

**SPECIAL NOTE
FROM CEU
PLAN**

OPERATOR EDITION — 2

MAY, 2012

Wow, what a busy few months for CEU Plan! We have established new training partnerships across the country, signed a significant number of new subject matter experts, are working to develop a huge list of new course offerings, requested approval of our course catalog in new parts of the country, started custom development of training for other entities, and maintained the same high level of service to our existing customer base. Whew.....I'm tired! But If CEU Plan can assist you in any way, don't hesitate to let us know.



Bill Edgar
President

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Preparing For Certification Exams



Tom Hyatt

Missouri Rural Water Association, Circuit Rider



Some things just go without saying, right? Preparing for tests should be one of these. We've done it most of our lives. A basic review of how to prepare for certification exams might be helpful if you are a new operator planning to take a certification exam for the first time; an experienced operator who wants to advance with a higher or different certification. However, it's been a long time since you've taken an exam; and have forgotten good study habits; or were just never really good at "cracking the books".

The first advice is to take a multi-day certification class. Nothing replaces an instructor who explains step-by-step methods for working mathematical formulas, proper maintenance of distribution systems, water chemistry that affects treatment processes, and the many terms and components that you might encounter.

Once in class, take advantage of the opportunity to ask questions. We have this strange notion that it isn't acceptable to ask questions. The old phrase goes, "It's better to remain silent and look a fool than to speak up and put all doubts to rest." The trouble with this approach is that, what you don't know or understand today, you still won't know 10 years from now, unless you finally decide to ask.

If you were bad at math in school, it doesn't necessarily mean math will still be a struggle for you. You could discover that a little maturity makes for a more receptive mind when it comes to learning new things.

If math formulas or memorizing information is still a struggle, plan to practice. Learning academic subjects is a lot like riding a bicycle. No one is born knowing how to ride a bike. To do so successfully, must balance your weight while pushing the pedals forward with your feet. Knowing the "how-to's" of riding a bike doesn't make you a skilled rider. You have to get on, skin your knees a few times, adjust your body and your mind to

this new process, and eventually become skilled at the practice. Working math formulas is very similar. I can watch an instructor explain and work formulas, seem to understand; then come up blank when it comes to solving problems with newly taught formulas. It takes practice to acquire a new skill. This is true for memorizing unfamiliar information, too.

When you acquire the skill, you might actually find that you enjoy working math problems or knowing new information! What you do well are things that you generally like to do. It's when you're terrible at something (haven't practiced it enough in order to get good at it), that you hate doing it.



Where is the best place to get this practice when it comes to studying for a certification exam? Find a quiet place, away from the distractions of others and away from the distractions of television and cellular telephones.

Self study is essential. This is probably the biggest stumbling block to anyone who has failed a test. It takes discipline to avoid distractions, review your notes, handouts, and quizzes. You must make studying a priority. Ask yourself, is it important that I pass this exam?

When I started out as a new water operator, my employer required a six-month probationary period during which I had to acquire my "D" level drinking water treatment certificate. Studying was a priority to keep my job and provide for my family.

Your priority may be the same, or perhaps passing the exam will mean a promotion, a raise, or will *(article continued on page two)*

Preparing For Certification Exams

(Article continued from Page One, Tom Hyatt, Missouri Rural Water Association)

open other doors of opportunity. It might be just a matter of self pride in achieving a higher level of certification.

Any of these are good reasons to prioritize study, take time, and make the effort to set other interests aside and “hit the books”. If you’ve aced tests all of your life by cramming for an exam, you may be able to justify maintaining this approach. If, on the other hand, this method has led to an “F” or “D-”, it’s probably time to try a different approach. Study at the beginning, through completion of course work, and continue to study until the day of the exam.

In the vast majority of cases, the person who studies sufficiently for a State certification exam will likely pass the exam.

On the contrary, if you treat course work as a waste of your time, you’re probably right. You’re wasting your time and will end up failing the exam. It’s a self-fulfilling prophecy. If I don’t work toward success, I’ll probably fail. It’s like the phrase often used when discussing emergency preparedness at a water utility: “Plan ahead, or plan to fail”. Study has to be seen as an investment rather than a waste of your time.

These suggestions are based on my own experiences preparing for certification exams, and my observations in teaching certification courses.

Before class concludes, I always wish my students, “Much success!” Success is a result of working to achieve a desired outcome. In this case, work involves asking questions when you don’t understand, studying the material,

and practicing the math. I shy away from the phrase, “Good luck”. Luck implies stumbling upon something good that you don’t necessarily deserve. Successful exam-taking shouldn’t be a matter of luck. It should be earned through our own merit. So, I wish you success!

Wow! The CEU Plan staff couldn’t have said it better. Thanks Tom for those valuable words of wisdom. We sincerely appreciate the experiences shared with us by our training partners at the MRWA.

In my neck of the woods, we often say “If you don’t use it, you lose it”, and math skills definitely fall into that category.

One of the primary reasons operators fail certification examinations relates to math questions. Tom’s tips are great to assist you in studying for those exams.

In addition, always remember that CEU Plan has several mathematics courses available for operators. While these courses were initially developed as a means of continuing education, they are an excellent tool to help you as you “self-study” prior to the examination and are well worth the investment. They will give you the opportunity to review formulas, and practice your skills. Remember, practice makes perfect when studying for certification examinations! Our courses include:

- Basic Mathematics
- Advanced Mathematics
- Wastewater Formulas
- Collection Mathematics
- Distribution Mathematics
- Math - Water Plant and Distribution Operators

CEU Plan Is Proud To Partner With:

Kentucky Rural Water Association
www.krwa.org



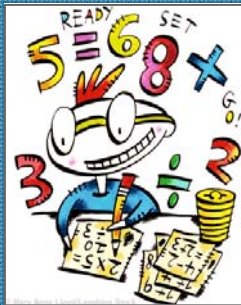
Missouri Rural Water Association
www.moruralwater.org



Wisconsin Rural Water Association
www.wrwa.org



Wyoming Rural Water Association
www.warws.com



*“Practice
Makes
Perfect”*

CEU Plan Forms More Exciting New Partnerships!

CEU Plan continues to develop exciting new relationships with outstanding state utility organizations around the country.

We are now pleased to announce that



CEU Plan training is provided exclusively by Wisconsin Rural Water Association and Wyoming Association of Rural Water Systems.

Establishment of these important partnerships provide an additional avenue for operators in these states to obtain continuing education in small one hour modules, and pick and

choose from our catalog of over 200 courses.

Wisconsin Rural Water Association and Wyoming Association



tion of Rural Water Systems are premier state utility organizations and assist operators in their states with training, technical assistance, advocacy, and resources to ensure water and wastewater systems and operators have all the tools necessary to protect waters of their state, human health, and the environment.

CEU Plan is honored to work with these groups and assist operators in these states

with meeting their goals and developing their skills as qualified water and wastewater professionals.

For information regarding the remarkable programs these state utility organization affiliates offer to assist water and wastewater systems and operators, please visit their websites at Wisconsin Rural Water Association—www.wrwa.org; and Wyoming Association of Rural Water Systems—www.warws.com.

Instructor Spotlight - Toni Glymph

Toni Glymph is a certified wastewater operator with more than 30 years of hands-on wastewater experience and has spent more than 16 years conducting microscopic evaluations and troubleshooting wastewater system upsets. She has conducted more than 100 Wastewater Microbiology workshops and continues to give many workshops each year.

Toni is a nationally recognized expert in wastewater microbiology. She is a recipient of the Wisconsin John C. Brogan Award for outstanding Environmental Achievement and is the recipient of the US EPA "Spark Plug" Award which is presented to a person or group at the forefront of the Operator Training Program.

She is often called upon by design engineers to assist in ensuring the correct treatment components are in place to ensure the best microbial growth in the wastewater processes, as well as conducting microscopic evaluations for treatment plants across the country.

Toni is a published author on the subject of wastewater microbiology and has authored some of the most popular wastewater courses offered by CEU

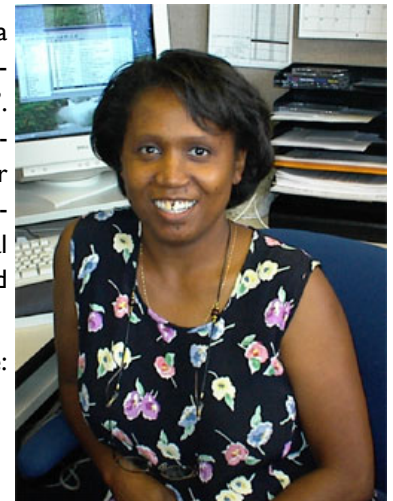
Plan. She recently completed the first in a series of books entitled "Wastewater Microbiology: A Handbook for Operators". The handbook can be used to aid in managing the bacterial process at wastewater treatment plants. Color photos and illustrations are included and a supplemental CD-ROM helps with quick reference and identification under the microscope.

Toni's CEU Plan courses include:

- Introduction To Wastewater
- Filamentous Bacteria and Process Control
- Microbiology and Process Control
- Wastewater Microbiology and Process Control—Part One

Her newest edition to CEU Plan is:

- Wastewater Microbiology—Part Two
Bacteria, Protozoa, and Metazoa



Be sure to check out Toni's classes at www.ceuplan.com.





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ABOUT CEU PLAN.....

The mission of CEU Plan is to provide water and wastewater operators and supporting staff with the latest in emerging technologies, procedures, methods and/or concepts; in order to enrich their knowledge and experience within the workplace and obtain required CEUs for license re-certification/renewal.

Our programs and courses are 100% internet based providing the student with the opportunity to concentrate on their courses at their convenience and available time.

CEU Plan provides a convenient, cost effective means of delivering course content while advancing the student's understanding and knowledge of various industry topics.

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ON THE ROAD AGAIN...

Are The Tools In Your Toolbox Doing The Job?
We Can Improve Your Results!

Our Proven Track Record Assures Affordable High-Quality Education
Individualized Services Include: Monitoring, Quizzes, Evaluations, & In-Depth Student Assessments

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For More Information Please Visit Our Websites At Right
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VISIT CEU PLAN AT ONE OF THESE EVENTS

- May 15-17 USET Tribal Summit
Niagara Falls, NY
- June 5-7 KRWA Outdoor Expo
Park City, KY
- June 26-27 East Region Op. Cert. Workshop
Chicago, IL
- August 20-22 KRWA Conference
Louisville, KY
- Sept. 24-26 NRWA WaterPro Conference
Nashville, TN
- Oct. 14-18 ASDWA Annual Conference
Little Rock, AR

Look For Additional Dates/Locations Coming Soon...