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|---------------------|-------------------------------|--------------------------------------|-------------------|
| Title: Competencies |                               | Control Number: SLD 10               |                   |
| Revision: 2.0       | Effective Date: Jul. 20, 2009 |                                      | Section: Training |
| Author: WESA        |                               | Reviewer: Operational Top Management | Approver: E. Wu   |

## 1.0 Purpose

This procedure is to describe the process for identifying, developing and maintaining the competencies required for personnel performing duties directly affecting drinking water quality, and for ensuring all Waterworks personnel are aware of the relevance of their duties.

## 2.0 Scope

This procedure applies to Waterworks staff, with particular requirements for personnel performing duties directly affecting drinking water quality.

## 3.0 Definitions

- OIT – Operator In Training
- Certified Operator – Waterworks Operator that holds a valid Water Distribution certificate issued in accordance with O.Reg. 128/04.
- Operational Top Management – General Manager Waterworks, Manager of IMS, Manager of System Engineering, Manager of Infrastructure, Manager of Operations & Maintenance, QMS Controller, Training Coordinator.

## 4.0 Procedure

4.1 The Corporate Training Policy shall apply for all Waterworks staff.

### Identification of Competencies – For Roles Directly Affecting Drinking Water

- 4.2 The following positions may directly affect drinking water quality:
- General Manager – Waterworks
  - Manager of IMS
  - IMS Analyst
  - IMS Accounts & Claims Coordinator

- Manager of Infrastructure
- Infrastructure Project Engineer
- Infrastructure Analyst Engineer
- Manager of Operations and Maintenance
- Waterworks Supervisor
- Waterworks Working Supervisor
- Waterworks Operator
- Manager of System Engineering
- Water System Engineer
- Instrumentation Engineer
- Compliance Engineer
- Water Quality Coordinator
- QMS Controller
- Training Coordinator

- 4.2.1 The Operational Top Management shall define desired and required competencies for Waterworks staff.
- 4.2.2 The education requirement, licenses, certification and functional responsibilities for each position are recorded on the Position / Staff Profile Form. These shall constitute the required competencies for each staff.
- 4.2.3 Completed Position and Staff Profiles shall be reviewed and approved by the Operational Top Management, at least once per year, and as required.

#### **Development of Competencies – For Roles Directly Affecting Drinking Water**

- 4.3 Needs for training, based on the Training Model (Position & Staff Profile), shall be identified by Operational Top Management, and discussed with the employee.
- 4.4 The direct supervisor of each employee shall identify the competencies that each employee possess, or needs to develop further, to perform their functional responsibilities.
- 4.5 A Training Plan shall be developed by the direct supervisor and the Training Coordinator, to meet the development needs of the employee once per year, and as required.

#### **Maintenance of Competencies - For Roles Directly Affecting Drinking Water**

- 4.6 Training will be provided as required in order to maintain competencies. Training may include on the job training, classroom training, seminars or formal education.
- 4.7 Records of training for all staff are maintained by the Training Section.

### **Requirements for All Waterworks Personnel**

- 4.8 The QMS Controller shall perform annual QMS Awareness Sessions with all waterworks employees.
- 4.9 The Waterworks Orientation Handbook shall be used as a guide for these sessions.
- 4.10 The Training Coordinator shall review the Waterworks Orientation Handbook with new employees, and record this review in the Training Section records.

### **Regulation Requirements**

- 4.11 Training shall be planned, implemented, and recorded such that it meets the minimum standards for annual training hours and continuing education hours as per applicable regulations to maintain operator certification for the operation of the Waterworks.
- 4.12 Records of training shall be maintained by the Training Section.

## **5.0 Associated SOPs**

- SOP – Competencies

## **6.0 References**

- DWQMS Element 10 Competencies
- Position Profile Form
- Staff Profile Form
- Skills Assessment Form
- Training Class Record Form
- Waterworks Orientation Handbook
- Corporate Training Policy
- Occupational Health and Safety Act and the Town's Health and Safety Policies

## 7.0 Records

- Completed Position Profiles
- Completed Staff Profiles
- Performance Management Reviews
- Training Certificates – Personnel Files
- Completed Training Class Records
- Staff Training Records

## 8.0 History of Changes

| Revision | Date         | Description                             | By           |
|----------|--------------|---|--------------|
| 2.0      | Jul. 6, 2009 | Sections 1.0, 3.0, 4.2, 4.2.1, 4.3, 6.0 | A. Distefano |
|          |              |   |              |