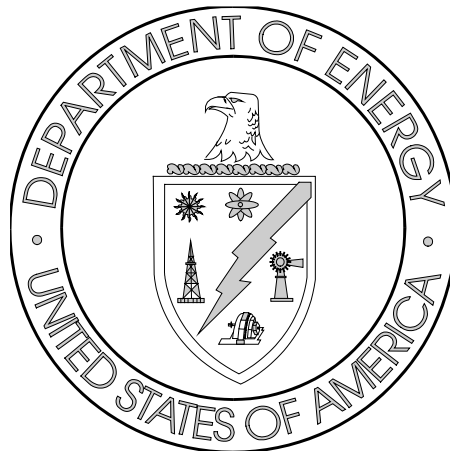


Section 2

Major Accomplishments





Major Accomplishments

In FY 2009, HCAG continued to seek better ways to provide quality service to its customers at ORO, PNSO, SSO, and TJSO. To accomplish this, HCAG worked to fulfill its FY 2009 goals that are identified through analysis of ORO, PNSO, SSO, and TJSO organizational and employee training needs.

The following are HCAG's major accomplishments for the period from October 2008 through September 2009. The cumulative figures are based on data tracked beginning in FY 1995 or since each activity's inception.

Cost Savings Initiatives

- ORO, PNSO, SSO, and TJSO staff logged in **331** hours of training time utilizing materials in the Training Center. Of those hours, **177 (5,518.5 cumulative)** were in self-paced computer training at a savings of **\$1,103 (\$35,412 cumulative)**.
 - The ORO Facilitator Program provided a total of **14** hours (**4,779** cumulative) of customer service (leading process improvement or identification teams, meeting management, conflict resolution, and team building). Using internal facilitators instead of external consultants, ORO realized a cost savings of **\$2,310 (\$511,216 cumulative)**.
 - HCAG utilized in-house training classrooms, resulting in a cost savings of **\$64,000 (\$757,000 cumulative)**.
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Quantitative Summary

- The total number of hours of training for **482** ORO, PNSO, SSO, and TJSO employees for FY 2009 was **26,060**, which is **2.6%** of the total ORO, PNSO, SSO, and TJSO Federal employee available work time.
 - For FY 2009, ORO, PNSO, SSO, and TJSO employees averaged **54.1** hours of training per employee.
 - In-house courses received an average rating of **4.6**, with 5.0 being the highest favorable rating, based on participant evaluations. Reported by the participants, average productivity gains were **20.1%** and average knowledge gains were **24.6%**.
 - The total number of ORO, PNSO, SSO, and TJSO employees in FY 2009 was **482**, with an average training cost of **\$666** per employee.
-



Section 2

Major Accomplishments

- The total cost of training for ORO, PNSO, SSO, and TJSO employees for FY 2009 was **\$321,000**, which is **.58%** of the total ORO, PNSO, SSO, and TJSO payroll for that period. This compares to the government average of **2.02%**, to the consolidated industry average of **2.24%**, and to the average of **2.33%** for the BEST Award Group (from the American Society for Training and Development 2009 State of the Industry Report).
 - HCAG provided **5,921** hours in support of the Facility Representative Program.
 - There were **161** ORO, **6** PNSO, **10** SSO and **8** TJSO employees participating in the DOE Technical Qualification Program (TQP).
 - There were **44** ORO employees participating in the Leadership 21 Program.
 - The total number of contractor training program review hours was **188** (e.g., Operational Readiness Reviews, Special Reviews, and Readiness Assessments).
 - HCAG coordinated and/or scheduled **65** in-house classes.
 - All (**100%**) of ORO employees have Individual Development Plans.
 - The Training Center processed **2,178** training requests (representing attendance at **716** courses).
 - HCAG prepared and distributed **44** Training Bulletins.
 - The total number of Training Center intercom calls, incoming and outgoing phone calls, and walk-ins was **2,854**.
 - The total number of training payments processed was **326**.
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Technical Training

The HCAG performed the following:

- Provided the following training and support to the ORO Facility Representative (FR) Programs:
 - Made on-site visits in support of the FR Programs.
 - Conducted record reviews for line management.
 - Supported the FR off-site meetings.
 - Participated on the ORO FR working group and DOE FR Steering Committee.
 - Worked with line management to develop and administer initial written qualification exams for FR candidates.

- Provided training support to the Oak Ridge Reservation (ORR) Emergency Management Team (EMT) and Emergency Response Organization as follows:
 - Assisted in the oversight of the training program.
 - Provided training support to the Emergency Management Working Group.

- Provided ongoing technical assistance to the DOE and Oak Ridge Office Federal Technical Capability Program (FTCP) Panels, including the following:
 - Managed and administered the Technical Qualification Program.
 - Participated in the DOE FTCP Panel monthly meetings.
 - Reviewed and prepared comments on the draft revisions to the DOE functional area qualification standards, the Federal Technical Capability Order, and the proposed safety system oversight qualification standard and accompanying standard.
 - Provided support to TQP participants for implementation, tracking, and completion of TQP requirements.
 - Contributed to the pilot of the DOE TQP Database conducted by the DOE Enterprise Training Services organization.
 - Assisted Senior Technical Safety Managers with the preparation of their qualification and requalification documentation.
 - Prepared the Annual DOE ORO FTCP (including FR and Safety System Oversight personnel) Workforce Analysis and Staffing Plan.
 - Prepared the DOE FTCP quarterly reports, the DOE EM-3 quarterly reports, and other reports as necessary.



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Major Accomplishments

- Assisted the TJSO, PNSO, Chicago Office (CH), and the Office of Science, Deputy Director for Field Operations organization, Office of Safety, Security, and Infrastructure (SSI) with their TQP implementation, particularly, in preparing and documenting qualification evidence.
- Assisted a TJSO employee with his TQP qualification card while he visited ORO.
- Assisted a CH supervisor and employee with the employee's qualification process, arranging for an ORO Qualifying Official to assist.
- Prepared a list of TQP qualifying officials for ORO and for the Office of Science (SC) ISC.
- Designed, developed, delivered, implemented, and evaluated the training for all ORO Qualifying Officials (QOs) and drafted G. Boyd's remarks to address the QO Training Course participants. Created a web version of the training.
- Adapted the web version of the QO training for the Chicago ISC.
- Assisted program/project managers with the preparation of their Project Management Career Development Program (PMCDP) qualification documentation.
- Revised the ORO TQP Accreditation Self-Evaluation Plan and updated the accreditation vulnerability matrix.
- Coordinated the conduct of an ORO TQP accreditation self-evaluation and report.
 - Participated on the evaluation team
 - Prepared lines of inquiry
 - Conducted interviews
 - Wrote assigned sections of the report
 - Drafted the corrective action plan
- Assisted TQP participants with the preparation of their qualification documentation.
- Audited TQP packages for completeness and accuracy.



Section 2

Major Accomplishments

- Administered the ORO safety basis training and qualification activities.
- Updated and maintained the ORO Integrated Safety Management Systems training, including the Web-based quality assurance training on the HCAG Web site.
- Conducted training on the TQP section of Employee Self Service (ESS) for participants new to the ORO Technical Qualification Program.
- Conducted briefings and prepared reports on TQP for management, divisions, headquarters, FTCP Panel, and individuals.

Training Administration

The HCAG performed the following:

- Provided daily direction and oversight to the Training Center operated for ORO by Oak Ridge Institute for Science and Education.
- Participated in the DOE Safety Training Managers' Working Group.
- Tracked and reported course participation and completion statistics.
- Prepared the FY 2008 Annual Training Report and provided it to ORO management.
- Prepared the FY 2010 Needs Assessment Report based on the Individual Development Plans.
- Provided quarterly reports to the union regarding training taken by union members.
- Identified and procured a variety of new books, videos, and computer-based training programs for the Training Center.
- Maintained the HCAG Web site.
- Proctored (and, as necessary, graded) quizzes and exams for course instructors, "test-outs," and "self-studies."



General Training and Contractor Oversight

The HCAG performed the following:

- Coordinated 65 in-house training courses, such as:
 - STRIPES Acquisition
 - STRIPES Financial Assistance
 - PMCDP Leadership/Supervision
 - PMCDP Project Execution & Operational Readiness Review
 - PMCDP Scope Management
 - PMCDP Integrating Safety in Project Management
 - PMCDP Advanced Concepts in Project Management
 - PMCDP Executive Communications
 - PMCDP The Federal Budget Process in DOE
 - PMCDP Facilitation Techniques/Conflict Resolution
 - PMCDP Project Management Simulation
 - PMCDP Planning for Performance-Based Contracting
 - PMCDP Strategic Planning
 - Personnel Security Specialist Adjudication
 - Contract Administration for Technical Representatives
 - Federal Financial Assistance
 - ASME NQA-1 Applies to Software
 - ASME NQA-1 Lead Auditor Training
 - ISO 9001:2008 Lead Auditor Training
 - Qualifying Official Training
 - Prevention of Sexual Harassment
 - Diversity/No Fear Act
 - DOE Oversight Awareness
 - DOE Oversight Implementation
 - DOE/ORO Advanced Radioactive Materials Packaging & Transportation Workshop
 - Results-Focused Performance Management – Supervisory
 - Results-Focused Performance Management – Employees
 - Results-Focused Performance Management - Coaching
 - Registered Environmental Manager
 - Advanced Contract Management
 - Microsoft Project 2007
 - Arc Flash Fundamentals
 - Accident Analysis Techniques
 - 2009 Oak Ridge Women’s Career Workshop
 - Certifying Officers
 - Senior Technical Safety Manager Overview
 - Cost Accounting Standards



Section 2

Major Accomplishments

- Clarifying Contract Roles & Responsibilities
- Contract Property Administration and Disposal Fundamentals

- Assisted in the conduct of the DOE National Training Center Safety Training Self Assessment which focused on health and safety training to meet the requirements of 10 CFR 851, Worker Health and Safety Program.

- Participated as a member of the ORR Safety Training Working Group to determine an effective mechanism to achieve training reciprocity among the ORR prime contractors.

- Participated on the ORO ISO 9001 Leadership Team to pursue ISO 9001 registration and NQA-1 certification.

- Participated on the DOE Directives Review Teams revising the DOE M 426.1-1A and DOE O 5480.20A.

- Assisted DOE employees, subcontractor employees, and employees of other Federal agencies to obtain access to the Y-12 National Security Complex by facilitating data entry in the B&W training database and coordinating participation in B&W training.

- Assisted with the leadership and direction of the ORO Facilitator Program.

- Assisted with the leadership and direction of the ORO Fellowship Program.

- Maintained continuous communication links with ORO, PNSO, SSO, and TJSO workforce through the Training Liaison Program and the HCAG Web site.

- Provided assistance to employees using the DOE Online Learning Center.

- Provided support to Leadership 21 Program participants for implementation and tracking.

- Participated in the Contractor Performance Management Evaluation.

- Participated on the NNSA Y-12 Safe Secure Transport-Equipment Operational Readiness Review team.



Section 2

Major Accomplishments

- Participated on the DOE Integrated Project Team for AMEM U²³³ Project at ORNL Building 3019.
 - Reviewed the Isotek training program with the new training manager.
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