

At Your Pace Online, LLC
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Oregon - 5-hour Utility Management for Class 1 and Class 2 Waterworks Operators

Instructor: Tony Goff

Course Description: This five-hour class satisfies 5 hours of the 20 hours of continuing education needed to renew a waterworks operator's license in Oregon. The class contains two instructional modules:

The first module is on "waterworks management" and includes the following:

- What Makes a Good Manager;
- How to More Effectively Manage Your Waterworks Operation;
- Management Theories – a chance to see how managerial philosophies and strategies have evolved over the years and what has been learned from this history that can inform how we effectively manage today; and
- Risk Management – a specific area within management that is especially vital for waterworks operations.

The second module covers "Security and safety procedures" and utilizes recommendations by OSHA, NIOSH, the EPA, the AWWA, and other industry organizations to address:

- The risks to which Water Treatment Operators are exposed in a typical work environment;
- Ways to mitigate or avoid these risks
- Reporting requirements;
- Who's responsible for workplace safety;
- First aid and access to care for more serious injuries; and
- Common-sense recommendations for how to work more safely and help to make water/wastewater (w/ww) treatment facilities as illness and injury-free as possible.

Learning Objectives:

By the end of this course students will be able to:

- Apply enlightened and effective management techniques;
- Prepare and Implement a risk management plan;
- Identify risks at w/ww treatment facilities;
- Respond to injuries or illnesses appropriately; and
- Foster a culture of safety that trains staff how to identify and mitigate hazards.

Assessment:

Student's fulfillment of the learning objectives is verified through 13 in-text questions, with one question following each video or topic-based lesson. Students must answer each in-text question correctly to proceed to the next video or lesson in the class.

Syllabus:

Module 1. Waterworks Operations – Management Training 1h 52m 26s

- a. **Characteristics of Successful Management & The Functions of Management**
- b. **Management Theories:** Scientific Management; Bureaucratic Management; Behavioral Management; Humanist Management; Systems Management
- c. **Problems Associated with Management**
- d. **Risk Management:** Ways to Handle or Address Risk & Steps in the Risk Management Process

Module 2. Security & Safety Procedures – OSHA Safety Training 3h 26m 32s

- a. **Who is Responsible for a Safe Workplace?** Training & Medical Requirements
- b. **Hazardous Substances & Environmental Risks:** Rules for Chemical Handling and Safety; Hazard Communication; Chlorine; Mold; Mercury and Heavy Metals
- c. **Workplace Hazards:** Fuel Gas Safety; Biohazards & Protection Against Injury from Raw Sewage
- d. **Physical Strains:** Awkward Positions; Proper Lifting Techniques; Confined Spaces & Extreme Temperatures
- e. **Physical Hazards:** Electrical Hazards; Burns; Eye Injuries; Ladder Safety; Slips Trips and Falls; Extended Workdays & Working Alone
- f. **Safety Recommendations for Water Treatment Operators:** PPE; Lockout/Tagout & 24 Rules for Working Safely at Water/Wastewater Treatment Plants

Course Details:

Requirements

Course completion is tracked through questions between the sections. The questions within slides do not, however, track progress. In order to mark the course as complete students will need to answer all of the questions attached to the course.

Upon enrolling in our course students will have access for 365 days. After this 365-day period they may contact us to have their enrollment renewed.

Any questions, concerns, or issues that arise while taking the class can be addressed by calling the contact number, writing to the contact e-mail, or sending a message through the “Suggestion Box” included in the course. Any message will receive a response within one business day, and usually within one hour.

After finishing all course content, the student will need to fill out the “Completion Questionnaire” so that their completion can be reported to the state.

Refunds:

All tuition and fees paid by the applicant shall be refunded if the applicant is rejected by the school before enrolment. All tuition and fees paid by the applicant shall be refunded if requested within three business days after the terms and conditions have been accepted (on the enrollment page). All refunds will be returned within 30 business days.

After the initial three business days have elapsed, AYPO will happily refund 100% of the purchase price for any course that the student has not yet begun.

Refunds of all or some portion of the purchase price may be available in situations where the student has already started taking the course, but not yet completed it. In general, for individuals who have already completed an entire course, refunds will not be available. Our office staff may be reached at (877) 724-6150 for more information about refund requests.

Attendance and Dismissal:

Students who enroll in this class are required to complete 100% of the course to receive credit. Since this class is presented online, enrolled students are not dismissed.

Course Content:

At Your Pace Online is responsible for the content of this course.