

Coaching and OJT



Background

This online course is delivered through [Spark! By OES-NA](#). The course is intended to provide system personnel with an explanation and understanding of the On-the-Job Training process and aspects related to coaching new operators in learning the responsibility of a real-time operating position. The course steps through the various topics associated with coaching, OJT, and evaluation during the process. Each lesson is culminated with a review and quiz. Upon completion of the lessons, there is a final assessment that consists of 10 multiple choice questions. Individuals must attain a passing grade of 70% on the final assessment in order to be awarded the NERC CEHs.

Course Level

Not Applicable

Target Audience

The course is intended for System Operators and any personnel who wish to gain knowledge and improve their skills related to administering structured OJT to new System Operators.

Course Content

The course steps through lessons related to the Coaching and OJT administration process. Each lesson identifies and explains the various aspects related the following content:

- Coaching in training
- Administering structured OJT in a real-time environment
- Process for providing feedback
- SAT approach utilized for OJT
- Conducting structured OJT
- Common errors in administering OJT
- Evaluation/assessment process

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Delivery Schedule

Since the course is delivered on an individual basis via the Internet, individuals have the ability to set their own pace and schedule for completion of the course. Registered students are provided with 6 months from the time of registration to complete the course.

Student Requirements

- Students must sign-in using their individual log-in and password to access the course.
- Students are required to provide their NERC SO Certification # and other applicable contact information during the course registration process.
- Students must complete all course material prior to attempting the final assessment.
- Students must successfully earn a 70% grade on the final activity assessment.
- Students must submit a course evaluation form. (Level of completion is not measured, but full completion is desired)

Note: No NERC CEHs are awarded for completion of this course

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