



Apprentice Name: _____

Step 6 - Apprentice System Operator Job Competency / Demonstration Form

COMPETENCIES/SKILLS		RATING
#1	Understand and explain the data displayed on SCADA. (Type of data [current], what it pertains to [bus or feeder], where is it sourced [regulator or breaker].)	
#2	Explain the benefits of automation, consumer and utility.	
#3	What systems within your utility are automated?	
#4	Identify the key components and equipment used in your utility for SCADA purposes.	
#5	Explain how your utility's AMR/AMI system helps your job as a system operator.	
#6	Explain the different fault classifications.	
#7	Explain the different fault types.	
#8	Explain the two basic rules of coordination.	
#9	Describe the types of equipment your utility uses for protection in the substation and downline.	
#10	Understand who and how service reliability of your utility is reported and to whom.	
#11	Explain your utility's emergency communication procedure.	
#12	Explain how you handle customer complaints and demonstrate during an actual call.	
#13	Customer complaint possible cause: Both bright and dim lights.	
#14	Customer complaint possible cause: Flickering lights.	
#15	Customer complaint possible cause: Lights partially out.	
#16	Customer complaint possible cause: Lights completely out.	
#17	Customer complaint possible cause: Low voltage-dim lights.	
#18	Customer complaint possible cause: High voltage-bright lights.	
#19	Explain how radio/tv interference is handled at your utility.	
#20	Explain the purpose of relays.	
#21	Explain the difference between overcurrent and differential relays.	
#22	Review your utility's protection drawings and describe the components shown and what zones they are protecting.	
#23	Discuss several other relay schemes used in your utility's substations. (voltage, frequency, sudden pressure, etc.)	
#24	Ability to follow directions.	
#25	Positive attitude toward work and others.	

RATINGS:

- Exceeds Expectations
- Meets Expectations
- Below Expectations

COMMENTS/REMARKS

I find this apprentice competent in the skills listed above and ready to advance to the next level.

Supervisor's signature: _____ Date: _____