MANAGE BETTER PERFORM BETTER

MANAGEMENT SKILLS COURSES FOR WATER AND WASTEWATER OPERATIONS

MANAGING PEOPLE
A 5-day course that focuses on skills required in the water and wastewater industry for operators and managers who were recently promoted to a supervisory or management role or are interested in advancing to a supervisory or management role in the future.

PROJECT MANAGEMENT
A 5-day course that focuses on project management skills such as delivering projects successfully, effectively leading teams and engaging stakeholders, managing priorities, managing stress and performing post-project analysis.

COMMUNICATION AND FINANCE
A 5-day course that covers the development of communication and financial skills such as budgeting, effective communications, reporting orally, creating presentations, development of business plans and preparation of peer-reviewed reports.

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TABLE OF CONTENTS

4 About the BCWWA

5 Certification Preparation Courses: Water and Wastewater Systems
   Water Treatment 1 and 2
   Water Distribution 1 and 2
   Wastewater Collection 1 and 2
   Wastewater Treatment 1 and 2
   Small Water Systems
   Small Wastewater Systems

9 Elective CEU Courses: Water and Wastewater Systems
   Hydrant Maintenance and Cleaning
   Leak Detection
   Preventing Waterborne Illnesses
   Reservoir Maintenance and Cleaning
   Water Quality and Sampling for Water and Wastewater Systems
   Water Quality and Sampling for Water Systems
   Source Water Protection
   Unidirectional Flushing

12 Elective CEU Courses: Disinfection
   Chlorine Handling
   Chlorine Handling for Pool Operators
   Chlorine Handling Refresher
   Hypochlorination
   Ultraviolet (UV) Disinfection

14 Management Skills Courses
   Managing People
   Communication and Financial Skills
   Project Management Skills
   Introduction to Supervisory and Leadership Skills for Operators
ABOUT THE BCWWA

The BC Water & Waste Association (BCWWA) is a not-for-profit association representing more than 4,000 water professionals who are responsible for ensuring safe, sustainable and secure water, sewer and stormwater systems in BC and the Yukon.

Our members work every day to keep our water systems clean and safe – from source to tap to drain and back to the environment. They include water and wastewater facility operators, utility managers, engineers, technicians and technologists, consultants, government policy and regulatory staff, backflow assembly testers and cross connection control specialists, researchers and suppliers.

Operator education has been a core program of the BCWWA since before the organization was incorporated in 1978. For more than four decades we have been one of the most trusted sources of training in BC and the Yukon, preparing water and wastewater professionals for certification exams, providing continuing education unit credits, and helping advance their careers.

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Contact us at 604.433.4389 or education@bcwwa.org for more information. You can also visit us at bcwwa.org to view our full course catalogue or to register for a class.

ARE YOU A BCWWA MEMBER? JOIN TODAY AND RECEIVE A DISCOUNT ON ALL CLASSES AND PROFESSIONAL DEVELOPMENT EVENTS

One low annual membership fee of $99 gives you access to preferred rates for quality training and professional development events, keeps you informed about the latest industry news and best practices, helps you build your career and professional network, and provides opportunities to influence change as part of a strong and cohesive voice for water and wastewater issues.

REGISTER NOW
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CERTIFICATION PREPARATION COURSES: WATER AND WASTEWATER SYSTEMS

WATER TREATMENT 1

CEUs: 2.4  COURSE LENGTH: 5 days
This course provides operators with the basic knowledge of water treatment plant components and treatment methods used with varying degrees of complexity.

You should take this course if you are:
• Maintaining a facility classified as a Water Treatment 1 (WT1) facility;
• Wanting to understand more, or entering into a role where you will be dealing with the treatment of water; or
• An operator who wishes to prepare for EOCP certification.

After completing this course, you will be able to:
• Describe procedures associated with monitoring, evaluating and adjusting treatment processes;
• Describe the drinking water regulations and their implications to water treatment;
• Describe the practical aspects of plant operations, perform basic operational and maintenance procedures on equipment; and
• Perform safety, security and administrative procedures and basic laboratory analysis procedures.

WATER TREATMENT 2

CEUs: 2.4  COURSE LENGTH: 5 days
This intermediate course continues the learning for operators on key concepts in the field of water treatment and broadens an operator’s knowledge of system fundamentals.

You should take this course if you are:
• Maintaining a facility classified as a Water Treatment 2 (WT2) facility;
• In a role that requires an in-depth understanding of how water treatment works;
• Wishing to move to an Operator Level II role within your organization; or
• An operator who wishes to prepare for EOCP certification.

After completing this course, you will be able to:
• Describe and apply procedures associated with monitoring, evaluating and adjusting treatment processes;
• Describe and apply more complex laboratory analysis procedures;
• Address complex chlorine and chemical problem solving; and
• Describe quality control systems.
WATER DISTRIBUTION 1

CEUS: 2.4  COURSE LENGTH: 5 days
Water Distribution 1 provides an introductory appreciation of water distribution practices and focuses on the practical aspects of construction, operation and maintenance of water distribution.

You should take this course if you are:
• Interested in a career as a water operator;
• Wanting to understand more about water distribution; or
• An operator who wishes to prepare for level 1 EOCP certification.

After completing this course, you will be able to:
• Understand and apply water distribution system information/components including regulations; water quality, sources, and storage; valves, hydrants and meters; plan reading, water main construction and cross connection control;
• Monitor, evaluate, and adjust disinfection in water distribution systems, sampling requirements and other monitoring;
• Understand the functions of a variety of equipment including hydrants, meters, pipes, service connections, pumps and water mains;
• Understand the maintenance of water mains including types of maintenance, pumps and controls; and
• Understand how to perform certain security, safety, and administrative procedures.

WATER DISTRIBUTION 2

CEUS: 2.4  COURSE LENGTH: 5 days
This intermediate course provides an advanced understanding of water distribution practices and focuses on the practical aspects of construction, operation and maintenance of water distribution.

You should take this course if you are:
• Maintaining a facility classified as a Water Distribution 2 (WD2) facility;
• Wanting to advance your understanding or move into a level 2 operator role; or
• An operator who wishes to prepare for EOCP certification.

After completing this course, you will be able to:
• Understand and apply water distribution system information/components including how to assess system demand, distribution systems hydraulics, system layouts and maps, perform pressure readings, prepare contingency plans and read blueprints, readings and maps;
• Monitor, evaluate, and adjust disinfection in water distribution systems and inspect and evaluate source water for contamination;
• Understand the functions of a variety of equipment, and how to operate and perform maintenance on equipment including pumps, chlorinators, engines, generators, hand tools, etc.; and
• Understand how to perform security, safety and administrative procedures including administering a safety/compliance program, conducting cross connection surveys, developing and maintaining a sample site plan and preparing regulatory reports.

WASTEWATER COLLECTION 1

CEUS: 2.4  COURSE LENGTH: 5 days
Wastewater Collection 1 introduces operators to key concepts in the field of wastewater collection and broadens an operator’s knowledge of system fundamentals.

You should take this course if you are:
• In a role that requires an understanding of how wastewater collection works; or
• An operator who wishes to prepare for EOCP certification.

After completing this course, you will be able to:
• Understand wastewater collection systems of both the operation and maintenance and related equipment, including: cleaning equipment, inspection equipment, safety equipment, valves, pumps, etc., rehabilitating and repairing the collection system;
• Monitor, evaluate and adjust collection systems including an understanding of aeration, cross connections, infiltration, force mains, gravity sewers, lift stations; and
• Understand how to perform security, safety, and administrative procedures including administering a safety/compliance program, developing operation and maintenance plans, maintaining records, performing workplace safety evaluations, etc.
WASTEWATER COLLECTION 2

CEUS: 2.4  COURSE LENGTH: 5 days
Wastewater Collection 2 continues the learning for operators on key concepts in the field of wastewater collection and broadens an operator’s knowledge of system fundamentals.

You should take this course if you are:
• In a role that requires an in-depth understanding of how wastewater collection works;
• Wishing to move to an Operator Level II role within your organization; or
• An operator who wishes to prepare for Level 2 EOCP certification.

After completing this course, you will be able to:
• Further understand wastewater collection systems and increase your understanding of pipeline construction, pumps and layout;
• Understand the maintenance and restoration of the collection system including pipeline cleaning, system inspection and testing;
• Understand engineering principles such as design periods, flow measurements and flow variations; and
• Perform certain security, and administrative procedures including electrical safety, how to handle sewer gases, odour control, etc.

WASTEWATER TREATMENT 1

CEUS: 2.4  COURSE LENGTH: 5 days
Wastewater Treatment 1 introduces operators to key concepts in the field of wastewater treatment, and provides operators with the basic knowledge of wastewater treatment plant components and treatment methods used with varying degrees of complexity.

You should take this course if you are:
• Maintaining a facility classified as a Wastewater Treatment 1 (WWT1) facility;
• Wanting to understand more, or entering into a role where you will be dealing with the treatment of wastewater; or
• An operator who wishes to prepare for Level 1 EOCP certification.

After completing this course, you will be able to:
• Evaluate physical characteristics of a waste stream;
• Perform related security, safety and administrative procedures involving chemical hazards, personal protective equipment, general health and safety procedures, and emergency preparedness;
• Evaluate and maintain related equipment including preventative and corrective maintenance and equipment evaluation;
• Operate equipment including hydraulics, pumps, valves, etc.; and
• Understand how domestic water systems impact wastewater treatment.

WASTEWATER TREATMENT 2

CEUS: 2.4  COURSE LENGTH: 5 days
Wastewater Treatment 2 is an intermediate course that continues the learning for operators on key concepts in the field of wastewater treatment and broadens an operator’s knowledge of system fundamentals.

You should take this course if you are:
• Maintaining a facility classified as Wastewater Treatment 2 (WWT2);
• In a role that requires an in-depth understanding of how wastewater treatment works;
• Wishing to move to an Operator Level II role within your organization; or
• An operator who wishes to prepare for level 2 EOCP certification.

After completing this course, you will be able to:
• Evaluate physical characteristics of a waste stream including colour, flow, odour, temperature, etc.;
• Perform related security, safety and administrative procedures involving chemical hazards, personal protective equipment, general health and safety procedures, and emergency preparedness;
• Evaluate and maintain related equipment including preventative and corrective maintenance and equipment evaluation;
• Operate equipment including hydraulics, pumps, valves, etc.; and
• Understand the metric system, measurements and solving equations.
SMALL WATER SYSTEMS

CEUS: 1.2  COURSE LENGTH: 2 days
This 2-day Small Water Systems course introduces students to the fundamentals of small water systems operations and maintenance, and what operators need to know to ensure that their systems comply with legislation and protect public health.

You should take this course if you:
• Operate and maintain water systems that serve a population of less than 500; or
• Are preparing to write the EOCP certification exam for Small Water Systems.

After completing this course, you will be able to:
• Understand the factors that impact water quality, the legislation that governs water quality and supply, and how to monitor and report on your water system to protect public health;
• Understand common water treatment methods, including filtration, and the safe use of chlorine, ozone, and UV for disinfection; and
• Understand how water distribution systems function, including the materials and equipment, repair and maintenance procedures, and safety.

SMALL WASTEWATER SYSTEMS

CEUS: 1.2  COURSE LENGTH: 2 days
This 2-day Small Wastewater Systems course introduces students to the fundamentals of small wastewater system operations and what is needed to comply with legislation to protect public health, safety, and the environment.

You should take this course if you:
• Operate and maintain wastewater systems that serve a population of less than 500; or
• Are preparing to write the certification exam for Small Wastewater Systems.

After completing this course, you will be able to:
• Understand the regulations that govern wastewater collection, treatment, and discharge, and how to monitor system performance to protect public health and the environment;
• Understand the characteristics of wastewater, and how this impacts collection and treatment systems;
• Understand how wastewater collection systems are designed, built, operated, maintained, and repaired. You will be familiar with the equipment, materials, methods and safety considerations;
• Understand wastewater treatment methods, including the design, operation and maintenance of septic systems, and mechanical systems including preliminary, primary, and secondary treatment; and
• Understand and apply safe workplace practices, including confined space entry, WHMIS, lock out / tag out procedures.
ELECTIVE CEU COURSES: WATER AND WASTEWATER SYSTEMS

HYDRANT MAINTENANCE AND CLEANING

CEU: 0.6  COURSE LENGTH: 1 day  
The Hydrant Maintenance Program course provides training on the implementation of a hydrant maintenance program for a water system. The course will provide the students with the knowledge required to set up and carry out a hydrant maintenance program. This course will be of value to all operators who are responsible for ensuring hydrants in their water system are in good working order.

After completing this course, you will be able to:
• Describe the process for properly implementing a hydrant maintenance program for a water system;
• Identify and perform the administrative and physical tasks involved in conducting hydrant maintenance; and
• Create and carry out a hydrant maintenance program that suits the individual needs of your system.

LEAK Detection

CEU: 0.6  COURSE LENGTH: 1 day  
This course provides a practical approach to leak detection and how to apply leak detection methods to reduce water loss.

You should take this course if you operate, maintain, or manage a water distribution or wastewater collection system.

After completing this course, you will be able to:
• Understand how leaks are initiated and propagated;
• Understand leak detection theory, equipment and application;
• Quantify “Real Loss” and amount of leakage; and
• Know how to manage water loss and leak detection.

PREVENTING WATERBORNE ILLNESSES

CEU: 0.6  COURSE LENGTH: 1 day  
This one-day course is designed to emphasize the multi-barrier approach to the provision of safe drinking water. Course content includes exercises, case studies, group exercises and practice problems.

You should take this course if you are a drinking water supplier and operator, operating manager or water quality analyst.

After completing this course, you will be able to:
• Understand the responsibility of operators;
• Recognize pathogen risks;
• Treat hazards with treatment technologies; and
• Plan for emergencies and unexpected events.
RESERVOIR MAINTENANCE AND CLEANING

CEUS: 0.6  COURSE LENGTH: 1 day
The Reservoir Maintenance & Cleaning Course is a one day course that addresses best practices for maintenance, cleaning, safety and chlorination or reservoirs.

You should take this course if you are:
• A water system operator or administrator responsible for the operation and maintenance of reservoirs, tanks, or other distribution system storage facilities; or
• A certified operator in water treatment, water distribution, or small water systems or are interested in earning CEU credits.

After completing this course, you will be able to:
• Understand distribution system storage, maintenance, inspection and cleaning methods;
• Recognize safety concerns involved with operating or maintaining a reservoir, including confined space entry; and
• Produce a chlorination plan for a reservoir.

WATER QUALITY AND SAMPLING FOR WATER AND WASTEWATER SYSTEMS

CEUS: 1.2  COURSE LENGTH: 2 days
The Water Quality and Sampling for Water and Wastewater course provides a working knowledge of sampling for both potable water and wastewater systems.

You should take this course if you are:
• An operator in a water treatment or water distribution system, an operator in a wastewater treatment facility, or responsible for water or effluent quality;
• Interested in moving into a laboratory testing role; or
• Preparing for a certification exam or want to earn CEU credits.

After completing this course, you will be able to:
• Understand how sampling is used to monitor for compliance with regulations for drinking water and wastewater effluent;
• Understand common sampling methods and procedures including grab samples, composite samples, and automatic sampler tools, and how to determine which procedure is appropriate based on the circumstance, including routine bacteriological sampling, full chemical analysis, sampling for THMs, influent sampling, primary clarifier sampling, mixed liquor sampling, and monitoring well sampling;
• Calculate the area, volume, and time required to flush tanks and pipes;
• Understand the equipment and materials used for sampling, and safety risks;
• Apply the concepts that guide a sampling plan, including chain of custody; and
• Apply quality management methods for quality assurance and quality control (QA/QC).
WATER QUALITY AND SAMPLING FOR WATER SYSTEMS

CEUS: 1.2  COURSE LENGTH: 2 days
This course provides a working knowledge of sampling for potable water, providing case studies and group activities to create an environment of robust conversation and learning.

You should take this course if you are:
• An operator in a water treatment or water distribution system, or responsible for water quality;
• Interested in moving into a laboratory testing role; or
• Preparing for a certification exam or interested in earning CEUs.

After completing this course, you will be able to:
• Understand how sampling is used to monitor for compliance with regulations for drinking water;
• Describe common sampling methods and procedures used for grab samples and automatic samplers;
• Determine which samples are appropriate and the frequency of sampling which include bacteriological sampling, chemical analysis, THMs and HAAs, and HPC analysis;
• Demonstrate sampling test kits for turbidity, chlorine residual, and temperature;
• Explore the importance of sampling trends and the importance of recording and presenting sampling data;
• Describe the chain of custody from sample to lab to report; and
• Apply quality management methods for quality assurance and quality control (QA/QC).

SOURCE WATER PROTECTION

CEUS: 0.6  COURSE LENGTH: 1 day
This course provides the foundation needed to develop a source water protection plan for your water supply system.

You should take this course if you are:
• A small water system owner (including trustees and councilors), operator, water user, or community member interested in protecting the sources of your water supply;
• An operator interested in earning CEUs; or
• A larger water supply system owner or operators.

After completing this course, you will be able to:
• Create a source water protection plan, including understanding how to create a community planning team, build community support, delineate the source protection area, evaluate assessment tools, and develop and implement an action plan, including emergency response planning;
• Understand how to use various assessment tools; and
• Identify and assess potential contaminants and risks that can affect source water quality, including pathogens (bacteria, viruses and protozoa), nitrates, volatile organic chemicals (VOCs), inorganic chemicals and endocrine disruptors.

UNIDIRECTIONAL FLUSHING

CEUS: 0.6  COURSE LENGTH: 1 day
This course is designed to enhance the operator’s knowledge about how to plan, implement, troubleshoot, and evaluate a unidirectional flushing program, to achieve effective water flushing and enhance water quality within a distribution system.

You should take this course if you are:
• An operator of a water distribution system;
• Interested in a career as a water operator, wanting to understand more about water distribution; or
• An operator who wishes to prepare for a certification exam or earn CEUs.

After completing this course, you will be able to:
• Understand the purpose and benefits of unidirectional flushing, the role of flushing in maintaining water quality, the equipment used, and alternative methods for flushing;
• Prepare a plan for a unidirectional flushing program that integrates water system maps, financial and staff resources, scheduling, equipment, community notification, evaluation, and computer modelling software; and
• Safely implement and troubleshoot unidirectional flushing procedures and calculate water flows and velocities.
ELECTIVE CEU COURSES: DISINFECTION

CHLORINE HANDLING

CEUS: 2.4  COURSE LENGTH: 5 days
This course provides operators with the fundamental knowledge to be able to safely use and handle chlorine gas and hypochlorite solutions.

You should take this course if you are operating or maintaining a facility that uses chlorine gas or hypochlorite solutions for disinfection purposes.

After completing this course, you will be able to:
• Understand the factors that can impact water quality, and the different methods that are used for disinfecting water, and their advantages and limitations, including filtration, aeration, UV disinfection, pH adjustment, and oxidants such as chlorine, chloramines and ozone;
• Safely apply chlorination and hypochlorination methods in your facility, including controlling for gases and residual by-products;
• Understand how to safely install, use, troubleshoot and maintain equipment for chlorination and hypochlorination;
• Calculate chlorine and hypochlorination dosages based on water distribution system demands and hydraulics;
• Understand chlorine system design principles, including engineering controls, ventilation, alarm systems, and detection instrument; and
• Understand and apply chlorine safety practices, and prepare for emergencies.

CHLORINE HANDLING FOR POOL OPERATORS

CEUS: 1.2  COURSE LENGTH: 2 days
This course provides pool operators with the fundamental knowledge to safely operate and maintain a variety of disinfection processes which use chlorine and hypochlorite products.

You should take this course if you are maintaining a recreational pool or spa facility that uses chlorine gas and hypochlorite solutions for disinfection purposes.

After completing this course, you will be able to:
• Understand the physical and chemical properties of chlorine, hypochlorite, and residuals;
• Understand safe handling practices for chlorine and hypochlorite;
• Become familiar with common equipment, including measurement technologies, and understand maintenance requirements for systems;
• Understand the design principles for chlorine buildings and systems; and
• Plan for emergencies.
**CHLORINE HANDLING REFRESHER**

**CEUS:** 0.6  **COURSE LENGTH:** 1 day

This course updates operators on the current processes for the safe handling of chlorine gas.

You should take this course if you are maintaining a facility that uses chlorine gas or hypochlorite solutions for disinfection purposes, and have previously completed chlorine handling training.

**After completing this course, you will be able to:**
- Understand the physical and chemical properties of chlorine and how chlorine works as a disinfectant;
- Understand how to safely handle chlorine and hypochlorite products and maintain chlorine equipment; and
- Understand and apply chlorine safety practices, and prepare for emergency response.

**HYPOCHLORINATION**

**CEUS:** 1.2  **COURSE LENGTH:** 2 days

This course provides operators with the basic knowledge to work with hypochlorite at the worksite.

You should take this course if you are maintaining a facility that uses hypochlorite solutions for disinfection purposes.

**After completing this course, you will be able to:**
- Describe why chlorine is crucial to safe water;
- Describe the manufacture, use and safe handling of hypochlorites;
- Explain major water pathogens and how they infiltrate water sources;
- Describe safe drinking water regulations and how to perform key tests;
- Describe the role of chlorine in the disinfection process, including reservoirs and mains;
- Describe the equipment components for hypochlorination and best practices for maintenance;
- Perform key calculations related to chlorine; and
- Describe the process of dechlorination.

**ULTRAVIOLET (UV) DISINFECTION**

**CEUS:** 0.6  **COURSE LENGTH:** 1 day

The Ultraviolet (UV) Disinfection Course provides an overview of ultraviolet disinfection technologies, typical applications and operational considerations for facilities.

**You should take this course if you are:**
- A water or wastewater system operator with at least a level 1 certification; or
- People responsible for evaluating the application of UV technology for a water or wastewater system.

**After completing this course, you will be able to:**
- Understand how and why UV light is used to disinfect water, including how UV works and how it compares to other treatment processes;
- Understand and evaluate UV equipment, and the factors that affect UV dosage; and
- Apply your knowledge in an operating environment to monitor and maintain equipment.
MANAGEMENT SKILLS COURSES

MANAGING PEOPLE

CEUS: 3.0  COURSE LENGTH: 5 days

This course is a five-day program focusing on the “people management” skills required in the water and wastewater industry.

You should take this course if you are:
• Recently promoted to a supervisory / management role, or interested in advancing to a supervisory or management role in the future;
• Interested in brushing up on your management skills and taking them to the next level; or
• A certified operator interested in earning CEUs.

After completing this course, you will be able to:
• Understand alternative problem solving strategies, and how to apply these appropriately in a supervisory or management role;
• Assess your leadership style, learn about alternative leadership approaches, and understand and apply essential management skills including time management, conflict resolution, coaching, and the role of leaders;
• Conduct effective meetings and understand how to set the agenda, manage conflict, build agreement and make decisions;
• Understand how to effectively manage communications to peers, direct reports and senior managers;
• Understand business systems such as asset management, information management and privacy protection;
• Understand Employment Standards Act concepts, collective agreements, and how to manage in a unionized work environment; and
• Effectively supervise staff, and complete performance evaluations.

COMMUNICATION AND FINANCIAL SKILLS

CEUS: 3.0  COURSE LENGTH: 5 days

The Writing, Communication and Financial Skills course is a five-day program covering the development of communication and financial skills in the water and wastewater industry. The course will also provide tools and techniques that help students work step-by-step through workplace problems and scenarios.

You should take this course if you are an operator, a water sector worker, or front line supervisor.

After completing this course, you will be able to:
• Develop accurate and effective budgets;
• Effectively communicate;
• Report orally;
• Make engaging presentations;
• Develop succinct and relevant business plans; and
• Prepare clear peer-reviewed reports.
PROJECT MANAGEMENT SKILLS

CEUS: 3.0  COURSE LENGTH: 5 days
The Project Management Skills course is a five-day course focusing on project management skills in the water and wastewater industry. The course will also provide tools and techniques that help students work step-by-step through workplace problems and scenarios.

You should take this course if you are:
• Recently promoted to a supervisory or management role, or are interested in advancing to a supervisory or management role;
• Interested in brushing up on your project management skills and taking them to the next level; or
• A certified operator interested in earning CEUs.

After completing this course, you will be able to:
• Successfully deliver projects;
• Effectively lead your team and engage stakeholders;
• Manage priorities and stress; and
• Perform a post-project analysis.

INTRODUCTION TO SUPERVISORY AND LEADERSHIP SKILLS FOR OPERATORS

CEUS: 1.2  COURSE LENGTH: 2 days
The purpose of this course is to provide a basic introduction to management skills within the water and wastewater industry.

You should take this course if you are:
• Recently promoted to a supervisory / management role, or interested in advancing to a supervisory or management role in the future;
• Interested in management skills, but not certain if you would like to take the Management Skills Certificate Program (MSCP); or
• A certified operator interested in earning CEUs.

After completing this course, you will have an introduction to:
• Leadership, basic management, managing resources and performance;
• Customer service;
• Mechanisms for resolving conflict;
• Performance assessment tools, budgeting and controls; and
• Interviewing and recruiting.

WE’RE COMMITTED TO BEING YOUR PARTNER IN CONTINUING EDUCATION

Do you have a group of operators that require training? Are you looking for a customized training curriculum tailored for your operation? Do you want to host a training event at your facility? We work with you to design the curriculum and delivery method that best suits your needs.

For a custom solution, contact us at education@bcwwa.org or 1.877.433.4389, and we’ll work to meet your specific training needs and budget.
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