VIRGINIA ENHANCED OPERATORS QUALIFICATIONS

UPDATE 2015

Concerns

- Complacency in a 12 year old program
- Non-existing tasks (tasks not included in OQ)
- Failure to identify and react to some Abnormal Operating Conditions
- Insufficient detail in some procedures
- Weaknesses in some OQ training and Evaluations
- New Technologies coming into play
- Development of new and or improved Best Practices (Bar holing, etc.)

How it started

- VGOA Executive Committee formed in 2011
  - VA SCC began discussions regarding OQ
- SCC reviewed existing plans, training and testing materials and shared their concerns with the VGOA Executives
- After discussions, it was agreed that the existing OQ programs needed to be improved

Where to Start

Evaluate current OQ processes for demonstrating knowledge, skills, and ability

Draft new, Operator Qualification materials, knowledge and skills assessments where needed

Develop an implementation process

Develop monitoring and progress tracking systems

Getting Started

- It was decided to partner with a third party vendor, Northeast Gas Association.
- Use their OQ model as a foundation on which to build the Virginia Enhanced Operators Qualifications
- Protocols and guidelines were established to address any potential conflicts or other issues
- In 2012 SME Teams were scheduled to work on specific tasks

Evaluation Development

SME's meet and develop task domains and elements, AOC's, task evaluations, and testing materials based on 192 and other applicable codes.

Utilize SME knowledge, companies procedures, GPTC guidelines, best practices, technologies and other resources being used

Focus on best way to determine a person is trained and knowledgeable about a specific task

Validation

~~During~~ In a pipe insertion installation, the purpose of sealing the conduit openings is to prevent _____ entry of which of the following? [delete blank line and change period to question mark]

A. Natural gas

B. Water

C. Carbon monoxide

D. Bugs

Note: Choice D is rather implausible. If Q82 is eliminated, consider taking "environmental contaminants" from its stem, using it as a second correct answer in place of current Choice D in Q83, and adding "Select ALL that apply" to the stem.

Note: The original stem implied that keeping out water is the sole reason for sealing, when clearly this is not so (per Q82). The revision to the stem corrects the flaw, but will not suffice if there are still other things (e.g., dirt) that sealing is designed to keep out. If so, the team should rephrase the item accordingly.

Technical Note: The meaning of "During" in the stem is ambiguous. It could mean "while the pipe is being inserted" or merely "in connection with a pipe insertion installation." The suggested change from "During" to "In" reflects the latter meaning. The team should consider whether this is as intended, and more importantly, whether the intent would be even clearer if the stem were refined to suggest a point in time; for example: "Following installation of a gas service using the dead insertion method, the purpose of sealing …"

Validation Review

Upon receiving Validation from Dr. Sherri, SME's schedule a conference call or webinar to discuss her comments and either agree or disagree to the changes

Notes are made for specific training considerations from the finalized evaluation

Online training development

Once the evaluation has been finalized it is sent to Industrial Training Services who develop the training along with any additional instructions

ITS then prepares a training story board and forwards it back to the SME members of that task

Online training Approval

SME members review the story board and make notes and prepare comments on any issues that they are concerned with

A conference call or webinar is set up to discuss these issues and solutions. ITS representatives are involved at these discussions

If changes are necessary they are made and when satisfied with the training module SME approves final training module

Training

- **Training is designed as refresher training for qualification purposes only**

- **It is not designed to replace or act as comprehensive company or manufacturers training in any way**

Process Challenges

- Coordination of meetings, webinars, and conference calls are sometimes difficult as the Staff and SME's all have full time jobs and other responsibilities
- Increased productivity has continued to flood the validation process and on line training development slowing things down at times.
- Priority shifts – Example: Inspection Guidelines, Bar holing procedures, etc…
- New Tasks – Example: SCADA

Implementation Challenges

- Scheduling/Timing
- Language Barriers
- Proctoring
- Retesting

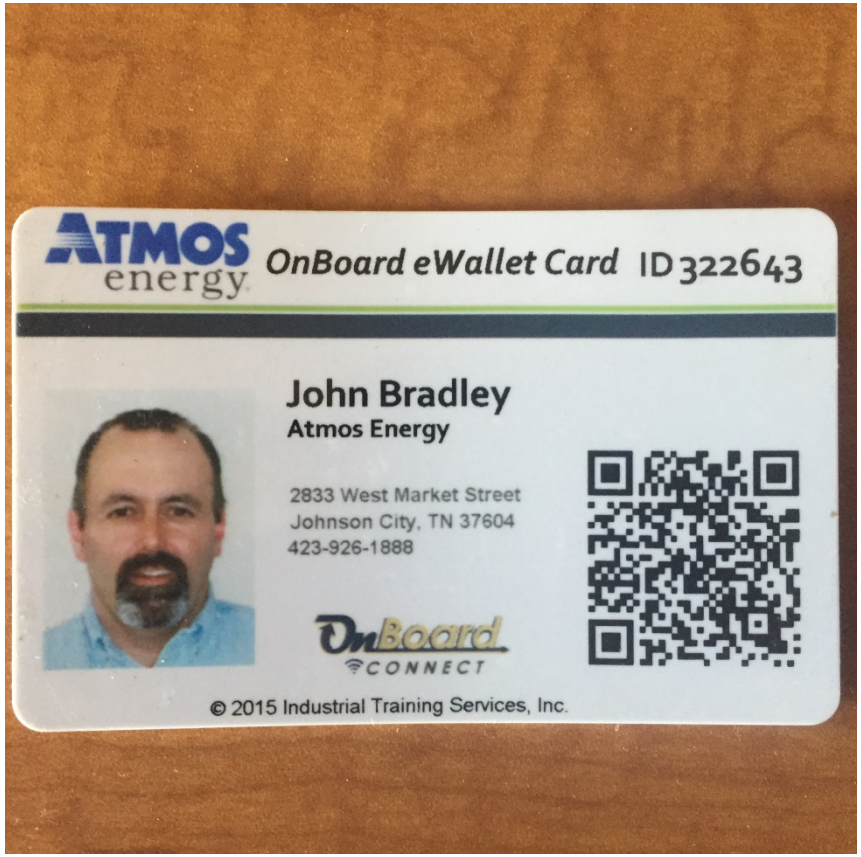
Other Challenges

- **Different company processes have resulted in different evaluation needs. Resulting in testing and skill evaluations that require multiple parts. Development of these tasks usually require more time.**
- **Culture issues (*Old Thinking vs. New Thinking*)**
- **Conflict resolutions where errors exist**
- **Other Activities - O&M review**

Positives

Ewallet Card

Ewallet Card



Positives - Onboard

Atmos Energy

Delaine Cook | Help | Sign out

Learn | Manage | Reports | Settings

> Home > Reports > Qualifications

Print | Email | PDF | Excel

Transcript

Shows an expanded view of the **modules** which users have attempted. A module may contain any number of Tasks. To be Qualified in a module, a user must pass the written knowledge portion (paper or online) as well as the field evaluation (skill and ability) for ALL required tasks in this module. This report may contain records from any or all of these areas.

Name: Bradley, John
User Name: Bradley1
Company: Atmos Energy
Role: Company Manager, Proctor, Evaluator
Address: 2833 W. Market St.
Johnson City, TN 37601
Email: John.Bradley@atmosenergy.com
Phone: 423-791-4996

1 Total: 20

Bradley, John (Bradley1)

K/S	Edit	Task Code	Task	Status	Date Taken	Qualification Expires	Proctor/Evaluator	Media	Is Qualified
K		VGOA-PT.0c	VGOA COURSE Proctor Training	Passed	03/18/2015	03/18/2018		Online	Yes
K		VGOA-10.0C	VGOA COURSE 10 - Mechanical Joining of Pipe Other than Plastic to Plastic Pipe	Completed	04/10/2015			Online	
K		VGOA-13.0C	VGOA COURSE 13 - Purging Pipelines	Completed	04/10/2015			Online	
K		VGOA-4.0c	VGOA COURSE 4 - Classifying Gas Leaks	Completed	04/10/2015			Online	
K		VGOA-5.0c	VGOA COURSE 5 - Patrolling and Inspecting Pipelines	Completed	04/10/2015			Online	
K		VGOA-6.0c	VGOA COURSE 6 - Conducting Gas Leakage Surveys (Mobile and Walking Surveys)	Completed	04/10/2015			Online	
K		VGOA-7.0c	VGOA COURSE 7 - Excavation and Backfilling	Completed	03/18/2015			Online	
K		VGOA-8.0c	VGOA COURSE 8 - Installation of Pipe	Completed	04/10/2015			Online	
K		VGOA-9a.0c	VGOA COURSE 9a - Joining Plastic Pipe (Static Electricity and AOCs)	Completed	04/10/2015			Online	
K		VGOA-9b/9c.0c	VGOA COURSE 9b/9c - Joining Plastic Pipe (Butt Fusion - Manual and Hydraulic)	Completed	07/20/2015			Online	
K		VGOA-9g.0c	VGOA COURSE 9g - Joining Plastic Pipe (Mechanical Joining of Plastic Pipe)	Completed	04/20/2015			Online	
K		VGOA-1.0	VGOA EXAM 1 - Identifying Meter Assembly Abnormal Operating Conditions	Passed	04/22/2014	04/22/2017		Import	Yes
K		VGOA-13.0	VGOA EXAM 13 - Purging Pipelines	Passed	04/13/2015	04/13/2020	Harmon, Wendy	Online	Yes

Successes

Contractor Acceptance

More Successes

Support from the Staff and the Executive Team have helped guide the structure and flow of the process

Companies have identified opportunities to improve O&M's through the task development process

Continued positive feed back from other regulatory agencies and operators nationwide

Where we are now!

54 tasks identified at present (that number will change)

Evaluation development: 49 tasks completed and remaining 5 are scheduled to be worked on through the end of 2015

13 covered tasks have been released and 36 are in varying states of Validation and training development.

QUESTIONS?

How we got to this point

12 different SME teams

108 Face to face meeting days in Richmond

40 Web Conferences

38 Conference calls