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## **Certified Pool Operator (CPO) Class Welcome Letter**

Welcome to the Pool & Hot Tub Alliance (PHTA) Certified Pool Operator (CPO) class. I will be your instructor and I look forward to connecting with you. Live attendance is required at all class sessions for the full 16 hours. Please refer to specific class dates & times in your registration confirmation email or [contact us](#) if you have questions.

This course is designed to give you a foundation in all aspects of swimming pool & spa (hot tub) operation. The CPO certification is internationally recognized and meets [the pool operator training requirements](#) set by each Canadian province.

During the CPO class, there will be 12-13 hours of instruction by me using PowerPoint slides and videos followed by a licensing exam. To become certified, you are required to pass the exam with a minimum grade of 74%. The exam is 3 hours long and open book. You can use the textbook, any notes you take during class, handouts, etc. There are 50 multiple-choice questions, and you must get 37 correct to pass.

While the exam is not “easy,” if you pay attention during class, and become familiar with the layout of the book, you should be successful. All concepts will be taught during the course – no previous experience is required in pool operations. If you are not successful on the test, you can rewrite the test without retaking the entire class. A \$50 + tax retest fee applies per attempt.

You are not required to complete any work before the CPO class starts. However, if you prefer to review in advance, I recommend becoming familiar with the outline of the course and textbook. You can also review the math concepts (Chapters 3, 6, 7, 10, 11) indicated in red on the [CPO Class Syllabus](#). An online version of the *Pool & Spa Operator Textbook* is available [here](#). Approximately 9 – 12 questions on the CPO exam will require you to do math.

If you have a learning disability, English is not your first language, or any other individual needs, please do not hesitate to reach out to me in confidence. I am here to support your learning.



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