



WQA Professional Certification

WQA feels strongly that to protect public health and the environment, contractors and installers of water treatment need to be competent in:

- Correctly sizing treatment system based on treatment capacity, distribution flow rates and available pressure
- Properly adjusting system operation parameters such as the service & regeneration cycles to maximize efficiency in water and regenerate use while insuring the needed level of system performance as appropriate for specific applicants
- Properly maintaining systems to insure effectiveness of pre-treatment and cleaning cycles. The installer often has the final opportunity to remind the customer of the critical maintenance procedures. An RO system for reduction of nitrates will not protect consumer health if the membrane's been degraded by chlorine because the carbon pre-filter was not replaced in time.

WQA began its product certification program in 1977

WQA training incorporates water treatment and plumbing topics for both installers and contractors:

- Understanding of aesthetic contaminants, USEPA Primary and Secondary drinking water standards
- Water testing and analysis
- Operation of treatment technologies (i.e. how does the technology work, pitfalls, maintenance requirements)
- Treatment system capacity calculations
- Service and cleaning requirements and cycle settings
- Water contaminants and water testing (to check system performance following installation)
- Treatment system sizing
- Sales/business ethics specific to water treatment sales
- Building demand calculations based on fixture counts
- Importance of positive pressure and sources of pressure loss in distribution systems
- Pipe sizing
- Backflow prevention, with emphasis on air gap
- Water chemistry (contractors)
- Treatment design (contractors)



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WQA's training program is in the form of a cognitive apprenticeship. The advantages of this format is that it combines the best of formal education with informal on-the-job learning to insure that the student learning the right way to perform a task from the first time, and understands the background reasoning for why that is the correct way to do it.

This training is time efficient, provides greater retention of information, and avoids costly trial & error mistakes. The cognitive apprenticeship model of training is used by flight schools and in SCUBA instruction.

WQA training is laid out in a series of short learning activities which combine brief background reading with quizzes and hands-on practice in the field.

The training begins with the basics of water quality and contaminants, stepping up to treatment equipment operation and sizing, distribution systems, installation practice for installers (certified installers), and treatment design for contractors (Certified Water Specialists).

Certification is conferred after candidates complete all the prescribed activities in the training program and pass their respective written certification exams

Visit www.wqa.org for more information on the Professional Certification program and to look at the education program course catalog