

Managed Training Services

SolutionsServices

Managed Training Services is an SOS Intl suite of services designed to provide clients with the performance and peace of mind of a typical full time training staff in the system operations department. These services include:

- **Training Management** – Dedicated training manager works closely with client management and knows each learner at an individual level
- **Training Documentation** – Administrator documents training, evaluations, student progress, and other training-related information
- **Training Compliance** – Compliance personnel ensures training and training programs are designed, developed, conducted, and assessed in methods that are compliant with applicable NERC Standards and company policies
- **Instructional Design** – Professional instructional designers work with Subject Matter Experts (SMEs) to develop the most cost-effective training for learning retention
- **Training Delivery** – Professional training staff available for classroom and virtual classroom training delivery
- **Subject Matter Experts** – Professional SMEs develop advanced utility industry training or train-the-train courses
- **Training Program Evaluation** – Annual evaluation against established objectives ensures the learners and the program make acceptable performance progress
- **Training Program Management via VISION** – Professional training advisors document your company's SAT processes and if desired, establish this methodology in VISION, an application specifically designed for training program management, documentation, and compliance

This service is designed to ease the training management and compliance burden for companies without the time or experienced staff to meet their needs. This service is also helpful for companies requiring full time help now to develop infrastructure and systems, but planning to manage the training program without external support once systems are in place.

While the SOS Managed Training Services system is a comprehensive suite of services, companies can choose individual components to meet specific needs. Our program meets clients where they are and moves them to where they need to be.

Managed Training Services Suite of Services Options:

1. Training program analysis
 - Training program objectives
 - Training program constraints
2. Job task analysis
3. Performance gap analysis
4. Performance capability review plan
5. New hire training progression planning and training program progression screening
6. Training needs analysis
7. Course development
 - a. Classroom development
 - b. Computer-based and individual training development
 - c. On-the-job training development
8. Administration and documentation
 - a. Training administration
 - b. Training documentation and compliance
9. Software support services through VISION
 - a. Analysis of current training program
 - b. Task structure establishment
 - c. Training content migration
 - d. Documentation of required processes and outcomes
10. Annual training program review and evaluation
11. Training program mock audit
12. Process for continuing education and continuing performance evaluation



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SOS Intl. 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.