TRAINING

TABLE OF CONTENT

1. PURPOSE

1.1. To define the method & responsibilities for conducting the following typical types of training:

    1.1.1. Induction (*Include all SHREQ principles*);

    1.1.2. Occupational Health & Safety;

    1.1.3. Road Transport;

    1.1.4. Environmental;

    1.1.5. Quality Awareness;

    1.1.6. Technical;

    1.1.7. Production (*Method statements*) and

    1.1.8. Customer service.

2. SCOPE

2.1. This procedure **QHP02** is applicable to the above types of formal training for appropriate levels of Company Name staff members.

3. RESPONSIBILITY & ACCOUNTABILITY

3.1. The Management Representative is responsible for ensuring that this procedure **QHP02** is implemented.

3.2. The General Manager is responsible for:

    3.2.1. Obtaining the necessary funding to meet the requirements of this procedure **QHP02**.

    3.2.2. Providing appropriate formal training to meet identified training needs as per training & appointment matrix **SHREQ_5.30-F00**;

    3.2.3. Induction Training see booklet: **SHREQ_5.30-F05** & Induction Training Register **SHREQ_5.30-F05**;

    3.2.4. Maintaining up-to-date educational & training records for each of staff member see training Schedule **SHREQ_5.51-F01** & Register: Training, Skills Development & Awareness **SHREQ_5.30-F06** and

    3.2.5. Identifying training needs see Survey Training Need Analysis **SHREQ_5.30-F04**;

    3.2.6. Providing on-the-job training where appropriate.

3.3. Staff members are responsible for:

    3.3.1. Their own self-development and

    3.3.2. Supporting all training provided by the company.

3.4. The Manager is responsible for recording training issues on the relevant forms/ files as mentioned above but not limited to.

4. DEFINITION & ABBREVIATION

4.1. **Competent Person:** Means a person who:

    4.1.1. Has in respect of the work or task to be performed the required knowledge, training 7 experience & where applicable qualifications, specific to that work or task: Provided that where appropriate qualifications & training are registered in terms of the provisions of the National Qualification Framework Act No. 67 of 2000, those qualifications & training must be regarded as the required qualifications & training;

4.2. **HOD:** Head of Department;

4.3. **Training:** The following criteria apply:

    4.3.1. The training activity is formally scheduled **SHREQ_5.51-F0**;

    4.3.2. The training sessions are uninterrupted;

    4.3.3. Instruction is formal & is provided by a suitably qualified/ experienced person (*Registered facilitators/ Moderators*);

    4.3.4. A record of training is kept, e.g. on a Training Record (*QHF05*) or Attendance Register (*QHF06*);

    4.3.5. A new skill is acquired/ developed in the employee and

    4.3.6. Coaching and monitoring of the trainee follows.

4.4. **OHSA:** Occupational Health & Safety Act No. 85 of 1993;

4.5. **SHREQ:** Safety Health, Road Transport, Environmental & Quality AND

4.6. **QMS:** Quality Management System.

5. LEGAL & OTHER REQUIREMENTS

5.1. General

ENTRY NUMBER	ENTRY REFERENCE NUMBER	ENTRY DESCRIPTION
5.1.1.	**SHREQ_5.30-F05**	Induction Booklet
5.1.2.	**SHREQ_5.30-F06**	Induction Register

5.2. Legal Reference
    5.2.1. Legal Register in particular the National Qualification Framework Act No. 67 of 2000.

5.3. Other requirements
    5.3.1. Client SHREQ Specifications.

6. RECORDS

ENTRY NUMBER	ENTRY REFERENCE NUMBER	LOCATION/ CUSTODIAN	MINIMUM RETENTION TIME	DISPOSAL
6.1.	Training Need Analysis **SHREQ_5.30-F04**			
6.2.	**SHREQ_5.30-F00** Training & Appointment Matrix			
6.3.	Training Record **QHF05**	Manager	Annual, ongoing	
6.4.	Attendance Register **QHF06**	Manager	2 years	Shred
6.5.	Assessments by facilitators/ Moderators			
6.6.	**QHF01** Job description	See **QHP01**		
6.7.	**QHF08** Performance appraisal	Trainer & Manager	2 years	Shred
6.8.	Training certificates, original	Employee	Ongoing	
6.9.	Training certificates, copy	Manager	Ongoing	
6.10.	Acknowledgement of Understanding **SHREQ_0.00-F010-10**			

7. PROCEDURE

7.1. **Induction**
    7.1.1. During the first month of employment (*new employee/ internal appointment, see QHP01*) induction is carried out by relevant staff members allocated by the Manager, typically covering:
        7.1.1.1. All the elements mentioned in the PURPOSE heading of this procedure **QHP02**;
        7.1.1.2. Introduction to company structure, key staff members & their roles;
        7.1.1.3. Staff rules & regulations;
        7.1.1.4. Departmental procedures & methods applicable as set out in QMS & other SHREQ documentation;
        7.1.1.5. Customer care & supporting quality in production & service delivery;
        7.1.1.6. On-the-job training or formal training courses as required to comply with the requirements of the relevant Job Description;
        7.1.1.7. Standard of conduct required (*see QHP04*);
        7.1.1.8. The contribution of each individual staff member to the achievement of product quality & service delivery levels to customers;
        7.1.1.9. Details of the above are recorded in a Training Record (*see QHF05*).

7.2. **Identification of Training Needs**
    7.2.1. Factors affecting provision of subsequent training;
    7.2.2. Ongoing training needs & courses/ training required are identified by Managers in consultation with staff members, dependent on the following factors:

7.2.2.1. The individual's needs and/ or (*Skills*) Development Plan;

7.2.2.2. Purposes/ objectives of the training;

7.2.2.3. Method of training evaluation;

7.2.2.4. Budgeted funds;

7.2.2.5. Suitability/ availability of training & Accredited Training Providers;

7.2.2.6. Availability of employees and

7.2.2.7. Legislative objectives, e.g. OHSA, EE Act.

7.2.3. These needs are reported to the General Manager as relevant.

7.3. Needs Assessment

7.3.1. Training needs may also be identified as a result of internal/ external audits, problems in meeting goals as identified during performance appraisal (*see QHP03*), customer complaints, laboratory proficiency testing, industry demands, technical advances & management reviews;

7.3.2. Staff members may also request Managers for specific types of training required, e.g. refresher training when moving to a new job;

7.3.3. To identify training gaps & to determine whether training is the solution to performance problems (*see QHP03*), the staff member's immediate supervisor conducts a learning needs assessment consisting of:

7.3.3.1. Identifying skills & knowledge needed for job performance;

7.3.3.2. Collecting information to identify potential performance issues or problems;

7.3.3.3. Identifying whether the issue or problem is training-related and

7.3.3.4. If so, identifying relevant criteria affecting performance, e.g. gaps, work standards.

7.3.4. From the above assessment, training requirements are defined by the Manager on the Performance Appraisal (*see QHF08*).

7.4. Training - On-the-Job Training

7.4.1. Where on-the-job training is required as identified above, as required the relevant HOD:

7.4.1.1. Organizes that this training is carried out by a competent person under the supervision of the trainee's Manager;

7.4.1.2. Evaluates feedback from the employee & performance in consultation with immediate supervisor;

7.4.1.3. If necessary, sends the employee for re-training, or on to a formal training course (*see 7.4.2*)

7.4.1.4. Records results of training on a Training Record (*see QHF05*)

7.4.2. The person conducting the training:

7.4.2.1. Conducts an assessment (*e.g. examination or test*) of the training provided to establish the competency of the staff member;

7.4.2.2. Signs & dates an In-house Certificate for personnel who satisfy the requirements of the relevant examination/test and

7.4.2.3. With regard to training in using standard test methods in the laboratory, the Trainer signs a Training Record (*see QTF05*) as a declaration of competence authorising a member of staff to conduct the test/s defined on the form.

7.4.3. An Attendance Register (*see QHF06*) may be used to define training provided & invite staff members to attend specific training/ information sessions & is signed by each attendee to record attendance & Acknowledgement of Understanding **SHREQ_0.00-F010-10**.

7.5. Training - External Training

7.5.1. The General Manager initiates external training as required;

7.5.2. When training is authorized, the Manager:

7.5.2.1. Informs the employee;

7.5.2.2. Finalizes necessary arrangements with the Training Provider (*Accredited if required – verify the accreditation prior training*);

7.5.2.3. Completes the necessary course registration forms & returns these to the Training Provider (*Accredited if required – verify the accreditation prior training*);

7.5.2.4. Informs the employee of dates, times & venue and

7.5.2.5. Where possible, the trainee gives feedback on course details, relevance of information, etc. to the Manager.

7.6. **Record of Training Provided**

    7.6.1. Details of any training carried out (*on-the-job, formal training courses attended, personal development*) are recorded on a Training Record (*see QHF05*) & copies of any certificates provided are filed by the Manager;

    7.6.2. All training evaluations are:

        7.6.2.1. Filed by Managers for use in performance management (*see QHP03*) and

        7.6.2.2. Filed by the Manager for use in assessing/ appointing Training Providers (*see QMP05 Approved Suppliers*)

8. APPENDIX & ASSOCIATED DOCUMENTATION

ENTRY NUMBER	ENTRY DESCRIPTION	ENTRY DOCUMENT NUMBER
8.1.	Recruitment	**QHP01**
8.2.	Performance Management	**QHP03**
8.3.	QHP04 Standard of conduct	**QHP04**
8.4.	Accreditation Certificates of Training Providers	**Various**
8.5.	Accreditation/ Registration Certificates of Facilitators/ Moderators	**Various**

NAME		DESIGNATION	
SURNAME		**DATE**	
SIGNATURE			