



WHA

Water Dispenser &
Hydration Association

QUALITY • TRUST • STANDARDS

2024 TRAINING MANUAL

Edition 1
January 2024

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Introduction

Welcome to WHA Training Courses

Our comprehensive courses are exclusively available to WHA Members only. They are an integral part of the WHA audit programme and, if desired, also open to Supplier Members.

Our courses are tailored specifically for the water dispenser industry and crafted to provide Members with up-to-date knowledge, empowering them to upskill and motivate their workforce.

Join us on this learning journey!

Bottlers – Mandatory courses:

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

Distributors – Mandatory courses:

1. Mains-fed Installation Standards and Water Regulations
2. Hygiene Awareness
3. Crisis Management
4. Good Practice for Distribution Management – For new staff to the role

Non-mandatory courses:

1. Electrical Safe Isolation

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All prices exc. VAT and include certification

Remote Training Guidance

The WHA offers Members flexible training, both remotely and physically. Industry specific professional training is an important part of Membership, is the backbone of the audit process and needs therefore to be taken seriously.

This guidance note is to help Members create the best setting for their employees to learn.

- There needs to be a supervisor in the room just in case there any company questions, and to keep delegates focused.
- Members receive course documentation electronically. This should be ready and available at time of course to avoid losing valuable time.

Facilities for Larger Groups

There should be a proper "classroom" facility with audio visual capability to include a screen large enough for all attending to see, for them to hear the trainer properly and vice versa.

Note pads and pens need to be available so that any ideas and thoughts can be remembered and followed up. A "classroom" environment helps with this process and completing the end of course test.

Facilities for Individuals

The course needs to be taken in a quiet area away from the day-to-day business operation.

A laptop or PC with no more than 2 people per device should be used to give a clear view of the training presentation and trainer. This equipment must have both audio and visual capability.

Note pads and pens need to be available so that any ideas and thoughts can be remembered and followed up. It is important to have desk space for this and completing end of course test.

If in the unlikely event that these measures are not met by the member, it may be necessary to bring the course to a close until it is possible to review the learning setting in line with these guidelines.

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: A multiple-choice assessment with 15 questions

Pass mark: 9/15

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 current 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.

Duration: 4 hours

Prices: In-house: £668 for up to 15 delegates including trainer expenses.

Regional: £122/delegate including lunch.

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 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
- 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: A multiple-choice assessment with 15 questions.

Pass mark: 9/15

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 current 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.

Duration: 4 hours

Prices: **In-house:** £668 for up to 12 delegates.

Regional: £122/delegate.

Good Practice For Distribution Management

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 water dispenser 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 before taking this course
- Delegates must understand how a dispenser company functions and their role within their company

Course Outline

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

Validity: Mandatory for new staff to the role – Once taken no refresher is required

Who should attend: Staff with responsibility for the day-to-day running and control of a water dispenser 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.

Duration: 1 Day

Prices: **In-house:** £745 for up to 12 delegates excluding trainer expenses.

Regional: £215/delegate including lunch.

Bottling Plant Operators

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

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: In-house: £745 for up to 12 delegates excluding trainer expenses.
Regional: £215/delegate including lunch.

Mains-Fed Installation Standards and Water Regulations

1 day

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 understand how to install a mains-fed dispensers in accordance with the Water Regulations to make a safe installation.

Course outline

Delegates will receive a folder during the course for ongoing reference and information.

- 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 dispenser equipment to existing water supplies, using a variety of methods and materials.

Multi-choice question paper: Certification through BPEC by Elements Training & Assessment Ltd.

Validity: No refresher required.

Who should attend: Delegates who have a good understanding of how to install mains fed dispensers and are currently installing them as part of their role.

Pass mark: On the first attempt 70%, on the second attempt the same day 80%

Duration: 1 day

Venue: Elements Training & Assessment Ltd., Stourbridge

Delegates to take: Two passport-size photos

National Insurance Number (Essential to take the course.)

Company Installation kit and appropriate tools

Price: £310/delegate includes lunch.

Electrical Safe Isolation

1 day (Not mandatory)

Course objectives

This training course enables delegates to meet the requirements of the Electricity at Work Regulations 1989 in respect to safe isolation and competence to prevent danger and injury.

Anybody attempting to make a connection to a fused spur must understand the legal requirements and be competent in the practical element of safe isolation. This course will ensure that the delegates fully understand the process, equipment required and the risks involved in failing to adopt these process.

Course outline

- Introduction to safe isolation
- Why is electricity is dangerous
- Legislation, regulations and standards
- Safe isolation procedures
- Devices suitable for the purpose of isolation
- Consequences of not using safe isolation techniques

Certification: Certification through BPEC by Elements Training & Assessment Ltd.

Validity: 5 years

Who should attend: Individuals who need to practice safe isolation

Duration: 1 day

Venue: Elements Training & Assessment Ltd., Stourbridge

Delegates to take: Two passport size photos & photo identification
National Insurance Number (Essential to take the course.)

Price: £310/delegate includes lunch.

Crisis Management (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

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: 4 hours

Prices: £250/delegate.

In-house for up to 12 delegates on application