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1. 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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2. 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**
- **A digital photo; passport style in jpeg format**
- **Application fee of \$100.00 for a new application or \$75.00 for renewal (Cheque should be made payable to The Minister of Finance)**

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3. 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.

A statement of high school marks can be ordered from the Province 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.

Operators should not submit original documents.

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4. Where can an operator find information about earning a General Education Development (GED) diploma?

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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5. 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 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.

Education obtained outside of Canada should undergo an Academic Credentials Assessment Service (ACAS) assessment. Appointments can be made by contacting (204) 945-6300. More information is available online (http://www2.immigratemanitoba.com/browse/work_in_manitoba/work-recognition-acas.html).

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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6. What are continuing education units (CEUs)?

One CEU represents ten contact hours between a student and an instructor in an educational course. There may or may not be an exam or testing at the end. CEU courses are offered by a variety of providers. To be used towards certification, the subject must fall under “water or wastewater works operations, engineering, science, or a related field.”

The Certification Program reviews applicant operators’ total CEUs to determine whether they qualify towards certification.

Upon request from a course provider, the Certification Program reviews course material and scheduling and may pre-approve whether it will be considered towards certification, and if so, confirm the number of CEUs.

Different courses covering equivalent subject matter may not be used together towards certification.

Operators should not submit original documents.

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7. 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

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8. Does an application to upgrade my certificate from Class 1 to Class 2 or from a conditional to a full certificate, consider a renewal?

No, this application is not considered renewal therefore an application fee of \$100.00 is required.

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

An operator must have at least 6.0 CEU every renewal period (5 years) or 1.2 CEU/year.

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10. What is “direct responsible charge” (DRC) operating experience?

"Direct responsible charge" or DRC operating experience is experience during which an operator has worked a position that the facility owner has designated as a DRC position. An operator working a DRC position would be working in some sort of supervisory capacity. 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 with a class 2, 3 or 4 operator's certificate, through responsibility for the performance or supervision of daily on-site operational duties for a class 2, class 3 or class 4 facility, or an operating shift in such a facility.

DRC operating experience does not apply for water distribution and wastewater collection facilities, and therefore cannot be earned while working for these facilities.

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11. Are Operator-in-Training (OIT) certification or conditional certification renewable?

OIT certification and conditional certification are not renewable.

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12. Can an operator with expired certification for some facility categories, and current certification for other facility categories, continue to operate all facilities listed on the 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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13. What is the process for ordering a replacement Operator Certificate or Operator ID Card?

To request a replacement, an operator must submit a cheque or money order for \$50, made payable to the Minister of Finance, along with a brief explanation describing the circumstances requiring the replacement, signed by the operator. Operators may legally only hold one certificate and one ID card at a time, and may not request replacements for the purposes of having “extra copies”.

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Contact Information

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