

# Water Operator Licensing Review Recent Rule & Program Changes !!!

- **Criminal History Review Added To License Requirements**
  - Does Not Apply to License Holders Prior To February 2019
  - If Applicant Has Criminal History
    - **CRITICAL** – Request Pre-licensure Determination **Before Starting** Licensing Efforts
    - Not All Offenses Result In Loss Of License Capability
    - License Committee Waiver May Also Be Available
- **Reciprocity Requirements Updated To Detail Reciprocity Steps**
- **Draft Rules In Public Comment – No Significant Program Changes**



# Examination Preparation Steps



**Obtain A License Website**

**[www.healthy.arkansas.gov/water-license](http://www.healthy.arkansas.gov/water-license)**

**Step by Step Obtaining A License Process**

**Application and Fee's**

**Mandatory Training**

**Registering for Exam**

**ABC "Needs-to-Know" and Study Materials**

**Reference Manuals Study**

# Information Needed For Registration/Schedule

To register for an exam, in addition to the actual registration process, the examinee must address the following:

- Required license application submitted (Short grace period allowed)
- Paid required exam / re-exam fee (Short grace period allowed)
- Training attendance requirements met by the time of examination
  - Document the ability to meet the mandatory training
    - Submit completion certificates after registering for exam
    - Provide Training schedule for courses not yet attended

**Note: Failure to attend the registered exam session may result in the forfeiture of the exam fee.**



The screenshot shows the Arkansas Department of Health website. At the top right, it says 'PUBLIC HEALTH CAREERS'. The main header is 'ARKANSAS DEPARTMENT OF HEALTH' with the state seal on the left. Below the header is a navigation bar with links: 'ABOUT ADH', 'RULES', 'NEWS', 'RESOURCES & PUBLICATIONS', 'A-Z TOPICS', and 'HEALTH UNITS'. A search bar is on the right. Below the navigation is a banner image of two people cycling in a field. The left sidebar contains a menu for 'LICENSING, PERMITS & PLAN REVIEWS' with items like 'Animal Control Officers', 'Cosmetology', 'Dental Hygiene Collaborative Care Permits', 'Drinking Water Operator Certification', 'Check Renewal Hours', 'Check Mandatory Training', 'Exam Schedule', 'List of Operators', 'Obtaining a License', 'Operator Exam Preparation', 'Operator Exam Registration', 'Training Schedule', and 'Emergency Medical Services'. The 'Obtaining a License' item is circled in blue. The main content area shows the breadcrumb 'HOME / LICENSING, PERMITS & PLAN REVIEWS / DRINKING WATER OPERATOR CERTIFICATION / OBTAINING A LICENSE' and the title 'OBTAINING A WATER OPERATOR LICENSE'. The text explains that the guide provides vital information and includes blue text links. It lists three steps: 1) Determine License Required or Desired, 2) Apply for Desired License, and 3) Meet Mandatory Training Requirements, each with associated links.

PUBLIC HEALTH CAREERS

**ARKANSAS DEPARTMENT OF HEALTH**

ABOUT ADH RULES NEWS RESOURCES & PUBLICATIONS A-Z TOPICS HEALTH UNITS

Search

LICENSING, PERMITS & PLAN REVIEWS

- Animal Control Officers
- Cosmetology ▾
- Dental Hygiene Collaborative Care Permits
- Drinking Water Operator Certification ▾
- Check Renewal Hours
- Check Mandatory Training
- Exam Schedule
- List of Operators
- Obtaining a License
- Operator Exam Preparation
- Operator Exam Registration
- Training Schedule
- Emergency Medical Services ▾

HOME / LICENSING, PERMITS & PLAN REVIEWS / DRINKING WATER OPERATOR CERTIFICATION / OBTAINING A LICENSE

## OBTAINING A WATER OPERATOR LICENSE

This guide provides vital information to assist you in obtaining your water operator license. Please click on the blue text for the weblink to the document.

**Step 1: Determine License Required or Desired**

- 1) Determine Licenses required for the Public Water System of interest [click this link](#)

or

- 2) Determine license desired from Attachment 1 of the [Rules and Regulations Pertaining to Water Operator Licensing](#)

**Step 2: Apply for Desired License**

Complete and submit [License Application](#)


**Step 3: Meet Mandatory Training Requirements**

Ways to meet [mandatory training requirements](#)

[Mandatory Training Course Schedule](#)




PUBLIC HEALTH CAREERS



# ARKANSAS DEPARTMENT OF HEALTH

ABOUT ADH   RULES AND REGS   NEWS   RESOURCES & PUBLICATIONS   A-Z TOPICS   HEALTH UNITS



**LICENSING, PERMITS & PLAN REVIEWS**


- Animal Control Officers
- Cosmetology ▾
- Dental Hygiene Collaborative Care Permits
- Drinking Water Operator Certification ▾
- Check Renewal Hours
- Check Mandatory Training
- Exam Schedule
- List of Operators
- Obtaining a License
- Operator Exam Preparation
- Operator Exam Registration
- Training Schedule

**Paper Based Exam:**  
Provided at various locations using paper & pencil exam.

- [Select This Exam Method](#)
- [Search for existing registrations.](#)

**Computer Based Exam:**  
Provided at Applied Measurement Professionals Assessment Center facilities using computer displayed exam.

- [Select This Exam Method](#)
- [Click here for additional information](#)





## Training Schedule Links

## Exam Schedule

**PUBLIC HEALTH CAREERS**

**ARKANSAS DEPARTMENT OF HEALTH**

ABOUT ADH | RULES AND REGS | NEWS | RESOURCES & PUBLICATIONS | A-Z TOPICS | HEALTH UNITS

**PUBLIC HEALTH SAFETY**

- Animal Control Officers
- Cosmetology ▾
- Dental Hygiene Collaborative Care Permits
- Drinking Water Operator Certification ▾
- Check Renewal Hours
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- Exam Schedule
- List of Operators
- Obtaining a License
- Operator Exam Preparation
- Operator Exam Registration
- Training Schedule
- Emergency Medical Services ▾
- Fee Schedules

### Operator Certification Training Schedule Links Page

Click on a link below to open a new browser window for that operator certification training organizations' training calendars, including ADH, ARWA, AETA, and others.

The web page to which you will be directed is normally updated daily. If there are training organizations that have schedules published on the internet that are not shown here, and which would be appropriate for water system operators in Arkansas, please email the information to [Martin Nutt](mailto:Martin.Nutt), Certification Officer.

Training Organization	Web Site
MANDATORY LICENSE EXAM TRAINING	<a href="#">Link</a>
Mandatory Training Req'ts not adjusted for COVID-19. The training has returned, with courses offered virtually (free) or online (see link below). Other alternative methods, to meet the requirements, click provided link next column for add'l info.	<a href="#">Link</a>
Mandatory License Exam Course Training Schedule (All Training Providers)	<a href="#">Link</a>

**PUBLIC HEALTH CAREERS**

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**PUBLIC HEALTH SAFETY**

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- Fee Schedules

### Operator Certification Exam Schedule

[Click here to register for an exam](#)

EXAM DATE	REGISTER DEADLINE	CITY	LOCATION	TIME	DISTRICT	STATE
12/1/2022	10/18/2022	Centerton	Centerton Water Office, 517 North Main, Training Rm Entrance	1:00:00 PM	TBD	AR
12/2/2022	10/18/2022	Nashville	Carter Day Center, 200 Lake Nichols Drive	9:00:00 AM	TBD	AR
12/2/2022	10/18/2022	Lonoke	ARWA Training Facility, 240 Dee Dee Ln	9:00:00 AM	TBD	AR
12/2/2022	10/18/2022	Fayetteville	Fayetteville Operations Center, 2435 S Industrial Dr	9:00:00 AM	TBD	AR

# Paper Exams

## 45 Day Advance Registration/Schedule Notice Required!!!

### Examinee Must Reserve/Register For Exam

Examinees **must** formally register/schedule their paper exam at least 45 days prior to the desired exam session date.

To register on the internet, go to [www.healthy.arkansas.gov/eng](http://www.healthy.arkansas.gov/eng) and click/select :  
***Exam Registration*** – Left side link listing Obtain A License Webpage

For Registration Assistance e-mail questions to:

[ADH.Water.Licensing@arkansas.gov](mailto:ADH.Water.Licensing@arkansas.gov).

Contact Water Licensing Program at:

(501) 661-2623.



# ABC Standardized Exam Preparation

Use 2017 ABC's *"Need-to-Know"*

Use 2017 ABC *"Formula/Conversion Table"*

Use their prescribed list of reference manuals

All mandatory courses must be attended prior to exam

Additional information on our Website:  
[www.Healthy.Arkansas.gov/water-license](http://www.Healthy.Arkansas.gov/water-license)





# Paper Based Water License Registration/Schedule Website Page

PUBLIC HEALTH CAREERS



## ARKANSAS DEPARTMENT OF HEALTH

[ABOUT ADH](#) [RULES AND REGS](#) [NEWS](#) [RESOURCES & PUBLICATIONS](#) [A-Z TOPICS](#) [HEALTH UNITS](#)



### LICENSING, PERMITS & PLAN REVIEWS

[Animal Control Officers](#)

[Cosmetology ▾](#)

[Dental Hygiene Collaborative Care Permits](#)

[Drinking Water Operator Certification ▾](#)

[Check Renewal Hours](#)

[Check Mandatory Training](#)

[Exam Schedule](#)

[List of Operators](#)

[Obtaining a License](#)

[Operator Exam Preparation](#)

[Operator Exam Registration](#)

[Training Schedule](#)

[Emergency Medical Services ▾](#)

Please provide the below information to request a

#### **Paper Based Exam:**

Registration:

Water Operator License Exam [Select <-START HERE](#)

Name:

First:

Middle:

Last:

Address 1:

Address 2:



# Paper Based Water License Registration/Schedule Website Page

<a href="#">Plans Under Review</a>	Email: <input type="text"/>
<a href="#">Plumbing and Natural Gas</a>	Verify Email: <input type="text"/>
<a href="#">Protective Health Codes ▾</a>	Office Phone: <input type="text"/>
<a href="#">Radiation Control ▾</a>	Cell Phone: <input type="text"/>
<a href="#">Radioactive Materials Program ▾</a>	Fax: <input type="text"/>
<a href="#">Radiologic Technology Licensure Program ▾</a>	<a href="#">License Application or Re-Exam Fee:</a> <input type="radio"/> Has been paid <input checked="" type="radio"/> Will be submitted within 5 days <small>Open link for application</small>
<a href="#">Registered Sanitarians Licensing</a>	<a href="#">Mandatory Training Requirements:</a> <input type="radio"/> Has been met <input checked="" type="radio"/> Will be met by exam session <small>Open link for requirements</small>
<a href="#">Swimming Pool Plan Review Process ▾</a>	<input type="checkbox"/> I agree – That this obligates the above exam applicant to the below requirements:
<a href="#">Tattoo and Body Art ▾</a>	<ul style="list-style-type: none"><li>• If this is first time taking the above requested exam, a <a href="#">license application</a> and \$35.00 fee is required.</li><li>• If this exam registration is to repeat the above requested exam, a \$25.00 fee is required. Please use the re-exam fee, billing invoice provided with your previous exam results to submit the fee.</li><li>• If this is first time taking the above requested exam, attendance of all <a href="#">mandatory training</a> requirements must be documented as met prior to taking the exam. Please submit copies of attendance certificates immediately, or if attendance of course is scheduled, please provide schedule.</li></ul>
<a href="#">Testing and Training for HVAC and Plumbing</a>	<input type="button" value="Submit"/>
<a href="#">X-Ray Program ▾</a>	<small>Selecting the submit button obligates the above exam applicant to the above required licensing fees and training documentation.</small>



# Paper Based Exam Schedule

## The Water Licensing Program Offers Quarterly Exam Sessions.

(Must register 45 days in advance)

March, June, September and December



**Note: Paper Based Exam sessions also held at the AWWWEA & ARWA annual conferences.**



# 2023 Exam Schedule

Exam Date	Exam Registration Deadline	Location
5/03/2023	3/19/2023	Hot Springs AWW&WEA Conference
6/01/2023	4/18/2023	Centerton
6/02/2023	4/18/2023	Fayetteville, Lonoke, Nashville
6/09/2023	4/25/2023	Camden, Bono, Clarksville
8/31/2023	7/18/2023	Mountain Home, Centerton
9/01/2023	7/18/2023	Fayetteville, Lonoke
9/08/2023	7/25/2023	Camden, Bono, Clarksville
9/13/2023	7/31/2023	Hot Springs ARWA Conference
11/30/2023	10/17/2023	Centerton
12/01/2023	10/17/2023	Fayetteville, Lonoke, Nashville
12/08/2023	10/24/2023	Camden, Bono, Clarksville

Plan Accordingly: All mandatory training must be met by exam date



# Computer Based Exams In Assessment Centers (Optional Method of Examination)

- ✓ Computer-based Arkansas Water Operator License Examinations are available utilizing PSI Services (PSI) Assessment Centers.
- ✓ This is an **optional** method of examination with an **additional** administration/facility use fee of **\$69.00 per exam.**, paid to PSI
- ✓ This option allows exams to be scheduled with:
  - ✓ Flexibility as to day of the week (open Monday through Saturday),
  - ✓ Time of day (morning or afternoon sessions),
  - ✓ No 45 days advance registrations,
- ✓ Must have Application on file, exam fee paid and training to be approved.
  - ✓ Request approval on exam registration webpage, see Obtain License webpage







# PSI Services

## Assessments Centers Throughout State

- ✓ To utilize PSI use exam registration website to start the process.
- ✓ The exams are administered via computer terminals in a PSI Assessment Centers
- ✓ The process is friendly towards non-computer users, allows flexibility to skip items, correct answers, etc.
- ✓ The computer-administered examination is scored at the conclusion of the exam with your score and mastery report provided to you prior to leaving the Center.
- ✓ PSI/AMP will furnish the Licensing Program your exam results.



# PSI / AMP

(website: <https://test-takers.psiexams.com/abc-ar>)

## Arkansas Drinking Water Program

[Contact Us](#) [Help](#)

Tests **Program Info**

Overview

[FAQs](#)

[Test Instructions](#)

[VIEW AVAILABLE TESTS](#)

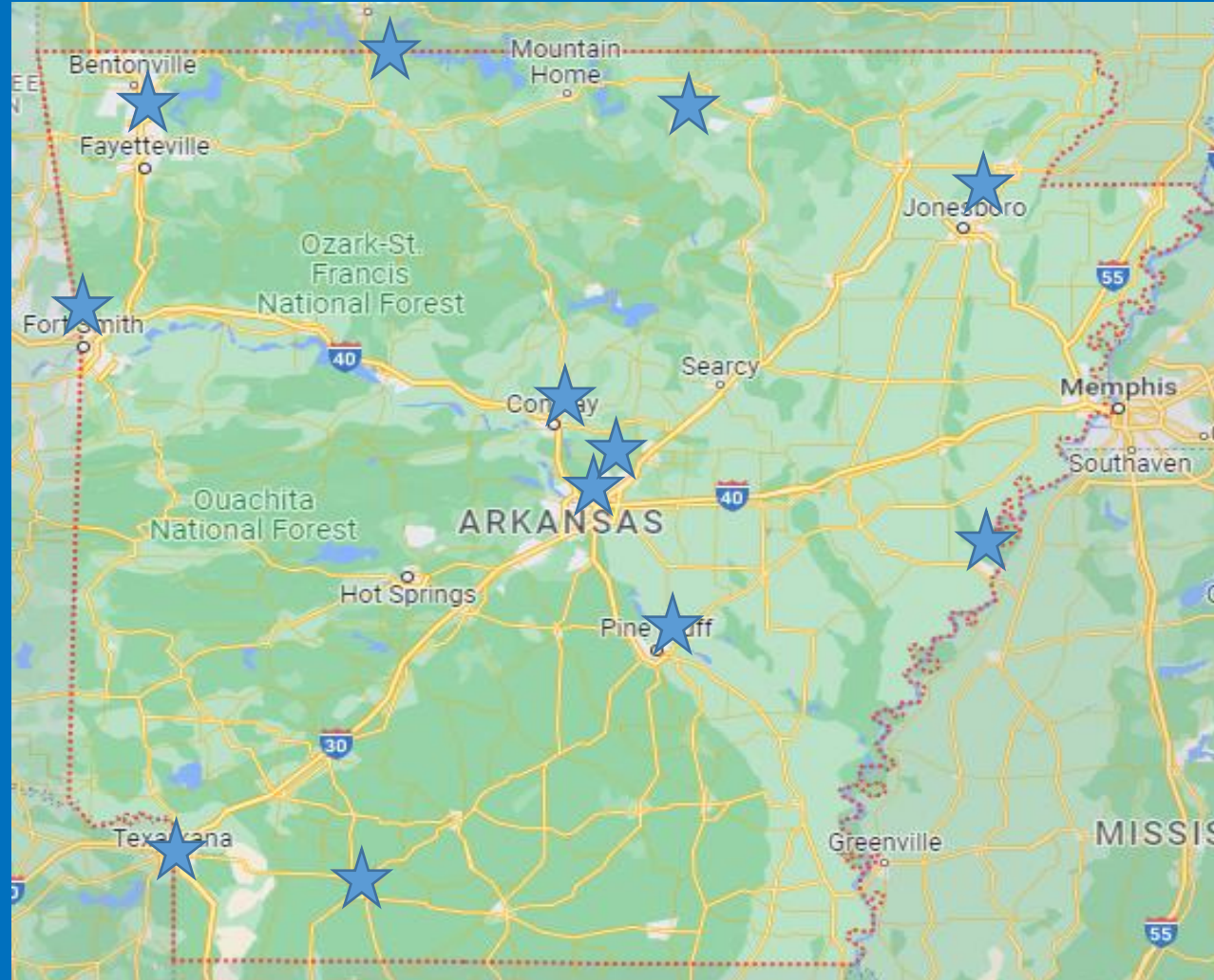
[CHECK FOR AVAILABLE DATES](#)

Exams offered for Arkansas Drinking Water Program

14 Sites  
Throughout  
the State



# Computer Based Exams – Testing Center Locations



# Know Your Objective

- 1 Exam per License Type
- Be sure that you are taking the correct Exam
- Be sure you receive **2017 Water** Formula Sheet (CBT @ PSI)
- 110 Multiple Choice Questions for Treatment and Distribution Exams – 10 are Development Items
- 50 Multiple Choice Questions for Very Small System Exams
- 3 Hours Time Limit To Complete
  - Most Operators Complete In Allowed Time



# The Minimum Exam Passing Score Is 70 Percent





# Exam Mastery Report

The Exam Mastery Report is provided after each exam is taken

- How It Determines Weak Areas
  - Gives # Correct
    - # On Exam
    - Percent Correct
    - Study Areas % Is Low
    - Study Areas With Large Number Of Questions



# Experience Credit

Experience Must Be Directly Related To License Obtained

**Employment Background for Evaluation of Experience Credit:** (Be sure to begin with your **present employment/job duties and start date**. List your water system operation, maintenance and/or management experience and job duties for each specific job duty/position held. Attach additional information, if warranted. This list of experience and the above listed education will be evaluated to determine your compliance with the experience requirement. Incomplete or vague descriptions may delay the issuance of your license.)

FROM: (MM/DD/YY)	TO: (MM/DD/YY)	Employer's Name	Describe All Job Duties Related To License (If Job Duties Have Changed List Separately)
From:	Present		
Duties Cont'd			
From:	To:		



# Validation of Experience

## **Experience Validation by Owner or System Representative::**

(If this section is not completed any experience described above can not be considered for experience credit.)

The above named license applicant has provided an accurate and complete description of their experience to the best of my knowledge as the **Owner, Manager, or Operator in Responsible Charge** of the water system named on page 1 of this application. If there is experience described above for another water system or other related experience, I have no knowledge why this experience should not be evaluated for credit.

Print name: \_\_\_\_\_ Title: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_, 20\_\_\_\_



# LICENSES

EXAM PASSED



EXPERIENCE MET

LICENSE ISSUED



# Operator In Training (OIT)

- OIT Is Allowed for All License Grades
  - OIT Issued Until Experience Met
  - Renews just like regular license
  - Duties Change / Exp Met / Lic Issued
  - To Convert OIT To Full License
    - Submit Experience Update Form
    - Needs Adequate Experience Description
    - Proper Signatures (Yours and Your **“Boss”**)





# Keeping Your License



**Renewal Training – 24 Hours**

**Renew License – Complete Renewal Process**

# Training

**Water Operator Licenses must be renewed every other year regardless when a license was received.**

Example: **July 1, 2021 – June 30, 2023**  
July 1, 2023 – June 30, 2025

**The required 24 hours of Water License Renewal Training has been divided into 2 training types.**

**Direct and Indirect**

**12 Hours Must Be Direct**

**Remaining Either Type**



# Training

## Direct Training

**Subjects directly applicable to the field of water supply, treatment, distribution, pumping, metering, or management; or the study of approved materials on the same subject.**



## Indirect Training

**Subject matter such as personal operator safety, wastewater, plumbing inspection or cross-connection control (tester or repair) certification courses.**



# Examples of Direct and Indirect Course Types

## Direct

- ARWA and AWW&WEA Annual Conferences
- AWW&WEA District Meetings
- All mandatory training for licensing exams
- Chlorine Emergency Response
- Consumer Confidence Report

## Indirect

- Wastewater courses
- Personal safety seminars (including SCBA, HazMat, Confined Space, etc.)
- Backflow Assembly Repair and Tester
- Public Relations/Customer Service
- Plumbing Inspection
- Cross Connection Control



**Be sure to ask the trainer the status of the course as early as possible.**




**The trainers are required to have their courses approved prior to the day of the training and are informed whether it is Direct or Indirect training during the approval process.**

# Keep Track Of Renewal Hours

Training helps you to remain current on the Water Industry changes and updates.



# Use Training ID Number, First or Last Name to Find Renewal Training Hours



Drinking Water Program  
Engineering Section

Check your  
**Renewal Training Hours**

NOTE: DATABASE IS NOT COMPLETE. DISTRICT MEETINGS AND OTHER TRAINING MAY NOT BE LISTED. TRAINING NOT LISTED CAN BE ADDED TO YOUR INDIVIDUAL TRAINING REPORT AFTER PRINTING.

Search By  
**Training ID Number**

Search By  
**Operator Name**

First Last

Enter the last 4 digits of your social security number and the first 3 letters of your last name then click "Search". Example 1234wsz

Enter all or part of your first and/or last name then click Search. Remember, "Jim" will not find "James" but "J" will find both. Also suggest, searching first five letters of name.

Need help? Contact [Water License Program](#).

“Jim” will  
not find  
James  
But “J”  
will find  
both





# Recording Your Training Hours

(please include the following)

- Course title
- Date - of the training including the year
- Location - town where the course was held
- Trainer – sponsor that provided the training
- Direct/Indirect
- Number of hours earned



# Renewal Training Hours



Drinking Water Program  
Engineering Section

## Record of Renewal Training Hours

SELECT your name from the list below by clicking the Select button to the left.

	ID	FirstName	LastName	System
Select	8362nut	marti	nutt	Not Provided
Select	8362NUT	Martin	Nutt	ADH
Select	8362NUT	Martin	Nutt	AR Department of Health
Select	8362NUT	MARTIN	NUTT	ARK HEALTH DEPARTMENT
Select	8362NUT	Martin	Nutt	Arkansas Dept of Health
Select	9915Nut	Stephen E	Nutt	City of Lewisville

Select One of  
Your Select”  
Boxes to retrieve  
all your training





Drinking Water Program  
Engineering Section

Record of Renewal Training Hours

You may print this report and submit ALL PAGES with your license renewal.

Number	ID	LastName	FirstName	System	Class	Hours	Location	Date	Direct	Mandatory
13904	8362NUT	NUTT	MARTIN	AR DEPT. OF HEALTH	2008 AWW&WEA Conference	16	Hot Springs	4/28/2008 12:00:00 AM	Direct	No
15498	8362NUT	NUTT	MARTIN	ADH	ARWA CONFERENCE	16	HOT SPRINGS	10/29/2007 12:00:00 AM	Direct	No

I certify that I have attended the renewal training listed in this document.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Must Be Signed



Note: If less than 24 total hours (at least 12 direct hours) are shown above, please list below additional training attended. (Provide: course name, date, location, sponsor, direct/indirect, and hours.)

Course Name	Date	Location	Sponsor	Direct/Indirect	Hours

If Adequate  
Training,  
Sign and  
Submit With  
Renewal  
Documents

Additional  
Training Can  
Be Listed in  
Provided  
Table



# License Renewals

- First Renewal Prorated
  - One Hour Per Month Since 1<sup>st</sup> Exam Passed
  - ***Mandatory Courses May Be Used***
- Routine Renewal
  - No Grace Will Be Allowed
  - Short Hours - No Renewal
  - License Expired
  - Short Hours Can Make Up To Re-instate
    - Have 1 Year After Expiration w/o exam
    - Make Up Hours Not Available Next Renewal



# License Revocation and Suspension

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- When it is found that an operator has practiced fraud or deception
- When reasonable care, judgment, or the application of the operator's knowledge or ability are not used in the performance of duties



# ADH Public Water System Compliance Course

*Certificate Time!!!*

