

In-House Peer-to-Peer Training

CBT – EOCP Pilot Project
P2P

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Utility Operations

- **Operator Certification Categories:**

- Water Distribution (WD)
- Water Treatment (WT)
- Wastewater Collection (WWC)
- Wastewater Treatment (WWT)

- **EOCP** – Environmental Operators Certification Program

(Agency in BC responsible for certification of those working in the water & wastewater fields)

- **CBT** – Columbia Basin Trust (Best thing since sliced bread)

FUNDAMENTAL PROBLEM

Difficulty Recruiting & Retaining:

- Qualified (Certified) Utility Operations Personnel
- Experienced Utility Personnel (entry – management)
- Employees Interested in Furthering a Career (in small towns)

Many utilities are out of compliance with operating permits

Operating Permits require Operators certified to the class of the facility (1 – 4)

Problem is widespread in small town, rural, and remote Canadian communities

Not a significant challenge in the lower mainland & Okanagan regions

PROBLEM No. 2

- 3,500 EOCP Certified Water & Wastewater Operators in BC
- Each Operator Requires 2.4 CEU's Every Two Years (provincial total = 42,000 hrs/yr.)
- 1 CEU = 10 Contact Hours of Training
- Therefore 24 Hrs of Relevant Training Req'd Every Two Years = 12 hrs/yr/Operator

PROBLEM No. 3

Training Is Only Available in Major Centres

- Lower Mainland
- Vernon
- Calgary

Option - Bring in Trainer from Major Centre

HUGE Problem in Small Town, Remote, & Rural Canada

PROBLEM No. 4

COST:

For a single 1.2 CEU (2 day) Course

Airfare	Cranbrook to Vancouver	\$ 400
Taxi	Airport to Hotel (Rtn)	\$ 120
Hotel	3 Ngts. @ \$150/ngt.	\$ 450
Meals	3 days @ \$80/day	\$ 240
Registration (Average Cost)		<u>\$ 800</u>

ROUGH TOTAL (if lucky)

\$2,010/yr./Operator

ADDITIONALLY:

Cost of Lost Labour

- 4 days x 8 hours x \$35/hr Payroll Cost \$1,120

Total Cost = \$2,010 + \$1,120 = \$3,130/Operator/yr

On Top of the Cost!!!!

- Utility is down 1 Operator for 3 – 4 days
- *Common Operator complaint – Much of the training is not relevant to their utility. They take training to get CEUs.*

OPTIONS:

1. Do Nothing
2. Keep Doing What You've Been Doing (insanity)
3. Hope things Get Better (naïve)
4. Demand Someone Else Solve Your Problem
5. ***GROW YOUR OWN!!!***

ONE Grow Your Own Option

CBT – EOCP Pilot Project

- Utilize Existing Resources (EOCP TR & the CBT network)
- Develop In-House Peer-to-Peer Training (P2P)
 - Operators Train Operators
 - During Working Hours
 - On Processes Used by the Utility

To Be a Recognized Instructor

You Only Need:

- 3 yrs. Experience at a particular 'Task'
- 2 People to Vouch for You (pre-printed reference letter)
- Acceptance by 2 EOCP Subject Matter Experts (SMEs)

Note: SMEs are active industry practitioners

P2P TRAINING DETAILS

- Training Duration – ½ hr to 6 hrs per day
- Short Duration Training Events Preferred
- Topic, Product, or Process Specific
- Instructor gets 2 x CEU value First Time
- Student gets CEU value When Training
Review Form Submitted to EOCP (rates Instructor)

In-House Peer-to-Peer Training

THE FIVE STEPS

(Component Servicing)

1. Instructor explains the role of the equipment and the specific component that is to be the topic of the training activity
2. Dismantle and re-assemble the component while describing each step
3. Coach the student through the dismantle and re-assembly process
4. Student dismantles and re-assembles component with only minimal input from instructor; when requested by student
5. Student describes role of component, safety, and operational precautions to be taken prior to dismantle and reassembly, the process to be followed, and the tools necessary to dismantle and reassembly of the component

P2P BENEFITS - Employee

- **Everyone Knows Something** (people like to share)
- **Most Training is One-on-One** (less intimidating to student)
- **Training at Familiar Site** (no classroom where student being yelled at)
- **Instructor Gains Respect for Knowledge**
- **Student Not Intimidated** (1 on 1 with someone they know)
- **Program Favours 'Hands-On' Activities** (best way to learn)
- **Training Relates to Real Work Activities** (unique to utility)
- **Student Can Apply Knowledge Immediately** (contribute to workplace)
- **Student & Instructor Get CEUs** (side benefit)

P2P BENEFITS - Employer

- Relevant Work Place Training
- Preparation of Training requires Thought & Research by Instructing Employee
- Instructor Ownership of Training
- Encourages All Employees to Share Knowledge
- Generates Respect & Confidence in Workforce
- Employee Remains On-Site
- Extremely Low Cost (less than 20% of conventional cost)

CBT – EOCP Pilot Project

Preliminary Results:

In Cranbrook:

- High Employee Uptake
- Task Related Knowledge is Shared in a BIG way
- Employees now look at routine tasks with a view to teaching others
- Entry level employees are learning relevant tasks before being thrown into the task
- Less “Fake it till you make it” behaviour
- Employees are learning to teach others
- Pride is being developed by those instructing
- Employees obtaining CEUs (minimal cost to employer)