	© ISO New England Inc. 2007	<b>Procedure: Administer NERC Certification Training</b>
	Process Name: Perform Operations Training	
	Procedure Number: RTMKTS.0200.0040	Revision Number: 2
	Procedure Owner: Jerry Elliott	Effective Date: February 5, 2007
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# SOP-RTMKTS.0200.0040

## Administer NERC Certification Training Program

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## 1. Objective

The objective of this procedure is to define and document the process Operations Training uses for administering the North American Electric Reliability Corporation (NERC) Certification Training program.

## 2. Background

The Operations Training group is responsible for providing NERC Certification for System Operations personnel in order to prepare them to pass the NERC Certification Exam.

NERC Standard PER-003 - Operating Personnel Credentials requires each Transmission Operator, Balancing Authority, and Reliability Coordinator staff all operating positions that meet both of the following criteria with personnel that are NERC certified:

- Positions that have the primary responsibility, either directly or through communications with others, for the real-time operation of the interconnected Bulk Electric System
- Positions directly responsible for complying with NERC standards.

In accordance with NERC Standard PER-004- Reliability Coordination - Staffing, ISO New England System Operators must be NERC Certified at the Reliability Coordinator level.

## 3. Responsibilities

1. The Manager of Operations is responsible for the oversight of the training program.
2. The Supervisor, Operations Training (or designee) is responsible for:
  - A. Providing leadership for the training personnel to effectively plan, develop, organize coordinate, evaluate and deliver training for the NERC Certification program.
  - B. Reviewing NERC Certification Training program.
  - C. Establishing the responsibilities for Training Coordinators.

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3. The Training Coordinators are responsible for:
  - A. Coordinating and scheduling the day-to-day training session development and delivery.
  - B. Developing training for NERC certification applicants.
  - C. Transcribing attendance information into the Operations Training Database (Db).
  - D. Maintaining training material.
  
4. NERC Certified System Operators and System Operator Trainees are responsible for attending the provided training and are solely responsible for maintaining NERC certification in order to stand watch in the control room.

**NOTE**

System Operators and Shift Supervisors cannot stand a Control Room watch without a valid NERC Certification.

#### 4. Controls

- Operations Training personnel, qualified vendors or Subject Matter Experts shall provide the NERC Certification training

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## 5. Instructions

### 5.1 NERC Certification Training Program Goals and Objectives


1. The NERC Certification Training program goal is to:
  - A. Ensure that qualified System Operators and System Operator Trainees are presented the required knowledge in order to renew a NERC Certification or obtain an initial NERC Certification as a Reliability Coordinator.
  - B. Base it on information relevant to obtaining NERC Certification.
  - C. Design it for trainees who have previous knowledge of power system fundamentals such as:
    - System Operator Trainees who are enrolled in the SOIT program that have completed the fundamentals and NERC Standard self study portions of training
    - System Operators that are currently certified and need to renew their NERC Certification.
2. Course development, training delivery and record maintenance for the NERC Certification Training program shall be conducted in accordance with SOP-RTMKTS.0200.0010 – Administer Operations Training.

#### NOTE

Other attendees interested in becoming NERC certified are invited to attend the training program; however the program is not specifically designed for them.

### 5.2 Program Description


1. The NERC Certification Training program, which normally consists of five days of intensive classroom review and shall provide a review of information pertaining to the NERC Standards required for the Reliability Coordinator NERC Certification Examination. Reference Step 5.3 for program content.

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2. Using a classroom setting a Trainer shall present information pertaining to the NERC Standards:
  - A. At the end of each presentation, the Trainer shall conduct a review.
  - B. The Trainer shall administer a quiz consisting of multiple-choice questions, typical of NERC Certification Exam questions, covering the presented information pertaining to the NERC Standards.
  - C. The Trainer shall conduct a group review of the answers with the trainees.
3. Computer based exams, similar to the NERC Certification Exam, shall be made available for the ISO trainees for self-study and practice.
4. Upon completion of the NERC Certification Training program System Operator Trainees who are enrolled in the SOIT or System Operators that are currently certified and do not meet Continuing Education Hour (CEH) requirements should schedule a NERC Certification exam (Reliability Coordinator), in accordance with Attachment A – Instructions for Scheduling a NERC Certification Exam).

### 5.3 Program Outline

1. The NERC Certification Training program outline shall be based on the following:
  - North American Electric Reliability Corporation (NERC) Operating Manual
  - NERC Operating Manual Reference Documents and related NERC Training Documents
  - NERC Standards
  - ASOC & Siemens / PTI PracTest CBT
  - 360° International Training CBT
2. The following material should be provided to the trainees:
  - NERC Standards, NERC Operating Manual related Reference Documents and Training Documents.
  - PowerPoint presentation handouts
  - Hard copy quizzes

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- Laptop computer with various CBT course materials, including exams

## 6. Performance Measures

None.

## 7. References

SOP-RTMKTS.0200.0010 – Administer Operations Training Program

NERC Standard PER-003- Operating Personnel Credentials

NERC Standard PER-004- Reliability Coordination - Staffing

## 8. Revision History

Rev. No.	Date	Reason	Contact
Original	03/30/05	Original	Jerry Elliott
1	03/08/06	Revised for annual review and aligned to current organization	Jerry Elliott
2	02/05/07	Revised for clarity as a result of annual review	Jerry Elliott

## 9. Attachments


Attachment A – Instructions for Scheduling a NERC Certification Exam

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## Attachment A – Instructions for Scheduling a NERC Certification Exam

In order to take a NERC Certification Exam each applicant should do the following:

1. Go to: <https://soc.nerc.net/>
2. Logon or register as a NERC net USER
3. If registering then perform the following:
  - For Account Information use work or home information depending on where you want information sent
  - Use work e-mail address to have easy access to the candidate ID number (Will be sent to you and used in scheduling exam.)
  - For Regional Status, select NPCC in the pull down menu. The NERC Member Status will self populate
  - For Account Identity, enter required data
  - For Company Information, enter company name
  - Submit the registration. Applicants should receive confirmation of registration and be allowed to logon
4. After submitting registration logon to <https://soc.nerc.net/> to schedule NERC Certification as follows:
  - Log on using Logon ID and Password
  - Click on “NERC/PJM Examination Application” Choose the ‘Reliability Coordinator Operator Certification Exam’ in the drop down menu
  - Choose method of payment and submit an expense report after the fact
  - Submit
  - An invoice will pop up with the information; give the invoice to V.P. Operation’s Administrative Assistant
5. After NERC forwards the candidate ID number (via e-mail) the operator should:
  - Log on <https://soc.nerc.net/> using Logon ID and Password
  - Under “Prometric Resources”, select “Schedule Exam”
  - Select “Academic, Professional Licensure, Government, and Corporate Programs”
  - Select pull down menu “Select Your Testing Program”
  - Select “North American Reliability Council”
  - Select United States under “Select Your Region”
  - Select state (normally Massachusetts or Connecticut)
  - Select “SCHEDULE AN EXAM” only (do not locate a test site at this point)

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- Read through rules and Policy Note and select ‘Agree’
- Select “Next” and enter Candidate ID number
- Select “Next” and verify information
- Schedule exam at one of the listed sites (operator is able to select location and time)