

**Instructions for requesting approval of Training Contact Hours
(TCH's) for operator license renewal**

1. Complete the attached form and save as a Microsoft Word document.
2. Scan copies of the following documents:
 - Certificate of completion to be issued to the attendees
 - Attendance roster/sign-in sheet to be used
 - All handouts or course material.
 - Written policy on maintaining records showing the record keeping criteria of the organization conducting the training and issuing TCH's towards the operator license renewal.
 - Evaluation form which measures the quality of the training

You can use the attached examples, or you may create your own. If you choose to create your own documents, please refer to Section #4 of the enclosed copy of "Policy for Approval of Training Contact Hours TCHs for License Renewal", for a detailed list of information that is required on these documents.

3. Send completed form and scanned documents to www@dep.nj.gov
4. You will notice if your event is approved for TCH's with approval number – or a notice if such approval is denied.
5. Within 30 days of training event being held you must e-mail TCH@dep.nj.gov the following information:

The **subject line** of the message should be as follows:

Course Approval Number - Course Provider – Renewal Cycle

The e-mail message body should include all key information listed below:

Course Name – name of course as printed on certificate
Course Approval Number – must be formatted XX-MMY#-ZZ
Credit Type – Technical or Safety Credits
Credit Category - Water, Wastewater or Water/Wastewater
Training Contact Hours - Hours being awarded – must be 1 hour or greater
Course Provider – Name of course provider – please be consistent with such name
Course Provider Contact – lead trainer or coordinator of event
County – New Jersey county – enter various if multiple locations during cycle
Municipality – enter various if multiple locations during cycle
Date – date course was completed – enter various if multiple dates during cycle
Renewal Cycle – 10/1/2018-9/30/2021, 10/1/2021-9/30/2024

For example:

Subject: 99-010940-31–TargetSolutions – 10/1/2018-9/30/2021

Course Name: Water Industry Ladder & Scaffolding Safety

Course Approval Number – 99-010940-31

Credit Type –Safety

Credit Category – Water/Wastewater

Training Contact Hours - 1

Course Provider – Target Solutions

Course Provider Contact – Ellen Sakamoto

Municipality - Online

County - Online

Date – 11/03/2020

Renewal Cycle – 10/1/2018-9/30/2021

The e-mail must be accompanied by a roster using the Excel spreadsheet available at <https://www.state.nj.us/dep/exams/docs/TCH%20Import%20Spreadsheet.xlsx> The spreadsheet should only include attendees who have a license number. It also critical the license number is entered correctly including all leading zeros.

6. You will receive an e-mail from TCH@dep.nj.gov confirming your TCH event and associated roster has been entered into our system. You can also verify this entry using the report available on the Water Supply & Wastewater Treatment System Operators Licensing web page (<https://www.state.nj.us/dep/exams/wsw.htm>) which includes the following information for training providers:

22. As a training provider how can I verify my courses and associated rosters have been entered in your system?

Click [here](#) to get a report of the training contact hours that have been recorded for your organization.

Click [here](#) to get a report of the training contact hours that have been recorded for your organization with the rosters.

23. As a training provider who do I contact if my courses and rosters have not been entered or the information is incorrect?

If your course is not listed or the information is incorrect please contact us at TCH@dep.nj.gov

24. How can I look up the license information for a water and/or wastewater system operator?

Click [here](#) to get a report all water and wastewater license holders which includes information on what license(s) they currently hold.

7. Licensees can check their TCH's credits using the report available on the Water Supply & Wastewater Treatment System Operators Licensing web page (<https://www.state.nj.us/dep/exams/wsw.htm>) includes the following information for the licensee:

17. How can I find out how many Training Contact Hours (TCHs) I have received and how many are needed for license renewal?

Click [here](#) to get a report of the training contact hours that have been recorded for your license(s).

18. Who do I contact if I was not credited for Training Contact Hours (TCHs)?

Please contact your course provider who is responsible for supplying and verifying all training credits to NJDEP. See our list of known course providers at http://www.nj.gov/dep/exams/docs/TCH_Course_Providers_List.pdf

**Advisory Committee on Water Supply and Wastewater Licensed Operator Training REQUEST TO
ISSUE TRAINING CONTACT HOURS
(TCHs) FOR OPERATOR LICENSE RENEWAL**

Name/Association: _____

Program/Course Title: _____

This course is in (circle all that apply): Water Wastewater Safety Red Cross

Please Note: Individual course approval is not necessary if the course is part of an approved training program or if it is sponsored by an organization with an approved training program or the organization issues CEUs meeting the IACET standards.

Date(s): _____ Location(s): _____

Course Coordinator: _____ Phone/Fax/Email: _____

Address: _____

Number of TCHs for the course: _____

Instructor: _____ Phone: _____

Address: _____

Proctor: _____ Phone: _____

Address: _____ Affiliation: _____

Applicants for course approval must abide by the criteria established in the Advisory Committee on Water Supply and Wastewater Licensed Operator Training's *Policy for Approval of Training Contact Hours (TCHs) for License Renewal*. By submitting this application, the training course coordinator acknowledges that the training will be conducted in an environment conducive to learning, under the capable direction of qualified course instructor(s), and is intended to fulfill projected course goals as stated.

Course Coordinator

Date

THIS BOX FOR DEP USE

Date Received	Evaluated by	Date Evaluated	Board Approval	Number of TCHs	File Number

POLICY FOR APPROVAL OF TRAINING CONTACT HOURS (TCHs) FOR LICENSE RENEWAL

Section 1: Policy Objectives & Approval Requirements - This policy, developed by the Advisory Committee on Water Supply and Wastewater Licensed Operator Training (Advisory Committee), establishes criteria for renewal training to ensure that the training is under responsible sponsorship, capable direction, and qualified instructors. The criteria established are the minimum requirements and are meant to be consistent with the intent of the International Association for Continuing Education and Training Council (IACET). This document outlines, at a minimum, the training acceptable for awarding Training Contact Hours (TCHs) for operator license renewal requirements.

There are four ways that the Advisory Committee may approve training for the issuing of acceptable TCHs.

- a) The organization conducting training issues Continuing Education Units (CEUs) and meets the criteria established for the use of the CEU as established by the IACET.
- b) The organization conducting the training has had their training program approved by the Advisory Committee for issuing TCHs. A training program consists of more than one training course, in a group, offered by a single organization.
- c) The individuals or organization conducting training have been approved by the Advisory Committee to conduct specific training courses for issuing TCHs.
- d) The training program or specific training is cosponsored or sanctioned by an organization which has had their training program approved by the Advisory Committee for conducting training and issuing credit towards certification renewal.

Section 2: Criteria for Approving Training Programs, Institutions, Colleges, Associations, Companies or Other Organizations Issuing CEUs - Training programs or organizations having direct application to the water supply and/or wastewater field and meeting the criteria of IACET, formerly the Council of the Continuing Education Unit, for the use of CEUs will not need approval of the Advisory Committee for issuing CEUs to be credited towards meeting the renewal training requirements. These training programs or organizations can also cosponsor or sanction other renewal training programs. Programs which have been approved for TCHs of CEUs for the purpose of renewing water or wastewater licenses by the appropriate regulatory agency of another state, will be accepted for the purposes of renewing these licenses in the State of New Jersey. The Advisory Committee must approve any other training program.

Section 3: Criteria for Training Programs

- a) National, regional, state or other organizations, institutions, associations, corporations, etc. (governmental or private) involved in a wastewater or drinking water supply related field conducting, cosponsoring or sanctioning training, seminars, workshops or meetings, but not presently issuing CEUs, may apply to the Advisory Committee for approval of their training program. To obtain training program approval, the organization must submit to the Advisory Committee for review their training criteria which should, at a minimum, include the following information:

- (1) The standards, by which the organization plans to meet the criteria of this policy, especially, for all intents and purposes, the criteria for approval of individual training courses to be part of the training program.
 - (2) Criteria for individual training program approval of courses to be included.
 - (3) A written policy on maintaining records; and
 - (4) A mission statement that outlines the functions, structure, processes, and philosophy which guides the operations of the continuing education or training program
- b) If granted, this approval will allow the organization to issue TCHs and course numbers for training courses without individual course preapproval. These TCHs can be used towards meeting the New Jersey Department of Environmental Protection's (NJDEP's) license renewal training requirements, provided that the training criteria is strictly enforced and/or not substantially modified.
- c) An annual training curriculum and/or agenda and course syllabus must be submitted to the Advisory Committee at the beginning of each calendar year. This agenda of seminars, meetings, workshops, etc. may be updated at any time as courses are added.
- d) Any changes or modifications to the information submitted to the Advisory Committee for training program approval shall be submitted to the Advisory Committee for review and approval at least sixty (60) days prior to the date of training.

Section 4:

Criteria for Individual Training Courses

- a) Any individual or organization wishing approval to conduct a renewal training course for water supply and/or wastewater operators shall submit the following to the Advisory Committee for review. (This excludes those organizations issuing CEUs or those organizations, which demonstrated, to the Advisory Committee that they have met the intent of sections (I) through (14) below). This information should be submitted to the Advisory Committee at least sixty (60) days prior to the training program:
- (1) The date, location of the training and description of the training facility;
 - (2) The name, address and telephone number of person(s) to contact regarding training;
 - (3) The course outline showing the topic(s) to be presented and time allotted for each (including beginning and ending times). The outline should indicate how this program will meet the needs of a licensed water and/or wastewater system operator. Both the learner and the instructor should have a clear understanding of the intended outcomes and how they are to be achieved. Content should be sequenced in a logical manner and should proceed from basic to advanced levels;
 - (4) A copy of the instruction material showing the skills and knowledge that the learner will be able to demonstrate following completion of the program;
 - (5) A list of any audiovisual materials to be used, such as videotapes, slides, slide/tape presentation, films and overheads;
 - (6) The name, address, and background information or resume of the instructor(s) which shows the instructor's competence in the subject matter, understanding of the purposes and the intended learning outcomes of the program and ability to communicate the program content at an appropriate level.
 - (7) The name of proctor and affiliation. A proctor must be a person affiliated with and identified by an organization involved in the water supply and/or wastewater related field. The organization must have an educational unit or arm which is recognized and/or approved by the Advisory Committee for conducting renewal training and issuing TCHs.

- (8) A copy of the certificate of completion to be issued to the attendees. The certificate should contain the following information:
 - (a) attendee's name
 - (b) course name
 - (c) number of TCHs issued
 - (d) NJDEP course identification number
 - (e) course dates
 - (f) name of course instructor
 - (g) name of the cosponsoring or sanctioning organization, if applicable; and
 - (h) name and affiliation of proctor
 - (i) social security number
 - (j) signature of person authorized to grant TCHs
- (9) The number of TCHs to be issued.
- (10) A copy of the attendance roster to be used, which must contain but is not limited to, the following information:
 - (a) Name of the course
 - (b) TCHs issued
 - (c) NJDEP Course identification number
 - (d) Date and time the course was held
 - (e) Location of the course
 - (f) Name of course instructor
 - (g) Names of attendees
 - (h) Morning and afternoon section for signing in. If the course is for more than one day, the roster must show each day of attendance;
 - (i) Operator license number of all attendees
 - (j) Proctor affidavit
 - (k) Social security number
- (11) A copy of all handouts or course material.
- (12) A written policy on maintaining records must be provided showing the record keeping criteria of the organization conducting the training and issuing TCHs towards operator license renewal.
- (13) A copy of the evaluation form which measures the quality of the training.
- (14) Requirements for satisfactory completion of the training must be established in writing. Participants should be informed of the requirements for satisfactory completion prior to their participation. The requirements must be based on a combination of performance and attendance. Attendance requirements must be 90 percent and above and documented by attendance rosters or sign-in sheets. Only those who meet the specified requirements shall earn TCHs.
 - b) Renewal credit is based upon actual contact time in the training. All breaks and meal times must be noted on the agenda and will not count toward contact time. Excessive time allotted for introduction or welcomes will not count toward TCHs.
 - c) No credit shall be given prior to the completion of any training course. Participants must attend and stay for the entire session to satisfactorily complete the program. The completion day of a multi-day course is the last day of the course.
 - d) Renewal credit will be issued in increments of one-half (0.5) hour. The minimum credit issued, for any one course, will be one (1) TCH. Any organization, meeting IACET criteria, issuing CEUs for approved training, will be given credit at the rate of one (1.0) CEU per ten (10) TCHs. Water and wastewater treatment plant tours may be submitted for approval for TCH's, at 1/2 hour for each hour of activity.

- e) A permanent record of participation must be maintained for each individual to whom TCHs are awarded. These records must be readily available to the individual and/or the NJDEP upon request. The maintenance of permanent records is the responsibility of the organization conducting, sponsoring or sanctioning the program and awarding the CEUs or TCHs. While records may be maintained by the organization or a contracted service, the organization awarding the credits bears the primary responsibility for maintenance and availability of permanent records. All records must be maintained for a minimum of seven (7) years and are to be issued as an official statement or transcript upon request of the participant or the NJDEP. Further, the organization conducting, sponsoring or sanctioning training must establish in writing provisions for permanent maintenance of continual education records in the event of its demise.

Section 5: Sanctioned or Cosponsored Training- TCHs may be issued for operator license renewal upon successful completion of training, seminars, workshops or meetings that are cosponsored or sanctioned by an organization that has had their training program approved by the Advisory Committee. The TCHs shall be jointly issued with the sanctioning or cosponsoring organization. The cosponsoring or sanctioning organization must ensure that the administrative and program criteria are followed for issuing TCHs. The organization must verify that each participant has (or has not) met the specified requirements for satisfactory completion and is (or is not) awarded the TCHs. Permanent individual records, for each participant who successfully completes the training, must be established and maintained by the organization cosponsoring or sanctioning the training.

Section 6: Subsequent Courses- Once the course has been approved, the Department will issue a course number. The course information does not have to be resubmitted for subsequent sessions of that course provided there are no major changes in the course content, time allotted, instructor or material used. Any revision must be submitted to the Advisory Committee sixty (60) days in advance of any subsequent sessions of the approved course. The Advisory Committee Chair may waive the sixty (60) day requirement in exceptional situations as determined by the Chair. All changes will be included in the Advisory Committee's minutes.

Section 7: Course Advertisement- All training courses must be approved and issued a course identification number by the Department before the advertisement of training for renewal credit. All advertisements, which state that the training is approved, must include the course identification number, the amount of training contact hours issued and what license(s) category it is approved for. Organizations issuing CEUs or college courses are exempt.

Section 8: Granting TCHs

- a) A licensed operator taking and passing a water or wastewater licensing examination required by NJDEP, during the three (3) year training tracking period shall be granted 7 TCHs for the license category for which the exam was taken.
- b) A licensed operator who is a member of the New Jersey Section American Water Works Association or New Jersey Water Environment Association will be issued one (1) TCH for each year or any part of a year of membership during the three (3) year training tracking period. A licensed operator who is a member of any local organization or any out of state organization involved in the water supply and/or wastewater field and recognized by the Advisory Committee will be issued 0.5 TCHs for each year of membership during the three (3) year training tracking period. Evidence of membership may be in the form of dated membership cards or certificates issued by the organization.

- c) No more than three (3) TCHs will be issued to any one licensed operator in any three (3) year training tracking period for membership organizations involved in the water supply and/or wastewater field, as appropriate.
- d) A certified operator attending a New Jersey Department of Environmental Protection, United States Environmental Protection Agency, or any other State, Federal or local organization course or workshop, which are submitted and meet the criteria of this policy will be granted TCHs as awarded.
- e) Certified operators attending in-house training programs that are cosponsored or sanctioned by an Advisory Committee approved organization or association, will be granted TCHs as awarded.
- f) A certified operator attending an Advisory Committee approved in-house training, seminar or workshop that imparts general or technical information which is applicable to the professional or technical water supply and/or wastewater field and will be of value wherever the individual is employed, will be granted TCHs as awarded.
- g) A certified operator attending a first aid or CPR course, which is either Red Cross approved or conducted, cosponsored or sanctioned by an Advisory Committee recognized organization will receive up to 3 TCHs for each training tracking period. No more than 1/3 of the required number of TCHs for any three-year training tracking period shall be for safety and/or first aid type training.
- h) Courses granted CEUs will be issued TCHs on a basis of one (1.0) Continuing Education Unit (CEU) = ten (10) TCHs.
- i) College credit for courses which are directly relevant to the operation, maintenance or management of a wastewater or water system and which address influences on water quality, public health or environmental protection will be issued 15 TCHs for each credit hour.
- j) Instructors shall not receive TCHs for training.
- k) An operator cannot earn TCHs for the same course repeated in any three-year training tracking period.
- l) The Advisory Committee will not grant approval for courses with less than 1 (one) TCH.

Section 9: Revocation of Approval- The Advisory Committee may recommend the revocation any training approval at any time if it is the opinion of the Advisory Committee that the training program or course no longer meets the criteria established in this policy.

Section 10: Waivers- In exceptional circumstances, the Advisory Committee Chair may recommend waiving any requirement of this policy. All waivers are subject to ratification by the Advisory Committee and shall be included in the minutes of the Advisory Committee meeting.

TCH Course Request Checklist

- The date, location of the training and description of the training facility.
- The name, address and telephone number of person(s) to contact regarding training.
- The course outline showing the topic(s) to be presented and time allotted for each (including beginning and ending times). The outline should indicate how this program will meet the needs of a licensed water and/or wastewater system operator. Both the learner and the instructor should have a clear understanding of the intended outcomes and how they are to be achieved. Content should be sequenced in a logical manner and should proceed from basic to advanced levels.
- A copy of the instruction material showing the skills and knowledge that the learner will be able to demonstrate following completion of the program.
- A list of any audiovisual materials to be used, such as videotapes, slides, slide/tape presentation, films and overheads.
- The name, address, and background information or resume of the instructor(s) which shows the instructor's competence in the subject matter, understanding of the purposes and the intended learning outcomes of the program and ability to communicate the program content at an appropriate level.
- The name of proctor and affiliation. A proctor must be a person affiliated with and identified by an organization involved in the water supply and/or wastewater related field. The organization must have an educational unit or arm which is recognized and/or approved by the Advisory Committee for conducting renewal training and issuing TCHs.
- A copy of the certificate of completion to be issued to the attendees. *
- The number of TCHs to be issued.
- A copy of the attendance roster/sign-in sheet to be used. *
- A copy of all handouts or course material.
- A written policy on maintaining records must be provided showing the record keeping criteria of the organization conducting the training and issuing TCHs towards the operator license renewal. *
- A copy of the evaluation form which measures the quality of the training. *
- Requirements for satisfactory completion of the training must be established in writing. Participants should be informed of the requirements for satisfactory completion prior to their participation. The requirements must be based on a combination of performance and attendance.

* Samples of these documents are attached to this checklist.

These standard forms may be used, or you may create your own.

If you choose to create your own documents, please refer to Section #4 of the enclosed copy of "Policy for Approval of Training Contact Hours TCHs for License Renewal", for a detailed list of information that is required on these documents.

MAINTENANCE OF COURSE RECORDS

As required by the Water & Wastewater Advisory committee on Operator Training's policy governing the approval of course providers to issue Training Contact Hours (TCHs) and in accordance with the International Association for Continuing Education and Training (IACET) standards, I agree to maintain course records for a period of no less than seven (7) years. NJDEP may obtain copies of course records by contacting the individual Indicated below. NJDEP must be notified of any change as to how these records may be obtained.

Person to contact: _____

Phone number: _____

Email: _____

Course Coordinator: _____

Signature: _____ Date: _____

TRAINING COURSE EVALUATION FORM

COURSE TITLE: _____ DATE: _____

Please "grade" this course in the following areas, using the following format:

E Excellent G Good F =Fair U Unsatisfactory

	E	G	F	U	Comments (please print)
Achieved course objectives					
Overall content					
Usefulness of information					
Stimulated interest in the topic area					
Teaching aids (audio-visual, handouts, etc.)					
Facilities					

The pace of the program was (circle one): Too Slow About Right Too Fast Varied

Would you recommend this program/course to an associate? (circle one) **YES** **NO**

Why did you register for this course?

What were the most useful or relevant aspects of the course?

What were the least useful or relevant aspects of the course?

Was the instructor's presentation of the course material adequate? Why or why not?

Is there anything that could be added to make this course better?

Please add any additional comments that you may have regarding the course (Use the back of this page if you need more space):

Name of the cosponsoring or sanctioning organization (if applicable)

CERTIFICATE OF COMPLETION

This certificate is awarded to

Name of Attendee

Social Security# of Attendee

For the completion of

Name of Course

NJDEP Course ID#

Course Date(s)

Number of TCH's issued

Name and affiliation of Course Instructor

Course Coordinator's signature (person authorized to grant TCHs)

