WQA/CWQA Assessing Water Quality Problems Training Curriculum

The instructor-led Assessing Water Quality Problems training course consists of 14 Modules* presented in 1-hour sessions and 3 additional sessions, if needed. The course includes homework assignments that make use of short online training courses and field practice.

Time commitment for course participants is expected to be about 2 hours per week, with 1 hour of remote class time and up to 1 hour of homework.

Absentee/Make-up Policy

Learners don't always have control of their schedules. Emergencies, both business and personal, do come up. Class participants may miss up to 2 live sessions. Participants are responsible for watching the recordings of the classes they missed and keeping up with the assignments. Any participant who misses more than 2 classes will receive an incomplete and will need to repeat the course at its next iteration.

Refund Policy

Registrants who drop the course up until one week before the start date will receive a refund of 80% of their registration fee. Course registrants have until the third week of the class to drop the course and receive a 50% refund. Refunds will not be issued after the third week.

Course Modules*

Module	Learning Objectives
#1 Introduction & Keys to Success	Introduction to the course, Why water quality is important, water problems, and an overview of the industry
#2 Understanding the Water Source	Explain how contaminants get into water, an overview of water delivery
#3 Working Water Contaminants-Water Hardness	List of contaminants in working water and potential problems; water hardness-how it presents and how to test
#4 Working Water Contaminants-Iron, Manganese & Hydrogen Sulfide	How these contaminants present, behave, what questions to ask, how to test, and how to interpret results

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Module	Learning Objectives
#5 Working Water Problems- Tannins, Chlorine, & Corrosive Water	How these contaminants present, behave, what questions to ask, how to test, and how to interpret results
#6 Identifying Working Water Problems	Walk through customer scenarios to determine what the problem might be, interpreting water analyses, and on-site testing
#7 Drinking Water Contaminants & Regulations	Regulatory structures, where to find primary/secondary standards
#8 Analyzing Municipal Drinking Water Reports	CCRs-Interpreting the information, understanding testing intervals
#9 Selecting Tests for Drinking Water Contaminants	Testing for contaminants on private wells; focus on problem solving, not equipment selling
#10 Sampling Drinking Water & Interpreting Test Results	Sampling technique, interpreting lab tests, recognizing problems
#11 Consumer Protection Laws & WQA Code of Ethics Marketing Guidelines	Review of consumer protection laws and an introduction to WQA's Code of Ethics Marketing Guidelines
#12 Ethics for the Water Quality Improvement Industry	How WQA's Code of Ethics benefits the entire industry
#13 Product Certification-Why, What, & How	What are certified products, and what are the benefits; overview of certifier testing
#14 Product Certification- Which Standards When	What the standard numbers mean, safety and performance
#15 Additional Topics as Needed	
#16 Additional Topics as Needed	

*Curriculum and course topic schedule are subject to change. Course instructors will indicate any changes to the schedule when the course is in progress.