Modular Education Program
Tips & Tools for Mentors
Agenda:

1. Background on MEP formation & professional certification
2. 10 Tips & best practices
3. Tools on website
4. FYI’s
Referendum on the old method:

Just pass the exam, then forget 60% of what you learned and we’ll teach you what you REALLY need to know.

I don’t need to know all the content on chemistry except what we directly handle in our work.

...Break up the subject matter to make sections more detailed, skill oriented and applicable to the job....Need to have real world experiences and examples in the training.

[Have] training as opposed to reading a book....[Have] a troubleshooting guide – if this, then....

[Training should be] more usable/accessible during dead time.
We listened....

WQA’s training has transitioned from this:

To this:
New added content includes:

- Step-by-step instructions for sizing
- Guides for troubleshooting common issues
- More detailed info on testing & water analyses
- Advanced water chemistry section
- Mitigating corrosion techniques
- And much more!
Paths to Professional Certification

- pre-CWR Course (Certified Water Treatment Representative)
- pre-CWS Course (Certified Water Specialist)
- pre-Cl Course (Certified Installer)
- pre-CST Course (Certified Service Technician)
The Idea Behind Mentorship

- On the job training in the water treatment industry occurs as a form of an apprenticeship. A less experienced employee shadows a more experienced employee and learns what to do in the field.
- The mentor's role is to review and provide feedback on the learner’s responses to hands-on activities conducted in the field.
Earning CEU’s – Mentors

- Mentors holding WQA certification earn credits for guiding learners through modules and badges
- Submit to WQA by filling out an EL credit form
  - [https://www.wqa.org/Programs-Services/Professional-Certification/Recertification-Information](https://www.wqa.org/Programs-Services/Professional-Certification/Recertification-Information)
  - 0.3 CPD per learner for Basics Module
  - 1.2 CPD per learner for Fundamentals Module
  - 0.3 CPD per learner for Sales Module
  - 3.0 CPD per learner for Design
  - 1.8 CPD per learner for Installation Module
  - 4.2 CPD per learner for Service Module
  - 4.5 CPD per learner for Advanced Design
Terminology

☑ Module
☑ Badge
☑ Learning Activity
☑ Step
MY LEARNING PATH tab

C2-F-Water Quality Fundamentals Module

B4-F-Water Treatment System Operations Badges

LA-F3-Your Company's Softening Systems
MENTOR tab

The image shows a screenshot of a website interface under the MENTOR tab. The interface is part of the Water Quality Association TREK Learning Experience Manager. The main section of the page is titled "MANAGE PORTFOLIOS," and it displays a table with rows for different learners and their associated portfolios. The table includes columns for Learner, Portfolio, and other details.

- Dale Gutendorf has a portfolio labeled "S-B12-1-Public Water Supply: CCR." Other entries include Kathleen Fultz with various portfolios related to contaminant concentration and other activities.

The interface also has a navigation menu on the left side with options like Dashboard, Administrator, My Learning Path, Portfolio, Observations, My Badges, and Reports.
Tip #1: Sort by Status “Pending”

By sorting by Status “Pending”, you will only see in the list the activities that you haven’t reviewed yet.
Fultz, Kathleen
kfultz@vcc.org

S-F17-3-Service Interview

Description
Conduct an interview with an experienced service technician to learn about their experience with pre-arranged calls in a customer's home.

Instructions
1. Conduct a 30-minute interview with an experienced service technician at your company. Arrange to record the audio portion of the interview and take a photo. Your goal is to learn what has helped that person provide excellent customer service. Use the following to prepare your questions and guide the interview: - How to establish credibility with the homeowner - How to instill customer confidence during a call - Typical customer questions or objections and tips for handling them - Tips for listening to the customer - Ways to ensure the customer will continue to do business with the company
2. Answer 2 questions in your portfolio.
3. Upload the audio file and the photo.

Mentor Guidance
The Learner's goal is to learn what has helped that person provide excellent customer service.

1. 1) Name of person interviewed

   Learner's Answer
   MEP Service Technician Interview saved in files.

2. 2) Position/Job Title

   Learner's Answer
   service technician

Portfolio Feedback

Attachments:

SAVE DRAFT REJECT APPROVE
Tip #2: See Knowledge Base articles in Mentor Guidance

**Geegan, Brian**
bgeegan@wqa.org

**Description**
Calculate the softener capacity requirements for the first of three actual customer situations and document them in your Portfolio.

**Instructions**
Using the information you learned in the Knowledge Base, calculate the softener capacity requirements for an actual customer situation at your company. 1. Ask your coach to suggest an actual customer to use for practicing water softener capacity calculations. This scenario should not require a reserve capacity. 2. Answer 8 questions in

**Mentor Guidance**
A spreadsheet calculator tool is available for Mentor Support page on WQA's website. This tool helps quickly find the correct answers to each question below based on inputting the hardness, water usage, and resin capacity given by the Learner.

Additionally, please review the Knowledge Base articles for this assignment, Cation Exchange Operating Capacity and Calculating Softener Capacity Job Aid.
Tip 3: Schedule Recurring Meetings with Learner

- Allows one to set up hands-on activities in their daily schedule of job functions – e.g. sales call
- Can act as a reminder complete a learning activity while in the field (on smart phone or tablet)
- Helps keep activities moving forward at a better pace
- Learners can use calendar invite to schedule time with mentor to observe or for supervised activities
Learners can put an activity on their calendar.

**S-B22-2-Examining a Water Softener System**

Examine and document the components of an actual water softening system.

**Instructions**

Have someone show you the location and function of each of the components of a water softener system in the office or in the field. Take up to five photographs of the system, showing as many of the components as possible, using the photo icon. Use the geolocation icon to indicate the location. You may also complete this activity with your mentor. Use a mobile device such as a smart phone or a tablet computer to fill in the answers to the questions while your mentor monitors your answers.
Tip 4: Schedule time in the office

• Structured time in the office to work on the MEP

• See the Goal Setting spreadsheet located on WQA.org/MEP/Support

• Options:
  • Weekly group meetings to work together on activities or at their own pace
  • Set weekly goals for activities to be completed at their own pace
Tip 5: Find a computer guru at your company

• Ask someone in your company who is computer savvy be the “go-to” person available to help Learners that are less comfortable with computers
• Does not have to be the mentor
• Works best when it’s another Learner
Tip 6: Find a Super User

• For large groups at a company, pick 1 learner to be the Super User to help lead group training sessions
• This Super User will volunteer to work a little ahead of the group and prepare for the group training sessions to make them more productive
Tip 7: Split up Mentorship

• The MEP allows for multiple mentors per learner, so that the company can designate one person as the mentor for any activities having to do with water softening and another person as the mentor for all drinking water related activities.

• Alternatively, you could have different mentors for Basics, Fundamentals, and Core Modules

Find instructions on how to do this on WQA.org/MEP/Support
Tip#8: Be Aware of Multi-Step Activities

• e-learning
• Hands-on field experience
• Multi-step activities
  1. Reading Knowledge Base articles
  2. Answer questions
1. Reading Knowledge Base articles

Knowledge Base articles must be clicked and launched to get credit for the activity.

2. Answer questions
Tip #9: Uploading photos/attachments

Some activities require you upload a CCR or photo.

Click the “Picture” button at the bottom of the activity.

Mentors won’t accept certain activities without this.
Geegan, Brian  
bgeegan@wqa.org

S-B9-1-Test for Water Hardness

Description
Test a water sample for hardness.

Instructions
Perform the following steps to test a water sample for hardness, enter the results into your Portfolio, and take a picture of the sample bottle or test tube to show the test results. 1) Obtain a hardness test kit or meter that your company uses to test for water hardness in the field. 2) Perform any necessary calibration routines, as recommended by the test kit/meter instructions. 3) Follow the test kit/meter instructions on collecting a water sample from a tap in your company’s office. Use untreated water, if available. 4) Following the instructions for the test kit/meter, measure the hardness of the water sample. 5) Photograph the sample bottle and test results (i.e., meter reading, strip color change, etc.). Select the camera icon and follow directions to upload the photo into your Portfolio.

Mentor Guidance
Check that the learner has interpreted the hardness test correctly and uploaded a photo of the completed test.

1. Hardness of the water in grains per gallon:

Learner's Answer
140 ppm or 8.19 gpg
Select multiple learners with shift key.
Explore information/support on WQA.org/MEP/Support

MEP User Support

Are you experiencing issues with the MEP? Check the Troubleshooting List to see if it's something we're working on.

User's Manuals
- For Learners
- For Mentors
- For Group Administrators
- WQA Knowledge Base User Manual
- Instructions to Assign Multiple Mentors

Additional Support Tools
- Video with Best Practices and Time-Saving Tips
- Summary Slides from Best Practices Video
- Course Catalog
- Minimum bandwidth (internet speed) required: 3 Mbps Cable/DSL internet
  Recommended bandwidth: 6 Mbps Cable/DSL internet

Mentor Support Tools
- Mentorship & Supplies Worksheet
- Fundamentals Calculation Examples - Slides
- Mentor Calculations Worksheet
- Proposed Goal Setting Schedule - Basics & Fundamentals
- Video with Mentor Tips and Best Practices
- Summary slides from Mentor Best Practices Video
Where to get User information/support

Link for support titled “Need Help?”

CERTIFICATE PROGRESS

C1-F-Water Quality Basics Module

LEARNING ACTIVITIES	LEARNING ACTIVITIES	BADGES COMPLETE	BADGES REMAINING
COMPLETED	REMAINING

28	4	2	1	87%

C2-F-Water Quality Fundamentals Module

LEARNING ACTIVITIES	LEARNING ACTIVITIES	BADGES COMPLETE	BADGES REMAINING
COMPLETED	REMAINING

9	28	0	6	24%

PORTFOLIO ENTRIES

FEEDBACK (2)	PENDING (1)	DRAFT (3)

S-F5-3-Calculate Softener Capacity for Customer #1 of 3
Reviewed: Tuesday, March 3, 2015 12:16 PM

S-II1-2-POE Installation Ride Along #1
Reviewed: Wednesday, March 18, 2015 3:37 PM
Where to get Learner’s Information

The link takes you to two support areas;
1) A link to WQA’s Support Web Page
2) WQA Education Dept. contact information

Welcome, djarog@wqa.org

Search Your Learning Path...

Support materials are available at http://wqa.org/MEP/Support. You may also contact the WQA education trainer at education@wqa.org or 630-929-2544.
Browsers and Adobe Flash

1. The MEP is most compatible with the following browsers:
   - Chrome version 36 and above
   - Firefox version 31 and above
   - Internet Explorer version 11 and above
   - Safari version 7 and above for Mac and iOS

2. Check whether your Windows PC is set to download the latest version of Adobe Flash.
Internet speeds (bandwidth)

• The e-learning activities in the program require a minimum bandwidth (speed) of 3 Mbps Cable/DSL internet, and the recommended speed is 6 Mbps Cable/DSL internet.
Questions?

Thank you!