

Training Evaluation Request
Oregon Environmental Services Advisory Council
Watura
Recording, Reporting and Public Relations in Drinking Water

Course title: Recording, Reporting and Public Relations in Drinking Water

Drinking Water CEUs: 1.0 h

Wastewater CEUs: 0 h

Instructor bio: **Maelle LIMOUZIN** is a Water Resources and Environmental Engineer who studied at UT Austin. She spent 10 years working in a consulting company for drinking water and wastewater public utilities and 3 years in a company that manages drinking water and wastewater facilities. Currently, she uses her technical expertise and experience to train public and private organizations in managing their drinking water and wastewater systems.

Course description: Every day, operators make decisions that directly affect public health and safety. To do this effectively, they must record data accurately, report clearly, and communicate confidently with the public. This course introduces the three essential skills every operator needs: recording, reporting, and public relations. Through real-world examples, it explains how to document system information correctly, prepare useful and compliant reports, and build public trust through calm, clear communication – even during emergencies.

Learning goals:

- Record operational data, problems, and tasks accurately and completely
- Prepare clear, simple, and precise reports that meet regulatory and operational requirements
- Communicate respectfully and clearly with customers and the public

Tracking attendance method:

The e-learning platform offers a highly interactive experience designed to engage learners at every stage. It begins with an initial test to assess knowledge and tailor the learning journey. The course includes short, focused videos interspersed with mandatory training quizzes that reinforce key concepts and ensure active participation. Students are required to watch every video entirely and to answer practice questions before advancing to the next course module. Students cannot skip course content. A final quiz at the end of each chapter evaluates overall comprehension and certifies the learner's mastery of the material. Students must obtain a minimum score of 70% for every chapter's final quiz to successfully complete the course and obtain the certificate of attendance. The platform automatically tracks each learner's learning time. The real learning time is indicated alongside the delivered credits in the course completion certificate.

Course outline: Recording, Reporting and Public Relations in Drinking Water

Initial Test		5 min
1. Introduction	1.1. Course Overview	1 min
	1.2. Operator's Role in Safe Drinking Water	4 min
	1.3. Chapter 1 - Fact Sheets	1 min
	Chapter 1 - Final Test	2 min
2. Recording	2.1. Daily Records in Drinking Water Systems	5 min
	2.2. Correct Recording Practices	4 min
	2.3. Chapter 2 - Fact Sheets	1 min
	Chapter 2 - Final Test	2 min
3. Reporting	3.1. The importance of Reporting	4 min
	3.2. Clear and Simple Reporting	4 min
	3.3. Chapter 3 - Fact Sheets	1 min
	Chapter 3 - Final Test	2 min
4. Public Relations	4.1. Simple Communication with the Public	5 min
	4.2. Responding to Questions and Concerns	5 min
	4.3. Emergency Messages to the Public	5 min
	4.4. Activity - Responding to Customer Concerns	3 min
	4.5. Course Glossary	3 min
	4.6. Course Fact Sheets	1 min
	Chapter 4 - Final Test	4 min
Total Learning Time		62 min
Requested Contact Hours		1.0 h