

How to Host an NRPA Aquatic Facility Operator (AFO) Course



NRPA Contracted Instructor

HOW TO HOST AN NRPA AQUATIC FACILITY OPERATOR COURSE – Contracted Instructors

This host handbook information is intended for AFO course hosts that are contracting with NRPA to provide an AFO instructor. If you are going to contract directly with an instructor you must follow the Independent Instructor host handbook.

- 1. **DATE** Submit an AFO course reservation form by email or fax. **You must submit the course request form as soon as you decide to offer the course, a minimum of 6 weeks before the date of the course, to allow for NRPA to schedule an instructor.** You will need to select someone to be the main contact for the course, and give us his or her name and telephone number. All questions about the course will be referred to that person. All courses private or public need to be scheduled with NRPA. Materials will not be sent to a site without a reservation form on file.
- 2. **LOCATION** This course DOES NOT require the use of a swimming pool. The location should be set up in classroom style with tables and chairs for the participants. The participants should be seated 2 per 6 foot table during the certification exam. Please ensure that the course location is accessible for persons with disabilities.

Make sure the meeting room can comfortably seat all of the participants, with space in the front for the A-V equipment and an instructor table.

- 3. **EQUIPMENT** It is important to make sure the audio-visual equipment is in good working order and is set up in the room at least one half hour before the course is to begin. Standard required equipment is an LCD projector, flip chart with markers and/or dry-erase board. Instructors will provide a laptop computer for the presentation.
- 4. **COURSE PROMOTION** NRPA will provide you with a "Marketing Toolkit" to assist you in the promotion of your AFO course. This toolkit will include sample registration forms, sample AFO course brochures, NRPA and AFO logos and a proposed marketing timeline. NRPA-AFO logos must be included in all of the course promotion. The logos will be provided to you in the toolkit. Your course promotional material should contain the date and location of the course, registration fees, where to send payment, to whom checks should be made payable, information about accommodations for persons with disabilities, and any other pertinent information.

6. REGISTRATION

- a) Set up registration forms and processes for your course. All registration fees are collected by the host. Sample registration forms may be found online at www.nrpa.org/afo in the marketing toolkit.
- b) Suggested registration fees for the AFO course are:

Standard two-day course \$260-275 per person

Two and one-half day course \$275-300 per person

Please indicate clearly on the form any additional fees.

- c) Provide the participants with confirmation of his/her registration. The confirmation should include location and times, hotel information, directions to the course, and the name and phone number of someone who will be available the first morning of the course to answer last minute questions and handle any emergencies.
- d) If you will have online registration available to your participants or registration information posted online include the website on the course reservation form.

- e) Be sure to state your refund policy. You may charge an administrative fee for cancellations. You will be charged for all materials that you order unless they are returned to the NRPA office.
- 7. **PARTICIPANTS** The course requires a **minimum of 20 participants** and should have a maximum of **60 participants**. If you do not have the minimum required number of participants your course may be cancelled. More than 60 participants is allowable only if the course site can accommodate that large of a group. *Please contact NRPA if extenuating circumstances arise*.
- 8. **COURSE and EXAM MATERIALS** Order your course and exam materials NO LATER than <u>15 business</u> <u>days</u> before your course. You will be charged for expedited delivery if you order your materials late.

You <u>are required</u> to provide the participants with the course materials a <u>minimum of two weeks</u> before the course. Advise the participants that they need to read the manual in advance of the course and bring their materials with them when they come to the course.

- 9. **COURSE SPONSORS** You may solicit sponsors to help offset your course expenses (i.e. food and beverage, facility fees, etc.), HOWEVER the sponsors are not permitted to promote, sell, advertise or solicit participants during the course and exam. You also may not include any sponsor logos or product information with the course materials.
- 10. **ON-SITE** You must provide a staff person to manage all of the on-site logistics during the course and exam (i.e. check in, name badges, etc.)
- 11. **PAYMENT** NRPA accepts checks, credit cards and purchase orders as payment for your course and exam materials. Payment for course material must be made at the time you place your order. Refunds will be issued only for unused unopened course manuals. The refund will not be issued until the unused materials are received back at NRPA headquarters. Payment for exam materials will be billed following the receipt of the exam materials.
- 12. **CERTIFICATION EXAM** The AFO Certification Exam will be administered by the course instructor beginning at 3:00 the second afternoon of the course. The instructor will proctor the exam as well as grade the exams on site. Upon successful completion of the exam the instructor will provide the participant with a temporary AFO certificate and wallet card. NRPA will send digital copies of the AFO certificate to candidates upon receipt of the electronic roster. Candidates can request printed copies of the certificate be mailed upon receipt of their digital copy.
- 13. **RESULTS** You must provide NRPA with an electronic roster of exam participants and exam results in the appropriate electronic format. NRPA will provide a Microsoft Excel template with the required information. Successful AFO candidates will not be added to the national listing until the roster is provided to NRPA staff. Candidates must provide their email address in order to receive AFO certificates. **The exam roster and examination materials must be returned to NRPA within 10 business days of course and exam completion.**

This is a brief overview of the hosting process. Please contact NRPA with any additional questions you may have.

Aquatic Facility Operator

Course Reservation Request

Course Date:	
Course Location:	
Anticipated Nu	mber of Attendees:
Will NRPA be p	roviding the instructor(s) or will this be your responsibility?
	☐ NRPA contracted instructor ☐ Independent instructor
Instructor(s):	
Host Organization/C	ompany:
Contact Name:	
Address:	
City:	St: Zip:
Phone:	
Fax:	
Email:	
Webpage:	

Submit To:

National Recreation & Park Association 22377 Belmont Ridge Road Ashburn, VA 20148 Email: afoinstructors@nrpa.org

Phone: 800-677-2236 Fax: 703-858-0794



COMPLETE ONE FORM PER COURSE



AFO Course Material Request Form (Contracted)

National Recreation and Park Association attn. AFO

Return request to:

attn. AFO 22377 Belmont Ridge Rd, Ashburn, VA 20148 Or fax to 703-858-0794

	ATE
(Orders must be received at least <u>10 business days</u> prior to the cou will apply. Any additional fees acquired for late requests will be a shipping).	
COURSE LOCATION	
Contact Name	
Contact Plane Contact Phone Number Email	
Shipping Address City State	
Email Address for Score Roster	
AFO PACKET WITH EXAM (Packet fee includes: manual, slide rule, handouts, practice quiz, exa	
RETESTS/RECERTIFICATION EXAMS @ \$ (One certificate and wallet card will be sent with each exam)	65
Orders will be billed at when the return checklist and materials are return costers, exam score sheets and unused certificates must be returned to N course.	
Form of Payment Check Invoice/	PO Number
Credit Card Type Account #:	
Card Expiration Date: Would you like	e a copy of your receipt emailed to you? Yes No
Signature:	

Aquatic Facility Operator (AFO) Host Agreement between The National Recreation and Park Association and

(hostin	ag agency name)
	ociation (NRPA) provides the Aquatic Facility Operator eds of those who operate public, semi-public, and private
WHEREAS, the AFO program is the most advance for persons managing and operating aquatic facilities	d, state-of-the-art educational training program in the nation es;
WHEREAS, the NRPA estimates there are more that aquatic facilities in communities who could benefit	an 200,000 public and semi-public swimming pools and by this training program;
management, purchasing, and program development	we to management and operational needs such as risk at in addition to the technical operation of filters, pumps, cals, all of which are necessary for safe and efficient aquatic
WHEREAS, the NRPA believes an aggressive distrusterpark facilities;	ribution of its AFO program will provide safer pool and
WHEREAS,(hosti	ng agency) desires to become an authorized provider of the
WHEREAS,(hosti NRPA's AFO Instructor Training Program and to u and	ng agency) agrees to only utilize instructors trained through phold course guidelines, policies and procedures as outlined;
NOW THEREFORE, be it resolved that	(hosting agency) and the National ovide this training program to all swimming pool and ier and safer aquatic environment for all citizens.
	onths from the date of execution by NRPA, and should by do so by giving 90 days written notice to the other party.
For: National Recreation and Park Association	For:
By:	(Hosting Agency) By:
Date/	Date/

EXAM PROCEDURES

Exam Facilitation

The course hosts/instructors will order the appropriate number of AFO exams packets 3 weeks prior to the date of the course/exam using the NRPA material request form. Each exam packet includes an exam booklet, one score sheet per participant, one temporary certificate, and a score report roster. NRPA will mail or email the requested amount of course materials, exams, certificates and wallet cards to the host/instructors at least one week prior to the course. **Course, exam or certificates may not be photocopied at any time**. The course instructor/proctor (only AFO instructors trained by the NRPA are authorized to proctor the exam) will follow the exam proctoring procedures (Appendix A). The candidates will have 3 hours to complete the open book exam.

ADA Compliance

The NRPA complies with the Americans with Disabilities Act by ensuring that no individual with a disability is deprived of the opportunity to take an examination solely by reason of disability. All registration materials must include a statement regarding special accommodations.

A candidate who has a disability may request a special accommodation; the request must be submitted in writing at the time of exam registration to the course host. The request form is available online at www.nrpa.org/AFO (Appendix B). The course host/instructor will work collaboratively with NRPA to ensure all approved reasonable accommodations are met.

Services for ESL Candidates

- A. English as a Second Language
 - 1. Time Extension If a candidate's primary language is not English and he or she wants to request a time extension he/she must be submit a request to the host for a time extension at the time of registration for the course. The proctor may allow 90 minutes to the time allowed for the exam.
 - 2. Translation Dictionary If a candidate's primary language is not English and he or she wants to use a strict translation dictionary (book form only, no electronic dictionaries allowed), he or she must submit a request to the host at the time of registration. Unless a time extension is also requested the candidate will be required to complete the exam within the standard 3 hours. The dictionary will be inspected prior to use to ensure exam security.

Exam Scoring

The passing score for the examination reflects the amount of knowledge that a committee of experts has determined to be appropriate for the AFO certification. The exam committee will work with the professional testing company to evaluate each item on the examination in order to identify the passing point.

Upon completing the exam the candidate will submit their exam booklet and score sheet to the exam proctor. The proctor will score the exam using the scoring key provided by the NPRA. Those candidates achieving the desired passing percent will be awarded certification. Candidates that do not achieve the desired passing score will be required to retake the exam at a later date. Candidates will not be permitted to go back and change answers to meet the desired passing score.

The following items must be returned to NRPA within 10 business days of the exam (see Appendix C for the return checklist);

- o All used and unused exams and individual score forms
- o All unused certificates and wallet cards
- o Demographic surveys
- o CEU Roster
- o E-mail the completed score roster to certification@nrpa.org (Appendix D)

Shipping charges are the responsibility of the host/instructor. All packages must be returned with a tracking number. All candidates will be entered into the NRPA AFO Certification database to ensure accurate records are available for all AFOs.

Auditing of Score Rosters

The NRPA certification staff will verify the score roster (Appendix D) with the completed individual score sheets to ensure consistency. Exams, score sheets, certificates and wallet cards will be inventoried upon receipt. NRPA certification staff will contact the host/instructor to rectify any inconsistencies with the documentation. Hosts and proctors with repeated inconsistencies may be subject to disciplinary actions as determined by the AFO certification committee.

All course contacts will receive an electronic version of the AFO Score Roster upon scheduling an AFO course. This electronic document should be sent to the exam proctor for completion. Completing the score roster is an essential step following the completion of the AFO exam. NRPA staff will use the AFO Score Roster to ensure the proper information relating to the AFO examination candidate is stored in the NRPA database. The roster must be completed to include each candidate's contact information, grades, scores, test dates, certification number, contact information and the tracking number for the exam materials returned to NRPA. All information and documents must be returned to NRPA no later than 10 business days following the date of exam.

Re-examination

Candidates that were unsuccessful in passing the AFO exam may apply to retake the exam within 24 hours of notification of their failing grade. Candidates will refer to the <u>AFO course calendar</u> to determine a scheduled exam accessible to them and call the course contact; or contact the host/instructor of the course they attended to schedule to retake the exam. Candidates may also contact the NRPA certification division for assistance with facilitating the reexamination.

Instructors/hosts will follow the same procedures for administering/proctoring the retake exam as for the initial exam. Re-examinations must be proctored by a NRPA trained AFO instructor or by an NRPA authorized testing facility.

Release of Information

The NRPA is committed to protecting the confidentiality of candidate records and have adopted policies to ensure their privacy. Candidate's examination scores are not routinely released to any third party. Notification of pass/fail goes directly from the host/instructor to the NRPA. Successful candidates are added to the NRPA AFO registry available at www.nrpa.org/AFO.

Appeals

Applicants desiring to appeal their examination score may write a letter of appeal to the AFO certification committee. In the letter, candidates should state reasons why they do not agree with the examination outcome. Written appeals must be received within sixty (60) days of the examination date for the appeal to be considered.

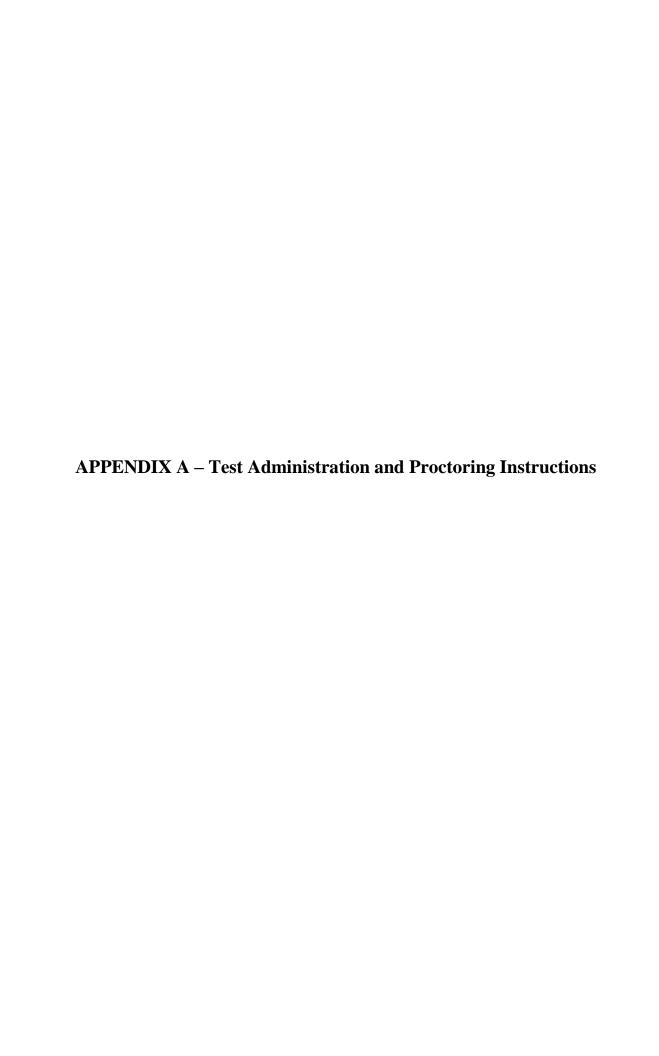
Renewal Requirements

Renewal of the AFO Certification ensures that professionals are knowledgeable of the current best practices in aquatic facility operation and management.

There are two methods of renewing the AFO certification by the candidate's expiration date. The first method is through successfully passing the <u>AFO exam</u>. The second method is through the renewal application (Appendix E) process which includes the completion of 2.0 Continuing Education Units (CEU) in the aquatics field see.

Fees and Charges

- A. Exam Fee Hosts/Instructors will be charged \$175.00 per exam packet. The exam packet will include the exam and score sheet. All exam packets must be returned to NRPA. The instructor/host will only be billed for the used exams.
- B. Certificates and wallet cards Free with the purchase of an exam packet. Unused certificates and wallet cards must be returned to NRPA within 10 business days of the exam.
- C. Retake Exam Fee Candidates wishing to retake the AFO exam at a facility set-up (college or university testing center) by NRPA will be charged \$80.
- D. Renewal Application and Exam Fee \$99.00 required every 5 years for either an exam or renewal by CEUs.
- E. Return Shipping Charges the host/instructor is responsible for all charges related to the return of all exam packets, certificates and wallet cards.



AFO Test Administration & Proctoring Instructions

Please find enclosed the materials you will need in order to administer the Aquatic Facility Operator (AFO) examination. At any time you have questions concerning the test administration please feel free to contact the NRPA Certification Division at 1-800-626-6772. The following activities **MUST** be completed in order to administer this examination and give each candidate an equal opportunity to take the examination:

Receiving Exam Materials

Verify that you have received the correct number of exams packets for your upcoming course. Each exam packet will include an exam booklet and score sheet. Ensure that examination packets are kept in a secure location until just prior to handing them out to the candidates.

Proctoring the Exam

- 1. Proper ID must be checked for each candidate
- 2. Candidates should be seated approximately 3 feet apart
- 3. Candidates are instructed to turn off their cell phones
- 4. Candidates are asked to complete the demographic survey
- 5. Candidates are permitted to use the "Aquatic Facility Operator Manual", a slide rule and a basic calculator during the exam. Candidates may use scratch paper and pencils provided by the instructor.
- 6. The exam booklets and individual score sheets are distributed to each candidate. Once the exams are distributed candidates will be instructed not to converse with each other.
- 7. Instruct candidates to enter their name, demographic information, and the exam booklet number (the exam booklet # is very important, this will become the candidates certification # if they pass the exam) on the score sheet.
- 8. Instruct candidates to ensure all answer "bubbles" are filled.
- 9. Candidates are informed that they have 3 hours to complete the exam.
- 10. The proctor should remain in the testing room for the duration of the exam.
- 11. Candidates may use the restroom as needed however all exam materials must remain in the testing room.
- 12. The exam proctor should notify candidates of the time every hour and every quarter 3^{rd} hour of the exam.
- 13. Upon completing of the exam the candidate will submit the exam booklet, the score sheet, scratch paper and the demographic survey to the exam proctor. **ALL** exam booklets must be accounted for.

Scoring the Exam

Upon the candidate completing the exam the host/instructor will use the answer key provided by NRPA to score the exam. Candidates that score 78% or higher will receive the AFO certification. Candidates are not authorized to change incorrect answers to obtain a passing score. Candidates who fail the exam will be required to take the exam at a later date (at least 24 hours from completing the initial exam).

Issuing Certificates and Wallet Cards

Candidates that receive a passing score will be awarded an AFO Certificate and wallet card. An electronic template has been provided for assistance with entering the candidates' name and certification cycle. The AFO's certification number can be found on their exam booklet and should be entered on the individual score sheet and group score roster.

AFO CERTIFICATION CYCLES		
Exam Date	Certification Cycle	
Any day in January - June	June 30 th – five years later	
	(Example: June 30, 2014 – June 30, 2019)	
Any day in July – December	December 31 st – five years later	
	(Example: December 31, 2014 –	
	December 31, 2019)	

Returning Exam Materials

At the conclusion of the examination all exams, score sheets, demographic surveys, and unused certificates should be returned to NRPA. The score roster must be submitted to NRPA electronically before any candidate information will be entered into the NRPA database. All return shipping fees are the responsibility of the host/instructor. The host/instructor will be billed for all used exam packets.



Attn: Certification Division 22377 Belmont Ridge Road Ashburn, VA 20148-4501





REQUEST FOR SPECIAL EXAMINATION ACCOMMODATIONS

If you have a disability covered by the Americans with Disabilities Act, please complete this form and the Documentation of Disability-Related Needs on the reverse side so your accommodations for testing can be processed efficiently. The information you provide and any documentation regarding your disability and your need for accommodation in testing will be treated with strict confidentiality.

Name (Last, First, Middle Initial) Mailing Address City State Zip Code Daytime Telephone Number SPECIAL ACCOMMODATIONS I request special accommodations for theexamination. Please provide (check all that apply):Special seating or other physical accommodationReaderExtended examination time (time and a half)Distraction-free roomLarge print examination (paper and pencil administration only)Circle answers in examination booklet (paper and pencil administration only)Other special accommodations (Please specify.)	CANDIDATE INFO	ORMATION	
City State Zip Code Daytime Telephone Number SPECIAL ACCOMMODATIONS I request special accommodations for the	Name (Last, First,	Middle Initial)	
Daytime Telephone Number SPECIAL ACCOMMODATIONS I request special accommodations for the	Mailing Address		
SPECIAL ACCOMMODATIONS I request special accommodations for the	City	State	Zip Code
I request special accommodations for the	Daytime Telephor	e Number	
Please provide (check all that apply): Special seating or other physical accommodation Reader Extended examination time (time and a half) Distraction-free room Large print examination (paper and pencil administration only) Circle answers in examination booklet (paper and pencil administration only)		accommodations for the	
	Special Reader Reader Extende Distracti Large pr Circle ar administration or	check all that apply): seating or other physical accommoda d examination time (time and a half) on-free room int examination (paper and pencil ac nswers in examination booklet (pape	dministration only) r and pencil

Return this form with your examination application to the AFO host contact.

DOCUMENTATION OF DISABILITY-RELATED NEEDS

Please have this section completed by an appropriate professional (education professional, physician, psychologist, psychiatrist) to ensure that NRPA is able to provide the required examination accommodations.

PROFESSIONAL DOC	CUMENTATION				
I have known Date	Examination Candidate Professional Title			/	_ in my capacity as a
because of this candida	ed with me the nature of the examinate's disability described below, he isted on the reverse side.				
Description of Disability	<i>y</i> :				
Signed:		T	_ 'itle:		
Printed Name:					
Telephone Number:					
Date:	License # (if applicable)	:			

Return this form with your examination application to the AFO host contact.





AFO Course Return Checklist



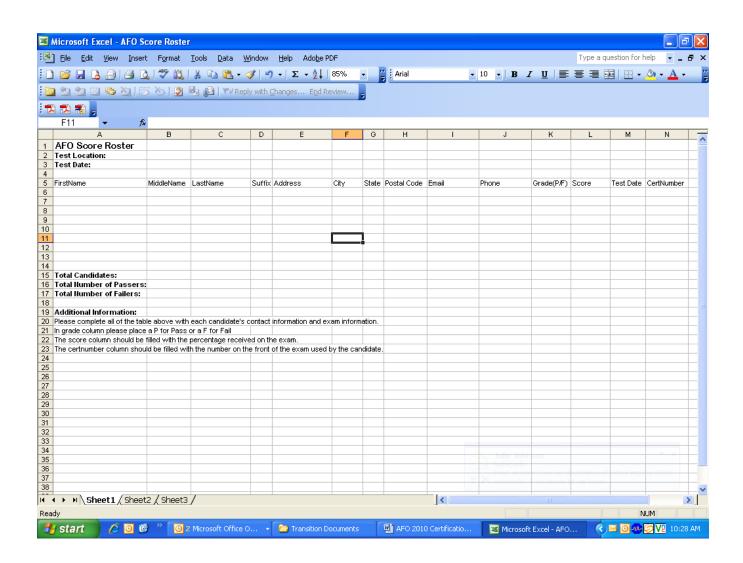
The Return	Checklist and listed materials must b	be sent to NRPA within 10 business days of exam date.
	Exams included (Numbers three	ough)
	Number of answer sheets included (Co	ompleted and unused)
	CEU Roster	
	Unused Course Manuals (if applicable	
	Answer Key	
Electronic ch	hecklist (e-mail to: afoinstructors@nrpa	a.org)
	Score roster submitted	
This sheet m	nust be returned to NRPA with all mater	ials listed above.
Host/Instruct	etor Signature S	Staff Signature upon receipt
Date		Date

Send checklist and materials to within 10 business days of exam date to:

National Recreation and Park Association
attn. AFO

22377 Belmont Ridge Rd, Ashburn, VA 20148
Or fax to 703-858-0794









Aquatic Facility Operator (AFO) Continuing Education Unit (CEU) Renewal Application

Return application to: **National Recreation and Park Association** CL#500007 PO Box 5007 Merrifield, VA 22116-5007

**Requests must be received at	least 45 days pric	or to expiration to ensure co	ontinuance of certification
First Name:	MI:	Last Name:	
Home/Work (please circle) Address:			
City:		State:	Zip:
Home Phone:		Work Phone:	
Email Address:			
examination to recertify. Proof AFO certification must fall into on the AFO certification must have a minimal and the AFO certification of the AFO certification in the AFO certification must fall into on the AFO certification must have a minimal and the AFO certification must have a minimal and the AFO certification the AFO certification must have a minimal and the AFO certification the AFO certification must have a minimal and the AFO certification of the AFO certification must have a minimal and t	of CEUs must be pone of the following sary to recertify (2 um of .5 CEUs from NRPA or any group PA National Confere learning courses	orovided with this application of topic groups and must meet an OCEUs over the 5 year cert meach group (see Group A proffering educational opportunction, state recreation confering education conference, state recreation confering education.	n. CEUs submitted to renew and the following criteria: cification cycle). and B, below). tunities that issue Continuing perences and regional
Group A - Health Department co Chlorine and chemical types, San Water testing, Chemical dosages, and control, Design consideration	itation, Breakpoint Pool problems and	/Super chlorination, Pool wad solutions, Alternate sources	ater balance, Stabilization, s of disinfection, Automation
Group B - Preventative maintena	ance, Safety consid	erations, Aquatic facility lea	dership/management, Aquatic

Examples of CEUs that will not be accepted - Swimming techniques, instruction or coaching, WSI, Lifeguarding, CPR, Other non-technical or non-managerial topics, or the CPSI course.

Application fee - \$99.00

Form of Payment Check	_ Credit Card Type
Account #	_ Card Expiration Date:
Signature:	

AFO HOST ACHKNOWLEDGEMENT FORM

Please return this page with an authorized signature signifying your understanding and acceptance of this information.

Matthew Cowan, NRPA

1-800-677-2236

Education Program Specialist

Company or agency
Authorized Signature
Date
Please don't hesitate to call if there are any problems or questions: