

Training Session Plan :

Induction to System Control, the Control Room and familiarisation with the Grade 1 desk

Overview / Course Aim	<p>This training session is designed to give the new employee an overview and understanding of:</p> <ul style="list-style-type: none"> • the System Control Business Unit • the Control Room environment • a familiarisation with the Grade 1 desk
Duration	This session should take several weeks for the employee to complete.
Method of delivery	Face to face with mentor or independent Operator
Learning Outcomes/ Objective	<p>At the end of this training session the new employee will be able to ;</p> <ul style="list-style-type: none"> • have an understanding of the Role of an Assistant System Controller(Grade 1) • have an understanding of the Roles of the System Controller (Grade 2) and Senior System Controller (Grade 3) • have an understanding of the System Control Business Unit • have an understanding of the functions performed by the Control Room • have an understanding of where the relevant Policies/Procedures/Guidelines for their role are located • identify appropriate personnel who can assist them with queries and in their work role
Designed for	New employees in the Assistant System Controller (Grade 1) role
Pre-reqs	Pre-employment actions have been undertaken : including ICT log on, Systems access, ID security card, etc.
Presenter	Independent Operator
Content	<p>All the information in this document is to be covered in the session.</p> <p>Employees may source further information from :</p> <ul style="list-style-type: none"> • The Resources listed below • And/ or a suitably qualified Controller • And/or the RTOM or GM
Activities	<ul style="list-style-type: none"> • The new employee should have the opportunity to sit with and observe the role of the Operations Programming Coordinator (OPC) for a period of one day • The employee should have the opportunity to sit with and observe the System Controller on the Grade 2 desk for a period of one week • The employee should have the opportunity to sit with and observe the Senior System Controller on the Grade 3 desk for a period of one week
Key Points / Summary	

Resources	<ul style="list-style-type: none"> System Control Intranet page ; http://intranet.powerwater.com.au/bu/sc Utilities Commission website ; http://www.utilicom.nt.gov.au/ System Control Technical Code Policy in SCOD D2011/390451 UC website - copy of system control technical code : http://www.utilicom.nt.gov.au/Electricity/Technical/SystemAndMarketOperation/Pages/default.aspx/view System Control Licence Guideline in SCOD D2010/61517 Assistant System Controller Job description Guideline in SCOD D2011/394389 Service Level Agreements with other Business Units : in SCOD <ul style="list-style-type: none"> – Power Networks - Remote Operations - Retail - Water Services - Generation
Assessment /confirmation of learning	<ul style="list-style-type: none"> Completion of all Control Room Induction items on the Checklist – page 4 and 5 of this document

Comments/Notes:

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Introduction to System Control Business Unit :

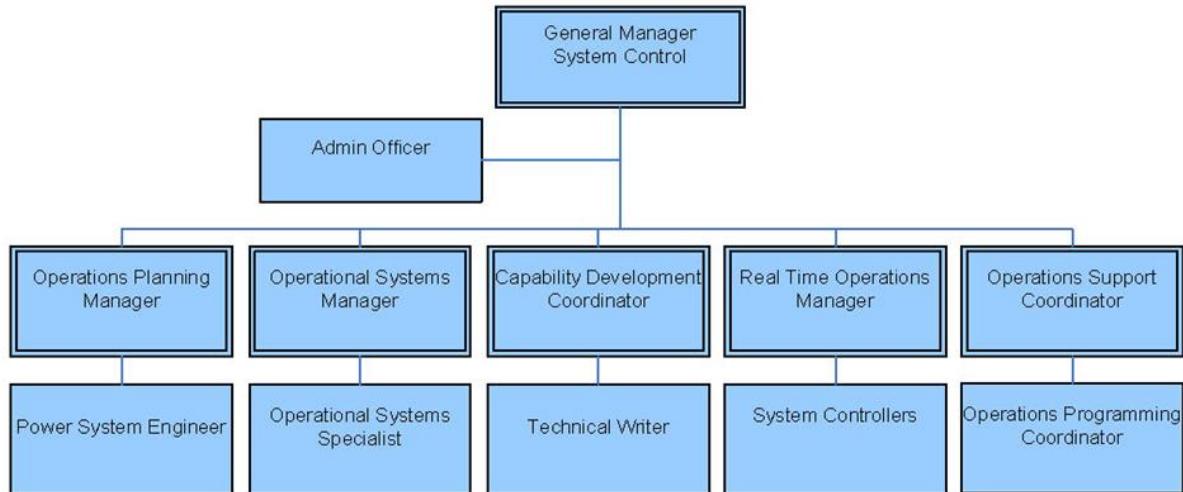
System Control has a statutory role in monitoring and controlling the operation of the power systems in the Northern Territory.

We are responsible for overseeing the safe, secure, and reliable operation of the Territory's regulated power systems. System Control also has interactions with Networks staff operating in non-regulated systems.

Our statutory obligations are as per the [System Control Licence](#) issued by the Utilities Commission.

System Control is responsible for the real time operations, operations planning, power system technical assessments, incident reviews, and operational and technical regulatory reporting.

Our structure:



Control Room Induction

- Welcome by RTOM, System Control
- Employee introduction to HCSC Building and office staff; including lunch rooms, toilets and Emergency exits and evacuation procedures
- Inspection of HC Substation
- Grade 1 roles and responsibilities overview
- Explanation of Grade 2 and 3 Desk roles
- Introduction to the workplace Health and Safety Representative (HSR)
- Identify the First Aid officer/s
- Identify the Fire Warden/s
- Introduction to the GM and overview of their role
- Introduction to the OSC and overview of their role
- Introduction to the OPC and overview of their role

Grade 1 Desk

As part of a shift team, the Assistant System Controller assists in monitoring, operating and controlling transmission, distribution and communication systems within PowerWater Corporation, to ensure the continuity of power supply across the Northern Territory. Also, perform fault dispatch, including customer liaison.

The ASC's Role key responsibilities include :

- Performing fault dispatch and responding appropriately to inquiries and complaints from the public, relating to Power, Water and Sewerage services.
- Carrying out duties in accordance with PWC safety, environment and quality policy, and safety principles
- Providing support and relief to the Senior System Controller and the System Controller
- Assisting other Control Room staff with High Voltage operation, as required
- Compiling statistical information and preparing reports on all aspects of system operations
- Preparing and checking switching programs and updating schematic diagrams

- Explanation of the different duties, eg. Day, afternoon and night shift duties, and call centre hours and after hours
- Explanation of the Roster
- Summary of responsibilities and associated tasks of the role
- Explanation of SCOD

History

Development Date	Version	Prepared by	Reviewed by	Approved by
11 July 2014	001	Heather	PE	PE 30/7

Document Control

Document History			
Version No:	Date Released	Change	Remarks
1.0		n/a	Training session plan approved and released