Procedures and Helpful Instructions for Our Training Providers

The Water Treatment Facility Operator Certification Board (WTFOCB) and the NC Operator Certification Program would like to thank each of you for your continued efforts to provide high quality training and educational programs for the operators of this state. Because of your work, North Carolina continues to lead the way in certification and training for water operators.

The following is a summary of the procedures that you, as a training provider, must follow in order to ensure that your course is approved, that your approved training classes appear on our website listing, and that rosters are properly submitted for professional growth credit hours.

I. COURSE APPROVAL

- Complete the **Application for PGH or CE Course Approval (**Click here) and submit to Operator Certification Program staff

- Receive notification of approval or denial

    - If **denied**, you may wish to contact Operator Certification Program for further information.

    - If **approved**, retain the notification of approval. It contains your **course approval number** for reference purposes. This number is specific to your course and allows us to track any classes that are conducted and maintain records of participants who attended. **This number should be used in all correspondence pertaining to this course and must appear on each certificate of completion.** This number is unique to your course and is easier to track than the course title.

- We make every effort to process approvals quickly; staff absence and other deadlines may delay review/approvals so it's important to submit your complete requests as soon as possible.

- Once you have received notification that your course is approved, and a course number assigned to you, you may request to advertise your course on our website. Contact Jennifer Gardner at jennifer.gardner@ncdenr.gov for more information regarding the advertising of your class.

- Approved courses remain approved unless there is a change in course content or instructor. In the event that either changes, a new application is required.

II. Class Certificates

- Each training provider must provide the students with a certificate of completion that includes the following:
  - Attendee's name
  - Name of training organization
  - Course title
  - **Course ID number** supplied by NC Operator Certification Program
  - Contact hours
  - Date of training event
  - Location of training event
  - Instructor or sponsor's signature

III. Roster Submittal Upon Class Completion

- Rosters must be submitted via one of the two methods shown below, **no later than 10 days after class completion**. Remember, your attendees are counting on the credit for attendance and will not be credited until we receive the roster.

Web: Roster Submittal (You will need an *NCID*) – *DISABLE POP-UP BLOCKERS*
Instructions: PDF

App: Roster Submittal
Save to computer | R-Click | Extract | Open

*Include the course approval number, the dates and times of the class, the names **AND** certificate numbers of all attendees and instructors wishing to receive credit, and the signature of the coordinator for the class. Social Security Numbers should **NOT** be used on the roster.*

- For classes intended as preparation or review for a certification exam, you can also assist your students by being aware of the exam dates and reminding them of the **deadline for application**. Traditional exams are conducted on the last Thursday of February, May, August and October. Computer-based exams are offered on the last Tuesday of March, July, and September. Applications must be postmarked at least 30 calendar days prior to the exam.

We hope this summary will assist you in getting your courses approved, keeping them approved, conducting your classes and submitting your rosters. As always, if you have questions during the approval process, feel free to call the Operator Certification Program at 919-707-9040, or email us at certadmin@ncdenr.gov. We will be happy to assist you.

NC OPERATOR CERTIFICATION PROGRAM STAFF