[Organization logo]

[Organization name]

COMPETENCE, TRAINING AND AWARENESS PROCEDURE

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

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Date	Version	Created by	Description of change
	0.1	45001Academy	Basic document outline

Table of contents

1. Purpose, scope and users

The purpose of this procedure is to define the need, planning, methods for training, competence and awareness, and assessment of training results in order to prove the competence of employees, subcontractors, suppliers, and visitors whose actions influence occupational health and safety.

> **Commented [45A6]:** If you already have ISO 9001, just insert this part into existing procedure for human resources.

This procedure is applied to all processes and/or areas (parts of organization) within the OH&SMS (Occupational Health and Safety Management System).

> **Commented [45A7]:** If you already have ISO 9001 and/or ISO 14001, just insert this part into existing procedure for human resources.

The user of this document is [management representative] of [organization name].

> **Commented [45A8]:** This can also be CEO, Head of HR department, etc.

2. Reference documents

- ISO 45001:2018 standard, clause 7.2, 7.3
- OH&S Manual
- OH&S Policy
- Hazard Evaluation Record
- Procedure for Operational Control

> **Commented [45A9]:** If you already have ISO 9001 and/or ISO 14001, just insert this part into existing procedure for human resources.

3. Planning and conducting training

3.1. Defining needed competence

The [HR Department, together with department heads] define needed competence of employees for performing activities related to significant occupational health and safety hazards.

> **Commented [45A10]:** Adapt to organization's practice.

> **Commented [45A11]:** Adapt this sentence to OH&SMS.

The HR Department forms a document (name of document) that contains the above mentioned data.

> **Commented [45A12]:**

> **Commented [45A13]:** This can be "Working Place

3.2. 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, and necessary training to overcome this gap. Job title is responsible for conducting this activity and for defining the need for training according to:

> **Commented [45A14]:** If you already have ISO 9001 and/or ISO 14001, just insert this part into existing procedure for human resources.

- OH&S Policy and objectives
- Employees contribution to OH&SMS effectiveness and benefits of the improved performance
- Implication and potential consequence of nonconforming with OH&SMS requirements
- Incidents, and the results of their investigation, when relevant
- Significant OH&S hazards and OH&S risks and opportunities

> **Commented [45A15]:** This can be HR Manager, Process owner, CEO, or member of the board.

- Arrangements providing workers with the ability to remove themselves from work situations

- Assessment of organization about competence of employees to perform specific work tasks

- Legal and regulatory requirements

- Emphasizing possible consequences in case of noncompliance with defined OH&S procedures

3.2.2. *Subcontractors and suppliers*

According to the Procedure for Operation Control, [job title] defines needed competence and

3.2.3. *Customers*

According to the Procedure for Operation Control, [job title] defines needed instruction for usage of

3.3. Competence and awareness raising, training, and planning

doesn't need to be conducted for all employees at the same time, but all employees must attend the training annually.

trainees, motivation and capability of trainees, availability of trainers, and limitations regarding other resources.

3.4. Defining objectives and organizing training

Commented [45A16]: If you already have ISO 9001 and/or ISO 14001, just insert this part into existing procedure for human resources.

Commented [45A17]: If records show that previous trainings didn't have expected results.

Commented [45A18]: This should be deleted if organization doesn't have such employees.

Commented [45A19]: If you already have ISO 9001 and/or ISO 14001, just insert this part into existing procedure for human resources.

Commented [45A20]: These elements are mandatory; you can add some other elements if considered necessary.

Commented [45A21]: If you already have ISO 9001 and/or ISO 14001, just insert this part into existing procedure for human resources.

Commented [45A22]: If you already have ISO 9001 and/or ISO 14001, just insert this part into existing procedure for human resources.

Commented [45A23]: This can be HR Manager, Process owner, or CEO.

Commented [45A24]: This is usually CEO.

Commented [45A25]: Adapt to organization's practice.

[job title] defines the training objectives and enters them into the Record of Attendance. Definition of objectives and organization of training are done considering the following:

- Expertise and competence of employees, education, need for additional training, and specific knowledge and experience
- Results of previously conducted trainings
- Special requirements of clients
- Competence testing of individuals to perform specific work related to significant occupational health and safety hazards

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 experienced workers within the organization.

[job title] conducts awareness training for all newly employed within a [month] after hiring.

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

After completion of each training, [job title] creates a Record of Attendance and enters the training results into the employee's personnel file or file in the form prescribed by regulation.

3.6.   Assessing training effectiveness

According to the nature of the training, [job title] defines the frequency of evaluation to evaluate training effectiveness through interviewing employees and enters the results into the Training Record. 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 the results of the assessment into the Record of Attendance.

4. Managing records kept on the basis of this document

Record name	Code	Storage		Responsibility
		Retention time	Location	
Training Plan	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 title]]	[job title]

Commented [45A34]: 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