



UNITED STATES  
NUCLEAR REGULATORY COMMISSION  
WASHINGTON, D.C. 20555-0001

OFFICE OF THE  
INSPECTOR GENERAL

April 20, 2009

MEMORANDUM TO: R. William Borchardt  
Executive Director for Operations

FROM: Stephen D. Dingbaum */RA/*  
Assistant Inspector General for Audits

SUBJECT: STATUS OF RECOMMENDATIONS: AUDIT OF NRC'S  
TECHNICAL TRAINING CENTER (OIG-07-A-05)

REFERENCE: DIRECTOR, OFFICE OF ADMINISTRATION,  
MEMORANDUM DATED FEBRUARY 26, 2009, AND  
DIRECTOR, OFFICE OF HUMAN RESOURCES,  
MEMORANDUM DATED MARCH 23, 2009

Attached is the Office of the Inspector General's analysis and status of recommendations as discussed in the agency's responses dated February 26 and March 23, 2009. Based on this analysis, recommendations 3, 9, and 10 are closed. Recommendations 2 and 4 through 8 were previously closed. Recommendations 1 and 11 continue to be resolved. Please provide an updated status of the resolved recommendations by October 15, 2009.

If you have questions or concerns, please call me at 415-5915 or Steven Zane, Team Leader, at 415-5912.

Attachment: Status of Recommendations

cc: V. Ordaz, OEDO  
J. Arildsen, OEDO  
P. Shea, OEDO

## Audit Report

### AUDIT OF NRC'S TECHNICAL TRAINING CENTER OIG-07-A-05

#### Status of Recommendations

Recommendation 1: Revise Management Directive (MD) 13.1 to require that property inventories should include independent verification of the property by someone other than the property holder.

**Agency Response**

Dated February 26, 2009: The revisions to MD 13.1 are currently under review by the Office of Administration (ADM). ADM staff assigned responsibility for the MD 13.1 revision were also assigned to higher priority projects (i.e., Church Street and Twinbrook space projects). In addition, additional changes (e.g. treatment of property under \$500 in acquisition cost) were identified during the review of the MD 13.1 revision that required wider coordination to resolve. As a result, the completion of the MD 13.1 revision has been delayed. It is anticipated that the final approval process will be completed by September 30, 2009.

**OIG Analysis:** The proposed corrective action addresses the intent of OIG's recommendation. This recommendation will be closed when OIG receives a copy of the final MD 13.1 and determines that it requires that property inventories include independent verification of the property by someone other than the property holder.

**Status:** Resolved.

## Audit Report

### AUDIT OF NRC'S TECHNICAL TRAINING CENTER OIG-07-A-05

#### Status of Recommendations

Recommendation 3: Update and finalize the training policies and procedures.

#### Agency Response

Dated March 23, 2009: Recommendation 3 is now complete except for two procedures that were committed to in our response to the audit. In the most recent Performance and Accountability Report, we identified these two as procedures that we would not complete within 12 months of the recommendation. The first, OP-402, "Course Registration," has been overcome by the implementation of the agency's iLearn system. While in the past significant levels of administrative effort were involved in registering students for courses (which that procedure was meant to address), the iLearn system has now automated all but exceptional registration actions (actions which procedures cannot anticipate). Therefore, we are not developing any procedures associated with course registration.

A second procedure, OP-401, "Course Scheduling," was originally scheduled to be completed on September 28, 2009. In the period between our original commitment and the procedure's scheduled completion date, your office conducted audit OIG-08-A-13, "Evaluation of NRC's Training and Development Program." Of the audit's 17 recommendations, 2 (recommendations 6 and 7) speak to the need to establish greater predictability in the course scheduling process. Consequently, we have deferred efforts to complete OP-401 to coincide with the completion of activities associated with the scheduling-related recommendations of OIG-08-A-13. Activities in this area are scheduled to be completed by June 30, 2009.

OIG Analysis: Based on an analysis of the agency's response, OIG will administratively close this recommendation and track it through the audit followup process for resolved recommendations 6 and 7 from OIG-08-A-13, "Evaluation of NRC's Training and Development Program."

**Status:** Closed.

## Audit Report

### AUDIT OF NRC'S TECHNICAL TRAINING CENTER OIG-07-A-05

#### Status of Recommendations

Recommendation 9: Periodically rotate cognizant instructor responsibilities.

#### Agency Response

Dated March 23, 2009: The recommended change is addressed in the current revision to OP-404, "Training Materials Control," (Enclosure 1) which requires branch chiefs to annually review the advisability of rotating cognizant instructors, and limits the normal length of a cognizant instructor's assignment to 5 years.

OIG Analysis: OIG reviewed Operating Procedure OP-404 and held discussions with Office of Human Resources management. As a result, OIG has concluded that the agency's actions satisfy the recommendation. Therefore, this recommendation is closed.

**Status:** Closed.

## Audit Report

### AUDIT OF NRC'S TECHNICAL TRAINING CENTER OIG-07-A-05

#### Status of Recommendations

Recommendation 10: Establish a more formal method to track and trend TTC course evaluations and periodically analyze trends for appropriate action.

#### Agency Response

Dated March 23, 2009: Human Resources Training and Development (HRTD) Operating Procedure OP-410, "HRTD Training Evaluation," (Enclosure 2) was revised on December 22, 2008, to define metrics to be tracked and trended.

OIG Analysis: OIG reviewed HRTD OP-410, "HRTD Training Evaluation," and determined that it established a more formal method to track and trend evaluations and periodically analyze trends for appropriate action. OIG determined that the procedures set forth in OP-410 satisfy the recommendation. Therefore, this recommendation is closed.

**Status:** Closed.

## Audit Report

### AUDIT OF NRC'S TECHNICAL TRAINING CENTER OIG-07-A-05

#### Status of Recommendations

Recommendation 11: Include questions specific to instructor performance on all course evaluations.

#### Agency Response

Dated March 23, 2009: Human Resources Training and Development (HRTD) Operating Procedure OP-410, "HRTD Training Evaluation," was revised on December 22, 2008, to include provisions to query students on instructor performance in course evaluation forms.

OIG Analysis: OIG reviewed HRTD OP-410, "HRTD Training Evaluation," and determined that it does not fully address the intent of this recommendation. While OP-410 includes an Instructor Feedback Form, the form does not include "questions specific to instructor performance." OIG will close this recommendation once the agency develops questions specific to instructor performance and includes those questions on all course evaluations.

**Status:** Resolved.