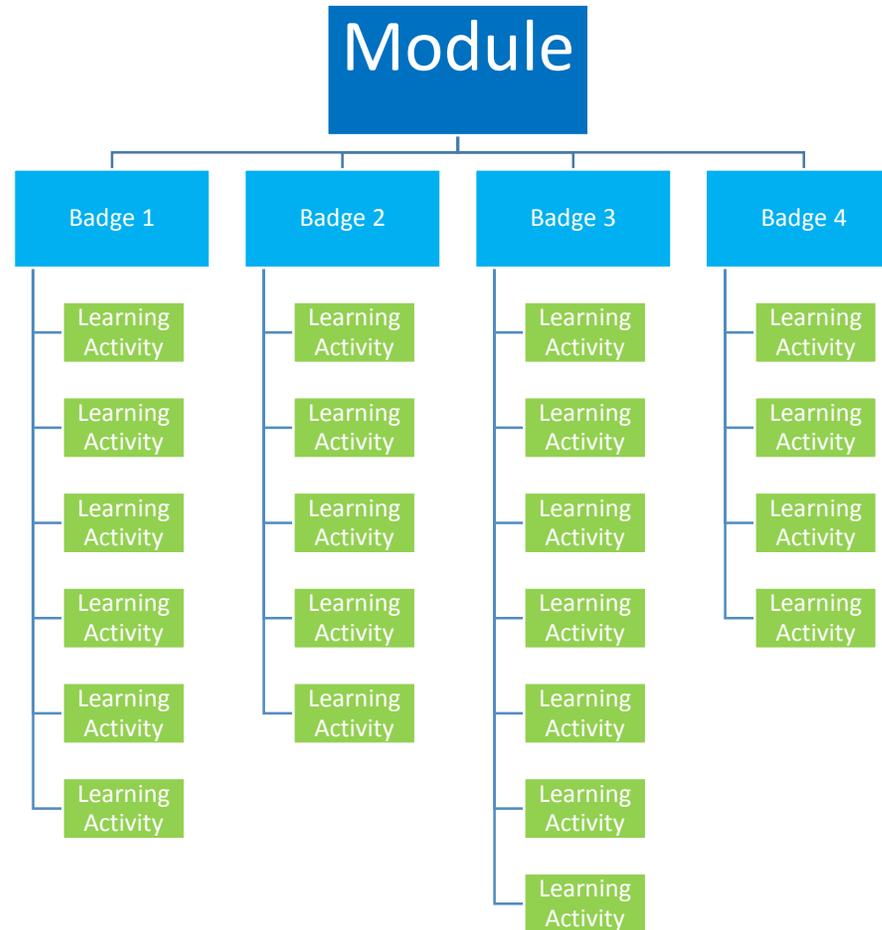


Modular Education Program Course Catalog

Modules, Badges, and Learning Activity descriptions.

MEP Layout

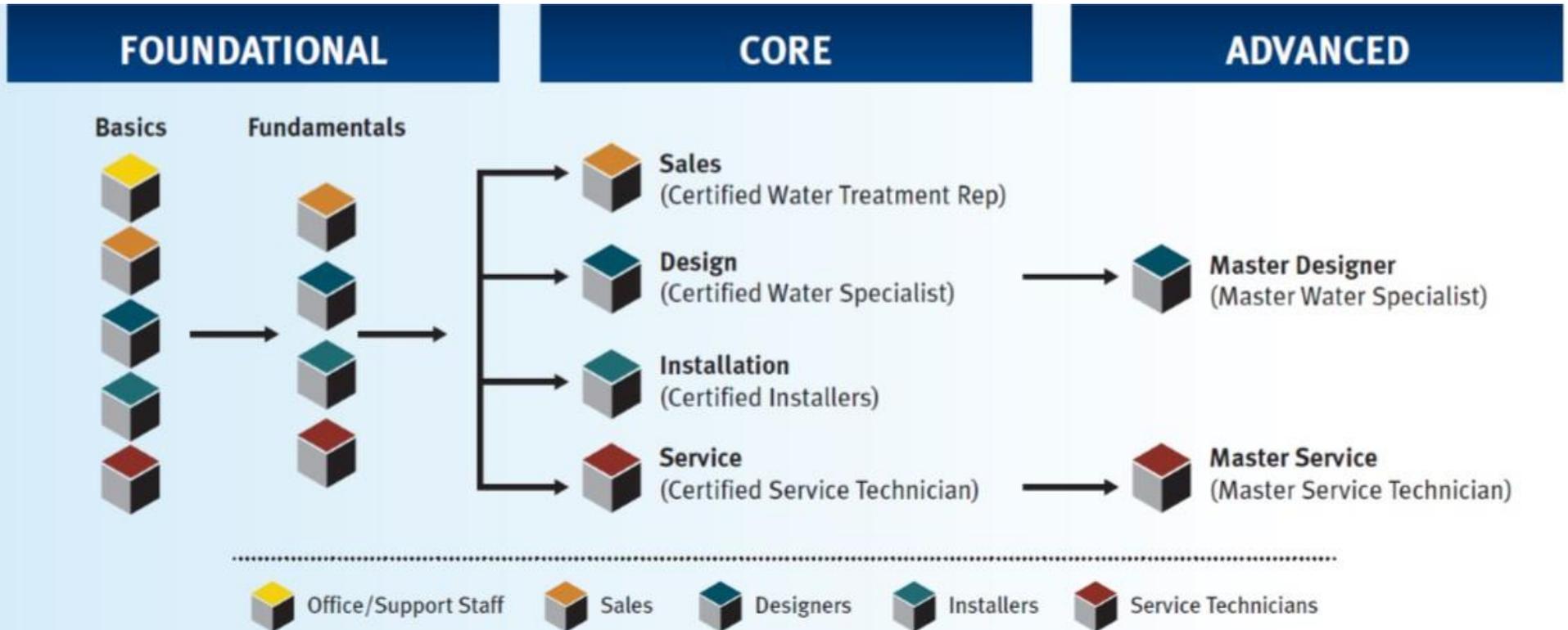
Modules are made up of Badges. Badges are made up of Learning Activities.



Completion of a Module requires the completion of all the Learning Activities in All the Badges within the Module.

Learning Pathways by Job Role & Certification Goals

Use the color coding to determine the Modules to complete.



For example, a new sales person (orange) would complete the Basics Module, the Fundamentals Module, and the Core Sales Module. At that point, the sales person would be eligible to sit for the Certified Water Treatment Representative exam for certification.

Please address any questions related to the Modular Education Program to WQA Education Department's Trainer, Dean Jarog, at 630-929-2544, or education@wqa.org.

MEP Basics Module

Badge	Learning Activity	Description
B1-F-Discuss Water Quality Basics Badge		The Water Quality Basics badge includes introductory topics about water quality, water quality issues, and problems common to water sources.
	LA-B1-What is Water Quality?	Learn about water quality, the history of water treatment, the nature of water, the hydrologic cycle, water sources and water impurities.
	LA-B2-Residential Water Quality Issues	Learn about government regulations and water quality issues found in drinking water, taste and odors, corrosive water, heated water, household plumbing, cleaning and washing.
	LA-B3-Local Effects of Water Quality	Learn how water quality affects your customers.
	LA-B4-Local Effects of Hard Water	Learn about the importance of the effects of hard water for customers in your area.
	LA-B5-Causes of Water Quality Issues	Learn about categories of drinking water contaminants; contaminants that cause health effects, scale, stains, etching and soap curd; and conditions leading to corrosion.
	LA-B6-National Drinking Water Regulations	Research your country's water-related public health regulations and apply them to two sample test results.
	LA-B7-Measuring Water Hardness	Learn about how water hardness is measured.
	LA-B9-Test for Water Hardness	Test a water sample for hardness.
	LA-B10-Explain Water Hardness	Review what you learned about water hardness with your coach and practice explaining it to a customer.
	LA-B12-Public Water Supply: CCR	Learn what contaminants are found in a public water supply as reported on a Consumer Confidence Report (CCR).
	LA-B13-Private Water Supply Test Results	Learn what contaminants are found in a private water supply based on test results from a certified testing lab.
	LA-B14-Monitoring Local Water Quality	Learn about water quality issues in your area.
	LA-B8-Local Water Hardness	Learn about hardness issues in your area.
LA-B11-Monitoring Drinking Water Quality	Learn about how private and municipal water sources are monitored to keep drinking water safe.	

MEP Basics Module (cont.)

Badge	Learning Activity	Description
B2-F-Analysis and Treatment Badge		The Analysis and Treatment badge includes introductory topics that cover the basics for analyzing water for impurities, water softening, drinking water options, reverse osmosis and water filtration.
	LA-B15-Benefits of Water Testing	Learn why it is important to test water and how to position the benefits of water testing with your customers. Look up items in the Knowledge Base and talk to a salesperson about the benefits of water testing and answer related questions. Then review what you have learned with your coach.
	LA-B16-Testing for Contaminants Impacting Health and Aesthetics	Learn about contaminants covered by US EPA Safe Drinking Water Act Primary and Secondary Standards; describing water test to customers; and field and lab test for detecting contaminants.
	LA-B17-Perform a Water Test	Use the Knowledge Base to learn about test methods. Locate a water test kit used in your office and answer questions in your Portfolio. Then, conduct a non-meter water test using a local water supply to determine if it contains contaminants. Record the results in your Portfolio.
	LA-B18-Water Softening Benefits	Learn about benefits of softened water for home and business, water softening frequently asked questions (FAQs), and scientific data on water softening benefits.
	LA-B19-Explain Water Softening Benefits	Practice explaining the benefits of softened water to a coach or peer.
	LA-B20-Water Softening by Ion Exchange	Learn about the ion exchange process, ion exchange material, and ion exchange treatment cycles.
	LA-B21-Water Softening Components	Learn about the function and location of water softening system components.
	LA-B22-Examine a Water Softener System	Examine a water softener system and document the components.
	LA-B23-Water Softener Customer Misconceptions and Responsibilities	Discuss common misconceptions about the water softening flow and the responsibilities of the water softener owner.
	LA-B24-Emerging Technologies	Research emerging trends and technologies for mitigating problems related to hardness.

MEP Basics Module (cont.)

Badge	Learning Activity	Description
B2-F-Analysis and Treatment Badge	The Analysis and Treatment badge includes introductory topics that cover the basics for analyzing water for impurities, water softening, drinking water options, reverse osmosis and water filtration.	
	LA-B25-Drinking Water Systems	Create a chart that compares the capabilities of your company's drinking water treatment options.
	LA-B26-How Reverse Osmosis Works	Learn about reverse osmosis (RO) capabilities and uses, RO terminology, the RO process, RO membrane and system basics, and RO FAQs.
	LA-B27-Reverse Osmosis and TDS	Visually compare the amount of total dissolved solids (TDS) in untreated water versus RO-treated water.
	LA-B28-How Water Filtration Works	Learn about filtration mechanisms; filtration system capabilities; filtration and particle size; and filtration at point of entry and point of use.
B3-F-Handling Customer Questions Basics	The Handling Customer Questions Basics badge includes introductory topics that cover the basics for working with customers including customer types and questions, handling customer calls, and the WQA Code of Ethics.	
	LA-B29-Customer Questions	Learn about handling common customer phone inquiries by referring callers to sales or service, asking follow-up questions and creating a call log.
	LA-B30-Handling Customer Phone Calls	Learn the procedures for answering customer phone inquiries at your office and answer at least 20 customer phone calls. Review your experience with your coach.
	LA-B31-WQA Code of Ethics	Learn how to follow the WQA Code of Ethics when explaining system benefits, addressing service issues, handling contamination issues, and creating marketing or sales materials.
	LA-B32-Applying the WQA Code of Ethics	Look up information about making ethical decisions that follow the WQA Code of Ethics, discuss it with your coach and answer 5 questions in your Portfolio.

MEP Fundamentals Module

Badge	Learning Activity	Description
B4-F-Water Treatment System Operations Badge		The Water Treatment System Operations Fundamentals badge goes beyond the basics to cover how common water treatment systems work, including water softening, reverse osmosis (RO), and water filtration.
	LA-F1-Ion Exchange Chemistry	Learn about ion exchange reactions, and regeneration, backwash and brining steps.
	LA-F2-Softener Designs and Options	Learn about concurrent and counter-current flow modes; softener controller options; demand and timer-controlled devices; twin-tank softeners; potassium chloride performance; raw water quality considerations; and softener performance.
	LA-F3-Your Company's Softening Systems	Learn about water softening system designs and options. Create a "Features and Benefits" chart for your company's water softening systems.
	LA-F4-Ion Exchange Water Softener Capacity	Learn about calculating ion exchange water softener capacity, calculating monthly salt use, adjusting for water user fluctuations, and adjusting for a reserve capacity.
	LA-F5-Calculate Softener Capacity	Calculate the softener capacity requirements for three actual customer situations and document them in your Portfolio.
	LA-F6-RO System and Performance	Learn about reverse osmosis system components and their functionality; RO membrane materials and functionality; RO storage tank types; RO system pressure control; RO pre-treatment considerations; and RO performance factors.
	LA-F7-RO System Capacity	Learn about calculating a customer's daily capacity requirements; how peak use is affected by storage tank size and RO membrane production capacity; and recommending the appropriate size RO system for a customer.
	LA-F8-Calculate % Rejection for RO	Using the % rejection information for one of your company's RO systems, calculate the expected TDS or other contaminant concentration in the product water and the differential pressure across the membrane for three actual customers. Document the results in your Portfolio.

MEP Fundamentals Module (cont.)

Badge	Learning Activity	Description
B4-F-Water Treatment System Operations Badge (Cont.)		The Water Treatment System Operations Fundamentals badge goes beyond the basics to cover how common water treatment systems work, including water softening, reverse osmosis (RO), and water filtration.
	LA-F9-Filtration Mechanics and Systems	Learn about filtration mechanics, surface vs. depth filters, backwashing, tank-based filtration system components, and cartridge-based filtration system components.
	LA-F10-Choosing a Filter Treatment	Learn about filtration media and contaminants; choosing an oxidizing medium; choosing a carbon medium; and regenerable filtration media.
	LA-F11-Sizing A Filter	Size a filter for three actual customer situations. Document the results in your Portfolio.
B5-F-Hydraulics Fundamentals Badge		The Hydraulics Fundamentals badge focuses on understanding the underlying principles in plumbing distribution system operations, pressure loss and cross connections and their effects on public safety, and the relationship between plumbing fixtures and flow rates, and code requirements for safe drainage.
	LA-F12 - Hydraulic Principles for Distribution Systems	Learn about the importance of water pressure and flow rates in a distribution system, causes of pipe failure, and water pressure concepts
	LA-F13 - Sizing a POE System	Learn how to convert fixture counts to flow rates and to size a point-of-entry system based on fixture counts.
	LA-F14 - Customer POE Tank-Based System Sizing	Practice sizing POE tank-based systems for three actual customer applications.
	LA-F15 - Drains and Discharge	Learn about air gap, code-approved drainage installations, and how to evaluate a customer's drainage conditions.

MEP Fundamentals Module (cont.)

Badge	Learning Activity	Description
B6-F-Ethics and Legal Considerations Fundamentals		The Ethics and Legal Considerations Fundamentals badge focuses on recommended practices that help ensure a good customer experience. It also covers topics related to the legal and ethical considerations in the water treatment industry, including warranty, guarantee and product certification.
	LA-F16-Customer Etiquette	Learn how to handle residential customers, bad weather, large equipment and commercial customers.
	LA-F17-Customer Service Interviews	Learn about ways experienced sales and service people conduct successful pre-arranged calls to residential customers.
	LA-F18-Legal Issues	Learn about laws that will help you make informed decisions when working with customers. Look up information about consumer sales, warranties, product liability and consumer product safety laws in the Knowledge Base and answer 5 questions in your Portfolio.
	LA-F19-Ethical Decisions	Learn about ethics and guidance for making an ethical decision by looking up information in the Knowledge Base. Answer 3 questions in your Portfolio.
	LA-F24-Warranty vs. Guarantee	Learn about the product warranties and performance guarantees that your company provides to customers, and answer 5 questions in your Portfolio.
	LA-F25-Product Certification	Learn about certification standards for water treatment products. Answer questions about product certification in your Portfolio.
	LA-F20-Cash on the Barrelhead	Learn about making ethical decisions in a typical situation for the water quality industry by viewing a scenario presented in four video segments. Answer questions related to each video segment and discuss these decisions with your coach.
	LA-F21-Prolonged Permit Period	Learn how a salesperson resolves a dilemma of customer service by viewing a video scenario. Answer 5 questions related to the video segment and discuss your answers with your coach.

MEP Fundamentals Module (cont.)

Badge	Learning Activity	Description
B6-F-Ethics and Legal Considerations Fundamentals (Cont.)		The Ethics and Legal Considerations Fundamentals badge focuses on recommended practices that help ensure a good customer experience. It also covers topics related to the legal and ethical considerations in the water treatment industry, including warranty, guarantee and product certification.
	LA-F22-Poltergeist in the Machine	Learn what decisions can lead to poor customer service by viewing a video scenario. Answer 5 questions related to the video segment and discuss your answers with your coach.
	LA-F23-Unmasking the Fairy Godmother	Learn about handling a customer's unrealistic expectation by viewing a video scenario and four possible responses. Answer questions related to the responses and discuss your answers with your coach.
B7-F-Disinfection Methods Fundamentals		The Disinfection Methods Fundamentals Badge covers topics such as disinfection problems, standard disinfectants and methods, water contamination problems, UV and chemical disinfection systems, disinfection of private water sources, and final barrier water treatment.
	LA-F26-Disinfection Problems	Learn about microbiological contamination of water that can be addressed by disinfection. Some contaminants cause disease and others affect water palatability by changing the water's odor or taste. Learn about indicators of contamination and environments where contamination may be found.
	LA-F27-Standard Disinfectants and Methods	Learn about controlling contaminants; selecting a disinfection method; killing viruses; bacteria and parasites; and disinfectant by-products.
	LA-F28-Water Contamination Problem	Investigate a disinfection application for a past customer.
	LA-F29-Disinfecting Water	Learn about a common microbiological water contamination issue that was addressed with disinfection in your area either at the private or public water system level.
	LA-F30-UV Disinfection Systems	Learn about UV system components, dose requirements, system certifications, ways to ensure effective treatment, and maximum contaminant levels.

MEP Fundamentals Module (cont.)

Badge	Learning Activity	Description
B7-F-Disinfection Methods Fundamentals (Cont.)		The Disinfection Methods Fundamentals Badge covers topics such as disinfection problems, standard disinfectants and methods, water contamination problems, UV and chemical disinfection systems, disinfection of private water sources, and final barrier water treatment.
	LA-F31-Chemical Disinfection Systems	Learn about the chlorination process, chlorine dosage, chlorine residue, and chlorination system components.
	LA-F32-Regulations for Disinfection	Learn about regulations pertaining to the disinfection of private wells and small community water systems and providers of disinfection services in your service area.
	LA-F33-Final Barrier Water Treatment	Learn about the Final Barrier water treatment scheme and implications of customers in your service area using this approach to water treatment.
B8-F-Water Analysis Fundamentals		The Water Analysis Fundamentals Badge addresses selecting tests for analysis, reading and interpreting water analyses, and conducting and interpreting water tests.
	LA-F34-Selecting Tests for Analysis	Learn about selecting tests to detect the presence of water contaminants using field and laboratory tests, visual clues, water attributes, test results, measurement conversion, and an example case.
	LA-F35-Implications of Water Tests	Practice calculating the equivalent weight of reported substances and learn to interpret the results of water tests.
	LA-F36-Conduct and Interpret Water Tests	Learn which tests help you analyze suspected water contamination. Conduct 2 tests and review your results and recommendations with your mentor.
B9-F-Ridealongs		The Ridealong badge is earned by accompanying experienced water professionals on typical customer interactions, including sales calls, installation appointments, service calls, and deliveries.
	LA-F37-Ridealong	Participate in five "ridealongs" for sales, installation, service and/or delivery calls. Answer questions about your ridealong experiences in your Portfolio.

MEP Sales Module

Badge	Activity	Description
B10-S-Water Diagnosis and Solution Recommendations - Aesthetic Problems Badge		The Water Diagnosis and Solution Recommendations badge reflects practice and experience in diagnosing water problems and identifying appropriate solutions.
	LA-S1-Residential Customer Call	Observe an experienced sales person prepare for and conduct a residential sales call. Record your observations in your Portfolio and review the experience with your coach.
	LA-S2-Practice, Practice, Practice	Learn what makes a great sales person. Gain experience interacting with customers by exhibiting at a trade show or participating in a water clinic and practicing 3 common customer interactions. If you cannot participate in either of these activities, arrange to interview someone in your company who recently participated in a trade show or a water clinic.
	LA-S3-Solutions for Customers	With your coach, call on up to 5 customers whose water problems do not pose health hazards or require multiple treatment solutions.

MEP Installation Module

Badge	Learning Activity	Description
B14-I-General Installation Principles Badge		The General Installation Principles badge includes general installation topics that prepare learners for installation of POE and POU water treatment systems, including pipe cutting and joining, plumbing, and manufacturer training.
	LA-I1-Pipe Cutting and Joining	Learn about cutting and joining pipes made of different materials.
	LA-I2-Plumbing	Learn about plumbing codes, waste discharge, valves and other fittings, plumbing symbols, pipe materials, hangers and supports, and joining copper pipe.
	LA-I3-Manufacturer Training	Learn to install your company's water treatment systems or equipment.
B15-I-POE Equipment Installation - Preparation and Challenges Badge		The POE Equipment Installation Preparation and Challenges badge covers topics related to the preparation and challenges of installing POE equipment, including single tank, multiple tank and cartridge systems.
	LA-I4-Installing a POE Single Tank	Learn about installation standards, reading a work order, and installation requirements and procedures for a POE single pressurized tank.
	LA-I5-Installing POE Multiple Tanks	Learn about the POE installation sequence for multiple tanks or other treatment equipment, chlorine/chloramines treatment options, and installation sequence considerations.
	LA-I6-Installing a POE Cartridge	Learn about installation procedures for consumable POE cartridge filters (including UV systems) and the rationale for certain procedures.
	LA-I7-POE Installation Challenges	Learn about common installation challenges for POE systems, including electrical outlet issues, inadequate pressure, mixing plastic and metal pipe, and compensating for low water temperature.

MEP Installation Module (cont.)

Badge	Learning Activity	Description
B16-I-POU Equipment Installation - Preparation and Challenges Badge		The Water Quality Point of Use (POU) Installation Module represents proficiency in the installation of POU water treatment systems. In order to earn the Module, you must complete four badges: General Installation Principles, POU Equipment Installation Preparation and Challenges, POU Equipment Installation Practice, and Installation Safety and Sanitation.
	LA-I10-Making Holes for RO Faucets	Practice making faucet mounting holes for RO or cartridge filters.
	LA-I8-POU System Installation	Learn about common installation challenges for POU systems, including choosing a location, installing RO components and drain connection, doing the initial startup of RO systems, installing an RO assembly with the storage tank, and making tubing/piping connections.
	LA-I9-POU Installation Challenges	Learn about connecting RO systems to refrigerator icemakers and water dispensers, installing in basements, common POU installation challenges, pressure regulators and booster pumps, and common POU installation mistakes.
B18-I-POE Equipment Installation Practice Badge		The POE Equipment Installation Practice badge provides opportunities to practice the installation of POE systems, through ride-alongs, as well as supervised and unsupervised customer installations.
	LA-I11-POE Installation Ride-alongs	Participate in three POE installation ride-alongs and document your experiences.
	LA-I12-POE Installation Supervised Practice	Install three POE systems, under supervision, and document your experiences.
	LA-I13-POE Installation Unsupervised Practice	Install seven POE systems without supervision and document your experiences.

MEP Installation Module (cont.)

Badge	Learning Activity	Description
B19-I-POU Equipment Installation Practice Badge		The POU Equipment Installation Practice badge provides opportunities to practice the installation of POU systems, through ride-alongs, as well as supervised and unsupervised customer installations.
	LA-I15-POU Installation Supervised Practice	Install three POU systems, under supervision, and document your experiences.
	LA-I16-POU Installation Unsupervised Practice	Install seven POU systems without supervision and document your experiences.
	LA-I14-POU Installation Ride-Alongs	Participate in three POU installation ride-alongs and document your experiences.
B20-I-Installation Safety and Sanitation Badge		The Installation Safety and Sanitation badge covers safety considerations related to the installation of POE and POU systems.
	LA-I17-Sanitation and Safety	Learn about general sanitation best practices, disinfectant sanitizers, sanitation after an emergency boil advisory, well disinfection; chemical handling safety, hazard pictograms, electrical safety and GFCIs.

MEP Design Module

Badge	Learning Activity	Description
B11-D-Common Water Problems Badge		The Common Water Problems badge covers topics related to designing water treatment systems for customers with these problems: nitrates, bacterial contamination, iron/manganese/hydrogen sulfide, and arsenic.
	LA-D1-Designing a Water Treatment System	Learn the steps for designing a water treatment system. You will identify customer data, water tests, primary contaminant(s), treatment technologies, sequence for treatment methods, treatment system components, and elements of the customer presentation.
	LA-D2-Treating Nitrates in the Water - Customer #1	Design a water treatment system for an existing customer with nitrate/nitrite contamination.
	LA-D3-Treating Nitrates in the Water - Customer #2	Design a water treatment system for an existing customer with nitrate/nitrite contamination.
	LA-D4-Treating Bacterial Contamination in the Water - Customer #1	Design a continuous disinfection water treatment system for an existing customer that has bacterial contamination.
	LA-D5-Treating Bacterial Contamination in the Water - Customer #2	Design a continuous disinfection water treatment system for an existing customer that has bacterial contamination.
	LA-D6-Treating Iron, Manganese, and Hydrogen Sulfide in the Water - Customer #1	Design a water treatment system for an existing customer that has a combination of iron, manganese, and hydrogen sulfide in the water.
	LA-D7-Treating Iron, Manganese, and Hydrogen Sulfide in the Water - Customer #2	Design a water treatment system for an existing customer that has a combination of iron, manganese, and hydrogen sulfide in the water.
	LA-D8-Treating Arsenic in the Water - Customer #1	Design a water treatment system for an existing customer that has arsenic contamination.
	LA-D9-Treating Arsenic in the Water - Customer #2	Design a water treatment system for an existing customer that has arsenic contamination.

MEP Design Module (cont.)

Badge	Learning Activity	Description
B12-D-Identifying and Treating Regional Water Problems Badge		The Identifying and Treating Regional Water Problems badge covers topics related to designing water treatment systems for customers with regional water issues like Endocrine Disruptors and Pharmaceuticals, Radium/Barium/Radioactive Decay, and Tannins.
	LA-D10-Endocrine Disruptors and Pharmaceuticals	Address contamination by endocrine disruptors and pharmaceutical products found in drinking water by: understanding the occurrence of contamination, addressing customer concerns, and recommending effective treatment.
	LA-D11-Chromate, Uranium, Perchlorate, and Sulfate	Learn about the chemistry, health effects, and regulation of chromate, uranium, perchlorate and sulfate, and the treatment options for these regional water contaminants.
	LA-D12-Corrosion Control: pH and Alkalinity Modification	Learn about the causes of corrosion and the methods for modifying pH and alkalinity to control corrosion.
	LA-D13-Radium, Barium and Radioactive Decay	Learn how to address radium and barium found in drinking water by identifying sources and health hazards; removal or reduction; and avoiding breakthrough when using a water softener.
	LA-D14-Phosphates and Chloramines	Learn about the use of phosphates and chloramines for treating water, including the undesired effects of phosphates, disinfection with chloramines and treatment for chloramines.
	LA-D15-Tannins	Address tannin removal by identifying tannin characteristics, determining treatment options, and considering anion exchange resin regeneration.

MEP Design Module (cont.)

Badge	Learning Activity	Description
B12-D-Identifying and Treating Regional Water Problems Badge (cont.)	LA-D16-Anion Exchange	Learn about anion exchange.
B14-D-Pipe Sizing Badge	LA-D29-Calculating Pressure Loss in Distribution Systems	The Pipe Sizing badge represents proficiency in calculating pressure loss in distribution systems.
	LA-D29-Calculating Pressure Loss in Distribution Systems	Learn about pressure loss considerations; calculating pressure lost to gravity; selecting a pipe size; calculating pressure lost to pipes and fixtures; calculating theoretical dynamic pressure; pressure for water softener; measuring dynamic (actual) pressure; and addressing insufficient pressure.
B13a-D-Practice Treating for Pharmaceuticals, Personal Care Products and Endocrine Disrupting Compounds in the Water Badge	LA-D29-Calculating Pressure Loss in Distribution Systems	The Practice Treating for Pharmaceuticals, Personal Care Products and Endocrine Disrupting Compounds in the Water badge provides opportunities to practice treating pharmaceuticals, personal care products and endocrine disrupting compounds in the water.
	LA-D29-Calculating Pressure Loss in Distribution Systems	Learn about pressure loss considerations; calculating pressure lost to gravity; selecting a pipe size; calculating pressure lost to pipes and fixtures; calculating theoretical dynamic pressure; pressure for water softener; measuring dynamic (actual) pressure; and addressing insufficient pressure.
	LA-D17-Treating for Pharmaceuticals, Personal Care Products and Endocrine Disrupting Compounds in the Water - Customer #1	Design a water treatment system for an existing customer who is concerned about contamination from pharmaceuticals, personal care products, and endocrine disrupting compounds.

MEP Design Module (cont.)

Badge	Learning Activity	Description
B13a-D-Practice Treating for Pharmaceuticals, Personal Care Products and Endocrine Disrupting Compounds in the Water Badge (cont.)		
	LA-D18-Treating for Pharmaceuticals, Personal Care Products and Endocrine Disrupting Compounds in the Water - Customer #2	Design a water treatment system for an existing customer who is concerned about contamination from pharmaceuticals, personal care products, and endocrine disrupting compounds.
B13b-D-Practice Treating Chromate, Uranium, Perchlorate, and Sulfate in the Water Badge		The Practice Treating for Chromate, Uranium, Perchlorate and Sulfate in the Water badge provides opportunities to practice treating chromate, uranium, perchlorate and sulfate in the water.
	LA-D19-Treating Chromium, Uranium, Perchlorate and Sulfate in the Water - Customer #1	Design a water treatment system for an existing customer who has experienced contamination by chromium, uranium, perchlorate, sulfate, or a combination of these substances
	LA-D20-Treating Chromium, Uranium, Perchlorate and Sulfate in the Water - Customer #2	Design a water treatment system for an existing customer who has experienced contamination by chromium, uranium, perchlorate, sulfate, or a combination of these substances
B13c-D-Practice Corrosion Control Badge		The Practice Corrosion Control badge provides opportunities to practice corrosion control.
	LA-D21-Treating the Effects of Corrosion from Water - Customer #1	Design a water treatment system for an existing customer who has experienced the effects of and corrosion from the water.
	LA-D22-Treating the Effects of Corrosion from Water - Customer #2	Design a water treatment system for an existing customer who has experienced the effects of and corrosion from the water.
B13d-D-Practice Treating Radium, Barium and Radioactive Decay in the Water Badge		The Practice Treating Radium, Barium and Radioactivity Decay in the Water badge provides opportunities to practice treating radium, barium and radioactive decay.
	LA-D23-Treating Radium and Barium in the Water - Customer #1	Design a water treatment system for an existing customer who has experienced contamination by radium or barium.
	LA-D24-Treating Radium and Barium in the Water - Customer #2	Design a water treatment system for an existing customer who has experienced contamination by radium or barium.

MEP Design Module (cont.)

Badge	Learning Activity	Description
B13e-D-Practice Treating Tannins in the Water Badge		The Practice Treating Tannins in the Water badge provides opportunities to practice treating tannins.
	LA-D25-Treating Tannins in the Water - Customer #1	Design a water treatment system for an existing customer who has experienced contamination with tannins.
	LA-D26-Treating Tannins in the Water - Customer #2	Design a water treatment system for an existing customer who has experienced contamination with tannins.
B13f-D-Practice Treating Phosphates and Chloramines in the Water Badge		The Practice Treating Phosphates and Chloramines in the Water badge provides opportunities to practice treating phosphates and Chloramines.
	LA-D27-Treating Phosphate and Chloramines in the Water - Customer #1	Design a water treatment system for an existing customer who has experienced phosphate or chloramines contamination.
	LA-D28-Treating Phosphate and Chloramines in the Water - Customer #2	Design a water treatment system for an existing customer who has experienced phosphate or chloramines contamination.
B10-S-Water Diagnosis and Solution Recommendations - Aesthetic Problems Badge		The Water Diagnosis and Solution Recommendations badge reflects practice and experience in diagnosing water problems and identifying appropriate solutions.
	LA-S1-Residential Customer Call	Observe an experienced sales person prepare for and conduct a residential sales call. Record your observations in your Portfolio and review the experience with your coach.
	LA-S2-Practice, Practice, Practice	Learn what makes a great sales person. Gain experience interacting with customers by exhibiting at a trade show or participating in a water clinic and practicing 3 common customer interactions. If you cannot participate in either of these activities, arrange to interview someone in your company who recently participated in a trade show or a water clinic.
	LA-S3-Solutions for Customers	With your coach, call on up to 5 customers whose water problems do not pose health hazards or require multiple treatment solutions.

MEP Service Module

Badge	Learning Activity	Description
B21-T-Troubleshooting Treatment System Problems		The Troubleshooting Treatment System Problems badge covers topics related to the troubleshooting common problems related to RO, Softening, Anion Exchange, Filtration, Ozone, and Non-chemical systems. It also covers customer service practices.
	LA-T1-Methodology for Troubleshooting System Problems	Learn about the methodology for proper troubleshooting of water treatment system issues and answer questions in your Portfolio
	LA-T2-Troubleshooting RO System Problems	In this online learning activity, you will learn about troubleshooting RO system problems.
	LA-T3-Troubleshooting Softening System Problems	In this online learning activity, you will learn about troubleshooting Softening system problems.
	LA-T4-Troubleshooting Anion Exchange System Problems	In this online learning activity, you will learn about troubleshooting Anion Exchange system problems.
	LA-T5-Troubleshooting Filtration System Problems	In this online learning activity, you will learn about troubleshooting Filtration system problems.
	LA-T6-Troubleshooting Ozone or Chemical Injection Problems	In this online learning activity, you will learn about troubleshooting Ozone or Chemical Injection system problems.
	LA-T7-Troubleshooting Non-chemical Disinfection Problems	In this online learning activity, you will learn about troubleshooting Non-chemical Disinfection system problems.
	LA-T8-Good Customer Service Practices for Service Technicians	Learn about good customer service practices when servicing water treatment systems and answer questions in your Portfolio
B22-T-Practice Troubleshooting Common RO System Problems		The Practice Troubleshooting Common RO System Problems badge provides opportunities to practice troubleshooting common problems you might encounter related to this system. Practice includes supervised and unsupervised customer visits.
	LA-T9-Practice Troubleshooting Common RO Problems (Supervised)	Troubleshoot common problems with three RO systems, under supervision, and document your experiences.
	LA-T10-Practice Troubleshooting Common RO Problems (Unsupervised)	Troubleshoot common problems with seven RO systems without supervision and document your experiences.

MEP Service Module (Cont.)

Badge	Learning Activity	Description
B23-T-Practice Troubleshooting Common Softener System Problems		The Practice Troubleshooting Common Softener System Problems badge provides opportunities to practice troubleshooting common problems you might encounter related to this system. Practice includes supervised and unsupervised customer visits.
	LA-T11-Practice Troubleshooting Common Softener Problems (Supervised)	Troubleshoot common problems with three RO systems, under supervision, and document your experiences.
	LA-T10-Practice Troubleshooting Common RO Problems (Unsupervised)	Troubleshoot common problems with seven RO systems without supervision and document your experiences.
B24-T-Practice Troubleshooting Common Backwashing Filtration System Problems		The Practice Troubleshooting Common Backwashing Filtration System Problems badge provides opportunities to practice troubleshooting common problems you might encounter related to this system. Practice includes supervised and unsupervised customer visits.
	LA-T13-Practice Troubleshooting Common Backwashing Filtration System Problems (Supervised)	Troubleshoot common problems with three backwashing filtration systems, under supervision, and document your experiences.
	LA-T14-Practice Troubleshooting Common Backwashing Filtration System Problems (Unsupervised)	Troubleshoot common problems with seven backwashing filtration systems without supervision and document your experiences.
B25-T-Practice Troubleshooting Common Non-backwashing Filtration System Problems		The Practice Troubleshooting Common Non-backwashing Filtration System Problems badge provides opportunities to practice troubleshooting common problems you might encounter related to this system. Practice includes supervised and unsupervised customer visits.
	LA-T15-Practice Troubleshooting Common Non-backwashing Filtration System Problems (Supervised)	Troubleshoot common problems with three non-backwashing filtration systems, under supervision, and document your experiences.

MEP Service Module (Cont.)

Badge	Learning Activity	Description
B26-T-Practice Troubleshooting Common Ozone or Chemical Injection System Problems		The Practice Troubleshooting Common Ozone or Chemical Injection System Problems badge provides opportunities to practice troubleshooting common problems you might encounter related to this system. Practice includes supervised and unsupervised customer visits.
	LA-T17-Practice Troubleshooting Common Ozone or Chemical Injection System Problems (Supervised)	Troubleshoot common problems with three ozone or chemical injection systems, under supervision, and document your experiences.
	LA-T18-Practice Troubleshooting Common Ozone or Chemical Injection System Problems (Unsupervised)	Troubleshoot common problems with seven ozone or chemical injection systems without supervision and document your experiences.
B27-T-Practice Troubleshooting Common Disinfection System Problems		The Practice Troubleshooting Common Disinfection System Problems badge provides opportunities to practice troubleshooting common problems you might encounter related to this system. Practice includes supervised and unsupervised customer visits.
	LA-T19-Practice Troubleshooting Disinfection System Problems (Supervised)	Troubleshoot common problems with three non-chemical disinfection systems, under supervision, and document your experiences.