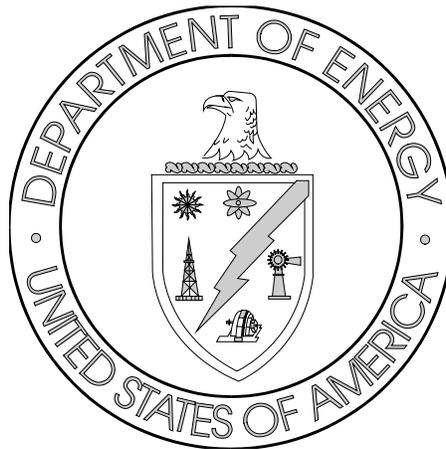


Section 2

Major Accomplishments





Major Accomplishments

In FY 2010, 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 2010 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 2009 through September 2010. 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 **348** hours of training time utilizing materials in the Training Center. Of those hours, **180 (5,698.5 cumulative)** were in self-paced computer training at a savings of **\$1,155 (\$36,567 cumulative)**.
 - The ORO Facilitator Program provided a total of **70** hours (**4,849** 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 **\$12,250 (\$523,466 cumulative)**.
 - HCAG utilized in-house training classrooms, resulting in a cost savings of **\$46,000 (\$803,000 cumulative)**.
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Quantitative Summary

- The total number of hours of training for **480** ORO, PNSO, SSO, and TJSO employees for FY 2010 was **23,928**, which is **2.4%** of the total ORO, PNSO, SSO, and TJSO Federal employee available work time.
 - For FY 2010, ORO, PNSO, SSO, and TJSO employees averaged **49.9** hours of training per employee.
 - In-house courses received an average rating of **4.5**, with 5.0 being the highest favorable rating, based on participant evaluations. Reported by the participants, average productivity gains were **19.2%** and average knowledge gains were **26.4%**.
 - The total number of ORO, PNSO, SSO, and TJSO employees in FY 2010 was **480**, with an average training cost of **\$710** per employee.
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Section 2

Major Accomplishments

- The total cost of training for ORO, PNSO, SSO, and TJSO employees for FY 2010 was **\$341,000**, which is **.60%** of the total ORO, PNSO, SSO, and TJSO payroll for that period. This compares to the 2008 government average of **2.02%**, to the 2009 consolidated industry average of **2.14%**, and to the 2009 average of **2.15%** for the BEST Award Group (from the American Society for Training and Development 2010 State of the Industry Report).
 - HCAG provided **4,179** hours in support of the Facility Representative Program.
 - There were **166** ORO, **6** PNSO, **10** SSO and **7** TJSO employees participating in the DOE Technical Qualification Program (TQP).
 - The total number of TQP records that were developed, reviewed, or audited was **313**. This included the review of final package submittals to verify and examine, in detail, the assigned technical competencies to ensure safety measures have been met and the packages are auditable.
 - There were **43** ORO employees participating in the Leadership 21 Program.
 - The total number of contractor training program review hours was **79** (e.g., Operational Readiness Reviews, Special Reviews, and Readiness Assessments).
 - HCAG coordinated and/or scheduled **50** in-house classes.
 - **100%** of ORO employees have Individual Development Plans.
 - The Training Center processed **2,363** training requests (representing attendance at **710** courses).
 - HCAG prepared and distributed **38** Training Bulletins.
 - The total number of Training Center intercom calls, incoming and outgoing phone calls, and walk-ins was **2,271**.
 - The total number of training payments processed was **289**.
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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 biannual face-to-face meetings and monthly teleconference calls.
 - Reviewed and prepared comments on the draft revisions to the DOE functional area qualification standards and the Federal Technical Capability Order.
 - Provided support to TQP participants for implementation, tracking, and completion of TQP requirements.
 - 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 and other reports as necessary.

 - Reviewed and prepared comments on the following draft DOE documents:
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Section 2

Major Accomplishments

- DOE O 360.1, Federal Employee Training
 - DOE O 426.1, Federal Technical Capability
 - DOE-STD-1151, Facility Representative Functional Area Qualification Standard
 - DOE-STD-1063, Facility Representative Standard
 - Miscellaneous Functional Area Qualification Standards
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- Assisted the BSO, TJSO, and Chicago Office (CH) with their continued TQP implementation efforts, particularly, in preparing and documenting qualification evidence.
 - Supported the requalification of Senior Technical Safety Managers at ORO.
 - Supported the qualification of five new Facility Representatives from AMEM and AMNFS.
 - Benchmarked the ORO FR qualification program with that of the Savannah River Operations Office.
 - Assisted a CH supervisor and employee with the employee's qualification process, arranging for an ORO Qualifying Official to assist.
 - Assisted SC-3 staff with their STSM requalification packages.
 - Prepared a list of TQP qualifying officials for ORO and for the Office of Science (SC) Integrated Support Center (ISC).
 - Continued to monitor the training efforts for all ORO Qualifying Officials (QOs) and assisted ORO SMEs as QOs to evaluate BSO and CH TQP participants.
 - Assisted program/project managers with the preparation of their Project Management Career Development Program (PMCDP) qualification documentation.
 - Participated on the National Nuclear Security Administration Y-12 Site Office TQP Re-Accreditation Self-Assessment.
 - Signed a Safety Training Reciprocity Statement with ORO and the NNSA YSO, along with their contractors to promote effectiveness of training and efficiency in operations for the Oak Ridge



Section 2

Major Accomplishments

Reservation (ORR), by minimizing repetition of training for those workers required to work at different ORR sites. The contractors agreed to accept training from each contractor which is determined to be equivalent for topics that are commonly applicable.

- Assisted TQP participants with the preparation of their qualification documentation.
- Audited TQP packages for completeness and accuracy.
- 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.
 - Monitored the status of ORO TQP participants, including Facility Representatives, Senior Technical Safety Managers, Safety System Oversight personnel, and Federal Project Directors and reported the results to senior management on a weekly basis.
 - Participated as a member of the ORR Safety Training Working Group.
 - Participated as a member of the DOE-wide Competency Management Working Group.
 - Provided training support to the Office of Health, Safety, and
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Section 2

Major Accomplishments

Security (HSS), two-hour 10 CFR 851 awareness training sessions.

- Provided support to the Quality Assurance Corporate Board Vision (NQA-1 and Commercial Grade Dedication Training).
- Tracked and reported course participation and completion statistics.
- Developed and issued the FY 2009 Annual Training Report and provided it to ORO management.
- Prepared the FY 2011 Training Needs Assessment Report based on the Individual Development Plans.
- Provided quarterly reports to the union regarding training taken by union members.
- 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 50 in-house training courses, including:
 - AMSE NQA-1 Applied to Software
 - ASME NQA-1 Lead Auditor
 - Commercial Grade Dedication
 - Commercial Grade Dedication – Senior Management
 - Contract Administration for Technical Reps
 - Contract Administration for Technical Reps Refresher
 - Diversity – Prejudice, Perception and Stereotypes
 - EM Contract Management
 - Energy Savings Performance Contracting
 - Executive Learning Series: Building High Performance Organizations
 - Executive Learning Series: Helping Successful Leaders Become Even Better
 - Executive Learning Series: The Narcissism Epidemic
 - Executive Learning Series: How to Prepare Now for the 2020 Workplace
 - GRANTS - Cooperative Agreements & Substantial



Section 2

Major Accomplishments

- Involvement
- GRANTS - Federal Funds Management Financial Assistance Awards
 - GRANTS - Understanding National Policy Requirements Affecting Grants
 - iManage Data Warehouse Overview
 - iManage Data Warehouse Answers and Dashboards
 - Integrated Project Teams
 - Myers Briggs
 - Performance-Based Statement of Work
 - Planning for Retirement CSRS
 - Planning for Retirement FERS
 - PMCDP – Acquisition Strategy and Planning
 - PMCDP – Earned Value Management Systems
 - PMCDP – Project Management Essentials
 - PMCDP – Systems Engineering
 - PMCDP Leadership/Supervision
 - Pre-Retirement for FERS
 - Radioactive Materials Packaging and Transportation Fundamentals
 - Real Property Asset Management
 - Registered Environmental Manager
 - SES Performance Management Televideo
 - Source Evaluation Board Training
- 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.



Section 2

Major Accomplishments

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