

[Organization logo]

[Organization name]

Commented [14A1]: All fields in this document marked by square brackets [] must be filled in.

COMPETENCE, AWARENESS AND TRAINING PROCEDURE

Commented [14A2]: If you already implemented ISO 9001, you do not need to duplicate this procedure for ISO 14001 - it is enough to add the marked sections to your existing QMS procedure - please see the comments below.

Commented [14A3]: If you want to find out more about ISO 14001 requirements regarding competence and training, see: 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/>

Commented [14A4]: Adapt to the existing practice in organization.

Code:	
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Date of version:	
Signature:	

Distribution list

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Change history

Date	Version	Created by	Description of change
	0.1	14001Academy	Basic document outline

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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 customers whose actions influence environmental effectiveness.

This procedure is applied to all processes and/or areas (parts of organization) within the EMS (Environmental Management System – ISO 14001:2015).

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

Commented [14A6]: If you already have ISO 9001, just insert this part into existing procedure for human resources.

Commented [14A7]: If you already have ISO 9001, just insert this part into existing procedure for human resources.

Commented [14A8]: This can be CEO, Head of HR department, etc.

2. Reference documents

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

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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 environmental aspects.

[HR Department] forms a document [name of document] that contains the above-mentioned data.

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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, 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:

- Environmental Policy
- Significant environmental aspects and impacts
- Records about change of skill needed or seasonal fluctuation of labor force (temporary employees)
- Compliance obligations

Commented [14A13]: This can be "Working Place Systematization," "Job description and Competence Requirements," or other document in which organization defined requirements for competence.

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Commented [14A15]: This can be HR Manager, Process owner, CEO or member of the board.

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[organization name]

- Explanation of roles and responsibilities of employees in achieving compliance with ISO 14001 standard requirements
- Emphasizing possible consequences in case of noncompliance with defined environmental procedures

3.2.2. Subcontractors and suppliers

According to the Procedure for Operation Control, [job title] defines needed competence and awareness of subcontractors and suppliers who perform activities in the facilities and property of [organization name] related to the EMS established by [organization name].

3.2.3. Customers

According to the Procedure for Operation Control, [job title] defines needed instruction for usage of product and services of [organization name] in order to decrease the impact on the environment.

3.3. Competence and awareness raising training planning

[job title] identifies processes with significant aspects and doesn't 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

While planning the training, [job title] must consider limitations that may affect the training process

3.4. 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:

- Expertise and competence of employees, education, need for additional training and specific knowledge and experience
- Results of previously conducted trainings

3.5. Conducting training

Commented [14A20]: These elements are mandatory; you can add some other elements if considered necessary.

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Commented [14A24]: This is usually CEO.

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[organization name]

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.

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

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3.6. Assessing training effectiveness

According to the nature of the training, [job title] defines the frequency of evaluation to evaluate

[job title] based on monitoring and interviewing trainees.

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

Commented [14A31]: Other criteria can be, e.g. ratio of

[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.06.1	2 years	[office of [job title]]	[job title]
Training Record	PR.06.2	2 years	[office of [job title]]	[job title]
Record of Attendance	PR.06.3	2 years	[office of [job title]]	[job title]

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Commented [14A33]: If the record is in electronic form, write the name of the folder on [job title]'s computer.

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5. Appendices

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