Federal Democratic Republic of Ethiopia

OCCUPATIONAL STANDARD



POWER GENERATION OPERATION



NTQF Level III and IV



Ministry of Education June 2012

Introduction

Ethiopia has embarked on a process of reforming its TVET-System. Within the policies and strategies of the Ethiopian Government, technology transformation – by using international standards and international best practices as the basis, and, adopting, adapting and verifying them in the Ethiopian context – is a pivotal element. TVET is given an important role with regard to technology transfer. The new paradigm in the outcome-based TVET system is the orientation at the current and anticipated future demand of the economy and the labor market.

The Ethiopia Occupational Standards (EOS) is the core element of the Ethiopian National TVET-Strategy and an important factor within the context of the National TVET-Qualification Framework (NTQF). They are national Ethiopian standards, which define the occupational requirements and expected outcome related to a specific occupation without taking TVET delivery into account.

This document details the mandatory format, sequencing, wording and layout for the Ethiopia Occupational Standard which comprised of Units of Competence.

A Unit of Competence describes a distinct work activity. It is documented in a standard format that comprises:

- Occupational title and NTQF level
- Unit title
- Unit code
- Unit descriptor
- Elements and Performance criteria
- Variables and Range statement
- Evidence guide

Together all the parts of a Unit of Competence guide the assessor in determining whether the candidate is competent.

The ensuing sections of this EOS document comprise a description of the occupation with all the key components of a Unit of Competence:

- chart with an overview of all Units of Competence for the respective level (Unit of Competence Chart) including the Unit Codes and the Unit Titles
- contents of each Unit of Competence (competence standard)
- occupational map providing the technical and vocational education and training (TVET) providers with information and important requirements to consider when designing training programs for this standards and for the individual, a career path

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UNIT OF COMPETENCE CHART

Occupational Standard: Power Generation Operation				
Occupational Code: EIS PGO				
NTQF Level III				
EIS PGO3 01 0612EIS PGO3 02 0612Conduct Single EnergyOperate and MonitorSource IsolationConditioning EquipmProcedures for Permitand Ventilation Systemto WorkVentilation System		EIS PGO3 03 0612 Operate and Monitor Fuel Supply		
EIS PGO3 04 0612 Operate and Monitor Fuel Firing Plant (Gas or Oil)	EIS PGO3 05 0612 Operate and Monitor Fixed Fire Protection System	EIS PGO3 06 0612 Operate and Monitor Compressed Air System		
EIS PGO3 07 0612 Operate and Monitor Oil System	EIS PGO3 08 0612 Operate and Monitor Heat Exchangers	EIS PGO3 09 0612 Operate Hydro Generator/Synchronous Condenser/Pump Unit		
EIS PGO3 10 0612 Operate and Monitor Wind Generator	EIS PGO3 11 0612 Operate and Monitor Condensing and Cooling Water Systems	EIS PGO3 12 0612 Operate and Monitor Dual Fuel Firing Plant		
EIS PGO3 13 0612 Operate and Monitor Water Treatment Plant	EIS PGO3 14 0612 Interpret and Analyze Single Operation Protection Devices	EIS PGO3 15 0612 Operate Hydro-Electric Generating Plant and Auxiliary Equipment		
EIS PGO3 16 0612 Conduct Water Conveyance and Control	EIS PGO3 17 0612 Conduct Non-Routine Operational Testing	EIS PGO3 18 0612 Operate and Monitor Supervisory, Control and Data Acquisition Systems		
EIS PGO3 19 0612 Operate HV Condition Changing Apparatus	EIS PGO3 20 0612 Operate HV Primary Switchgear	EIS PGO3 21 0612 Operate HV Secondary Switchgear		
EIS PGO3 22 0612 Respond to Critical Incidents	EIS PGO3 23 0612 Conduct Operational Checks on In-Service Electrical Plant	EIS PGO3 24 0612 Conduct Operational Checks on In-Service Mechanical Plant		

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EIS PGO3 25 0612 Operate and Monitor Auxiliary Steam System	EIS PGO3 26 0612 Operate and Monitor Water System (Condensate and Feed- Water)	EIS PGO3 27 0612 Operate and Monitor Condensing and Cooling Water Systems
EIS PGO3 28 0612 Operate and Monitor Boiler Unit	EIS PGO3 29 0612 Operate and Monitor Steam Turbine	EIS PGO3 30 0612 Shut Down Steam Turbine
EIS PGO3 31 0612 Apply Environmental and Sustainable Energy Procedures	EIS PGO3 32 0612 Organize Personal Work Priorities and Development	EIS PGO3 33 0612 Support Innovation and Change
EIS PGO3 34 0612 Apply Quality Control	EIS PGO3 35 0612 Monitor Implementation of Work Plan/ Activities	EIS PGO3 36 0612 Lead Workplace Communication
EIS PGO3 37 0612 Lead Small Teams	EIS PGO3 38 0612 Improve Business Practice	EIS PGO3 39 1012 Maintain Quality System and Continuous Improvement Processes (Kaizen)
NTQF Level IV		
EIS PGO4 01 0612 Monitor Compliance with OHS Policy and Procedures	EIS PGO4 02 0612 Conduct Multiple Energy Source Isolation Procedures	EIS PGO4 03 0612 Coordinate and Direct Switching Program
EIS PGO4 04 0612 Coordinate First Response Team Operation	EIS PGO4 05 0612 Operate and Monitor DC Electrical System	EIS PGO4 06 0612 Operate and Monitor AC Electrical System
EIS PGO4 07 0612 Undertake Commissioning/ Decommissioning	EIS PGO4 08 0612 Co-ordinate Operational Strategies for Power Production	EIS PGO4 09 0612 Perform Risk Analysis of Generation Plant
EIS PGO4 10 0612 Monitor Implementation of Enterprise Production/ Maintenance Quality Control Procedures	EIS PGO4 11 0612 Monitor and Implement Environmental Plans and Procedures	EIS PGO4 12 0612 Produce Maintenance Plans for Generation Production Plant

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EIS PGO4 13 0612 Coordinate Local HV Networks	EIS PGO4 14 0612 Manage Critical Incidents	EIS PGO4 15 0612 Schedule Generation
EIS PGO4 16 0612 Plan Scheduled Outage	EIS PGO4 17 0612 Deliver and Review Training	EIS PGO4 18 0612 Coordinate Permit to Work System
EIS PGO4 19 0612 Interpret and Analyze Multi-Operation Protection Devices	EIS PGO4 20 0612 Manage System Re- start	EIS PGO4 21 0612 Coordinate Electrical Energy Production
EIS PGO4 22 0612 Perform Cost Estimations	EIS PGO4 23 0612 Control Permit to Work Operations	EIS PGO4 24 0612 Operate and Monitor Dual Fuel Firing Plant
EIS PGO4 25 0612 Coordinate the Network/System	EIS PGO4 26 0612 Interpret and Analyze LV and Mechanical Protection Devices	EIS PGO4 27 0612 Develop HV Switching Programs
EIS PGO4 28 0612 Operate and Monitor System Equipment	EIS PGO4 29 0612 Control Hydro Generation / Pumping	EIS PGO4 30 0612 Write Programs for Control Systems
EIS PGO4 31 0612 Conduct Technical Inspection of Process Plant and Equipment	EIS PGO4 32 0612 Coordinate Team Activities	EIS PGO4 33 0612 Plan and Organize Work
EIS PGO4 34 0612 Establish Quality Standards	EIS PGO4 35 0612 Migrate to New Technology	EIS PGO4 36 0612 Develop Individuals and Team
EIS PGO4 37 0612 Utilize Specialized Communication Skills	EIS PGO4 38 0612 Manage and Maintain Small/Medium Business Operation	EIS PGO4 39 1012 Manage Continuous Improvement System

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NTQF Level III

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Occupational Standard: Power Generation Operation Level III		
Unit Title	Conduct Single Energy Source Isolation Procedures for Permit to Work	
Unit Code	EIS PGO3 01 0612	
Unit Descriptor	This unit deals with the skills and knowledge required to apply single energy source isolation procedures of the permit to work procedures at the isolating level. Job requirements including permits are coordinated with other personnel involved in, or affected by, the isolation in accordance with enterprise/site requirements.	

Elements		Per	Performance Criteria		
1. Plan and prepare for isolation, de-	1.1	Work requir orders or ec appropriate	ements are identified from request/work quivalent and clarified/confirmed with the parties or by site inspection		
	isolation and restoration	1.2	Safety issue enterprise a	es are identified to comply with statutory, and site requirements	
		1.3	Materials, e job plan are inspected fo	quipment and resources required to satisfy the identified, requisitioned, obtained and or compliance with job specifications	
		1.4	Work is plar officer, inclu the mainten accordance	nned in detail with the responsible issuing Iding sequencing and prioritizing of work, and ance of plant security and capacity in with permit/site requirements	
		1.5	Job requirer other perso in accordan	ments including permits are coordinated with connel involved in, or affected by, the isolation ce with enterprise/site requirements	
		1.6	Where appr responsibilit required, as	opriate the teams and individuals roles and ties within the team are identified and, where sist in the provision of on-the-job training	
2. Perform	2.1	Plant to be i	isolated is correctly identified		
	isolation	2.2	Isolation is p permit to w	performed in accordance with enterprise/site ork procedures	
		2.3	Isolations an affected by, procedures	re confirmed with others involved in, or the work in accordance with enterprise/site	
3.	Perform de- isolation and	3.1	De-isolation accordance	and restoration of plant is performed in with permit to work procedures	
	restoration	3.2	De-isolation affected by, procedures	is are confirmed with others involved in, or the work in accordance with enterprise/site	
		3.3	Work comp enterprise/s	bletion details are finalized in accordance with ite procedures	
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Variable	Range
Other personnel involved	 May include but not limited to: Issuing officer, isolating officers, recipient in charge and testing officer or their equivalent.
Permits	 May include but not limited to: Any documentation/forms approved for use by the enterprise safety rules and permit to work procedures.
Work completion details	May include but not limited to: • log books, computer input

Evidence Guide	
Critical Aspects of Competence	 Demonstrates skills and knowledge in: Knowledge and application of relevant sections of: Occupational Health and Safety legislation; Statutory legislation; Enterprise/site safety procedures; Enterprise/site emergency procedures Dealing with an unplanned event by drawing on essential knowledge and skills to provide appropriate solutions incorporated in the holistic assessment with the underpinning knowledge and skills
Underpinning Knowledge and Attitudes	 Demonstrates knowledge of: Relevant Occupational Health and Safety regulations Relevant statutory legislation Relevant enterprise/site safety procedures Enterprise/site emergency procedures and techniques Environmental legislation Plant status Relevant plant and equipment its location and operating parameters; Enterprise recording procedures Isolating procedures Communication principles and procedures Computers and software Introduction to power production plant Typical arrangement of power production plant Thermodynamics Properties of matter Power plant cycle General responsibilities for power production plant operations Electrical principles Transformers Switchgear Electrical protection Schematic diagrams Auxiliary supply systems

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	 High voltage systems High voltage switching procedures Safe operating principles
Underpinning Skills	 Demonstrates skills to: Apply relevant Occupational Health and Safety regulations Apply relevant statutory legislation Apply relevant enterprise/site safety procedures Apply enterprise/site emergency procedures and techniques Apply enterprise recording procedures Locate and/or identify relevant plant and equipment Operate plant within design parameters Identify plant status Prepare plant/equipment for operation Communicate effectively Apply isolating procedures Plan and prioritize work Use drawings, diagrams and symbols Apply data analysis techniques and tools.
Resources Implication	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
Methods of Assessment	 Competence may be assessed through: Interview / Written Test Observation / Demonstration with Oral Questioning
Context of Assessment	Competence may be assessed in the work place or in a simulated work place setting

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Occupational Standard: Power Generation Operation Level III		
Unit Title	Operate and Monitor Air Conditioning Equipment and Ventilation System	
Unit Code	EIS PGO3 02 0612	
Unit Descriptor	This unit deals with the skills and knowledge required to diagnose and repair faults in air conditioning equipment / ventilation systems, and associated accessories and wiring systems.	

Elements	Performance Criteria
1. Plan and prepare for the work	1.1 Work requirements are identified from request/work orders or equivalent and clarified/confirmed with appropriate parties or by site inspection
	1.2 Occupational Health and Safety standards, statutory requirements, relevant Ethiopian standards, codes of practice, manufacturers' specifications, environmental requirements and enterprise procedures are identified, applied and monitored throughout the work procedure
	1.3 Resources required to satisfy the work plan are identified, obtained and inspected for compliance with the job specifications
	1.4 Relevant plans, drawings and texts are selected and interpreted in accordance with the work plan
	1.5 Correct size, type and quantity of materials/components are determined, obtained and inspected for compliance with the job specifications
	1.6 Work is planned in detail including sequencing and prioritizing and considerations made, where appropriate, for the maintenance of plant security and capacity in accordance with system/site requirements
	1.7 Co-ordination requirements, including requests for isolations where appropriate, are resolved with others involved, affected or required by the work
	1.8 Potential hazards are identified and prevention and/or control measures are selected in accordance with the work plan and site procedures
	1.9 Work area is prepared in accordance with work requirements and site procedures
	1.10 Where appropriate, the teams and individuals roles and responsibilities within the team are identified and, where required, assist in the provision of the on-the-job training
2. Verify the fault	2.1 Normal performance and function of the equipment is ascertained by consulting appropriate reference sources

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		in accordan	ce with the work plan	
	2.2	Fault indication/ information/ reported syn plan	ators and appropriate technical diagnostic techniques are used t nptoms/faults in accordance with	to verify n the work
	2.3	Symptoms a whilst due re observed in	are reproduced and monitored if egard for personnel safety and p accordance with the work plan	possible, lant security is
3. Find the fault	3.1	Required <i>is</i> accordance	olations are confirmed where ap with site requirements	opropriate in
	3.2	Fault finding involved in, enterprise/jo	is carried out in conjunction witl or affected by, the work in accor bb requirements	h others dance with
	3.3	<i>Equipment</i> support fixin accordance	components, wires, cables, term lgs are inspected for obvious fau with the work plan	ninations and Ilts in
	3.4	All appropriation identified, se accordance	ate <i>fault finding/diagnostic tec</i> elected and used to determine th with the work plan	<i>hniques</i> are ne fault in
	3.5	All appropria accurate tes components in accordan	ate components are disconnect at measurements of suspected fa s without the concern of "back-fe ce with the work plan	ed to enable aulty ed" readings
	3.6	Test and m accordance requirement	easurement instruments are u with manufacturer instructions a	sed in Ind job
4. Determine cause of fault	4.1	All appropria as many de possible in a	ate personnel are consulted in or tails relating to the faulty equipm accordance with the work plan	rder to obtain ent as
4. Determine cause of fault	4.1 4.2	All appropria as many de possible in a Appropriate indicators a the work pla	ate personnel are consulted in or tails relating to the faulty equipm accordance with the work plan use is made of any information f and maintenance records in accor	rder to obtain ent as from fault rdance with
4. Determine cause of fault	4.14.24.3	All appropria as many de possible in a Appropriate indicators au the work pla Valid conclu are reached accordance	ate personnel are consulted in or tails relating to the faulty equipm accordance with the work plan use is made of any information f nd maintenance records in accor in sisions about the nature and caus from analysis of available evide with the work plan	rder to obtain ent as from fault rdance with se of the fault nce in
 4. Determine cause of fault 5. Repair or rectify the fault 	4.14.24.35.1	All appropria as many de possible in a Appropriate indicators at the work pla Valid conclu are reached accordance Required iso	ate personnel are consulted in or tails relating to the faulty equipm accordance with the work plan use is made of any information f and maintenance records in accor in usions about the nature and caus from analysis of available evide with the work plan plations are confirmed where app with site requirements	rder to obtain ent as from fault rdance with se of the fault nce in
 4. Determine cause of fault 5. Repair or rectify the fault 	4.14.24.35.15.2	All appropria as many de possible in a Appropriate indicators at the work pla Valid conclu are reached accordance Required iso accordance Appropriate conjunction work in accord	ate personnel are consulted in or tails relating to the faulty equipm accordance with the work plan use is made of any information f and maintenance records in accor an usions about the nature and caus from analysis of available evide with the work plan plations are confirmed where app with site requirements repair procedures are undertake with others involved in, or affected prdance with the work plan	rder to obtain ent as from fault rdance with se of the fault ince in propriate in en in ed by, the
 Determine cause of fault Repair or rectify the fault 	 4.1 4.2 4.3 5.1 5.2 5.3 	All appropria as many de possible in a Appropriate indicators au the work pla Valid conclu are reached accordance Required iso accordance Appropriate conjunction work in accor Faulty, worr replaced, re plan	ate personnel are consulted in or tails relating to the faulty equipm accordance with the work plan use is made of any information f and maintenance records in accord in usions about the nature and cause from analysis of available evide with the work plan plations are confirmed where app with site requirements repair procedures are undertake with others involved in, or affected ordance with the work plan and anaged or unsecured compo- paired or secured in accordance	rder to obtain ent as from fault rdance with se of the fault nce in propriate in en in ed by, the ments are with the work
 Determine cause of fault Repair or rectify the fault 	 4.1 4.2 4.3 5.1 5.2 5.3 5.4 	All appropria as many de possible in a Appropriate indicators au the work pla Valid conclu are reached accordance Required ise accordance Appropriate conjunction work in acco Faulty, worr replaced, re plan Parts and co	ate personnel are consulted in or tails relating to the faulty equipm accordance with the work plan use is made of any information f and maintenance records in accord in usions about the nature and cause from analysis of available evide with the work plan plations are confirmed where app with site requirements repair procedures are undertake with others involved in, or affected ordance with the work plan and anaged or unsecured components are selected and rep	rder to obtain ent as from fault rdance with se of the fault nce in propriate in en in ed by, the ments are with the work laced as

	required in accordance with appropriate specifications and the work plan
	5.5 Components disconnected for testing are reconnected having been proven free of faults and all terminations are then checked to ensure they are electrically and mechanically sound in accordance with the work plan
	5.6 All faults are repaired or rectified in accordance with the work plan
	5.7 Final job inspection is performed and permits are relinquished as required in accordance with the work plan
6. Complete the work	6.1 Work is completed and appropriate personnel notified in accordance with site/enterprise requirements
	6.2 Work area is cleared of waste, cleaned, restored and secured in accordance with site/enterprise procedures
	6.3 Plant, tools and equipment are maintained and stored in accordance with site/enterprise procedures
	6.4 <i>Work completion details</i> are finalised in accordance with site/enterprise procedures

Variable	Range
Equipment	 May include but not limited to: Air conditioning (refrigerated and evaporative), water coolers, packaged air conditioners and refrigerators.
Materials	 May include but not limited to: Solvents, insulation tape, contact cleaners, heat shrink, vacuum pumps, gas recovery units and gas bottles.
Components	 May include but not limited to: Fuses/circuit breakers, overloads, indicator lamps, plugs, residual current devices, earth leakage circuit breakers and light emitting/power diodes.
Test and measurement instruments	 May include but not limited to: Manifold gauges, thermometers, insulation testers, voltmeters, ammeters and refrigerant detectors.
Fault finding and diagnostic techniques	 May include but not limited to: Linear approach, half split rule, sensory detection and insulation/continuity tests.
Tests and operational checks	 May include but not limited to: May include correct air circulation, drainage, vibration, correct temperature, noise, pressure checks and leak detection.
Isolations	 Can refer to electrical/mechanical or other associated processes.
Work site environment	 May include but not limited to: Affected by nearby plant or processes, e.g. heat, noise, dust, oil, water and chemical.

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Work completion	May include but not limited to:
details	• Plant and maintenance records, job cards, check sheets
	and on device labeling updates. Work may be performed
	with equipment on line.

Evidence Guide	
Critical Aspects of Competence	 Demonstrates skills and knowledge in: Knowledge and application of relevant sections of: Occupational Health and Safety legislation; Statutory legislation; Enterprise/site safety procedures; Enterprise/site emergency procedures Preparation and planning of work Verification techniques Diagnostic and fault finding techniques and procedures Repair techniques and procedures Dealing with an unplanned event by drawing on essential knowledge and skills to provide appropriate solutions incorporated in the holistic assessment with the above listed items
Underpinning Knowledge and Attitudes	 Demonstrates knowledge of: Occupational health and safety standards Relevant statutory requirements and codes of practice Relevant Ethiopian standards Equipment and material required to perform the work Isolation procedures Layout of plant/work site and operation of its equipment Fault finding and diagnostic techniques Repair techniques Air conditioning and refrigeration equipment Environmental legislation Regulatory procedures Electrical principles Test and measurement instruments Circuit plan appreciation Engineering and workshop practice Communication principles Refrigerant gases
Underpinning Skills	 Demonstrates skills to: Apply occupational health and safety standards Follow relevant statutory regulations and codes of practice Apply relevant Ethiopian standards Use plans, drawings and texts Use test and measurement instruments Use fault finding and diagnostic techniques Determine the cause of faults Repair faults Recover refrigerant gases

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	 Select materials for the job Apply regulatory procedures Apply electrical principles Communicate effectively Apply data analysis techniques and tools. 		
Resources Implication	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.		
Methods of Assessment	 ethods of Sessment Competence may be assessed through: Interview / Written Test Observation / Demonstration with Oral Questioning 		
Context of Assessment	Competence may be assessed in the work place or in a simulated work place setting		

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Occupational Standard: Power Generation Operation Level III		
Unit Title	Operate and Monitor Fuel Supply	
Unit Code	EIS PGO3 03 0612	
Unit Descriptor	This unit deals with the skills and knowledge required to operate, inspect and monitor fuel supply from source to recipient unit storage.	

Elements	Per	formance Criteria
1. Plan and prepare	1.1	<i>Safety issues</i> are identified to comply with enterprise and site requirements
	1.2	Work requirements are identified from relevant personnel and documentation
	1.3	<i>Documentation</i> to determine plant status is assessed and evaluated
	1.4	Localized plant inspection and field preparation for service are carried out in accordance with manufacturer and enterprise procedures
	1.5	<i>Plant</i> operational prerequisites are established in accordance with manufacturer and enterprise procedures
	1.6	Sequence for re-commissioning of plant is determined to suit existing circumstances in accordance with enterprise requirements
	1.7	Where appropriate, the teams and individuals roles and responsibilities within the team are identified and, where required, assist in the provision of the on-the-job training
2. Operate fuel plant	2.1	Plant is operated in accordance with enterprise/site and manufacturer operating procedures
	2.2	Plant is monitored and observed to detect deviations from normal operating conditions
	2.3	Corrective actions are taken to rectify abnormalities in accordance with manufacturer and enterprise procedures
3. Test plant operation	3.1	Tests are performed in accordance with defined procedures applicable to the operational test
	3.2	Plant is observed for correct operational response
	3.3	Corrective action is taken when response is not in accordance with documentation, plant integrity or personnel safety requirements
	3.4	Plant is returned to required operational status upon completion of test
4. Analyze plant faults	4.1	Causes of <i>abnormal plant operating conditions</i> are identified by analyzing the <i>technical and operational</i>

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			information in a logical and sequential manner
		4.2	Corrective action taken is in accordance with enterprise procedures
		4.3	Plant integrity and personnel safety are maintained through consultation with appropriate personnel, and with reference to plant, technical and operational documentation
5.	Monitor and inspect plant	5.1	Plant to be monitored/inspected is physically identified
		5.2	Plant is monitored/inspected for normal operation or to detect deviations
		5.3	Corrective action taken is in accordance with enterprise procedures
		5.4	Appropriate personnel are notified when defects are detected
		5.5	Documentation is updated and plant problems, movements, abnormalities and status are reported and logged in accordance with enterprise/site procedures

Variable	Range			
Safety standards	 May include but not limited to: Relevant sections of Occupational Health and Safety legislation, enterprise safety rules, relevant state and federal legislation, national standards for plant and environmental legislation. 			
Systems, plant and/or equipmer	 May include but not limited to: electrical supply switchboard; supervisory, alarm, protection and control equipment; gas supply; gas delivery; fire protection systems; compressors and pumps; electric motors; valves, actuators and dampers (electric, hydraulic, pneumatic and manual); filters and strainers heaters (electrical/steam), oil recirculation systems, attemporators and gas or oil storage systems or biomas systems. 			
Information and documentation sources	May include but not limited to: • verbal or written communications; enterprise/site safety rules; equipment and alarm manuals; dedicated computer equipment; enterprise/site standing and operating instructions; enterprise/site log books; manufacturer operation and maintenance manuals; and specialist's reports.			
Technical and operational indicators	 May include but not limited to: Stimuli (audio, smell, touch, visual), local indicators and recorders, alarms (visible and or audible) and basic fault finding equipment. 			
Communications	 May include but not limited to: Telephone, two way radio, pager public address system, computer (electronic mail) and operating log (written or verbal). 			
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