PROCEDURE FOR COMPETENCE, TRAINING AND AWARENESS

Code: 
Version: 0.1 
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Change history

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Procedure for Competence, Training and Awareness

ver. [version] from [date]

©2015 This template may be used by clients of EPIS Services Ltd. www.advisera.com in accordance with the License Agreement.
1. Purpose, scope and users

The purpose of this procedure is to define need, planning, methods for training and assessment of training results in order to provide competent employees whose work influences quality and effectiveness of documented processes and realization of quality objectives.

This procedure is applied to all processes and/or areas (parts of organization) within the QMS (Quality Management System – ISO 9001:2015).

A user of this document is [job title] of [organization name].

2. Reference documents

- ISO 9001:2015 standard, clause 7.1.2; 7.2; 7.3
- Quality Manual
- Quality Policy

3. Planning and conducting training

3.1. Defining and Providing Human Resources

[HR department together with department heads] define all working positions, number of employees working on positions, qualifications and requirements for all positions, relative to the implementation of the QMS and operation and control of [organization name] processes.

3.2. Defining need for training

The purpose of this activity is to define the gap between existing and required competence of employees and personnel working under [organization name]. The training is necessary to ensure that employees and personnel working under [organization name] operation and control process deliver products and services that meet the defined requirements.

- Organizational or technical change that influences working processes or types of products that the organization delivers
- Changes in laws and regulations the organization is required to comply with
- Organization changes or organization’s technical infrastructure
- Necessary competence of all persons doing work under the organization’s control who affected the performance and effectiveness of the QMS
- Internal or external certification, needed for performing specific work tasks
- When specific functions have been identified as critical to ensure compliance with laws or regulations and the organization has defined the required level of knowledge and skills
- When it is managed by the organization that the competences of employees are not adequate for performing jobs
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Comment [9A5]: Adapt to organization practice.

Comment [9A6]: Adapt to organization practice.

Comment [9A7]: organization defined requirements for competence.

Comment [9A8]: This can be HR Manager, Process owner, CEO or member of the board.

Comment [9A9]: For example, when product or service.

Comment [9A10]: If records shows that previous trainings didn’t have expected results.

Comment [9A11]:

Comment [9A12]: This should be deleted if such qualifications are not necessary.
• Requirements of employees who identified a possibility for personal improvement that
  contributes to the quality objectives of the organization
• Legal and regulatory requirements
• Market survey that identifies and forecasts new customer requirements, and therefore new skills that need to be trained

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].

[job title] plans annual refresher training for all employees of [organization name]. Refresher training is conducted for all employees at the same time, but all employees must attend the training annually.

Awareness training is conducted annually by [job title] in order to ensure that persons doing work under [organization name]'s control are aware of:

• The Quality Policy
• Internal quality objectives
• Benefits of improved performance and efficiency, including the benefits of improved performance
• Implications of not conforming with QMS requirements

While planning the training, [job title] must consider limitations that may affect the training process such as deadlines and schedules, financial resources, availability of training, number and capability of trainers, availability of resources and limitations regarding other resources.

3.4. Defining objectives and organizing training

[job title] defines the training objectives and enters them into the Training Program. Defining objectives and organizing training are done considering the following:

• Expertise and competence of employees, education, need for additional training and specific knowledge and experience
• Benefits of previously conducted trainings
• Special requirements of clients
• 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 Program.

Training can include training courses outside the organization and in-house training and can be performed by experienced workers within the organization.

After completion of each training, [job title] creates Training Record, or for trainings that don’t require follow-ups, fills in the Record of Attendance.
3.6. Assessing training effectiveness

This can be conducted by trainers (confirmation or certificate if training was outsourced), or [job title] based on monitoring and interviewing trainees.

Training effectiveness is the ratio between realized and planned activities during training.

[Job title] enters results of the assessment into the Training Program. Awareness trainings are not subject to effectiveness evaluation and are recorded in Record of Attendance.

4. Managing records kept on the basis of this document

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<td>[office of Management Representative] [job title]</td>
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<td>Training Record</td>
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<td>Record of Attendance</td>
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<td>[office of Management Representative] [job title]</td>
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Comment [9A16]: Other criteria can be e.g. adequate depending on Training objectives.

Comment [9A17]: If the record is in electronic form, write the name of the folder on Management Representative’s computer.

5. Appendices

- Appendix 1 – Training Program
- Appendix 2 – Training Record
- Appendix 3 – Record of Attendance