

ISMS Training Document
Track 2, Activity 5 – November 2010
Technical Competency

Activity

Describe how Oak Ridge Office's (ORO's) Individual Development Plans (IDPs), Technical Qualification Program (TQP), the use of Facility Representatives and subject matter experts (SMEs) are used to address and assure technical competency. This relates directly to ISM Core Principle 3, Competence Commensurate with Responsibility.

At the completion of this activity, fill out the Self-Certification Form certifying that you have read this activity sheet.

Note: When regulations, Department of Energy (DOE) directives, or other industry standards are referenced in this ISMS activity, please use the most recent version.

Key Documents

- [DOE M 360.1-1, Federal Employee Training Manual](#)
 - [DOE M 426.1-1, Federal Technical Capability Manual](#)
 - [DOE-STD-1063-2006, Facility Representatives](#)
 - [DOE-STD-1151-2010, Facility Representative Functional Area Qualification Standard](#)
 - [ORO Technical Qualification Program Website](#)
 - *Office of Science Integrated Support Center Technical Qualification Program Manual is applicable to all ORO employees, regardless of program sponsor, and was authorized by the ORO Manager on 10/14/2008 in the memo titled, Oak Ridge Technical Qualification Program Manual and Qualifying Officials*
 - DOE Facility Representative Home Page:
<http://www.hss.energy.gov/deprep/facrep/>
 - ORO Office of Science Federal employees should also refer to the Office of Science Management System (SCMS): Environment, Safety, and Health, Subject Area: *Environment, Safety, and Health (ES&H) Oversight of Contractors*, <http://scms.sc.doe.gov/>
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What's In It For Me

The overall technical capability of ORO is built on two tenets. First, technical employees using IDP and TQP tools can identify, acquire, enhance, maintain, and apply their technical skills and knowledge in order to effectively oversee the contractors' programs and processes. Second, Facility Representatives, Safety System Oversight (SSO) Engineers, and subject matter experts possess unique and critical technical skills that when applied to at-risk facilities and activities provide ORO with assurance that the contractor is being properly monitored and managed.

The completion of this activity will help you gain an understanding of how IDPs, TQP, Facility Representatives and SMEs are used to address and assure

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technical competency.

How IDPs Are Used

DOE M 360.1-1, *Federal Employee Training Manual*, prescribes the preparation of IDPs. These are required within 60 days of an employee joining the Department or transferring to a new position and are reviewed and updated annually. Employees initiate and supervisors and managers approve IDPs through discussions regarding job requirements and the competencies required to successfully meet these requirements. The IDP provides a mechanism to establish an employee's training, development, and qualification needs based on the:

- Department and organization goals, objectives, and mission
- Technical qualification standards for the position (if applicable)
- Employee's personal and professional developmental goals

IDPs are a planning tool for identifying developmental activities that support the organization's mission. Employees must not misconstrue supervisory approval of an IDP to mean they will automatically receive every training course requested in the plan. The following controlling guidelines apply:

- Funding is available to support the training and development activities
- Work assignments and job responsibilities are not adversely affected
- Alternative means to obtain the required competency (e.g., self-learning, prior experience, on-the-job training, etc.)
- Priority is given to mandatory learning activities such as regulatory, certification, and site access requirements
- Scheduling of training and development activities starts with a discussion between the employee and supervisor in order to plan for any workload coverage issues that may occur

The Human Capital Assessment Group (HCAG) Web Site (<http://www.orau.gov/tdd/IndividualDev/development.htm>) contains guidance and information on preparing IDPs, and includes a link to the Employee Self Service (ESS) Web Site. ESS is an automated web-based system that enables DOE Federal employees to use the Internet to view payroll, benefits, personal and training information and to update personal and payroll information, including preparation of IDPs. Federal employees must complete their IDPs using ESS.

How the TQP Is Used

Using DOE O 426.1, *Federal Technical Capability Manual*; DOE M 360.1-1, *Federal Employee Training Manual*; Office of Science (SC) *Integrated Support Center Technical Qualification Program Manual*; SCMS Procedures or other Oak Ridge Office documents and the *ORO Technical Qualification Program Website*, immediate supervisors identify which employees are required to participate in the TQP. Supervisors, in collaboration with the employee, conduct the initial evaluation of each employee's competencies against competency requirements to determine exemptions and equivalencies and to identify training needs. Also, subject matter experts have been identified and designated by ORO Assistant Managers and the ORO Manager to serve as

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Qualifying Officials (QOs) for the ORO and Integrated Support Center organizations. These designated QOs review and evaluate TQP documents to verify TQP participants' completion of the assigned competencies. The supervisor documents the training needs in the employee's IDP and monitors the employee's progress toward meeting training and qualification requirements. The Technical Qualification Record is used to maintain the employee's TQP qualification documents.

ORO employees who are designated to participate in the TQP must complete three levels of qualification standards:

- The General Technical Base (GTB) Qualification Standard
- The Functional Area Qualification Standard (FAQS) based on position requirements
- An ORO Office/Facility-Specific Qualification Standard, which is made up of competencies that are required for a particular position or positions (i.e., the activities and functions unique to the type of work, facility, site, or organization) and are not covered in the GTB or FAQS.

After employees complete the specified qualification requirements, they maintain technical proficiency through continuing training, education, and experience activities. This may be accomplished by self-study, on-the-job training, and formal training or rotational assignments. Planned training, development, education, experience, and qualification requirements are documented annually in the IDP. Note that there is no formal requalification process except for Facility Representatives and Senior Technical Safety Managers.

Facility Representatives comply with:

- DOE-STD-1063-2006, Facility Representatives
- SCMS Procedures
- Other Oak Ridge Office documents
- SC ISC TQP Manual

The Facility Representatives must complete the DOE General Technical Base Qualification Standard, the DOE Facility Representative Functional Area Qualification Standard, and a facility-specific qualification standard.

**How Facility
Representatives,
SSOs, and SMEs
Are Used**

[Facility Representatives](#) and subject matter experts (SMEs) can be assigned oversight of specific facilities. There are two primary methods used by them to acquire the new skills and knowledge of assigned facilities and any associated safety systems. They can complete the training activities associated with existing TQP office/facility-specific qualification standards. These standards may be contained in a qualification card and can include a written or oral evaluation and a facility walkthrough. The second method involves the use of on-the-job training (OJT), self-study, participation in the contractor's facility

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training programs, and a check-out by a qualified individual or supervisor.

The use and assignment of Facility Representatives, SSOs and SMEs who have acquired facility-specific and system-specific skills and knowledge provides an assurance that there is effective oversight of contractor activities. The collective technical skills and knowledge of the organization comprise the overall technical capability of ORO. Also, at ORO, Safety System Oversight (SSO) personnel and Senior Technical Safety Managers serve as SMEs.

[Safety System Oversight](#) personnel are a key technical resource assigned to oversee contractor management of safety systems at DOE ORO defense nuclear facilities. Unlike Facility Representatives who are responsible for monitoring the safety performance of DOE defense nuclear facilities and day-to-day operational status, personnel assigned this position are responsible for overseeing assigned systems to ensure they will perform as required by the safety basis and other applicable requirements. SSO personnel are highly qualified individuals who perform assessments and investigations to confirm performance of assigned safety systems in meeting established safety and mission requirements.

Senior Technical Safety Managers are assigned the direct responsibility to manage technical programs, resources, and/or personnel who provide assistance, direction, guidance, oversight, or evaluation of contractor technical activities impacting the safe operation of nuclear and/or non-nuclear facilities.

To Learn More

Click on these documents for more information about how IDPs, TQP, facility assignment of Facility Representatives and SMEs are used to address and assure technical competencies

- [DOE M 360.1-1B, *Federal Employee Training Manual*](#)
 - [DOE O 426.1, *Federal Technical Capability*](#)
 - [DOE-STD-1063-2006, *Facility Representatives*](#)
 - [DOE-STD-1151-2010, *Facility Representative Functional Area Qualification Standard*](#)
 - SCMS Procedures or other Oak Ridge Office documents
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