[Organization logo]

[Organization name]

Commented [9A1]: All fields in this document marked by square brackets [ ] must be filled in.

PROCEDURE FOR COMPETENCE, TRAINING AND AWARENESS

Commented [9A2]: If you want to find out more about ISO 9001 and ISO 14001 requirements regarding competence and training, see:
- Using Competence, Training and Awareness to Replace Documentation in your QMS http://advisera.com/9001academy/blog/2013/12/17/using-competence-training-awareness-replace-documentation-qms/
- ISO 14001 Competence, Training & Awareness: Why are they important for your EMS? http://advisera.com/14001academy/blog/2014/11/26/iso-14001-competence-training-awareness-important-ems/
- free online course: ISO 9001 Foundations Course http://training.advisera.com/course/iso-90012015-foundations-course/
- free online course: ISO 14001 Foundations Course http://training.advisera.com/course/iso-14001-foundations-course/

Code:	
Version:	0.1
Created by:	
Approved by:	
Date of version:	
Signature:	

Commented [9A3]: Adapt to the existing practice in organization.

Distribution list

Commented [9A4]: This is only necessary if document is in paper form; otherwise, this table should be deleted.

Copy No.	Distributed to	Date	Signature	Returned	
				Date	Signature

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Change history

Date	Version	Created by	Description of change
	0.1	9001Academy	Basic document outline

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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].

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

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 needed for every work position and their competence based on appropriate education, training, skills and experience. [job title] determines and provides persons necessary for the effective implementation of the IMS and operation and control of [organization name] processes.

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

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

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

3.2.1. Employees

The purpose of this activity is to define the gap between existing and required competence of employees, awareness, and necessary training to overcome this gap. [job title] is responsible for conducting this activity and to define the need for training and awareness regarding:

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

- IMS Policy
- Organizational or technical change that influences working processes or types of products that the organization delivers
- Significant environmental aspects and impacts

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

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- Effectiveness records of previous or current trainings
- [illegible]
- [illegible] employees)
- Compliance obligations
- Qualification for performing activities resulting in significant environmental aspects
- [illegible] ISO 9001 and ISO 14001 standard requirements
- Emphasizing possible consequences in case of noncompliance with defined procedures

Commented [9A10]: [illegible]

Commented [9A11]: This should be deleted if organization doesn't have such employees.

Commented [9A12]: These elements are mandatory; you can add some other elements if considered necessary.

3.2.2. Subcontractors and suppliers

According to the Procedure for Purchasing and Evaluation of the Suppliers, [job title] defines needed [illegible]

[Job title] conducts training of subcontractors and suppliers, which includes rules and procedures related to the IMS established by [organization name].

3.2.3. Customers

[illegible] services of [organization name] in order to decrease the impact on the environment.

3.3. 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 [illegible] training annually.

Commented [9A13]: [illegible]

Commented [9A14]: This is usually CEO.

Commented [9A15]: Adapt to organization's practice.

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

[illegible] capability of trainees, availability of trainers, and limitations regarding other resources.

Based on the results of internal audits, customer complaints, nonconformities, and management [illegible] all necessary data into the Attendance Report.

3.4. Defining objectives and organizing training

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

- [illegible] knowledge and experience
- Results of previously conducted trainings
- [illegible]
- [illegible] environmental aspects

3.5. Conducting training

Trainings defined in the Training Plan can include taking courses outside the organization and in-[illegible]

[illegible]

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 [illegible] [job title] 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.

Commented [9A16]: [illegible]

Commented [9A17]: For example, Head of HR department

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

Commented [9A19]: Other criteria can be, e.g. ratio of trainees [illegible] adequate depending on Training objectives.

4. Managing records kept on the basis of this document

Record name	Code	Storage		Responsibility
		Retention time	Location	
Training Program	PR.05.1	2 years	[office of [job title]]	[job title]
Training Record	PR.05.2	2 years	[office of [job title]]	[job title]
Record of Attendance	PR.05.3	2 years	[office of [job	[job title]

Commented [9A20]: If the record is in electronic form, write the name of the folder on [job title]'s computer.

Commented [9A21]: If the record is in electronic form, write the name of the folder on [job title]'s computer.

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			title]]	

Commented [9A22]: If the record is in electronic form, write the name of the folder on [job title]'s computer.

5. Appendices

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

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