CEU COURSE DESCRIPTION

PRETREATMENT 101 CEU TRAINING COURSE- 18 Hours

General Course Intent
This CEU Course will review the Environmental Protection Agency's Rules and Regulation relating to Title 40 Code of Federal Regulations, Part 403, "*General Pretreatment Regulations for Existing and New Sources of Pollution*," and other applicable State and Federal laws, including but not limited to, the Clean Water Act and the Industrial Pretreatment 40 CFR. This course will cover the fundamentals and basic requirements of the Federal rule concerning the National Pretreatment Rule, POTW, sewer pipe, septic installer, wastewater treatment and reporting information.

Intended Audience
Collections Operators, Onsite Installer, Stormwater Inspectors, Wastewater Treatment Operators, Pretreatment and Industrial Waste Inspectors--the target audience for this course is the person interested in working in the stormwater/pretreatment field, wastewater treatment or pretreatment/industrial wastewater facility, wishing to maintain CEUs for certification license, wanting to learn how to do the job safely and effectively, and/or to meet education needs for promotion.

Audience
Attention Pretreatment Operators, Onsite Installer, Laboratory Technicians, and Wastewater Treatment and Collections Operators. The target audience for this course is the person interested in working in a pretreatment/wastewater treatment or collections / pretreatment facility and wishing to maintain CEUs for certification license, meet education needs for promotion, or to learn how to do the job more safely and effectively.

Course Statement of Need
It is essential that all Pretreatment, Onsite Installers and Wastewater Operators learn to properly identify and deal with chemical contaminants (IOCs, SOCs, VOCs) to keep the wastewater safe and free of dangerous contaminants that will destroy the collections, septic and wastewater treatment system. The majority of these contaminants are also wastewater priory pollutants, a threat to the wastewater treatment effluent and to groundwater. You will learn the CWA rule concerning these contaminants, proper sampling techniques and various point-of-use treatment, septic and disposal/treatment methods.

CEU Course Goals
I. EPA Rule Familiarization, including the Clean Water Act and the General Pretreatment Regulations.
A. Definitions
B. Identify Pretreatment Standards
C. Identify Wastewater and SIU Sampling
D. Chain of Custody forms
E. Identify Sample Preservation
F. Identify MCLs
G. Define Reporting
H. Define Enforcement
I. Define Permits

II. Advanced Rule application (NOV) and competency (understanding)

CEU Course Learning Objectives - Average Completion Time of 19+ hours

1. Overview of the National Pretreatment Program. 210 Minutes
   - Describe the objectives of the NPP.
   - Explain how the objectives of the NPP are achieved.
   - Evaluate the need for pretreatment programs.
   - Define “interference” and “pass-through” according to EPA regulations.
   - Classify priority pollutants according to the two categories of the NPP, and explain their effects.
   - Describe the purpose of the Clean Water Act and evaluate its effectiveness.
   - Identify record-keeping requirements for: IU records and POTW records.
   - Explain public participation and POTW reporting.
   - Describe the minimum requirements for annual publications.
2. Wastewater and SIU sampling requirements. 230 Minutes
   - Identify general principles for determining sampling points.
   - Explain “sampling vault” and how placement is determined.
   - Describe the four standard volumes for routine analysis.
   - Analyze criteria for determining sample containers to be used.
   - Recognize and explain procedures for sample preservation.
   - Identify and explain measures for QA/QC for duplicate and split sampling procedures.
   - Explain the purpose and preparation procedures for trip blanks and field blanks.
   - Describe in detail specific sampling techniques for volatile organics, acid/base/neutral extractable organics and pesticides, heavy metals, cyanide, total sulfides, oil and grease/ TPH, viruses, and BOD/COD/SS.
3. Prohibited Discharge Standards 260 Minutes
   - Know the EPA regulations in regards to the eight prohibited categories.
   - Describe the process if a violation occurs.
   - Give examples of why the eight categories are prohibited.
   - Explain guidance procedures for implementing Total Toxic Organics for IUs, SIUs, and CIUs.
4. Categorical Standards 220 Minutes
   - Explain categorical standards.
   - Describe ELGs and what they include.
   - Identify the importance of sub-categorization in determining Categorical Standards.
   - Differentiate between existing (PSES) and new (PSNS) sources.
   - List the 32 categories and the type of Standard Overview.
   - Identify the three wastestream types and the two approaches for determining compliance.
   - Explain the processes of removal credits and variance requests.
   - Describe the requirements of a written request for net/gross adjustment categorical pretreatment standards.
   - Examine the provisions for innovative technology.
   - Contrast certification standards and self-monitoring.
5. Identify and explain Local Limits 215 Minutes
   - Identify the purposes of local limits.
   - Explain what POTWs need to do in terms of local limits.
   - Compare MAHL and MAIL.

List the points for Control Authorities to consider when evaluating the need for local limits.
Evaluate the effectiveness of the collection system approach.
Describe industrial user management practice plans.
Explain the purpose of the case-by-case discharge limits approach.
Analyze reasons for specific prohibitions.
List additional resources and EPA guidance.

6. Explain and Summarize Standards and Requirements 310 Minutes
   Describe the purpose of the general pretreatment regulations.
   Define Control Authority and Approval Authority.
   List and explain the general guidelines for sampling activities.
   Describe the importance of DO level.
   Identify requirements for periodic compliance reports.
   Explain certification requirements for notification of discharge of hazardous waste.
   Summarize requirements for self-monitoring.
   Explain hauled waste control programs.
   Understand important points of the Pollution Prevention Act
   Define EPA pollution prevention activities.
   Analyze pollution prevention in terms of the pretreatment program.
   Describe the grease disposal program.
   Identify and explain the nine minimum controls of the CSO control policy.
   List and explain the stormwater program requirements.
   Examine AFOs and CAFOs.
7. POTW Pretreatment Program Responsibilities 290 Minutes
   Describe the purpose of POTWs.
   Compare primary and secondary treatment programs.
   Explain advanced treatment operations and give examples.
   Describe the typical pretreatment process.
   List and explain the conventional pollutants.
   Identify problems associated with toxic discharges.
   Define IU and explain the four criteria for classification as an SIU.
   Identify and explain the six minimum elements of POTW pretreatment programs.
   Describe additional submissions required.
   Explain the responsibilities of each of the five participants in the pretreatment process.
8. Define Legal Authority and Letter Examples 150 Minutes
   Evaluate the legal authority of Control authorities.
   Compare/contrast other options for obtaining legal authority.
   Define “extrajurisdictional” as it applies to POTWs.
   Explain the process a Control Authority needs to follow to apply legal authority.
   Recognize sample letters for the legal processes.
9. Industrial Waste Surveys 125 Minutes
   Explain the purpose of industrial waste surveys.
   Describe the types of resources for compiling and updating the master list.
   Explain the purpose of classifying IUs.
   Compare the two methods for conducting the survey, and the information collected.
   List the components of the IU inventory.
   Define “utility connect questionnaire.”
   Detail requirements of updating the IU inventory.

10. Define Permitting and Related Pretreatment Functions 235 Minutes
    - Describe the minimum components of permits.
    - List and evaluate the three phases of the permitting process.
    - Identify the components of the permit fact sheet, and the additional components for SIUs and CIUs.
    - Evaluate inspection considerations in relation to permits.
    - Explain how POTWs control contributions from non-SIUs.
    - Describe the permit application process.
    - High strength discharge permit standard conditions.
11. Define Pretreatment Inspections 240 Minutes
    - Explain the frequency requirements for inspections.
    - Compare/contrast the effectiveness of scheduled and unscheduled inspections.
    - Define and explain the impact of slug discharges.
    - Demonstrate an understanding of demand inspections and their purposes.
    - Analyze the preparation necessary before inspecting an SIU.
    - Examine the reasons for on-site assessments.
    - Describe the importance of follow-up.
    - Evaluate plan checks and inspections for grease-control equipment.
12. Define Sampling and Related Laboratory Procedures 275 Minutes
    - Describe the sampling process for sewers when using metering stations.
    - Explain safety procedures before entry into a metering station.
    - Compare the two types of sampling activities performed as part of compliance monitoring.
    - Describe the sampling process for non-permitted industrial users.
    - Identify self-monitoring requirements for SIUs.
    - List the four types of samples and explain when they are used.
    - Evaluate procedures for collecting each of the sample types.
    - List pre-sampling procedures to ensure acceptable results.
    - Identify sampling equipment and basic maintenance.
    - Describe the criteria for monitoring locations.
    - Explain the importance of chain of custody forms.
    - Compare procedures for plant, biosolids, river and sewer sampling.
    - Compare procedures for SVI and settleability labs.
13. Describe Various Enforcement Actions 240 Minutes
    - Explain extenuating circumstances that may prevent POTWs from taking adequate enforcement.
    - Describe the enforcement response plan.
    - Identify the basis for POTW evaluation of IU compliance.
    - Describe the basis for ERG and how it determines appropriateness of enforcement response.
    - Examine methods of correcting minor instances of noncompliance.
    - Evaluate each of the administrative tools and their effectiveness for compliance.
    - Analyze the use of criminal prosecution in terms of noncompliance issues.

Prerequisites: None

Specific Course Goals and Timed Outcomes (Beta Testing)
Eighteen students were selected and given a task assignment survey in which to track their times on the above learning objectives (course content) and utilized a multiple choice answer sheet to complete their final assignment. All students were given 30 days to complete this assignment and survey. Beta testing performed November 2001, Rusty Randall, Proctor.

Eleven students successfully completed this assignment out of seventeen students. The students were tested and the average time necessary to complete each task was recorded in the objectives and timed outcome section. In the above timed outcome section area, the tasks were measured using times spent on each specific objective goal and final assignment grading of 70% and higher.

Beta Testing Group Statistics
Eighteen students were selected for this assignment. All of the students held wastewater treatment operator certification positions or pretreatment/stormwater positions. None of the test group received credit for their assignment. Four students failed the final examination. Three students did not complete the reading assignment. The average times of 19+ hours were based upon the outcome of eleven students.

Course Updates
This course has subsequently been updated to reflect corrections and EPA updates and has been implemented to over one hundred new students since 2007 with an average passing score of 83 percent.

Task Analysis and Training Needs Assessment Process Information Gathering
Task Analysis and Training Needs Assessments have been conducted to determine or set Needs-To-Know for the basis of this continuing education course. TLC has primary used Training Provider Manual for the Pennsylvania Water and Wastewater System Operator Training Program for course goal setting and learning objectives for all three training formats; conventional classroom, distance paper based and web based training.

Course Training/Assessment Needs Methodology
Technical Learning College identified training/assessment needs by placing identifying them in two categories; internal and external.

Internal Methods include:
- ✓ Observation
- ✓ Interviews
- ✓ Instruments: Perception instruments and Knowledge based assessments
- ✓ Student records and reports
- ✓ Group problem analysis (Classroom or Seminars)
- ✓ Performance or Survey appraisals

External Methods include:
- ✓ Outside consultants (Completion)
- ✓ Government Certification Reviews (Training Needs)
- ✓ Records and reports from other agencies

The needs assessment/survey maintains our training and education materials criteria. Assessments and changes are performed based on changes in technology, evaluations of the participants and regulatory changes. Materials are assed yearly or as needed to insure no significant changes are made. If this has occurred, the course would be re-evaluated.

Course Training/Assessment Needs Methodology
Technical Learning College identified training/assessment needs by placing identifying them in two categories; internal and external.

1. The difficulty of your course.
Very Easy 0 1 2 3 4 5 Very Difficult

2. Please rate the difficulty of the testing process.
Very Easy 0 1 2 3 4 5 Very Difficult

3. Please rate the subject matter on the exam to your actual field or work.
Very Similar 0 1 2 3 4 5 Very Different

Accreditation Formula for Figuring CEU Credit**
The results of beta testing were used in conjunction with a formula to determine average student time for accreditation purposes for intended audiences. This formula may not work for unintended audiences.
1 page of text = 2 minutes of student time.
1 word practice problem = 1 minute of student time.
1 word quiz/exam question = 1 minute of student time.

Course Page Count Total
500 page of text = 2 minutes of student time = 1000 minutes divided by 60 =16 hours.
200 exam question = 200 minute of student time = 3.33 hours

We are asking for 18 hours of credit.

**CEU was awarded based on guidelines established by the International Association of Continuing Education and Training (IACET).

Timed Averages
Student have reported the following time burden for successful completion of this distance learning course to be estimated to average of 30 hours per response per completed assignment or final examination. The timed burden estimate includes the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing of the final assignment and passing the assignment with a score of 70% or better.

Course Author
Melissa Durbin
This course was co-authored by Melissa Durbin; she has over 25 years of wastewater treatment teaching experience as a college instructor. Melissa has written the several nationally accepted wastewater treatment manuals since 2001. This course has been accepted in most States for continuing education credit. Melissa has taught approximately 10,000 students about water/ wastewater treatment, disinfection and related classes. She will be available to answer questions relating this course.

Extensive Academic Research
Technical Learning College's (TLC's) continuing education course material development was based upon several factors; field experience working in the water quality field, extensive academic research (teaching in the community college system), advice from subject matter experts (State officials and industry leaders), data analysis, task analysis and training needs assessment process information gathered from other states.

Both Melissa and Jeff Durbin are the two primary Instructors, Subject Mater Experts and Technical Writers have trained and/or certified more than ten thousand students. These two Instructors teach on a daily basis in a classroom setting throughout Arizona and on-line to students nationwide. See below for more information.

Advice from Subject Matter Experts
Both Melissa and Jeff Durbin are professional trainers and have been educated in current trends in professional education and continuing education needs.

Primary Course Designers Melissa and Jeff Durbin
Melissa Durbin
This course was co-designed by Melissa Durbin; she has over 25 years of teaching water and wastewater treatment experience as a college instructor. Melissa has written the several nationally accepted water and wastewater treatment manuals. Melissa has taught approximately 10,000 students about water and wastewater treatment and related classes. She will be available to answer questions relating this course.

Jeff Durbin
This course was co-designed by Jeff Durbin, over 10 years of water and wastewater treatment experience as a backflow inspector for the City of Phoenix and 20 years of water and wastewater treatment experience. Jeff has taught approximately 10,000 students about water and wastewater treatment primarily in water distribution, and pollution control (water quality) related classes. Jeff will also be able to answer any question pertaining to this course.

Course Complier
Peter Easterberg, Detail-oriented technical writer/technical editor/desktop publisher/copy editor. 20 years' experience editing and writing feasibility and trade-off studies, test procedures, specifications, user manuals, company policies, HR forms, and ISO-9000 documents. Exceptional grammatical/written communication skills. "Go-to" person for Microsoft Word, Outlook, and general computer questions. Internet Webmaster Certificate (including HTML)

Contributing Editors

James L. Six Received a Bachelor of Science Degree in Civil Engineering from the University of Akron in June of 1976, Registered Professional Engineer in the State of Ohio, Number 45031 (Retired), Class IV Water Supply Operator issued by Ohio EPA, Number WS4-1012914-08, Class II Wastewater Collection System Operator issued by Ohio EPA, Number WC2-1012914-94

Joseph Camerata has a BS in Management with honors (magna cum laude). He retired as a Chemist in 2006 having worked in the field of chemical, environmental, and industrial hygiene sampling and analysis for 40 years. He has been a professional presenter at an EPA analytical conference at the Biosphere in Arizona and a presenter at an AWWA conference in Mesa, Arizona. He also taught safety classes at the Honeywell and City of Phoenix, and is a motivational/inspirational speaker nationally and internationally.

James Bevan, Water Quality Inspector S.M.E. Twenty years of experience in the environmental field dealing with all aspects of water regulations on the federal, state, and local levels. Experience in the water/wastewater industry includes operation of a wastewater facility, industrial pretreatment program compliance sampling, cross-connection control program management, storm water management, industrial and commercial facility inspections, writing inspection reports for industry, and technical reports per EPA permit requirements. Teacher and Proctor in Charge for Backflow Certification Testing at the ASETT Center in Tucson for the past 15 years and possess an Arizona Community College, Special Teaching Certificate in Environmental Studies. Extensive knowledge and experience in college course and assignment/assessment writing.

Dr. Pete Greer S.M.E., Retired biology instructor, chemistry and biological review.

Ongoing Course Evaluation

Administrative and instructional staff will collect all student concerns (verbal, written and surveys) and distribute these to the Course Editor or Copy-editors for evaluation and course corrections. Administrative and instructional staff will collect all student concerns (verbal, written and surveys) and distribute these to TLC Administrative personnel for evaluation and course corrections. Course and/or Assessment revisions are made as necessary.

Editor's Discretion

The Course Editor may change the course assessment (assignment), course text, objective, artwork and topical order as necessary for security, corrective, printing, readability or typesetting purposes. The assessment may be rotated for security purposes and the course material may be updated to reflect any regulatory updates and/or corrections. The overall course objective or topic guide may be in a different order than the course manual for the reason of typesetting, adult learning principles and copy-editing purposes. Course materials, charts and artwork amendments, adjustments, modifications may be performed to reflect regulatory/safety text/artwork updates, Bloom's taxonomy, adult learning principle changes, error adjustments and comprehension. These changes generally do not reflect major course material changes, but are minor in nature.

Course Procedures for Registration and Support

All of Technical Learning College's distance learning courses have complete registration and support services offered. Delivery of services will include e-mail, web site, telephone, fax and mail support. TLC will attempt immediate and prompt service.

When a student registers for a correspondence course, he/she is assigned a start date and an end date. It is the student's responsibility to note dates for assignments and keep up with the course work. If a student falls behind, he/she must contact TLC and request an end date extension in order to complete the course. It is the prerogative of TLC to decide whether to grant the request. All students will be tracked by a unique computer generated number assigned to the student. Some students will be tracked and reported by their operator ID for Pennsylvania, Texas and New York.

Final Examination for Credit

Opportunity to pass the final comprehensive examination is limited to three attempts per course enrollment.

Prerequisites: None

Disclaimer and Security Notice

The student shall understand that it their responsibility to ensure that this CEU course is either approved or accepted in my State for CEU credit. The student shall understand and follow State laws and rules concerning distance learning courses and understand these rules change on a frequent basis and will not hold Technical Learning College responsible for any changes. The student shall understand that this type of study program deals with dangerous conditions and will not hold Technical Learning College, Technical Learning Consultants, Inc. (TLC) liable for any errors or omissions or advice contained in this CEU education training course or for any violation or injury caused by this CEU education training course material. The student shall contact TLC if they need help or assistance and double-check to ensure my registration page and assignment has been received and graded.

Student's Identity, Attendance, and Participation Verification

A proctoring report and/or computer-tracking program validates proper identity, attendance and participation. The student shall submit a driver's license for signature verification and track their time worked on the assignment. The student shall also sign an affidavit verifying they have not cheated and worked alone on the assignment. We follow up with telephone confirmation and/or quiz review assessment. All student attendance is tracked on TLC's student attendance database.

Teaching Techniques and Assessment Tools

Our training courses are based upon a form of induction training, made of topical and technical precepts. The training topics are made up of "micro-content" or "precepts"– or small chunks of information that can be easily digested. These bite-size pieces of technical information are considered to be one of the most effective ways of teaching people new information because it helps the mind retain knowledge easier. Micro-learning or precept-based training doesn't rely on the student to process a large amount of information before breaking it down. Our method includes short modules with clearly defined learning goals for each section with a post quiz and a final assessment (quiz). This method of pre-quiz

allows a student to hone in on a particular skill, then given the opportunity to exhibit their knowledge in the final assessment.

Educational Learning Objective Topics
The CEU course covers several educational topics/functions/purposes/objectives. The topics listed are to assist in determining which educational objective or goal is covered for a specific topic area. This information is available in the detailed beta-testing information and may be found in the course's table of contents. The titles or names of subjects may be changed for readability purposes.

Security and Integrity
All students are required to do their own work. All lesson sheets and final exams are not returned to the student to discourage sharing of answers. Any fraud or deceit and the student will forfeit all fees and the appropriate agency will be notified. A random test generator will be implemented to protect the integrity of the assignment.

Student Information Personal Data Security Procedures
All information regarding the student is strict and privileged only. This information is held in secure databases and is not sold or provided to any one unless the student requests a copy or a State agency does an audit. Even during audits, we restrict confidential information unless the Agency can provide a legitimate excuse. Some of this security information and data is priority and details are not provided. Students are not provided with any passwords at this time.

Student Assistance
The student shall contact TLC if they need help or assistance and double-check to ensure my registration page and assignment has been received and graded.

Instructions for Written Assignments
The Pretreatment 101 training CEU course uses multiple choice and true/false questions. Answers may be written on the answer key or typed out on a separate answer sheet. TLC prefers that students type out and e-mail their answer sheets to info@tlch2o.com, but they may be faxed to (928) 468-0675.

Final Examination for Credit
Opportunity to pass the final comprehensive examination is limited to three attempts per course enrollment.

Required Texts
This course comes complete and does not require any other materials.

Environmental Terms, Abbreviations, and Acronyms
TLC provides a glossary in the rear of this manual that defines, in non-technical language, commonly used environmental terms appearing in publications and materials, as well as abbreviations and acronyms used throughout the EPA and other governmental agencies.

Record Keeping and Reporting Practices
TLC keeps all student records for a minimum of five years. It is the student's responsibility to give the completion certificate to the appropriate agencies.

Feedback Mechanism (Examination Procedures)
Each student will receive a feedback or survey form as part of his or her study packet. The student will be able to find this form in the front of the assignment or lesson(assessment). The student can e-mail, snail mail or telephone TLC for any concern at any time.

Student Concerns
Most of student/training course related concerns are generally answered within 2 hours but not more than 24 hours. TLC has three support staff administrators with computers and telephones and have excellent communication and computer skills and able to respond and track all students and obtain or submit required forms and assignments. TLC has a dedicated computer student tracking system database that is backed-up on a daily bases and this information is secured and stored at a secure offsite location in case of fire or security problems. All student website information is tracked and documented for security measures.

Recordkeeping and Reporting Practices
TLC keeps all student records for a minimum of five years. It is the student's responsibility to give the completion certificate and/or paperwork to the appropriate government agencies. If necessary, we will electronically submit the required information to New York, Colorado, Texas, Indiana, Pennsylvania and any other required state for your certification renewals.

TLC Record Storage
TLC's training records include the following elements:
1. Individual course training (assessment) and registration page (Customer Order Record) is recorded in Excel format and the hard copies are scanned and stored in a computer database for 5 years and include the following:
a. the instructor(s) who taught each session on that date the of the training session or grading was offered (in comments section registration page) as well as which instructor was considered to be the lead instructor(s) and by the Director.
b. the name of the instructor(s) and facilitator(s) who proctored and/or graded the examination for each training session if applicable (in comments section registration page);
c. the attendance sign-in sheet(s) (registration page) for each training course or session;
d. all graded and dated validated examination answer (Assessment) sheets for each examination attempt including an explanation (written in comments and/or Excel list) for any retests as well as a narrative explaining any assistance provided to the attendee before the re-test; and
e. session evaluation(survey)forms (in comments section registration page and or Excel list).

Grading Criteria
TLC offers students the option of either pass/fail or assignment of a standard letter grade. If a standard letter grade is not requested, a pass/fail notice will be issued. Final course grades are based on the total number of possible points. The grading scale is administered equally to all students in the course. Do not expect to receive a grade higher than that merited by your total points. No point adjustments will be made for class participation or other subjective factors. For security purposes, please fax or e-mail a copy of your driver's license and always call us to confirm we've received your assignment and to confirm your identity.

Final Assignment
The final examination assignment is determined by the examination administrator or the instruction and there are generally three versions that are readily available. There are also three levels of the examination from average, (5 Answers) Difficult (5 +All of the above) and very difficult (Six answers and All of the above). The student is provided the average rated examination unless there is a condition or concern that requires a more difficult exanimation. Example, two or more students at the same address or any suspicion of cheating or potential fraud. We try to ensure the security and learning experience. Assignments/answer keys are only accessible to instructors and administrative staff that have a need to know clearance.

Failure
If the student fails the examination, they are provided with two more chances to successfully pass the exam with a score of 70% or better. The student may receive a different and randomly generated exam. Upon failure of an exam, the student can submit their concerns in writing or submit a survey form and has the option to receive instructor assistance that would be equivalent to conventional classroom assistance in discovering the areas that are deficient. The instructor has the option in describing the assistance method or procedure depending upon the student's deficiencies.

Grading Criteria
TLC will offer the student either pass/fail or a standard letter grading assignment.
A 900 – 1000 points
B 800 – 899 points
C 700 – 799 points
D 600 – 699 points
F <600 points

In order to successfully pass this course, you will need to have 70% on the final exam. The entire assignment is available on TLC's Website in a Word document format for your convenience.

Forfeiture of Certificate (Cheating)
If a student is found to have cheated on an examination, the penalty may include--but is not limited to--expulsion; foreclosure from future classes for a specified period; forfeiture of certificate for course/courses enrolled in at TLC; or all of the above in accordance with TLC's Student Manual. A letter notifying the student's sponsoring organization (State Agency) of the individual's misconduct will be sent by the appropriate official at TLC. No refund will be given for paid courses. An investigation of all other students that have taken the same assignment within 60-day period of the discovery will be re-examined for fraud or cheating. TLC reserves the right to revoke any published certificates and/or grades if cheating has been discovered for any reason and at any time. Students shall sign affidavit agreeing with all security measures. The student shall submit a driver's license for signature verification and track their time worked on the assignment. The student shall sign an affidavit verifying they have not cheated and worked alone on the assignment.

Note to students: Keep a copy of everything that you submit.
If your work is lost, you can submit your copy for grading. If you do not receive your certificate of completion or quiz results within two or three weeks after submitting it, please contact us immediately. We expect every student to produce his/her original and independent work.

Any student whose work indicates a violation of the Academic Misconduct Policy (cheating, plagiarism) can expect penalties as specified in the Student Handbook, which is available through Student Services; contact them at (928) 468-0665. A student who registers for a distance learning course is assigned a "start date" and an "end date." It is the student's responsibility to note due dates for assignments and to keep up with the course work. If a student falls behind, she/he must contact the instructor and request an extension of her/his *end date* in order to complete the course. It is the prerogative of the instructor to decide whether or not to grant the request.

Your assignments are due on time. Any assignment or mailed-in examination that is one to five days late will be marked down one letter grade. Any assignment or mailed-in examination that is turned in *later* than five days will not be accepted and will be recorded in my grade book as “non-participating” and you can be withdrawn from class. (See final grade options.)

Proctoring Instructions
Students enrolled in Technical Learning College’s CEU courses that require proctored testing and **who do not live in the physical service area** of the Technical Learning College Test Center must nominate and gain prior approval of a proctor who will monitor course tests. A new proctor nomination form is required for each term and for each class.

PROCTORS, *If Necessary…*
A proctor is an individual who agrees to receive and administer a student’s test(s) from Technical Learning College at the proctor’s business email address. The test(s) will be ethically and professionally administered in a suitable testing environment (e.g., college/library or professional office). The proctor will return the test(s) to the Technical Learning College Test Center via fax immediately after administration, and the proctor will mail the exam within one (1) work day of administration to the Technical Learning College Test Center.

Proctors certify in writing to the Technical Learning College Test Center that the student completed the test according to all of the specific directions provided in the proctor guidelines letter. As the Proctor Nomination Form indicates, the student will identify the specific test(s) the proctor will monitor.

Any proctor the student nominates must be acting in the official capacity in one of the following positions:

- **College or University Personnel:** Dean, Department Chair, Student Records, Professional Staff Member of an adult/continuing education office or counseling center, Librarian, Professor, or any official testing center personnel if the tests are administered in the center.
- **Armed Forces Education Office Personnel**
- **Public or Private School Personnel:** Superintendent, Principal, Guidance Counselor, or Librarian.

- **Other:** Civil Service Examiner, Librarian for City/County, HR Professional, or Education/Training Coordinator.

The following persons do not qualify as proctors:

- **Co-workers, someone who reports to you or your immediate supervisor**
- **Friends**
- **Neighbors**
- **Relatives**

Nominating a Proctor

Students are responsible for identifying, nominating, and making all of the arrangements for the proctoring of their course tests, including the payment of any fees for services and the return of test materials to Technical Learning College Test Center (cost of FAX or postage). The proctor must be able to receive the student's test(s) via email as attachments. The Technical Learning College Test Center does not accept Yahoo, AOL, G-mail, Hotmail, or etc. email addresses. If the student is unable to find a suitable proctor, they must contact the Technical Learning College Test Center for assistance immediately via email.

Proctor Nomination Form

Students will use the Proctor Nomination Form for nomination and approval of a proctor. The student will complete the top part of the form for each course s/he is taking, even if the same proctor is used for all tests. The student must click on the submit button for the data to be electronically transmitted to the Technical Learning College Test Center.

Disclaimer Notice

It is ultimately the student's responsibility to ensure that this CEU course is either approved or accepted in my State for CEU credit. The student shall understand State laws and rules change on a frequent basis and believe this course is currently accepted in their State for CEU or contact hour credit, if it is not, the student shall will not hold Technical Learning College responsible. The student shall also understand that this type of study program deals with dangerous conditions and that the student shall will not hold Technical Learning College, Technical Learning Consultants, Inc. (TLC) liable for any errors or omissions or advice contained in this CEU education training course or for any violation or injury caused by this CEU education training course material. The student shall will call or contact TLC if help or assistance is needed and double-check to ensure the registration page and assignment has been received and graded.

Affidavit of Exam Completion

The student shall affirm that they alone completed the entire text of the course. The student shall affirm that they completed the exam without assistance from any outside source. The student shall understand that it is their sole responsibility to file or maintain their certificate of completion as required by the state.

Refund Policy

We will beat any other training competitor's price for the same CEU material or classroom training. Student satisfaction is guaranteed. We will refund course fees if the course is not accepted for credit by the State. Otherwise, any other problem will be given an exchange credit towards an acceptable or approved course for the State. Once we are notified of the refund or exchange, we will generally issue a refund in 30 days of the problem and exchange within the same day.

Continuing Education Units
You will have 90 days from receipt of this manual to complete it in order to receive your Continuing Education Units (**CEUs**) or Professional Development Hours (**PDHs**). A score of 70% or better is necessary to pass this course. If you should need any assistance, please visit our Assistance Page on the website. Please e-mail all concerns and the final test to info@tlch2o.com.

Mission Statement
Our only product is educational service. Our goal is to provide you with the best possible education service possible. TLC will attempt to make your learning experience an enjoyable opportunity.

ADA Compliance
TLC will make reasonable accommodations for persons with documented disabilities. Students should notify TLC and their instructors of any special needs. Course content may vary from this outline to meet the needs of these particular students.

Note to Students
Keep a copy of everything that you submit! If your work is lost, you can submit your copy for grading. If you do not receive your certificate of completion or other results within two to three weeks after submitting it, please contact your instructor.

Educational Mission
The educational mission of TLC is:
To provide TLC students with comprehensive and ongoing training in the theory and skills needed for the pesticide application field,

To provide TLC students with opportunities to understand and apply the theory and skills needed for pesticide application certification,

To provide opportunities for TLC students *to* learn and practice pesticide application skills with members of the community for the purpose of sharing diverse perspectives and experience,

To provide a forum in which students can exchange experiences and ideas related to pesticide application education,

To provide a forum for the collection and dissemination of current information related to pesticide application education, and

To maintain an environment that nurtures academic and personal growth.

When the Student finishes this course…
At the conclusion of this course:
At the finish of this course, you (the student) should be able to explain and describe effective and efficient wastewater pretreatment inspection methods, purposes and rules. You will also learn generally accepted wastewater treatment sampling techniques and biological monitoring, bug identification and microorganism control methods. Upon completion of this course, the student will obtain 18 hours of continuing education relating to pretreatment inspection, sampling techniques and biological monitoring.

The student is required to submit the following information for assignment grading…

1. 70 PERCENT ON FINAL ASSESSMENT
2. DRIVER'S LICENSE
3. SCHEDULE OF TIME WORKED ON ASSIGNMENT
4. AFFIDAVIT OF EXAM COMPLETION
5. PROCTOR CERTIFICATION
6. TELEPHONE CONFIRMATION

Melissa Durbin, Course Author and College Dean

30 years' experience in pretreatment and wastewater treatment along with 18 years of college instruction. Call me or any of the other Instructors for course assistance. I welcome your input and comments and hope you enjoy this course.

CUSTOMER SERVICE RESPONSE CARD

NAME: _____

E-
MAIL_____PHONE_____

PLEASE COMPLETE THIS FORM BY CIRCLING THE NUMBER OF THE APPROPRIATE ANSWER IN THE AREA BELOW.

1. Please rate the difficulty of your course.
   Very Easy 0 1 2 3 4 5 Very Difficult

2. Please rate the difficulty of the testing process.
   Very Easy 0 1 2 3 4 5 Very Difficult

3. Please rate the subject matter on the exam to your actual field or work.
   Very Similar 0 1 2 3 4 5 Very Different

4. How did you hear about this Course? _____

5. What would you do to improve the Course?

_____

How about the price of the course?

Poor_____ Fair ____ Average ____ Good____ Great_____

How was your customer service?

Poor___ Fair ____ Average ____ Good _____ Great_____

Any other concerns or comments.
