



Operator Qualification & Proficiency Training

WHY MOSAIC

Control room performance, safety, and compliance depend on consistent, documented operator qualifications and ongoing proficiency—not informal shadowing or one-time vendor training. Many utilities struggle with inconsistent training across shifts, limited simulator usage, and insufficient evidence to demonstrate operator readiness, creating risk during real-world events and regulatory scrutiny.

Mosaic helps utilities replace fragmented training approaches with a structured, simulator-backed Operator Qualification (OQ) and proficiency program aligned to real operating tasks. By embedding training into day-to-day operations and tying it to measurable outcomes, we help utilities reduce operator error, improve performance, and maintain audit-ready compliance.

KEY OUTCOMES



Reduced Operator Error

Minimize operator-attributable mistakes and safety incidents through realistic, scenario-based training.



Faster Time to Qualification

Accelerate readiness for new operators with structured learning paths and clear standards.



Stronger Audit Readiness

Establish defensible training records and evidence that support NERC and internal requirements.



Consistent Performance Across Shifts

Standardize training and evaluation to ensure uniform execution across teams.



Improved Operational Confidence

Build confidence in normal, abnormal, and emergency scenarios through repeated simulator practice.

WHAT WE DELIVER

- **OQ Program Framework & Governance**
 - Design a structured qualification program using a systematic approach to training, including job task analysis, role standards, and governance processes.
- **Curriculum & Training Materials**
 - Develop detailed lesson plans, instructor guides, and trainee materials aligned to operating procedures and real-world tasks.
- **Simulator Scenario Library**
 - Build scenario-based training and drill packs covering normal, abnormal, and emergency conditions, including storm and blackstart events.
- **Evaluation & Proficiency System**
 - Define checkride processes, scoring rubrics, and proficiency thresholds to consistently assess operator performance and readiness.
- **Training & Certification Program Structure**
 - Establish training calendars, qualification pathways, and CEH documentation aligned to regulatory and organizational requirements.
- **Compliance Evidence Package**
 - Deliver a complete, audit-ready set of training records, policies, and documentation linked directly to procedures and operator performance.

PROVING OPERATOR READINESS WHERE IT COUNTS

As grid complexity increases with new systems, DER integration, and more frequent extreme events, operator performance is becoming one of the most critical drivers of reliability and safety. Utilities can no longer rely on informal training models to prepare operators for high-risk conditions or regulatory scrutiny.

By establishing a structured, measurable OQ and proficiency program, we ensure operators are truly ready for real-world conditions, improving on-desk performance, strengthening compliance, and building a more resilient grid.