



NERC Certification: Exam Preparation Program

Instructor-Led & Online Training

Our NERC Certification: Exam Preparation Program assesses your individual strengths and weaknesses, then guides you through a program devised with your end goal in mind – becoming a System Operator. We offer a combination of online and instructor-led training designed to help you pass the NERC certification exam. Our program not only gets you certified, but helps you maintain the reliability and safety of the grid.

Our program utilizes a systematic approach to training and takes into account different learning styles.

Our program follows these steps:

1. **NERC Pre-Assessment Evaluation** – assesses your basic knowledge of the Bulk Electric System and the NERC Certification Content Outline. Depending on the outcome of the assessment, PowerStarters courses may be recommended before starting the program.
 - **PowerStarters Online** – introduces the new operator or marketer to the power grid and its components and operations.
2. **NERC Certification: Exam Preparation Online** – an online program following the NERC Content Outline. The training includes simulation to reinforce concepts learned.
3. **End of Program Exam (OHM Exam)** – three practice exams, containing unique questions covering relevant content areas.
4. **NERC Certification: Exam Preparation Instructor-Led** – a 3.5 day, fast-paced comprehensive final review preparing students with test-taking tips, study hints and a variety of resources giving an added edge in taking the NERC Exam. This class also focuses on the NERC Certification Content Outline for the exams. Our NERC Instructors have extensive backgrounds in adult learning theory and the power industry, and hold System Operator Certifications.

Our program prepares you for all four exams:

- Reliability Operator
- Balance and Interchange Operator
- Transmission Operator
- Balancing, Interchange, and Transmission Operator

Instructor Coaching is available for one-on-one guidance as needed. Our NERC Trainers can analyze a student's exam preparation history and recommend a path for success based on an individual's knowledge and experience. Students can take advantage of regularly scheduled office hours to ask questions and clarify topics as needed. See our website for details.



Our NERC certification preparation training is designed as a program, with all elements working together to prepare you for the exam. We have found students are most successful when taking all of the components. Only using one component of the program may make it more difficult to succeed.

No matter where you are in the certification process, **HSI** courses meet your needs, including Initial Operator Training courses, continuing education hours, simulation courses, and advanced courses for the seasoned System Operator.

HSI helps you prepare for the NERC exam with the following:

- Professional Trainers and Certified System Operators to assess, develop, and teach the NERC Certification Exam Preparation material
- Student services and NERC-certified staff to help with training decisions and individual student plans
- Simulation courses covering a range of topics to help students apply the concepts they've learned
- Individual coaching for students as needed
- Weekly coaching calls
- Videos with detailed concept explanations

The online program is based on the current NERC Certification Exam Content Outline, providing a good foundation of prerequisite knowledge for exam candidates.

Online:

Our online program includes 8 courses with more than 55 modules. The program provides:

- Student progress tracking through the Learning Management System (LMS)
- Interactive modules with professional audio and exercises
- Systematic approach to training (the ADDIE process)
- NERC Testing Standards-based content
- 24/7 access to modules
- Recall, application, and analysis questions
- End-of-Program Exam to evaluate knowledge gained within each content area
- Excellent customer service for reports, tracking progress, and additional individual student help if required

Instructor-Led:

Our Instructor-Led course is designed to complement the online courses and is a 3.5-day review with intensive instructor-led exam preparation. Our Instructors help students prepare for the exam and identify areas for additional study.



NERC CERTIFICATION: EXAM PREPARATION PROGRAM

CREDIT HOURS* 28 : CEH[†] 27 : STD 12 : EO[‡]

ONLINE

INCLUDES THE FOLLOWING COURSES:

- Resource & Demand Balancing
- Transmission
- Communications and Data
- Contingency Analysis and Reliability
- Emergency Preparedness
- Emergency Response

SIMULATION COURSES:

- Frequency
- ACE
- Shunt Capacitors
- Surge Impedance Loading
- Generation Shift Factors
- Blackstart Hydro Station
- Synchronizing Islands
- Blackstart - Power to Nuclear Station

INSTRUCTOR-LED

COVERS THE FOLLOWING:

- Preparing for the Exam and Test Taking Strategies
- Resource & Demand Balancing
- Transmission
- Communications and Data
- Contingency Analysis and Reliability
- Emergency Preparedness
- Emergency Response

* After Online NERC exam scores have been added to our University (under the My Info section), NERC Certification: Exam Preparation online will be converted to NERC Standards for System Operators for the balance of a 1-year access life allowing the student to earn CEH & EO credits towards recertification.

† CEHs offered for students already NERC certified prior to attending class

‡ For PER compliance, EO training must be applicable to each individual organization. Hours are recommendations only. Please check with your compliance group for eligibility.

FOR MORE INFORMATION:

<http://www.nerc.com/pa/Train/SysOpCert/Pages/default.aspx>



NERC
NORTH AMERICAN ELECTRIC
RELIABILITY CORPORATION

HSI and HSL_SOS_001 are recognized by the North American Electric Reliability Corporation as a continuing education provider who adheres to NERC Continuing Education Program Criteria.

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