prior to the training event. Upon Illinois EPA approval, the training provider will receive a **course/event identification (ID) number**. At the beginning of the course/event, the instructor should give this ID number to the attending trainee. The trainee should keep this course ID number and record on any documents submitted to the Illinois EPA. Training providers should submit the form 10 days in advance of training for approval. **See next page for course approval instructions.**
- Operators **must** include the course ID number when submitting training documents to the Illinois EPA to receive credit. Training documents will be returned to the operator if missing course ID. If the operator does not have a course ID number, they will be instructed to contact the training provider for course ID number.
- You must provide operators with some proof of course/training.
- The “proof of training” must include course ID number, the title of training, location, date, number of training hours, and instructor’s name.
- Remind those in attendance that the “proof of training” is to be must be retained by the operator for a period of four years.
- Reporting operator course attendance/credit to the Illinois EPA is to be completed **by the operator** on-line at the following web site.

<http://dataservices.epa.illinois.gov/operatorcertification/opcertwelcome.aspx>

If an operator does not have access to the Internet, he/she can submit an **Operator Training Submission Form** (see Appendix C).

- The operator may report their training hours to the IEPA at any time during their required renewal cycle.
- If a training provider does not have access to the Internet, they can request course approval by submitting a **Training Provider Form** prior to the training event. This form can be submitted by mail, fax, or email ([paul.connelly@illinois.gov](mailto:paul.connelly@illinois.gov)).

## REGISTRATION

Before you begin, it is important to note that only one representative should register per organization and serve as contact. Other representatives from your organization will be able to search course/provider records without registering at site. Registration should be reserved to a single person elected to maintain and update course records.

Only first time users must complete steps 1. After initial registration and log-in, you can proceed to Step 2.

**Step 1: Register** (You may skip this step if you are already registered.)

Please complete the information below and send to (preferably by email):

By Email: [Paul.Connelly@illinois.gov](mailto:Paul.Connelly@illinois.gov) (you do not have to use the actual form below if emailing request; however, all the requested information detailed below must appear in the email text)

By Fax: 217-782-0075

By Mail: Illinois EPA  
 DW Operator Certification #19  
 1021 North Grand Avenue East  
 P.O.Box 19276  
 Springfield, IL 62794 Attn: Paul Connelly

**PLEASE PRINT CLEARLY** \*Indicates Required Field

|  |  |
|--|--|
| Organization Name*:  |  |
| Address 1*:  |  |
| Address 2:   |  |
| City*:   |  |
| State*:  |  |
| Zip Code*:   |  |
| Telephone*:  |  |
| County*:   |  |
| Organization URL   |  |
| Have you provided training to operators for certificate renewal credit in the past 2 years? <input type="checkbox"/> Yes <input type="checkbox"/> No |  |

|                    |                 |         |
|--------------------|-----------------|---------|
| Contact Name*:     | First:          | Middle: |
|                    | Last:           | Suffix: |
| Last 4 SSN Digits: |                 |         |
| Email Address*:    | _____ @ _____   |         |
| Address 1*:        |                 |         |
| Address 2:         |                 |         |
| City*:             |                 |         |
| State*:            |                 |         |
| Zip Code*:         |                 |         |
| Telephone          | (      )      - |         |
| County:            |                 |         |

**Once you are approved, the Illinois EPA will provide you via email an User Name and Password**

## **Step 2: First Login after Illinois EPA Approval as Training Provider**

Go to: <http://dataservices.epa.illinois.gov/operatorcertification/OpCertLogin.aspx>

When you first Login after you have been approved, the “*My Home*” page will appear listing all active courses that have been approved to-date. If you do not see this information, call the Illinois EPA OpCert Coordinator at 217-785-0561.

On the “*My Home*” page, click the “**Personal Information**” tab that is just below and to the left. This will open the contact information page. You should review and update all fields. The boxes marked with **red asterisks (\*)** must be completed. Please note: some of the information that is currently in the boxes was migrated from the legacy tracking system; therefore, some of the information may not look correct or make sense. When the case, make corrections and click the “**Save Trainer Provider**” tab at the bottom right.

After your personal information has been updated and saved (see above), you can edit current course information or request new courses to be approved. Once a course is approved, do not change the number of hours or minutes at any time. If you need to make a change to the number of approved hours/minutes, call the Illinois EPA OpCert Coordinator at 217-785-0561. You can, however, update the other course information fields without calling for approval.

If you wish to request a new course for approval, go to Step 3.

## **Step 3: Requesting Course Approval**

Note: If the training event consists of more than one presentation and operators have the option to come and go to each presentation, you will need a separate course number for each presentation.

On the “*My Home*” page, select **Add New Training Class**. This will be directed to **Training Class Edit** page. You must provide all information for the fields with a **red asterisk (\*)**.

Some tips to follow:

- **Course Training Name:** Please avoid lengthy dissertation-style names and be brief as possible. Also avoid non-alpha numeric characters such as a dash or hyphen.
- **Training Content:** Enter a very brief description of the course material as relating to a drinking water topic.
- **Training Credit Hours:** Always enter “0” (zero) for training credit hours even if the event is longer than one hour. See next tip.
- **Training Credit Minutes:** Enter the total number of training minutes for the course (minutes will convert to hours automatically after you finish and save the information.) For example if a speaker is giving a presentation for an hour and a half, enter 90. If you are requesting 90 hours of training for a 3 month course, then enter 5400 (90x60 minutes = 5400). Courses will always be approved for a fixed amount of time based on what is requested. Operators will no longer have the option to change the number of hours/minutes they spent attending the course. Therefore, it's important that each course last the amount of time requested and that the operator remain in the course for the duration. However, if a course goes plus or minus 10 minutes over the approved time amount, the TRAINING PROVIDER (not operator) must contact the Illinois EPA OpCert Coordinator at 217-785-0561 and request a time adjustment to the course. This adjustment request cannot be made online.

- **Begin and End Dates:** Please enter both a start and end date. If the event is a one-day event, enter the same date for both the start and end date. If the same course is being offered at different locations and dates, it will be advantageous to get a separate course number for each separate event. (Operators will be able to search and find available courses by county – see “Location County” below).
- **Training Format:** This is a drop down box; select the format that best describes your event. Be sure to select HANDS-ON if the event has a hands-on component or segment.
- **Select YES** for the Drinking Water Box or a course number will not be assigned. You can also select Waste Water if the course is drinking water-related.
- **Course instructor:** You must enter the course instructor’s name.
- **Location County:** If the event is a one-time event enter the county in which the event was held. Please remember that operators can now search on county for training opportunities; therefore, it is important to include a county (when applicable) so that the course will appear in their county search. Select “No County” if the event is to be held in more than one county or is a webinar, etc.

**\*\*\*Important\*\*\***

***If the same course is offered at a different location or date but the course time varies by plus or minus 10 minutes, you must request separate course approval and course number. This is to insure that the operators receive the appropriate credited time for courses they have attended.***

After reviewing your information carefully, select **Save Training Class** (bottom left of page). You will get a message from the website that the submittal was successful. If you scroll to the top of the page you will find the assigned Course Number; however, please note that the course has not yet been approved. Illinois EPA staff will review your submittal, and when approved, a confirmation email notification will be sent directly from the website to the email contact for the organization. Please allow a few days for review and approval.

It will be possible to edit certain details in **Training Class Edit** after your course has been approved, but this is not recommended. **PLEASE DO NOT CHANGE OR EDIT TRAINING CREDIT HOURS OR MINUTES AFTER IEPA COURSE APPROVAL. CHANGING THE HOURS OR MINUTES AFTER IEPA APPROVAL WILL CAUSE TRACKING ERRORS FOR THOSE OPERATORS WHO ATTENDED THE COURSE AND WILL RESULT IN DISCREPANCIES IN THEIR TRAINING RENEWAL RECORDS.** If you need to change the hours or minutes for a course, please submit a new course approval request, contact the Illinois EPA at 217-785-0561, or email Paul.Connelly@Illinois.gov.

If you wish to add another course, scroll up and select “Training Classes”. (You should see the course you have just submitted.) Click on “Add Training Class” to begin again.



# Illinois Environmental Protection Agency

## Operator Certification TRAINING PROVIDER FORM

Mail this form to: Illinois EPA-Operator Certification, BOW/CAS #19, 1021 North Grand Ave. East, PO BOX 19276, Springfield, IL 62794-9276

|                              |       |     |                          |
|------------------------------|-------|-----|--------------------------|
| Training Provider or Sponsor |       |     | Contact Name             |
| Address                      |       |     | Contact Email Address    |
| City                         | State | Zip | Daytime Telephone Number |

Confirmation of course approval can be sent either by email, fax or direct mail. Please indicate which method (**check preference**)

|                          |   |
|--------------------------|---|
| <input type="checkbox"/> | Please send by mail to address listed above.      |
| <input type="checkbox"/> | Please send to the following email address: _____ |
| <input type="checkbox"/> | Please fax to (_____) _____ - _____               |

|   |                     |                 |                                     |
|---|---------------------|-----------------|-------------------------------------|
| Training Event Name<br>_____  |                     |                 |                                     |
| <i>Workshops, seminars, and/or conferences should always be considered one-time events unless the subject matter (agenda) stays the same.</i> |                     |                 |                                     |
| Is this training a one- time event? YES NO (circle one)   |                     |                 |                                     |
| If YES, Date(s) of Training _____ and Location _____  |                     |                 |                                     |
| If NO, what best describes the frequency/location of training: _____  |                     |                 |                                     |
| What best describes the format/type of training that is involved? (circle all that could apply)   |                     |                 |                                     |
| Conference/Seminar  | Classroom (college) | Actual Hands-On | Operator's Group Meeting/Workshop   |
| ERTC  | ISAWWA              | IL Rural Water  | Regional/Association Group Workshop |
| If actual hands-on training is involved, please describe:   |                     |                 |                                     |

|  |  |                    |
|--|--|--------------------|
| What general water related content will this training provide? (circle all that apply)   |  |                    |
| Regulatory Update  | Coagulation                            | Reverse Osmosis    |
| Lime Softening   | Pathogen Removal/Inactivation          | Filtration         |
| Aeration   | Reverse Osmosis                        | Ion Exchange       |
| Chemical Feeding and/or Calculations   | Pumps                                  | Storage            |
| Collecting Samples   | Water Mains and/or Service Connections | Disinfection       |
| Safety   | Emergency and/or Disaster Related      | Wastewater Related |
| Please describe here If nothing above applies OR describe any additional content that will be covered in training:<br><br><br> |  |                    |
| If applicable, please attach any relevant documentation such as an Agenda that will help describe training.                    |  |                    |

|  |
|--|
| For this training, I am requesting that _____ total hours and/or _____ minutes of training credit be issued to all attendees. (If this training is an extended event covering weeks or months, I request _____ weeks or _____ months of credit be issued). |
|--|

I certify that the above information is true and accurate. I further acknowledge that any person who knowingly makes a false, fictitious, or fraudulent material statement, orally or in writing, to the Illinois EPA commits a Class 4 felony. A second or subsequent offense after conviction is a Class 3 felony. (415 ILCS 5/44(h))

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

----Official Use Only-----

|              |             |           |                   |
|--------------|-------------|-----------|-------------------|
| Approved By: | Start Date: | End Date: | Course ID Number: |
|--------------|-------------|-----------|-------------------|