

**POLICIES ADOPTED BY THE  
N.C. WATER TREATMENT CERTIFICATION BOARD**

<b>Exam Policies</b>	
<b>Date</b>	<b>Policy Adopted</b>
<b>12/12/00</b>	<b>Exam Review:</b> The issue of exam security is the legal responsibility of the Board, along with allowing operators to review their examinations. Operators must come to the Raleigh Office for the review process to maintain exam security.
<b>06/10/03</b>	<b>Exam Applicant Proper Identification:</b> Only applicants who present photo identification will be allowed to sit for the examination.
<b>12/09/03</b>	<b>Incomplete Exam Application Submittal:</b> Any request by the Certification Board for additional examination information must be received by the 15 <sup>th</sup> day of the date of the examination month. Examination applications will be considered incomplete and denied if the additional information is not received by the 15 <sup>th</sup> of the month.
<b>12/09/03</b>	<b>Late Arrivals at the Examination:</b> After the examination instructions are read and the proctor begins the examination, no one arriving after that time will be seated for the examination
<b>12/09/03</b>	<b>Cell phones at the Exam Site:</b> Applicants sitting for a Certification Board examination will be required to turn off all cell phones and pagers during the examination. No cell phones are allowed on the desk/table during the examination.
<b>12/09/03</b>	<b>Refund and Credit Policy:</b> No application for examination refunds or credits will be given to applicants. (Stated on the Application)
<b>School Policies</b>	
<b>Date</b>	<b>Policy Adopted</b>
<b>06/11/02</b>	<b>Cross Connection “ORC” vs. “Testers”:</b> The tester course does not include program management nor does it cover the detail required to be a certified operator. Therefore, the tester course is <u>not</u> approved for Cross Connection certification.
<b>06/10/03</b>	<b>Wastewater Collection I for Shoring Requirement:</b> Collection I Wastewater Course is <u>not</u> approved for the shoring requirement for C-Distribution certification. This course does not cover the concepts of shoring in as much detail as the approve AWWA shoring course.
<b>12/09/03</b>	<b>School Attendance Policy:</b> Individuals attending any surface, well, distribution, shoring or cross-connection school, which curriculum has been approved by the Water Treatment Facility Operators Certification Board for state certification, must attend at least 75 percent of the course in order to receive credit. Individuals who successfully attend 75 percent or more the approved curriculum will be issued a “Certificate of Completion” or other proof of successful completion. Individuals who fail to attend at least 75 percent of the curriculum will not be awarded credit for the course and no “Certificate of Completion” or other proof of successful completion will be awarded. The “Certificate of Completion” or other proof of successful completion should include all information specified in 15A NCAC 18D .0308.
<b>10/30/06</b>	<b>Two-Year Technical Program with a Diploma in Water and Wastewater Technology is <u>defined</u> as:</b> any 2 year associate or diploma program in science, environmental science, environmental health or a program with an emphasis on water and waste water technology from an accredited college or university. [.0201]
<b>Other Policies</b>	
<b>Date</b>	<b>Policy Adopted</b>
<b>12/14/04</b>	<b>Temporary Certifications:</b> Board agreed that it was not appropriate for a

temporarily certified operator to serve as an Operator In Responsible Charge.

03/08/05

**Professional Growth Hours Pre-Approval Policy for North Carolina Water Treatment Systems Operators**

Pre-Approval Procedure

- Continuing education hours must be earned through completion of approved water treatment/system courses.
- The Water Treatment Facility Operator Certification Board, for the purpose of evaluating and approving continuing education courses, will establish a review committee.
- The review committee will only approve contact hours for training that is taught by qualified instructors and the topic is appropriate to water treatment operations.
- Approval will not be given for any sales oriented group, if the intent is the sale or promotion of a product.
- All organizations sponsoring training courses must submit an application to the Water Treatment Facility Operator Certification Board for approval.
- The review committee will not consider any incomplete application.
- The review committee will notify the applicant of the committee's decision within 15 days of the regular monthly scheduled meeting.
- The committee shall meet once per month to review any applications. The review committee will determine the number of contact hours approved for any course.
- If additional information is needed, the review committee may request this information from the applicant. The review committee reserves the right to postpone approvals.

Course Approval Specifics

- Training that will be acceptable for contact hours includes, but is not limited to:
  - 1) Regulations
  - 2) Equipment
  - 3) Operation and Maintenance
  - 4) Record Keeping
  - 5) New Technologies
  - 6) Water Treatment Processes
  - 7) Certification Courses
  - 8) Management
- Wastewater process related courses will not be accepted for contact hours.
- Credit hours are based on actual training time. No breaks or meals should be counted toward contact hours.

- Contact hours will be awarded in increments of ½ hour.
- Students must complete the entire course to be awarded credit hours. No partial credits will be allowed.
- No contact hours will be given for training attended prior to certification as a water facility/system operator.
- Once approval has been awarded for a training course, the course is approved until there are instructor and/or course content changes.

Training Providers

- All training events, dates and times must be submitted to the Water Treatment Facility Operators Certification Board thirty days before the date of the training course, if prior approval is desired.
- Training organizations may apply for a sponsor agreement with the Water Treatment Facility Operators Certification Board.
- Applicant will be notified in writing upon approval or denial of the application.
- A training organization may not be advertised as having been approved for continuing education hours until the Water Treatment Facility Operators Certification Board has issued a formal approval letter.
- Each training provider must provide the students with a certificate of completion that includes the following:
  - 1) Attendee's name;
  - 2) Name of training organization;
  - 3) Contact hours;
  - 4) Date of training event;
  - 5) Location of training event;
  - 6) Instructor or sponsor's signature.
- Training providers shall submit an attendance roster with certification ID numbers or the last 4 digits of social security numbers for all attendees to the Water Treatment Facility Operator Certification Board within 15 days of completion of the training.
- Rosters submitted for unapproved courses will not be processed. Operators will be responsible for submitting proof of attendance.
- Contact hours will be valid for the one-year renewal period in which they were earned. Contact hours shall not be carried over from year to year.
- Instructor will be allowed to earn contact hours for teaching approved training courses. The rate will be calculated per ½ hour of class instruction. Teaching the same course within the same year may only be counted once.

- All approved training courses will be subject to unannounced audits by the Water Treatment Facility Operators Certification Board or their representative.
- The Water Treatment Facility Operators Certification Board reserves the right to revoke the approval of any training course that does not conform to this policy.

On-line Course Approval

- On-line providers must provide a permanent login and password to NCWTFOCB pre-approval committee
- Courses must be in a secure site
- Staff shall verify that the on-line course meets all of the pre-approval and course approval specifics
- Staff will perform audits for on-line courses

Webinars

- Must be pre-approved in order to receive credit
- Each session must have an approved proctor present to verify attendance (Proctors may not get credit unless another proctor approves it)
- Must be conducted in a group setting (with at least 2 people with one as a proctor)
- Providers must submit rosters to NCWTFOCB
- Certificates of completion shall be presented to attendees
- Board staff must be given websites and authority to attend sessions
- Board staff will perform audits of the webinars
- No webinar or webcast will be accepted for individuals who take it away from host site with proctor
- Must follow all of the above guidelines for preapproval

Amended Dec 19, 2011  
 Amended June 15, 2010  
 Amended June 17, 2008

**6/15/2010**

**Retiring a Certification:** Water system operators certified by the NC Water Treatment Facility Operators Certification Board may request to have their certification(s) retired. If an operator decides to have his/her certification(s) retired, he/she must make the request in writing to the Water Treatment Facility Operators Certification Board. The operator will be given a “retired” status in the database. No publications, renewals or other information concerning certification will be mailed to operators with” retired” status. An operator whose certification has been retired may seek reinstatement within two years of retiring by paying renewal fees in arrears and either providing proof of continuing education for each calendar year as required in Rule .0308 of the “*Rules Governing Water Treatment Facility Operators*”, or by passing another examination of that grade. Late fees will be excluded.  
 Any person having a certification retired for more than two years shall apply to the Board for approval to be eligible for any further certification or reinstatement of certificate.

<p><b>6/15/2010</b></p>	<p><b>Operator Requirements for Supplemental Treatment Facilities and Purchase Systems that Provide Treatment:</b></p> <p>Type of Operator Required: Either Well or Surface Grades are acceptable (distribution system grades are not acceptable).</p> <p>Grade of Operator Required: Minimum of C – level for the following treatment parameters listed in 15A NCAC 18D .0203, applied singularly or in combination:</p> <p>(8) pH Adjustment (primary)</p> <ul style="list-style-type: none"> <li>(A) caustic (NaOH)</li> <li>(B) lime/soda ash</li> <li>(C) acid</li> </ul> <p>(14) Phosphate (sequestering agent)</p> <p>(15)(B) Stabilization-phosphate</p> <p>(17) Disinfection</p> <ul style="list-style-type: none"> <li>(A) gas Cl<sub>2</sub></li> <li>(B) hypochlorite solution</li> <li>(E) ammonia and Cl<sub>2</sub></li> </ul> <p>For all other treatment parameters, the operator grade requirements for supplemental treatment facilities and purchase systems that provide treatment will be determined by the Board on a case-by-case basis.</p> <p>Experience Credit for Operation: See definition of “Acceptable Experience” in 15A NCAC 18D .0105(1).</p>
<p><b>3/23/2010</b></p>	<p>Submittals to the Certification Board:</p> <p>Letters mailed to the attention of the Certification Board or staff:</p> <ul style="list-style-type: none"> <li>• Must be typed</li> <li>• Must include a contact mailing address and phone number</li> <li>• Must be received by the Certification Board office staff by the first day of the month in which the quarterly board meeting is being held if submittal is to appear on the meeting agenda</li> </ul> <p>Spreadsheets submitted to the attention of the Certification Board or staff:</p> <ul style="list-style-type: none"> <li>• Must be typed</li> <li>• Must provide an electronic copy to the Board staff in both excel and .pdf formats</li> <li>• Must be formatted for printing on 8 ½” x 11” paper</li> </ul> <p>Any official form or application submitted to the Certification Board staff should be the most recent version that is available on the Certification Board’s website. The Certification Board staff reserves the right to reject any form or application it deems outdated and insufficient.</p>

<p><b>6/6/2012</b></p>	<p><b>Operator Requirements for Supplemental Treatment Facilities and Purchase Systems that Provide Treatment:</b></p> <p>Definition of “Supplemental Treatment Facility” – (See 15A NCAC 18C .1303(a)(3)(A))</p> <p>A supplemental treatment facility, including booster chlorination, is a facility designed to treat water that has previously been treated to meet standards of the “North Carolina Drinking Water Act.”</p> <p>Type of Operator Required: Either Well or Surface Grade is acceptable (distribution system grades are not acceptable).</p> <p>Grade of Operator Required: Grade required shall be equivalent to or shall exceed the approved system treatment classification.</p> <p>Experience Credit for Operation: Experience at a supplemental treatment facility shall be equal to experience at a well water treatment facility.</p>
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