

Embracing Change

The Evolution of UST Inspector Training in South Carolina 2018 National Tanks Conference

South Carolina Department of Health and Environmental Control Healthy People. Healthy Communities.



What are the basic goals?

Provide a basic understanding of:

- Regulatory requirements
- The inspection process
- Violations and corrective actions
- The reason their job is important

Teach the inspector to recognize issues with:

- Release Prevention
- Release Detection
- Corrosion Prevention
- General equipment and suspected releases



The "Old" Process

- Training at central office (Monday Friday)
- The following week inspection scheduling
- Three days of one-on-one training in the field/office
- Counted as one training course

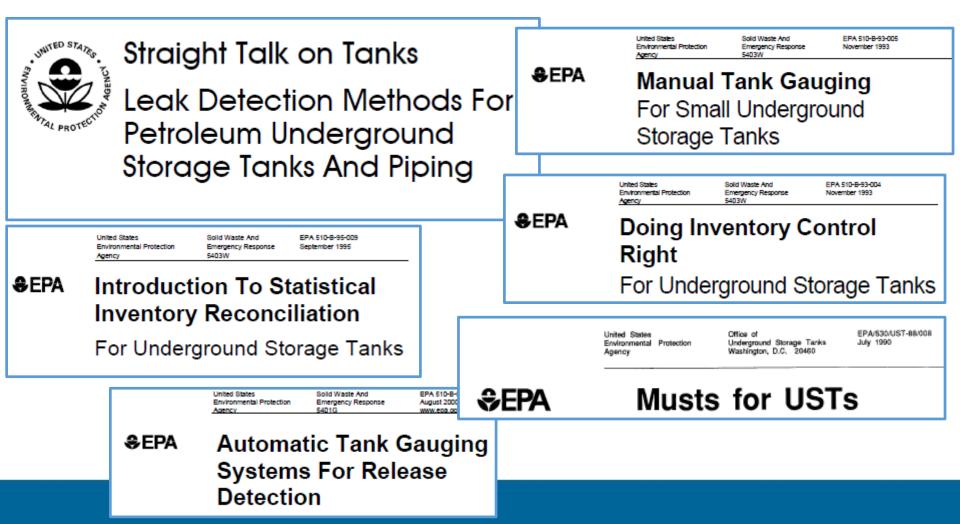


The Homework.....

- EPA Basic UST Inspector Training (on CD)
- Mississippi's Basic UST Inspector Training (CD)
- State Underground Environmental Response Bank Act (SUPERB)
- SC UST Control Regulations
- EPA Publications



Regulations and EPA Publications





Classroom Training

- Step-by-Step discussion of the regulatory requirements (Subpart A, Subpart B, etc.)
- Included equipment discussions
- In-field time at local facilities
- Other field training, as available



At Local Facilities

- General discussions regarding:
 - Equipment
 - Release Detection
 - Equipment Testing requirements
 - Paperwork review (basic)



Other field training

- Installations; and/or
- Closures



By the end of the third day.....





Field Training

- Three days of inspections
- Office procedures

*Then released to work on own. **Cell phone provided.



Inspection Paperwork

- Carbonless forms
- Procedures time consuming

Y	N	SURVEYS
		ASTs Vapor Wells Disp Sumps Drop Tube Present Spill buckets in good condition STP Sumps Leak detectors vented if required Vents

OVERFILL PREVENTION

- Drop Tube Shut Off Valve Verified
- Ball-Float Vent-Valve

Electronic Alarm Verified

TANK LEAK DETECTION	PASSING RECORDS AVAILABLE	PERMIT ID #:
Interstitial Monitoring SIR: Vendor MTG EG Vapor Monitoring	12 most recent consecutive months 8 of 12 with most recent 2 months Other Tank Tightness Test: Jan Feb Mar Apr May Jun J	LI EOU LI TOS LI Other

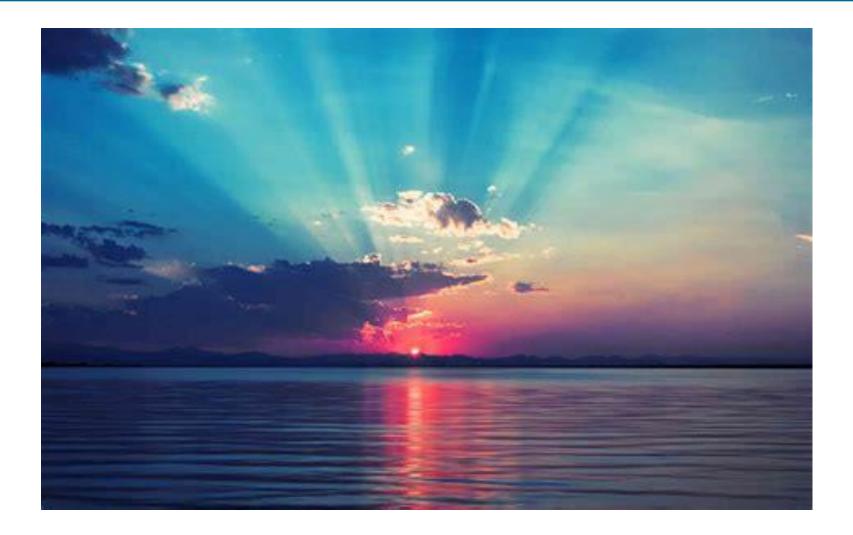
TANK LEAK DETECTION	PASSING RECORDS AVAILABLE	PERMIT ID #:
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How did we train for the 2008 regulation revisions?

- Special training event
- Handouts, handouts, handouts.....
- 2009: A/B operator training was required







Realizations:

- New inspectors –like online training/homework
- If training isn't tracked, some less likely to do it
- Immediate supervisor involvement is key
- Recognized need for increased one-on-one training time

And we needed to embrace change......



Issue: Homework

- The Problems:
 - Not completing homework; and/or
 - Boredom ("Old" training was mostly reading)
- The Fix:
 - Make some homework required
 - Include optional homework (mainly on-line)
 - Track progress
 - Supervisor involvement



Issue: Too much information, too little time

- The Problem:
 - Inspectors unable to learn in timeframe given
- The Fix:
 - Increase training time
 - Increase supervisor involvement
 - Provide extra training, as needed



Requirement for Approved Training Plan

- Revised our existing outline (updated)
 - Required homework
 - Added/revised courses
 - Outlined individual responsibilities
 - Required refresher training

*Note – Expanded tracking of training.



Refresher Training Required

- Provided every two years
- Auto-assigned by the learning system.

Goal: Vary how the refresher training is provided to keep it "new"

*Note – We opted to provide the refresher training to all inspectors at once.



A Summary -How did we evolve?

- Greater use of on-line training
- Increased one-on-one training (in field)
- Assigned homework
- Assigned courses
- Refresher training (every 2 years)



Prerequisite homework

- EPA Basic UST Inspector Training
- South Carolina A/B Operator Training Program

*Both are required prior to start of the UST Inspector Classroom Training.

*Training is tracked in a tracking system.

*Immediate supervisor assists in tracking homework completed.



Expanded Optional Homework

- On-line training opportunities
 - Tank Savvy Minute (Ben Thomas & Associates)
 - NEIWPCC New England Interstate Water Pollution Control Commission
 - "L.U.S.T. Line" articles
 - NEIWPCC Archived Webinars
- Use of photos/videos



UST Inspector Classroom & Core Training

- Increased one-on-one field time
 From 3 days to 2-3 weeks minimum!
 *The inspector is not released to work on their own until they are ready.
- Required homework prior to training reduces time spent on basic information.



The Result.....

- More relaxed atmosphere.
- More confidence at the end of training
- More supervisor involvement



Other Impacts to Training

- Electronic Inspection Program
- Budgetary Issues *Cost of fuel
- Regulation revisions
 - 2008
 - 2017



Electronic Inspection Program

- Reduced handling of paperwork
- Increased use of E-mail
- Increased consistency
- Reduced data entry in office

*More time on regulation requirements and hand-on field training.



Budgetary Issues

- Past (11 years ago) Monthly inspector training in central office
- Fuel prices went up Inspector meetings reduced to quarterly
- Increased use of "GoTo" on-line meetings



Current Evolution:

- Training plan update
- Electronic Inspector Handbook (In Process)



Ongoing Difficulties in Training.....

- The inspector:
 - Interest
 - Attitude
 - Physical
 - Type of learner
- Schedules in Central Office



Recognizing Difficulties in Learning

- Find a solution
- Get creative



Future Evolution

- Periodic evaluation of training needs
- Continued/Increased use of online training tools
- Periodically research what other programs are doing



And.....

What you believe is the proper training method/process may not apply to the next generation of inspectors.

But keep in mind.....

The older generation of inspectors may not adapt easily to changes meant for the next generation.



CLINGING TO THE PAST IS THE PROBLEM. EMBRACING CHANGE IS THE ANSWER.

GLORIA STEINEM

PICTURE QUOTES . com.





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S.C. Department of Health and Environmental Control