

WQA/CWQA Instructor-Led Installer Training Curriculum

The instructor-led Installer training course consists of 16 Modules* presented in 1-hour sessions and 3 additional sessions, if needed. The course includes homework assignments that make use of short online training courses and field practice.

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

Absentee/Make-up Policy

Installers don't always have control of their schedules. Emergencies, both business and personal, do come up. Class participants may miss up to 2 live sessions. Participants are responsible for watching the recordings of the classes they missed and keeping up with the assignments. Any participant who misses more than 2 classes will receive an incomplete and will need to repeat the course at its next iteration.

Refund Policy

Registrants who drop the course up until one week before the start date will receive a refund of 80% of their registration fee. Course registrants have until the third week of the class to drop the course and receive a 50% refund. Refunds will not be issued after the third week.

Course Modules*

Module	Learning Objectives
#1 Introduction and Safety	Awareness of on-the-job hazards, protective equipment, and company policy related to chemical handling, electricity, and confined spaces
#2 Water Basics	Understanding of the role of water in daily lives, hydrologic cycle, and the benefits of water treatment
#3 Codes and Regulations	Awareness of local codes and regulations related to installation work, permits, and where to find information
#4 Plumbing Systems	Understanding of premise plumbing configuration, the role of pressure, what contributes to pressure loss, measuring flowrate, and what contributes to peak demand



Module	Learning Objectives
#5 Pumping Systems & Hydrodynamics	Understanding the role of the well pump, the pneumatic tanks, the role of pressure in distribution systems, and factors contributing to pressure loss
#6 Potable Piping	Understanding the properties of different materials in the distribution systems, proper methods of joining and supporting
#7 Drains, Waste, Venting	Recognition of DWV piping and its role
#8 Cross Connections	Understanding the dangers of cross connections and how to avoid them
#9 Installation Practices	Understanding of best practices for installations, from arriving on site to clean up
#10 Water Softeners	Understanding the operation of a water softener, pre-treatment needs, the steps and procedures in a softener installation, and the reason for appropriate settings
#11 Oxidizing Filters	Understanding the operation of oxidizing filters, contaminants treated, regeneration options, and the appropriate steps in installation
#12 Chemical Injection	Understanding the procedures for mixing solutions and triggering injection pumps
#13 POU Filters & RO	Understanding the operation and uses of POU RO and filters and procedures for installation
#14 Sequencing Equipment	Recognition of several common treatment train configuration
#15 Troubleshooting Installations	Recognition of common problems encountered during installation and how to resolve them
#16 Customer Communications & Training	Understanding of what customers need to know to use and maintain equipment, appropriate responses to customer questions, and when to refer questions to others in the company

Module	Learning Objectives
#17 Additional Topics as needed	
#18 Additional Topics as needed	

*Curriculum and course topic schedule are subject to change. Course instructors will indicate any changes to the schedule when the course is in progress.