

# Training Expertise

Solutions Services

SOS provides a full range of training services – bringing you a comprehensive look at your program from **analysis** to **development** to **evaluation**. Regardless of what you need to do to stay compliant, our primary goal is to help you develop an effective training program for your staff.



Our industry experts will work with your Subject Matter Experts (SME) to find or build the training you need. If you don't have SMEs available, we have the industry expertise to fill the gap for you, quickly learning your specific policies and procedures and turning them into training that prepares your staff to reliably manage the Bulk Electric System.

In addition, our SMEs and instructional designers are experienced in using a systematic approach to develop effective training. Through our careful analysis of your training needs, we will help you tie training to tasks, building learning objectives that match up with those tasks. Once your program is designed, we can provide existing training, research additional training, and build custom training to fit your specific needs.

**When you have a problem you can't solve, SOS will help you analyze the issue to determine what the best solution is.**

While training is usually necessary, the root of the problem may be a procedure or process issue. SOS will not only help you identify the core problem, we will work with you to identify and find or develop the training needed.

## PER-005 – Do you need to be compliant?

If PER-005 is applicable to your entity, either now with the current Standard or when PER-005-2 goes into effect, we will help you with your documentation – tying training to compliance. We will help you complete a **job task analysis**, **capability assessment** or **training plan development** – meeting your needs wherever you are in the process. As in other areas of compliance, the requirement isn't met until you provide evidence that you've done what you're required to do. We can conduct a training **Gap Analysis** to help you ensure you've addressed the requirements. Our SMEs, including power industry experts and training experts, understand compliance and training.



**Reliability Matters**

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SOS Int'l. and NERC ID SOS\_INTL\_001 is recognized by the North American Electric Reliability Corporation as a continuing education provider who adheres to NERC Continuing Education Program Criteria.

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## Online Training

SOS University provides a complete range of online power system training and CEHs for the beginner and advanced operator. Built with a systematic approach, our comprehensive course list is available around the clock and provides you an effective, efficient training option.

## Instructor-Led Training

SOS instructor-led training enables students to apply instruction to real-world experiences through exercises and simulation while providing a small group setting to encourage instructor/student interaction. Our instructor-led training complements our online training with in-depth classroom experience, actively encouraging students to participate through a high-energy format.

## Custom Training

SOS offers fully customized training solutions to address our clients' needs and learning objectives. We understand that your business and training goals are unique and electric utilities today need a more customized training program for improving employee performance and organizational communication.

## Training Program Services

Through our industry and training experience, SOS helps you build an effective training program, transferring knowledge and building skills. Once we understand your specific needs, we can use our expertise to build or enhance your training program. With our compliance knowledge, we are positioned to help you ensure you are meeting all applicable standards.

