

## **Frequently Asked Questions**

### **How do I become a member of TVPPA?**

While TVPPA's regular membership is comprised of the 154 electric utilities that purchase their power from the Tennessee Valley Authority, TVPPA offers additional membership opportunities. Electric utilities outside the TVA service area may take advantage of Affiliate memberships and take advantage of great discounts on training, among other benefits. Companies offering products and services to the electric utility industry can participate through an Associate membership which also provides considerable savings and marketing opportunities.

For information, visit [www.tvppa.com](http://www.tvppa.com) and click "Membership" then "Become a Member," call Tim Daugherty at 423.490.7930 or email [TDaugherty@tvppa.com](mailto:TDaugherty@tvppa.com).

Ready to join? Download and complete an application for membership at <http://www.tvppa.com/membership/become-a-member/>.

### **What are the benefits of Affiliate/Associate membership?**

For an outline of member benefits, visit the following membership matrix link: <http://www.tvppa.com/membership/member-benefits/>

### **How do I renew my Affiliate/Associate membership?**

Each year, you will receive a renewal invoice in the mail. Simply return payment and your membership will continue without any lapse. To ensure consistent discount and identification as a member, return payment promptly. Invoices are mailed by January of each year. If you don't receive an invoice, please contact [TDaugherty@tvppa.com](mailto:TDaugherty@tvppa.com) to have one sent to you.

### **How do I subscribe to TVPPA News magazine?**

Members receive subscriptions as part of their membership. Regular members may submit their employee names at any time for consideration. Affiliate and Associate members identify their subscriptions during the application process but may provide corrections at any time.

To request a paid subscription, contact [TDaugherty@tvppa.com](mailto:TDaugherty@tvppa.com).

### **How do I update my company mailing address?**

The administrator can access the company information page from the Administer Information Tab. Select the option labeled Update Company Profile.

You may contact support staff by sending an e-mail to [training@tvppa.com](mailto:training@tvppa.com).

You can reach a member of the Administrative Services team during regular business hours 8:00 AM to 5:00 PM (ET) at 423-756-6511.

### **How do I address a billing discrepancy?**

You may contact the accounting department by sending an email to [accounting@tvppa.com](mailto:accounting@tvppa.com). Remember to include your full name, company name and address for confirmation.

You can reach the accounting department during regular business hours 8:00 AM to 5:00 PM (ET) at 423-756-6511.

### **Can I use the class I took for one certification program toward another certification?**

A course may only be used for credit toward one certification program. For example, a core class in one certification cannot be used as an elective for another certification.

### **Does attending a conference count toward a certification program?**

Conference attendees may apply 0.7 CEU hours for elective credit to any certification program.

### **How long do I have to complete my certification or distance learning program?**

Four years

### **How long will it take for me to receive my distance learning packet?**

7-10 business days

Orders are processed weekly

## **I still have questions about TVPPA training programs. Who do I contact for more information?**

Caleb Hall, Training Coordinator, [chall@tvppa.com](mailto:chall@tvppa.com)  
Kaitlin Plaster, Training Coordinator, [kplaster@tvppa.com](mailto:kplaster@tvppa.com)

## **I need to cancel my class and/or conference registration. What is the process?**

All cancellations must be in writing.

**Class** cancellations must be emailed to [training@tvppa.com](mailto:training@tvppa.com), faxed to 423.648.2468, or mailed to TVPPA, Attn: Training Coordinator, P.O. Box 6189, Chattanooga, TN 37401.

**Conference** cancellations may be sent to the same fax number or emailed to [conferences@tvppa.com](mailto:conferences@tvppa.com). If mailed, please send to the attention of Diana Bryant or Tim Daugherty.

Registrants who cancel 7-14 days prior to the class or conference will be charged 50% of the registration cost as a cancellation fee. Registrants who cancel less than 7 days prior will be charged 75% of the registration cost. Registrants failing to cancel prior to the start of the class or conference will be responsible for the entire registration fee. You may avoid the cancellation fee by sending a substitute registrant.

## **How do I log in to the Public Power Academy?**

Go to [www.tvppa.com](http://www.tvppa.com), hover over the word Training and then click TVPPA Public Power Academy.

Type in your User Name and Password on left-hand side of page.

If you are a new user, click on the New User Registration Form. You will need to provide your name, job title, phone number and email address.

Your email address will become your username and you may create your own password.

Select employer from the drop down list. If you do not see your employer, go to the bottom of the list and choose "Not Listed". You will be prompted to enter your employer name, address, city, state and zip.

Click Submit Form.

## **What if I forget my password?**

Go to [www.tvppa.com](http://www.tvppa.com) and click on Public Power Academy and click on the Forgot Password help feature on the left-hand side of the page.

## **Do I have to take all distance learning material in order or can I skip around?**

All distance learning material must be taken in sequence.

## **What is your proctoring policy?**

Per the TVPPA E&T Services Policies & Procedures, all tests in the self-study portion of any distance learning programs should be proctored. Though the workbook and textbooks are not permitted for use during the test, copies of necessary charts, graphs, and formulas may be used as reference.

When the student is ready to take a test, a supervisor or local training administrator should proctor that lesson's test in a closed book format. This applies whether the test is hard copy or online. Tests should not be reviewed by the student prior to taking any lesson tests.

Exception: Unit 3 tests of Substation Maintenance, Electrical Metering and Protective Relaying do not require proctoring and are open book format.

## **What is a proctor and how might I find mine?**

Proctors are identified by the utility and approved by TVPPA. All TVPPA member utilities currently have at least one employee designated as a proctor. While many non-member utilities have proctors, they may need to contact a TVPPA training coordinator ([training@tvppa.com](mailto:training@tvppa.com)) to confirm. The individual designated as a proctor will generally fall into the duties of the utility's HR department. The responsibility of a proctor is to monitor any student who is testing to ensure he/she is testing within a closed book environment in compliance with TVPPA's proctoring policy.

If you need help identifying your proctor, please contact a TVPPA Training Coordinator at [training@tvppa.com](mailto:training@tvppa.com).

## **When does the proctor need to log in to the system?**

When the student is prepared to begin his/her test, go to [www.tvppa.com](http://www.tvppa.com), hover over the word Training, and then click on the Public Power Academy. After the student logs in and clicks on Launch Course button to access the test, the computer system will prompt the student for a proctor login and password. At this time, the proctor must log in to the system.

### **When I complete a test(s), who do I send it to for grading?**

Please send all tests to be graded and any questions related to testing to a Training Coordinator at [training@tvppa.com](mailto:training@tvppa.com) or fax to 423-648-2468.

### **What is the turn-around time for grading?**

- If you are in the Electrical Metering, Protective Relaying, or Substation Maintenance program, the turn-around is three weeks.
- If you are in the Lineman Apprentice Program, the turn-around time is about 3 days.
- If you complete a Lab, once the class is over and the instructor submits the grades to E&T, the turn-around is about one to two weeks from the time the E&T Coordinator receives the lab coursework/tests from the Technical Instructor.
- If you complete the Pre-Apprentice Workshop, the grading summary will be mailed to supervisor two weeks after the class.

### **What is your retake policy for distance learning?**

You will be allowed to retake any test two times. If you do not successfully complete the test after the second retake, you must re-enroll in the unit, pay a re-enrollment fee, start the unit from the beginning (lesson 1) and submit the entire unit for grading again. All distance learning programs require a passing grade of 70 for each lesson.

### **After I finish a program or class, when do I receive my certificate?**

Certificates are distributed at the end of your class by the instructor. The only exception to this is certain labs that require the instructor to grade tests to assure a passing grade. In this case, the certificate will be mailed to your utility.

You may elect to receive your overall completion certificate at a TVPPA Conference. TVPPA must be notified in advance if you would like to receive your certificate at a related conference.

## **How do I obtain a copy of my training transcript?**

### Logging in as a student

After logging in to your student account, visit the User Information Tab. Select the Enrollments by Member Dynamic Report feature to automatically generate your student transcript. You can print the report from here or export the information to Excel by clicking on the green Excel icon on the upper left hand side of the screen.

### Logging in as administrator/HR

After logging in to your administration account, visit the Administer Information Tab. Now, you may choose to run two different reports. The first report will provide records for everyone at your utility by date range. The second report will allow you to specify a particular individual at your utility.

To run a transcript for **everyone** at your utility by date range, click the second "Click Here" button, Enrollments by Date Range Report, then enter in the date range you want and click "Next." You can print the report from here or export the information to Excel by clicking on the green Excel icon on the upper left hand side of the screen.

To run a report for a **specific individual**, select the employee name from the drop down menu. Click Next. Select report #49, Enrollments by Member, from the drop down menu to automatically generate the student's transcript. You can print the report from here or export the information to Excel by clicking on the green Excel icon on the upper left hand side of the screen.

## How do I register **myself** for an event? **USE COURSE CATALOG**

If you do not see a particular course listed, it is because the class date has already passed. You may also see a message if you have not met the pre-requisites for a certificate program.

Log in to Public Power Academy using the unique email address that you provided the system.

Click on Course Catalog on left-hand side of page.

Click View until you find the event and click the Select button.

Plaster, Kaitlin

Course Catalog: Other Technical Training - Certified Safety Coordinator (CSC)

Course Title	Description	Enroll
Industrial Hygiene Pricing	During this 1 day class participants learn how to recognize, evaluate, and control workplace conditions that may cause worker injury, illness, or significant discomfort, as well as determine worker exposure, environmental monitoring, analytical methods, engineering controls, work practice controls, and other methods to contain potential health hazards.	Select
National Electrical Safety Code Review Pricing	The NESC is an important compliance document for the electric utility. It frames the safety boundaries for maintenance, construction and design. It also provides a rich source of years of evolving knowledge that represents a practical set of rules that are now updated every five years. These rules and tables have been developed for the safety of the public, utility employees, and the safe operation of the equipment itself. This course will provide a review of the entire document and give insights that will help a person better understand it, provide a comfort level that will reduce the intimidation level, and encourage its common use after the seminar. *Participants in this program will need the latest edition of the NESC.	Select
OSHA 30 Hr. Card (Part 1) Pricing	The 30-Hour OSHA Outreach Training Program for General Industry is divided into two sessions. Part 1 covers the following topics. Introduction to OSHA, Managing Safety	Select

Click on Enroll

Click Add to Cart

Plaster, Kaitlin

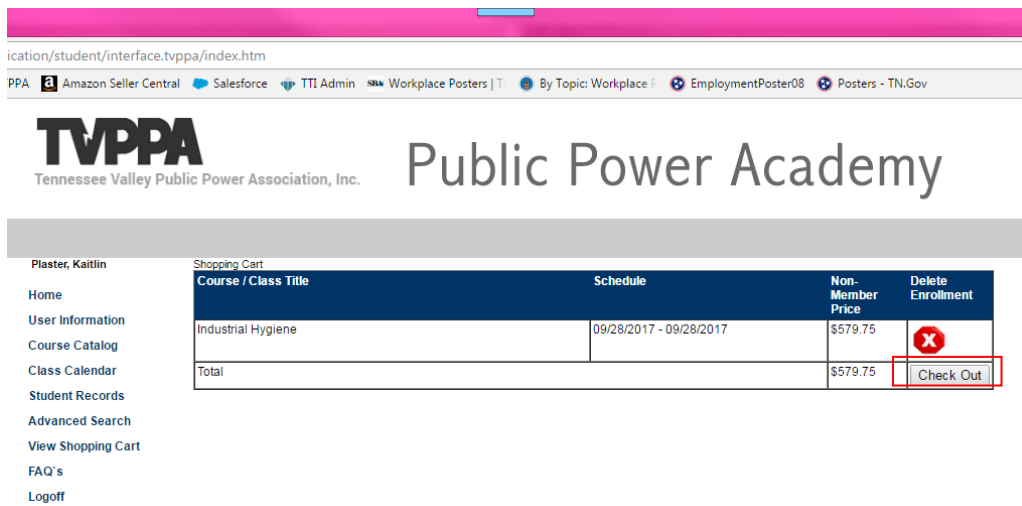
Thank you for choosing to register for this offering.

The registration fee reflects any available discounts based upon your user profile.


Industrial Hygiene

**Add to Cart \$579.75**

When you are ready, click on the Check Out button.



The screenshot shows the TVPPA Public Power Academy website. The header includes the TVPPA logo and the text 'Tennessee Valley Public Power Association, Inc. Public Power Academy'. Below the header is a navigation menu with links like 'Home', 'User Information', 'Course Catalog', 'Class Calendar', 'Student Records', 'Advanced Search', 'View Shopping Cart', 'FAQ's', and 'Logoff'. The main content area displays a 'Shopping Cart' table with the following data:

Course / Class Title	Schedule	Non-Member Price	Delete Enrollment
Industrial Hygiene	09/28/2017 - 09/28/2017	\$579.75	
Total		\$579.75	<a href="#">Check Out</a>

If you need assistance, please contact a training coordinator at [training@tvppa.com](mailto:training@tvppa.com) or call 423-648-2464 or toll free 855-374-2850.



## How do I register someone else for an event? **USE ADMINISTER INFO TAB**

**Important: You cannot use the Course Catalog to register someone else.**

**If you do not see a particular course listed in the drop down list,** the student is not eligible to enroll at this time because he/she has not completed the established pre- requisite requirements.

**You may see courses listed, but no class date.** This is because the class date has already passed.

Log in to Public Power Academy using the unique email address that you provided the system.

Click on Administer Info on left-hand side of page.

Select the employee from the drop down list or search for the employee using the 4<sup>th</sup> Click Here button.

Click Next.

Click Enroll Member in Course/Class

Application/student/interface.tvppa/index.htm

TVPPA Amazon Seller Central Salesforce TTI Admin Workplace Posters | By Topic: Workplace EmploymentPoster08 Posters - TN.Gov

# TVPPA

Tennessee Valley Public Power Association, Inc.

## Public Power Academy

**User Information:**

**Select Report:** None

Display Name: Plaster, Kaitlin

First Name: Kaitlin

Middle Name:

Last Name: Plaster

Phone:

Email: kplaster@tvppa.com

**Enroll Member in Course/Class:** [Click Here](#)

Login Name: kplaster@tvppa.com

Password: KPlaster

Review Grade Book: None

Retrieve Certificate of Completion: None

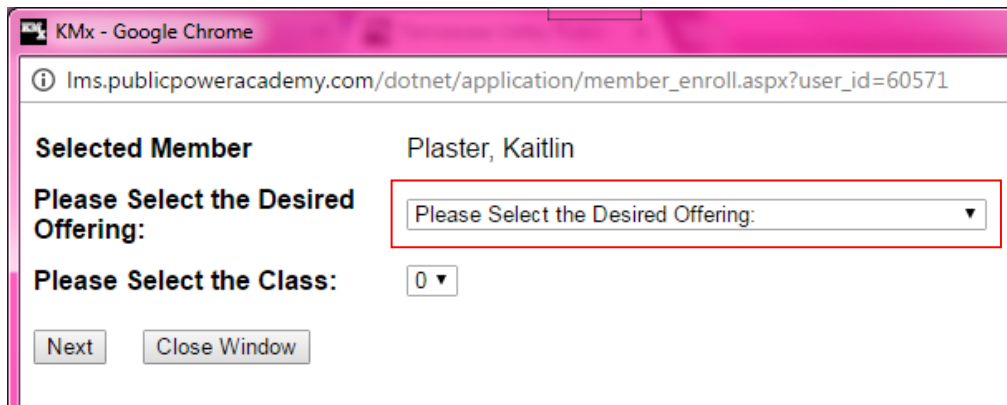
Supervisor: None

Is a supervisor?: no

Delete Member: [Click Here](#)

Done

Select the course from the "Please Select the Desired Offering" drop down list.  
Select the class date, if applicable.  
Click Next.



The screenshot shows a web browser window titled "KMx - Google Chrome" with the URL "lms.publicpoweracademy.com/dotnet/application/member\_enroll.aspx?user\_id=60571". The form displays the following information:

- Selected Member:** Plaster, Kaitlin
- Please Select the Desired Offering:** A dropdown menu with the text "Please Select the Desired Offering:" and a downward arrow. This field is highlighted with a red border.
- Please Select the Class:** A dropdown menu with the value "0" and a downward arrow.
- Buttons: "Next" and "Close Window".

**If you do not see a particular course listed in the drop down list,** the student is not eligible to enroll at this time because he/she has not completed the established pre-requisite requirements.

**If you see the course, but cannot select a class date,** it is because the class date has already passed.

Select the payment method and click Submit. As an administrator, you can choose to be invoiced after the class (**Bill Me Later**) or you can secure the order with a **company credit card**. You no longer need a Voucher Code.

If you need assistance with the registration process, please contact a Training Coordinator at [training@tvppa.com](mailto:training@tvppa.com). You may also call 423-648-2464 or 855-374-2850 (toll free).

**Please select a payment option:**

- Pay By Credit Card
- Bill Me Later

## **How often are classes scheduled?**

Most of our professional development certificate classes are offered at least once per year. The training calendar is published in October/November of each year.

Technical training labs for our lineman apprenticeship program (LAP) are scheduled quarterly, but they fill up fast!

To review our training certificate requirements or read more about a class, please click here: <http://www.tvppa.com/training/>

If you still don't see what you are looking for or would like your name on a waiting list for future classes, please a Training Coordinator at [training@tvppa.com](mailto:training@tvppa.com) or call 423-648-2464 or 855-374-2850 (toll free).

## **What are the requirements of the Lineman Apprentice Program (LAP)?**

### Self-Study Modules

Unit 1 – Basic Lineman Skills

Unit 2 – Mathematics & AC Review

Unit 3 – Intermediate Lineman Skills & AC Fundamentals

Unit 4 – Advanced Lineman Skills

Work Zone Traffic Control – Online

### Skills Labs & Final Exam

Pre-Apprentice Assessment

Fundamentals Lab 1

Construction Lab 2

Operations Lab 3

Underground Lab 4

Troubleshooting Lab 5

Final Exam

## **What formats are available for the self-study modules of the revised LAP?**

Blended – hard copy student workbook plus online testing

Traditional Correspondence – hard copy student workbook plus paper testing

**If my employee is already a climber, can he skip the Pre-Apprentice Assessment Workshop?**

To receive an overall completion certificate for the LAP, the Pre-Apprentice Assessment Workshop must be completed.

If an overall completion certificate is not required by your utility for the apprentice to progress, you may opt out of sending your employee to the workshop. He/she will still receive a certificate for each class that is completed successfully.

In order for your employee to attend Fundamentals Lab 1 without attending the Pre-Apprentice Workshop, we require a letter on your utility's letterhead stating that your employee is a qualified climber. We must receive this letter prior to the student attending the first lab.

**Is there a price difference between self-study formats?**

Yes. The traditional correspondence is slightly more expensive because TVPPA manually grades every test.

**Are additional textbooks required?**

Yes. The LAP requires the APPA Safety Manual, Lineman's & Cableman's Handbook and Alternating Current Fundamentals textbooks.

**How do I order the textbooks?**

Textbooks must be ordered separately and can be found by title in the drop down menu of course listings during the registration process.

**What is the minimum passing score for the self-study modules?**

The minimum passing score for the Lineman Apprenticeship Program is 70.

**What if my employee fails a lesson test on the self-study modules?**

If the student is testing online, he/she will automatically be allowed two retakes.

**What if my employee fails both retakes?**

The student may be re-enrolled in the unit for an administrative fee of \$105. He/she must retake the unit.

**Complaint Resolution**

If a participant is not satisfied with the program content, delivery or outcome, he or she is encouraged to contact the Education & Training Director by calling 423.648.2464 or emailing [trainingdirector@tvppa.com](mailto:trainingdirector@tvppa.com). All complaints receive a written response.

**What's next after completing my LAP Program?**

TVPPA encourages all lineworkers to attend our Advanced Lineworker Training program. This certificate is designed for mid-level lineworkers with an interest in furthering their knowledge, skills and abilities. This certificate consists of five classes at three days each. Our top level training program for lineworkers is the Foreman Academy. The Foreman Academy consists of three tracks at five days each. This series is a good fit for up and coming crew leaders or those already in the role.

For more information or to enroll, contact a training coordinator at [training@tvppa.com](mailto:training@tvppa.com).