



# WIOA - Water Industry Operator Certification Scheme

## Continuing Professional Development (CPD) Activities and Points for Recertification

### Maintaining Certified Status

To maintain certified status:

- Operators must remain active in the industry in the field related to their current certification.
- WIOA will require documentary evidence of the accumulation of 5 CPD points for low complexity systems, or 15 CPD points for high complexity systems within the preceding five-year period.
- Pay the nominated renewal fee for the next five years.

### 1 Application

Applicants for recertification must complete the Application Form which includes personal information, water business information, the plants to be recertified for, and any treatment processes added since the previous certification/recertification application.

To assist individuals to maintain their certified status and to provide the greatest level of flexibility to employers, WIOA recognises a range of CPD opportunities allowing certified operators and employers to choose those options that best suit their needs.

Continuing Professional Development opportunities are classified into the following categories:

- **Accredited Training** – formal Units of Competence from the national Water Training Package delivered by a Registered Training Organisation (RTO) and where a formal Statement of Attainment is issued.
- **Non-Accredited Training** – completion of training courses, seminars or workshops designed to directly update or refresh the technical skills of certified operators.
- **Other Activities** – attendance or participation in conferences or industry events, along with activities designed to challenge technical competence and in doing so, keep the skills of certified operators current.
- **Significant Workplace Project** – by definition, undertaking a significant workplace project where certified operators are able to perform an in-depth investigation into a facet of their certified field. This is an ideal opportunity to challenge the technical competence and thought processes and in doing so, keep the skills of certified operators current.
- **Exceptional Activities** – activities that do not easily fall into any of the previous categories but which when completed, also challenge the technical competence and thought processes and in doing so keep the skills of certified operators current.

A register and details of all the CPD activities undertaken by the individual in the previous period should be provided with the application.

Applications should be accompanied by the payment of the recertification application fee (\$110 inc GST). On completion of the recertification process, an additional fee of \$440 (inc GST) for the following 5 year recertification period.

## 2 Accredited Training

Australia's Vocational Education Training (VET) system comprises nationally recognised training packages developed with comprehensive input from industry to ensure that training is relevant to the workplace. For our industry, the national Water Training Package (NWP) has been developed and contains common standards and assessment guidelines for a range of Units of Competence, covering a variety of water industry functions.

Undertaking training in accordance with the Water Training Package is referred to as Accredited training. Accredited training must be delivered by Registered Training Organisations (RTOs) who issue Statements of Attainment for individual training units completed. These can eventually lead to the awarding of a formal qualification such as a Certificate, Diploma or Advanced Diploma.

Recertification points can only be awarded for Accredited training if Statements of Attainment are provided, and on the condition that none of the Units of Competence claimed were required as part of the initial certification process.

Each individual application must be supported by evidence of completion of accredited training such as Certificates, Statements of Attainment or official student records (Academic Transcripts) from an approved RTO. All documentation supplied must be verified as an accurate copy by the water business and WIOA will undertake random audits of documentation supplied.

ACTIVITY		DESCRIPTION	POINTS and EVIDENCE
2.01	<b>Completion of additional approved units of competence at Certificate II level</b>	<ul style="list-style-type: none"> <li>Units from NWP or NWP07 relating specifically to the relevant treatment stream for the certified operator are automatically approved.</li> <li>Units from other training packages directly relevant to the treatment stream of the certified operator on application.</li> </ul>	3 points per unit completed
2.02	<b>Completion of additional approved units of competence at Certificate III level</b>	<ul style="list-style-type: none"> <li>Units from NWP or NWP07 relating specifically to the relevant treatment stream for the certified operator are automatically approved.</li> <li>Units from other training packages directly relevant to the treatment stream of the certified operator on application.</li> </ul>	4 points per unit completed
2.03	<b>Completion of additional approved units of competence at Certificate IV level</b>	<ul style="list-style-type: none"> <li>Units from NWP or NWP07 relating specifically to the relevant treatment stream for the certified operator are automatically approved.</li> <li>Units from other training packages directly relevant to the treatment stream of the certified operator on application.</li> </ul>	5 points per unit completed

## 3 Non-Accredited Training

### Compulsory Training

There may be a requirement by a regulator for Certified operators to undertake either refresher training or a skills update/refresher course as part of the recertification process. This training may be Accredited (delivered and assessed by an RTO) or non-accredited (delivered by a person or organisation approved by the individual regulator).

Recertification points can only be awarded if evidence of attendance and completion of the appropriate course is provided. WIOA will undertake random audits of documentation supplied.

ACTIVITY	DESCRIPTION	POINTS and EVIDENCE
<b>3.01</b> Attend a training session approved or conducted by a state/territory regulator or mandated as refresher training	Such as; <ul style="list-style-type: none"><li>Water industry issues update (Victorian Department of Health &amp; Human Services)</li><li>Any other activity as directed by a regulatory body</li></ul>	3 points

Completion of one of these activities will credit 3 points towards maintaining certified operator status.

### Non-Accredited Training

There are a range of non-accredited training and CPD opportunities available to certified operators. Completion of non-accredited training courses or seminars is designed to directly update or refresh the technical skills of certified operators.

Recertification points can only be awarded if evidence of attendance and completion of the appropriate course or refresher is provided. Seminars or workshops provided directly by WIOA would not require formal documentation as WIOA retains a list of attendees. For all other courses, seminars or workshops, WIOA would require documentation outlining:

- The date, time and duration of the course
- The provider/specific trainer that delivered the course
- The content/topics and description of the items covered
- Any assessment undertaken and the result of the assessment.

Provided it covers the above information, evidence of attendance from the training provider would be considered appropriate.

WIOA will undertake random audits of documentation supplied.

ACTIVITY		DESCRIPTION	POINTS and EVIDENCE
3.02	<b>Completion of additional vocationally relevant, process based, refresher training (generally conducted by an RTO)</b>	<ul style="list-style-type: none"> <li>• Completion of a WIOA approved non-accredited training course covering key knowledge and/or skills in processes operated relevant to the Certified stream.</li> <li>• These courses must include some form of assessment.</li> <li>• No topic can be undertaken more than once in each recertification period.</li> </ul>	4 points
3.03	<b>Participation in WIOA specialist workshops/seminars</b>	<p>Such as;</p> <ul style="list-style-type: none"> <li>• Filter assessment and operation</li> <li>• Distribution system management</li> <li>• Activated carbon use</li> <li>• Optimisation of coagulation and flocculation</li> <li>• Optimisation of membranes systems</li> <li>• Calibration &amp; operation of on-line turbidity meters</li> <li>• Operation &amp; Validation of UV Disinfection Systems</li> </ul>	3 points
3.04	<b>Participation in a relevant water industry courses, seminars or workshops</b>	<p>Such as;</p> <ul style="list-style-type: none"> <li>• IWES short courses relating to water treatment</li> <li>• Water Treatment Alliance/Filter Optimisation two day workshop.</li> <li>• NCEDA seminars</li> <li>• ICE WaRM short courses</li> <li>• National Centre for Groundwater Research and Training courses</li> </ul>	Up to 2 points per day
3.05	<b>Attend a treatment focused in-house training course</b>	In-house training courses must be accompanied by details of duration, topics covered and assessment undertaken (if any).	1 point per day, max 4 points for this category

## 4 Other Activities

There are a range of “other” Continuing Professional Development opportunities available to certified operators.

**Conferences and events** - Points are awarded for attendance at a range of events on the understanding that the certified operator will have the opportunity to be exposed to the latest in information presented during the technical component of the event or through exposure to equipment, products and new technology as part of an industry exhibition. To encourage a broad range of development, a number of categories at this level have their points capped for each recertification period.

Conferences or events provided directly by WIOA would not require formal documentation as WIOA retains a list of delegates and attendees. For all other events, WIOA would require detailed documentation outlining:

- The date, time and duration of the event
- The provider of the event
- The nature of the event and the program.
- Some form of evidence that the certified operator actually attended.

WIOA will undertake random audits of documentation supplied.

**Technical Presentations** – Points are awarded for formal participation and undertaking technical presentations at industry events. In recognition of the time, effort and technical understanding that must be developed and demonstrated, there are more points offered in these categories than for the previous category of purely “attending” and event.

Conferences or events provided directly by WIOA would not require formal documentation as WIOA retains a list of attendees. For all other events, WIOA would require detailed documentation outlining:

- The date, time and duration of the event
- The provider of the event
- The nature of the event and the program.
- Some form of evidence that the certified operator actually presented.

WIOA will undertake random audits of documentation supplied.

**Awards & recognition** – There is a range of awards available to certified operators all with differing technical, participation and reporting requirements. WIOA will review any applications in this category on a case-by-case basis and award up to a maximum of 10 points.

For all awards, WIOA would require detailed documentation outlining:

- The details of the award
- The provider of the award
- The nature of the award and the outputs required
- Some form of evidence that the certified operator satisfactorily met and delivered on all the award requirements.

**Publishing** – There is a range of publications available to certified operators all with differing technical, content and author requirements. WIOA will review any applications in this category on a case-by-case basis and award up to a maximum of 5 points.

For all articles published, WIOA would require detailed documentation outlining:

- The details and date of the publication
- The publisher/owner of the publication
- Some form of evidence that the actual article was published, with credit directed to the certified operator as author.

ACTIVITY		DESCRIPTION	POINTS and EVIDENCE
<b>CONFERENCES &amp; EVENTS</b>			
4.01	<b>Attendance at a WIOA operator's conference</b>	Where relevant technical or operations focussed papers are being presented.	1 point per day attended
4.02	<b>Attendance at an AWA annual conference</b>	Where relevant technical or operations focussed papers are being presented.	1 point per day attended
4.03	<b>Attendance at a water industry conference, trade show, field day or meeting with published agenda</b>	Professional associations or societies, universities, colleges or technical institutes, manufacturers or distributors or part of an in-house training program, may sponsor these events.	1 point per day, max 4 points for this category
4.04	<b>Attendance at a relevant WIOA specialty event</b>	Such as; <ul style="list-style-type: none"> <li>• Operator tour to New Zealand</li> <li>• Advisory Committee endorsed Water Interest Days and facility tours</li> </ul>	1 point per day attended, max 4 points for this category
4.05	<b>Attendance at a relevant water industry specialty event</b>	Such as; <ul style="list-style-type: none"> <li>• Overseas or Australian Study tour</li> <li>• Water Interest Days and facility tours</li> </ul> Participate in a technical webinar, webcast, podcast, with a published agenda. For example: <ul style="list-style-type: none"> <li>• WIOA Talks webinars</li> <li>• WaterRF webinars</li> <li>• DOW Water Academy webcasts</li> <li>• IChemE Water SIG webinars</li> </ul>	1 point per day attended, max 4 points for this category  For online events (e.g. webinars) 1 point for every 2 hours of webinar content, to a maximum of 4 points.
4.06	<b>Undertake or attend a fact-finding tour or information exchange event focussed on water treatment</b>	<ul style="list-style-type: none"> <li>• Study tour of water plants/processes at another water business</li> <li>• Technical information exchange event with another water business</li> </ul>	1 point per day attended, max 3 points for this category
<b>TECHNICAL PRESENTATIONS</b>			
4.07	<b>Present a technical paper at a water industry conference, seminar or webinar</b>	Presentation must be minimum 20 minutes.	5 points
4.08	<b>Write, submit and present a poster presentation at a WIOA or other conference</b>	Poster presentation must contain a verbal presentation of minimum 5 minutes.	3 points
4.09	<b>Write and submit a poster paper at an event other than WIOA</b>	Presentation	2 points
4.10	<b>Host, present, or undertake a practical demonstration at a relevant WIOA endorsed event.</b>	Such as; <ul style="list-style-type: none"> <li>• Veolia's Microfiltration workshop</li> <li>• Presentation to a WIOA AC interest day</li> </ul>	Up to 2 points per occasion, max 4 points for this category

<b>4.11</b>	<b>Provide a public presentation in relation to the relevant area certified</b>	Such as; <ul style="list-style-type: none"> <li>• Provision of plant tour for external group (school groups excluded)</li> <li>• Provision of technical information at a public meeting</li> </ul>	Up to 2 points per occasion, max 4 points for this category
<b>4.12</b>	<b>Provision of technical information during a formal water treatment plant audit</b>	Such as; <ul style="list-style-type: none"> <li>• Department of Health drinking water management plan audit</li> <li>• ISO audit</li> </ul>	Up to 2 points per occasion, max 4 points for this category
<b>AWARDS &amp; RECOGNITION</b>			
<b>4.13</b>	<b>Industry development awards and prizes</b>	Such as; <ul style="list-style-type: none"> <li>• WIOA Kwatye prize</li> <li>• IWA (Victoria) award</li> <li>• Churchill fellowship</li> <li>• PASS Award</li> </ul>	Up to 10 points
<b>PUBLISHING</b>			
<b>4.14</b>	<b>Submission of an article that is published in a water industry or relevant Technical journal</b>	Such as; <ul style="list-style-type: none"> <li>• WIOA's WaterWorks journal</li> <li>• AWA's Water e-journal</li> <li>• Any other industry recognised journal</li> </ul>	Up to 5 points
<b>4.15</b>	<b>Submission of an article that is published in WIOA's Operator newsletter</b>	To attain maximum points, article must be technical in nature	Up to 2 points

<b>ROTATIONS, EXCHANGES OR SECONDMENTS</b>			
<b>4.16.1</b>	<b>Participate in a rotation, exchange or secondment program at a water treatment plant</b>	<p>To be eligible, the activity must be:</p> <ul style="list-style-type: none"> <li>• For a minimum period of 5 days</li> <li>• At a treatment plant which the operator would not normally be required to operate (can be with own employer or external organisation)</li> <li>• Documented evidence outlining the activity, including specific details justifying the activity claimed must be provided</li> </ul> <p>Activity where the operator works as part of a team but under direct supervision or with similar treatment processes to where they normally work</p>	1 point per week at the other plant, to a maximum of 3 points per recertification period
<b>4.16.2</b>	<b>Participate in a rotation, exchange or secondment program at a water treatment plant</b>	<p>To be eligible, the activity must be:</p> <ul style="list-style-type: none"> <li>• For a minimum period of 5 days</li> <li>• At a treatment plant which the operator would not normally be required to operate (can be with own employer or external organisation)</li> <li>• Documented evidence outlining the activity, including specific details justifying the activity claimed must be provided</li> </ul> <p>Activity where the operator works individually or as part of a team but with minimum supervision and is required to optimise processes within the plant or to learn and operate process/es different to the treatment processes to where they normally work</p>	2 points per week at the other plant, to a maximum of 6 points from this category per recertification period
<b>4.16.3</b>	<b>Participate in a rotation, exchange or secondment program at a water treatment plant</b>	<p>To be eligible, the activity must be:</p> <ul style="list-style-type: none"> <li>• For a minimum period of 5 days</li> <li>• At a treatment plant which the operator would not normally be required to operate (can be with own employer or external organisation)</li> <li>• Documented evidence outlining the activity, including specific details justifying the activity claimed must be provided</li> </ul> <p>Activity where the operator works at another plant and acts as a trainer or mentor for the site operators.</p>	3 points per week at the other plant, to a maximum of 9 points



## 5 Significant Workplace Project

WIOA recognises that once an operator has been employed in the water industry for a significant period of time (minimum of 10 years), the scope to undertake additional relevant training courses and/or other relevant professional development opportunities in order to maintain certified status reduces.

WIOA also recognises that the technical skills of many experienced operators are often utilised to undertake projects designed to deliver operational improvements or process optimisation outcomes.

In recognition of this important technical work, WIOA is prepared to consider and recognise a significant workplace project, provided adequate documentation supporting the extent of the project undertaken is supplied and that the scope of the project undertaken would be considered to be outside the scope of normal duties of the certified operator.

In order to evaluate the extent of a Significant Workplace Project, and the number of points it for which it may be eligible, WIOA would require detailed documentation outlining:

- The details of the project
- The need for the project
- A detailed project methodology outlining the steps taken in undertaking the project
- A project report outlining the outcomes of any investigations or works completed including but not limited to any time, cost savings or Workplace Health and Safety improvements delivered
- Project participants and nature of the contribution of each (time, expertise, skills)
- Endorsement of the project, outcomes and project report as predominantly the work of the certified operator by the “suitably qualified person”.

ACTIVITY		DESCRIPTION	POINTS and EVIDENCE
5.01	<b>Completion of a significant workplace project</b>	Such as; <ul style="list-style-type: none"> <li>• Analysis of performance of membranes in RO plant;</li> <li>• Investigation and implementation of plant process improvements. For example, undertaking a water treatment process-based audit of multiple facets within a water treatment plant and develop, recommend and if possible, assist to implement an improvement plan</li> </ul>	Points reviewed and determined on a case by case basis up to a maximum of 10 points for this category.
5.02	<b>Participate in a collaborative industry project, committee or specialist network – relevant to certification stream.</b>	Active participation in a technical project team, water industry technical committee or network.  Examples include: -Nominated employer representative on a WaterRA Community of Interest -Nominated employer representative on a WSAA technical network	1 point for every 6 months of active participation, to a maximum of 4 points.

## 6 Exceptional Activities

WIOA recognises that once an operator has been employed in the water industry for a significant period of time (minimum of 10 years), the scope to undertake additional relevant training courses and/or other relevant Continuous Professional Development opportunities in order to maintain certified status reduces.

WIOA also recognises that many experienced operators undertake internal training (either formal or informal), mentoring and/or staff development roles for new operators in their work teams. When determining the ongoing Certification status of an operator, WIOA will consider and recognise exceptional activities, provided adequate documentation supporting the extent of the activities undertaken is supplied. Just doing the job well, or without incident is not necessarily an activity that will qualify for exceptional activity points.

In order to evaluate the extent of an Exceptional Activity, and the number of points for which it may be eligible, WIOA would require detailed documentation outlining:

- The details of the activity
- The need for the activity
- A detailed activity methodology outlining the steps taken in undertaking the activity
- A report outlining the outcomes of the activity including but not limited to: any time, cost savings or Workplace Health and Safety improvements delivered
- Activity participants and the nature of the involvement by the applicant, this should include information on the applicant's contribution to the project (time, expertise, skills)
- Endorsement of the activity, outcomes and activity report as predominantly the work of the certified operator by the "suitably qualified person".

ACTIVITY		DESCRIPTION	POINTS and EVIDENCE
6.01	Exceptional activities	<p>Activities that do not fall into any of the previous categories. WIOA will determine how many points will be awarded based on activities undertaken and the details provided in individual submissions.</p> <p>For example;</p> <ul style="list-style-type: none"> <li>• Completion of all/part of a relevant tertiary qualification</li> <li>• Undertaking formal training or workplace mentoring of new/junior staff</li> </ul>	Points reviewed and determined on a case by case basis up to a maximum of 10 points for this category.