

[Organization logo]

[Organization name]

**Commented [170251]:** All fields in this document marked by square brackets [ ] must be filled in.

## COMPETENCE, TRAINING AND AWARENESS PROCEDURE

**Commented [170252]:** If you want to find out more about competence, training and awareness, see:

How to ensure Competence and Awareness in ISO 9001:2015:  
<https://advisera.com/9001academy/knowledgebase/how-to-ensure-competence-and-awareness-in-iso-90012015/>

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**Commented [170253]:** Adapt to the existing practice in organization.

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## Change History

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## 1. Purpose, Scope and Users

The purpose of this procedure is to define needs, planning and methods for training and assessment of training results in order to provide competent employees whose work influences quality and effectiveness of tests and/or calibrations and the documents and records associated with them.

This procedure is applied to all personnel within the laboratory QMS (Quality Management System).

Users of this procedure are all personnel who plan, schedule, provide and document training activities.

## 2. Reference Documents

- ISO/IEC 17025:2017 standard, clauses 6.1, 6.2
- The Quality Manual
- Regulatory, Statutory and External Specifications that may apply

**Commented [17A5]:** You will find this document in the ISO 17025 Toolkit folder "03\_Quality\_Manual".

**Commented [170256]:** Each of these may contain a training or qualification requirement. Be sure to check when designing your training program.

## 3. Planning and Conducting Training

### 3.1. Defining and Providing Human Resources

[HR department together with department heads] of [organization name] define all working

**Commented [170257]:** Adapt to organization practice. If there is no such department in organization, this is the role of Laboratory manager or Laboratory Quality Manager.

**Commented [170258]:** In most cases, this position is the Laboratory Quality Manager.

[HR Department] creates a Training Program that contains above mentioned data.

**Commented [170259]:** Adapt to organization practice. In most cases, this position is the Laboratory Quality Manager.

### 3.2. Defining need for training

The purpose of this activity is to define the gap between existing and required competence of

**Commented [1702510]:** Training can include laboratory work, safety and environmental requirements, quality control skills, etc.

**Commented [1702511]:** This can be HR Manager, Process owner, Laboratory Quality Manager or CEO.

- Effectiveness records of previous or current trainings
- Assessment of organization about competence of employees (including temporary
- 

**Commented [1702512]:** If records shows that previous trainings didn't have expected results.

**Commented [1702513]:** This should be deleted if organization doesn't have such employees.

[organization name]

- [redacted]
- [redacted]

**Commented [1702514]:** May be deleted if they do not apply.

### 3.3. Competence and awareness training planning

According to defined needs for training, [job title] creates a Training Program, which is approved by [job title].

**Commented [1702515]:** This can be HR Manager, Laboratory Quality Manager, Process owner or CEO.

**Commented [1702516]:** This is usually CEO.

[Job title] plans annual refresher training for all employees of [organization name]. Refresher training

**Commented [1702517]:** Adapt to organization's practice, according to decision in a first sentence.

[redacted]

[redacted]

**Commented [1702518]:** To have a successful quality system,

- The Quality Policy
- Relevant quality objectives

**Commented [1702519]:** Adapt the period to your organization's practice.

**Commented [1702520]:** This is usually CEO.

While planning the training, [job title] must consider limitations that may affect the training process such as deadlines and schedules, financial resources, availability of trainees, motivation and

### 3.4. Defining objectives and organizing training

[Job title] defines the training objectives and enters them into the Training Program. Defining

[redacted]

- Expertise and competence of employees, education, need for additional training and specific
- [redacted]
- [redacted]
- [redacted]
- Competence testing of individuals to perform specific work

### 3.5. Conducting training

[Job title] organizes and coordinates the conducting of training according to the approved Training

**Commented [1702521]:** Quality or laboratory manager or delegated to a trained and qualified employee.

[redacted]

[redacted]

[redacted]

**Commented [1702522]:** Quality or laboratory manager or delegated to a trained and qualified employee.

don't require follow-ups, fills in the Record of Attendance.

### 3.6. Assessing training effectiveness

[organization name]

This can be conducted by trainers with a confirmation or certificate if training was outsourced, or  
training test.

[Job title] enters results of the assessment into the Training Record. Awareness trainings are not  
the individuals' training record. Personnel who are authorized to sign test reports, calibration

**Commented [1702523]:** For any outside training such as computer-based training, correspondence courses and training outside of the physical laboratory.

**Commented [1702524]:** Quality or laboratory manager or delegated to a trained and qualified employee.

**Commented [1702525]:** Other criteria can be e.g. number of employees who demonstrated higher working capability or other criteria which organization finds adequate depending on Training objectives.

**Commented [1702526]:** Quality or laboratory manager or delegated to a trained and qualified employee.

#### 4. Managing Records Kept on the Basis of this Document

Record name	Code	Storage		Responsibility
		Retention time	Location	
Training Program	PR.04.1	5 years	[office of Management Representative]	[job title]
Training Record and Performance Monitoring	PR.04.2	Permanent	[office of Management Representative]	[job title]
Record of Attendance	PR.04.3	5 years	[office of Management Representative]	[job title]
Competence Approval and Authorization Record	PR.04.4	Permanent	[office of Management Representative]	[job title]

**Commented [1702527]:** These training records may be kept in an HR department, the laboratory manager's office or the quality Manager's office. Adapt to your organizations current practice.

**Commented [1702528]:** Quality or laboratory manager or delegated to a trained and qualified employee.

**Commented [1702529]:** If the record is in electronic form, write the name of the folder on Management Representative's computer.

**Commented [1702530]:** Individual training records for personnel who perform tests and calibrations, should be kept for the same amount of time that the testing results are kept. Usually for the life of the company.

These records may not be retired.

#### 5. Appendices

- Appendix 1 – Training Program
- Appendix 2 – Training Record and Performance Monitoring
- Appendix 3 – Record of Attendance
- Appendix 4 – Competence Approval and Authorization Record