

NERC System Operator Certification Program

Survey 2017

Purpose

To gather information from industry stakeholders related to the NERC System Operator Certification (SOC) program for potential future development/improvement.

(Format: Yes/No/Multiple Choice Questions with Comment box. If no comment, please add NA.)

System Operator Certification Program Historical Reference Points:

- Launched one credential in 1998 with 5 year expiration
- Converted to 4 credentials in 2001
- Switched from retesting to CEHs for credential maintenance 2005

Questions:

Program Direction Category

OBSERVATION: SOCCED historical data indicates that over 65 percent of all credentials held by System Operators are Reliability Coordinator (RC) credentials.

1. Do you support combining the current four (4) NERC System Operator Certification Credentials into a single Reliability credential with only one (1) Exam?

- Yes
 No

Please support your choice with comments:

SOC Program Guideline: Successfully passing an examination earns candidates a credential and a certificate that is valid for three years. NERC requires certified system operators to accumulate CEHs through the NERC Continuing Education Program in recognized operator training topics. To maintain a valid credential, candidates must accumulate the proper number and type of CEHs from NERC-approved learning activities within a three-year period.

2. Do you support the current methodology of Continuing Education Hour (CEH) accumulation for credential maintenance?

- Yes
 No

Please support your choice with comments:

3. Should an operator credential be valid for three (3) years?

- Yes
- More than 3 years
- Less than 3 years

Please support your choice with comments:

4. How would you prefer to maintain your credential?

- Accumulation of CEHs only
- Re-examination only
- Both CEHs or Re-examination as options
- Other:

Please support your choice with comments:

SOC Program Guideline: To maintain a valid certification, a system operator must earn CEHs within the three-year period preceding the expiration date of their certificate as specified by their credential in Table 3.

Table 3: Credential Maintenance Requirements				
Certification	Designation	Total CEH Requirement	NERC Standard CEH Requirement	Simulation CEH Requirement
Reliability Operator Certification	RA, RC	200	30	30
Balancing, Interchange, and Transmission Certification	BT	160	30	30
Transmission Operator Certification	TO	140	30	30
Balancing and Interchange Certification	BI	140	30	30

5. Are the current total CEH requirements per credential adequate?

- Yes
- Too many required
- Too few required

Please support your choice with comments:

6. Are the current NERC Standard and simulation hour requirements adequate?

- Yes
- Too many required
- Too few required
- Not needed
- Add Different Content Area(s): Please describe below.

Please support your choice with comments:

SOC Program Guideline: NERC requires certified system operators to accumulate CEHs through the NERC Continuing Education Program in recognized operator training topics, listed in Appendix A for credential maintenance.

7. Should credential maintenance specify a defined amount of hours from the content outlines (Operating Topics from Appendix A)?

- Yes
- No

Please support your choice with comments:

8. How would you improve the current credential maintenance program?

Comments:

Demographic Category

9. What Credential(s) do you hold? (Select all that apply.)

- RC
- BT
- BI
- TO

10. Is the credential you currently hold aligned with your job? (i.e. Do you hold a Transmission Operator credential and work as a Transmission Operator?)

- Yes
- No

Comments:

11. Is the credential you currently hold required by NERC for your job?

- Yes
- No, but required by my employer
- No, professional preference

Comments:

12. Is your employer required to follow NERC Standards?

- Yes
- No

Comments:

13. Which of the following describes your job function? (Select all that apply)

- System Operator – Reliability
- System Operator – Balancing and Transmission
- System Operator – Balancing and Interchange
- System Operator – Transmission Operator
- Engineer
- Manager/Supervisor/Lead
- Trainer
- Vendor/Consultant
- Operations Support
- IT/OT Operations Support
- Compliance
- Other, please describe below: