PROCEDURE FOR COMPETENCE, TRAINING AND AWARENESS

Code: 

Version: 0.1

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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, effectiveness of processes and realization of quality objectives. Also the purpose of this procedure is to define the need for training and awareness of subcontractors, suppliers, and customers whose actions influence environmental effectiveness.

This procedure is applied to all processes and/or areas (parts of organization) within the IMS (Integrated Management System).

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

2. Reference documents

- ISO 9001:2015 standard, clauses 7.1.2; 7.2; 7.3
- ISO 14001:2015 standard, clauses 7.2; 7.3
- Integrated Management System Manual
- IMS Policy
- Process Aspect Chart
- Procedure for Operational Control and Significant Environmental Aspects

3. Planning and conducting training

3.1. Defining needed competence

[HR department together with department heads] define all working positions, number of employees working in each working position and the competence required for carrying out a working position, ensuring with implementation of the IMS and operation and control of [organization name] processes.

3.2. [HR Department] forms a document [name of document] that contains above-mentioned data. Defining need for training, competence and awareness raising

3.2.1. Employees

The purpose of this activity is to define the gap between existing and required competence of employees. Conducting this activity and to define the need for training and awareness regarding:

- IMS Policy
- Organizational or technical change that influences working processes or types of products
- Any other significant changes and requirements

Commented [9A5]: This can be CEO, Head of HR department, etc.

Commented [9A6]: Enter here the person or the department responsible for managing human resources.

Commented [9A7]: E.g. Job descriptions or Competence Matrix.

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

Commented [9A9]: For example, when organization introduces new technologies and product or service.
3.2.2. Subcontractors and suppliers

According to the Procedure for Purchasing and Evaluation of the Suppliers, [job title] defines needed competence and processes of subcontractors and suppliers in purchase and delivery of the facilities and equipment for the organization. [job title] also defines the standards for the product and services of [organization name] in order to decrease the impact on the environment.

3.2.3. Customers

According to the 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 does not need to be conducted for all employees at the same time, but all employees must attend the training annually.

According to the Process Aspect Chart, [job title] identifies processes with significant aspects and plans competence training for employees from such processes.

With regards to the training, [job title] also considers situations that may affect the learning process such as demographic factors, learning styles, previous experience, etc. [job title] considers the availability and capability of trainees, availability of trainers, and limitations regarding other resources.

Based on the results of internal audits, customer complaints, nonconformities, and management review outputs, [job title] considers the need for assessment during training and plan training in the Training Plan. After such assessment during training, [job title] updates the names of the attendees and all necessary data into the Attendance Report.

3.4. Defining objectives and organizing training
3.5. **Conducting training**

Trainings defined in the Training Plan can include taking courses outside the organization and in-house training and can be performed by equipment workers within the organization.

According to Training Plan, competence training is conducted by the process owner, together with [job title], or by an external organization at least once a year.

After completion of each training, [job title] creates a Record of Attendance.

3.6. **Assessing training effectiveness**

According to the nature of the training, [job title] defines the frequency of evaluation to evaluate training effectiveness as competency and the results through the training performance. This can be conducted through an examination or certificate if training was authorized, or based on monitoring and interviewing trainees.

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

[job title] enters the results of the assessment into the Record of Attendance.

4. **Managing records kept on the basis of this document**

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Procedure for Competence, Training and Awareness

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5. Appendices

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