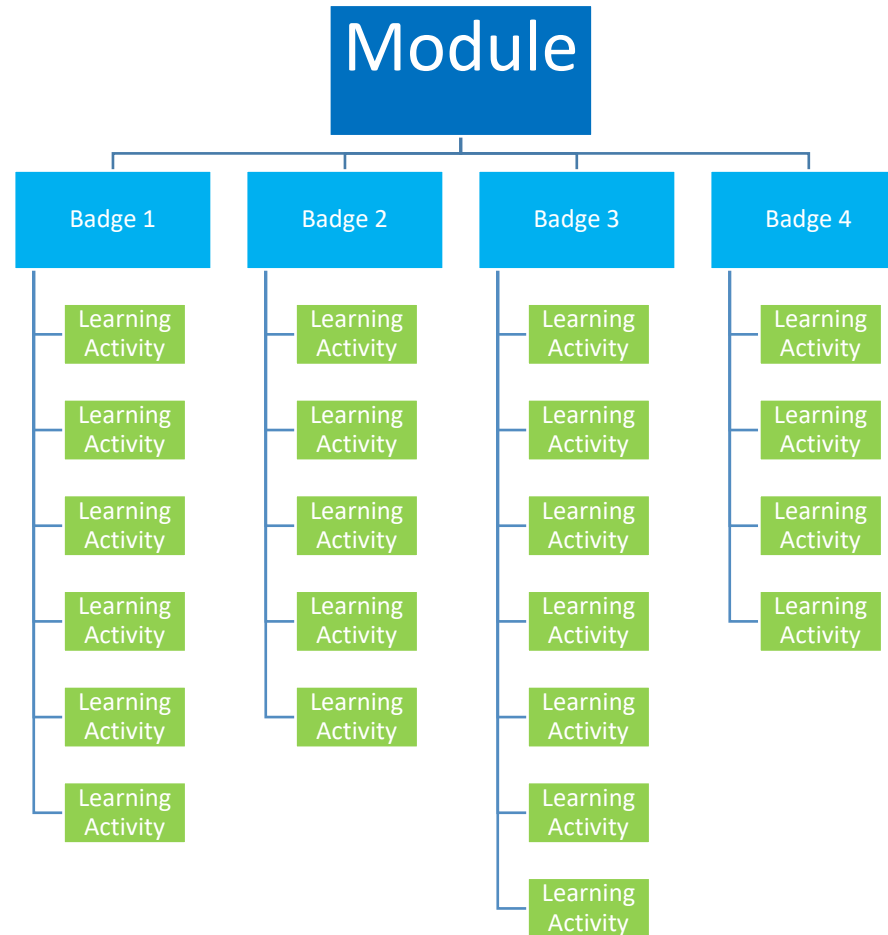


# Modular Education Program Course Catalog

Modules, Badges, and Learning Activity descriptions.

## MEP Layout

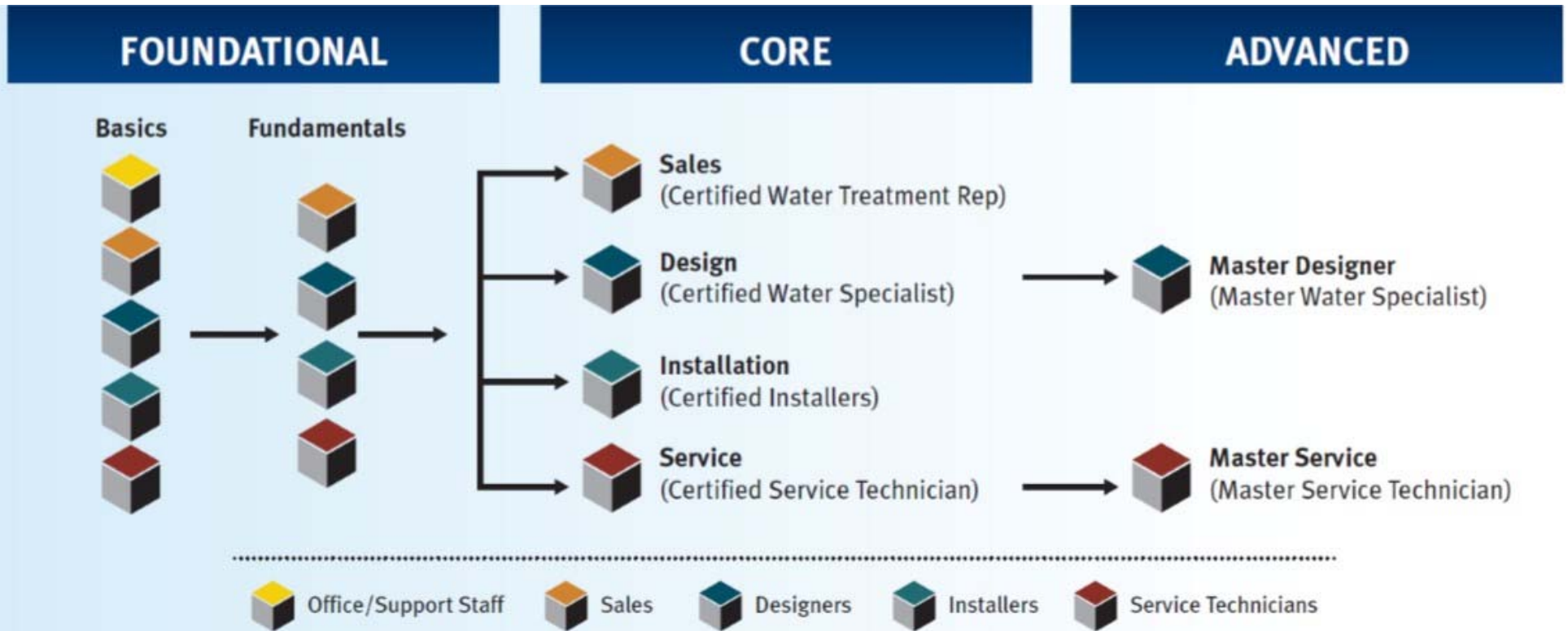
Modules are made up of Badges. Badges are made up of Learning Activities.



Completion of a Module requires the completion of all the Learning Activities in All the Badges within the Module.

## Learning Pathways by Job Role & Certification Goals

Use the color coding to determine the Modules to complete.



For example, a new sales person (orange) would complete the Basics Module, the Fundamentals Module, and the Core Sales Module. At that point, the sales person would be eligible to sit for the Certified Water Treatment Representative exam for certification.

Please address any questions related to the Modular Education Program to WQA Education Department's Trainer, Dean Jarog, at 630-929-2544, or [education@wqa.org](mailto:education@wqa.org).

## MEP Basics Module

Badge	Description
B1-F-Discuss Water Quality Basics Badge	The Water Quality Basics badge includes introductory topics about water quality, water quality issues, and problems common to water sources.
B2-B-Water Hardness Basics Badge	The Water Hardness Basics badge covers introductory topics that address the effects of water hardness, how to measure and test for water hardness, and how to explain water hardness to customers.
B3-B-Water Quality Monitoring Basics Badge	The Water Quality Monitoring Basics badge includes introductory topics covering how drinking quality is monitored such as national drinking water regulations, how to read a consumer confidence report, and interpreting a private water supply test.
B4-B-Water Testing Basics Badge	The Water Testing Basics badge covers the reasons to perform a water test, what contaminants are routinely tested for, and how to perform a basic water test.
B5-B-Water Softening Basics Badge	The Water Softening Basics badge goes over the benefits of water softening, the basics of ion exchange, system components, how to communicate the benefits of softening to customers, and how to effectively address some common misconceptions.
B6-B-Reverse Osmosis and Filtration Basics Badge	The Reverse Osmosis and Filtration Basics badge goes over the basics of drinking water systems, reverse osmosis, total dissolved solids, and water filtration.
B7-F-Handling Customer Questions Basics	The Handling Customer Questions Basics badge includes introductory topics that cover the basics for working with customers including customer types and questions, handling customer calls, and the WQA Code of Ethics.

## MEP Fundamentals Module

Badge	Description
B4-F-Water Treatment System Operations Badge	The Water Treatment System Operations Fundamentals badge goes beyond the basics to cover how common water treatment systems work, including water softening, reverse osmosis (RO), and water filtration.
B5-F-Hydraulics Fundamentals Badge	The Hydraulics Fundamentals badge focuses on understanding the underlying principles in plumbing distribution system operations, pressure loss and cross connections and their effects on public safety, and the relationship between plumbing fixtures and flow rates, and code requirements for safe drainage.
B6-F-Ethics and Legal Considerations Fundamentals	The Ethics and Legal Considerations Fundamentals badge focuses on recommended practices that help ensure a good customer experience. It also covers topics related to the legal and ethical considerations in the water treatment industry, including warranty, guarantee and product certification.
B7-F-Disinfection Methods Fundamentals	The Disinfection Methods Fundamentals Badge covers topics such as disinfection problems, standard disinfectants and methods, water contamination problems, UV and chemical disinfection systems, disinfection of private water sources, and final barrier water treatment.
B8-F-Water Analysis Fundamentals	The Water Analysis Fundamentals Badge addresses selecting tests for analysis, reading and interpreting water analyses, and conducting and interpreting water tests.
B9-F-Ridealongs	The Ridealong badge is earned by accompanying experienced water professionals on typical customer interactions, including sales calls, installation appointments, service calls, and deliveries.

## MEP Sales Module

Badge	Description
B10-S-Water Diagnosis and Solution Recommendations - Aesthetic Problems Badge	The Water Diagnosis and Solution Recommendations badge reflects practice and experience in diagnosing water problems and identifying appropriate solutions.

## MEP Installation Module

Badge	Description
B14-I-General Installation Principles Badge	The General Installation Principles badge includes general installation topics that prepare learners for installation of POE and POU water treatment systems, including pipe cutting and joining, plumbing, and manufacturer training.
B15-I-POE Equipment Installation - Preparation and Challenges Badge	The POE Equipment Installation Preparation and Challenges badge covers topics related to the preparation and challenges of installing POE equipment, including single tank, multiple tank and cartridge systems.
B16-I-POU Equipment Installation - Preparation and Challenges Badge	The Water Quality Point of Use (POU) Installation Module represents proficiency in the installation of POU water treatment systems. In order to earn the Module, you must complete four badges: General Installation Principles, POU Equipment Installation Preparation and Challenges, POU Equipment Installation Practice, and Installation Safety and Sanitation.
B18-I-POE Equipment Installation Practice Badge	The POE Equipment Installation Practice badge provides opportunities to practice the installation of POE systems, through ride-alongs, as well as supervised and unsupervised customer installations.
B19-I-POU Equipment Installation Practice Badge	The POU Equipment Installation Practice badge provides opportunities to practice the installation of POU systems, through ride-alongs, as well as supervised and unsupervised customer installations.
B20-I-Installation Safety and Sanitation Badge	The Installation Safety and Sanitation badge covers safety considerations related to the installation of POE and POU systems.

## MEP Design Module

Badge	Learning Activity	Description
B11-D-Common Water Problems Badge		The Common Water Problems badge covers topics related to designing water treatment systems for customers with these problems: nitrates, bacterial contamination, iron/manganese/hydrogen sulfide, and arsenic.
B12-D-Identifying and Treating Regional Water Problems Badge		The Identifying and Treating Regional Water Problems badge covers topics related to designing water treatment systems for customers with regional water issues like Endocrine Disruptors and Pharmaceuticals, Radium/Barium/Radioactive Decay, and Tannins.
B14-D-Pipe Sizing Badge		The Pipe Sizing badge represents proficiency in calculating pressure loss in distribution systems.
B13a-D-Practice Treating for Pharmaceuticals, Personal Care Products and Endocrine Disrupting Compounds in the Water Badge		The Practice Treating for Pharmaceuticals, Personal Care Products and Endocrine Disrupting Compounds in the Water badge provides opportunities to practice treating pharmaceuticals, personal care products and endocrine disrupting compounds in the water.
B13b-D-Practice Treating Chromate, Uranium, Perchlorate, and Sulfate in the Water Badge		The Practice Treating for Chromate, Uranium, Perchlorate and Sulfate in the Water badge provides opportunities to practice treating chromate, uranium, perchlorate and sulfate in the water.
B13c-D-Practice Corrosion Control Badge		The Practice Corrosion Control badge provides opportunities to practice corrosion control.
B13d-D-Practice Treating Radium, Barium and Radioactive Decay in the Water Badge		The Practice Treating Radium, Barium and Radioactivity Decay in the Water badge provides opportunities to practice treating radium, barium and radioactive decay.
B13e-D-Practice Treating Tannins in the Water Badge		The Practice Treating Tannins in the Water badge provides opportunities to practice treating tannins.
B13f-D-Practice Treating Phosphates and Chloramines in the Water Badge		The Practice Treating Phosphates and Chloramines in the Water badge provides opportunities to practice treating phosphates and Chloramines.
B10-S-Water Diagnosis and Solution Recommendations - Aesthetic Problems Badge		The Water Diagnosis and Solution Recommendations badge reflects practice and experience in diagnosing water problems and identifying appropriate solutions.

## MEP Service Module

Badge	Description
B21-T-Troubleshooting Treatment System Problems	The Troubleshooting Treatment System Problems badge covers topics related to the troubleshooting common problems related to RO, Softening, Anion Exchange, Filtration, Ozone, and Non-chemical systems. It also covers customer service practices.
B22-T-Practice Troubleshooting Common RO System Problems	The Practice Troubleshooting Common RO System Problems badge provides opportunities to practice troubleshooting common problems you might encounter related to this system. Practice includes supervised and unsupervised customer visits.
B23-T-Practice Troubleshooting Common Softener System Problems	The Practice Troubleshooting Common Softener System Problems badge provides opportunities to practice troubleshooting common problems you might encounter related to this system. Practice includes supervised and unsupervised customer visits.
B24-T-Practice Troubleshooting Common Backwashing Filtration System Problems	The Practice Troubleshooting Common Backwashing Filtration System Problems badge provides opportunities to practice troubleshooting common problems you might encounter related to this system. Practice includes supervised and unsupervised customer visits.
B25-T-Practice Troubleshooting Common Non-backwashing Filtration System Problems	The Practice Troubleshooting Common Non-backwashing Filtration System Problems badge provides opportunities to practice troubleshooting common problems you might encounter related to this system. Practice includes supervised and unsupervised customer visits.



## MEP Service Module (Cont.)

Badge	Description
B26-T-Practice Troubleshooting Common Ozone or Chemical Injection System Problems	The Practice Troubleshooting Common Ozone or Chemical Injection System Problems badge provides opportunities to practice troubleshooting common problems you might encounter related to this system. Practice includes supervised and unsupervised customer visits.
B27-T-Practice Troubleshooting Common Disinfection System Problems	The Practice Troubleshooting Common Disinfection System Problems badge provides opportunities to practice troubleshooting common problems you might encounter related to this system. Practice includes supervised and unsupervised customer visits.