



# **Training Course on Effective Operating Experience and Continuous Performance Improvement Programmes at Nuclear Power Plants**

**IAEA Headquarters  
Vienna, Austria**

**26 - 30 May 2025**

**Ref. No.: EVT2404685**

## **Information Sheet**

### **Introduction**

The International Atomic Energy Agency (IAEA) is continuing its efforts to disseminate knowledge on how operational safety performance at nuclear installations can be continuously improved. This course will address methods and techniques for the continuous improvement of operational safety performance developed by both the IAEA and experts from Member States. A specific focus will be given to the following core elements of a performance improvement program as identified by the IAEA's PROSPER service: corrective action programmes; use of operating experience; human performance; management, observation and coaching; key performance indicators; self-assessment and benchmarking; integrated project management; and leadership management for performance improvement. The importance of the continuous improvement of operational safety performance has been recognized since the Three Mile Island accident and has been reflected in Safety Standards (IAEA Specific Safety Requirements No. SSR-2/2 (Rev. 1), Vienna, 2016). Understanding and use of the concept supports building the capacity to prevent events with adverse consequences on safety. Attention will be given also to lessons learned from events occurring at nuclear power plants. Through a series of exercises led by a diverse group of expert facilitators, the course will focus on how continuous improvement of operational safety is achieved in practice. Participants will be supported in finding practical solutions on how to implement this approach in their own organizations. The course is designed to be highly interactive, and experience based.

## Objectives

The purpose of the event is to train participants to enhance operational safety in their States through the operating experience feedback programme, task observation and coaching, performance indicators, self-assessment and benchmarking. In addition, the course will provide an international forum for mid-level managers that will enhance their understanding of the continuous improvement of operational safety performance through a real-time experience. This will enable them to share their own practical experiences and to enhance nuclear safety in their organizations by applying relevant methods and techniques in their daily work. The course will focus on how continuous improvement of operational safety performance is achieved in practice and aims to reinforce mid-level managers' understanding of their role in influencing safety on an ongoing basis. The workshop is intended for mid-level managers of licensees, regulatory bodies, technical support organizations, and other relevant organizations that are responsible for nuclear installations at any stage of development. The course will be conducted in an interactive manner through real-time experience-based scenarios, reflections, and dialogues. A diverse group of invited experts will facilitate the workshop, providing a series of structured learning and reflection exercises that can be converted by the participants into more effective on-the-job strategies. The expected end result includes new insights, learning, and the exchange of experiences. The number of participants will be limited to 30 in order to ensure effective group dynamics. The course will provide an opportunity to outline current best practices related to Performance improvement programs and an overview of the PROSPER performance improvement model. Participants are encouraged to share experiences and current practices related to this topic.

## Working Language(s)

English

## Structure

The Scientific Secretary will provide participants with working material in advance of the course. This working material will serve as the basis for discussions.

## Participation and Registration

All persons wishing to participate in the event have to be designated by an IAEA Member State or should be members of organizations that have been invited to attend.

In order to be designated by an IAEA Member State, participants are requested to send the **Participation Form (Form A)** to their competent national authority (e.g. Ministry of Foreign Affairs, Permanent Mission to the IAEA or National Atomic Energy Authority) for onward transmission to the IAEA by **11 April 2025**. Participants who are members of an organization invited to attend are requested to send the **Participation Form (Form A)** through their organization to the IAEA by the above deadline.

Selected participants will be informed in due course on the procedures to be followed with regard to administrative and financial matters.

Participants are hereby informed that the personal data they submit will be processed in line with the [Agency's Personal Data and Privacy Policy](#) and is collected solely for the purpose(s) of reviewing and assessing the application and to complete logistical arrangements where required. The IAEA may also use the contact details of Applicants to inform them of the IAEA's scientific and technical publications, or the latest employment opportunities and current open vacancies at the IAEA. These secondary purposes are consistent with the IAEA's mandate.

## Expenditures and Grants

No registration fee is charged to participants.

The IAEA is generally not in a position to bear the travel and other costs of participants in the event. The IAEA has, however, limited funds at its disposal to help meet the cost of attendance of certain participants. Upon specific request, such assistance may be offered to normally one participant per country, provided that, in the IAEA's view, the participant will make an important contribution to the event.

The application for financial support should be made using the **Grant Application Form (Form C)** which has to be stamped, signed and submitted by the competent national authority to the IAEA together with the **Participation Form (Form A)** by **11 April 2025**.

## Venue

The event will be held at the Vienna International Centre (VIC) where the IAEA's Headquarters are located. Participants must make their own travel and accommodation arrangements.

General information on the VIC and other practical details, such as a list of hotels offering a reduced rate for IAEA participants, are listed on the following IAEA web page:  
<https://www.iaea.org/events>.

Participants are advised to arrive at Checkpoint 1/Gate 1 of the VIC one hour before the start of the event on the first day in order to allow for timely registration. Participants will need to present an official photo identification document in order to be admitted to the VIC premises.

## Visas

Participants who require a visa to enter Austria should submit the necessary application to the nearest diplomatic or consular representative of Austria at least four weeks before they travel to Austria. Since Austria is a Schengen State, persons requiring a visa will have to apply for a Schengen visa. In States where Austria has no diplomatic mission, visas can be obtained from the consular authority of a Schengen Partner State representing Austria in the country in question.

# Organization

## Scientific Secretary

### Mr Benoit Gabriel

Division of Nuclear Installation Safety  
Department of Nuclear Safety and Security  
International Atomic Energy Agency  
Vienna International Centre  
PO Box 100  
1400 VIENNA  
AUSTRIA

Tel.: +43 1 2600 22344

Fax: +43 1 26007

Email: [B.Gabriel@iaea.org](mailto:B.Gabriel@iaea.org)

## Administrative Secretary

### Mr Michael Duron

Division of Nuclear Installation Safety  
Department of Nuclear Safety and Security  
International Atomic Energy Agency  
Vienna International Centre  
PO Box 100  
1400 VIENNA  
AUSTRIA

Tel.: +43 1 2600 25558

Fax: +43 1 26007

Email: [M.Duron@iaea.org](mailto:M.Duron@iaea.org)

Subsequent correspondence on scientific matters should be sent to the Scientific Secretary/Secretaries and correspondence on other matters related to the event to the Administrative Secretary.

## Event Web Page

Please visit the following IAEA web page regularly for new information regarding this event:

[www.iaea.org/events/EVT2404685](http://www.iaea.org/events/EVT2404685)