

WASTEWATER COLLECTION

"NEED-TO-KNOW" CRITERIA

FORWARD

This guide was created to help trainers, supervisors and operators determine what topics to review while studying for operator certification exams. The guide breaks each exam into numerous topics and indicates the level of knowledge required for the exam.

In 1995-96 a committee of experienced operators and supervisors reviewed the Associate of Boards of Certification standard North American ANeed-To-Know®. From this review several revisions were made to reflect Ontario's operational needs. From the new, revised ANeed-To-Know® the committee developed new certification exams.

The following individuals were members of the Wastewater Collection Exam Review Committee:

Paul Clements - City of North York

Stan Curylo - Region of Peel

Brian Gildner - Ministry of the Environment

William Kinzel - Ontario Clean Water Agency

Allen Lucas-Greater Napanee Water Supply & Pollution Control

Butch Voisin - City of Waterloo

Peter Williams - Town of Richmond Hill

Jim Williams - Ministry of the Environment

Kit Woods - City of Windsor

ABOUT THE ASSOCIATION OF BOARDS OF CERTIFICATION

The Association of Boards of Certification (ABC) has been involved in developing water and wastewater operator certification programs, exams and support materials since 1966. ABC is a North American organization with members in 48 states and 9 provinces. Ontario became a full member of ABC in 1986 to support the introduction of the province's voluntary certification program. ABC provides the province with testing services, support materials and expertise from across North America.

Ontario exams are developed with assistance from the ABC and are fully recognized by the ABC. For details on reciprocity of Ontario exams outside of the province, contact the authority responsible for certification in the province/state which you are interested. Be sure to forward a copy of this ANeed-To-Know®.

INTRODUCTION

Before writing an exam, operators should be aware how each exam is developed. By understanding how the exams are made, it will be easier to study.

The first point to remember is that the exams are cumulative. This means that the knowledge required at a lower class is also required at higher classes. For example, a Class IV operator must know all Class IV topics as well as the Class I, II, and III topics. Generally, questions on a Class IV exam will be more difficult than questions on the same topic on lower class exams.

Although the exams are cumulative, each exam will emphasize different topics. For example in the "Processes Module" of Wastewater Collection exams, Class I will emphasize the basic operation and principles of gravity sewers; Class II will focus on repair; Class III on lift stations and cleaning; and Class IV on pressure sewers and lift stations. Since each exam emphasizes different topics an operator is not allowed to >skip= exam levels (i.e. go from a Class I to a Class IV without first going through Class II and III).

Developing fair exams for collection operators is a challenge in a province containing relatively simple, small systems along side large complex ones. Technologies which may be common in one size of system may be absent in another. However, an operator who holds any Class of Wastewater Collection licence may operate in any wastewater collection system in the province. For this reason even at a Class I level operators will be expected to have a basic level of understanding or awareness in some of the common advanced processes or technologies (i.e. lift stations). Therefore, some of the questions on the exam may cover processes or technologies not used in the operator=s system. Although the question may not apply to your system, it will be relevant for many other operators in the province.

The exams which are written in Ontario are similar to those in other provinces and states. Ontario uses the same format (multiple choice), same length (100 questions) and the same source of questions (the ABC question bank). By keeping the exams similar to the industry standard, the marks obtained by Ontario operators will be more readily accepted in other provinces and states.

HOW TO USE THE "NEED-TO-KNOW"

The "Need-to-Know" is designed as an aid for operators and supervisors. It contains three sections to help users determine the topics and level of training required to meet the requirements of certification examinations. The three sections are:

y **AGeneral Exam Modules@**, provides a broad overview of the exams (*page 3*).

y **ADetailed Topic Breakdown@**, provides a detailed breakdown of the topics covered on each exam. It also provides an indication of the level of knowledge required for each topic (*pages 6-8*).

y **ATask Analysis@**, provides a further definition of the tasks and knowledge required for each topic at each Class (*pages 13-21*).

Together these three sections will help guide the operator while studying. For more information on study materials and course offerings refer to the booklet entitled **AResource Guide for Water & Wastewater Utility Operators@**, available free from the Certification Office.

Every exam is divided into 4 different modules. Each module is further divided into topics. Every question on the exam will fit into one of the topics. The 4 different modules are:

GENERAL EXAM MODULES

General Module: This module includes basic background knowledge and skills which are required by an operator to perform his/her duties. Some of the skills and knowledge may be obtained prior to becoming an operator, in school or at other work experiences. Others will be specific to the water/wastewater industry. This knowledge is applied on a routine basis by the operator to complete his/her job (i.e. arithmetic calculation of flow rates).

Support Systems Module: This module includes the equipment/materials necessary for the collection of wastewater. Pumps, motors and engines are some of the equipment covered. The module also includes piping, fittings, valves, joints, measuring systems, chemical feeders and control systems. Operators will be expected to be familiar with the operation and troubleshooting aspects of this equipment. Detailed maintenance of the equipment is not covered in the exam.

Processes Module: This module focuses on the processes involved in wastewater collection. This module is the main focus for the exams, requiring the operator to demonstrate knowledge in the day to day operation of the processes in the system. Included in this module are equipment specific to processes (i.e. T.V. inspection equipment, lift station equipment). Operators will be expected to know how to operate this equipment, its relationship to the overall treatment process and basic troubleshooting. Detailed maintenance of this equipment is beyond the scope of the exams.

Administration Module: This module covers administrative functions which support the on-going operation of a system. Depending on the class of exam, operators will be expected to demonstrate basic knowledge and understanding of supervision, finance, communication, site security, information systems and emergency response procedures.

Below is a table indicating the percentage of questions in each of the modules.

PERCENTAGE BREAKDOWN FOR EACH EXAM MODULE				
	CLASS I EXAM	CLASS II EXAM	CLASS III EXAM	CLASS IV EXAM
GENERAL MODULE				
GENERAL MATH	9%	5%	0%	0%
SAFETY	14%	10%	5%	5%
APPLIED SCIENCE	12%	10%	8%	8%
SUPPORT SYSTEMS MODULE	19%	14%	13%	14%
PROCESS MODULE	36%	51%	59%	60%

ADMINISTRATION MODULE				
MANAGEMENT	3%	3%	8%	8%
ADMINISTRATION	7%	7%	7%	5%
TOTAL:	100%	100%	100%	100%
PERCENT QUESTIONS REQUIRING ARITHMETIC CALCULATIONS				
CALCULATING	5 - 10%	5 - 10%	10 - 15%	10 - 15%
NON-CALCULATING	90 - 95%	90 - 95%	85 - 90%	85 - 90%

The above table also indicates the number of questions which require arithmetic calculations. These questions will be scattered throughout the various modules. In Class I and II exams most of the questions will be in the General Module (General Math Section). In higher Classes the questions will be in the Support Systems Module (i.e. pump, chemical feeder questions), the Process Module (i.e. lift stations), or the Administration Module (i.e. finance questions). Generally the Class III and IV questions which require calculations are more difficult. These questions require problem solving abilities in addition to arithmetic skills.

DETAILED TOPIC BREAKDOWN

The **Detailed Topic Breakdown** lists the skills, knowledge, equipment, processes, laboratory analysis, and administrative components of the operator's job. It is a table containing all of the examination topics. Each topic is also given a >mastery rating=. This rating will give operators some indication of the level of difficulty for each topic. The mastery ratings are:

Basic: Operators must understand the importance of the topic; and how it relates to the overall operation of the system. Basic terminology and concepts are covered.

Intermediate: Operators must have working or functional knowledge/ skill in the topic.

Advanced: Operators must be able to evaluate the topic and fully understand the interaction of the topic with the overall operation of the system.

Intermediate levels include all *basic* levels. *Advanced* levels include all *intermediate* and *basic* levels.

Most of the topics in the **Detailed Topic Breakdown** have footnotes. On pages 10-12 the footnotes provide a more detailed description of the topic. Further detail is provided in the **Task Analysis**.

TASK ANALYSIS

The **Task Analysis** listings, which follows the **Detailed Topic Breakdown**, lists the performance objectives for each topic. A performance objective is the *type* of knowledge you need to know to answer the exam questions.

The performance objectives are broken down into Basic, Intermediate and Advanced levels. These are the same levels of mastery which are listed in the **Detailed Topic Breakdown**. The **Task Analysis** provides operators with greater detail on the learning objectives for each topic.

Using the **Detailed Topic Breakdown** and the **Task Analysis** listings:

The objectives listed in the **Task Analysis** are used in combination with the topics in the **Detailed Topic Breakdown**. These will help to define what an operator needs to know in each topic. The **Detailed Topic Breakdown** indicates the level of mastery of the exam topics. The **Task Analysis** state performance objectives for each topic by the difficulty level (Basic, Intermediate and Advanced).

To successfully complete an ABC examination, an operator must demonstrate knowledge of the **Task Analysis** performance objectives for each **Detailed Topic Breakdown** topic according to the rating assigned to the topic. Following is an example of how to use the **Detailed Topic Breakdown** and **Task Analysis**.

An operator would like to know what information is required to pass the topic called Hydraulic Concepts on a Class I exam.

1. First the operators should look in the **Detailed Topic Breakdown** (the table starting on page 6) for the topic entitled Hydraulic Concepts.
2. For a Class I exam the rating assigned to Hydraulic Concepts is *Intermediate*.
3. The operator must know how to perform all *Intermediate* tasks for Hydraulic Concepts.
4. Next, the operator observes that a number ⁶ appears after the topic heading. This indicates that a more detailed description of the topic is given at the end of the **Detailed Topic Breakdown**. The operator turns to page 10 to read the description.
5. The operator now refers to the **Task Analysis** section.
6. In the left column of the General Module (page 13) it states that:

AA: The operator must complete the following performance objectives as indicated:

7. Under Hydraulic Concepts (page 14-15) the *Intermediate* objectives are:

6.3 Calculate pumping head, pressure head, static head

6.4 Using hydraulic concepts and terms explain how a pump functions

8. The operator must also meet all of the objectives stated under the *Basic* level:

6.1 Define basic hydraulic concepts (head, pressure, rate of flow).

6.2 Explain the movement and properties of liquid under pressure.

9. The operator must be able to meet all of the stated objectives for the topic.

ONTARIO WASTEWATER COLLECTION EXAM					
DETAILED TOPIC BREAKDOWN					
GENERAL MODULE		Class I	Class II	Class III	Class IV
100	General Math Section				
101		Basic & Applied Math ¹	Intermediate	Advanced	Advanced
102		Units of Expression ²	Advanced	Advanced	Advanced
110	Applied Science Section				
111		Basic & Applied Science ³	Basic	Intermediate	Advanced
112		Public Health Principles ⁴	Intermediate	Advanced	Advanced
113		Electrical Concepts ⁵	Basic	Intermediate	Advanced
114		Hydraulic Concepts ⁶	Intermediate	Advanced	Advanced
115		Maps & Plans ⁷	Intermediate	Intermediate	Advanced

120	Safety Section					
121		Safety Procedures ⁸	Advanced	Advanced	Advanced	Advanced
122		Safety Equipment ⁹	Advanced	Advanced	Advanced	Advanced
SUPPORT SYSTEMS MODULE			Class I	Class II	Class III	Class IV
201	Electrical Controls ¹⁰ / Transformers/Battery Banks		Basic	Intermediate	Advanced	Advanced
202	Motors ¹¹ / Drives ¹²		Intermediate	Advanced	Advanced	Advanced
203	Pumps					
		Centrifugal	Basic	Intermediate	Advanced	Advanced
		Screw	Basic	Intermediate	Advanced	Advanced
		Metering	Basic	Intermediate	Advanced	Advanced
		Pneumatic Injector	Basic	Intermediate	Intermediate	Intermediate
204	Blowers & Compressors		Basic	Intermediate	Intermediate	Intermediate
204	Generators ¹³		Intermediate	Advanced	Advanced	Advanced
205	Engines ¹⁴		Intermediate	Advanced	Advanced	Advanced

206	Pipes	Intermediate	Advanced	Advanced	Advanced
207	Joints ¹⁵	Intermediate	Advanced	Advanced	Advanced
208	Valves ¹⁶	Intermediate	Advanced	Advanced	Advanced
209	Fittings ¹⁷	Intermediate	Advanced	Advanced	Advanced
210	Cathodic Protection Devices ¹⁸		Basic	Intermediate	Intermediate
212	Measuring & Control Systems ¹⁹	Basic	Intermediate	Advanced	Advanced
212	Chemical Feeders ²⁰	Basic	Basic	Intermediate	Advanced
213	Cross-Connection & Backflow	Intermediate	Advanced	Advanced	Advanced

PROCESSES MODULE		Class I	Class II	Class III	Class IV
301	Sources & Characteristics ²¹	Basic	Intermediate	Advanced	Advanced
302	Quality Control & Assurance ²²	Advanced	Advanced	Advanced	Advanced
303	Compliance ²³	Advanced	Advanced	Advanced	Advanced
304	Gravity Sewers	Intermediate	Advanced	Advanced	Advanced
305	Pressure Sewers ²⁴	Basic	Basic	Intermediate	Advanced
306	Sewer Equipment	Basic	Intermediate	Advanced	Advanced
	Manholes/Cleanouts	Intermediate	Advanced	Advanced	Advanced
	Siphons	Basic	Intermediate	Advanced	Advanced
	Catch Basins	Basic	Intermediate	Advanced	Advanced
307	Cleaning ²⁵	Basic	Intermediate	Advanced	Advanced
308	Aeration	Basic	Intermediate	Advanced	Advanced
309	Chemical Addition ²⁶	Intermediate	Advanced	Advanced	Advanced

310	Chlorination	Basic	Intermediate	Advanced	Advanced
311	Corrosion Control ²⁷	Basic	Basic	Intermediate	Intermediate
312	Infiltration/Inflow Detection ²⁸	Intermediate	Intermediate	Advanced	Advanced
313	Construction/Repair				
	Excavation/Trenching	Advanced	Advanced	Advanced	Advanced
	Traffic Control	Advanced	Advanced	Advanced	Advanced
	Construction Inspection ²⁹	Basic	Basic	Intermediate	Intermediate
	Temporary Diversions	Basic	Intermediate	Advanced	Advanced
314	Physical Inspection ³⁰	Basic	Intermediate	Advanced	Advanced
315	Lift Stations ³¹	Basic	Basic	Intermediate	Advanced
316	Sampling ³²	Basic	Intermediate	Advanced	Advanced

ADMINISTRATION MODULE		Class I	Class II	Class III	Class IV
410	Management				
411	Planning ³³	Basic	Intermediate	Advanced	Advanced
412	Personnel ³⁴	Basic	Basic	Intermediate	Advanced
413	Finances ³⁵	Basic	Intermediate	Advanced	Advanced
420	Administration				
421	Maintenance Management ³⁶	Basic	Intermediate	Advanced	Advanced
422	Information ³⁷	Basic	Intermediate	Advanced	Advanced
423	Emergency Response ³⁸	Intermediate	Intermediate	Advanced	Advanced

	<ul style="list-style-type: none"> • ☞ Physical Inspection • ☞ Infiltration/Inflow ☞ Trenching ☞ Traffic Control ☞ Construction Inspection ☞ Compliance 	<ul style="list-style-type: none"> ☞ Gravity Sewers ☞ Traffic Control ☞ Pressure Sewers ☞ Compliance ☞ Physical Inspection ☞ Construction Inspection ☞ Temporary Diversions 	<ul style="list-style-type: none"> ☞ Construction Inspection ☞ Physical Inspection ☞ Gravity Sewers 	<ul style="list-style-type: none"> • • ☞ Physical Inspection ☞ Construction Inspection ☞ Gravity Sewers
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ENDNOTES: TOPIC DESCRIPTIONS

General Module

The numbers below refer to the topics listed in the above table entitled **AOntario Wastewater Collection Exam Detailed Topic Breakdown@** (pages 6-8). The below notes provide a greater description of the topic, by providing an indication of the equipment and processes involved.

1 Basic and Applied Math - Calculating volume, area, flow rates, feed rates, percentages, ratios, squares, cubes, roots, ability to calculate water/wastewater formulas.

2 Units of Expression - Imperial, metric, conversion between imperial and metric, common metric prefixes.

3 Basic & Applied Science - Chemistry (common water/wastewater chemicals, chemical reactions, basic chemistry terms: [pH and related concepts, oxidation/reduction, ionization etc], mixtures and solutions) physical properties of liquids, solids and gases.

4 Public Health Principles - Microbiology (pathogens, nuisance organisms), microbiological testing (coliform testing), drinking water quality parameters.

5 Electrical Concepts - Electrical units (volt, amperes, ohms, watts), electrical circuits, electrical terminology.

6 Hydraulic Concepts - Rate of flow, pressure, head (static, friction, pressure), pump hydraulics (work, power, horsepower, efficiency).

7 Maps and Plans - Maps, blue prints, site diagrams, plans, equipment specifications.

8 **Safety Procedures** - Occupational Health and Safety Act, WHMIS, owner/operator responsibilities, construction safety, plant safety, electrical safety, infections and infectious diseases, hazardous gases, chemical handling, chemical labels, confined space entry, excavation procedures.

9 **Safety Equipment** - Personal protection gear, traffic control/public safety (warning devices, barricades), hazard detection, first aid/hygiene, gas detection equipment

Support Systems Module

10 **Electrical Controls** - Electrical circuits, circuit testing, fuses, protective devices, circuit breakers, overload relays, motor starters.

11 **Motors** - Single Phase, Poly Phase, Variable Speed

12 **Drives** - Coupled, Direct (Shaft, Gear), Speed Reducer (Fixed, Variable), Right Angle

13 **Positive Displacement Pumps** - Piston Plunger, Progressive Cavity, Diaphragm

14 **Generators** - AC, DC

15 **Engines** - Gasoline, Diesel, Gas

16 **Joints** - Flanged, Compression, Dresser, Victaulic, Fused, Threaded

17 **Valves** - Ball, Check, Globe, Gate, Plug Petcock, Pressure Control, Vacuum Relief, Aud, Butterfly, Multiport, Telescoping Sluice Gate, Air Release , Foot, Altitude

18 **Fittings** - Coupling Union, Plug/Caps, Special

19 **Cathodic Protection Devices** - Anode Rod/Bags, Cathode Rod/Bags, Rectifiers, Potentiometers

20 **Measuring and Control** - Signal Generators (Kennison Nozzle, Magnetic Flowmeter, Parshall Flume, Proportional Weir, Rectangular Weir, Venturi, Propeller Meter, Ultrasonic, Pitot Tube), Signal Transmitters (Electric, Pneumatic, Hydraulic, Mechanical, Telemetry), Signal Receivers (Counters, Indicators, Log Scale Indicators, Totalizers, Recorders, Combination Recorders), Meters (Hydraulic-Rotameter, Electrical-Amp, Electrical-Watt [Watt Hour Meter], Electrical-Multitester [VOM], Electrical-Megger, Mechanical-RPM), Alarms, Controls (Pneumatic, Float, Hydraulic, Electrical, Telemetry, Timers)

Processes Module

21 **Sources & Characteristics** - Wastewater characteristics; industrial, commercial, residential sources of wastewater; seasonal and daily changes in quality and quantity; combined sewer characteristics.

22 **Quality Control & Assurance (QA/QC)** - Quality control procedures.

23 **Compliance** - Ontario environmental legislation affecting wastewater collection systems, scope and authority of certificates of approval, owner/operator responsibilities.

24 **Pressure Sewers** - Forcemains, low pressure, high pressure sewers.

25 **Cleaning** - Hydraulic (balling, flushing, scooters, high velocity cleaning, kites, bags), mechanical (rodding [hand, power] bucket machines,), chemical.

26 **Chemical Addition** - Root control, rodent control, grease removal, odour control, hydrogen sulphide control.

27 **Corrosion Control** - Pipe corrosion characteristics, causes of corrosion, control methods (cathodic protection is covered in the support systems module above)

28 **Infiltration/Inflow Detection** - Metering flows, inspection methods, correction methods

29 **Construction/Repair Inspection** - Inspection of repaired or new sewer mains prior to connection

30 **Physical Inspection** - Visual inspection, T.V inspection., smoke, dye testing

31 **Lift Stations** - Wet wells, bar racks, dry wells, pumps, lift station valves, controls

32 **Sampling** - Sample location, sampling technique, test interpretation

Administration Module

33 **Planning** - Facility planning, decision making.

34 **Personnel** - Supervision/management, hiring, disciplining, interviews, communication,

35 **Finances** - Budgets, procurement, purchasing, inventory control/management.

36 **Maintenance Management** - Maintenance procedures (general),

37 **Information** - Record keeping, computer systems, reports.

38 **Emergency Response** - Spill response, fire, explosion, bomb threat, natural emergencies, hydraulic overload, slug loads.

39 **Public Relations** - Communication with public, complaint investigation, disclosure of information.

40 **Security** - Security of system and property, prevention of vandalism, theft, security of staff, security of product.

TASK ANALYSIS

General Module

A. Operator must complete the following performance objectives as indicated:

]The listing below provides more detail on the types and level of knowledge required for each of the topics for each Class of exam.

Basic and Applied Math (Topic 101)

Basic & Intermediate Tasks

1.1 Perform addition, subtraction, multiplication and division of whole numbers and decimals

1.2 Square and cube whole numbers, proper fractions, improper fractions, mixed numbers and decimals

1.3 Using conventional formulas, calculate area of rectangles, triangles, and circles; surface area and volume of cylinders, cones, and spheres

Advanced Tasks - Basic tasks plus:

1.4 Convert fractions to percentage and vice-versa

1.5 Plot and interpret graphs, including line, bar, percentage, and broken line

1.6 Develop and read tables

1.7 Using conventional formulas, solve for direct and inverse proportions

1.8 Using conversion reference, convert from English to metric and vice-versa

1.9 Calculate percent removal

1.10 Interpret word problems, obtaining the required values and formulas

1.11 Use standard water/wastewater formulas

Units of Expression (Topic 102)

Basic, Intermediate & Advanced Tasks:

2.1 Define terms of expression, such as ppm, mg/L, MG/d

2.2 Convert from one unit to another using appropriate references or formulas; convert from imperial to metric units

Basic and Applied Science (Topic 111)

Basic Tasks:

3.1 Define concepts in basic chemistry

3.2 Identify and describe chemicals used in wastewater collection

Intermediate Tasks - Basic tasks plus:

3.3 Define and describe the significance of basic concepts in water chemistry

3.4 Define and describe the significance of basic concepts in microbiology, including viruses, bacteria, and algae

Advanced Tasks - Basic and Intermediate tasks plus:

3.5 Describe and explain the significance of common chemical reactions in wastewater collection

Public Health Principles (Topic 112)

Basic & Intermediate Tasks:

4.1 Describe public health principles, laws, and regulations

4.2 Identify common pathogens within raw wastewater

Advanced Tasks - Basic and Intermediate tasks plus:

4.3 Identify the control methods to eliminate the spread of pathogens

Electrical Concepts (Topic 113)

Basic Tasks:

5.1 Identify the basic electrical units and explain their meaning

5.2 Identify the safety requirements when working on electrical equipment

5.3 Using basic electrical concepts explain the safety hazards associated with electricity

Intermediate Tasks - Basic tasks plus:

5.4 Identify the types of electrical circuits found in wastewater systems.

Advanced Tasks - Basic and Intermediate tasks plus:

5.5 Explain the basic principles of common electrical circuits

5.6 Identify the electrical requirements of different types of equipment

Hydraulic Concepts (Topic 114)

Basic Tasks:

6.1 Define basic hydraulic concepts (head, pressure, rate of flow).

6.2 Explain the movement and properties of liquid under pressure.

Intermediate Tasks - Basic tasks plus:

6.3 Calculate pumping head, pressure head, static head

6.4 Using hydraulic concepts and terms explain how a pump functions

Advanced Tasks - Basic and Intermediate tasks plus:

6.5 Describe the relationship between pumping head, horsepower and pump efficiency

6.6 Calculate horsepower and pumping efficiencies

6.7 Understand the basic hydraulic principles behind common flow measurement devices

Maps and Plans (Topic 115)

Basic Tasks:

7.1 Interpret and use maps and plans

Intermediate and Advanced Tasks - Basic tasks plus:

7.2 Calculate grades and changes in elevation

Safety Procedures and Equipment (Topic 121/122)

Basic, Intermediate & Advanced Tasks:

8.1 Identify basic categories of safety hazards

8.2 Identify basic safety procedures

8.3 Identify violations of personal hygiene

8.4 Describe personal safety procedures

8.5 Describe fire safety procedures

8.6 Describe chemical safety procedures

8.7 Describe confined space safety procedures

8.8 Describe safe excavation procedures

Support Systems Module

A: Perform operating procedures associated with the normal and abnormal conditions for support systems/ equipment

Support Systems Modules (Topics 201-213)

Basic Tasks

9.1 Identify safety hazards and correct safety procedures

9.2 Perform necessary calculations

9.3 Record necessary information

9.4 Describe purpose of system/equipment/components

9.5 Relate necessary information to others

Intermediate Tasks - Basic tasks plus

9.6 Recognize indicators of normal and abnormal conditions

9.7 Perform actions at appropriate time, location and frequency

9.8 Use necessary tools/test equipment/reference manuals

Advanced Tasks - Intermediate tasks plus

9.9 Identify causes of abnormal conditions using proper troubleshooting techniques

9.10 Explain reasons for taking these actions, including consequences of not taking action

9.11 Explain interaction with other support systems/equipment and the total treatment process

9.12 Identify the applicable standards imposed by process parameters, laws, and regulators

B. Perform start-up/shut-down procedures on support systems/equipment

10.1 Identify safety hazards

10.2 Identify correct safety procedures

10.3 Perform necessary calculations

10.4 Record necessary information

10.5 Relate necessary information to others

Intermediate Tasks - Basic tasks plus

10.6 Identify conditions requiring start-up/shut-down of the support system/equipment

10.7 Perform necessary actions at appropriate the, location and frequency

10.8 Use necessary tools/test equipment/reference manuals

Advanced Tasks - Intermediate tasks plus

10.9 Explain reasons for taking these actions including consequences of not taking action

10.10 Explain interaction with other support systems/equipment and the total treatment process

10.11 Identify the applicable standards imposed by process parameters, laws, and regulations

Processes Module

A. Operator must complete the following performance objectives as indicated:

Sources and Characteristics (Topic 301)

Basic & Intermediate Tasks

11.1 Identify industrial, commercial and residential wastewater sources

11.2 Describe variations in wastewater quality and quantity (daily, annually)

11.3 Identify physical, chemical, and biological characteristics of wastewater

Advanced Tasks - Intermediate tasks plus:

11.4 Identify the characteristics of wastewater in a combined sewer

Quality Control and Assurance (Topic 302)

Basic, Intermediate & Advanced Tasks:

12.1 Perform quality control and assurance procedures

12.2 Identify quality control indicators

Compliance (Topic 303)

Basic, Intermediate & Advanced Tasks:

13.1 List the relevant regulations, acts and other legal documents

13.2 Perform all tasks in compliance with legislation and Certificates of Approval

B. Perform operating procedures associated with normal and abnormal conditions for processes/units

Unit Processes (Topics 304 - 315)

Basic Tasks

- 14.1 Identify safety hazards and correct safety procedures
- 14.2 Perform necessary calculations
- 14.3 Record necessary information
- 14.4 Sketch and describe each element
- 14.5 Describe purpose of the process/units/components
- 14.6 Relate necessary information to others

Intermediate Tasks - Basic tasks plus

- 14.7 Recognize indicators of normal and abnormal conditions
- 14.8 Perform necessary actions at appropriate the location and frequency
- 14.9 Use necessary tools / test equipment/reference manuals

Advanced Tasks - Intermediate tasks plus

- 14.10 Identify causes of abnormal conditions using proper trouble shooting techniques
- 14.11 Explain reasons for taking these actions, including consequences of not taking action
- 14.12 Explain interaction with other processes/units and the total treatment process
- 14.13 Identify the applicable standards imposed by process parameters, legislation and Certificate of Approval

C. Perform start-up/shut-down procedures on processes/units

Basic Tasks

- 15.1 Identify safety hazards/safety procedures
- 15.2 Perform necessary calculations
- 15.3 Record and relate necessary information to others

Intermediate Tasks - Basic tasks plus

- 15.4 Identify conditions requiring start-up/shut-down of the process/unit
- 15.5 Perform necessary actions at the appropriate location and frequency

15.6 Use necessary tools/ test equipment/reference manuals

Advanced Tasks - Intermediate tasks plus

15.7 Explain reasons for taking these actions, including consequences of not taking action

15.8 Explain interaction with other processes/units and the total treatment process

15.9 Identify applicable standards imposed by process parameters, legislation and Certificate of Approval

D. Perform repair and installation procedures for collection system processes/components

Basic Tasks

16.1 Identify safety hazards

16.2 Identify correct safety procedures

16.3 Perform necessary calculations

16.4 Record necessary information

Intermediate Tasks - Basic tasks plus

16.5 Perform actions at appropriate time, location and frequency

16.6 Use necessary tools/test equipment/reference manuals

Advanced Tasks - Intermediate tasks plus

16.7 Interpret plans specifications, and other references

16.8 Explain reasons for taking these actions including consequences of not taking action

16.9 Explain interaction with other processes/unit and the total treatment process

16.10 Identify applicable standards imposed by process parameters, legislation and Certificate of Approval

16.11 Perform inspection procedures

E. Operator must complete the following performance objectives as indicated:

Sampling (Topic 317)

Basic Tasks:

17.1 Interpret chemical labels and standard shipping label of chemicals

17.2 Label containers

17.3 Take samples using proper procedures

17.4 Transport samples using proper procedures

17.5 Store samples using proper procedures

17.6 Identify safety hazards and correct safety procedures

17.7 Perform necessary calculations

17.8 Record necessary information on all required logs/reports

17.9 Relate necessary information to others

Intermediate Tasks - Basic tasks plus:

17.10 Prepare sample containers using proper procedures

17.11 Specify time and frequency for taking samples

17.12 Select sample location using proper procedures

17.13 Interpret test results

17.14 Describe purpose of test/procedure

Advanced Tasks - Basic and Intermediate tasks plus:

17.15 Make appropriate decision(s) concerning results which indicate abnormal conditions

17.16 Explain reasons for using proper procedures and the consequences of not using these procedures

17.17 Identify applicable standards imposed by process parameters, legislation and Certificate of Approval

Administration Module

A. Operator must complete the following performance objectives as indicated:

Management (Topics 411-413)

Basic Tasks:

18.1 Perform necessary financial calculation (basic budget, accounts payable, calculation of unit costs)

18.2 Describe the importance of documenting meetings, management decisions, dealing with staff

- 18.3 Describe the purpose of good management practices
- 18.4 Describe the elements of an effective office communication strategy
- 18.5 Define and use basic financial/purchasing terms and concepts
- 18.6 Define and differentiate basic management/supervisory terms and concepts
- 18.7 Describe the components of a short/long term plan

Intermediate Tasks - Basic tasks plus:

- 18.8 Recognize indicators of good/poor management practices
- 18.9 Relate management strategies/plans to others within the distribution system
- 18.10 Evaluate the effectiveness of master plans for meeting distribution system objectives
- 18.11 Describe good task coordination and delegation techniques/ methods

Advanced Tasks - Basic and Intermediate tasks plus:

- 18.12 Differentiate between appropriate and inappropriate actions with subordinates and the consequences of each
- 18.13 Explain the interaction of different management practices
- 18.14 Set system objectives based upon distribution system performance and resources
- 18.15 Set goals, overall objectives and identify methods to obtain goals/objectives
- 18.16 Develop master plan which includes objectives (short and long term), strategies, financial support, presentation to key personnel
- 18.17 Prepare management practices to implement master plan objectives
- 18.18 Implement management practices to accomplish master plan objectives
- 18.19 Evaluate the effectiveness of master plans and management practices

Administration (Topics 421-425)

Basic Tasks:

- 19.1 Take appropriate actions to maintain collection system security
- 19.2 Record necessary information
- 19.3 Use necessary reference materials
- 19.4 Communicate effectively with the public

19.5 Describe the appropriate actions which should be completed during various types of emergency situations

19.6 Explain the purpose for maintaining logs and records

19.7 Explain the purpose of an effective maintenance management system

19.8 Describe routine maintenance procedures for common collection system processes

Intermediate Tasks - Basic tasks plus

19.9 Develop an effective public relations policy

19.10 Develop an effective maintenance management program

19.11 Perform necessary actions (reporting, maintenance management, planning) at appropriate time, location and frequency

Advanced Tasks - Intermediate tasks plus

19.12 Conform with all legislation and Certificates of Approval during a spill or abnormal discharge