



TRAINING CATEGORY

2021 Annual Conference & Trade Show

DUKE ENERGY

Standardized Distribution Line Curriculum (SDLC)

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PROJECT FOCUS

Build a structured curriculum that will:

- Standardize Line Technician training across the Duke Energy footprint – North and South Carolina, Florida, Ohio, Kentucky and Indiana
- Leverage in-field learning
- Provide common progression assessments
- Ensure alignment of Duke Energy's four-phased curriculum with strategic technical schools and community colleges

OVERVIEW

The Standardized Distribution Line Curriculum promotes consistency and sustainability in learning across the Duke Energy footprint. This comprehensive, state-of-the-art program equips Line Technicians with the skills necessary to be safe, effective and efficient in their role. Innovative solutions were used to create the learning experience for the audience which include micro-videos, interactive presentations, distance learning capabilities, and eco-friendly options for online material access to reduce printing.

Learner Training Hours	Previous State – Taught at Training Center (O&M Expense)	Current State – SDLC Taught at Training Center (O&M Expense)	Current State - SDLC Taught in the Field (Capital Project Expense)
New Hire Onboarding	120 Hours	101 Hours	0 Hours
Level I	120-200 (160 avg)	231	0
Level II	80-120 (100 avg)	59	0
Level III	80-120 (100 avg)	0	123
Level IV	80-120 (100 avg)	0	68
Totals	480 - 680 580 (Avg. Hours)	391 Hours	191 Hours

PROGRAM HIGHLIGHTS

- Four-phase training progression approach
- Collaboration with various organizations such as trainers and instructional developers, Health and Safety, Tools and Work Methods, distribution field subject matter experts and current Line Technicians from all jurisdictions to enhance and create learning content
- One consistent training footprint allowing Trainers and Trainees to easily transfer or travel across locations
- Across enterprise was an average of 97 courses used, reduced to 53 comprehensive courses (up to a 47% reduction)
- New blended learning approach combining interactive instructor-led classes, videos and on-the-job training
 - 16 refreshed courses, which include an emphasis on safety and work methods
 - 37 new courses added that included more learner interactions such as hands on practice, scenarios and micro-videos
 - Access to videos outside of the classroom to provide additional performance support to Line Technicians when in the field
 - Live links to processes and procedures to prevent material from becoming out of date
- Dedicated in-field training for advanced phases to promote a hands-on learning experience in a controlled environment
- Standardized progression assessments
- Targeted training to increase service levels leading to a reduction in estimated time of restoration (ETR)

FINANCIAL HIGHLIGHTS

The SDLC takes on a new approach of creating more learner time in the field rather than at a training center. This allows a more hands-on approach and creates the real-life experience Line Technicians will be using every day on their job. This process creates a 33% reduction in O&M cost savings per learner. In addition to the individual learner cost savings, developing electronic versions of the training for ease of accessibility in the field provided cost savings of \$330K with the reduction of printed materials.