



ROCHESTER GAS AND ELECTRIC CORPORATION • 89 EAST AVENUE, ROCHESTER N.Y. 14649-0001

ROBERT C. MECREDDY
Vice President
Ginna Nuclear Production

November 12, 1993 TELEPHONE
AREA CODE 716 546-2700



Mr. Lee Bettenhausen
Operations Branch Chief
Nuclear Regulatory Commission
Region 1
475 Allendale Rd.
King of Prussia, PA 19446

SUBJECT: Examination Results and Planned Remedial Action

REFERENCE: Training Program Inspection Report NO. 50-244/93-19

Dear Mr. Bettenhausen

As required by the Systems Approach to Training (SAT), Rochester Gas & Electric Corporation (RG&E) has reviewed operator performance on the RG&E administered 1993 Annual Operator examination for areas of training process improvement. These areas were discussed at the RG&E and Nuclear Regulatory Commission (NRC) meeting held on October 26th at the Region 1 office and were included as attachments to the referenced report.

All licensed operators that did not successfully complete the program requirements on this exam were immediately removed from shift. The License Review Board, composed of management and supervision from both the training and line organizations, reviewed each operator's performance. The Board also directed that a root cause analysis (RCA) be conducted to determine the reason(s) for repeat failures as well as the number of failures.

The Board looked at each individual's performance on all weekly quizzes, annual exams, and simulator evaluations. Using this information, individual remedial programs were established for each operator. The remedial programs constructed included classroom sessions, self study exercises, simulator time and management interviews.

Operators identified as repeat failures warranted additional attention. A diagnostic test constructed per the Examiner Standards (NUREG 1021) was given to ensure that each operator possessed a knowledge level which met the minimum requirements of NUREG 1021. Test results were also used to determine additional weak areas which should be included in the individual remediation programs. These operators also participated in a "Learning Styles Inventory" consisting of a number of testing instruments administered by an educational psychologist. The results of this inventory will become part of the long term program to modify training

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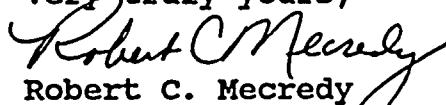
material, as needed, to ensure that they receive the maximum benefits of training. Following remediation, individuals were returned to licensed duties.

The RCA identified causes for static exam failures and Reactor Operator (RO) written exam failures. Recommendations to prevent recurrence included an RO specific written exam, better validation of exam material, improved reference material availability and written exam structure. Other recommendations for overall program improvement are included as attachments to the referenced report.

RG&E is committed to training derived from an SAT process. Results from this exam are viewed as part of RG&E's continuous training process improvement. Both plant and training management will be implementing the short and long term recommendations to maximize the training benefits for the operators.

If there are any further questions or comments regarding this matter, please feel free to call Gary Meier at 716-724-6622.

Very truly yours,


Robert C. Mecredy

XC: G. Meier

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SUBJECT: Discusses info re exam results & planned remedial actions
re training program insp rept 50-244/93-19.

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