



Communications



Background

This online course is delivered through [Spark! By OES-NA](#). The course is intended to provide system personnel and support personnel with an understanding of the criticality of communications and how it relates to operating the Bulk Electric System. The course stresses the keys to good communications and identifies the obstacles that are encountered that can lead to poor communications. The course steps through the various topics associated with communications, roles in communication, obstacles, logging, and tools used for communication in a real-time operating environment. Each lesson is culminated with a review and quiz. Upon completion of the lessons, there is a final assessment that consists of 10 multiple choice questions. Individuals must attain a passing grade of 70% on the final assessment in order to be awarded the NERC CEHs.

Course Level

Not Applicable

Target Audience

The course is intended for System Operators and any personnel who communicate and coordinate with System Operating personnel with regards to the operation of the Bulk Electric System.

NERC Continuing Education Hours

TOTAL: 1.5 CEHs
Standards: 0.0 CEHs
Ops Topics: 1.5 CEHs
Sim: 0.0 CEHs

NERC Emergency Training Requirement

0.0 hours of Emergency Training

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Course Content

The course steps through lessons related to the Communication process and considerations related to System Operations and communicating within a real-time environment. Each lesson identifies and explains the various aspects related the following content:

- Key elements associated with good communications
- Obstacles encountered that can lead to poor communications
- Elements and considerations of good logging practices
- Tools utilized by System Operators in communications
- Components of data exchange vital to the operation of the Bulk Electric System

Delivery Schedule

Since the course is delivered on an individual basis via the Internet, individuals have the ability to set their own pace and schedule for completion of the course. Registered students are provided with 6 months from the time of registration to complete the course.

Student Requirements

- Students must sign-in using their individual log-in and password to access the course.
- Students are required to provide their NERC SO Certification # and other applicable contact information during the course registration process.
- Students must complete all course material prior to attempting the final assessment.
- Students must successfully earn a 70% grade on the final activity assessment.
- Students must submit a course evaluation form. (Level of completion is not measured, but full completion is desired)

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