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**Idaho Training Class and  
Instructor Approval Guidelines  
For  
Water and Wastewater Training  
Providers**

**Idaho Board of Drinking Water and  
Wastewater Professionals**

**January 2006**

**Idaho Bureau of Occupational Licenses  
1109 Main Street, Suite 220  
Boise Idaho 83702**

# Idaho Training Class and Instructor Approval Guidelines for Water and Wastewater Operators

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## **Idaho Board of Drinking Water and Wastewater Professionals Relevancy Work Group**

This page will be filled in if the WWP Board and IBOL develop a work group to update/modify these guidelines.

# **Idaho Training Class and Instructor Approval Guidelines For Water and Wastewater Training Providers**

## **Preface**

The *Idaho Training Class and Instructor Approval Guidelines for Water and Wastewater Training Providers* is a publication of the Idaho Board of Drinking Water and Wastewater Professionals (WWP Board). This document is intended to supplement the, Rules of the Board of Drinking Water and Wastewater Professionals IDAPA 24.05.01).

These guidelines began with an exclusive focus on training relevancy issues and have been expanded to include all other continuing education requirements that training providers might need to know to successfully sponsor and deliver approved water or wastewater training to operators in Idaho. A separate publication outlining the continuing education requirements for operators is also available from the WWP Board under the title, "*Idaho Water and Wastewater Operator Training and Continuing Education Reference Guide.*"

## **Section 1: Introduction**

### **1.1 Introduction**

Each licensed water and wastewater operator is required to earn a minimum number of approved continuing education units (CEUs) during each licensure renewal cycle to keep licenses valid. The requirements for maintaining a valid license are specified for water, wastewater operators and backflow assembly testers in the Rules of the Board of Drinking Water and Wastewater Professionals (IDAPA 24.05.01)

In order to meet the water operator or wastewater operator continuing education requirement continuing education must be pre-approved for class content, instructor(s), and relevancy. Pre-approval of class, instructor and relevancy determines the type and number of CEUs assigned to each class. CEUs must be assigned prior to a class being held so each operator knows the approval status and CEU status before attending a class. NOTE: Pre-approval MUST be given on BOTH the training class and the instructor not either/or before CEUs will be assigned to a class and for the CEUs to count toward the f continuing education requirement. Training approvals and CEU assignment CANNOT be obtained separately for a training class and the instructor(s) of that class. The Idaho Bureau of Occupational Licenses (IBOL) Education Approval Form required for each

training class must include IBOL Education Approval Form (See the appendix of this document), which includes information pertinent to the class content, relevancy, curriculum and the instructor's credentials. Incomplete IBOL Education Approval Form submittals will be denied and returned to the training provider.

These training provider guidelines apply to every style of training available, including but not limited to, traditional classroom training, hands-on training, demonstration style training or the variety of alternative education styles such as on-line classes or correspondence classes. Every class that originates is developed or is held in-state must go through the same submittal and approval process, which is outlined in Sections 3, 4 and 5. For classes originating out of state go directly to Section 6.

## **1.2 Purpose**

The purpose of these guidelines is to expedite the training approval process for training providers through clear, precise, and established approval protocol so the providers can promote consistent and quality training opportunities for licensed water and wastewater operators and backflow assembly testers in Idaho.

## **1.3 Contacts**

Direct questions regarding these guidelines or the submittal or evaluation of training class and instructor evaluation applications to IBOL:

Mary Miles, CE Coordinator

Idaho Bureau of Occupational Licenses  
1109 Main Street, Suite 220  
Boise, Idaho 83702  
ce@ibol.idaho.gov

## **Section 2: Operator Licensure Continuing Education Requirements**

A training provider should be acquainted with the training requirements and key dates operators are required to comply with, to most effectively meet the operators' needs and schedule training at the best times and locations to help operators prepare for examinations and meet licensure renewal deadlines.

## **2.1 Continuing Education Units**

Continuing education units (CEUs) is how credits are measured. Each hour of contact time is worth one-tenth (0.1) CEU. Contact time does not include introductions, breaks, membership, committee or Board meetings, organization promotional sessions or any other non-educational contact time that may be added to a training class.

### **2.1.1 Three Different Types of CEUs**

The three different types of CEU designations for water/wastewater operator training are:

- ◆ *water* CEUs, or
- ◆ *wastewater* CEUs, or
- ◆ *water/wastewater (dual)* CEUs.

When applying to have a training class approved for CEU credit, a training provider must identify which type of CEU they are requesting for that training class. The IBOL CE Coordinator will review the IBOL Education Approval Form including the training provider's recommendation for CEU type and then make a determination as to the best type of CEU to assign to the training class. The IBOL CE Coordinator's training approval will include assignment of ONLY one type of CEU per training class.

### **2.1.2 Significance of CEU Type**

Rules of the Board of Drinking Water and Wastewater Professionals (IDAPA 24.05.01) does not allow CEUs earned for training specific to drinking water to be used for renewal of a wastewater license. Likewise, CEUs earned for training specific to wastewater cannot be used toward the renewal of a water license. Training classes qualifying for the water/wastewater designation are eligible for either water or wastewater license renewal and as such may be considered "dual CEUs."

## **2.2 Training Requirements for Water and Wastewater Operators**

A minimum amount of approved continuing education is required for licensed operators to renew their licenses. Training providers should be aware that the annual renewal deadline is each operator's birthday.

The next three sections describe the details of the required training.

### **2.2.1 General Training Requirements for both Water and Wastewater Operators**

Every licensed operator is required to take continuing education during each licensure cycle to maintain a valid license. To renew a water or wastewater license, the operator

must earn, and verify having earned, the required number of approved CEUs. It is the responsibility of the individual operator to keep the original CEU certificates issued to him/her by each training provider. The training provider's responsibility is to give or send the original CEU certificate ONLY to the student completing the training class, not to the student's employer, the IBOL CE Coordinator, or any other person or organization.

### **2.2.2 Training Requirements Specific to Water Operators**

The licensure rule requires water operators to meet the following training conditions:

- 1) Earn 0.6 approved CEUs during each annual licensure renewal cycle in accordance with IDAPA 24.05.01. These CEUs must be designated as Water CEUs or "dual" Water/Wastewater CEUs to qualify toward the renewal of a water license.

Complete the training required to satisfy the renewal requirement for one water license, irrespective of whether you hold one or more than one water license according to Rules of the Board of Drinking Water and Wastewater Professionals (IDAPA 24.05.01).

- 2) Verify the minimum continuing education requirement has been met in the license renewal form and submit the form and requested fee to the IBOL Office in Boise.

Renew water licenses annually, according to each operator's birthday. The license expires 12 months later on the operator's birth date the following year according to the Rules of the Board of Drinking Water and Wastewater Professionals (IDAPA 24.05.01)

### **2.2.3 Training Requirements Specific to Wastewater Operators**

Rules of the Board of Drinking Water and Wastewater Professionals (IDAPA 24.05.01) require wastewater operators to earn 0.6 approved CEUs annually. The CEUs must meet the following training conditions:

- 1) These CEUs must be designated as Wastewater CEUs or Water/Wastewater CEUs to qualify toward the renewal of a wastewater license.
- 2) Complete the training required to satisfy the renewal requirement for one wastewater license irrespective of whether you hold one or more than one wastewater license.
- 3) Verify the minimum continuing education requirement has been met in the license renewal form and return the form and requested fee to the IBOL office in Boise by according to each operator's birthday. Renew wastewater licenses by established annual renewal deadline which is each operator's birthday.

## Section 3: Obtaining Training Class and Instructor Approval

Both training classes and instructors must be pre-approved by the IBOL CE Coordinator before CEUs will be assigned to the class and before the class qualifies as one an operator can take and have count toward renewal of water or wastewater licenses. The process for obtaining these approvals is outlined in this section.

### 3.1 Necessary Approvals

One key to hosting a successful training class, workshop, seminar, or conference is knowing what approvals are required and how to obtain them. Note that since **October 1, 2000** training classes have not been approved for CEUs if the request for class approval is submitted during or after a class has been held.

This section details the necessary approvals and the process for obtaining them.

### 3.2 Completing the IBOL Education Approval Form for Training

The IBOL CE Coordinator will evaluate the course based on the submittal of a complete IBOL Education Approval Form by the training provider and decide if it meets certain criteria, including relevancy. If it does, its content will be approved and the number and type of CEUs its students can earn will be assigned. The IBOL CE Coordinator will also evaluate the instructor based on the information submitted by the training provider and decide if the instructor meets certain criteria. If so, the instructor will be approved. Only an approved class with assigned CEUs and an approved instructor will count toward the training required for water or wastewater operators to renew their licenses.

Depending on whether the training provider is requesting approval for a single class at a single location or multiple locations, or multiple classes at a single location, the training provider must still submit the same IBOL Education Approval Form.


**May insert narrative here on how to fill out the IBOL Education Approval Form if IBOL and WWP Board wish.**

### **3.2.2 Deadline for Submitting The IBOL Education Approval Form**

The IBOL Education Approval Form for approval of water and wastewater operator training **MUST** be submitted a minimum of 30 days prior to the scheduled date of the proposed training class. There is no guarantee that class and instructor approvals will be made any sooner than the 30 days. It is not recommended that a class or classes be scheduled before the end of the of the 30 day review period by the IBOL CE Coordinator at the risk of not receiving pre-approval of class and instructor. If the class and instructor is not approved and CEUs assigned **PRIOR** to the class being held, CEUs will not be assigned and the class will not qualify toward meeting the continuing education requirement for license renewal.

### **3.3 Obtaining Approval of Multiple Training Classes Offered by One Provider or Taught By One Instructor**

Training providers may submit multiple IBOL Education Approval Forms for training class and instructor approval, all at one time, for training classes being offered for up to a year, if the course outline, curriculum, and instructor are known that far in advance. As with the requirements for a single training class and instructor application, a training provider hosting or teaching multiple courses must submit one IBOL Education Approval Form with one set of training class and instructor forms for each class. One training class that will be repeated identically (same outline, curriculum, and time breakdown) may be approved once for up to two successive years of offerings. Significant changes in course curriculum require submittal of the revised training session for approval and assignment of CEUs.

An approved instructor may teach the same training class or the same class with no significant changes for two successive years before being required to get an updated instructor approval. Other than this one situation, instructors teaching successive years must submit a new IBOL Education Approval Form at the beginning of each training year to obtain current instructor approval for any new class. The two year approval will start on the date the class and/or instructor approval is given by the IBOL CE Coordinator.

## **Section 4: Instructor Approval Guidelines**

The instructor or instructors for any training class are critical to the learning process, which is why approved classes must have qualified instructors. Instructor qualifications are based on knowledge, skill, abilities, and experience appropriate to the water or wastewater subject matter specialty.

### **4.1 Obtaining Instructor Approvals**

The instructor's qualifications **MUST** be documented through completing and submitting information required in IDAPA 24.05.01.500 to IBOL.

*NOTE: Resumes or biographies will NOT be accepted in place of the information required by IDAPA 24.05.01.500 , which provides information about the Instructor as it relates to the class he or she proposes to teach. The IBOL CE Coordinator will not evaluate an instructor approval request, and will return the entire IBOL Education Approval Form to the applicant if a resume, a hand written form, or a personal biography is submitted in lieu of a fully completed Education Approval Form).*

#### **4.1.1 Supplemental Credentials**

In addition to the instructor qualifications required by IDAPA 24.05.01.500, some instructors may have other credentials attesting to their teaching experience that could be submitted to the IBOL CE Coordinator. Submitting this supplemental information is optional, not mandatory information, and may be submitted according to the instructor's wishes. Other qualifications may include, but are not limited to, one or more of the following:

- ◆ Completing instructor development courses previously recognized by the Idaho IBOL CE Coordinator or previously given approval by the DEQ CEU Director if appropriate for the subject matter area applied for;
- ◆ Having experience as a professional trainer in related or non-related training subject matter areas;
- ◆ Being a current National Environmental Training Association Certified Environmental Trainer (CET) in water or wastewater;
- ◆ Being a current International Association of Continuing Education and Training (IACET) Authorized Provider in water or wastewater;
- ◆ Having experience in course preparation following prescribed, accepted teaching methods;
- ◆ Being an Idaho Recognized Instructor for Backflow Assembly Tester Training.

#### **4.1.2 Acceptable Instructional Strategy and Approach**

As part of the IBOL Education Approval Form, the instructor will describe the instructional strategy he or she intends to use for each class taught. This is mandatory, not optional, information that needs to be provided by the instructor. The instructor needs to consider a number of criteria to tailor the instructional strategy for each class or subject matter being taught. Instruction strategy and approach criteria to consider include, but are not limited to, the following:

- ◆ Adaptability of each class with respect to target audience needs, changing information, troubleshooting specific questions or problems;
- ◆ Determination of whether training method will be lecture, hands-on, demonstration or some combination of these.
- ◆ Using factual elements of subject matter as basis for the class. Accuracy of information presented is a key issue; attendees should be able to gain enough understanding to make appropriate application of the subject matter after completion of the training class.
- ◆ Clear identification between subject matter and instructor opinion (if applicable). While every subject matter is to be presented factually, some topics involve showing a variety of methods or approaches. Sometimes, a particular method or approach has been adopted or is the preferred method selected by the authorizing entity or governing body. If providing instruction on a topic for which there are different methods, be prepared to provide instruction on the accepted or adopted method. While it is entirely appropriate for an instructor to express preferences or biases based on personal knowledge or experience, it is important that the student have a clear understanding between what is subject matter fact and what is instructor preference or opinion;
- ◆ Determination of whether class assignments will be used and if so, what type of assignments are expected. For example, individual hand-in assignments, small group projects, or open or closed book examinations. If no examinations will be required, the instructor should state that fact at the beginning of the class.

## 4.2 Requesting Approval of Instructor(s)

Each training provider must submit separate information, specific to each instructor, to the IBOL CE Coordinator. Pre-approval of every instructor prior to the class being offered has been required since **October 1, 2000**. An instructor may be approved to teach the same training session or a comparable training session for up to two years before being required to get an updated instructor approval.

The education, experience and credential information should be specific for the class or subject matter proposed. Not all work experience, educational or qualifications will be pertinent to every subject matter taught, except in rare cases. Therefore, the subject matter determines the information most appropriate to include, and directs any other education, experience and credentials to be submitted as supplemental information.

All information must be typed or computer scanned/generated. Hand written forms will not be accepted. Each form must be filled out completely and delivered to the IBOL CE Coordinator as specified in Section 3.2.1 of this document. The instructor information must be included as part of every IBOL Education Approval Form submittal, unless a separate form is specifically requested by the IBOL CE Coordinator.

### **4.3 For Instructors Teaching Multiple Courses**

For instructors teaching multiple classes, the training provider or instructor must submit information specific to each different class.. An instructor may be approved to teach the same training class for up to two consecutive years before being required to get an updated instructor approval for a specific class.

Instructors teaching successive years must submit new instructor information at the beginning of each training year to be current on instructor approval for any new classes. The exception to this are those training classes whereby the same training class or a comparable training class may be taught for up to two years before an updated instructor approval is required.

## **Section 5: Class Approval Guidelines**

### **5.1 Continuing Education Class Approval Process**

Prior to being held, each training class must have pre-approval for each item listed below in order for the CEUs to count toward renewal of water or wastewater licenses:

- 1) The number and type of CEUs offered, and
- 2) The relevancy of the subject matter content with respect to operating a public water system or a public wastewater system, and
- 3) A method to validate issuance of CEUs; and
- 4) An evaluation method for students to evaluate/critique the class and instructor.

Since **October 1, 2000** training classes have not been approved for CEUs if the request for class approval is submitted during or after the class has been held. To request approval, one fully completed IBOL Education Approval Form **MUST** be submitted a minimum of (30 days proposed rule or 60 days existing rule-which time?) prior to the class being held.

To obtain approval, the IBOL Education Approval Form for every class, workshop and conference must be submitted to the IBOL CE Coordinator who conducts a standard CEU Review and Approval Process, using the International Association of Continuing Education and Training (IACET) Guidelines to determine the applicability of a training session for assignment of number and type of CEUs.

## **5.2 Determining the Number and Type of CEUs For A Training Class**

The number of CEUs assigned to a class is determined by verifying the contact time, which is the time spent in actual training not including introductions, membership meetings, etc. Proposed contact time must be included on the IBOL Education Approval Form. The means used to verify contact time is based on the IACET Criteria and Guidelines.

As discussed in Section 2.1.1, CEUs may be assigned in one of three different categories: water, wastewater, or water/wastewater (dual). Eventually, all training advertisement should show the type and number of CEUs offered for every training course offered. If the training advertisement does not include the type or number of approved CEUs assigned to a specific training class, expect to receive inquiring telephone calls or emails from prospective students trying to determine the approval status of your class.

## **5.3 Criteria for Subject Matter Approval**

Subject matter content must be relevant to operating a water or wastewater treatment or transport system to be approved. Since relevancy is the main criteria used to determine whether the subject matter content is approvable, it is important to understand what relevancy means with respect to operator training. Section 5.3.1 further describes and defines relevant training. The review of subject matter content includes a relevancy determination to measure a proposed training class against standard relevancy criteria.

### **5.3.1 Definition of Relevant Training**

Relevant training is instruction or education that is pertinent to or consistent with what an operator needs to understand to successfully perform a job in the water or wastewater field. Since the purpose for adequate transport and treatment of water and wastewater is based on the need to protect human health and the environment, relevant training must include instruction that familiarizes an operator with public health issues and source water protection issues. Finally, relevant training is identifiable as only that information an operator “needs to know” which does not include information superfluous to the water or wastewater aspect of the job. For example, a class on Sexual Harassment Issues in the Workplace would be superfluous to what an individual needs to understand to knowledgeably perform or operate his/her duties as an operator of a water or wastewater transportation or treatment system.

### **5.3.2 ABC "Needs to Know Criteria"**

The criteria to determine if the subject matter offered in a training class is relevant and approvable is based on the Associated Boards of Certification (ABC) “Needs to Know

Criteria". There are separate ABC "Needs to Know Criteria" for water treatment, water distribution, wastewater treatment, wastewater collection, wastewater laboratory analyst, and lagoon operator. Copies of the ABC "Needs to Know Criteria" must be obtained from ABC. These publications can be obtained in hard copy by contacting the Association of Boards of Certification office at 515-232-3623, fax 515-232-3778 or by going to the ABC web site at [www.abccert.org](http://www.abccert.org). While the full complement of subjects eligible for relevancy is found in the different ABC "Needs to Know Criteria," in general, some core topics that will always be eligible include the following subject matter:

- ◆ Operation and maintenance of water/wastewater treatment systems and associated equipment
- ◆ Operation and maintenance of water/wastewater transport systems (distribution and collection) and associated equipment
- ◆ Electrical systems
- ◆ Hydraulics
- ◆ Chemical treatment
- ◆ Sampling/testing requirements—biological, chemical and radionuclide
- ◆ Disinfection
- ◆ Water/wastewater public health issues;
- ◆ Mathematics
- ◆ Drinking water source water protection.

The ABC "Needs to Know Criteria" addresses relevancy of information, but it doesn't address whether frequency of taking a class should or should not be an issue, how many times the same class can be taken for credit, whether a class should or could qualify for water/wastewater dual CEUs, whether all information should be viewed as equal when assigning CEUs, etc. These related issues are important, but do not directly affect a training provider since it is the operator's responsibility and not a training provider's responsibility to monitor the number of times an operator attends a specific class. This operator issue, along with other operator oriented information is discussed in another WWP Board publication for operators entitled, *"Training and Continuing Education Reference Guide for Idaho Water and Wastewater Operators."*

#### **5.4 Validation of Number of CEUs Issued**

The training provider or instructor shall use a standard means of verifying the involvement of each student is evaluated at the conclusion of each training session and upon the basis of which CEUs are issued. Some examples include attendance, passing an exam, filling out the class/instructor evaluation/critique form, or completing an individual or group assignment. If no validation method is selected by the training provider, CEUs will be issued using attendance as the method. Using attendance as the method means full or partial CEU credit is based on actual contact time so that class participants missing

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sections of a training class are only eligible for CEUs for actual time spent in the classroom.

Each training provider is responsible for issuing CEU certificates showing the name of the training session, the name of the attendee, the date and location of the training class, the number of CEUs earned, the type of CEUs earned, and signatures of the training provider representative and the instructor and any other pertinent information as determined by each training provider.

## **5.5 Applicable Training Materials**

The instructor must describe or provide a copy of the training materials or curriculum to be used for each class taught. The materials must be appropriate for both the course topic(s) and target audience. One presentation cannot fit all operators and particularly not if entry level, intermediate, and advanced level operators are being taught in one class setting. The training material must be accurate and up-to-date, come from credible sources and, if it references other materials or authors, the referenced materials must be accessible and available to the student.

## **5.6 Participant Evaluations/Critiques of Class/Instructor**

### **5.6.1 Obtaining Approval of Class/Instructor Evaluation/Critique Forms**

Every approved class must include some form of training class/instructor evaluation/critique. Quality control is equally important for the students, instructor(s), and training provider(s) to determine the value added from the class. Every training provider must provide students attending a training class the opportunity to fill out an instructor/class evaluation/critique form.

It is the option of the training provider to develop and submit his or her own instructor/class evaluation/critique form as part of the IBOL Education Approval Form for review and approval by the IBOL CE Coordinator prior to use. Each training provider may add other evaluation aspects beyond WWP Board requirements to the form if desired for their own purposes.

### **5.6.2 Distribution of Approved Evaluation Form**

Each training provider or instructor must distribute a **pre-approved** instructor/class evaluation/critique form to each participant at the end of the training class to obtain students' responses to effectiveness of the training style (demonstration, classroom, etc.) with respect to the topic presented, course content, the instructor's knowledge of the subject matter, the instructor's delivery of the subject matter, and the learning outcomes achieved by the participant.

Copies of completed evaluation/critique forms from each class held must be sent to The IBOL CE Coordinator. The IBOL CE Coordinator and/or WWP Board members may also randomly sit in on classes to evaluate presenters and course content as part of the ongoing QA/QC process.

## **5.7 Miscellaneous Subject Matter Content Issues**

There are three other issues to consider when deciding what subject matter to teach and how to present the selected subject matter. First, preparation classes for one, two or all levels of licensure exams is important to both entry level operators and veteran operators upgrading their licensure class. While neither the drinking water or wastewater operator licensure rules require training to be completed by an operator as a condition to qualify to take any licensure exam, most operators say they receive a positive value from taking the broad range of subject matters offered in the exam preparatory classes.

Second, training providers are also encouraged to consider progressive levels of training for the different types and classes of operator licensures. Because operators' length of service ranges from entry level to decades spent at the same licensure class, similarly classified individuals can have very different training needs.

There is a one-time training explicitly required for the wastewater grandparented operators. The rules state that grandparent operators must take a one-time broad-based comprehensive training class that is the equivalent of the information covered by the qualifying licensure exam for the license held.

# **Section 6: Other Training Provider Issues**

## **6.1 Providing Training to Operators Out-Of-State**

A training provider may want to offer training classes to operators in another state. The following steps should be followed to assure all operators in attendance receive proper CEU credit in their home state.

1. If the class is physically held in-state (Idaho), but is offered to operators in other states, submit the standard IBOL Education Approval Form to the Idaho IBOL CE Coordinator as described in Chapter 3. In addition to using the standard approval process, distribute promotional materials to the additional desired locations. Sponsoring this type of training may necessitate travel and/or lodging for attendees, so travel accommodations with pertinent prices should be considered and included as part of the registration materials.
2. If the class is being held physically at locations both in-state and out-of state, then a separate request for approval packet must be submitted to the CEU Director in

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each state the class is being held in. The only exception to this process would be if Idaho had a reciprocity agreement for training approvals with another state. At this time, Idaho has no such reciprocity agreements.

Once the training class and instructor have been approved by all appropriate CEU Directors, then proceed according to Section 6.1, Item 1.

3. If the training class is only being held out-of-state, then contact the CEU Director for the state the training is going to be held in and find out that state's submittal requirements.

## **6.2 Training Provider Requirements for Alternative Education**

Any alternative education class offered by a training provider must be approved in accordance with the same IBOL Education Approval Form submittal process as a traditional style training class. Approvals must be obtained prior to the training class being offered for distribution to licensed operators in the state of Idaho.

# **APPENDIX**

## **IBOL EDUCATION APPROVAL FORM**