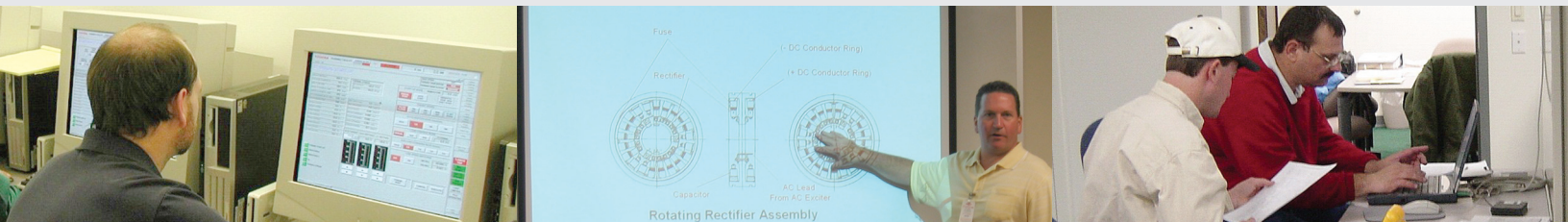


OUR Training Technical Approach



ProEnergy Services' approach to training is accomplished in four (4) distinct steps. Each Training Plan begins with an intensive needs analysis. The next step is to utilize site-specific material provided by the customer as well as ProEnergy Services' extensive technological library to perform a development analysis and create the appropriate training materials.

Once the manual and lesson plans are complete, the presentation is initiated. Upon completion, tests, qualifications, and certifications are rendered to measure students' performance and comprehension.

Throughout each step, ProEnergy Services focuses on ensuring that once the training is completed the following training objectives are met:

- Improved facility reliability, availability, efficiency, and profitability
- Establishment of baseline understanding in all areas of plant operations
- Compliance with government/industry regulations, codes, and standards
- Elimination of lost time accidents and equipment damage
- Motivation of personnel by offering a structured path to career development
- Structured interaction of employees so that each employee's strengths and knowledge are maximized throughout the organization
- Promote safe work practices to eliminate human error accidents

1. NEEDS ANALYSIS The Training Plan is a customer-specific program that begins with an intensive needs analysis, which most often is completed by actual visitation of each site and the prospective pupils. Here ProEnergy Services works with the client to understand the technology being utilized, the skill and experience level of the students, and the expected level of proficiency once training is complete. The Needs Analysis sets the expectation level and ensures that the client receives the appropriate level of training.

2. DEVELOPMENT OF MATERIALS ProEnergy Services' experience has shown that the development stage is the most intensive and critical step to the Training Plan; and therefore, ProEnergy Services places a great emphasis on this stage to ensure accurate and complete manuals and lesson plans. Consequently, ProEnergy Services entrusts the development of materials to a concurrent group of proficient engineers. These engineers cover the spectrum of power plant design and operation, and work with the client to ensure that the developed material is as site-specific as necessary. In addition, training plans are developed in such a manner as to promote updates based on ongoing operational experience and lessons learned.

OUR Training Technical Approach

3. TRAINING PRESENTATION The instructors that ProEnergy Services utilizes to implement training programs are seasoned professionals, and more importantly, each has years of training expertise. ProEnergy Services instructors have passed a rigorous process to become SAT Qualified (Systematic Approach to Training) and know:

- Characteristics of an Effective Instructor
- Rules of Conduct
- Duties of the Instructor
- Responsibilities of the Instructor
- Knowledge of Principles of Learning
- Knowledge of Effective Communication
- Oral Questioning
- Comprehension Exams

ProEnergy Services' instructors' effectiveness is founded by their knowledge of the subject matter, stimulating teaching techniques, positive personality, leadership skills, and a professional attitude.

ProEnergy Services' delivery of material is presented with the end-user in mind, through classroom, procedures, and/or on-the-job format. In any case, ProEnergy Services' trainers are fully versed in each type of training delivery and concentrate on the format that provides the most value to the customer.

4. TESTS, QUALIFICATIONS, AND CERTIFICATIONS Upon completion of specific training areas each student is evaluated to ensure adequate delivery and retention. ProEnergy Services utilizes a variety of metrics to perform these evaluations and to exhibit industry competence and course completion: tests, qualification cards, and certifications.

Tests are developed and administered with full awareness of the training objectives. ProEnergy Services' test questions have been developed and modified over years of operating experience and cover the essential material required in order to ensure safe and reliable plant operation.

Qualification standards establish minimum requirements necessary to qualify operations personnel in their respective positions. The qualification standard details specific areas of knowledge and skill in which the trainee must show proficiency. The detailed layout of the various areas establishes a thorough outline to assist in the completeness of qualification. Technical references are listed to support the qualification process, and the qualification standard also ensures that a consistent measure is applied to the knowledge level required by employees seeking qualification, used for guidance in checkout and evaluation. Where required, the appropriate certifications are given upon completion of training.

