

PAC Meeting November 2019

AOB Item: *For decision – PAC recommendations for priority areas for development of training material by Xoserve.*

Background

Xoserve provides training and self-education material to support users who want to understand the gas industry and get support in operating specific industry processes.

We also run training events throughout the year, to which users can sign up, to increase their skills and knowledge.

Link to our training and education page:

<https://www.xoserve.com/services/training-and-education/>

Topic for discussion and recommendation

The Xoserve Training team currently has a full order-book of training requirements from customers. However, in 2020 there will be scope for the team to turn its attention to new topic areas. In addition, the draft *“Performance Assurance Document for the (Gas) Energy Settlement Performance Assurance Scheme”* to support the latest version of UNC Modification 0674 (Performance Assurance Techniques and Controls) includes training as one of the measures available to PAC.

Xoserve are asking PAC for a recommendation of up to three areas for potential training (in priority order) which Xoserve could start to work on in 2020. Ideally these would be linked to areas with the lowest performance and/or the greatest settlement risk.