

Training Provider Manual: Technical Guidance Updates for PWS-TAC Review

Bureau of Safe Drinking Water
May 7, 2026





Training Provider Manual

- Technical Guidance document ID:
391-2300-003
- Authority: Water and Wastewater Systems Operator's Certification Act
- Policy: DEP and the Op Cert Board will follow the guidance and procedures in this document to direct and support the water and wastewater system operator training program.



Training Provider Manual

- **Purpose:** The purpose of this document is to establish uniform procedures and protocol for reviewing and approving water and wastewater training courses for pre-certification and continuing education of water and wastewater system operators, and to ensure application of appropriate credit to operators for training taken.



Background

- Last updated in 2015
- *New* online training approval system (GlobalTAPS) went live April 2025
- Updates needed to document due to new links and functionality of the new system
- Updates also made for clarity and consistency



Summary of Updates

- References and links to GlobalTAPS were updated throughout
- References to “accredited” training program removed – no longer optional
- References to “brief” or “full” course review removed – no longer applicable
- Application steps edited and clarified to reflect the new GlobalTAPS system
- *These updates account for the majority of edits in the document*



Summary of Updates (cont.)

- Post-presentation credit application deadline edited to accurately reflect regulatory language
- Clarified awarding of continuing education credits for courses and conference sessions
- Clarified provider responsibilities regarding tracking attendance at courses and conferences



Summary of Updates (cont.)

- Section 9, Course Guidelines, edited for clarity and consistency with course review criteria and procedures
 - Course guidelines organized into *four* categories: General, Classroom, Virtual Asynchronous, Virtual Synchronous
 - Terminology for virtual trainings updated to reflect current technology
- Updated glossary in appendix A to reflect current terminology
- Updated for consistent use of terms throughout document



Summary of Updates (cont.)

- Drinking Water Operator Training Needs Assessment Results removed from appendix; references to it removed throughout document
- Acceptable course agenda in Appendix D updated to a 3-hour course
- Class Participant Reporting Authorization Form removed from appendix; references to it removed from document
- Example Certificate of Completion added to appendix



Less Stringent Edits

- Section 9B: Classroom Course Guidelines
 - Item 1: added caveat to requirement to provide printed materials, if negotiated and agreed upon by DEP
- Section 9D: Virtual Synchronous Course Guidelines
 - Item 8: removed limit of 25 participants, based on technology updates
 - Still require provider to ensure training is interactive and effective (additional more stringent edits needed to allow for this)



More Stringent Edits

- Section 4: Certificate program

Edit	Reason
<ul style="list-style-type: none">• Added requirement for at least one qualified instructor with operational experience• Instructor must be available to students even if program is comprised entirely of distance-based education courses	Benefits the learner by enhancing the learning experience of a distance-based certificate program

More Stringent Edits (cont.)

- Section 9A: General Course Guidelines

Edit	Reason
Item 6: Minimum passing grade, if established, must be disclosed to learners prior to the start of the course	Benefits the learner by clearly stating requirements to earn credit

More Stringent Edits (cont.)

- Section 9C: Virtual Asynchronous Course Guidelines

Edit	Reason
Item 2: Interactivity/knowledge checks approximately every 15 minutes or at the end of each section/topic	Benefits the learner by ensuring comprehension and retention
Item 4: Courses with audio must include transcript, notes, or captions	Benefits the learner by enhancing the learning experience
Item 5: Learner is restricted from proceeding through course without completing all content	Benefits the learner by ensuring time spent is commensurate with credit received – more stringent as written but consistent with expectations

More Stringent Edits (cont.)

- Section 9D: Virtual Synchronous Course Guidelines

Edit	Reason
<p>Item 8:</p> <ul style="list-style-type: none">• At least 2 instructors/facilitators per course, and in general, at least 1 for every 25 participants• For large sessions, provider may be required to explain in writing how the course will be presented in an effective manner	<p>Benefits the learner by enhancing the learning experience of virtual synchronous courses</p>



Other Edits

- Section 9A: General Course Guidelines

Edit	Reason
DEP may request additional information when reviewing course applications	Clarify existing expectations: Only more stringent in writing, not in practice or implementation
Item 7: Virtual asynchronous courses must be fully and successfully completed to receive credit	
Item 11: Clarifies visual expectations for training materials	



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