



Approval of Training for Occupational Licensing

This is a guide to the review procedures and standards found in the rules related to training—Title 30, Texas Administrative Code (30 TAC) Chapter 30, Subchapter A. This training is used to meet pre- and post-licensing education requirements for occupational licenses administered by the Permitting and Registration Support Division of the Texas Commission on Environmental Quality.

This document is intended only as a guide to the rules in 30 TAC 30. If there appears to be a discrepancy between this guide and the rules, follow the rules.

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What Training Must Be Approved?

The occupational licensing programs administered by the Permitting and Registration Support Division of the TCEQ require a minimum amount of training to qualify for, or to renew, the following licenses:

- backflow prevention assembly testers;
- customer service inspectors;
- landscape irrigators;
- leaking petroleum storage tank corrective action project managers;
- municipal solid waste facility supervisors;
- on-site sewage facility installers, site evaluators, maintenance providers, and designated representatives;
- public water system operators;
- underground storage tank on-site supervisors;
- visible emission evaluators;
- wastewater system operators; and
- water treatment specialists.

General Standards and Requirements

Training must address the knowledge and skills necessary to perform the critical tasks associated with each occupation. Curriculum guides that pertain to basic or core licensing courses and acceptable topics for continuing education for some of the licensing programs are available from the TCEQ Operator Licensing Section. The TCEQ training and technical program staff may use its best professional judgment to better define applicable training in the absence of a job analysis or curriculum guides.

The agency must approve your occupational-licensing training, and any significant changes to training it has already approved, before you give any training for credit. TCEQ personnel must approve any training before you advertise it as “approved.”

Information should be presented generically. Training must not promote or endorse the products, product lines, or services of any manufacturer, distributor, or service provider that offers a product or service related to a TCEQ-regulated occupation. **You should not use training as an opportunity for advertisement.** If you must give examples for educational purposes, be sure, where possible, to vary the brands of sample products, services, or kinds of equipment presented.

Participants in approved occupational training should not be made to feel they are subjects of a sales presentation. Therefore, training must not be held in a place of business of a manufacturer or distributor of a product, or the provider of a service related to a TCEQ-regulated occupation. This does not apply to a water, wastewater, or municipal solid waste facility.

- A *manufacturer* is any person, company, or nongovernmental organization that produces a product for sale.
- A *distributor* is any person, company, or nongovernmental organization that distributes a product for sale.
- A *service provider* is any person, company, or non-governmental organization that supplies a service for profit.

Your training should provide the means to accomplish the learning objectives identified. Training must include visual aids, graphics, and interactivity (and may make use of other approaches) to appeal to diverse learning styles. It should be designed to allow the instructor, training provider, or subject-matter expert to monitor comprehension, give feedback, and determine if the participant successfully completes it. Learning assessments—besides being tied to the objectives—should be measurable, observable, clearly stated, and focused on student performance. The training should **not** consist primarily of assessments (such as objective tests).

Before they enroll or sign up, notify prospective participants of all requirements, including fees, for successfully completing and reporting the training. Approved training should have procedures to verify student identity, contact time with the learning source, and successful completion. Retain and ensure the accuracy of records, electronic or physical, for at least five years to validate successful training completion for licensing and renewal. Training should be verifiable from your records if errors in electronic rosters are found.

When developing training, be sure to finish editing the materials and validating their technical content before submitting them for review and approval. Please be aware that draft versions of training materials submitted for review may not remain in TCEQ files indefinitely. **If the TCEQ staff determines that significant technical or copy errors persist, it will return the training materials without approval or a complete review. It is *not* the TCEQ staff's responsibility to edit materials for training developers.**

What Other Standards Apply?

A training provider must be approved. An **approved training provider** may be an organization or individual responsible for the following:

- obtaining approval before the training occurs;
- ensuring that qualified instructors or subject-matter experts are used in its delivery, support, and development;
- delivering the training as approved; and
- monitoring, recording, and reporting successful training completion accurately and promptly.

Also, an approved training provider, distance-learning subject-matter expert, qualified presenter, or instructor, should demonstrate high standards of professional conduct with respect to all persons. **You *should not* discriminate against, embarrass, or harass students or act**

inappropriately while training or dealing with students on the basis of gender, age, race, national origin, religion, socioeconomic circumstances, or disability. Display a high level of relevant and current technical knowledge, sensitivity to students' learning styles and needs, and ethical behavior regarding compliance with TCEQ training requirements and other relevant statutes and rules.

How to Apply for Training Approval

To request TCEQ approval for training, submit the following before the training is offered for credit:

- Complete an Application Requesting Approval of Training for Occupational Licensing (Form TCEQ-10152—see Appendix C) for each training course or event. Applications for annual approval of training held at association meetings may be made on one form. (In the electronic version of this publication, you can complete and print a copy of form TCEQ-10152 on your computer. If this is a hard copy, find the electronic version online at <www.tceq.texas.gov/goto/publications/rg/373>.)
- **Estimate the credit hours and then calculate and pay the appropriate fee following the instructions in Appendix A.** Attach a copy of the TCEQ ePay voucher (receipt) to the application. If paying by check or money order, please be aware that the TCEQ cashier's office will not send you a receipt and there may be a delay processing your application while the agency verifies your payment.
- Enclose with the application all materials indicated in the checklist for the type of training, for example, an event agenda or a training manual. Separate checklists are included in this document for classroom training, training at conferences, training conducted at association meetings, correspondence training, and technology-based training.
- Sign and date the application and mail to:

(by regular U.S. Mail)
Training Specialist
Operator Licensing Section, MC 178
TCEQ
PO Box 13087
Austin TX 78711-3087

or

(by overnight or express mail)
Training Specialist, Bldg D
TCEQ Operator Licensing Section
12100 Park 35 Circle
Austin TX 78753

To avoid delays, be sure to include the completed application (Form TCEQ-10152), correct fee payment, and all checklist items.

After the TCEQ reviews your training, it will send written notification of approval, denial, or deficiencies in the application materials or training. Written approvals may also include conditions. Generally, to obtain approval, training must meet all general and applicable delivery standards and contain subject matter addressing the knowledge and skills determined necessary to perform critical tasks associated with the occupational license.

Note: Applicants for training approval need to send a response to any deficiencies within 60 days of the date on the deficiency notification, or the application will become void and the application fee forfeited.

If any changes to the training occur after submitting your application to the TCEQ for review, be sure to notify training approval staff in the Operator Licensing Section by fax at (512) 239-6272 or by e-mail at <licenses@tceq.texas.gov> or to individual staff e-mail addresses.

By accepting the TCEQ approval of the proposed training, the provider assumes sole responsibility for its contents and delivery. Although the TCEQ approves training for occupational licensing, the agency assumes no liability for the training event or materials. The training provider also agrees to comply with the requirements in 30 TAC 30 as part of the approval.

How Long Does This Review Take?

For training conducted at conferences or at association meetings, submit the completed and signed application (Form TCEQ-10152) with the required checklist information to the TCEQ at least 45 days before planning to conduct the training event or advertising it as approved. For other training events which require review of training manuals or technology-based media, please allow 120 days for complete review.

The above time estimates are target dates based on agency requirements for responding to you. If you do not allow enough time for the review, correction of deficiencies or submission of any supplemental information needed to complete the review, your event may not be approved before the training occurs as required in 30 TAC 30. TCEQ review and response to your deficiencies may take the prescribed review time or less. Please provide a list or summary of the changes you made in response to the deficiency notice to help reduce review time.

The TCEQ does not guarantee that planned training will be approved for licensing credit, or that approval will be granted before the date of the event. The TCEQ is not responsible for course-development expenses. It is the responsibility of the course developer to determine that the proposed training meets current training needs, and that the required approval for licensing credit has been obtained before a course is advertised as “approved.”

How Soon Can Training Events Be Advertised?

Training events must not be advertised as “approved” until written approval is received from the TCEQ. Also, do not advertise any specific programs or credit hours before approval. If you have submitted a completed application 45 days before your conference or meeting training event, you may only advertise that TCEQ approval is pending. **The agency assumes no liability for any loss incurred because an event or training program does not receive its approval.**

After approval, any advertisements should clearly show students all requirements and costs to complete your training and report training credit to the agency before students register or sign up. Approved training credit hours and programs should also be accurately advertised at this time.

Term of Approval

Once training is approved, a provider may offer it without notification to the TCEQ unless the training changes significantly, for example, if content or duration change. Also, if you, the training provider, change the delivery method of the training, the course must be submitted to the TCEQ for review and approval (for example, changing from classroom to distance learning). If you are already approved to give a training course and you wish to change only the manual to be used, contact the Operator Licensing Section for details on amending your approval.

Training providers may be asked to update a course or manual to ensure that its content reflects current technology and practices. Current rules require training providers to resubmit for approval any training materials referencing agency rules within 180 days of new rule adoptions relevant to the training without waiting for a specific request from the agency. If required changes are not substantial, you need to only notify the TCEQ and document the changes.

What Is a Training Recall?

The TCEQ can request that approved training be re-submitted for review in response to changes in rules, policy, technology, or industry standards or in response to complaints. The training provider will have an opportunity to revise the training to comply with current requirements or eliminate identified problems; however, failure to comply with a training recall may result in modifying or rescinding an existing approval.

Avoiding Copyright Infringement

Training materials submitted to the TCEQ are assumed to be original creations of the training provider. Public information copied from Web sites or other sources is not acceptable as training materials unless modified to apply to the target audience and mode of training. Printed course information must be presented in an original manner and must be relevant to the necessary tasks and knowledge for the occupational licensees.

The training provider is responsible for obtaining proper approval from the publisher to make use of the words, ideas, or illustrations of another author. Any quoted or reproduced material that is not an original creation of the training provider must be sourced and such quotation or reproduction must comply with the “fair use” provisions of federal copyright law.

Under the Public Information Act, copyrighted training materials submitted to the TCEQ may be inspected by the public. The agency will not provide copies of copyrighted materials to the public unless required to do so.

Will Approved Training Be Monitored?

Yes. By accepting the TCEQ approval of training, you—the training provider—agree to allow the TCEQ or its agents access to training events in order to monitor content, manner of presentation, or the qualifications and effectiveness of any instructor, presenter, or subject-matter expert.

Can the TCEQ Rescind Approval?

Yes. The TCEQ may rescind the training provider’s approval if:

- the training does not conform to the standards described in this guidance document, or accepted industry standard practices or agency rules (supply updated materials reflecting a significant rule change within 180 days of adoption);
- the training does not conform to the materials as approved;
- the subject matter is not related to critical job tasks performed by licensees;
- an instructor is not qualified to teach the subject matter;
- an instructor is ineffective in the delivery of the subject matter;
- the training promotes or endorses products, product lines, or services from a manufacturer, distributor, or service provider;
- participation records or other records have been falsified or are not submitted in a timely manner;
- the provider fails to comply with a training recall;
- the provider is not actively providing training or the training course has not been conducted for three or more years;
- the training environment is not conducive to learning;
- the instructor, provider, or subject-matter expert displays abusive, or discriminatory behavior; or
- other good cause exists.

Reporting Successfully Completed Training

The following instructions apply to all occupational licensing programs except the Visible Emissions Program. Visible emissions evaluators receive certifications, not licenses. Submit training rosters as directed in 30 TAC Chapter 30, Subchapter L.

First, monitor participation by recording the name, unique identification number, or occupational license number of each person who successfully completes the training, along with that person's actual attendance hours. Be sure to accurately track partial credit and validate participation throughout the training, e.g., after lunch, during field trips, or upon other location changes.

If an attendee holds several occupational licenses, you need collect and record only one license number. Individual student identification numbers are required only for the initial licensing courses.

It is your responsibility as the training provider to safeguard personal, confidential information that your students supply (including, but not limited to, their Social Security numbers). You must not release this information to any parties other than the Occupational Licensing Section of the TCEQ without the student's consent.

Report the final date of the training event. If reporting distance learning training, report the date the student has successfully completed the training as the end date.

Then, follow the **TROLS** (TrainRoster On Line Submittal) **procedures in Appendix B** to report participation electronically in comma-delimited text format. **Initial electronic reports must be submitted within 14 business days after the last day of the training.**

The actual hours attended should be reported for any classroom training. Students in classroom training must successfully complete at least 90 percent of the hours designated for a *core course* to meet the requirements to obtain or upgrade a license. *Core courses* are defined as those technical courses required for licensing at some level within an occupation.

Classroom training for **continuing-education courses** should be reported as hours attended, with a four-hour minimum. *Continuing-education courses* are defined as those courses that are not required to obtain a license, but may be used for renewal of a license in a particular occupation.

Students in correspondence- or technology-based training must successfully pass the performance-based requirements to obtain credit for the course. Either the proctor or training provider should verify or electronically track completion of the performance-based assessments.

Qualified classroom instructors may obtain training credit for license renewal by adding their name to the training roster for a class they are teaching if the class meets the requirements for license renewal. **This**

provision does not apply to providers of correspondence training or technology-based training.

Classroom Training

All classroom training must meet the **General Standards** in addition to the delivery standards listed below for occupational licensing training credit. **Training and training providers must be in compliance with 30 TAC 30.**

Delivery Standards

Classroom training must:

- follow the approved curriculum or agenda;
- make use of manuals that contain learning objectives for each chapter, are logically arranged, and are essentially free of typographical and grammatical errors;
- provide each student a copy of the latest edition of the approved manual as part of the training and for future reference;
- offer visual aids and other instructional materials to enhance learning;
- occur in a setting that is conducive to learning and accessible to all persons according to the Americans with Disabilities Act; and
- be presented by a qualified classroom instructor who meets the minimum requirements as stated below.

What Is a Qualified Classroom Instructor?

Classroom instructors must have sufficient work experience, subject-matter expertise, and vocational instructional experience to enable them to communicate course information in a relevant, informed manner and to answer students' questions.

Instructors must have at least three years of hands-on work experience in the particular discipline or area of specialization of the course. For example, a classroom instructor meets this qualification for the course Surface Water Production I if the instructor worked in a surface water system for a minimum of three years performing critical operating tasks.

Instructors of *core courses* must hold a valid license in the particular occupation they are teaching. For water and wastewater operator licensing, a Class A or B license is normally required to teach.

It is recommended that instructors of courses used only for renewal hours also hold the appropriate license. Exceptions to this recommendation include out-of-state training providers, researchers, or professional engineers who lack a Texas occupational license but who possess exceptional knowledge and skills directly related to the training and critical job tasks.

Instructors must also have enough **teaching experience** to enable them to communicate clearly and effectively at the learning level of the

students and consistent with the intended outcomes of the course. Classroom instructors must have at least 60 hours of classroom instructional experience. Hours spent making presentations do not count as classroom instructional experience.

The training provider is responsible for ensuring that classroom instructors have adequate, specific work experience and sufficient teaching experience. This responsibility includes maintaining each instructor's résumé or statement of qualifications. The TCEQ may ask for verification of instructor work and classroom teaching experience along with licensing status at any time. This information is required as part of the application for initial approval of a course. This information is collected to enable the agency to help you, the training provider—and in some cases the instructor also—comply with these requirements.

In the event an instructor is determined unqualified to teach a course, the training provider will lose approval for the course if the instructor is allowed to continue teaching it. Participants also will not receive credit for training by unqualified or ineffective instructors. Normally, the training provider offers the students enrollment in another class with a different instructor at no additional cost to the student. This is considered a business practice, however, and you may choose to handle this situation differently in accordance with your business policies.

How Can New Classroom Instructors Become Qualified?

Prospective classroom instructors who have the required hands-on experience and license, but do not have the minimum 60 hours of instructional experience must successfully complete—

1. a 40-hour course in Methods of Teaching or Effective Instructional Techniques
2. plus an additional 40-hour course in Organization and Use of Training Materials or Instructional Design and Evaluation.

The actual course titles may vary depending on the teaching institution. A prospective instructor who wishes to take advantage of this provision should contact the Operator Licensing Section before taking a course.

The TCEQ may only modify these requirements for instructor experience if the prospective instructor has exceptional education and demonstrated experience specifically related to the request for training approval. Preference is for instructors to have the following:

- the valid appropriate occupational license,
- 60 hours of instructional experience or successful completion of both instructional courses before training, and
- three years of applicable hands-on experience.

Duration of Classroom Training

Classroom training should be at least four hours long.

Classroom Training in High Schools

The TCEQ may approve high school vocational courses if their content follows the guidance of the respective licensing program area. A teacher who has successfully completed an approved basic training course and has obtained at least the initial license in the program area may present such vocational courses for approval. Instructors of high school vocational courses who do not have the minimum hands-on experience should contact the TCEQ.

Checklist 1: Classroom Training

When submitting classroom training for review and approval, you must address the first checklist item, pay the fee, complete an application (Form TCEQ-10152) and send it together with the supplemental information and materials as listed in this checklist.

- Review training procedures, materials before submission:**
 - Make additions or other changes to your training materials, procedures, or instructor(s) to ensure they meet all the delivery standards for classroom training and all general standards.
- Course Overview and Goals**—a statement of what the learning experience is designed to accomplish, its length in hours, the setting, the manner of instruction, and testing (if any).
- Course Agenda**—for the students' use: a description of the time periods devoted to each major portion of the course, showing all breaks and scheduled events.
- Prerequisite Statement**—a description of the skills and knowledge, or other required training (if any) needed for students taking the course.
- Learning Objectives**—a description of the knowledge and skills the student should have after the training. Each chapter or section of the course manual should have at least three learning objectives.
- Instructional Plan or Lesson Plan**—for the instructor's use: a description of the learning objectives and the means by which those objectives are attained as a result of the activities in the class. The plan shows the orderly sequence for each day's activities and should correspond to the agenda. It should revolve around a four-step teaching process, or similar process, that involves:
 - **preparation and interactivity** (motivation of the learner),
 - **presentation** (relate new information to previously acquired knowledge using various methods for different learning styles),
 - **application** (practice), and
 - **testing or checking for understanding** (evaluation of learning).
- Instructional Materials**—the equipment and other materials to be used during course presentation, such as paper copies of slides, overhead projections, or handouts and identification of videos. Electronic slide presentations, such as PowerPoint presentations, should be submitted on a CD or on paper with multiple slides per page. The

lesson plan should reflect specifically when and where the materials are used.

- **Training Manuals**—Textual or other published materials used as the primary instructional reference during the course. The use of manuals or publications already approved is acceptable so long as they are purchased or copied only with permission of the copyright holder.
- **Course Completion Certificate**—a copy of the certificate to be presented to each student within 30 days of successful completion of the course. The certificate must contain as a minimum:
 - the training provider's name and the TCEQ provider code,
 - the course name and the TCEQ course code,
 - the student's name and license number or identification number,
 - the hours completed by the student,
 - the instructor's name,
 - the date of completion of the course, and
 - the city where the course was held.
- **Proposed Instructor Qualifications**—a résumé for each instructor the training provider plans to have teach the course.
- **Experts' Qualifications and Approvals**—credentials of experts editing or creating new training materials or manuals. Each expert should indicate approval of the content and format of the edited training as relates to his or her role in the process.
 - **An instructional-design expert** or effective qualified classroom instructor to ensure that the training employs adult-education principles and applicable learning concepts appropriate for the intended audience and diverse learning styles.
 - **A subject-matter expert** to validate that the technical content relates to critical job tasks, complies with agency rules, reflects current industry standards and incorporates current technology correctly.
 - **A technical-writing expert** or copy editor to ensure that training materials logically and coherently develop ideas related to learning objectives; are essentially free of fragments and errors in spelling, grammar, punctuation; and correctly reference illustrations in the text. Formatting should be consistent and clearly present the topic.

Training at Conferences

The generic term *conference* as used in this document includes conferences, seminars, workshops, symposiums, expos, and any other such training venues.

Training at conferences may only be submitted for approval if given by:

- a governmental authority,
- an industry-related association, or

- a college listed as accredited by an agency recognized by the U.S. Department of Education.

Individual license holders in Texas can request, and may receive, credit for attendance at out-of-state conferences. Those conferences held in Texas must be submitted by the training provider for review. **For both in-state and out-of-state conferences, the request must be made before the event in order to be approved.**

Video conferences will be considered for approval if they are interactive and conducted in an environment conducive to learning and meet the general standards and the delivery standards for conferences, and if the provider can verify completion of training.

Training and training materials at conferences are expected to substantially conform to the General Standards of this regulatory guide for occupational licensing credit. Training and training providers must be in compliance with 30 TAC 30.

Delivery Standards

- Training must follow the approved agenda.
- The presenters at a conference must be knowledgeable in the topic or topics being presented. The training provider is responsible for ensuring that presenters are qualified subject-matter experts, with a minimum of three years of work-related experience and expert knowledge in a particular area or areas related to the training topic.
- If the TCEQ determines the subject-matter expert is not qualified, it may not approve the presentation.
- After approval, notify the TCEQ of any substitute presenters and verify that they possess qualifications comparable to those of the original presenter as relates to the topic(s).

Duration of Training at Conferences

In order to be approved for occupational licensing credit, a conference shall include at least three hours of approvable training.

Checklist 2: Conferences

When submitting training to be held at a conference for review and approval, you must address the first checklist item, pay the fee, complete an application (Form TCEQ-10152) and send it together with the supplemental information as listed in Checklist 2 at least 45 days before the conference.

- Review training procedures and materials before submission:**
 - Modify or make additions to your training to ensure it meets all the delivery standards for training at conferences and all general standards.
- Event Agenda**—the date and location of the event or events showing the time periods reserved for each topic, all breaks, scheduled events, and subject matter to be covered.

- **Event Description**—a brief explanation of the focus of the conference including how the presented material applies directly to critical tasks for each occupational licensing program for which the provider is requesting credit. A flier or brochure may be used as this event description.
- **Completion Certificate**—a copy of the certificate to be presented to each student upon successful completion of the conference. The certificate should contain, at a minimum:
 - the provider’s name and the TCEQ provider code,
 - the conference name and the TCEQ course code,
 - the student’s name and license number or identification number,
 - the hours of attendance by the individual student in approved training sessions,
 - the date of completion of the conference, and
 - the city where the conference was held.

The agency may request additional information as part of its review, such as presentation outlines or summaries, presenter qualifications and how this experience is relevant to the topic(s).

Training at Association Meetings

Training sessions conducted at regular and special meetings of industry-related associations that represent a membership that holds TCEQ-administered occupational licenses may be approved **case by case** or **annually**. Associations that can do so are encouraged to apply for yearly approval of the training by submitting an application (Form TCEQ-10152) and a list of topics for consideration. Program credit for training sessions at association meetings—if approved—will be awarded based on the primary occupation(s) represented by the membership.

For occupational licensing training credit, training and training materials at association meetings must also meet the general standards. Training and providers must be in compliance with 30 TAC 30.28.

Delivery Standards

- Training sessions must be presented by qualified subject-matter experts on subjects directly related to critical job tasks performed by the licensees. The training provider is responsible for ensuring that presenters are *qualified subject-matter experts*—defined as having a minimum of three years of work-related experience and expert knowledge in a particular area or areas related to the training topic.
- Training must cover the topics and content that were specifically approved.
- If the TCEQ determines the subject-matter expert is not qualified, it may not approve the training.

- The training location and atmosphere should be conducive to learning—no alcohol, no obscenities, and no other distractions.

Duration of Training at Meetings

Training at association meetings may be approved for up to the actual contact time of the training session. Approvable training sessions must be a minimum of one hour long. Attendance at training sessions longer than one hour will be rounded down to the nearest half hour, with a two-hour maximum. Training sessions longer than two hours will be considered under the requirements for conferences.

Checklist 3: Trade-Association Meetings

When submitting training to be held at an association meeting for review and approval, you must address the first checklist item, pay the fee, complete an application (Form TCEQ-10152) and send it together with the program description as listed in Checklist 3 at least 45 days before the meeting.

Review training before submission:

- Modify or make additions to your training to ensure it meets all the delivery standards for training at industry-related trade association meetings and all general standards.

The program description must be on the association's letterhead and contain the following information:

- the name of the organization and the chapter or region;
- the name of the person making the request;
- the date, time, and location of the program;
- the speaker's name, organization, and job function;
- the topic of the educational program;
- brief summary of the topic or program; and
- the length of the educational program (to the nearest half hour).

A meeting agenda should satisfy this requirement if it includes all of the above information.

Additional information, however, may be requested as part of the review, such as, presentation outlines or summaries, presenter qualifications and how this experience is relevant to the topic(s).

Associations may apply for approval of all the training planned for the meetings occurring in a year by submitting a completed application (Form TCEQ-10152) with a list of subject matter to be taught and a sample agenda showing the length of the educational program(s) in relation to other scheduled activities.

Distance Training

Distance learning can occur when the student is separated by place and time from instructors or other learning resources. Knowledge can be acquired through various technologies or modes where the learner also controls the pace of the training. For the TCEQ to consider the training for approval, a minimum amount of contact time should be necessary to complete it.

Verification of training time, student identity, and successful completion of performance-based assessments are also required for approval of distance learning. **Distance training may not be substituted for actual hands-on training, if hands-on training is needed to teach required manual skills.**

Two categories of distance learning are considered for approval:

- Correspondence training using primarily a paper-based training manual, and
- Technology-based training requiring the student to interact with computer equipment such as CD-ROM or DVD or online.

Distance training may only be submitted for review and approval by:

- governmental authorities,
- industry-related associations,
- colleges listed by accrediting agencies that are recognized by the U.S. Department of Education, or
- individuals or organizations that demonstrate comparable subject-matter expertise and knowledge of, and experience with, educational principles and effective instructional design as determined by the TCEQ.

If the distance training format allows students to earn training credit without completing course assignments or other learning activities, the training will not be approved.

Approved training providers must inform students that the same distance training repeated in the license renewal period will not receive training credit per 30 TAC 30.28(p)(3)(C).

The TCEQ is not responsible for training-development expenses. It is the developer's responsibility to determine that the proposed training meets current needs and all general and delivery standards.

Delivery Standards for Distance Training

Distance training must:

- substantially conform to the general standards listed in this regulatory guide, the distance learning requirements listed above, and the delivery standards listed below.

- achieve stated learning objectives—each chapter or module must have a minimum of three clear learning objectives;
- include graphics, activities, review questions, projects, and assignments to help the student attain the stated learning objectives;
- provide students with reasonable access to qualified subject-matter experts who can answer their questions within one business day;
- regularly test students' comprehension of the training material throughout the course with monitoring by the training provider;
- include assessments that are both valid and reliable (consistent) and
- give performance-based feedback related to the learning objectives.

Checklist 4: Distance Training

When submitting correspondence training or technology-based training for review and approval, you must address the first checklist item, pay the fee, complete an application (Form TCEQ-10152) and send it together with each of the descriptive materials in Checklist 4.

Review training before submission:

- Modify or make additions to your training to ensure it meets all distance-learning delivery standards and all general standards.
- For technology-based training, you must also submit materials, information and descriptions of procedures as listed in Checklist 5 and ensure training also meets delivery standards for technology-based training on page 19.

Learning Outcomes

Course Description:

- Introduction and general description.
- Goals—overall student-related purposes of the training.
- Learning objectives (by chapter or module)—the knowledge or skills the student should acquire after successfully completing the training. Objectives should be measurable and learner-focused.

Learning Design and Implementation

- A statement of **prerequisites** describing the skills and knowledge or other required training (if any) that students need or that you recommend.
- Course procedures for registration and support—
 - **A policy statement** to be supplied to students describing the availability and contact procedures for timely support for both **content** and, if it applies, **technology** needs. **Include subject-matter experts' qualifications** for content support.

- Training Development Experts' Qualifications and Approvals**—credentials or brief résumé of experts' knowledge and experience as relates to their role in training development. Each expert should indicate review and approval of the content and format of the edited training as relates to his or her expertise.
 - **Subject-matter expert(s)** to validate that technical content relates to critical job tasks, complies with agency rules, accurately reflects current industry standards, and incorporates current technology and practices.
 - **Instructional design expert(s)** or effective qualified classroom instructor(s) to ensure training adheres to adult-education principles and applicable learning concepts appropriate for the intended audience and diverse learning styles.
 - **Technology expert(s)** to select technology to efficiently meet learning objectives, keep the student engaged, promote relevant interaction between the learner and the content and track student progress and completion of training while giving feedback.
- Edited and referenced **text or manual** or other published training materials that students should receive and retain (correspondence) or be provided a link to for related course content for reference (technology-based).
- Description of any **modes of learning** by which the training promotes interactivity between the student, other students, and available subject-matter experts and automated online activities in order to achieve mastery of technical content.
- Instructions for required **learning activities**.

Assessment and Evaluation

- Feedback mechanisms—copies of completed performance-based assessment(s) and learning activities with procedures for student completion relating directly to the stated learning objectives.
- Security and integrity procedures.
- Grading criteria, timing, and procedures for learning activities and performance-based assessments supplied to potential students.
- Remedial follow-up procedures shared with students if they fail to successfully complete the training.

Administrative and Organizational Commitment

- Procedures for verification of student identity and proctoring of the performance-based assessment unless tracked on the Web.
- Procedures for keeping records of, and reporting, student results.
 - The date of completion of correspondence training is the date the performance assessment(s) are evaluated, including any assignments or projects as part of the training, if the student has met the grading criteria.

- A copy of a sample course-completion certificate given to the students, including the provider name and number, course name and number, student name and identification number, hours earned per licensing program, and completion date.

Correspondence Training

Correspondence training can be administered either via a postal system or via the Internet. In any case, students should receive and retain a manual as part of the course.

Applications requesting review and approval of correspondence training should include the application (Form TCEQ-10152) and materials as listed in *Checklist 4: Distance Training*.

Technology-Based Training

Technology-based training includes training offered through computer equipment by compact disk (CD) or digital video disk (DVD) media, or at a Web site (also known as *online training* or *e-learning*).

Delivery Standards (Tech-Based Distance Learning)

Technology-based training must:

- meet the general standards, distance learning requirements, and all delivery standards that apply;
- be learner friendly in all respects, including ease of navigation, pace, and appearance of materials, and the use of multimedia and graphics related to learning objectives;
- provide and clearly explain the necessary access to software applications, videos, network pathways, or Web sites to be used by the student;
- include frequent simulations, animations, video clips, scenarios, or questions that involve remedial feedback (as a general guideline, one of these types of teaching aids relevant to the course content should be used to break up pages of text)—merely clicking the “continue” button at the bottom of a Web page is not considered to constitute “interactivity”;
- include online or offline assignments relative to the course content that are monitored by the training provider to ensure satisfactory completion;
- make reasonable accommodations considering standards in Section 508 of the Rehabilitation Act <www.section508.gov/>;
- ensure that any online transactions are secure; and
- contain an audit trail capable of verifying student completion of each required module and the time required to complete the entire course.

Checklist 5: Technology-Based Training

When submitting technology-based training for review and approval, you must address the first checklist item, pay the fee, complete an application (Form TCEQ-10152) and send it together with each of the descriptive materials in both Checklists 4 and 5.

- Review training procedures, materials before submission:**
 - Modify or make additions to the training to ensure it meets all distance learning and technology-based delivery standards and all general standards.
- Supply the URL** and allow access by the TCEQ to allow complete and continuing evaluation of the course or a copy of the training on CD-ROM containing all learning material and performance-based assessments.
- A copy of, or access to, the instructions** given to the students concerning—
 - their computer system’s minimum hardware and software specifications, and
 - program installation, use, and assistance.
- An explanation** of how the training provider tracks and controls program use, including auditing student progress and time required for successful completion.
- A statement of assurance** that:
 - the program is compliant when considering Section 508 standards,
 - each student’s license number or identification number has been obtained or a unique number has been established, and
 - each student will receive and use a unique user identification name or number and password to access the training program.

Appendix A

Estimating Training Credit

The application fee is based on the type of training and the length of the training or the credit hours. Only training that applies directly to critical job tasks for a particular licensing program should be counted to estimate credit hours. Do not include all the credit hours for your event or course if the training does not apply. Be sure your application notes what is to be considered. Approvable training involves active interaction between the student and the learning source or materials.

The training credit hours for **training conducted at association meetings, conferences or classroom training** can be estimated to the nearest half hour as the time a participant needs to successfully complete approvable training. Time scheduled for meal breaks should not be counted. If the total time allowed for other breaks during an eight-hour day of training is greater than 30 minutes, subtract that time from the training credit hours requested.

Regarding conferences with concurrent tracks of training, the requested training credit hours should correspond to the hours that an attendee can successfully complete at the training event and not all the sessions offered—e.g., three tracks of training offered for eight hours each on the same day would be considered eight requested hours of training credit, and not 24 hours. Also, if your conference has only three hours of training to review and approve within a 16-hour event, you will need to specify the three hours to be reviewed and submit payment to match.

For **paper-based correspondence and technology-based training**, you may use field testing to estimate the credit. Training credit may also be estimated using two minutes per page of text with approximately 500 words per page. Time needed for students to complete activities requiring provider evaluation and feedback to the student may be counted for estimating credit. Objective performance evaluations may be estimated to count one minute per question if the difficulty level is commensurate with the material and need to know for the particular licensing program. (*Note:* a majority of the training should **not** be assessments.)

Any field testing to estimate training credit hours should be performed in accordance with widely accepted industry standards for validity. The TCEQ may still use a calculation method to award training credit if field testing results are questionable—i.e., the student sample is too small or unrepresentative, training completion times are not verifiable, or the hours far exceed those for similar approved training.

Calculating the Fee:

Select the type of training and insert the estimated training credit hours into Column A of Table 1. Calculate the fee to be paid by calculating the value for Column C and comparing it, if it applies, to Column D. If the amount in Column C is less than the minimum, submit the minimum fee.

Table 1. Application Fee for Review and Approval of Training

Type of Training	(A) Estimated Credit Hours	(B) Fee per Hour or Application	(C) Multiply (A) × (B)	(D) Fee to be Paid
Association Meeting Training (up to 2 hours)		\$10 per hour		(C)
Association Meeting Training —Annual review for single chapter, section, or district with 12 or fewer meetings per year		\$100 per application		\$100 per application
Association Meetings —Annual review for multiple chapters, sections, or districts with 12 or fewer meetings per year for each		\$400 per application		\$400 per application
Conferences		\$10 per training credit hour		If (C) is less than \$50, pay \$50
Classroom Training —using existing approved manuals.		\$10 per training credit hour		If (C) is less than \$50, pay \$50
Classroom Training with new manuals		\$25 per training credit hour		If (C) is less than \$100, pay \$100
Technology-Based (online, CD-ROM, DVD-ROM)		\$25 per training credit hour		If (C) is less than \$100, pay \$100
Correspondence Courses		\$25 per training credit hour		If (C) is less than \$100, pay \$100

Paying Application Fees

Fees may be made through ePay (electronic online payment using a credit card, MasterCard, AmEx or Visa, or electronic check) or by check or money order, payable to *TCEQ*.

1. ePay Electronic Payment:

- Go to <www.tceq.texas.gov/goto/epay>.
- Enter your name and e-mail address. Select *OK*.

- Select *Option 3* and *Other*.
- Select the fee category *Occupational Licensing Training Application Fee*.
- Complete the *Fee*, *Customer*, and *Billing Information* fields.
- Add the Requested Title of Training (e.g., *Basic Water Works Operations*) to *Optional Comments*.
- After making the payment, be sure to print a copy of your payment voucher (receipt), keep a copy for your records and include a copy with the original application (form TCEQ-10152) and materials sent to the TCEQ's Operator Licensing Section for review. Your application will not be considered complete without the payment voucher.

2. Check or Money Order Payment:

- If sending a check or money order to TCEQ, a **copy** of the completed application form (TCEQ-10152) should accompany the check or money order. The provider name and requested training title should appear on the check or money order. **This is not necessary if you use ePay.**
- You will receive no receipt. Please be aware that there may be a delay in the review of your application while we internally verify the fee payment.
- Payment must be mailed to one of the addresses below accompanied by a **copy** of only the application:

(by regular U.S. Mail)
Cashier's Office, MC 214
TCEQ
PO Box 13088
Austin TX 78711-3088

or

(by overnight or express mail)
Training Specialist
Cashier's Office, Bldg A
TCEQ
12100 Park 35 Circle
Austin TX 78753

Do not send the *original* application form or training materials with payment by check or money order to the TCEQ cashier's office.

REMINDER CONCERNING THE ORIGINAL APPLICATION FORM:

- Send the **original** application form and training materials to one of the addresses below:

(by regular U.S. Mail)
Training Specialist
Operator Licensing Section, MC 178

TCEQ
PO Box 13087
Austin TX 78711-3087

or

(by overnight or express mail)
Training Specialist, Bldg D
TCEQ Operator Licensing Section
12100 Park 35 Circle
Austin TX 78753

- Failure to submit the correct payment at the time the application (Form TCEQ-10152) is submitted will cause delays in reviewing the training or potentially a notification of deficiency. *Note:* The agency will verify full payment of the correct fee before sending any notification of approval.

Appendix B

How to Report Training Electronically

The roster reporting procedure is called **TROLS** (TrainRoster On Line Submittal) and can be accessed through **STEERS** (State of Texas Environmental Electronic Reporting System) on the TCEQ Web site. The Operator Licensing Section has outlined the procedure for submitting rosters:

- You will need to complete a STEERS Participation Agreement (SPA) in order to access the new program through the TCEQ Web site.
- You will be issued an account number by TCEQ, and will establish your own unique password. **Each person who submits rosters of completed training will have a unique account number and password.**

Set up an account number and password by visiting the TCEQ Web site at www.tceq.texas.gov/goto/steers.

- You must print and sign the original of the SPA and mail it to the address given on the form, or sign the SPA electronically using a valid Texas driver's license number. **If you do not provide a signed SPA you will not be able to submit rosters of completed training.** It will take approximately one week to process your SPA and activate your account.
- **All roster reports of completed training will be uploaded by you through the TROLS web site.**
- The new format must be saved and uploaded in **comma-delimited text format**.
- You will be able to see through TROLS what data is accepted or rejected, and be able to make corrections to faulty data in order to make it acceptable.

The file format will include (in order):

License or Student ID Number	9 digits (example: <i>123456789</i> or <i>WT1234567</i>)
Provider Code	4 numeric (example: <i>0999, 0444</i>)
Course Code	4 numeric (example: <i>0001, 2222</i>)
End Date (last day of the training)	8 numeric (example: <i>06082006</i> —no slashes for file upload but slashes are required for manual entry)
Credit Hours	Up to 2 Numeric and 1 decimal, with ½ hour increments, if approved (example: <i>20</i> or <i>8.5</i>); <i>note</i> : should be hours earned
Last Name	28 Characters (example: <i>Montgomery</i> or <i>Jackson</i>)

First Name 15 characters (example: *Joe* or *Ruth*)
Location (City) 30 characters (example: *Waco* or *San Antonio* or *online*)

Here is an example of how the records in the file format submitted through TROLS will look:

```
WT1234567,0444,2222,08152006,20,Smith,John,San Antonio  
123456789,0444,2222,08152006,20,Gomez,Fernando,San Antonio  
234567890,0444,2222,08152006,20,Brooks,Jeneane,San Antonio  
WW0002569,0444,2222,08152006,16,Washington,Charles,San  
Antonio
```

A user guide including step-by-step instructions on STEERS and TROLS is available upon request by e-mailing the Operator Licensing Section at <licenses@tceq.texas.gov>.

Appendix C

Application to Request Approval of Training for Occupational Licensing (Form TCEQ-10152)



RG-373 Appendix C: Application Requesting Approval of Training for Occupational Licensing

For TCEQ Use Only

Received Date: _____ Application #: _____
 Reviewed by: _____
 If Approved: Provider code: _____ Course code(s): _____
 Fee Amount Paid _____ TCEQ ePay Voucher # _____ or
 Receipt: Yes No # _____
 Note to Cashier: OTA fee code; Route receipt to MC-178 with form.

This application is requesting approval of (*check one and provide all items described in the indicated checklist*):

- | | |
|--|--|
| <input type="checkbox"/> classroom training-TCEQ-approved manual (Checklist 1) | <input type="checkbox"/> correspondence training (Checklist 4) |
| <input type="checkbox"/> classroom training- new manual (Checklist 1) | <input type="checkbox"/> technology-based training (Checklist 5) |
| <input type="checkbox"/> conference, seminar, workshop, etc. (Checklist 2) | <input type="checkbox"/> webinar (Checklist 6) |
| <input type="checkbox"/> assoc. meeting training, single event (Checklist 3) | <input type="checkbox"/> other _____ |
| <input type="checkbox"/> assoc. meeting-annual review, multiple chapters (Checklist 3) | |

Check which best describes this training application:

- New/Standard Response to Deficiency* Re-approval Recall Other _____

**Note: If the response is received over 60 days from the deficiency date, the original application is expired. Submit a new application and fee along with the changes highlighted or clearly listed.*

Check the Occupational License(s) which may apply (*Note: TCEQ will make the final determination*):

- | | |
|---|--|
| <input type="checkbox"/> Backflow Prevention Assembly Testers | <input type="checkbox"/> Landscape Irrigators, Technicians, Inspectors |
| <input type="checkbox"/> Customer Service Inspectors | <input type="checkbox"/> Leaking Petroleum Storage Tank Project Managers |
| <input type="checkbox"/> Wastewater Operators | <input type="checkbox"/> Underground Storage Tank On-Site Supervisors |
| <input type="checkbox"/> Water Operators – Public Systems | <input type="checkbox"/> Water Treatment Specialists – Residential |
| <input type="checkbox"/> Municipal Solid Waste Facility Supervisors | <input type="checkbox"/> OSSF Installers, Site Evaluators, Designated Reps & Maintenance Providers |
| <input type="checkbox"/> Visible Emission Evaluators | |

A. Information about the Training Provider

Name of Training Provider/Organization		Contact Person	Role/Title
Mailing Address	City	State	Zip (Area Code) Phone No.
E-Mail Address	Web URL		(Area Code) Fax No.

B. Information about the Training

Requested Title of Training	Hours of Training Credit Requested
-----------------------------	------------------------------------

Date, Time, Location, (*if applicable*)

Is the requested training intended to be a core course, i.e., training required to obtain a TCEQ license? Yes No

- If Yes, core course name and # (if known) _____

C. Certification

I certify that I have reviewed and verified the information in this application and its attachments and found the information to be true and correct to the best of my knowledge.

I understand that I am solely responsible for the content of these training materials and their presentation.

Signature of Company Owner or Authorized Agent	Role/Title	Date
--	------------	------

Be advised that approval carries the responsibility of the training provider complying with all applicable rules and regulations in 30 Texas Administrative Code Chapter 30. Training must also meet all general and delivery standards in addition to including the checklist items.