



Department
of Public Service

Operator Qualification Technical Conference

Best Practices
October 5, 2017

General

- Evaluation must determine whether the individual can perform the assigned covered task correctly and recognize and react to abnormal operating questions.
- Evaluation methods and results must be documented for each covered task for each qualified person. Pass/Fail results alone are not acceptable.

General

- Plan must include a documented process – including timeframes - for evaluating plan effectiveness. Items to be considered should include QA/QC results, regulatory audit findings, incident and near miss investigations, and other methods available to the operator (management audits, PSMS results, etc.)
- Deficiencies/recommendations from effectiveness evaluations shall be implemented into plan as soon as practical. The plan should clearly define this timeframe.

General

- The program should include provisions to evaluate an individual if there is reason to believe the individual is no longer qualified to perform a covered task based on: covered task performance by an individual contributed to an incident or accident and other factors affecting the proper performance/completion of covered tasks. These other factors should include observation of a task being improperly completed or documentation of incorrect task completion (record illustrates improper completion).

General

- Reevaluation intervals for each covered task shall be clearly documented and supported.
- The plan must include a documented process for ensuring that only qualified individuals are performing covered tasks. (Review OQ for each job location, qualified inspector assigned for each working location).
- The Plan must capture all qualifications of an individual in one uniform easily accessible system to simplify verification of qualifications in the field at any time.

General

- Testing/evaluation should not be undertaken until XX hours/days after training has been completed.
- Records used for compliance should record the name(s) of the qualified individual that performed the inspection (covered tasks and/or qualified to direct/observe individuals performing the task).

Testing

- The security of the testing process from test question and test development to actual testing must be clearly defined in the OQ program.
- All testing must place at either the operator's facility or a third party testing center. In no cases, should testing take place at a contractor's location. In no cases will contractors be allowed to test their personnel at their facilities or on their equipment.

Testing

- All testing equipment (computers, I-pads, etc.) must have software that disables ‘print’, ‘print screen’ and ‘screen capture’ functions and prohibits users from being able to access features which would allow them to copy, print, access other applications or visit other websites during an online exam.
- At least two proctors will be required for all test sessions. One proctor will administer the exams and monitor the classroom; the second proctor will monitor all computer screens.

Testing

- The number of persons that are able to test at a given time vs. the required number of proctors needs to be clearly defined. The maximum size (that is, number of persons) per test session must be defined and justified.
- Proctors will be properly trained and will ensure that no unpermitted items are used or accessed during the tests (cellphones, electronic devices, notes, etc.).

Testing

- Proctor Passwords must be deactivated at the conclusion of every test session.
- Ultimately, all tests will be made up of questions from a larger pool of questions and have the ability to vary the order of the correct answers and order of questions.

Testing

- Test rooms shall be configured to ensure all computer monitors are visible from one location at all times. If needed, reduce the number of personnel that may test at a given time to ensure all computer screens are visible to the proctors.
- Testing must include questions that cover company procedures and equipment.

Testing

- Tests should include critical questions related to the covered task(s). These questions should be required to be answered correctly.
- A time interval between receiving training and taking a test must be clearly defined. For example, if training is given on one day, the test cannot be taken for XX hours/days after the training is completed.

Testing

- Test failure should necessitate additional training/retraining.
- Stand down intervals following any test failure must be clearly defined. For example, if a test is not passed, the test cannot be taken for XX hours/days after refresher training is completed.

Testing

- Reasonable accommodations should be offered to persons that have trouble taking written tests. These accommodations should include oral examinations.
- All non-written tests shall be videotaped with full video and audio capabilities functioning.

Evaluation

- Evaluation by written/oral testing alone is not permissible.
- Practical evaluation (observation during performance on the job or simulation) is required for all covered tasks. If there is a covered task that cannot be evaluated using practical evaluation, the plan must clearly identify the task(s) and reasons practical evaluation is not feasible.

Evaluation

- If an OQ plan from another entity/contractor is accepted by the Company, the review and acceptance must be clearly documented to demonstrate that it meets or exceeds the requirements of Company's OQ Plan.

Evaluation

- The Company must develop and document a matrix that cross references the Company's OQ task list with the task list in the Contractor's OQ plan. If any gaps are identified, they must be addressed prior to covered task performance. For example: Company XYZ requires covered tasks #20A investigating inside leaks, #20B investigating outside leaks, and #20C classifying leaks, while the contractor only has covered task #20 leak investigation. Clear documentation should exist as to whether contractor's task #20 is equivalent to operator's task #20A, #20B, and #20C and why the operator has 3 covered tasks, while the contractor has only one.

Evaluation

- Company must have a written and practical evaluation method to assess any contractor individual qualified under another accepted OQ plan to evaluate and demonstrate knowledge, skill and ability to perform covered tasks within the given operator (company procedures and equipment).
- Evaluation should not occur until XX days after training is completed.

Evaluation

- Evaluation should not occur until XX days after any failed evaluation for the same covered task.
- Evaluations shall not be “group evaluations”. The object is to determine the competency of the individual, not the group.

Evaluation

- Guidance shall not be given during the evaluation. Company procedures can be referenced by the person being evaluated. However, no other documents shall be allowed.
- Any oral examination questions given asked during practical evaluations shall be documented, along with the answers given.

Training

- The training of all persons qualified under the Plan shall be verified and documented.
- Contractors must receive the same training as the company personnel.
- Training on company procedures and equipment must be included in the Plan. This training must be completed prior to evaluation.

Training

- Specific triggers for additional training must be clearly defined (training required after failed evaluations, unacceptable performance, etc.). This training must be completed prior to re-evaluation.
- Additional training should be required if any evaluation (tests or practical evaluations) are not passed.
- Evaluation and/or testing should not take place until XX days after training is completed.