



WQA Instructor-Led Installer Training Curriculum

The instructor-led Installer training course consists of 20 Modules presented in 1-hour sessions. The course includes homework assignments that make use of short online training courses and field practice.

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

Absentee/Make-up Policy

Installers 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

Visit wqa.org/education/training-professional-certification-policies/ to review the applicable policies.

Course Modules

Module	Learning Objectives
#1 Introduction to the Industry	Why work in water treatment and expectations of installers.
#2 Safety and Codes	Awareness of on-the-job hazards, protective equipment, and company policy related to chemical handling, electricity, and confined spaces. Awareness of local codes and regulations related to installation work, permits, and where to find information.
#3 Plumbing Systems	Understanding of premise plumbing configuration, the role of pressure, what contributes to pressure loss, measuring flowrate, and what contributes to peak demand.
#4 Potable Piping, part 1	Understanding the properties of different materials in the distribution systems.
#5 Potable Piping, part 2	Using proper methods of joining and supporting pipe.
#6 Drains, Waste, Venting & Cross Connections	Recognition of DWV piping and its role. Understanding the dangers of cross connections and how to avoid them.

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#6 Drains, Waste, Venting & Cross Connections	Recognition of DWV piping and its role. Understanding the dangers of cross connections and how to avoid them.
#7 Well Pumps & Hydrodynamics	Understanding the role of the well pump, the pneumatic tanks, the role of pressure in distribution systems, and factors contributing to pressure loss.
#8 Less-than-ideal Installation Circumstances	Overcoming on-site installation obstacles.
#9 Water Basics	Understanding of the role of water in daily lives, hydrologic cycle, and the benefits of water treatment.
#10 Water Softeners, part 1	Understanding the operation of a water softener, pre-treatment needs, and the steps and procedures in a softener installation.
#11 Water Softeners, part 2	Determining softener capacity and understanding two-tank alternating systems.
#12 Backwashing Filters	Understanding the operation of backwashing filters, media types, contaminants treated, regeneration options, and the appropriate steps in installation
#13 Review 1	Review of concepts from weeks 1 – 12.
#14 Chemical Injection	Operation of injection pumps and dosing pump types.
#15 Chlorine Application	Understanding disinfection terminology, dosage, and safety in mixing solutions.
#16 POU Filters & RO	Understanding the operation and uses of POU RO and filters and procedures for installation
#17 RO/UV	Understanding the operation and uses of POU RO and UV disinfection and procedures for installation
#18 Treatment Train Sequencing	Recognition of several common treatment train configuration
#19 Customer Communications & Ethics	Understanding of what customers need to know to use and maintain equipment, appropriate responses to customer questions, and when to refer questions to others in the company
#20 Review 2	Review of concepts from weeks 13 – 19.