

## Frequently Asked Questions:

# Personnel Training Standards and Requirements

### 1. Why are PER-002 and PER-005 Important?

- a. PER-002 is one of the top ten violated NERC Standards - according to the NERC website compliance violation statistics - [http://www.nerc.com/files/2009\\_December\\_Statistics.pdf](http://www.nerc.com/files/2009_December_Statistics.pdf)
- b. Several of the requirements of NERC Standard PER-002 contain specific learning design/training design elements including:
  - training program objectives,
  - knowledge and competencies,
  - connecting the training program to operating (task) proficiency, and
  - identification and assessment of instructional capabilities.
- c. An implied requirement (but not an explicit one) is the development of learning objectives based on training program objectives and performance evaluation to address the gap between current performance and the required level of operator proficiency.
- d. The purpose of PER-002 is to provide operating personnel with a coordinated training program that will ensure reliable system operation. This implies that the individual preparing the training program is proficient with the linkage between training, performance evaluation and reliable system operation in order to create an effective training program.
- e. Although it does not have FERC approval yet, the NERC BOT approved PER-005 has more requirements than PER-002. For some companies anticipating the passing of PER-005, it is relevant to attempt to create a PER-002 compliant training program that also fills the requirements of PER-005. This will prevent re-work in the event that PER-005 is approved as it currently stands. Whether or not PER-005 is approved by FERC as is, the standard was drafted from the approved FERC order 693 and so we are aware of the aspects of training for the future.

### 2. Why should we consider outsourcing the creation of a NERC-compliant training program?

- a. We Are The Experts - SOS Intl has both Learning Design Experts and System Operations and other Subject Matter Experts on staff to help you build the best training program in the least amount of time
- b. Our processes are quick and reliable - we develop training programs for many companies and are able to use our experience with other utilities and companies to provide you with a Best In Class training program
- c. We Save You Money - It is less expensive to outsource through SOS Intl than to hire an internal Training Manager
- d. We Save You Time - Clients continue to tell us that meeting the PER standards is a very complex challenge when they do not have a full time person dedicated to training program development

### 3. What is the time commitment for a typical Training Program Evaluation/Gap Analysis Engagement?

2-4 Days on site depending on your current training program and your goals

### 4. What are the SOS Intl Qualifications?

Our training consulting staff includes the following expertise:

- System Operator subject matter experts
- Professional instructional designers
- Professional Engineers (PEs) including electrical and mechanical
- Doctoral level business and learning credentials
- Compliance & training expertise in all NERC regions
- Expertise in identification of job competencies, prerequisite knowledge and skills as they relate to tasks
- Expertise in job task analysis, connecting tasks to training, identification of learning objectives, critical success factors for task performance and key performance indicators for individuals
- Expertise in simulation training, and how best to integrate simulation into a training program for individuals and teams
- Expertise with Distribution Dispatch, Transmission, and Generation as well as the NERC functional model
- Certified System Operators, including those who hold multiple certifications

### SOS Intl past experience includes:

- Experience in Training Gap Analysis and Training Program Consultation
- Experience with training development in small, medium, and large companies and utilities
- Experience designing and developing full initial operator training progressions
- Experience in Job Task Analysis
- Experience developing technical training
- Experience leading successful regional restoration drills
- Experience in test creation and how to measure learning and performance



#### CONTACT US:

Melanie Payne  
[melanie@sosintl.com](mailto:melanie@sosintl.com)  
704.815.7906

Lori Burk  
[lori@sosintl.com](mailto:lori@sosintl.com)  
704.815.7907

Catherine Holland  
[catherine.holland@sosintl.com](mailto:catherine.holland@sosintl.com)  
704.815.7908

Kathy Cross  
[kathy.cross@sosintl.com](mailto:kathy.cross@sosintl.com)  
704.815.7909



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10715 Sikes Place., Suite 114, Charlotte, NC 28277

877.SOS.INTL 704.452.3534 tel 704.752.6455 fax