

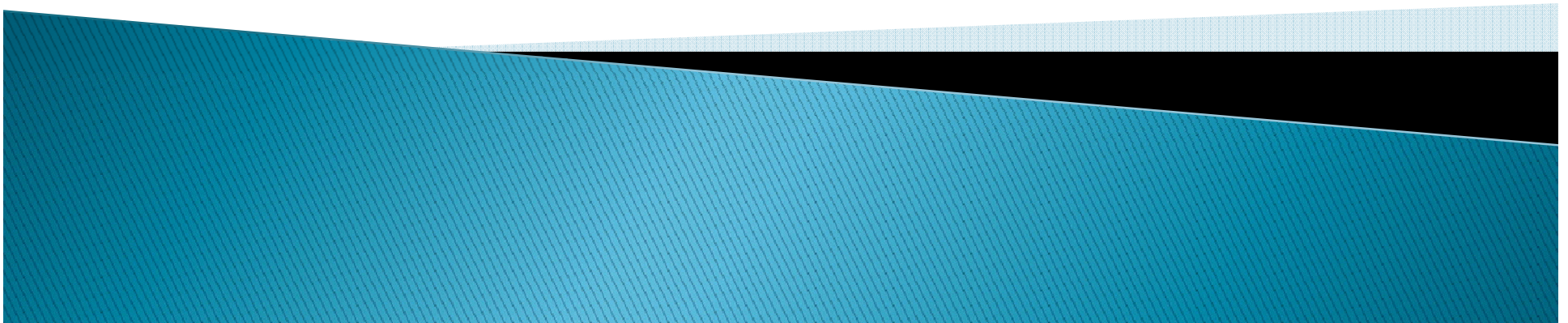
# FY2011 FTCP OPERATIONAL PLAN

GOAL 2:

Functional Area Qualification Standards Enhancements

Deborah Monette, Champion

Mark Alsdorf, Carol Ingram, Barry Weaver Team Leaders



# 1. Clarify Qualification Progression:

*M. Alsdorf*

## ▶ Status:

- Developed FTCP Issue Paper FTCP-10-004
  - SME definition/process
  - Evaluate/recommend “expert”-level definition/use
  - Define and evaluate criteria for provisional qualification

## ▶ Recommendations:

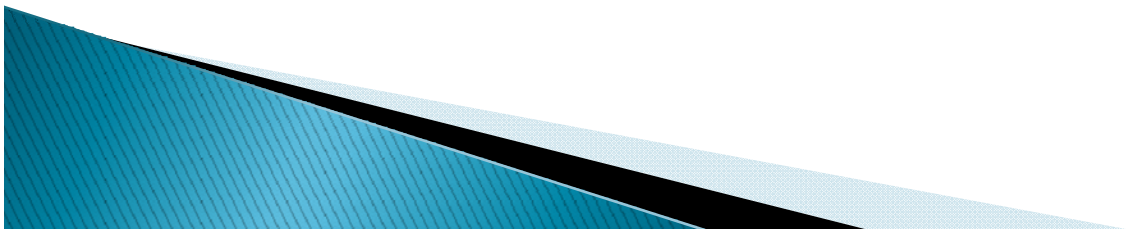
1. Accept SME definition/process from FTCP FY09 Operational Plan Goal 3
2. FTCP decision needed on expert-level knowledge definition in FAQs
  1. delete all reference to any competency knowledge level in FAQs,
  2. delete all reference to expert-level knowledge requirements in FAQs,
  3. retain the FAQs expert-level definition as written,
  4. modify the FAQs expert-level definition to read “**Expert level** is defined as a comprehensive, intensive knowledge of the subject or process sufficient to provide advice.” or
  5. modify the FAQs expert-level definition to read “**Expert level** is defined as extensive or in-depth specialized knowledge, skills, and judgment to accomplish one’s job effectively.”
3. Based on FTCP decision, adopt a tiered qualification approach (basic, senior, master; apprentice, journeyman, master; basic, intermediate, advanced, expert; for example)



# 1. Clarify Qualification Progression:

*M. Alsdorf*

- ▶ Carry over for FY12 Operational Plan:
  - Depending on FTCP decisions
    - Revise all FAQs to reflect expert-level definition decision, if needed
    - Establish a qualification policy for entry-level employees to include consideration of a tiered qualification standard development approach and/or provisional qualification



# Objective 2. Human Factors Engineering: *C. Ingram*

## ▶ Status:

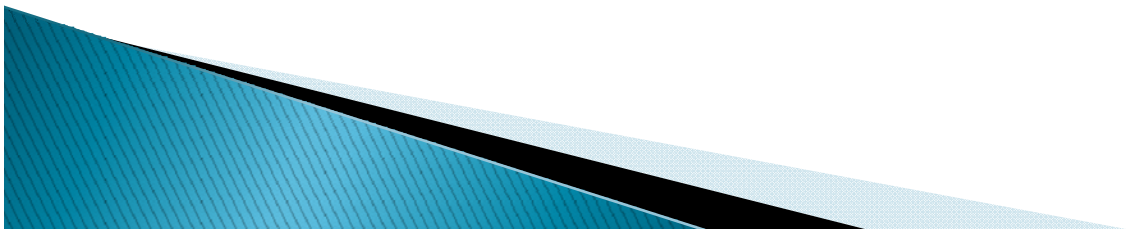
- Briefed FTCP on Human Factors Engineering
- Identified competencies and supporting knowledge and skills related to HFE for selected TQP functional areas

## ▶ Recommendations:

1. FTCP approve HFE competencies
2. FTCP discuss options and designate the mechanism to publish the HFE competencies

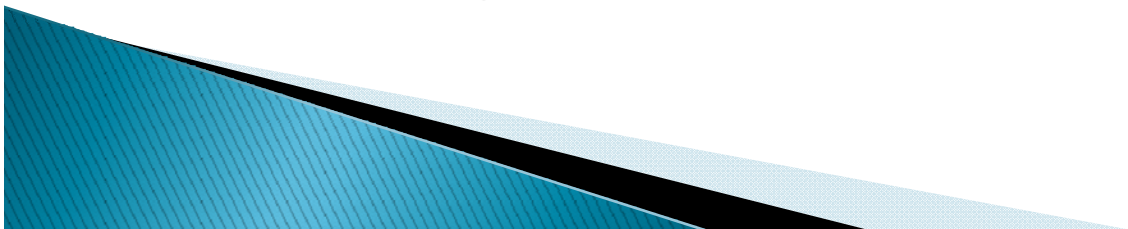
## ▶ Carry over for FY12 Operational Plan:

- Develop training to support the approved and published HFE competencies



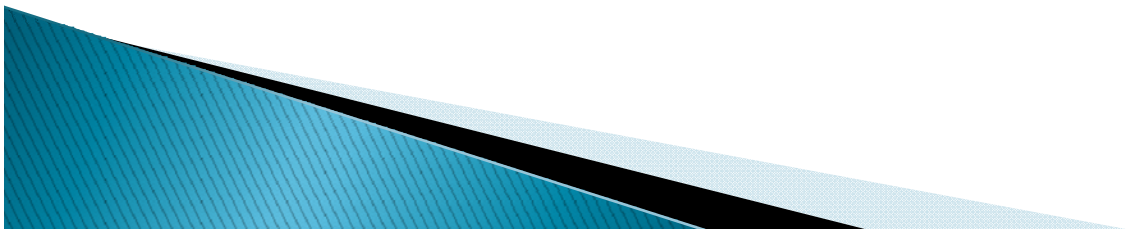
### 3. Exam Question Bank Developments: *M. Alsdorf*

- ▶ Status:
  - Populated the examination database for FAQs
  - Delivered database and examination generator
  - Developed Administrator and Instructor Guides
  - Developed process for routine maintenance of database questions
  
- ▶ Carry over for FY12 Operational Plan:
  - Resolve installation errors
    - Interim – call Mark Alsdorf (505-845-6448), [mark.alsdorf@nnsa.doe.gov](mailto:mark.alsdorf@nnsa.doe.gov) or Rich Mueller at (505-845-4065), [richard.mueller@nnsa.doe.gov](mailto:richard.mueller@nnsa.doe.gov)
  - Expand generator access to all DOE

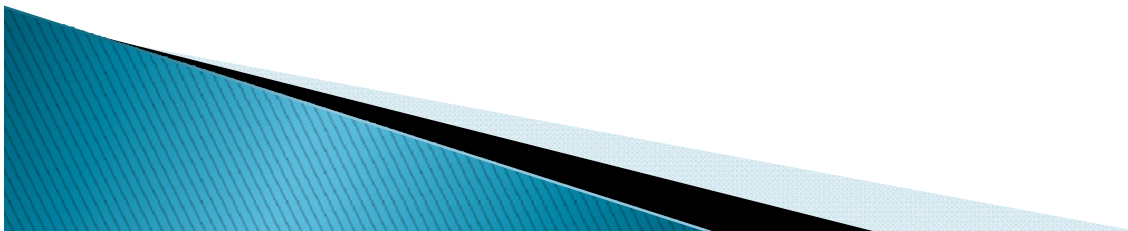


## 4. JTS Process: *B. Weaver*

- ▶ Status:
  - 9 of 32 FAQs JTA's have been completed to date
- ▶ Next Steps:
  - Complete remaining JTA's NLT December 2011
- ▶ Carry over for FY12 Operational Plan:
  - Complete resulting revisions to affected FAQs' by September 2012



# Backup Support Slides



## *Backup Support Slides*

### ▶ SME definition/process

- From FY09 FTCP Operational Plan Goal 3, Objective 1, SME definition:
  - “An individual qualified or previously qualified and experienced in performing a particular task, having comprehensive, intensive knowledge of the subject or process sufficient to provide advice in the absence of procedural guidance.”
- The complete Objective Action report is on the FTCP website at:  
<http://www.hss.doe.gov/deprep/ftcp/OpsPlans.asp>
- Professional development activity – not a requirement



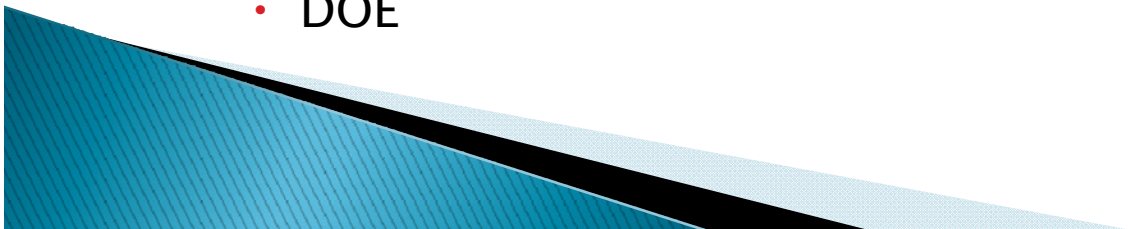
## *Backup Support Slides*

- ▶ Evaluate/recommend expert-level definition/use
  - FAQs → Expert level is defined as a comprehensive, intensive knowledge of the subject or process sufficient to provide advice in the absence of procedural guidance.
    - If there is procedural guidance vis-à-vis the referenced DOE Directive or DOE Technical Standard, there is no absence of procedural guidance
  - Change 1 to DOE O 426.1 → paragraph 4.b.(2)(f), Transportable, “For ease of transportability of qualifications between DOE elements, competencies and KSAs within the DOE General Technical Base Qualification Standard and the various DOE FAQss must be used without modification or additions.”
    - KSAs define the level of knowledge required in an FAQs
    - Qualifying official interpretation of knowledge level requirements within FAQss is marginalized



## *Backup Support Slides*

- ▶ Define and evaluate criteria for provisional qualification
  - Concerns:
    - Impending retirements replaced by less experienced cadre
    - Entry level employee attainment of expert-level competency within 18 months
      - DOE O 426.1, paragraph 4.b.(5)(a) states that the qualification schedule is “established by line management”. Change 1 will include the phrase “normally within 18 months”.
  - YSO provisional qualification approach
    - Provisionally qualify participants to all but expert-level competencies
    - Establish compensatory measures
    - Reevaluate after 5 years on the job
  - Tiered qualification approaches are in place throughout industry. For example:
    - USAF
    - Trade unions
    - DOE



## *Backup Support Slides*

- ▶ Examination Question Bank
  - Over 3300 approved questions
  - Sites receive an Instructor's Guide
- ▶ Installed at:
  - LASO (working)
  - LSO (unsure)
  - NSO (working)
  - Richland (not working)
  - SSO (not working)
  - ABQ Complex (working)
- ▶ Log-in error is due to software attempt to access a nonexistent local exam database instead of Albuquerque database
- ▶ Further installation at non-DOECOE sites require coordination with site IT departments

