Compliance Course Overview
Q & A

Ask Questions,
Let’s Get Answers
Water Operator Licensing Review
Recent Rule & Program Changes !!!

• July 2019 to June 30, 2021 Renewal Hours **WAIVED**
  • June 2021 Renewal Invoiced – Pay Fee – License Renewed
  • No Training Documentation Required
  • 2021-2023 Renewal Returns to Normal Hour Requirements
  • Does Not Apply Wastewater License - Contact ADEQ For Renewal Changes
• Criminal History Review Added To License Requirements
  • Does Not Apply to License Holders Prior To February 2019
  • If Applicant Has Criminal History
    • **CRITICAL** – Request Pre-licensure Determination **Before Starting** Licensing Efforts
    • Not All Offenses Result In Loss Of License Capability
    • License Committee Waiver May Also Be Available
Examination Preparation Steps

Obtain A License Website
www.healthy.arkansas.gov/water-license
Step by Step Obtaining A License Process

Application and Fee’s

Mandatory Training

Registering for Exam

ABC “Needs-to-Know” and Study Materials

Reference Manuals Study
Paper Exams
45 Day Advance Registration/Schedule Notice Required!!!

Examinee Must Reserve/Register For Exam

Examinees **must** formally register/schedule their exam at least **45 days** prior to the desired exam session date.

To register on the internet go to [www.healthy.arkansas.gov/eng](http://www.healthy.arkansas.gov/eng) and click/select: **Exam Registration** – Left side link listing Obtain A License Webpage

For Registration Assistance e-mail questions to: [ADH.Water.Licensing@arkansas.gov](mailto:ADH.Water.Licensing@arkansas.gov).

Contact Water Licensing Program at: (501) 661-2623.
To register for an exam, in addition to the actual registration process, the examinee must address the following:

➢ Required license application submitted (Short grace period allowed)

➢ Paid required exam / re-exam fee (Short grace period allowed)

➢ Training attendance requirements met by the time of examination
   ➢ Document the ability to meet the mandatory training
     ➢ Submit completion certificates after registering for exam
     ➢ Provide Training schedule for courses not yet attended

Note: Failure to attend the registered exam session may result in the forfeiture of the exam fee.
ABC Standardized Exam Preparation

Use 2017 ABC’s “Need-to-Know”

*Use ABC “Formula/Conversion Table”*

Use their prescribed list of reference manuals

All mandatory courses must be attended prior to exam

Additional information on our Website: www.Healthy.Arkansas.gov/water-license
www.healthy.arkansas.gov/eng → Operator Certification

Select a Link → Training Schedule or Exam Schedule

Training Schedule Links

Exam Schedule

Click here to register for an exam.
Paper Based Exam Schedule

The Water Licensing Program Offers Quarterly Exam Sessions. (Must register 45 days in advance)

March, June, September and December

Note: Paper Based Exam sessions also held at the AWWWEA & ARWA annual conferences.
✓ Computer-based Arkansas Water Operator License Examinations are available utilizing PSI Services (PSI) Assessment Centers.

✓ This is an **optional** method of examination with an **additional** administration/facility use fee of **$69.00 per exam**, paid to PSI.

✓ This option allows exams to be scheduled with:
  ✓ Flexibility as to day of the week (open Monday through Saturday),
  ✓ Time of day (morning or afternoon sessions),
  ✓ No 45 days advance registrations,

✓ Must have Application on file, exam fee paid and training to be approved.
  ✓ Request approval on exam registration webpage, see Obtain License webpage.
✓ To utilize PSI use exam registration website to start the process.

✓ The exams are administered via computer terminals in an PSI Assessment Centers

✓ The process is friendly towards non-computer users, allows flexibility to skip items, correct answers, etc.

✓ The computer-administered examination is scored at the conclusion of the exam with your score and mastery report provided to you prior to leaving the Center.

✓ AMP will furnish the Licensing Program your exam results.
Know Your Objective

• 1 Exam per License Type
• Be sure that you are taking the correct Exam
• 110 Multiple Choice Questions for Treatment and Distribution Exams – 10 are Development Items
• 50 Multiple Choice Questions for Very Small System Exams
• 3 Hours Time Limit To Complete
  • Most Operators Complete In Allowed Time
The Minimum Exam Passing Score Is 70 Percent.
The Exam Mastery Report is provided after each exam is taken

• How It Determines Weak Areas
  - Gives # Correct
  - # On Exam
  - Percent Correct
  - Study Areas % Is Low
  - Study Areas With Large Number Of Questions
Experience Credit

Experience Must Be Directly Related To License Obtained

**Employment Background for Evaluation of Experience Credit:** (Be sure to begin with your present employment/job duties and start date. List your water system operation, maintenance and/or management experience and job duties for each specific job duty/position held. Attach additional information, if warranted. This list of experience and the above listed education will be evaluated to determine your compliance with the experience requirement. Incomplete or vague descriptions may delay the issuance of your license.)

<table>
<thead>
<tr>
<th>FROM: (MM/DD/YY)</th>
<th>TO: (MM/DD/YY)</th>
<th>Employer’s Name</th>
<th>Describe All Job Duties Related To License (If Job Duties Have Changed List Separately)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Present</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Duties Cont’d</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>From:</td>
<td>To:</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>


Experience Validation by Owner or System Representative:
(If this section is not completed any experience described above can not be considered for experience credit.)

The above named license applicant has provided an accurate and complete description of their experience to the best of my knowledge as the Owner, Manager, or Operator in Responsible Charge of the water system named on page 1 of this application. If there is experience described above for another water system or other related experience, I have no knowledge why this experience should not be evaluated for credit.

Print name: ____________________________________________ Title: ____________________________________________

Signature: ____________________________________________ Date: ________________________ _____, 20____
Operator In Training (OIT)

- OIT Is Allowed for All License Grades
  - OIT Issued Until Experience Met
  - Renews just like regular license
  - Duties Change / Exp Met / Lic Issued
- To Convert OIT To Full License
  - Submit Experience Update Form
  - Needs Adequate Experience Description
  - Proper Signatures (Yours and Your “Boss”)
Keeping Your License

Renewal Training – 24 Hours

Renew License – Complete Renewal Process
Training

Water Operator Licenses must be renewed every other year regardless when a license was received.

Example: July 1, 2019 – June 30, 2021
July 1, 2021 – June 30, 2023

Pandemic Response - Renewal Hours Waived for 2019 to 2021 Renewal Period

The required 24 hours of Water License Renewal Training has been divided into 2 training types.

Direct and Indirect

12 Hours Must Be Direct
Remaining Either Type
Training

**Direct Training**
Subjects directly applicable to the field of water supply, treatment, distribution, pumping, metering, or management; or the study of approved materials on the same subject.

**Indirect Training**
Subject matter such as personal operator safety, wastewater, plumbing inspection or cross-connection control (tester or repair) certification courses.
### Examples of Direct and Indirect Course Types

<table>
<thead>
<tr>
<th>Direct</th>
<th>Indirect</th>
</tr>
</thead>
<tbody>
<tr>
<td>ARWA and AWW&amp;WEA Annual Conferences</td>
<td>Wastewater courses</td>
</tr>
<tr>
<td>AWW&amp;WEA District Meetings</td>
<td>Personal safety seminars (including SCBA, HazMat, Confined Space, etc.)</td>
</tr>
<tr>
<td>All mandatory training for licensing exams</td>
<td>Backflow Assembly Repair and Tester</td>
</tr>
<tr>
<td>Chlorine Emergency Response</td>
<td>Public Relations/Customer Service</td>
</tr>
<tr>
<td>Consumer Confidence Report</td>
<td>Plumbing Inspection</td>
</tr>
<tr>
<td>Cross Connection Control</td>
<td></td>
</tr>
</tbody>
</table>
Be sure to ask the trainer the status of the course as early as possible.

The trainers are required to have their courses approved prior to the day of the training and are informed whether it is Direct or Indirect training during the approval process.
Keep Track Of Renewal Hours

Training helps you to remain current on the Water Industry changes and updates.
Use Training ID Number, First or Last Name to Find Renewal Training Hours

“Jim” will not find James. But “J” will find both.
Recording Your Training Hours
(please include the following)

• **Course title**
• **Date** - of the training including the year
• **Location** - town where the course was held
• **Trainer** – sponsor that provided the training
• **Direct/Indirect**
• **Number of hours earned**
# Renewal Training Hours

**Record of Renewal Training Hours**

SELECT your name from the list below by clicking the Select button to the left.

<table>
<thead>
<tr>
<th>ID</th>
<th>FirstName</th>
<th>LastName</th>
<th>System</th>
</tr>
</thead>
<tbody>
<tr>
<td>Select</td>
<td>8362nut</td>
<td>marti</td>
<td>Not Provided</td>
</tr>
<tr>
<td>Select</td>
<td>8362NUT</td>
<td>Martin</td>
<td>Nutt</td>
</tr>
<tr>
<td></td>
<td>8362NUT</td>
<td>Martin</td>
<td>Nutt</td>
</tr>
<tr>
<td>Select</td>
<td>8362NUT</td>
<td>MARTIN</td>
<td>NUTT</td>
</tr>
<tr>
<td>Select</td>
<td>8362NUT</td>
<td>Martin</td>
<td>Nutt</td>
</tr>
<tr>
<td></td>
<td>9915Nut</td>
<td>Stephen E</td>
<td>Nutt</td>
</tr>
</tbody>
</table>

Select One of Your Select” Boxes to retrieve all your training.
### Record of Renewal Training Hours

You may print this report and submit ALL PAGES with your license renewal.

<table>
<thead>
<tr>
<th>Number</th>
<th>ID</th>
<th>LastName</th>
<th>FirstName</th>
<th>System</th>
<th>Class</th>
<th>Hours</th>
<th>Location</th>
<th>Date</th>
<th>Direct</th>
<th>Mandatory</th>
</tr>
</thead>
<tbody>
<tr>
<td>13904</td>
<td>8362</td>
<td>NUTT</td>
<td>MARTIN</td>
<td>AR DEPT. OF HEALTH</td>
<td>2008 AWW&amp;WEA Conference</td>
<td>16</td>
<td>Hot Springs</td>
<td>4/28/2008 12:00 AM</td>
<td>Direct</td>
<td>No</td>
</tr>
<tr>
<td>15498</td>
<td>8362</td>
<td>NUTT</td>
<td>MARTIN</td>
<td>ADH</td>
<td>ARWA CONFERENCE</td>
<td>16</td>
<td>HOT SPRINGS</td>
<td>10/29/2007 12:00 AM</td>
<td>Direct</td>
<td>No</td>
</tr>
</tbody>
</table>

I certify that I have attended the renewal training listed in this document.

Signature: ______________________ Date: __________

Note: If less than 24 total hours (at least 12 direct hours) are shown above, please list below additional training attended. (Provide: course name, date, location, sponsor, direct/indirect, and hours.)

<table>
<thead>
<tr>
<th>Course Name</th>
<th>Date</th>
<th>Location</th>
<th>Sponsor</th>
<th>Direct/Indirect</th>
<th>Hours</th>
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</tbody>
</table>

Additional Training Can Be Listed in Provided Table

If Adequate Training, Sign and Submit With Renewal Documents
License Renewals

- First Renewal Prorated
  - One Hour Per Month Since 1st Exam Passed
  - Mandatory Courses May Be Used

- Routine Renewal
  - No Grace Will Be Allowed
  - Short Hours - No Renewal
  - License Expired
  - Short Hours Can Make Up To Re-instate
    - Have 1 Year After Expiration w/o exam
    - Make Up Hours Not Available Next Renewal
License Revocation and Suspension

• When it is found that an operator has practiced fraud or deception
• When reasonable care, judgment, or the application of the operator’s knowledge or ability are not used in the performance of duties
Certificate Time!!!

Congratulations

Water Operator License