Course Name	**Water Utility Management**
Credit Hours	5 Hours
Instructor(s)	Ralph Stevens
Fee	$59.00

Course Description

This course provides continuing education on water utility management. It is intended to enhance the student's ability to apply effective management techniques; to provide an overview of current and emerging theories of utility management; to prepare and implement a risk management plan; to identify workplace hazards; to respond to workplace injuries and illnesses; to identify and prevent various hazards at water/wastewater treatment plants; and to provide information on additional resources operators may use to further their knowledge and understanding.

Learning Objectives

At the end of this class, students will be able to:
- List management theories and strategic approaches.
- Explain problems associated with management.
- Utilize best practices for water utility management.
- Utilize lean techniques to reduce waste and inefficiency.
- List additional resources and tools available.
- Devise continual improvement management and reliability techniques.
- Recognize hazardous materials and environmental risk as well as workplace hazards.
- Employ safety requirements and recommendations.
- State safety resources available.

Equipment Requirements

You must have an active, working internet connection to access this course online, as well as a platform to access the internet, such as a computer, tablet, or phone. All popular web browsers are supported, including Google Chrome, Mozilla Firefox, Safari, and Opera. No specialized software, speaker, microphone, or web camera is required.

Schedule and Location

This course is available online at any time at www.AYPOTech.com. Upon enrolling in the course, students will have access for 365 days or until the agency-issued course expiration date, whichever comes first. After the access expiration date, the student may re-activate their course if the course approval has not expired. If they do not re-activate, the course will be removed from

the student's account and any progress in the course will be lost. Before the access expiration date, the student may sign in and out of the course as many times as needed to complete the course.

Student Support

Both general and technical support is available to the student before, during, and after taking the course online. Students have access to general customer support via phone, chat, and email. Students have access to the course instructor via email. All questions, concerns, and comments received will be responded to within one business day.

Participation/Interactivity Verification

Timed Logs - Per our company's record retention policy, each student's every log-in, log-out, and lesson/assessment completion time is tracked and retained as part of the student record.

Review Questions - After each section of text, students must answer a review question. Students cannot progress in the course until the question between sections has been answered correctly.

Global Timer - Students will not get credit until they spend a minimum of 300 active minutes total in the course.

Identity Verification

Unique Username/Password - Each student that wants to complete a training course with us must create and account by registering a unique personal email address and password. The student must enter this unique identifier every time they take a break from the course.

Assessment Details

Review Questions - The student must successfully answer all review questions between sections to get credit for the course. If their first response is incorrect, students will have to try again until they choose the correct answer.

Water Utility Management Timed Outline

Section	Title	Questions	Minutes
	Successful Water Utilities Management: Theories and Planning		
1	Introduction to Water Utility Management	3	6
2	Characteristics of Successful Management	3	9
3	Management Theories	3	16
4	Problems Associated with Management: Overview	1	9
5	Problems Associated with Management: Planning	2	15
6	Problems Associated with Management: Risk Assessment	2	15
7	Risk Management	4	17
8	Best Practices for Water Utility Management: Overview	1	11
9	Best Practices for Water Utility Management: Self-Assessment	2	17
10	Best Practices for Water Utility Management: Organizational Culture	1	16
	Practical Approaches to Utility Management		
11	Overview (Practical Approaches to Utility Management)	1	6
12	Lean Techniques	2	17
13	Additional Resources and Tools: Overview	1	8
14	Additional Resources and Tools: Effective Utilities Management (EUM)	2	15
15	Additional Resources and Tools: Case Studies	2	15
16	Continual Improvement Management	2	12
17	Reliability	2	12
	Workplace Safety: Requirements and Resources		
18	Overview of Workplace Safety	2	7
19	Hazardous Materials and Environmental Risks	2	16
20	Workplace Hazards	2	16
21	Safety Recommendations	3	13
22	Safety Requirements	3	13
23	Safety Resources	2	12
24	Conclusion	2	7
	Totals:	50	300
	Student Minimum Time Required:		300

Attendance Policy

At Your Pace Online's online courses are available anytime to any licensee with a computer and Internet connection. The courses are self-paced and can be completed over multiple sessions. The licensee must complete all multiple-choice questions between sections correctly to get credit for the course. If their first response is incorrect, students will have to try again until they choose the correct answer. After the course is successfully completed, the user must affirm they are the one who completed the course and verify that their registration information is correct.

Attendance Record Form

We store all of our student records in a database. We can supply attendance reports to the Board upon request.