

## TRAINING AT TWUA MEETINGS



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TWUA DISTRICT OFFICER TRAINING  
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### Overview and Purpose



- TCEQ Rules & Regulations
- Training at Meetings–
  - Achieving Compliance
- Training Provider Responsibilities
- Working with TWUA Central Office

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### TCEQ Rules & Regulations



- Training approval added to rule 2007
  - Title 30, Part 1, Texas Administrative Code (TAC) Chapter 30.28
  - Definitions–30 TAC §30.7
- RG-373: TCEQ Regulatory guidance for approval of training for occupational licensing
  - Revised December 2007



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## RG-373

- RG stands for Regulatory Guidance and is typically a document that TCEQ staff prepares for directions to rule compliance.
- RG-373 was challenged as being guidance and not part of rule or statute.
- Most of the RG-373 guidance document was incorporated into the previously mentioned rule to improve enforcement.



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## TCEQ Rules & Regulations

History-story time-long, long ago:

- Training at meetings –
  - There might be a business meeting, announcements, a meal, and a 30-minute presentation or program.
  - Meeting over in 1 hour 45 minutes and 2 hours of training credit reported.
  - If the meeting & training ended in 1 hour, 1 hour was reported.



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## TCEQ Rules & Regulations

- Today only a 30-minute program or anything similar is NOT acceptable to obtain 2 hours of credit.
- Higher & Consistent Standards
- 2007 Rule Revisions



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### Training at Meetings: Achieving Compliance



#### TCEQ Regulatory Requirements

- 30 TAC §30.28
  - Annual application for approval
    - checklist items, fee
    - TWUA Central Office assumes this responsibility.
  - Requirements for providers & training
- RG-373 Regulatory Guidance

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### Training at Meetings: Achieving Compliance



- TCEQ approves training at association meetings.
- Meetings must include training sessions containing subject matter related to the particular licenses.

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### Training at Meetings: Achieving Compliance



- Training must address the knowledge and skills determined necessary to perform the critical tasks.
- Critical tasks determined by job analysis.
  - Basically, programs have to be directly related to typical job duties.



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### Training at Meetings: Achieving Compliance



- Verify participation and report only the participant's training credit hours successfully completed.

➤ Attendance alone does not automatically constitute submittal of training hours.

- If someone is disruptive, sleeps, is reading the newspaper, or otherwise not a part of the training session – their hours DO NOT have to be reported.



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### Achieving Compliance



#### Rosters & Reporting:

- Round down to nearest half hour –
  - If the meeting program and peer-to-peer time totals 1 hour 45 minutes, you would round the time down to 1 hour 30 min. For this meeting, you report 1.5 hours of training credit.
- Provide roster & hours to TCEQ within 14 business days – TAC §30.28 (i)(12)
- Provide roster & hours to Central Office sooner - hopefully within 5 days.

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### Training at Meetings: Achieving Compliance



#### Advertising of training:

- Must be approved prior to awarding training credit;
- Advertise as "approved" training only after you receive approval notification from TCEQ;



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## Achieving Compliance



### No Product Promotion:

Approved training **MUST NOT PROMOTE OR ENDORSE** the products, product lines, or services of a manufacturer, distributor, or service provider.

- Generic vs. proprietary presentation;
- Samples of several manufacturers' products or services;
- No "Ours is better than theirs..."
- No price quoting or comparison;
- Provide separate time & place to answer product-specific questions.



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## Training at Meetings: Achieving Compliance



- Training at meetings must **NOT** be used as an opportunity for advertisement
- Should not sound like a "sales presentation"
- Operators should not feel like they have received a sales pitch.
- Vendors are a tremendous asset they just need to know what is considered acceptable.



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## Achieving Compliance



- Example:
  - You might have a program on metering.
  - For a presentation you might discuss how a meter works, the differences between a PD meter, a Multi-Jet, a Compound, a Turbine, and an Ultra Sonic.
  - You might talk about automated reading processes and the pros and cons.
  - **YOU CANNOT** talk about what makes brand X better than brand Y.

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### Training at Meetings: Achieving Compliance



Location:

- Must not be held in a place of business of a product manufacturer, distributor, or service provider directly related to the occupational license.
- Training location and atmosphere should be conducive to learning.
- No alcohol consumption during meetings, no obscenities, heckling or other distractions.



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### Training at Meetings: Achieving Compliance



Per rule, all training should –

- provide the means to accomplish the learning objectives identified for the training;
- include visual aids, graphics, props or equipment samples, photos, video clips;
- interactivity-question and answer time;
- include regular monitoring of comprehension throughout the training with feedback from the training provider or presenter.

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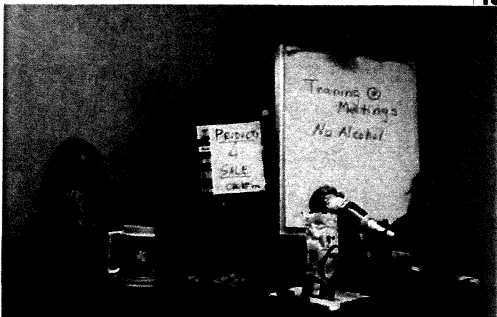
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### Training at Meetings: Achieving Compliance



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### Training at Meetings: Achieving Compliance



- Presenters must be Subject Matter Experts.
- Who is an SME?

A person having a minimum of three years of work-related experience or expert knowledge in a particular content area related to the training topic.



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### Achieving Compliance



- SME – Example:
- If you wanted to have a presentation of Self Contained Breathing Apparatus –
  - A Fireman would be a SME
  - A Volunteer Fireman who is also an Operator would be a SME
  - A Manufacturing Representative would be a SME
  - Jon the local plumber would not be a SME on this subject



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### Training at Meetings: Achieving Compliance



#### Length of Training

- TCEQ approves only the actual contact time of the training program.
- Approvable training sessions must be a minimum of one hour in length.
- Attendance at training sessions longer than one hour will be rounded down to the nearest half-hour increment with a TWO-HOUR MAXIMUM.
- Training longer than two hours must meet conference requirements.

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## Achieving Compliance



Can you have more than one topic or presenter at a meeting?

- If your training session begins with a meal and peer to peer (30 minutes), then
- Presenter 1 has a 1-hour presentation –
- You still need to “fill” the other 30 minutes with training (Presenter 2) in order to get the full 2 hours.

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## Training at Meetings: Achieving Compliance



Training session may consist of:

- Presentations by SME's
- Videos with SME-led Q & A or discussion time
- Documented discussion of relevant water/wastewater operations topic (peer-to-peer limited to 30 minutes)

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## Training at Meetings: Achieving Compliance



TWUA Agenda (approval pending):

- 1.5 hour presentation of relevant topic or topics
- 30 minutes peer-to-peer training session maximum
- Report only training completed, if less than 2 hours

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### Training at Meetings: Achieving Compliance



#### Peer-to-Peer Training Sessions:

- Documented
- Relevant Topics to Water & Wastewater Operators
- Training provider (district officers) should monitor—
  - walk around,
  - keep participants on task,
  - re-direct, if needed.



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### Training at Meetings: Achieving Compliance



#### Acceptable Topics for Presentations:

- TCEQ Rules and Regulations
- Topics in approved training courses
- Try to balance water and wastewater topics to obtain credit for both programs
- Have a back-up plan when speaker does not show up

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### Training at Meetings: Achieving Compliance



#### Acceptable Topics (cont.):

- Curriculum Guidance
  - *List of Acceptable Topics for Continuing Education for Water and Wastewater Operator Training*
  - Part of TWUA application for approval
  - Get a copy of TWUA Meeting Guidelines

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### Achieving Compliance



Acceptable Topics (cont.):

- Need to be sure training content helps operators protect the environment & public health while performing their job safely.
- Brief description required for a topic not readily apparent it applies directly to water/wastewater operations. i.e. Loss Prevention or Situational Awareness.

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### Training at Meetings: Achieving Compliance



Dilemmas-What can you do?

1. Speaker did not show up.
2. Members are harassing the speaker about content or length of program.
3. Speaker is going on and on about specific products and benefits.
4. Holiday party and training.

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### Training at Meetings: Achieving Compliance



What you do, as the training provider, may result in rescinding, denying, or suspending training approval for your district or all training at TWUA meetings.

You are important!



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