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Exam:

1. How often / when are exam sessions held?

Current exam schedule can be viewed online at

<http://www.gov.mb.ca/conservation/eal/certification/exam-schedule.pdf>

Exams are offered in both online (web-based) and paper based form. Please note that regardless of the type of exam, the exam must be written in a scheduled exam session attended by a proctor.

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2. How can I register to write the exam?

For both paper-based and web-based exams, you must register at least two weeks before the exam date and receive prior approval to write the exam based on your qualifications. Approval is given by the Certification Program Coordinator. To obtain approval to write an exam, complete an application form, available at http://www.gov.mb.ca/conservation/eal/certification/exam_registration.pdf and email the form to wwopcert@gov.mb.ca

Once approval is granted you will be notified by email with confirmation of your exam schedule.

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3. What if my application to write an exam is not approved?

The Certification Program Coordinator will review your application to assess eligibility to write an exam. If you are deemed ineligible, the application fee could be held as credit for six months; after which it will be forfeited.

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4. Where can I find study guides and/or exam references?

The Certification Program does not recommend any particular study material. Operators could prepare for the exam however way they want or use whichever material they prefer. Below are a few websites where study guides are available:

http://www.gov.mb.ca/conservation/eal/certification/rrc_courses.pdf

http://www.abccert.org/testing_services/need_to_know_criteria.asp

http://www.abccert.org/testing_services/study_guides.asp

<http://www.owp.csus.edu/courses/catalog.php>

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5. Can I write the exam online?

The exam is offered online, however the exam must be written in a scheduled exam session attended by a proctor. To see the schedule for online exam sittings, visit

<http://www.gov.mb.ca/conservation/eal/certification/exam-schedule.pdf>

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6. When can I expect to see my exam marks?

Web-based exams are graded instantly upon completion, and you will receive your mark at the end of the exam session.

Paper-based exams are collected by the proctor and submitted to the Association Board of Certifications (ABC) for grading. The mark will be sent to you as soon as they are received from ABC (typically one week after writing).

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7. Does passing the certification exam automatically make me a Certified Operator?

No. Passing the certification exam is one of the requirements for certification. Following the successful completion of the examination, an operator must complete the certification application form to apply for an operator certificate.

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8. If I fail my certification exam, when can I re-write the exam? How do I request a re-write?

If you fail an exam, you cannot re-write until four months have passed. To request a re-write, for either a paper-based or web-based exam, you must receive prior approval to write the exam based on your qualifications. Approval is given by the Certification Program Coordinator. To obtain approval to write an exam, complete an application form, available at <http://www.gov.mb.ca/conservation/eal/certification/exam-schedule.pdf> and email the form to wwopcert@gov.mb.ca. Once approval is granted by the Certification Program Coordinator, you will be notified by email with confirmation of your exam schedule.

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9. I work in a small system facility. Can I write a Class 1 exam?

Yes, you can write a Class I exam, but you can only be certified for small systems (water works or wastewater works if you satisfy both water treatment 1 and water distribution 1 exams, or wastewater treatment 1 and wastewater collection 1 exams, respectively).

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10. Can I register to write multiple level/class exams in the same session?

No. The exams are offered in three hour sessions and cannot be written simultaneously.

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11. Can I register to write a higher level/class exam prior to receiving the grade of a lower level/class exam I have written?

No. You must have a transcript confirming that you have passed the lower level/class exam in a particular category before proceeding to register for a higher level/class exam in that category. Please note that this does not prevent you from writing an exam in a different category.

For example, if an operator is waiting to receive an exam mark for Class 1 Wastewater Treatment, the operator could register to write a Class 1 Water Distribution exam, but could not register for a Class 2 Wastewater Treatment exam at this time.

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12. Can my employer see my marks?

Employers are required to employ certified operators and therefore employers do need to know if you have passed your exams. It is the operator's responsibility to make their employer aware of whether or not they have passed the certification exam.

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Education:

13. What can be used as proof of high school education or equivalent?

Proof of high school education consists of a copy of a diploma or transcript, clearly indicating the highest grade of high school completed.

For operators who completed high school in Manitoba, a statement of high school marks can be ordered from the Province of Manitoba online at <http://www.edu.gov.mb.ca/k12/studrec/marks.html> or by calling 1-800-667-2378. If a statement is not available in this manner, the last school attended may be able to provide the documentation.

If you completed high school in another Canadian province or territory, contact the local department of education to find out how to get a copy of your diploma or transcript.

Operators should not submit original documents.

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14. I did not complete Grade 12. Does that mean I can never become certified?

No, you can still be certified by earning a General Education Development (GED) diploma or completing a director approved course.

For more information, visit Manitoba Advanced Education and Literacy - Adult Learning and Literacy - General Education Development (GED) online at <http://www.edu.gov.mb.ca/ael/all/ged/index.html>.

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15. What is "post-high school education, in water or wastewater works operations, engineering, science, or a related field"?

"Post-high school education" refers to credit hours offered through recognized post-secondary or post-high school institutions. There must be a comprehensive examination or testing process.

Continuing and distance education courses and online courses may qualify, if the comprehensive examination or testing process exists.

Different post-high school courses covering equivalent subject matter may not be used together towards certification.

Operators must complete and pass the credit hour courses in order for them to be considered towards certification. The Certification Program reviews applicant operators' post-high school education to determine whether it qualifies as "water or wastewater works operations, engineering, science, or a related field." Due to the differences between programs offered at college and university programs, the number of credit hours needed to equal one year of post-high school towards certification depends on the program and the institution.

Operators should not submit original transcripts or diplomas.

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16. What are continuing education units (CEUs)?

For the purpose of Operator Certification, a person obtains one continuing education unit (CEU) if he or she completes 10 contact hours. Contact hour means one hour of two-way communication and interaction between a learner and instructor that occurs as part of participation in an organized continuing education experience that is recognized by the director.

Operators should not submit original documents related to their CEUs.

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17. How many CEUs do I need to renew my certificate?

An operator who holds a Small System certificate must have at least 3.0 CEUs; an operator who holds a Class 1 to Class 4 certificate needs 6.0 CEUs every renewal period (5 years).

Operators who hold more than one certificate must satisfy the CEU requirement for the highest class of certification that they hold. For example, an operator who holds a combination of Small System Water Works certificate and a Class I Wastewater Treatment certificate needs 6.0 CEUs to renew both certificates. It is recommended that the CEU must include both categories as well.

75% of the CEU requirement must be on core subjects (water or wastewater operations courses) while 25% could be non-core; i.e. safety, management, computer, etc.

Courses must be current; i.e. taken within the last 5 years. For example your operator certificate was issued on January 5, 2010 and expires on January 5, 2015; only courses taken after January 5, 2010 would be eligible for CEU credits.

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18. Who tracks the trainings I have taken?

It is the responsibility of each certified operator to keep track of their training, CEUs, etc. Please note that you need to submit a copy of proof of completion of training when you apply to renew your certificate.

The Certification Program would only have copies of certificates of training submitted with a previous application; therefore those trainings were taken prior to issuance of the certificate being renewed; thus they are no longer current and are not valid for renewal of your certificate.

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Work Experience:

19. What is "direct responsible charge" (DRC) operating experience?

"Direct responsible charge" or DRC means, in relation to operating experience, experience gained through responsibility for performing or supervising daily on-site operational duties for a facility, or an operating shift in such a facility.

There may be several DRC positions designated by the owner of the facility. A shift worked by a single operator would be designated as a DRC position, as the operator would be acting in a responsible capacity.

DRC operating experience can only be gained by an operator who holds a class 2, 3 or 4 operator certificate.

Operating experience means the time spent working at a facility in a satisfactory performance of operating duties as approved by the director.

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20. Can I use my experience in water treatment when I apply for Wastewater Treatment certification?

No, the Regulation requires experience in the category for which you are applying. See Table 1 Schedule B of the *Water and Wastewater Facility Operators Regulation, amendment* <http://web2.gov.mb.ca/laws/regs/annual/2015/209.pdf>

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Operator Certification:

21. How do I become a certified operator?

An individual wanting to become a certified operator must complete an application form, demonstrating that they meet the requirements for the certification that they are applying for, and pay the appropriate fee.

See Tables 1 and 2 of Schedule B and sections 3(2) and 3(3) of the *Water and Wastewater Facility Operators Regulation, amendment* <http://web2.gov.mb.ca/laws/regs/annual/2015/209.pdf>

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22. How do I apply for an Operator-in-Training Certificate?

An individual who is applying for a category of operator-in-training class certificate for a relevant facility must have completed grade 10 in the case of small system certificate, or grade 12 for Class 1 – 4 certificate **and** satisfy one of the following:

- a. be employed in a relevant facility for the applicable class of certificate
- b. have completed a water or wastewater operations course that is approved by the director

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23. How much is the application fee for an operator certificate?

The fee for an operator certificate is \$100.00 and application for certificate renewal is \$75.00. The fee for an application through reciprocity is \$75.00.

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An operator can apply for more than one category of certification at one time, but only needs to pay one application fee. For example, an operator applying for a Class I Water Treatment certificate would pay a fee of \$100.00. An operator applying for a Class I Water Treatment certificate AND a Class II Wastewater Collection certificate still pays a fee of \$100.00.

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24. Is an application to upgrade my certificate from Class 1 to Class 2 or from a conditional to a full certificate, considered a renewal?

No, applications to upgrade are not considered renewal; therefore an application fee of \$100.00 is required.

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25. Is Operator-in-Training (OIT) certificate or conditional certificate renewable?

No, OIT certificate is not renewable. Conditional certificate due to exceptional circumstance could be renewed upon approval by the director.

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26. What supporting documents are needed when applying for a full operator certificate?

The following documents are required when applying for a full certificate:

- Proof of education; copy of diploma or transcript of marks
- Application fee of \$100.00 for a new application or \$75.00 for renewal. Fee is payable by cheque, made payable to The Minister of Finance, or through online payment. Please note online payment is available at <http://www.canadamapsales.com/en/catalogue/environmental-services/index.html>

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27. Can an operator with expired certification for some categories, and current certification for other categories, continue to operate all facilities listed on their certificate?

Facility owners must employ operators that are certified for the facility or facilities they operate. Therefore, if an operator's certification for water treatment has expired but certification for water distribution has not expired, the operator would be able to continue operating water distribution only.

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28. I've previously been certified as an operator in another jurisdiction. Does Manitoba accept this certification?

Yes, Manitoba will accept your certification issued by another jurisdiction as long as the certification is valid. The operator must complete an application through reciprocity, available at http://www.gov.mb.ca/conservation/eal/certification/opcert_recip.pdf, providing all required proof of certification, along with the application fee of \$75.00.

Online payment for application through reciprocity is available at <http://www.canadamapsales.com/en/catalogue/environmental-services/p17728513.html>

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29. What is the process for ordering a replacement Operator Certificate?

To request a replacement, an operator must pay the fee <http://www.canadamapsales.com/en/catalogue/environmental-services/p17728515.html> and submit a request addressed to the Certification Coordinator at wwopcert@gov.mb.ca

Alternately the operator may submit to the Certification Program a cheque or money order for \$50.00, made payable to the Minister of Finance along with a letter briefly describing the circumstances requiring the replacement.

Operators may legally hold only one certificate at a time, and may not request replacements for the purposes of having "extra copies".

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Operator Certification Renewal:

30. What is an Operator Certification renewal?

An application is considered a renewal if the operator's current certification is nearing expiry and the operator is requesting the same class and category of current, valid certification.

Operators are required to submit an application for renewal at least 60 days before the expiry date on their certificate.

For example, if an operator currently holds a Class 1 Water Treatment certification that is set to expire on June 30th, and if the operator does not wish or is not eligible to upgrade to a higher Class, the operator should apply for a renewal of their existing certification no later than April 30th of that year.

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31. How do I renew my Operator Certificate?

An operator must complete an application form available here http://www.gov.mb.ca/conservation/eal/certification/opcert_renewal.pdf and request renewal of their existing certification 60 days before their certificate expire. The application must include proof of CEU completion, and the renewal fee of \$75.00. Online payment is available at <http://www.canadamapsales.com/en/catalogue/environmental-services/p17728514.html>.

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32. My certificate has expired; could I still apply to renew my certificate?

An operator who fails to apply for renewal of their certificate before it expires may apply to have it re-issued. See Section 18 (2) of the *Water and Wastewater Facility Operators Regulation, amendment* <http://web2.gov.mb.ca/laws/regs/annual/2015/209.pdf>

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Operator Certification Upgrade:

33. What is an Operator Certification upgrade?

An application is considered an upgrade if the operator is requesting certification at a higher class, or if the operator is adding an additional category of certification.

For example, if an operator currently holds a Class 1 Water Treatment certification and has met the certification requirements for a Class 2 Water Treatment certification, the operator may apply for an upgrade of their certification. Or, if an operator currently holds a Class 1 Water Treatment certification and has met the certification requirements for a Class 1 Water Distribution certification, the operator may apply for an upgrade of their certification to recognize both categories.

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34. How do I upgrade my Operator Certification?

An operator must complete an application form available here <http://www.gov.mb.ca/conservation/eal/certification/opcert.pdf> and pay the fee of \$100.00. Online payment is available at <http://www.canadamapsales.com/en/catalogue/environmental-services/p17728512.html>.

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Contact Information

Water and Wastewater Facility Operators Certification Program
123 Main Street, Suite 160
Winnipeg MB R3C 1A5
Phone: (204) 945-7065
Toll Free: 1-866-626-4862, ext. 7065
wwopcert@gov.mb.ca
<http://www.manitoba.ca/certification>