



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



Contracted Instructor Information

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.

5. 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 \$275-\$315 per person

Please indicate clearly on the form any additional fees.

- a) 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.
- b) If you will have online registration available to your participants or registration information posted online include the website on the course reservation form.

- c) 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.

6. **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.*
7. **COURSE and EXAM MATERIALS** Order your course and exam materials **NO LATER than 20 business days** before your course. You will be charged for expedited delivery if you order your materials late.
- You **are required** to provide the participants with the course materials a **minimum of two weeks** 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.
8. **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.
9. **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.)
10. **PAYMENT** NRPA accepts checks, credit cards and purchase orders as payment for your course and exam materials. Payment for course materials 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.
11. **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.
12. **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.**

NRPA is unable to validate a certification for any candidate, regardless of circumstance, unless the following documentation is received by NRPA staff following an exam administration:

- **Digital Score Report in Excel Format (Candidate Emails are required)**
- **Exam Booklet with completed candidate information and signature**
- **Completed answer sheets with completed candidate information**

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



**AFO Course
Material Request Form
(Contracted)**



National Recreation and Park Association
attn. AFO
22377 Belmont Ridge Rd, Ashburn, VA 20148
Or fax to 703-858-0794

COURSE DATE _____ **ORDER DATE** _____

(Orders must be received at least 10 business days prior to the course start date or additional fees will apply. Any additional fees acquired for late requests will be added to your bill (i.e. rush shipping).

COURSE LOCATION _____

Contact Name _____

Contact Phone Number _____ Email _____

Shipping Address _____

City _____ State _____ Zip _____

Email Address for Score Roster _____

AFO PACKET WITH EXAM _____ @ **\$180** _____

(Packet fee includes: manual, slide rule, handouts, practice quiz, exam, certificate and wallet card)

RETESTS/RECERTIFICATION EXAMS _____ @ **\$65** _____

Orders for manuals will be invoiced at the time you place your order. Refunds will be issued only for unused, unopened course manuals. Course hosts are encouraged to order additional material in the event of last minute registrations. Electronic score rosters, ALL exam booklets and answer sheets must be returned to NRPA within 10 days following the course. Upon receipt, you will be invoiced for used exams.

Form of Payment Check _____ Invoice/PO Number _____

Credit Card Type _____ Account #: _____

Card Expiration Date: _____ Would you like a copy of your receipt emailed to you? ☐ Yes ☐ No

Signature: _____

Aquatic Facility Operator

Course Reservation Request

Course Date: _____

Course Location: _____

Anticipated Number of Attendees: _____

Will NRPA be providing the instructor(s) or will this be your responsibility?

☐ NRPA contracted instructor ☐ Independent instructor

Instructor(s): _____

Host Organization/Company: _____

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

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

(hosting agency name)

WHEREAS, the National Recreation and Park Association (NRPA) provides the Aquatic Facility Operator (AFO) certification course designed to meet the needs of those who operate public, semi-public, and private recreational pool and waterpark facilities;

WHEREAS, the AFO program is the most advanced, state-of-the-art educational training program in the nation for persons managing and operating aquatic facilities;

WHEREAS, the NRPA estimates there are more than 200,000 public and semi-public swimming pools and aquatic facilities in communities who could benefit by this training program;

WHEREAS, the AFO program is especially sensitive to management and operational needs such as risk management, purchasing, and program development in addition to the technical operation of filters, pumps, controllers, mechanical equipment, and pool chemicals, all of which are necessary for safe and efficient aquatic facility operation;

WHEREAS, the NRPA believes an aggressive distribution of its AFO program will provide safer pool and waterpark facilities;

WHEREAS, _____ (hosting agency) desires to become an authorized provider of the NRPA AFO program; and

WHEREAS, _____ (hosting agency) agrees to only utilize instructors trained through NRPA's AFO Instructor Training Program and to uphold course guidelines, policies and procedures as outlined; and

NOW THEREFORE, be it resolved that _____ (hosting agency) and the National Recreation and Park Association hereby agree to provide this training program to all swimming pool and aquatic facilities with the goal of providing a healthier and safer aquatic environment for all citizens.

FURTHERMORE, this agreement is valid for 24 months from the date of execution by NRPA, and should either party wish to rescind this agreement, they may do so by giving 90 days written notice to the other party.

For:
National Recreation and Park Association

By: _____

Date / /

For: _____
(Hosting Agency)

By: _____

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 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 NRPA. 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);

- All used and unused exams and individual score forms
- All unused certificates and wallet cards
- Demographic surveys
- CEU Roster
- 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 AFO course calendar 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 AFO exam. The second method is through the renewal application 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.

APPENDIX A – Test Administration and Proctoring Instructions



AFO Test Administration & Proctoring Instructions

This packet includes the materials needed to administer the Aquatic Facility Operator (AFO) examination. Please contact the NRPA Certification Division if you have any questions concerning the test administration at 1-800-626-6772 or certification@nrpa.org

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

Please verify that you have received the correct materials the upcoming exam administration. Examination packets **MUST** be kept in a secure location until just prior to handing them out to the candidates to ensure exam security.

Proctoring the Exam

1. Candidates should be seated approximately 3 feet apart.
2. Proper ID must be checked for each candidate.
3. 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 provided by the instructor. Any additional materials should be left outside the room or on the floor by the proctor.
4. Instruct all candidates to turn off their cell phones and put them away. Cell phones should not be used as a calculator.
5. Please distribute demographics surveys as this time. Each individual should complete this form.
6. Exam booklets and individual score sheets should now distributed to each candidate. Once the exams are distributed candidates should be instructed not to converse with each other.
7. Instruct candidates to enter their name and demographic information on the score sheet and front page of the examination. Candidates must sign both the exam booklet and answer sheet.
8. Instruct candidates to ensure all answer "bubbles" are filled in completely.
9. Inform candidates of the 3 hour time limit for completion of the examination.
10. Exam proctors **MUST** remain in the testing room for the duration of the exam.
11. Exam proctor should notify candidates of the time every hour and every quarter hour for the third hour of the exam.
12. Candidates may use the restroom as needed however all exam materials must remain in the testing room with the proctor.
13. Upon completion of the exam the candidate will submit the exam booklet, the score sheet, scrap paper and demographic survey to the exam proctor. ALL exam booklets must be accounted for.

Scoring the Exam

Upon the completion of the exam the host/instructor will use the answer key provided by NRPA to score the exam. Candidates must score 78% (39 correct) or higher to receive the AFO certification. Candidates are **not** authorized to change incorrect answers to obtain a passing score. Once an exam is submitted for scoring candidates cannot review either the exam booklet or answer sheet. Candidates wanting confirmation of scores can submit an appeal to NRPA staff in writing. 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). If you need to have additional booklets sent to you for re-tests please submit an exam material request to NRPA.

Issuing Certificates and Wallet Cards

Candidates that receive a passing score will be awarded an AFO Certificate and wallet card. An electronic template will be provided for assistance with entering the candidate's name and certification cycle. *Certification numbers are the same number as the candidate's exam booklet number found in the top left corner of the booklet.* All AFO certifications expire on either June 30th or December 31st five years after testing.

AFO CERTIFICATION CYCLES	
If candidate takes exam on...	Their certification cycle is...
Any day in January - June	June 30 th – five years later (Example: June 30, 2017 – June 30, 2022)
Any day in July – December	December 31 st – five years later (Example: December 31, 2017 – December 31, 2022)

Electronic Score Report

Please track your candidate's contact information (including email address), examination score, certification number and test date on the electronic score report form provided to you by NRPA. If you do not have this form please contact certification@nrpa.org for the Microsoft Excel document. The contents of this document are merged into the NRPA database for inclusion in the AFO registry and future renewal reminders.

Returning Exam Materials

All exams, score sheets (used and unused), demographic surveys, unused certificates/wallet cards and an electronic score sheet should be returned to NRPA within 10 days of the examination administration. All return shipping fees are the responsibility of the host/instructor. The host/instructor will only be invoiced for used exam materials. All material can be shipped to the address below.

NRPA is unable to validate a certification for any candidate, regardless of circumstance, unless the following documentation is received by NRPA staff following an exam administration:

- **Digital Score Report in Excel Format (Candidate Emails are required)**
- **Exam Booklet with completed candidate information and signature**
- **Completed answer sheet with completed candidate information**

National Recreation and Park Association

Attn: Certification Division

22377 Belmont Ridge Road

Ashburn, VA 20148-4501

Email: certification@nrpa.org

Or

afoinstructors@nrpa.org

APPENDIX B – ADA Request Form



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.

CANDIDATE INFORMATION

Name (Last, First, Middle Initial, Former Name)

Mailing Address

City

State

Zip Code

Daytime Telephone Number

SPECIAL ACCOMMODATIONS

I request special accommodations for the
_____ examination.

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

_____ Circle answers in examination booklet (paper and pencil
administration only)

_____ Other special accommodations (Please specify.)

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 DOCUMENTATION

I have known _____ since ____ / ____ / ____ in my capacity as
a Examination Candidate
Date _____
Professional Title _____

The candidate discussed with me the nature of the examination to be administered. It is my opinion that, because of this candidate's disability described below, he/she should be accommodated by providing the special arrangements listed on the reverse side.

Description of Disability:

Signed: _____ Title: _____

Printed Name:

Address: _____

Telephone

Number: _____

Date: _____ License # (if applicable): _____

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

APPENDIX C – Return Checklist



AFO Course Return Checklist

The Return Checklist and listed materials must be sent to NRPA within 10 business days of exam date.

_____ Exams included (Numbers _____ through _____)

_____ Exam Numbers used (Numbers _____ through _____) Total Number Used _____

_____ Number of answer sheets included (Completed and unused)

_____ Number of unused certificates included

_____ Demographics surveys

_____ CEU Roster

_____ Unused Course Manuals (if applicable)

_____ Answer Key (**DO NOT KEEP**)

Electronic checklist (e-mail to: afoinstructors@nrpa.org)

_____ Score roster submitted (Including candidate Email addresses, In Excel Format)

This sheet must be returned to NRPA with all materials listed above.

Host/Instructor Signature

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

APPENDIX D – Score Report Roster

[illegible]

AFO HOST ACKNOWLEDGEMENT FORM

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

Company or agency

Authorized Signature

Date

Please don't hesitate to call if there are any problems or questions:

Matthew Cowan, NRPA
Education Program Specialist
1-800-677-2236