

# 2021 TRAINING MANUAL

---

Edition 1  
January 2021

Copyright © WHA

## Introduction

WHA Courses are available to Members only. The courses below are mandatory as part of the WHA audit programme, and are available to Suppliers if they wish.

On-line training, introduced in 2021, is designed to give Members flexibility and an opportunity to upskill and motivate their workforce. Also available are sales courses formulated specifically for the water dispenser industry.

### **Bottlers – Mandatory courses:**

1. Bottling Plant Operators Course
2. Hygiene Awareness Course
3. Crisis Management Seminar

### **Distributors/Operators – Mandatory courses:**

1. Distribution Management to WHA Standards Course
2. Mains-fed Installation Standards and WRAS Course
3. Hygiene Awareness Course
4. Crisis Management Seminar

## INDEX

<b>Hygiene Awareness Course</b>	<b>Page 3</b>
<b>Hygiene Awareness Course (Remote via video link)</b>	<b>Page 4</b>
<b>Distribution Management to WHA Standards Course</b>	<b>Page 5</b>
<b>Bottling Plant Operators Course</b>	<b>Page 6</b>
<b>Mains-fed Installation Standards and WRAS Course</b>	<b>Page 7</b>
<b>Crisis Management Seminar</b>	<b>Page 8</b>
<b>Crisis Management Seminar (Remote via video link)</b>	<b>Page 9</b>
<b>Online Induction Course</b>	<b>Page 10</b>
<b>POU Customer Excellence Course</b>	<b>Page 11</b>
<b>Qualified Advisors Course</b>	<b>Page 12</b>
<b>WHA Consultant Trainers</b>	<b>Pages 13/14</b>

## WHA HYGIENE AWARENESS

### 4 hours

The course combines a series of formal presentations with practical exercises and discussions; it involves working in groups of 2 – 3 people with a maximum group size of 15 people per course. The WHA audit requirements and guidelines will be referred to throughout the course.

#### Course Objectives

At the successful completion of the course the delegate will be able to understand:

- WHA best practice
- The hygiene requirements of bottled and plumbed-in water dispensers
- The range of food safety legislation, which applies to the water dispenser industry and how it affects delegates and their employers
- The difference between mineral, spring and purified bottled water and water sources for bottled and plumbed-in dispensers
- The principles of food safety as applied to water and water dispensers
- The food safety hazards involved from bottling and storage to delivery of bottled water and dispensers and the appropriate and necessary control measures
- The main ways in which water dispensers can be kept in a hygienic condition
- The role of the WHA audits

Exam format: 30-minute multiple choice 15 question exam. A minimum of 9/15 must be achieved for a pass.

**Certification:** Issued by the WHA

**Validity:** 3 years

**Who should attend:** Personnel undertaking delivery/sanitisation/sanitary maintenance/plumbed-in installation either at a depot or at the customer's premises, must have attended the WHA Hygiene Awareness Course, or equivalent, within 6 months of joining the Member company. Those holding a certificate for Plant Operation do not have to refresh the Hygiene Awareness Course every 3 years.

*Similar hygiene training must be applied to sub-contractors who are contracted to sanitise dispensers on behalf of WHA Members.*

**Pass mark:** 9/15

**Duration:** 4 hours

**Prices:** £600 **in-house** for up to 15 delegates which includes trainer travel costs and delegate certificates

£110 per delegate at a **regional course which** includes lunch and delegate certificate

## **WHA HYGIENE AWARENESS** **(Remote via Video Platform)** **4 hours**

The course combines a series of formal presentations with practical exercises and discussions. The WHA audit requirements and guidelines will be referred to throughout the course.

### **Course Objectives**

At the successful completion of the course the delegate will be able to understand:

- WHA best practice
- The hygiene requirements of bottled and plumbed-in water dispensers
- The range of food safety legislation, which applies to the water cooler industry and how it affects delegates and their employers
- The difference between mineral, spring and purified bottled water and water sources for bottled and plumbed-in dispensers
- The principles of food safety as applied to water and water dispensers
- dispensers and the appropriate and necessary control measures

### **Course requirements:**

Audio/Visual capability (Teams/Zoom) – must have audio to communicate with the trainer.

**In-house:** Audio/Visual via a TV screen or projector

**Regional/Individual:** Laptop with internet access and email address (Minimum requirement)

### **Exam format:**

**In-house:** 15-minute multiple choice 15 question assessment

**Regional/Individual:** 15-minute multiple choice 15 question online assessment

**Certification:** Issued by the WHA

**Validity:** 3 years

**Who should attend:** Personnel undertaking delivery/sanitisation/sanitary maintenance/plumbed-in installation either at a depot or at the customer's premises, must have attended the WHA Hygiene Awareness Course, or equivalent, within 6 months of joining the Member company.

Those holding a certificate for Plant Operation or Distribution Management do not have to refresh the Hygiene Awareness Course every 3 years.

*Similar hygiene training must be applied to sub-contractors who are contracted to sanitise dispensers on behalf of WHA Members.*

**Pass mark:** 9/15

**Duration:** 4 hours

**Prices:** £500 **in-house** for up to 12 delegates includes delegate certificate.

£75 per delegate at **regional** includes delegate certificate

## WHA DISTRIBUTION MANAGEMENT TO WHA STANDARDS

### 1 DAY

#### Course Objectives:

- This interactive course with a maximum group size of 12 people, is based on accelerated learning techniques and combines a series of workshops, group discussions and feedback sessions with formal presentations to enable delegates to:
- Develop an understanding of the WHA Distributor Audit Requirements in the context of a typical watercooler business
- Understand, implement and maintain all the requirements documented in the Distributor Audit Requirements & Guidance Notes for Bottled Water & Plumbed in Water Dispensers
- Understand recent and proposed changes to WHA standards
- Gain an understanding of current 'best practice'

#### Prior Knowledge

- Delegates must have taken and passed the WHA Hygiene Awareness Course or an acceptable equivalent prior to taking this course
- Delegates must understand how a cooler company functions and their own role within their company

#### Course Outline:

- The course will cover the typical processes in a watercooler business (Planning - Purchasing - Sales - Storage - POU Site Survey - Cooler Preparation - Distribution - Cooler Installation - Cooler Sanitisation & Servicing - After Sales) and where these link in to the WHA standards

**Validity:** 5 years

**Who should attend:** Mandatory for staff with a responsibility for the day to day running and control of a water cooler business or an individual distribution depot and regional managers who are responsible for a group of depots or a group of installation engineers. This course may also be useful for any other person in a Member's business who needs to understand WHA Distributor Audit requirements.

**Pass mark:** 70% Multi-choice question paper and pass the continuous assessment.

**Duration:** 1 Day

**Prices:** £194 / delegate at a regional course or £670 in-house for up to 12 delegates includes trainer travel costs and delegate certificates

## WHA BOTTLING PLANT OPERATORS COURSE

1 DAY

### Course Objectives

The WHA requires the highest standards of quality, safety and hygiene by its Members. The objective of this course is to define the standards expected of Members in the performance of their production and bottling operations. The course is wide ranging and encompasses all the essential operations and practices required both by the regulations and best manufacturing practices.

### Course Outline

#### Module 1

1. Personal hygiene and good hygiene practice
2. The bottling plant and high-risk areas
3. Bottle washing
4. Bottle disinfection
5. Bottle filling
6. Equipment and plant cleaning
7. Storage of product and packaging components
8. Safe use and storage of chemicals
9. Pest control and building exterior
10. Transport of water

#### Module 2

1. Source water and process water
2. Production equipment, operation and maintenance
3. Requirements for staff facilities
4. Illness reporting and the Law
5. Staff training: operations and hygiene
6. Controlling the process, HACCP plans
7. Monitoring and record keeping
8. Understanding the ozonation process and unwanted side effects
9. Quality assurance of product and process
10. Measurements and analyses
11. Traceability
12. Recall procedures
13. Dealing with complaints
14. Labelling requirements
15. Assessment
16. Certificate issued by the WHA

**Validity:** 5 years

**Who should attend:** Bottling plant staff. Bottling equipment, production and staff must be under the supervision of a designated named person who has passed at Merit level.

**Pass mark:** Merit: 85% Ordinary: 70%

**Duration:** 1 day

**Prices:** £194 / delegate at a regional course or £670 in-house for up to 12 delegates includes trainer travel costs and delegate certificates

## **WHA MAINS-FED INSTALLATION STANDARDS AND WRAS COURSE**

### **1 DAY plus 15 hours self-study**

#### **Course objectives**

To familiarise delegates with the contents of the Water Supply (Water Fittings) Regulations 1999 and recognise the role regulations have in preventing waste, misuse and contamination. They will learn how to comply with the regulations in practice and become aware of the primary legislation underpinning the regulations. Delegates will be shown how to install a mains-fed cooler into a live feed using own equipment and learn the correct tools required to make a safe installation.

#### **Course outline**

All delegates will receive a study folder prior to the course involving approximately 15 hours self-study. It is essential that this study is completed.

- Legislation and regulations
- Materials and substances in contact with water
- Requirements for water fittings
- Water system design and installation
- Commissioning
- Prevention of cross connection to unwholesome water and backflow prevention
- Cold and hot water services
- WC flushing devices and urinals
- Sanitary appliances and water for outside use
- Practical session consisting of the connection of water cooler equipment into existing water supplies, using a variety of methods and materials.

**Multi-choice question paper:** Certification through WRAS by Elements Training

<b>Validity:</b>	No refresher required.
<b>Who should attend:</b>	Delegates who have a good understanding of how to install mains fed dispensers and are currently installing them as part of their role.
<b>Pass mark:</b>	On first attempt 70%, on second attempt the same day 80%
<b>Duration:</b>	1 day plus 15 hours self-study
<b>Venue:</b>	Elements Training, Stourbridge
<b>Delegates to take:</b>	Two passport size photos National Insurance Number (Essential to take the course.)
<b>Price:</b>	£290/delegate includes lunch and delegate certificate

## WHA CRISIS MANAGEMENT SEMINAR

4 - 5 hours

### Course objectives

A crisis is an unexpected event that will substantially affect the day-to-day running of a water dispenser business. A crisis will have significant financial repercussions – either directly or indirectly.

Potential crisis scenarios include chemical and microbiological water quality problems; media attacks; supplier recalls and faults with materials; a major halt in production such as an accident or fire; injury or fatalities to the public or your staff; extortion, malicious tamper; computer failure; strikes, disruptions and breakdowns; and even a loss of staff when their syndicate has a major lottery win!

This course will outline the ways in which a crisis within your business can be prevented and handled and using a case scenario, delegates will act as part of a team to tackle a simulated crisis.

Crises, although rare, have the capacity to severely damage shareholder value such as affected Perrier and other crises that have hit the bottled water sector over the years.

Crisis protection is like insurance; it protects the investment, but unlike insurance can prevent damage as well. This course will prepare delegates should the worst happen.

### Course Outline

- Introduction and definition of a crisis
- Preparation for a crisis
- How to respond to and manage a crisis
- Incident analysis
- Channels of controlled and effective communication
- Dealing with the media
- Post crisis activities
- Participation in a scenario – putting delegates knowledge to the test through role play
- Multiple choice question paper
- Certificate issued by the WHA

**Validity:** 3 years

**Who should attend:** The person designated in their company's Crisis Management Plan as the 'Co-ordinator'. This applies to all audits.

**Duration:** 5 hours

**Price:** £225/delegate includes lunch and delegate certificate



## **WHA CRISIS MANAGEMENT SEMINAR**

**(Remote via Video Platform)**  
**4 hours**

### **Course objectives**

A crisis is an unexpected event that will substantially affect the day-to-day running of your business. A crisis will have significant financial repercussions – either directly or indirectly.

Potential crisis scenarios include chemical and microbiological water quality problems; media attacks; supplier recalls and faults with materials; a major halt in production such as an accident or fire; injury or fatalities to the public or your staff; extortion, malicious tamper; computer failure; strikes, disruptions and breakdowns; and even a loss of staff when their syndicate has a major lottery win!

This course will outline the ways in which a crisis within your business can be prevented and handled and using a case scenario, delegates will act as part of a team to tackle a simulated crisis. Crises, although rare, have the capacity to severely damage shareholder value such as affected Perrier and other crises that have hit the bottled water sector over the years.

Crisis protection is like insurance; it protects the investment, but unlike insurance can prevent damage as well. This course will prepare delegates should the worst happen.

### **Course Outline**

- Introduction and definition of a crisis
- Preparation for a crisis
- How to respond to and manage a crisis
- Incident analysis
- Channels of controlled and effective communication
- Dealing with the media
- Post crisis activities
- Participation in a scenario – putting delegates knowledge to the test through role play

<b>Validity:</b>	3 years
<b>Who should attend:</b>	The person designated in their company's Crisis Management Plan as the 'Co-ordinator. This applies to all audits.
<b>Duration:</b>	4 hours
<b>Prices:</b>	£1950.00 <b>in-house</b> for up to 12 delegates includes delegate certificate. £195.00 per delegate at <b>regional</b> includes delegate certificate
<b>Course requirements:</b>	Audio/Visual capability (Teams/Zoom) – must have audio to communicate with the trainer.
<b>In-house:</b>	Audio/Visual via a TV screen or Projector
<b>Regional/Individual:</b>	Laptop with internet access and email address (Minimum requirement)
<b>Certification:</b>	Issued by the WHA

## **WHA ONLINE INDUCTION COURSE – NEW**

### **15 Minutes**

The course is an Online presentation ideal for staff members who are new to the Member company and the industry. Course covers the importance of personal hygiene, importance of sanitisation and includes an overview of the Association.

#### **Course Objectives**

At the successful completion of the course the delegate will be able to understand:

- Basic hygiene requirements of bottled and plumbed-in water dispensers
- The fundamental principles of food safety as applied to water and water dispensers
- Some of the food safety hazards involved from bottling and storage to delivery of bottled water and dispensers and an insight into the appropriate and necessary control measures

**Exam format:** Multiple choice 12 question assessment.

**Certification:** Issued by the WHA

**Who should attend:** New employees to the Member company undertaking delivery/sanitisation/sanitary maintenance/plumbed-in installation either at a depot or at the customer's premises,

**Pass mark:** 8/12

**Duration:** 15 minutes

**Price:** £30.00

**Course requirements:** Computer/Laptop with internet access.

## **WHA POU CUSTOMER EXCELLENCE COURSE**

### **Pre-online section plus 1 day workshop and post-course evaluation**

#### **Course objectives**

To promote industry leading WHA professional standard in delivering confidence and assurance to the customer through quality value added service – especially relating to POU.

#### **Course content:**

1. Pre-workshop online element accessed through the WHA website, which will take delegates around 30 – 45 minutes to complete. At the end, there is a short assessment of what has been learnt, to ensure delegates participating in the workshop have a suitable level of POU knowledge. Once passed (80%) the next stage is:
2. A highly interactive one-day workshop consisting of building relationships with customers to improve POU standards, covering communication, customer needs, the importance of standards and how to deliver a value-added service.
3. Post-workshop evaluation exercise looking how to implement new ways of improving the customer experience supported by customer and line manager feedback.
4. Certificate issued by the WHA

**Validity:** No refresher required.

**Who should attend:** This is not a technical course on POU installation. It's about giving great service in the POU sector – so those involved in sales, installation and in the customer support process are suitable candidates.

**Pass mark:** Pre-course 80% with post-course evaluation and feedback

**Duration:** 30 – 45 minutes: Pre-course  
1 day Workshop (09.15 – 16.30)  
Post course evaluation and feedback

**Price:** £315/delegate for regional course. For an in-house price on application.

**Venue:** Regional

## **WHA QUALIFIED ADVISORS COURSE**

### **1 DAY**

#### **Course objectives**

To provide delegates with the skills, knowledge & confidence to be able to offer accurate advice on both POU/mains-fed and bottled water cooler installations.

To enable delegates to confidently demonstrate the advantages of dealing with a WHA member for this dual flexible offering.

#### **Course includes:**

1. Aims & objectives
2. The changing market
3. Importance of quality Service
4. Importance of quality Products
5. Sales through service skills
6. Multiple choice question paper
7. Keeping Skills Alive
8. Certificate issued by the WHA

**Validity:** No refresher required.

**Who should attend:** Sales and customer care personnel

**Pass mark:** 80%

**Duration:** 1 day

**Price:** £780 in-house for up to 10 delegates plus course folders and trainer travel costs.

**Venue:** In-house

## WHA CONSULTANT TRAINERS



### **Tracy Corroll – Water Dispenser & Hydration Association**

Mob: 07719 305 763 E: [tracy.corroll@twha.co.uk](mailto:tracy.corroll@twha.co.uk)

Tracy has 20 years' experience in Customer Service focussed roles, at first with Washroom and Hygiene services and then with the Water Dispensers industry. Tracy has field, administration and management experience of operating a water dispenser business which saw her reach the position of UK Operations Manager for Greenworks Solutions. Tracy joined the EDWCA in June 2014 and continues her role as Technical and Training Manager for the WHA. Tracy has wealth of knowledge and experience in the Water Dispensing Industry as well as being an ISO9001 accredited Lead Auditor. Tracy works alongside the trainers and carries out audits against the WHA Operator Audit Standards and delivering a number of the WHA training courses.



### **Dr Terrie Child - Food Hygiene Technologies,**

Tel: 01276 503 057, Mobile: 07801 024 011 Email: [tchild@ntlworld.com](mailto:tchild@ntlworld.com)

Terrie has over 40 years' experience in cleaning, disinfection and surface treatment chemistries in several international companies and was R&D Director of Food and Beverage Operations at Diversey Corporation for a period of 10 years. In 2002, he set up the companies Food Hygiene Technologies Ltd and Food Hygiene (Consulting), the former providing cleaning chemicals, disinfectants, diagnostic kits, plant and equipment for the bottled water industry. The consulting company aids clients with water extraction, water treatment, bottle washing, plant hygiene, plant design, equipment procurement and environmental issues. He was previously an NSF contracted auditor undertaking NSF certification audits of bottling plants throughout Europe, Middle East and Asia/Pacific.



### **Victor Goodridge – Food Care Solutions**

Tel: 01933 276400, Mobile: 07811 192545, Email: [victor@foodcareconsultants.co.uk](mailto:victor@foodcareconsultants.co.uk)

Victor has over 40 years' experience of microbiology and food safety management, in many areas of the food and health care industries. Following service in the RAF, he joined a food company as laboratory manager and progressed to technical then production manager, after which he set up Food Care Solutions to provide consultancy, training and auditing services to the food and related industries. He has worked with the water dispenser industry since 2006.



### **Kathy Griffiths - EHS Consulting, MCIEH, FRSH**

Tel: 01229 464 121, Mobile: 0776800 3711 Email: [ehsconsult@aol.com](mailto:ehsconsult@aol.com)

Kathy is a Chartered Environmental Health Practitioner, having originally trained and worked as an Environmental Health Officer in local government in Suffolk and Bedfordshire. In the late 1980's she left local government to work as a consultant, auditor and trainer for food and beverage companies. Since the early 1990's she has been involved in food safety auditing of water bottling plants, firstly in the UK then in many other European countries.

As well as her Environmental health and health and safety qualifications Kathy holds a Further Education Training Certificate from City and Guilds and an ISO1 9001 lead assessor qualification.



**Alec McPhedran - Skills Channel TV Learning and Development**

Tel: 0121 366 8799, Mobile: 0777 821 1855 Email: [info@skillschannel.tv](mailto:info@skillschannel.tv)

Skills Channel TV are specialists in people and business skills development. Their aim is to help people achieve. Alec is a highly experienced international trainer and executive coach. He works with a wide range of companies in leadership, management, strategy and personal development. He works in partnership with businesses to identify, design and deliver In-house learning events that are pragmatic, engaging and highly interactive. Alec has designed and delivered leadership and coaching programmes within the water cooler industry and has helped to develop and deliver the WHA POU Customer Excellence programme as well as speak at a number of events. He is a Chartered Fellow of the CIPD and a Chartered Manager.



**Michael Hurst - Watermark Consultancy, BSc (Hons) FRSH,**

Tel: 01491 871 022, Mobile: 07802 540442, Email: [mhurst@w-mark.myzen.co.uk](mailto:mhurst@w-mark.myzen.co.uk)

Michael began advising the young Association when Regional Microbiologist for ADAS/MAFF, forming Watermark in 1994 as a specialist cooler consultancy. Working as Technical Consultant to EBWA and WHA and other trade associations he has helped set the high hygiene and installation standards that characterise the European plumbed-in and bottled water cooler industries today. He also acts as Technical Consultant and appointed trainer to the Belgian, Dutch and Baltic Watercooler Associations. Michael is a qualified, skilled and highly effective trainer. He runs the EBWA, WHA and AWCN Hygiene Awareness, AWCN, and EBWA POU Installation/Sanitisation and EBWA Plant Operator Courses amongst others.



**Ken Rennie - Power to Enable, Associate Member of CIPD**

Mobile: 07852991021 Email: [info@powertoenable.com](mailto:info@powertoenable.com)

Ken, with over 20 years' experience in front line sales, customer service and management roles, has achieved great success across a wide range of industry sectors such as Call Centre, Retail, IT, Hotel & Leisure, Transport, Logistics and Warehousing. With an enthusiastic and energetic personality, he ensures an effective skill transfer during his training. Specialist areas: selling, sales through service, customer service, team building, performance management, high performance coaching.