



Distance Training Standard Operating Procedures for OpCert Contact Hours



Prior to the Training:

- AWC will offer the course/training online at <https://www.americanwatercollege.org/oregon/> for the appropriate timeframe.
- The student registers for the course online through the AWC TrainingHub platform.
- After completing the registration, the student will create an account in TrainingHub that will allow access to the course.
- The student will have access to the course for a period of 6 months (1 year for certificate programs).

During the Training:

- Students have access to instructor support to get questions answered through live chat, email, and phone.
- The student must complete all lessons within a course. Each lesson has a reading assignment, printable PDF handout, video lecture, and a quiz.
- Questions will be asked approximately every 15 minutes at the conclusion of the lesson lecture.
- To complete a lesson, the student must complete the reading assignment, read the handout, watch the lecture, have an attentiveness score of >90%, and score 70% or higher on the lesson quiz.
- Students can review the handout and video lecture prior to retaking any quizzes.
- The student's attendance, progress, and quiz/exam scores are logged and tracked by TrainingHub's internal monitoring system.
- There is a final module at the conclusion of the course that instructs attendees to provide their certification number in the post course survey.
- Any technology issues should be directed to support@americanwatercollege.org.

After the Training:

- AWC staff will pull an attendance report from TrainingHub on a weekly basis.
- Using the information provided on the report, AWC staff will track contact hours earned by each student.
- Any attendee receiving contact hours must have completed all course requirements including the final course survey.
- Contact hours are calculated based on the compilation of actual video run time and the average student completion times for the assignments and quizzes.
- A course transcript will be generated upon completion and maintained by AWC for 7 years.
- A completion certificate will be available in the TrainingHub account of all students who have met the completion requirements.
- AWC will submit all qualified attendees contact hours to OESAC within 15 days of course completion.

Contact

For more information, contact Jay Kerschner at jay@americanwatercollege.org.