Background

This 4-day course will assist those individuals in building a system operator training program, performing job task analysis, formalizing On-the-Job training, developing and administering evaluation tools, and issuing NERC CEHs for their training activities. The course consists of both lecture and individual and group exercises to re-enforce concepts and practices discussed.

Target Audience

The course is intended for those individuals responsible for developing, delivering, and coordinating the training efforts for System Operators and operating personnel who have an interest in training development for System Operators.

Course Delivery

The course will be delivered over a 4-day period utilizing ZOOM. The activities will include lecture, related exercises, group discussions, and other content related activities.

Course Content

Training Program Development
The Training Program Development module covers an overview of training programs, identifying the need for training, performing a needs analysis, performing a performance analysis, writing objectives, considerations for audience demographics, delivery, and timing. The module also reviews the elements for training as defined in the old NERC Policy 8 and Appendix 8B1 and includes training considerations beyond NERC's Training Guides.

Performing a Job Task Analysis
The Performing a Job Task Analysis module explains what a Job Task Analysis is, its purpose, and identifies the importance of task documentation. The module then steps through the process of performing a JTA that includes information collection methods and validation and finally identifies uses for the Job Task Analysis results.

Training Module Development
The Training Module Development module steps through a Systematic Approach (SAT) to training development which utilizes the ADDIE process. This Instructional Design process includes: Analysis, Design, Development, Implementation, and Evaluation.

Formalizing OJT & Training Guides

The OJT Module is targeted to; identify the elements of a structured On-the-job Training Program; explain the development process for an OJT program; review the steps for conducting OJT; and review common training errors.

Evaluation Tools and Testing

The Evaluation Tools and Testing module will review the importance of establishing a formal operator evaluation program, describe the four levels of evaluation and applications for each, describe the issues for consideration when establishing an operator qualification program, distinguish between operator qualification and certification, review the reason and benefits for testing, identify the steps in constructing a written test, and write test items that are valid and reliable.

Preparing and Delivering Presentations

The Preparing and Delivering Presentations module describes process for evaluating the students' skills for presenting, identify tips for reducing anxiety when presenting, explain keys for organizing, preparing, and delivering presentations, and review a presentation checklist.

NERC Continuing Education Program

The NERC Continuing Education Program module will review the NERC CEP guidelines, identify provider roles and responsibilities, and step through CEH activity application process.

Attendee Requirements

Attendees must sign-in for the remote training activity in accordance with the attendance verification process stated:

- Attendees are required to sign-in to the remote training activity via Zoom.
- Attendees must participate in all course activities.
- Attendees must successfully complete the activity assessment.
- Attendees must submit a course evaluation.