

## FAQ's – Operators

**Question:**

If I am no longer given paper credit slips to track my own credits, how will I know the total number of credits I have earned?

**Answer:**

DNR will no longer be issuing paper credit slips and will instead track and post the amount of credits operators earn from attending approved training on the Operator Certification Lookup website: <http://dnr.wi.gov/regulations/opcert/>. Operators can view their training history on this website and it will show how many credits are still needed before a certification expiration date. Operators are encouraged to keep track of how many credits they have and need to ensure that they do not fall short of the required credits.

**Question:**

How long will it take for a training to show up on my training history record?

**Answer:**

Training providers are asked to provide the list of attendees within 10 business days of the training, so it may take up to two weeks.

**Question:**

How do I make sure I am included on the list of attendees the training providers sends to the DNR?

**Answer:**

Operators are responsible for providing their operator certification number to the training provider when they register for a course. If you do not know your number, use the Operator Certification Lookup website to find your number or locate it on your operator certificate. Before leaving the course, you will be asked to check-out. When checking out, make sure your name is spelled correctly and your certification number is correct.

**Question:**

What happens if I forget to check-out of a training event?

**Answer:**

In order to ensure that attendance is properly recorded, operators must check-out at the end of a training event. If an operator needs to leave early, they should also check-out so that they will be granted appropriate credit for the amount of time spent at the event. Without this check-out method, trainers do not have a way to verify how long an operator was in attendance. Therefore, operators who fail to check out will only be granted half of the maximum number of credits.

**Question:**

In the past, I attended in-house or out of state training and those classes were approved for credits. Will they still count for continuing education credits?

**Answer:**

Yes. In order to claim credit for other types of training, download the Operator Training Report (Form 4400-190) from the DNR website: <http://dnr.wi.gov/regulations/opcert/forms.html>. Follow the instructions for completing the form and submit it to the DNR.

**Question:**

Will online training be tracked electronically and show up on my Training History Report?

**Answer:**

Not at this time. For now, you will still need to submit a certificate of completion with your renewal.

**Question:**

What do I do with the paper credit slips I have saved up since I last renewed my certification?

**Answer:**

You will still need to keep all the paper credit slips you have earned. When it comes time for you to renew, you will be sent a renewal reminder letter with instructions to print your Training History Report that lists your electronic records. You will be asked to submit the Training History Report (signed), your paper credit slips and the renewal fee.

**Question:**

If a training class is applicable towards both my Municipal Waterworks and Wastewater certification, how will I be able to choose which certification I want the training applied towards?

**Answer:**

Training that is applicable towards more than one certification type will go into a pool of “shared” credits. When your certification is due to renew, we will automatically take from that pool the required credits that you need to renew, and leave any remaining credits for your other certification type if your certifications renew on different dates. For example, an operator has 12 credits in their “shared” pool and needs to use 6 of those credits to meet the renewal requirement for their Municipal Waterworks certification. DNR will take 6 credits from that pool and leave the remaining 6 credits for the operator’s Wastewater certification renewal. Note that any “shared” credits must fall within your 3 year certification period to be valid for your renewal.

**Question:**

I don’t have internet access. How can I verify that a training has been credited to my record?

**Answer:**

The Training History Report is accessible through a public website and a log-in is not required: <http://dnr.wi.gov/regulations/opcert/> Another person can print your Training History Report for you. You may also call the DNR Operator Certification Program and a copy of the report can be mailed upon request.