



The Veolia courses:

1. Have quizzes and/or interactive exercises to verify the student’s comprehension of the material.
2. Are managed through the Adobe Captivate Prime LMS. The LMS records the time spent in the course and will log out if a new or different window is selected.
3. The contact hours were calculated based on the formula in the Rule. “A standardized process using two minutes of time per page of text, one minute of time for practice problems or exercises and one minute of time for quiz or exam questions.”
4. The student will only receive a certificate of completion when they successfully complete the allotted time for the course and obtain a passing score on the course quiz and any other required exercises. This is a sample of the certificate:



The pricing structure is designed to be cost friendly. The series is \$200 for access to the entire Wastewater Treatment series, which includes practice exams, lessons with quizzes, and job aids.

Discounts are applied for:

- veterans
- retirees
- multiple series enrollment
- employers that desire multiple enrollments
- employers that desire annual open access to all series

Course development will be completed soon for:

- Water Treatment
- Water Distribution
- Sewer Collections
- Small Water Systems
- Small Wastewater Systems (Ohio Class A is completed and approved)

I am a Marine Corps Veteran and certified Water and Wastewater Operator with 40 years’ experience in the utility business.

Just let me know if you have any further questions.

Respectfully,

Kimberly Reeder

Kimberly Reeder

**Veolia, Sr. Principal
OH EPA WS IV & WW III
MI EGLE S1/D1**

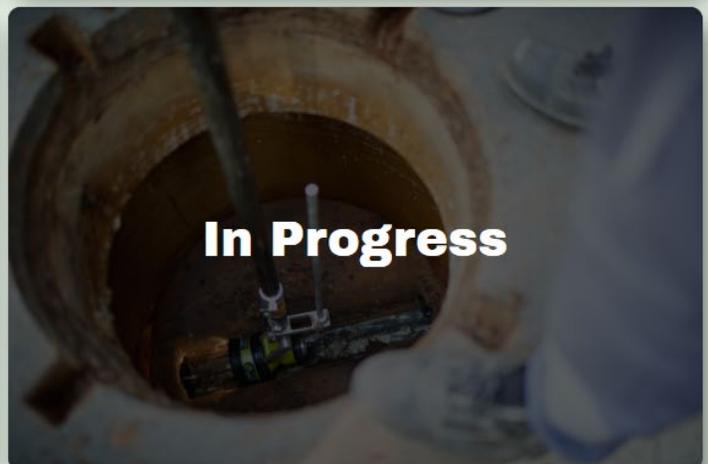
Veolia Water & Wastewater Operator Training Approved Course List

Approved Wastewater Course Titles	Ohio EPA Contact Hours	California SWRCB CEUs
Wastewater Treatment Basic Math Refresher	1.00	0.13
Wastewater Treatment Math & Theory Review	1.25	0.31
Wastewater Treatment Fundamentals 1 Liquid Treatment - Introduction	2.00	0.34
Wastewater Treatment Fundamentals 1 Liquid Treatment - Wastewater Characteristics	1.75	0.17
Wastewater Treatment Fundamentals 1 Liquid Treatment - Preliminary Treatment	3.00	0.34
Wastewater Treatment Fundamentals 1 Liquid Treatment - Primary Treatment	4.50	0.46
Wastewater Treatment Fundamentals 1 Liquid Treatment - Waste Treatment Ponds	5.00	0.27
Wastewater Treatment Fundamentals 1 Liquid Treatment - Biological Treatment	5.00	0.53
Wastewater Treatment Fundamentals 1 Liquid Treatment - Fixed Film Treatment	5.00	0.74
Wastewater Treatment Fundamentals 1 Liquid Treatment - Activated Sludge Process	10.50	1.05
Wastewater Treatment Fundamentals 1 Liquid Treatment - Nutrient Removal	5.50	0.55
Wastewater Treatment Fundamentals 1 Liquid Treatment - Disinfection	9.25	0.93
Wastewater Treatment Solids Process Review	2.00	0.25
Ohio EPA Class A Wastewater - Introduction	0.75	N/A
Ohio EPA Class A Wastewater - Basic Treatment Units	1.75	N/A
Ohio EPA Class A Wastewater - Controlling the Units	4.25	N/A
Ohio EPA Class A Wastewater - Maintenance	1.50	N/A
Ohio EPA Class A Wastewater - Regulations	1.00	N/A
Ohio EPA Class A Wastewater - How Do I...	1.50	N/A
Water Distribution Basic Math	2.00	
Water Distribution - Introduction	3.50	

This page is where the student selects the area of training after enrollment

Training Options

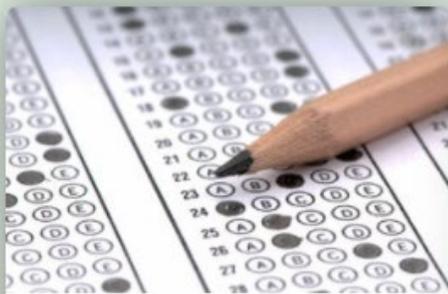
Each training module below was developed by our certified instructors and is designed to help train and certify your workforce. Each module can be viewed at any time and at any place.



After selecting the Wastewater Treatment card, they can do any of the following:

1. Select a Practice Exam
2. Enter a Training Course
3. Download Instructional Aids

Wastewater Treatment Training Options



Practice Tests

If you have a good grasp of the topic and want to better prepare for the exam, follow this link to take view our options of practice tests.



Digital Classes

If you want a more comprehensive training on a topic or topics, follow this link to view our available classes.



Job Aids

Additional materials that go along with each chapter is posted in this section

In the Wastewater Treatment Series, there are currently:

- 14 Practice Exams
- 24 Courses
- 26 Job Aids

The Wastewater Treatment Series is based on the WEF Training Manual – Wastewater Treatment Fundamentals 1. The series will be expanded in the summer to include Wastewater Treatment Fundamentals 2.

Welcome to Veolia's Operator Training

January 1, 2014

Dear **Student name**:

Welcome to the Veolia's Online Operator Training!

Our online training allows you to take classes that are most relevant to you at your own pace. You can skip material you are familiar with and revisit material that requires more explanation. In addition, all of your practice exams, training modules, study aids and discussions can be done online wherever you have an internet connection. Entry into any one of our programs can be achieved by self-enrollment through the site or by someone in your organization (such as a supervisor) enrolling you as part of your individual development plan (IDP). If you were assigned the training as part of your IDP, you will be expected to visit our course site on a weekly basis to complete the course modules and associated exams. Some IDP assignments are time sensitive, so please be diligent in advancing your training progress.

It is important to check your email often since we will send pertinent information and updates from time to time.

If you need additional help regarding the class material, don't hesitate to contact me using any of the methods below:

- Email: Kimberly.reeder@veolia.com
- Telephone: (269) 491-9887

Please be sure to identify your name and course with your question to ensure a timely response. Additionally, in many cases, your supervisor is also available to assist with questions related to the training material.

And if you have general questions, concerns, or are having technical difficulties, email us (emails located at the end of this document) and we will contact you

We hope you enjoy the learning experience and are successful in obtaining you water or wastewater related operator certification. Good luck!

Kimberly Reeder

Sr. Principal
Veolia Operator Training Team

Enc. Veolia Training Starter Guide

Veolia Training Starter Guide



Welcome to the Veolia training series. Whether your goal is to pass a licensing exam, firm up your skills, learn new skills, or get a better understanding of a certain topic, our training material will help you achieve it at your own pace. If you are new to the Veolia training, the below guide will help you get up and running in no time.

Enrollment

Before you begin a course, you need to enroll to the training series. To do so, follow the instructions below.

Step 1:

Visit the Veolia Training website at <https://vrotraining.com/>. You will be taken to the site below.

The banner features the Veolia logo in the top left corner and navigation links for 'Home', 'Courses', and 'Enroll' in the top right. The central illustration depicts a sustainable cityscape with a water tap, a recycling truck, a recycling bin, a water bottle, a hot air balloon, an airplane, a recycling bin, a coffee cup, and a person reviewing documents. Below the illustration, the text 'Workforce Training' is displayed in a large, bold, green font. Underneath this, a smaller line of text reads: 'Our industry experts have over 100 years of utility operations experience from around the globe and have created personal training programs that will help your operators get their required licenses and become best in class operators.'

Step 2:

In the top right hand corner, click **Enroll**.

Home

Courses

Enroll



Step 3:

Fill out the form on the Enrollment page and click submit at the bottom when you are done. That's it! The enrollment is complete.

Training Enrollment

Please fill out the form below to enroll in one of our training programs.

Student Information Form

Please provide the requested information for enrollment into the Veolia Operator Training Series.

* Required

Email address *

Your email

First Name *

Your answer

Last Name *

Your answer

Phone Number

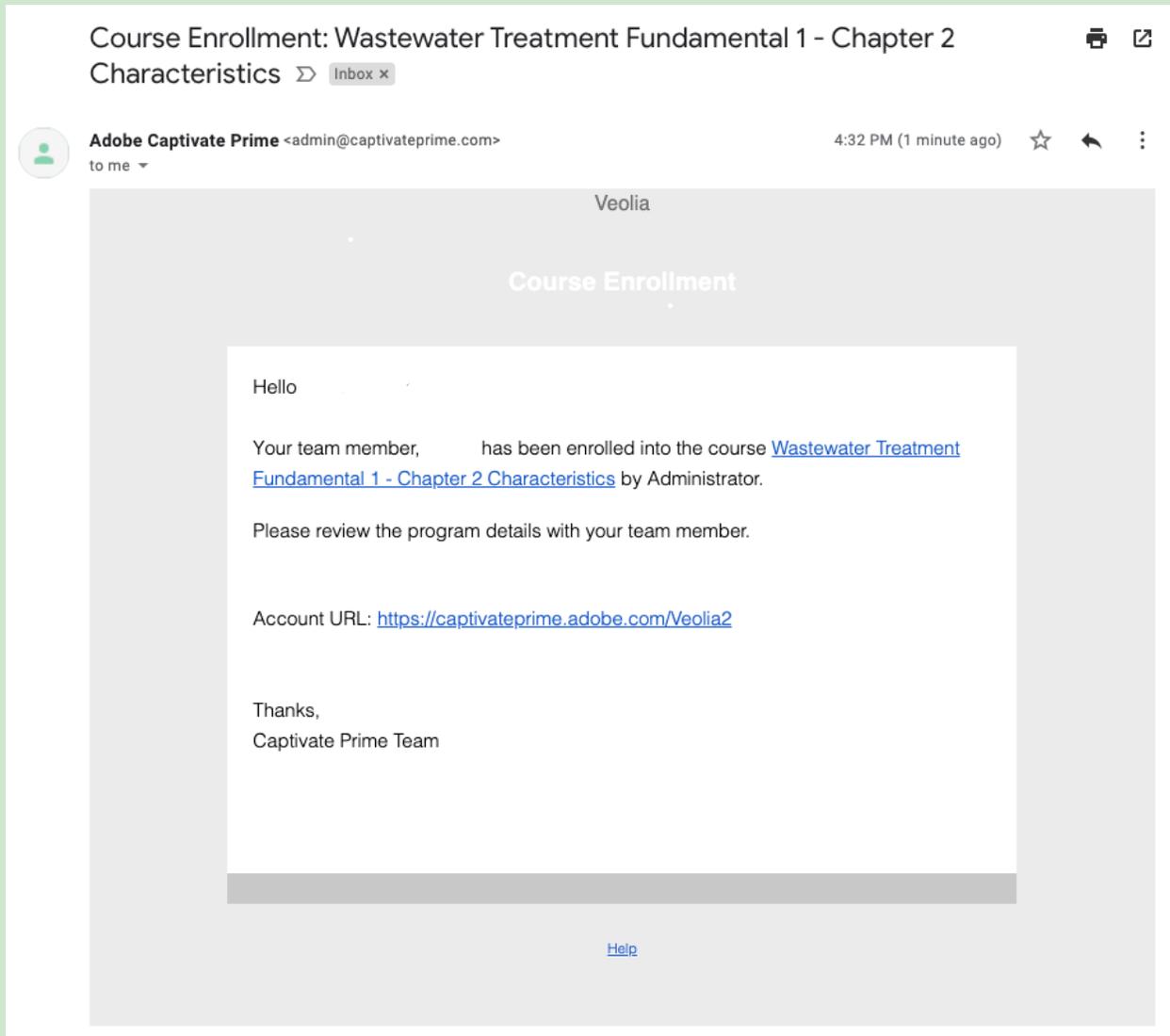
Your answer

Training Series Enrollment *

Course Access

Step 1:

After finishing your enrollment, you will receive an email from **Adobe Captivate Prime** like the one below. The email will specify the class that you are enrolled to take. You will receive a separate email for each class you are enrolled in.



Step 2:

After receiving the email from Step 1, you can now take the online training course. To do so, visit the Veolia Training website at <https://vrotraining.com>.

Step 3:

In the top right hand corner, click on **Courses**.

Home

Courses

Enroll



Step 4:

On the **Courses** page, select the training course that you will be taking from the options listed by clicking on the image.

Training Options

Each training module below was developed by our certified instructors and is designed to help train and certify your workforce. Each module can be viewed at any time and at any place.



Step 4:

After clicking on the image you will be taken to a page with two options: **Practice Tests** and **Digital Classes**. If you only want to take a few practice tests on different topics to practice for an exam, then click on the **Practice Tests** card. If you want to receive training, click on **Digital Classes**.

Wastewater Operator Training Options



Practice Tests

If you have a good grasp of the topic and want to better prepare for the exam, follow this link to take view our options of practice tests.



Digital Classes

If you want a more comprehensive training on a topic or topics, follow this link to view our available classes.

Step 5:

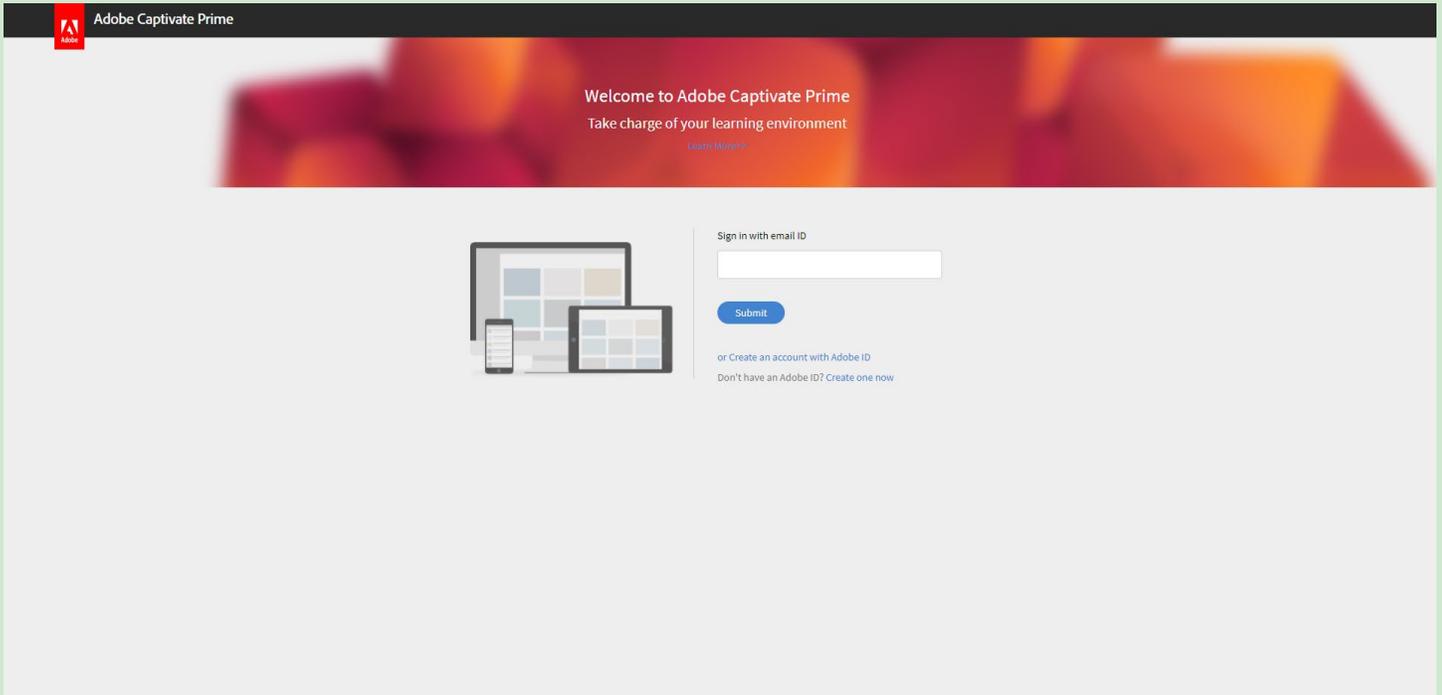
After selecting one of the options, you will be taken a page that lists all the available classes for that course like the image below. The classes are designed to be taken in succession, starting from the top left to the bottom right. To start the training, select the class that you have been registered for.

The screenshot shows the 'Wastewater Operator Classes' page on the Veolia website. The page has a green header with the Veolia logo on the left and navigation links 'Home', 'Courses', and 'Enroll' on the right. The main title is 'Wastewater Operator Classes' in a large, bold, green font. Below the title is a grid of 13 class cards. Each card has a blue water droplet icon at the top, followed by the class name and a brief description. The classes are arranged in a grid that is 4 rows wide and 4 columns deep, with the last cell in the bottom row being empty. The classes are:

- PRETEST**
Wastewater Treatment Pretest
A pretest to determine your knowledge of wastewater treatment.
- CLASS 1**
Wastewater Treatment Basic Math Refresher
Review of basic math concepts related to Wastewater Treatment followed by a Quiz.
- CLASS 2**
Wastewater Treatment Math & Theory Review
Review of basic math concepts related to Wastewater Treatment.
- CLASS 3**
Wastewater Treatment Solids Process Review
Review of basic solids process for Wastewater Treatment.
- CLASS 4**
Wastewater Treatment Chapter 1
This course is a basic introduction to the ten chapters in the Fundamentals I manual.
- CLASS 5**
Wastewater Treatment Chapter 2
This course is an introduction to basic wastewater characteristics.
- CLASS 6**
Wastewater Treatment Chapter 3
This course will cover preliminary treatment of wastewater.
- CLASS 7**
Wastewater Treatment Chapter 4 Part A
This is a two part course that will cover primary treatment of wastewater.
- CLASS 8**
Wastewater Treatment Chapter 4 Part B
This is a two part course that will cover primary treatment of wastewater.
- CLASS 9**
Wastewater Treatment Chapter 5
This is a course that will dive into the Fundamentals of Biological Treatment.
- CLASS 10**
Wastewater Treatment Chapter 6 Part A
This is a two part course that will cover wastewater treatment ponds.
- CLASS 11**
Wastewater Treatment Chapter 6 Part B
This is a two part course that will cover wastewater treatment ponds.
- CLASS Tester**
Wastewater Treatment Chapter 6 Part B
This is a two part course that will cover wastewater treatment ponds.

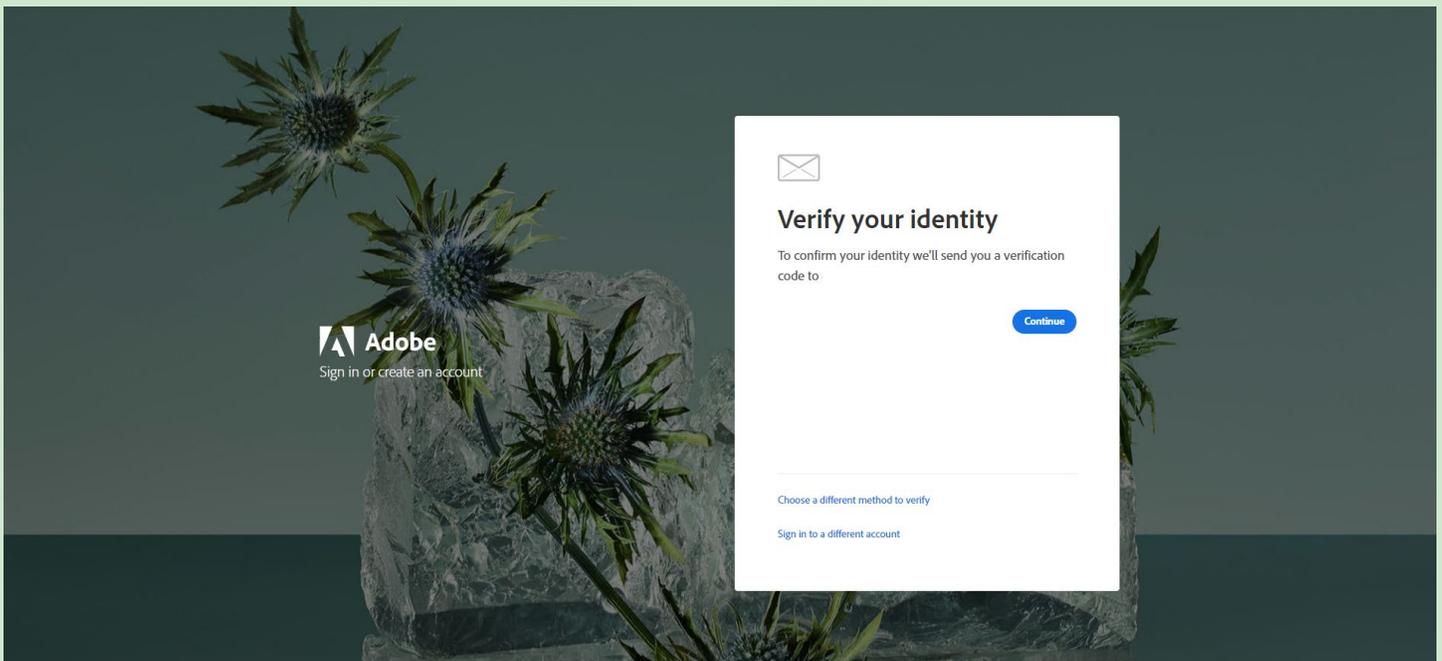
Step 6:

Upon clicking on a class, you may be taken to a page like the one below. This is part of the authentication process to ensure that you are enrolled in the course. To authenticate yourself, enter your email in text box and submit. You may be asked for a second form of authentication. Follow step 6a to complete this process.

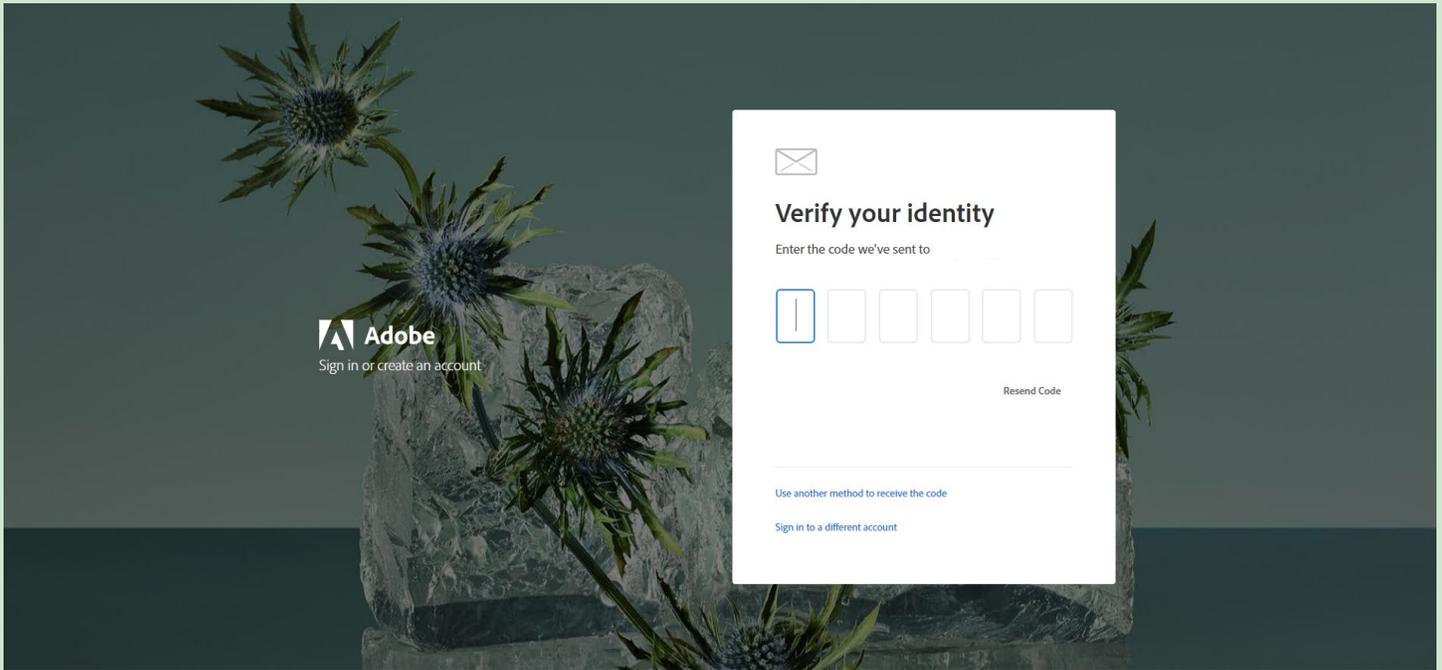


Step 6a:

If you are prompted for a second form of authentication, a six digit code will be emailed to you. Retrieve the six digit code and click continue.



Then enter the six digit code that was sent to your email and you should be send to the main training page.



Step 7:

You should now be in the main training page similar to the one below. Give the content a few seconds to load and then click play to begin the training.

Note: Press play to begin the class. Throughout the class you will be asked questions to measure your progress. Upon completion of the class, you will be emailed the results to your quiz questions.



Extra – Using the Player

The below shows the options available in the player. It's important to note, that if you leave your session, your current position is saved so when you log back in another time, you will be where you left off.

VEOLIA Home Courses Enroll

Wastewater Treatment Solids Review

Overview of Wastewater Solids

Sludge is the, semi-solid residual material that is produced as a by-product during treatment of wastewater.

In most wastewater treatment facilities there are typically four general steps that fall under the Solids Process category.

1. Thickening
2. Digestion
3. Dewatering
4. Disposal

Liquid Processes

Wastewater → Screening → Grit removal → Primary Clarifier → Aeration Tank (with Oxygen input) → Secondary Clarifier → Disinfectant → Tertiary Treatment → Discharge

Solids Processes

Primary Sludge (PS) → Thickening → Disposal
Waste Activated Sludge (WAS) → Thickening → Dewatering → Anaerobic Digester (AD) → Biogas
Digested Sludge → Disposal

Image courtesy of Researchgate

Wastewater Treatment Solids Processes

01:33 / 58:07

Slide 3 / 1 Stopped

00:29 / 01:19

VEOLIA

View table of contents and take notes throughout the class. Your notes will be saved from session to session. So if you leave one day and come back the next, the notes will be saved.

Play or pause content

Progress to the next or previous page and pause / play material.

Volume control and time remaining for current page.

Enlarge screen

Troubleshooting:

If you run into issues or have questions, please contact any of the personnel below:

- Park Ng – park.ng@veolia.com
- Kimberly Reeder – kimberly.reeder@veolia.com
- Darko Mijatovic – darko.mijatovic@veolia.com