



Inter Tribal Council of Arizona, Inc.
National Tribal Water & Wastewater Operator Certification Program

STANDARDS FOR CONTACT HOUR CREDIT FROM VIRTUAL TRAINING EVENTS

A person that is preparing to achieve or is maintaining (renewing) a professional credential / certification will be required to take training lessons that cover the knowledge, skills, and abilities defined by the applicable Job/Task Analysis or the associated competencies/need-to-know criteria of the applicable certification exam(s).

The following standards have been set by the National Tribal Water & Wastewater Operator Certification Program of the Inter Tribal Council of Arizona, Inc. (ITCA) regarding education contact hour credit from virtual/online training events. Specifically, these standards guide the ITCA Program when considering operator requests for the application of their training contact hours for credit towards new operator certification or towards renewal of existing operator certification. For consideration of credit, documentation of the following must be readily available for verification. Verification may be required by ITCA. At the end of this document is an example of a Course Participants Engagement Tally Log Sheet that can be used for documenting attendance and determining earned training contact hours.

Less than ninety (90) minutes of total cumulative training time

- Note that participant logged in within five (5) minutes after training lessons or class start time. Participant must be listed in the attendee list at the completion of the training lessons / class.
- If participant drops off during the training lessons or class, they must reconnect within three (3) to five (5) minutes. This is only allowable two (2) times* during the training lessons or class.
- Participant **MUST** participate at least once during the training lessons or class through Chat Box, Polling feature, verbally, or other instructor-led engagement activity**.

Between ninety (90) minutes to three (3) hours of total cumulative training time

- Note that participant logged in within five (5) minutes after training lessons or class start time. Participant must be listed in the attendee list at the completion of the training lessons or class.
- If participant drops off during the training lessons or class, they must reconnect within three (3) to five (5) minutes. This is only allowable three (3) times* during the lessons or class.
- Participant **MUST** participate at least **TWICE** during the lessons or class through the Chat Box, Polling feature, verbally, or other instructor-led engagement activity**.

Between three (3) to six (6) hours of total cumulative training time

- Note that participant logged in within five (5) minutes after each training lesson or class session start time. Participant must be listed in the attendee list at the completion of each training lesson or class session.
- If participant drops off during a training lesson or class session, they must reconnect within three (3) to five (5) minutes. This is only allowable three (3) times* during any given training lesson or class session.
- Participant **MUST** participate at least **FOUR** times during each training lesson or class session through the Chat Box, Polling feature, verbally, or other instructor-led engagement activity**.

Greater than six (6) hours of total cumulative training time

- Note that participant logged in within five (5) minutes after each training lesson or class session start time. Participant must be listed in the attendee list at the completion of each training lesson or class session.
- Participants must check in with the instructor through one-on-one virtual interaction at least: (1) half-way through the training course, and (2) at the end of the training course.
- If participant drops off during a training lesson or class session, they must reconnect within three (3) to five (5) minutes. This is only allowable three (3) times* during any given training lesson or class session.
- Participant **MUST** participate at least **SIX** times during each training lesson or class session through the Chat Box, Polling feature, verbally, or other instructor-led engagement activity**.

*Trainer and Facilitator may jointly make the determination that a participant is having technical challenges, and at their discretion, may issue adjusted training hours based on their judgement in each scenario.

**Chat Box, Polling feature, or verbal interaction may be substituted, at the discretion of the instructor, by an alternative instructor-led engagement option such as educational games / apps, quizzes, assignments, or other in-class projects.

DEFINITIONS

Lesson—A unit into which a course of study is divided, especially a single, continuous session of formal instruction in a subject. Something that is to be learned or studied, a learning period or a plan for teaching. An amount of teaching given at one time.

Class—A particular time and day that a lesson takes place. A group of persons being taught one or more lessons. Class can be used to describe a series of lessons on a particular subject.

Course—A series of lessons in a particular subject, typically leading to a qualification.

Training—A process of learning the skills you need to do a particular job or activity. Training is the action of teaching someone a particular skill or type of behavior.

CLASS versus COURSE

Courses are the subjects a person studies in preparation of achieving professional credentialing. Within each course there will be class components such as lectures, tutorials, seminars, workshops, labs, etc. In a class you take lessons. In a course you take many classes. A course is a series of classes that are all in one area of study. When choosing a path to achieve (and maintain) a particular professional credential, you will take classes and courses geared towards that particular professional credential.

The following are simple statements that may help distinguish the difference between a course and a class.

- Courses are made up of multiple lessons (and, in turn, classes)
- Lessons are the building blocks of a course that are taught during class
- Lessons are the subject matter or course material that is taught progressively
- A class is the particular time and day that a lesson takes place

EXAMPLE

For example, a person who is preparing to achieve Water Treatment-Level 1 operator certification, could choose to take the recommended ITCA General Module & Very Small Water System course, the ITCA Water Treatment-Level 1 course, and the ITCA Safe Drinking Water Act 101 course. Each of these courses would consist of either one week of in-person classes or a series of online class sessions that are each a few hours in duration. Once operator certification is earned, the operator then has three years to accrue 30 hours of approved continuing education to renew the certification. The certified operator would take classes or courses that provide documentation of training with lessons covering the knowledge, skills, and abilities criteria of the applicable Job/Task Analysis or the associated competencies or need-to-know criteria of the applicable certification exam(s).

Example of Course Participant Engagement Tally Log Sheet for Documenting Attendance and Determining Training Contact Hours

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Virtual Training Event Title: _____ Lesson or Class Date: _____ Start Time: _____ End Time: _____

Facilitator Name: _____ Company: _____ Validation Signature: _____ Date: _____

Instructor Name: _____ Company: _____ Validation Signature: _____ Date: _____

Names of Participants	Engagement Measures—enter tally count and code																				Total
	Hour 1				Hour 2				Hour 3				Hour 4				Hour 5				
	15 min	15 min	15 min	15 min	15 min	15 min	15 min	15 min	15 min	15 min	15 min	15 min	15 min	15 min	15 min	15 min	15 min	15 min	15 min	15 min	
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Engagement Codes: Formative Assessment (FA), Chat Box (CB), Emoji Response (ER), Poll (P), Verbal (V), Homework Assignment (HA), Other (O)