

LICENSED TRAINING INSTRUCTION

REVIEWED

APPROVED

TITLE: OPERATIONS LIAISON RESPONSIBILITIES

LTI 7.4
REV. 1
2/22/93

1.0 PURPOSE/SCOPE

This procedure defines the responsibilities and reporting relationship of the Operations Liaison.

2.0 DISCUSSION/DEFINITIONS

- 2.1 The Operation Liaison position is integral to the Training/Operations interface and represents Operations Management input into the Operations Training Programs. The individual will function as a continuous link between Operations and Training to assure plant goals and expectations are met and trained.

3.0 PROCEDURE

3.1 Reporting Relationships:

1. Reports directly to, and responsible to the Operations Manager.
2. Supports the Licensed Operator Requalification Training Manager within the guidelines of his responsibilities.
3. Maintains open constructive communication with training management.

3.2 Knowledge/Skills/Experience

1. Be thoroughly familiar with NUREG 1021 (Examiner Standards)
2. Be knowledgeable of the INPO Accreditation Guideline 90-25 and the overall Systems Approach to Training (SAT) philosophy practiced at WNP-2.

3. Be knowledgeable of plant operations and administration.
4. Shall be a qualified Shift Manager or Control Room Supervisor.
5. Shall maintain an active SRO license at WNP-2.

3.3 Responsibilities

1. Provide operational input to training on a continuing basis. This includes representing the department in training program development and implementation.
2. Assist, as needed, in the development and implementation of the task based requalification training and examination program (NUREG 1021).
3. Assist, as needed, to assure the criteria of accredited operator programs are satisfied. This is to include all aspects of the systematic training process.
4. Maintain a continuing and open dialogue between the Training Department and Operations. This includes participation in all interface meetings involving department training issues.
5. Assist, as required, in the evaluation of both training program implementation and operator performance. Evaluate the crew-to-crew performance to achieve operation parity.
6. Provide technical review of Job and Task analysis data.
7. Provide technical review of Training materials including lesson plans, learning objectives, and examinations.

NOTE: The liaison should not provide classroom training unless/until he completes classroom instructor courses.

The liaison shall certify as a simulator trainer/assessor by completing the following courses:

1. Simulator Operator Skills

2. Simulator Instructor Skills (CPS, NTO, and SAT not required)
3. Simulator Assessor
8. Perform function of the simulator Lead Evaluator.
9. Assist in training schedule coordination.
10. Perform function of Technical Consultant with training supervision and management.
11. Participate in the Shift Manager End-of-Week training meetings.
12. Participate in the End-of-Cycle reviews.
13. Participate in Licensed Operator Requal training and maintain an active SRO license.
14. Periodically observe Equipment Operator initial and continuing classes and Licensed Operator initial training classes. Provide feedback to the manager of Operations Training concerning the quality of and the technical accuracy of the training observed.



INTEROFFICE MEMORANDUM

DATE: March 9, 1993

TO: Distribution

FROM: D.R. Kobus, Manager, Nuclear Training (1028)

SUBJECT: **INDUSTRY EVENTS TRAINING EFFECTIVENESS ASSESSMENT**

Recent experience indicates that our industry event training has not met Supply System expectations. Specifically, the two issues of concern are:

- * Inadequate retention of recent industry events training.
- * Ineffective assessment of retention of training on industry events.

In an effort to improve our performance on these two issues, the following is a process the training division will follow for all INPO accredited programs on an on-going basis. This program is expected to be implemented by each department manager beginning in April 1993, including revisions to internal instructions affected by this process.

1. Each department manager will normally select a sample of the most significant events to WNP-2 from the previous quarters industry events training.
 - Important events within the previous two years may be used when the events are specific to WNP-2.
2. From this sample, select the key learning objectives for each event and develop a questionnaire to measure the employees retention and application of the lessons learned from the event.
 - To ensure the questionnaire is returned, it is important to have the employee fill out and return the questionnaire during the continuing training session. It is anticipated that this process will only take 10-15 minutes of class time.
3. When the questionnaires are returned from all the employees, the department manager or designee will trend the data to verify that employees are able to apply the lessons learned to WNP-2.
 - The evaluation should verify that the employee can use previously taught events to either prevent the event from happening at WNP-2 or recognize the event and effectively combat it should it occur at his plant.

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4. When the data has been trended, a summary report will be developed and sent to the Nuclear Training manager for his review.
 - Weaknesses identified from this process should be addressed in regards to improving the process for future training of Industry Events/Operating Experience.
5. These reports shall be kept on file in departmental files for future reference.

Please ensure your department personnel are appropriately briefed on this process.

dlj

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WASHINGTON PUBLIC POWER
SUPPLY SYSTEM

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INTEROFFICE MEMORANDUM

DATE: February 22, 1993

TO: Nuclear Training Division Staff

FROM: DR Kobus, Manager, Nuclear Training

SUBJECT: INDUSTRY EVENTS TRAINING

Industry plant operating experience is a key source of information to promulgate lessons learned so other plants can prevent repetition of similar events. The Supply System has defined a process in which key events are dispositioned through the Operating Experience group within Quality Assurance. Actions are identified and assigned to accomplish this objective.

Training to establish an awareness and focus on prevention is usually an important aspect. Recent events at WNP-2 have had precursors within the nuclear industry indicating that the plant staff is not being adequately prepared.

One aspect which may be interfering in our prevention efforts is a disbelief that it can happen here. The training organization has the opportunity during industry events training sessions to counter this aspect by displaying a conservative approach and urgency to not have it happen here. When you convince the mind, the heart will follow.

Industry event training effectiveness is the paramount concern the Region V staff have with Supply System training programs. We must improve in this area or risk being viewed as unable to learn from these events, with resulting potential for escalated enforcement. To this end, we are revising the self assessment process to include objectives for assessing the effectiveness of industry events training. Other opportunities are also being reviewed to try improved techniques for this type of training. We expect these actions to be concluded by April, 1993.

DRK/lb