# Procedure for Competence, Training and Awareness

**Procedure Code:**

**Version:** 0.1

**Created by:**

**Approved by:**

**Date of version:**

**Signature:**

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1. Purpose, scope and users

The purpose of this procedure is to define the need, planning, methods for training, and assessment of training results in order to provide competent employees whose work influences quality, occupational health and safety, and environmental effectiveness. Additionally, the purpose of this procedure is to define the need for training and awareness of subcontractors, suppliers, and customers whose actions influence environmental and OH&S 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
- ISO 45001:2018 standard, clause 7.2, 7.3
- Integrated Management System Manual
- Quality Policy, Environmental Policy and OH&S Policies
- Process Aspect Chart
- Procedure for Operational Control and Significant Environmental Aspects
- Hazard Evaluation Record
- Procedure for Operational Control

3. Planning and conducting training

3.1. Defining needed competence

[HR department together with department heads] define all working positions, number of employees implementation of the IMS and operation and control of [organization name] processes.

3.1.1. Employees

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

Commented [9A7]: This can be CEO, Head of HR department, etc.

Commented [9A8]: Enter here the person or the department responsible for managing human resources.

Commented [9A9]: E.g. Job descriptions or Competence Matrix.

Commented [9A10]: This can be HR Manager, Process owner, CEO or member of the board.
3.1.2. Subcontractors and suppliers


3.1.3. Customers

According to the Procedure for Sale, [job title] defines the necessary instruction for usage of product.

3.2. Competence and awareness raising training planning

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 is conducted to ensure that employees remain competent and knowledge up-to-date. Refresher training is conducted after the initial training and throughout the period when the employees work in the areas that are associated with significant hazards and health and safety risks. Efficiency and relevance of the training are assessed and tailored to meet the specific needs of the workplace.

According to the Hazard Evaluation Record, [job title] identifies workplaces with significant OH&S risks and plans competence training for employees in such workplaces.

All necessary data into the Attendance Report.

3.3. Defining objectives and organizing training

[Job title] defines the training objectives and enters them into the Record of Attendance. Defining objectives and organizing training are done considering the following:

- Safety and health awareness of employees, including use of personal protective equipment (PPE)
- Health and safety policies and procedures
- Results of previous competency training
- Expectations of clients
- Environmental aspects

3.4. Conducting training

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

Training results into the employee’s personnel file or fills in the form prescribed by legislation.

3.5. Assessing training effectiveness

Commented [9A17]: Adapt to organization's practice.

Commented [9A18]: Adapt to organization's practice.

Commented [9A19]: For example, Head of HR department

Commented [9A20]: Adapt to organization's practice.

Commented [9A21]: Delete if the local legislation doesn’t prescribe such form. Specially for ISO 45001 requirements.

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[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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5. Appendices

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