

Backflow Assembly Testing & Supply LLC

Policies & Procedures - Backflow Assembly Tester Certification
Recertification / Refresher Courses

It is the goal of

Backflow Assembly Testing & Supply LLC /Backflow Assembly Training Services also referred to as BAT & Supply & BATS to provide high quality training to those who seek backflow tester certification, re-certification, and refresher courses.

These policies apply to instructors, students and proctors

Policies:

- 1) BAT & Supply will provide quality training.
- 2) Course size will be limited to a certain number of students to instructor ratio.
- 3) Cancellation or substitution for students will meet certain criteria.
- 4) Refunds of monies paid will only be allowed if deadlines & conditions apply.
- 5) Adequate professional development will be maintained.
- 6) Facilities will meet certain criteria to gain hosting opportunities.
- 7) A standard of conduct during training courses will be required.
- 8) Required time frames will be adhered to meet deadlines.

Procedures:

1) Training

BAT & Supply will provide training with a focus on quality instruction. The instruction shall be given by personnel with field experience working as a backflow assembly tester. Presentation of instruction will be classroom lecture with question-and-answer time utilizing training manuals, power point, diagrams, cut-a-way assemblies and example devices of different types. Web lab instruction with live water stations will also be provided. Each station shall be equipped with means to simulate failures or conditions that students will have to diagnose and act appropriately to. Certification courses will provide practice exams and failure simulation set ups to challenge students to learn all conditions which may be presented in the actual exam process.

2) Limited Class Size

All backflow tester certification, re-certification & refresher courses will be limited in size to provide quality training. All courses will have a minimum of two instructors whenever possible. Class size will be determined by the student to instructor ratio set by BAT & Supply LLC. Adequate space for wet lab and classroom area will also dictate class size.

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3) Cancellations

If a student finds the need to cancel their attendance it will be the discretion of BAT & Supply LLC if another person can be placed into their class spot. No refunds will be given after the NO REFUND date set on the registration form. If a substitute student from the same company or organization is given the spot it will be understood that a certificate for that person will be delayed. If another person from said company or organization cannot be placed as a substitute, then the spot will be offered to anyone on the standby list. In all cases BAT & Supply LLC will have the final say in how this process is handled.

4) Refunds

Refunds will only be given to those who cancel before the NO REFUNDS date of the course registration. If a registrant needs to cancel, a substitute may be accepted in a full certification course. This will be at the sole discretion of BAT & Supply and if accepted the substitute person will have to pay the exam fee. There will be NO REFUNDS for exams fees at any time. No credits will be given for partial attendance if does not complete a course.

5) Professional Development

All training instructors will maintain current tester certification in all areas they instruct. It is also required that instructors seek enhancement of their knowledge by attending training opportunities whenever available and feasible to attend. Trainers will be asked to stay as current as possible on state and federal regulations so as to provide the most accurate information possible.

6) Facilities

Locations where training courses are conducted must meet certain criteria. The facility must have an adequate classroom seating area to provide students with a seat and table or desk. The same area will be utilized for the written exams. The classroom area can be set up in work bays with tables and chairs if a room inside a building is not available within a reasonable proximity of to where the wet lab area will be. Lighting should be adequate for students to be able to read manuals, hand outs and practice exams. A power supply will be needed for computer and speaker set up.

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7) **Conduct**

An appropriate standard of conduct from instructors and students will be required during all courses.

No foul language will be tolerated and if after repeated warning if such action continues that person will be asked to leave the course and not return. No refunds of any kind will be given to anyone being instructed to leave.

Smoking will only be allowed in areas designated and if not allowed on the property by the hosting facility, then not at all.

Respect will be shown for facility personnel, classmates, instructors, and others who may be in attendance. Care not to damage the facility will be taken by all. Theft of any kind will not be tolerated and if anyone is caught taking anything that is not theirs, they will be immediately asked to leave the course and no refunds will be given.

Requested parking areas will be adhered to and it will be expected that when entering or leaving the premises it will be done in a slow-moving manner. Hosting facility vehicles will always be respected and given right of way if so instructed.

Any disagreements will be done in a respectful manner. If at any time voices are raised or conversations of any type start to escalate to an uncontrolled demeanor anyone involved must leave the premise immediately and it will be left to the instructor to decide if those people will be able to return.

Care will always be taken to be watchful and secure with classroom equipment. If someone is found to be careless and puts any equipment at jeopardy, they will be warned but if the conduct continues, they may be asked to provide their own test gauge for the remainder of the course and for the exam process.

Horseplay will be kept to a minimum.

If during the exam process an Applicant does not agree with the Proctor's decision, they are to approach the Exam Monitor for an appeal process. No argument between Proctor and Applicant should ensue past informing the Proctor they would like to appeal in a respectful manner.

8) **Time frames**

There are certain amounts of time that students must attend to fulfill requirements and students are expected to arrive at the course each morning and return from lunch breaks at the stated times of the course. If anyone is consistently late arriving in the mornings or returning from lunch breaks, they can be docked on their attendance which could lead to their not successfully completing the course.

Sign-in sheets must be signed each morning for proof of attendance.