



**Item 4:  
Market Participant Training Update**

*Ted Hailu*

Director, Client Services

Human Resources and Governance  
Committee Meeting

ERCOT Public

December 12, 2016

# Developments Since Last Update – June 2016

## Instructor Led Training

**NEW**

**Resources 301**

**UPDATED**

**Transmission 101**

## Web Based Training

**NEW**

**Retail 101**

**Credit Management**

**MarkeTrak**

**Outage Scheduler**

**UPDATED**

**CRR Market**

# Market Training Courses - 2017

## Instructor Led Training

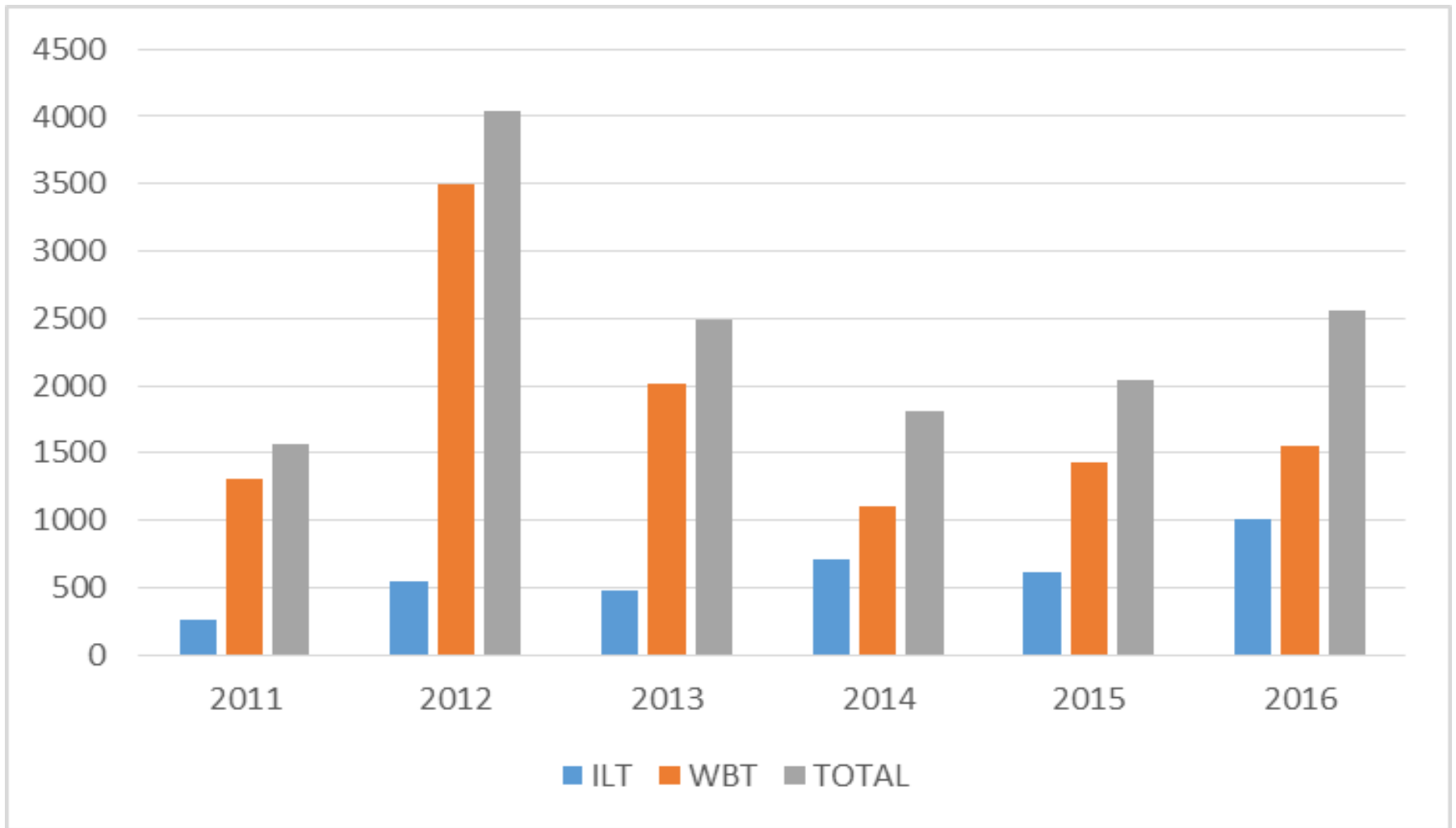
- ERCOT Nodal 101
- Retail 101
- Load Serving Entities 201
- Credit Management
- Congestion Revenue Rights
- Transmission 101
- Resources 301
- Settlements 301
- Basic Training Program

## Web Based Training

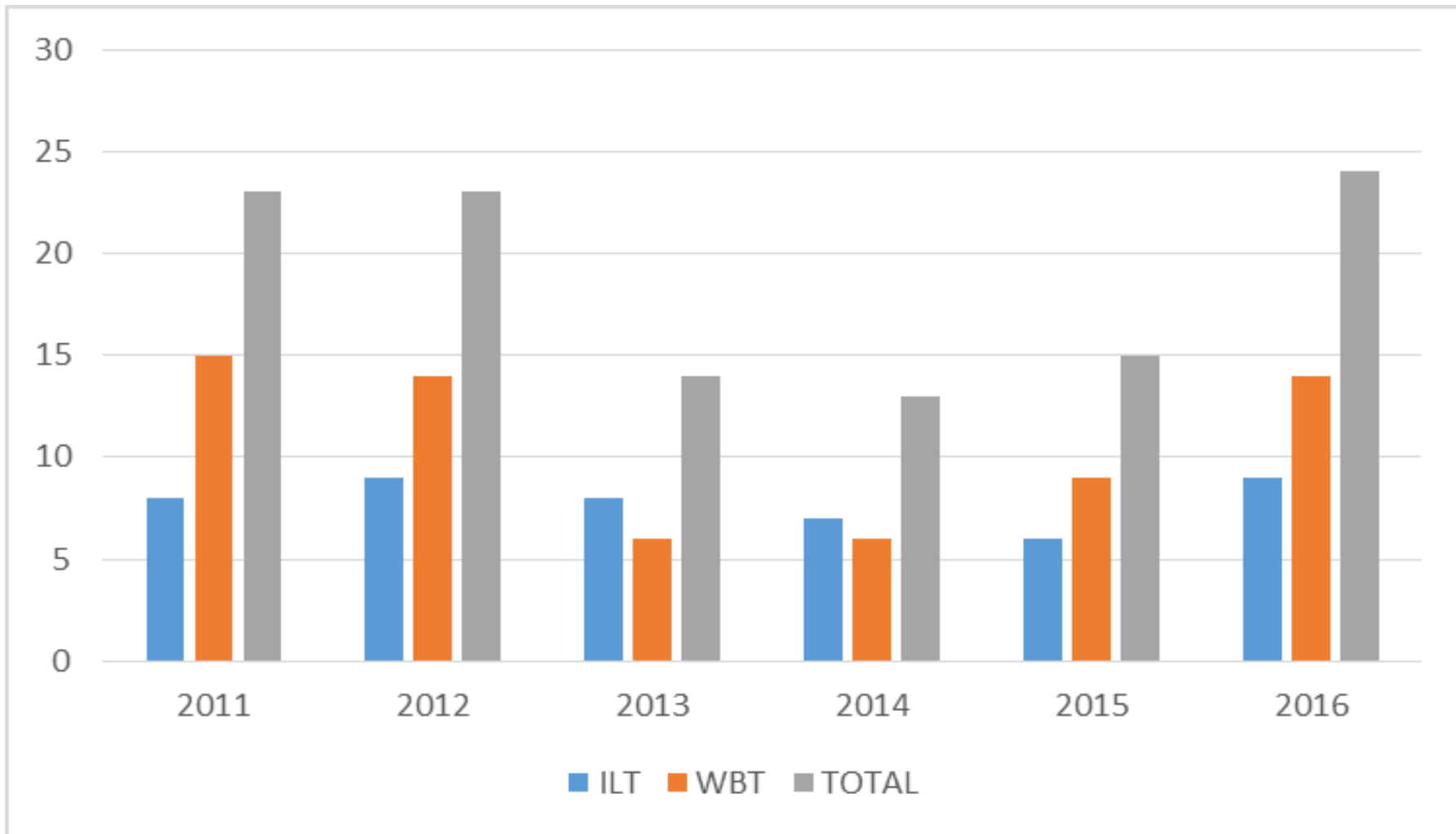
- ERCOT Nodal 101
- Retail 101
- Load Serving Entities 201
- Credit Management
- Congestion Revenue Rights
- Intro to Data Extracts
- ORDC

- Outage Scheduler
- Market Manager
- MarkeTrak
- CRR MUI
- Market Info. System (MIS)

# Market Training Attendance



# Courses Offered



# Draft Course Development Plan - 2017

