

**Institute for Safety  
in Powerline Construction**

**OUR MISSION *is*  
SAFETY**

 **ISPC**®

**Institute for Safety in Powerline Construction**

*Your Partner in Safety.*

**[www.ispconline.com](http://www.ispconline.com)**



# WHO WE ARE

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The Institute for Safety in Powerline Construction (ISPC) was formed in 2004 as a non-profit, 501(c)(3) Louisiana Association to focus exclusively on safety, health and training for powerline workers throughout the United States and potentially other nations, as well.

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Our mission is to advocate safety and health in the powerline construction and maintenance industry by researching and developing, safety, training and health standards, educating, training and assessing skills as well as defining best practices auditing programs and advising management.

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ISPC can also provide safety initiatives and consulting specific to the electric utility industry in the areas of accident investigation, safety and training program evaluation, live line bare hand and hot stick training and lineworker evaluation placement testing.

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For more information give us a call or visit us online at [ispconline.com](http://ispconline.com)

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# WHO ARE WE?

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## **President, Ronald J. Schenk, CUSP**

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Ron Schenk's career in the utility industry spans 27 years and includes 14 years on staff with a large powerline contractor, serving as Director of Training for 1,800 lineworkers. Through ISPC, Ron has helped dozens of contractors and smaller utilities develop and implement internal lineworker apprenticeship programs, helping many to also certify their programs through the U.S. Department of Labor. Ron's expertise includes supervisory development training for field supervisors and safety training for powerline crews. In addition to a bachelor's degree in business, Ron is a Certified Utility Safety Professional (CUSP) and he is an Executive Board Member of USOLN, the founding organization for the CUSP credential. In 2004, Ron created the Institute for Safety in Powerline Construction, where he serves as President. ISPC is an electric utility industry association focusing on safety and training for lineworkers throughout North America and the Caribbean.



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## **Executive Director, Mack Turner, CUSP**

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Mack Turner's career spans over 25 years in the electric, gas, and communications utility industry. Mack has specialized in the safety, risk, and leadership disciplines, and he is focused on positive culture change. His experience includes corporate safety management, field safety management, fleet management, craft training, leadership development and soft skills, behavioral-based safety training, and consulting. Mack has worked with large utility contractors and utilities to small cooperatives. He is a founding member for the Utility Safety Operations Leadership Network (USOLN) and serves as the President/Board Chairman. Mack has the Certified Utility Safety Professional (CUSP) and Certified Utility Safety Administrator (CUSA) credentials, and holds advanced safety certificates from the National Safety Council. Mack currently resides in Nacogdoches, Texas.



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## Senior Consultant, Jim Vaughn, CUSP

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As Senior Consultant for ISPC, Jim serves utilities as a safety specialist in utility industry-related OSHA and consensus standards. Jim provides both consult and program development for utilities in OSHA-compliant policies and procedures, as well as consults on incident investigation and incident-related litigation. Jim also develops and delivers ISPC training, as well as dedicated client-specific training programs.



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## Senior Consultant, Dan Taylor, CUSP, CLCP

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Dan began his career in Utah, working for Garkane Energy, where he has been a Journeyman Lineman since 1986. He has been involved with Garkane's safety program for 20 years. He is a Certified Utility Safety Professional (CUSP) as well as a Certified Loss Control Professional (CLCP). Utilizing his background in transmission, distribution, overhead, and underground work, Dan has the knowledge of vital working skills. He has been an instructor at the Mesa Hot Line School, Rualite Hot Line School, and IPSA Hot Line School. He has taught rubber gloving, distribution and transmission hot sticking.





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### **Director of Member Services, Jamie Yaeger**

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Responsible for a broad range of services provided to ISPC Members, Jamie monitors and responds to customer satisfaction issues for ISPC as well as its sister company, T&D PowerSkills. She also assists with various marketing duties including trade shows, websites, and social media for both companies.

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### **Office Manager, Malaina Havens**

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Responsible for the day to day operations of ISPC and its sister company, T&D PowerSkills, Malaina uses her background in Human Resources and Business Administration to ensure that ISPC runs smoothly.



# Affiliated Consultants

*In addition to our full time staff, ISPC also employs a wide range of affiliated consultants. Our certified consultants are CUSP certified and insured experts in the electric utility industry. We deliver the highest standard in professional consulting and training services. ISPC can help implement a strong safety culture as well as enhance your current program. Whether you are trying to recover from an incident or looking to prevent one, the ISPC consulting staff can help you map out a strategy specific to your organization's needs.*



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## Distribution Specialist, Tony Boyd, CUSP

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Tony Boyd's career spans over 40 years in the Electric Utility Industry. Tony has specialized in the technical side of the business with extensive experience in Transmission, Overhead Distribution and Underground Distribution systems. Tony's experience includes the safety and training side of the electric utility business focusing on best practices in the industry and concentrating on promoting safety in every aspect of the work. Tony also develops and delivers ISPC training as well as dedicated client specific training programs.



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## Transmission Specialist, Danny Raines, CUSP

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Danny Raines is a Certified Utility Safety Professional who has over 53 years' experience in electrical utility high and low voltage safety work practices. Forty of those years were with Georgia Power, where he was a lineman and supervisor performing utility construction and corporate safety training. In 2007, he retired from Georgia Power and founded Raines Utility Safety Solutions, LLC, where he has provided services for many companies in the form of OSHA construction and general industry related to 1926 and 1910.269, site hazard and risk assessments, and training. He is an affiliate instructor with Georgia Tech Research Institute, where he provides training on electrical safe work rules, NFPA 70E, and





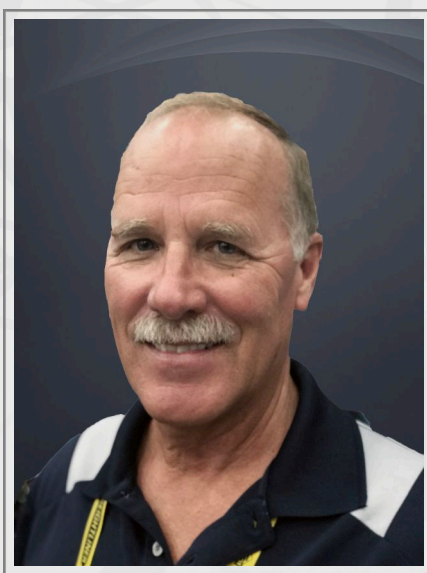
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### **Substations Specialist, Scott Young, CUSP**

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Scott's 28-year career with Tampa Electric Company began as a garage mechanic apprenticeship. He later became a heavy equipment operator then began apprentice substation electrician training. Upon his promotion to Lead Substation Electrician, Scott was responsible for the oversight of electrical crews charged with the maintenance of high voltage substation equipment and power disruption emergency response throughout the service area. As Tampa Electric Company's Skills Training Center Supervisor for six years, he was instrumental in developing, updating, and implementing high voltage technical training as well as annual safety programs that met or exceeded mandates from OSHA. Scott is a Certified Utility Safety Professional (CUSP) and is an OSHA Authorized General Industry and Construction Outreach Trainer.

As a former USF OSHA Training Institute Education Center Instructor, he has taught courses on topics such as confined space, fall protection, scaffolding, electrical safety, and lock out/tag out. Scott is a certified circuit breaker and substation technician and has taught aerial device, high voltage/low voltage electrical technical training, among many others. He is a member of the American Society of Safety Engineers (ASSE), the National Fire Protection Association (NFPA), and the Institute of Electrical and Electronics Engineers (IEEE). He is also an American Heart Association Certified Instructor of CPR.



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### **Overhead and Underground Specialist, Randy Price, CUSP**

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Randy's career spans over 35 years in the electric and gas utility industry. Randy has specialized in transmission and distribution duties as a lineman, and electric training for lineman and lineman apprentices, was the leader in the writing of MidAmerican Energy apprenticeships. Randy's experiences include training all MidAmerican Energy linemen and apprentices in transformer connections, annual refresher classes, teaching the National Joint Apprenticeship Training Committee (NJATC) four-year apprenticeship, and working as a Journeyman Lineman for over 30 years.





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### **Low Voltage Specialist, David V. Johnson, CUSP**

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Born and raised in the Salt Lake Valley in Utah, Dave served four years in the military as an officer and a helicopter pilot, including a tour in Vietnam. After the war, he spent four years in an electrical apprenticeship program, becoming a master electrician. With field experience and office experience as part owner of an electrical construction company, his position as Chief Operations Officer of that company allowed him to hone leadership and training skills. Dave is the owner of Electric Asset Company, a training company focusing on OSHA safety, with specific emphasis on electrical safety including National Electrical Code topics as well as NFPA 70E safety related work practices. Dave has done Apprenticeship training, Safety training and adult education for Salt Lake Community College, The Rocky Mountain Center for Occupational and Environmental Health with the University of Utah, and a host of private companies across the Western United States. For approximately the last 10 years, Dave has specialized in NEC update training and OSHA safety training with the Mountain West OTIEC.



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### **Canadian Practices Specialist, Andrew Menu, CUSP, CRSP**

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Andrew Menu is a Canadian Registered Safety Professional, a Certified Utility Safety Professional, and a Provincial Instructor Diploma program graduate. He currently shares his working time between working as the owner and director of Practical Safety Management, providing industry safety and compliance training as well as health, safety, and environment (HSE) consulting and instructing at the College of New Caledonia in central BC. With over a decade of experience working as a senior safety professional in the power utility environment, working for both utility owners and line contractors, combined with of 20 years' experience working in the various industries of BC and Alberta, Andrew has a very practical and effective perspective to offer.



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## Technical Metering Specialist, Britt Holley

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Britt Holley began his over 40-year career with Oncor Electric Delivery by achieving an Associate in Applied Electronics degree through a cooperative program for Texas Power & Light Company, a predecessor company of Oncor. He also successfully completed a technical metering progression program, resulting in the achievement of Senior Meter Technician certification. Britt subsequently assumed Lead Meter Technician and then Meter Technician Supervisory responsibilities. In 2012, Oncor established a commitment and focus to train and develop technical metering personnel. As such, Britt took on the role of Senior Technical Training Rep. In this role, he led the development and administration of the Meter Technician Training Program. In this program, employees learned technical metering

skills for all classes of metering, from residential through commercial and industrial applications. Additional achievements that Britt is proud of include being awarded Oncor's first Customer Service Star Award, given to only one employee annually for customer service excellence. He also taught classes at the Southwest Electrical Metering Association Meter School and led the school task force for two years, being honored by induction into SWEMA's Circle of Honor in 2019.



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In addition to our full time staff, ISPC also employs a wide range of affiliated consultants. ISPC's consultants are Certified Utility Safety Professionals and insured experts in the electric utility industry. We deliver the highest standard in professional consulting and training services. ISPC can help implement a strong safety culture as well as enhance your current program. Whether you are trying to recover from an incident or looking to prevent one, ISPC's consulting staff can help you map out a strategy specific to your organization's needs.



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We provide customized consulting, evaluation, auditing, and implementation services to meet specific needs across the entire electric utility industry. From contractors, municipalities, cooperatives, to investor owned utilities, the Institute for Safety in Powerline Construction can help your company precisely target and execute your safety and training needs.

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\* ISPC Consultants are covered by a Professional Liability Insurance Policy underwritten by Regions Ins., Inc

# Recent Project Examples

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## Fannin County Electric Cooperative

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ISPC worked with Fannin County Electric Cooperative on the following projects: Onsite Evaluation Placement Testing (EPT) evaluations, EPT Site license, safety manual and SOP development and implementation, third-party incident investigation, and client representation with OSHA. ISPC also helped develop and structure their apprenticeship program, assisted them with getting the apprenticeship program approved by DOL, and conducted leadership development training.



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## Mesa Line Services

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ISPC conducted four days of Transmission Hot Stick Training with Mesa Line Services. The training consisted of theory and hands-on application for 69kV and 138kV transmission voltages, in which Mesa Line Services will be conducting maintenance for a client. The training included climbing and bucket work, with and without using a crane.

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## Pole Set, LLC

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ISPC conducted a two-day Train-the-Trainer session at Pole Set, LLC for the T&D PowerSkills Lineworker Training Program. They also evaluated and placed three employees through the Evaluation Placement Testing (EPT) process for ISPC. Pole Set, LLC is a contractor located near Washington, Pennsylvania, south of Pittsburgh.

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## Jamaica Power Services

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ISPC conducted two separate three-day classes for Jamaica Power Services in Kingston, Jamaica, with 35 employees. The classes included substation technicians, underground lineworkers, and distribution engineers. Jamaica Power Services has seen the need for underground training with the island's underground T&D systems growing into the future.

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# Recent Project Examples



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## CARILEC Rodeo

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ISPC and T&D PowerSkills were the platinum and gold sponsors for the 2017 CARILEC Rodeo and Symposium. CARILEC is the association of 33 Caribbean electrical utilities. The Rodeo and Symposium was held on the beautiful island of Grenada. ISPC taught safety leadership, crew best practices, pole top rescue, bucket truck rescue, utility grounding, and utility ergonomics during the week-long symposium. ISPC has worked with CARILEC on updating the rodeo participants and judge's manuals. ISPC provided the chief judge and one of the judge captains for the rodeo. They also videotaped the symposium and rodeo, providing copies to the utilities and participants.

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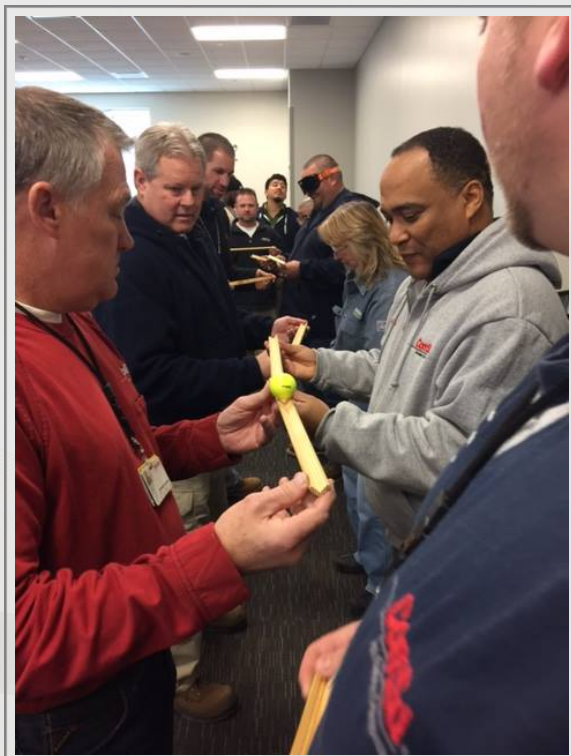
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## ComEd

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ISPC worked with Chicago's ComEd to customize leadership training for all their front line supervisors. This included subjects on supervisory development, personality differences, generational differences, coaching and counseling, attitudes, and closing gaps within ComEd's safety culture. ISPC facilitated many of these courses over more than a year and a half.

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# Recent Project Examples



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## Navajo Tribal Utility Authority (NTUA)

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ISPC conducted a project for the Navajo Tribal Utility Authority in Chinle, Arizona, located in the northeast portion of Arizona, near Canyon de Chelly. ISPC spent three weeks conducting Evaluation Placement Testing (EPT) for nearly 50 NTUA lineworkers. The evaluation process has placed these lineworkers into the T&D PowerSkills training levels set by NTUA. From snow and ice to high wind conditions, the lineworkers completed the seven station skills evaluations and the written knowledge test to ensure that every employee will receive the appropriate level of training to practice their trade both safely and competently.

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## City and County of Honolulu

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ISPC conducted a project for the City and County of Honolulu employees assigned to the Street Light Division for the Island of Oahu in Hawaii. The pole climbing training took place in the organization's Honolulu training yard and lasted one week. The next week, training for pole top and bucket rescue was conducted for 26 of the employees. The City and County of Honolulu recognizes that safety training for lineworkers is an ongoing process.

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# Evaluation Placement Testing

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Evaluation Placement Testing (EPT) is a service provided by the Institute for Safety in Powerline Construction that assists a company in evaluating the knowledge and skills of their Lineworkers

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There are several reasons a company may want an independent, unbiased evaluation of an employee:

- An experienced new-hire may require a knowledge and skills evaluation to best determine their starting job classification and pay grade.
- Evaluations can provide important information to management on the need for remedial training with existing employee - Lineworkers.
- Company training programs may allow employees to advance to higher levels within the Program based on credit given for prior training and/or current knowledge and skills. The EPT can help determine where it is best for an employee to start in a company training program.
- Evaluations may be conducted to determine eligibility for promotions to a position requiring a specific level of knowledge and skills in powerline construction and maintenance.
- Evaluations can help establish a 'base line' of knowledge and skills for an employee to measure against future progress.

This proprietary test was developed by ISPC based on the ISPC Lineman Competencies research in which 191 essential competencies were identified for a typical Journeyman Lineman. The test is comprised of two parts: a knowledge test; a skills proficiency test. The knowledge test is made up of 100 questions that involve, true/false, multiple choice, matching and short answer questions. The skills proficiency test is 7 typical working scenarios that requires the Lineworker to perform field-based jobs involving many of the skills required to complete the work in a safe manner, correctly and productively. Full personal protective equipment that is appropriate for each scenario is required and, generally, the candidate will be expected to climb a pole to work, work out of a bucket truck, use a truck-mounted digger to install a pole and demonstrate best practices in a number of typical work situations involving many tools of the trade.

# Crew Supervisor Evaluation

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Crew Supervisor Evaluation is a service provided by the Institute for Safety in Powerline Construction that assists a company in evaluating the knowledge and skills of their Crew Supervisors and those employees that are expected to become Crew Supervisors

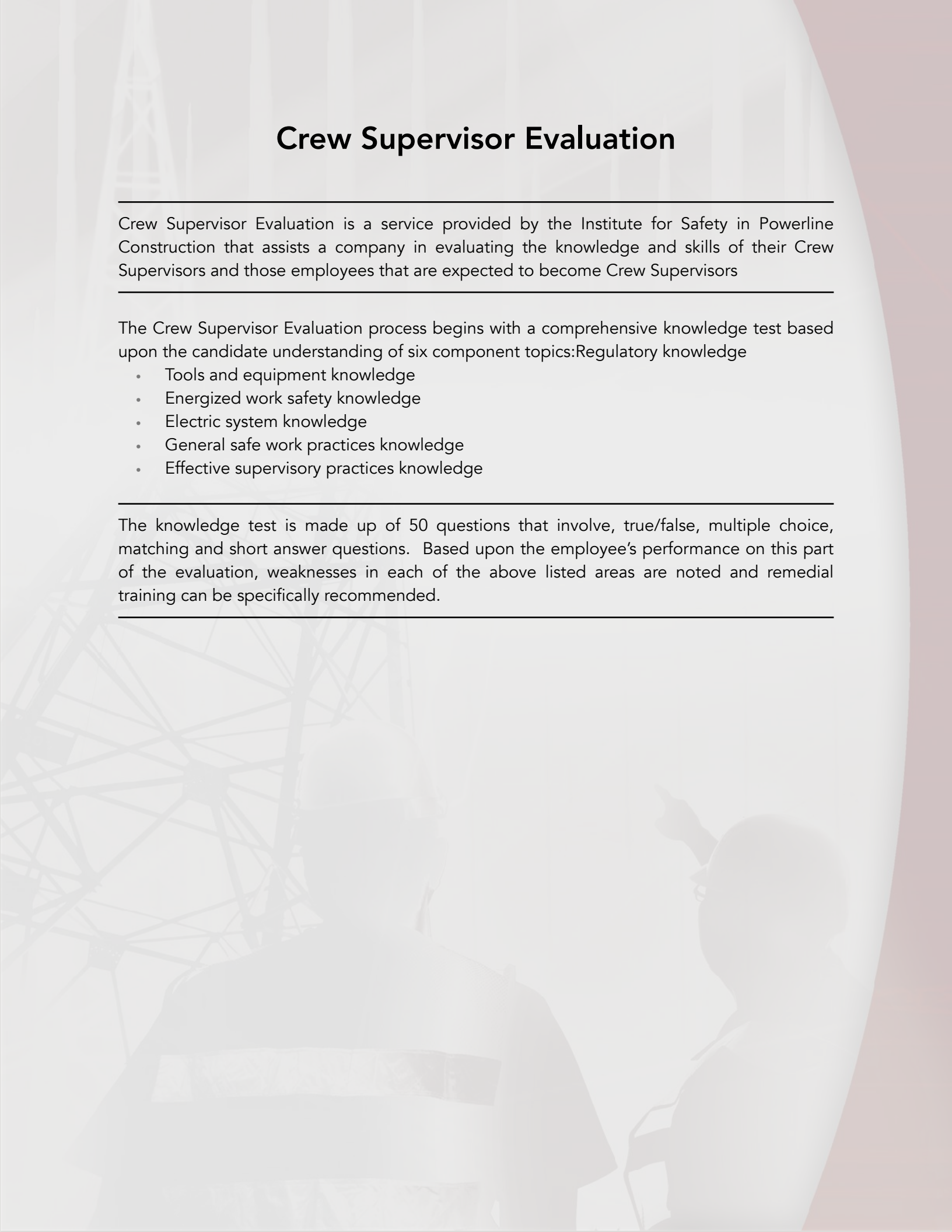
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The Crew Supervisor Evaluation process begins with a comprehensive knowledge test based upon the candidate understanding of six component topics:Regulatory knowledge

- Tools and equipment knowledge
  - Energized work safety knowledge
  - Electric system knowledge
  - General safe work practices knowledge
  - Effective supervisory practices knowledge
- 

The knowledge test is made up of 50 questions that involve, true/false, multiple choice, matching and short answer questions. Based upon the employee's performance on this part of the evaluation, weaknesses in each of the above listed areas are noted and remedial training can be specifically recommended.

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# Crew Supervisor Evaluation (cont.)

If the employee, as a Crew Supervisor, is expected to work as a Journeyman Lineman on the crew, in addition to his duties as a Supervisor, then a second evaluation is recommended as well: The Skills Proficiency Test.

The skills proficiency test is comprised of two parts: a lineworker knowledge test and a lineworker skills evaluation. The knowledge test is comprised of 100 questions that span the following areas of competencies for a Journeyman Lineman:

- Electrical Theory
- High Voltage Electrical Systems Components
- Safety Knowledge and Best Work Practices
- Rigging Competencies
- Tools and Equipment Knowledge and Use
- System Protection and Metering
- Overhead Distribution Systems
- Underground Distribution Systems
- Transmission Systems
- Substations and Switchyards

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The second part of the Journeyman Lineman focuses on Skills Proficiencies. The Skills Test is a subjective evaluation, facilitated by an ISPC Consultant or performed internally, by the Client, using their own Certified Journeyman Lineman, experienced in a wide variety of work including overhead distribution system (de-energized and energized) and underground residential distribution systems. The Skills Test is comprised of 7 increasingly complex scenarios that will require the Lineworker being evaluated to use most of the knowledge and skills required of an experienced Journeyman Lineman.

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The Evaluator will observe, make notes and ultimately use insights gained from this part of the Test to combine with the Knowledge Testing results, in compiling recommendations for each Lineworker so tested.

# Certification Auditing Services

ISPC consultants assist clients with auditing their in-house, T&D PowerSkills-based Program, as well, to ensure compliance with ISPC's standards of performance.

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ISPC's Certification Auditing Services include the following components:

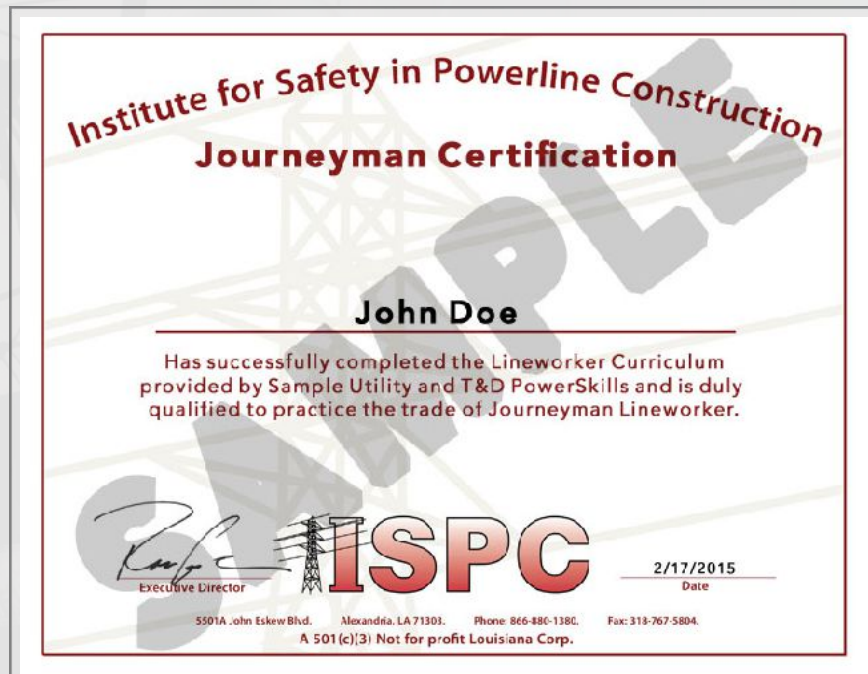
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Review of in-house program structure, components, processes and trainer qualifications.  
Goal: Standards defined. Program endorsed.

Monitoring of student progress and compliance with program requirements.  
Goal: Consistency of application

Adjudication of Level Certification.  
Goal: Objective evaluation of candidates' qualifications to complete a level within the program or to graduate the complete program. Award of level or program certification.

Auditing for Program Compliance.  
Goal: Consistency in program execution. Compliance with performance standards.





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# Affordable Training at YOUR location

ISPC offers expert training in all areas of safety in the electric utility industry. From industry specific hazards, such as arc flash, or annual recertification in pole top and bucket truck rescue, to workplace best practices, ISPC has the qualified and dedicated personnel to deliver concise and engaging training to your front line employees. Delivered by our CUSP certified industry professionals, our training offers a wide range of deliverables to meet your needs and to help you create a safe environment for you and your employees.





# ISPC Soft Skills Training



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Soft skill training is a necessary component to supervisory and leadership development in every workplace. Soft-skills include but are not limited to; ethics, HR sensitive performance awareness, social interaction, problem solving skills, leadership skills, critical thinking skills, employee management and interaction skills, administering discipline in creative and supporting ways, and applying human performance principles in personnel management.

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Led by recognized industry experts, ISPC uses a variety of instructional techniques that goes beyond 'what to do' by engaging participants to develop 'buy-in' and appreciation for the problem-solving skills they gain from the seminars. ISPC's leadership and management soft-skills training programs are developed in-house with the cooperation of the client for a workplace-specific designed delivery.

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Give your leadership more than a title. Give them the tools they need to be successful with custom soft-skill training from ISPC.

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# Available ISPC Soft Skills Training

## Supervisor/ Leadership Development for Utility Professionals

### Customer Relationships

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#### COURSE DESCRIPTION

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Powerline crews are often required to interact with the customers of the Utility they represent. In some cases this is the only direct contact the customer may have with Utility personnel. Powerline crew members represent the Utility they work for and their conduct and behavior can easily shape public opinion of the Utility as a whole. This course teaches the Crew Leader the principles of good customer service and how to enhance the relationship between the customer and the Utility.

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#### COURSE GOALS

- Explain what is meant by 'customer relationships' for powerline crew members.
  - Explain what is meant by customer service performance.
  - Define each of the Customer Service Principles for powerline crew members.
  - Compare and contrast the external customer with the internal customer.
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COURSE DURATION AND CLASS SIZE: **2 Days. Maximum 25 students.**

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### Supervisory Skills for the Crew Leader

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#### COURSE DESCRIPTION

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The position of Crew Leader or Foreman requires not only full technical knowledge of powerline construction and maintenance, but also the knowledge and skills for effectively supervising crew personnel. This course is designed to help the Lineman learn the skills he or she will need to supervise crew personnel to operate productively, as a cohesive team, in the Field. Workshops to practice new skills are included.

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#### COURSE GOALS

- Explain the importance of supervision for a powerline crew.
  - Describe the four behavioral styles the supervisor will encounter.
  - Describe how effective communications can improve employee morale and attitude.
  - Describe several techniques in effective team building.
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COURSE DURATION AND CLASS SIZE: **2 Days. Maximum 25 students.**

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## Crew Best Practices

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Crew leaders and Foremen are responsible for the work productivity of their crew. Management looks to the Crew Leader to complete work assignments in a technically correct fashion, within the time schedule allowed, within the cost budget specified and always, safely. These criteria define the concept of 'productivity' for a crew. There are certain 'best practices' in how a powerline crew conducts itself on the job that can help meet all of the productivity expectations of Management. This course teaches the Lineman about Industry 'best practices' in crew supervision.

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### COURSE GOALS

- Explain what is meant by 'crew productivity'.
- Discuss the various crew practices found to be most effective in the powerline construction and maintenance Industry.
- Describe how to implement 'best practices' on a powerline crew.
- Describe how to monitor and maintain a high level of performance for workers.

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**COURSE DURATION AND CLASS SIZE: 2 Days. Maximum 25 students.**

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## Crew Safety Management

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There is no issue of greater importance to the Utility Manager or the powerline crew worker than safety. No project or work task can be successful, if someone is hurt in the process. A Crew Leader or Foreman has the primary responsibility for crew worker safety. This course is designed to help the Lineman learn the skills and techniques for effectively managing crew safety in the Field on all work projects including de-energized and energized system work.

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### COURSE GOALS

- Explain the safety responsibilities of management, supervisors and workers.
- Discuss U.S. Occupational Safety and Health Admin. (OSHA) powerline work regulations and how they can be used to improve safety on the job.
- Describe typical Utility safety policies and procedures for powerline work
- Describe the safety training requirements for powerline workers

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**COURSE DURATION AND CLASS SIZE: 2 Days. Maximum 25 students.**

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## Human Behavior & Communication Skills

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Supervising staff members effectively is a difficult job. We all have different backgrounds, education levels, skills and attitudes. Adult workers are motivated by different things – we're not all alike. Understanding those differences and knowing how to adapt your supervisory style to the individual helps the Supervisor be more successful in one of his or her most difficult jobs: supervising staff members.

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### COURSE GOALS

- Introduction to human behavior and effective communications.
  - Describe the four behavioral styles the supervisor will encounter.
  - Describe how the supervisor adapts both his supervisory approach and communications style to the individual and the situation.
  - Describe several techniques in effective team building.
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COURSE DURATION AND CLASS SIZE: **1 Day. Maximum 25 students.**

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## Safety Leadership for Front Line Supervisors

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### COURSE DESCRIPTION

Front line supervisors are typically required to not only implement company safety policies and practices, but to 'own' and 'champion' them, as well. To be successful, these supervisors require proven leadership skills that embody communicating effectively. However, effective communications often means adapting one's style of communicating to the varied situations encountered every day, on the job. This one day training course teaches the leadership skill principles and provides workshops for practicing how to apply effective communications in typical situations found in Electric Utility Operations.

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### COURSE GOALS

- Identify the critical skills in communicating as a safety leader.
  - Describe the various communicating styles the supervisor will encounter.
  - Describe how effective communications means adapting to the situation.
  - Practice course applications in real-life scenarios.
- 

COURSE DURATION AND CLASS SIZE: **1 Day. Maximum 25 students.**

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## Safety Leadership for Powerline Crews

### COURSE DESCRIPTION

Powerline crew members are typically required to not only implement company safety policies and practices, but to 'own' and 'champion' them, as well. To be successful, these crew members require proven leadership skills that embody communicating effectively. However, effective communications often means adapting one's style of communicating to the varied situations encountered every day, on the job. This two day training course teaches the leadership skill principles and provides workshops for practicing how to apply effective communications in typical situations found in Electric Utility Operations.

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### COURSE GOALS

- Identify the critical skills in communicating as a safety leader.
  - Describe the various communicating styles the crew member will encounter.
  - Describe how effective communications means adapting to the situation.
  - Practice course applications in real-life scenarios.
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COURSE DURATION AND CLASS SIZE: **2 Day. Maximum 25 students.**

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## Today's Supervisor

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### COURSE DESCRIPTION

Over the years a lot has changed with the roles of supervision. The crew sizes have gotten smaller, the paperwork expectations have gotten larger, the number of hats that we wear has increased and we have legal and HR expectations that we never had before. And to top that off the frontline workforce we supervise has a totally different mindset than the expectation that we often have. For all of these reasons and more supervisors must be good leaders in order to succeed.

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### Course Goals:

- The leader's role in safety
  - Leaders as people managers
  - Safety communications
  - Positive Attitude
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COURSE DURATION AND CLASS SIZE: **2 Day. Maximum 25 students.**

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## Feedback and Accountability in the Progressive Disciplinary Process – What Our Employees Deserve from Their Leaders

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### COURSE DESCRIPTION

In this fast-paced presentation, we will discuss what has traditionally happened in the Feedback, Accountability and Progressive Disciplinary Process, and what and how we are tied to legally and contractually with feedback and accountability. We will then discuss what our employees deserve from the process. Lastly, we will discuss how we can structure processes to have positive outcomes going forward. A win for the company and more importantly a win for the employee.

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### COURSE GOALS

- Contractual and Legal Issues
  - Possibility of Insanity
  - Aligning Employee and Company Expectations
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COURSE DURATION AND CLASS SIZE: **1 Day. Maximum 25 students.**

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## Crew Supervisor Evaluation Services

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Crew Supervisor Evaluation is a service provided by the Institute for Safety in Powerline Construction that assists a company in evaluating the knowledge and skills of their Crew Supervisors and those employees that are expected to become Crew Supervisors. There are several reasons a company may want an independent, unbiased evaluation of an employee

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The Crew Supervisor Evaluation process begins with a comprehensive knowledge test based upon the candidate understanding of six component topics:

- Regulatory knowledge
- Tools and equipment knowledge
- Energized work safety knowledge
- Electric system knowledge
- General safe work practices knowledge
- Effective supervisory practices knowledge

The knowledge test is made up of 50 questions that involve, true/false, multiple choice, matching and short answer questions. Based upon the employee's performance on this part of the evaluation, weaknesses in each of the above listed areas are noted and remedial training can be specifically recommended.

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If the employee, as a Crew Supervisor, is expected to work as a Journeyman Lineman on the crew, in addition to his duties as a Supervisor, then a second evaluation is recommended as well: The Skills Proficiency Test.

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The skills proficiency test is comprised of two parts: a lineworker knowledge test and a lineworker skills evaluation. The knowledge test is comprised of 100 questions that span the following areas of competencies for a Journeyman Lineman:

- Electrical Theory
  - High Voltage Electrical Systems Components
  - Safety Knowledge and Best Work Practices
  - Rigging Competencies
  - Tools and Equipment Knowledge and Use
  - System Protection and Metering
  - Overhead Distribution Systems
  - Underground Distribution Systems
  - Transmission Systems
  - Substations and Switchyards
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The second part of the Journeyman Lineman focuses on Skills Proficiencies. The Skills Test is a subjective evaluation, facilitated by an ISPC Consultant or performed internally, by the Client.

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## Technical / Hard Skills Training



ISPC's professional staff has accumulated more than 150 years of experience, training in the electric utility environment.

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ISPC Subject matter experts include Senior Consultants with 75 years of experience in the field as professional journeyman lineman, foreman and project managers. Consultants have demonstrated skills with broad experience in transmission and distribution construction and maintenance using hot-stick, barehand and gloving live-line techniques.

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ISPC training is developed by the same experts that conduct the training. Customized training seminars include skills assessment, skills development and refresher training for IOU's, Co-op's and contractor employers. ISPC consultants are regarded across the industry as subject matter experts. We assist employers developing skill training programs for all field classifications in overhead, underground and substation environments.

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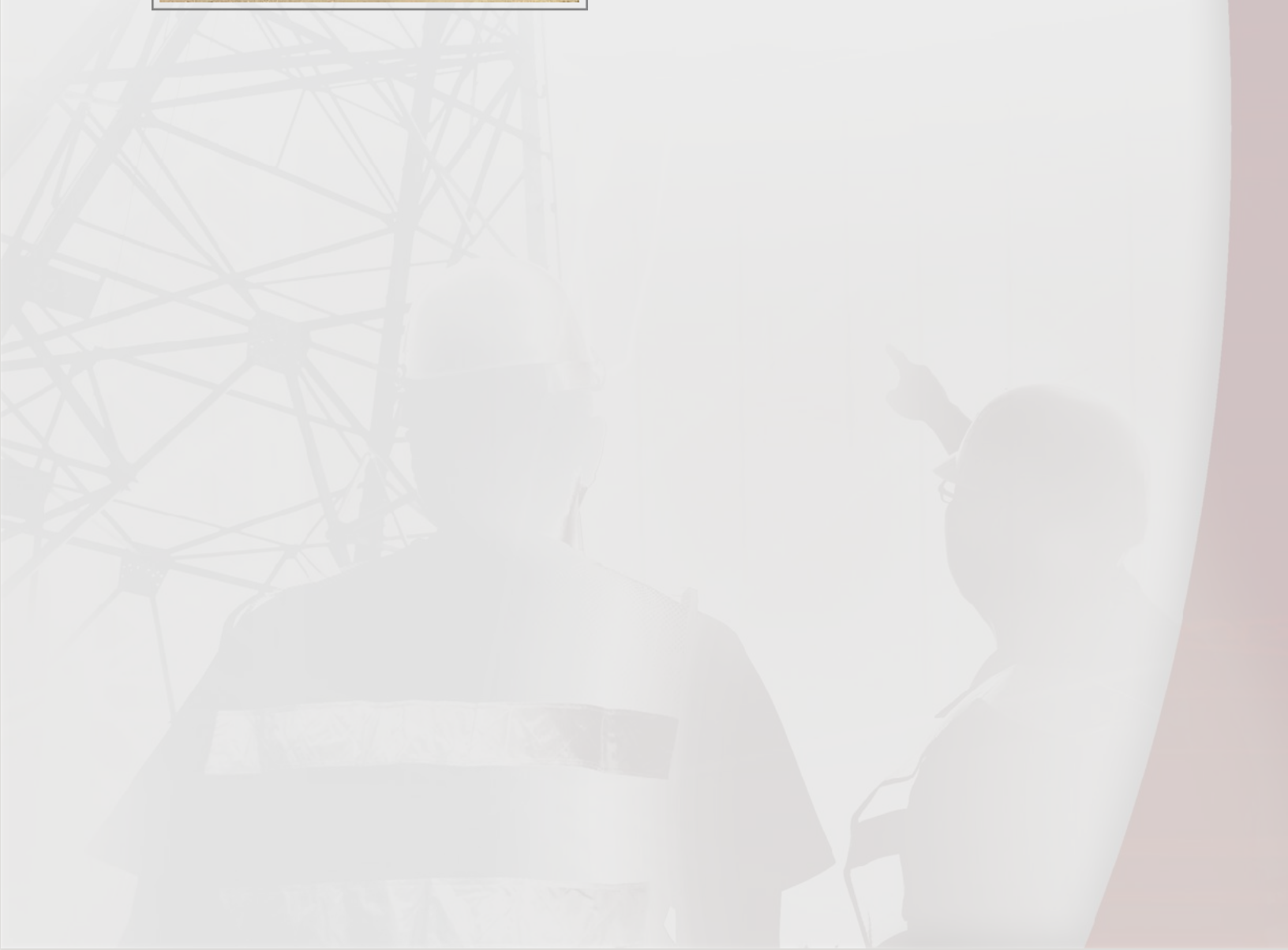




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Whether you need training for novices or experienced hands, ISPC training is custom developed for helpers, equipment operators, tree crews, apprentices and the full array of skills necessary to be considered an electrically qualified journeyman lineman.

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Reduce expenses and increase effectiveness by having our certified consultants come to you

Training Class	Course Description
<b>Climbing Wooden Poles – Requalification</b>	<p>Most lineworkers rarely climb poles today, resulting in the loss of vital skills and the potential for increased injuries when climbing. Additionally, new fall restraint devices, such as the BuckSqueeze, requires training for new users. This course focuses on “re-qualifying” lineworkers who are rusty and unfamiliar with the new equipment. A pre-requisite for this course is the lineworker must be a qualified climber. An ISPC Certificate is issued upon successful completion entitled: Climbing Wooden Poles Refresher Training.</p>
<b>Pole Top and Bucket Truck Rescue</b>	<p>Certification in pole top and bucket truck rescue should be conducted initially for all lineworkers that are certified climbers and/or work out of a bucket truck. Re-certification of these competencies should be done annually. This course is designed to provide an initial certification or a re-certification for the lineworker. A pre-requisite for pole top rescue training is the lineworker must be a qualified climber. An ISPC Certificate is issued upon successful completion entitled: Pole Top and Bucket Truck Rescue Qualification Training.</p>
<b>Digger Operator Training / Pole Setting</b>	<p>This course is designed for the new Hydraulic Derrick Digger Operator or as refresher training for the experienced Operator that may have never received formal training. This course complies with OSHA requirements for ‘Qualified Operators’ however, this is not a ‘Certification’ course. An ISPC Certificate is issued upon successful completion entitled: Qualified Operator – Hydraulic Digger Derrick.</p>
<b>Safe Bucket Truck Operations</b>	<p>Safe operations of a bucket truck should not be assumed for drivers assigned to these DOT rated, heavy trucks. This course is designed to help both drivers and operators of bucket trucks understand the safety issues associated with the truck and aerial bucket use. Proper inspection techniques are included. An ISPC Certificate is issued upon successful completion entitled: Safe Bucket Truck Operations Training.</p>
<b>Effective Grounding Practices</b>	<p>Knowing how and when to apply equipment grounds is of critical safety importance to the lineworker when working around energized lines and equipment or on systems that are de-energized, but have the potential to become energized. This course covers both personal protective grounding and the grounding of rolling stock and other equipment found on the job site. An ISPC Certificate is issued upon successful completion entitled: Effective Grounding Practices Training.</p>

Training Class	Course Description
<b>Insulate &amp; Isolate Refresher Training</b>	<p>Working around energized lines and equipment require lineworkers to be qualified in the concepts and work practices of insulate and isolate best practices. Lineworkers rely on these principles to stay safe. It is highly recommended that refresher training occur at least every 2 years for insulate and isolate best practices. A pre-requisite for this training is a lineworker trained and experienced in energized work. An ISPC Certificate is issued upon successful completion entitled: Insulate &amp; Isolate Refresher Training.</p>
<b>Pad-Mounted Transformer Safety Procedures</b>	<p>Underground electrical systems are becoming more common every day. URD systems have their own special safety concerns that require training both initially and reoccurring refresher training. Pad-mounted transformers are much different than their pole-mounted counterparts and this course is designed for this specialized equipment. An ISPC Certificate is issued upon successful completion entitled: Pad-Mounted Transformer Safety Procedures Training.</p>
<b>Rigging Skills Refresher Training</b>	<p>Rigging skills are important to linework safety yet many lineworkers are weak in this important area of work practice. This course is designed to shore up rigging skills for the lineworker that needs review and practice. An ISPC Certificate is issued upon successful completion entitled: Rigging Skills Refresher Training.</p>
<b>Transmission Hot Stick Maintenance</b>	<p>Performing maintenance on energized transmission lines is becoming more common. Yet the typical lineworker is unfamiliar with the proper safe work procedures and has never been trained in extra high voltage hot stick work. This course is designed to teach both the theory and best practices associated with this technique and to allow the student field time performing simulated work on energized systems. A course pre-requisite is classification as Journeyman Lineman. An ISPC Certificate is issued upon successful completion: Transmission Hot Stick Training.</p>
<b>Distribution Hot Stick Maintenance</b>	<p>Hot stick work on energized distribution lines and equipment is more common than transmission hot stick work, but extensive training is required to safely practice this technique. Additionally, lineworkers should attend a refresher class every 2 years. A course pre-requisite for this class is being qualified to work energized systems. An ISPC Certificate is issued up successful completion: Distribution Hot Stick Training.</p>
<b>Safety in Underground Line Maintenance</b>	<p>Lineworkers are expected to understand and work on URD systems just like the Overhead system. However there are differences and understanding the unique safety issues with URD systems is important in maintaining safety. This course is designed to educate the inexperienced lineworker new to URD systems as well as provide refresher training to the experienced URD lineworker. An ISPC Certificate is issued upon successful completion: Safety in URD Line Maintenance Training.</p>

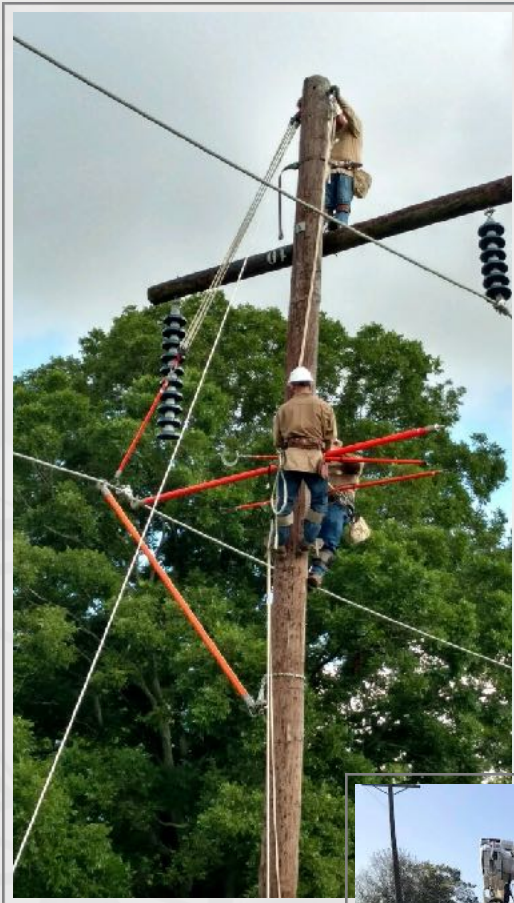


Training Class	Course Description
<b>URD Cable Splicing</b>	URD cable splicing is as much an art as a science. This course is designed for the lineworker apprentice or as a refresher for the journeyman lineman. An ISPC Certificate is issued upon successful completion: URD Cable Splicing Training.
<b>URD Troubleshooting</b>	Effective troubleshooting anywhere in the T&D System requires extensive training and a fair amount of experience. URD systems have their own unique problems and can add to that complexity for a lineworker. This course is designed to show and evaluate the various underground system configurations, what can go wrong, how to analyze the problems and determine the best – and safest – fix. A pre-requisite for this class is being qualified to work on energized systems. An ISPC Certificate is issued upon successful completion: URD Troubleshooting Training.
<b>Safety in Substations &amp; Switchyards</b>	Most lineworkers don't do much in or around substations or switchyards. But when they do there are many safety issues, unique to substations and switchyards that must be respected and understood. This course is designed to teach the novice and remind the experienced lineworkers how to stay safe around substations and switchyards. An ISPC Certificate is issued upon successful completion: Safety in Substations and Switchyards Training.
<b>T&amp;D Systems and Electrical Safety</b>	Had an accident and need to refocus your team on general safety concepts and principles around T&D systems? This course is designed to help workers identify system components, their purpose in the system, safety issues associated with system components and important safety practices while working on these systems. An ISPC Certification is issued upon successful completion: T&D Systems Electrical Safety Training.
<b>Installing Services – O/H and URD</b>	Installing electrical services to the end users is a fundamental skill for every high – voltage lineworker. However, using the correct PPE, tools, equipment and best practices may not be so fundamental with today's lineworker. This course is designed to revisit this fundamental task and ensure it is done properly and safely, each time. An ISPC Certification is issued upon successful completion: Installing Services Safety Training.
<b>Transformer Connections, Including Banks</b>	Connecting overhead system transformers correctly is often the most perplexing job the lineworker faces day in and day out. Transformer bank connections can frustrate the most experienced journeyman. This course is designed for both the apprentice, new to transformers, and the journeyman looking for a refresher class. An ISPC Certification is issued upon successful completion: Transformer Connections Training.

Training Class	Course Description
<b>Transformer Troubleshooting</b>	<p>A follow-on to Transformer Connections (which is a pre-requisite), is Transformer Troubleshooting. Having the knowledge and skills to successfully evaluate and repair pole-mounted transformer problems turns the average lineworker into a superior mechanic. This training is a must for a lineworker classified as a 'Troubleshooter'. An ISPC Certification is issued upon successful completion: Transformer Troubleshooting Training.</p>
<b>Arc Flash Hazard ID and Compliance</b>	<p>This course is designed as an 8 hour session focused Primarily on Chapter 1 of the NFPA 70E Standard as well as selected annexes and the NESC. Designed for qualified linemen actually working in the industry as well as other workplace employees exposed to Arc-flash hazards. This course will address the basic rules as well as electrical best practices and how they are interpreted. Students will be provided a current copy of the NFPA 70E document in class. There will be quizzes and other exercises designed to promote understanding throughout the training. Case studies from the NFPA 70E handbook will also be covered to discover some real life scenarios.</p>
<b>National Electrical Code / Safety Code Update</b>	<p>The recent changes by OSHA in their safety regulations for powerline workers have caused a lot of confusion in the Industry about how to now comply with these important safety rules. This course is designed to discuss those changes and help the student clearly understand how those changes affect work practices in the field. The student materials for this course will provide the lineworker with a reference document that can become an important guide for these new requirements.</p>
<b>Live Line / Bare Hand Transmission Maintenance</b>	<p>If you are a utility or contractor performing live-line bare-hand maintenance techniques, ISPC has the experience and programs you need to train or re-train your bare-hand qualified employees. Training is conducted on-site, facilitated by qualified experienced barehand lineman using the employers equipment to ensure training is specifically to the equipment, meters and controls the lineman will use on the job. If you are a utility or contractor considering establishing a new bare-hand program ISPC has the expertise to assist with development of procedures and equipment selection for your new program. Training includes classroom instruction and testing on hazard-analysis, safety procedures and bare-hand techniques. Field competency demonstration includes, hazard-analysis, job-planning, equipment set-up, live-line electrical leak-testing of equipment and demonstration of getting 'on' and 'off' the phase safely.</p>

For a complete quote and to schedule your training, please call  
Mack Turner at 509-237-2851

ISPC offers expert training in all areas of safety in the in the electric utility industry. From industry specific hazards, such as Arc flash safety to workplace best practices ISPC has a qualified trainer . Delivered in video and powerpoint our training units and safety meeting topics offer a wide rage of deliverables to meet your training needs and to help you create a safe environment for you and your employees.





**Institute for Safety  
in Powerline Construction**

**OUR MISSION *is*  
OUR  
MEMBERS**

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# Membership Categories

## **Technical School or College Member** *(non-profit status required)*

- Committee participation
- Access to members only website features
  - Safety Meeting Topics
  - Industry White Papers
  - Ask The Experts
  - Submit an article
- Discounted safety products

**Annual Dues: \$325** *(includes one faculty member; \$50 per additional faculty member)*

## **Associate Member**

- Committee participation
- Access to members only website features
  - Safety Meeting Topics
  - Industry White Papers
  - Ask The Experts
  - Submit an article
- Discounted safety products

**Annual Dues: \$475** *(plus \$50 per additional member)*

## **Full Advising Member**

- Advisory Board Eligibility
- Committee participation
- Access to members only website features
  - Safety Meeting Topics
  - Industry White Papers
  - Ask The Experts
  - Submit an article
- Discounted professional services and products
- Discounted safety products

**Annual Dues: \$850** *(plus \$50 per additional member)*

## **Sponsoring Member**

- Call for details



## Membership Application

Organization Name: \_\_\_\_\_

Representative/Employee Name: \_\_\_\_\_

Job Title: \_\_\_\_\_

Mailing Address: \_\_\_\_\_

Email: \_\_\_\_\_

Office Phone: \_\_\_\_\_ Cell Phone: \_\_\_\_\_

Additional Representatives (\$50 each): \_\_\_\_\_

### Membership Category

### 1<sup>st</sup> Year's Dues

Full Advising Member

**\$850**

Associate Member

**\$475**

Technical School or College Member

**\$325**

*Send completed form and first year's dues to below address,  
or call our office to pay with credit card.*



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