



Apprentice Name: _____

Step 6 - Apprentice System Operator Job Competency / Demonstration Form

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

RATINGS:

1. Exceeds Expectations
2. Meets Expectations
3. Needs Improvement

COMMENTS/REMARKS
<p>I find this apprentice competent in the skills listed above and ready to advance to the next level.</p> <p>Supervisor's signature: _____ Date: _____</p>