

**PROCEDURE  
FOR  
STAFF  
TRAINING**


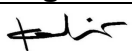

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<b>Status</b>	<b>Author</b>	<b>Agreed</b>	<b>Approved</b>
For Implementation			

## **1 PURPOSE**

- 1.1 ISO 9001 requires that the training needs of all personnel performing activities affecting Quality be identified and that those needs be catered for, It also requires that any such personnel performing specific assigned tasks be qualified on the basis of appropriate education, and/or experience, as required and that appropriate of their training be maintained.
- 1.2 The purpose of this Procedure is to set out the requirements for identifying the training needs of staff, catering for those needs and maintaining training records.

## **2 RESPONSIBILITIES FOR IMPLEMENTATION**

Managing Director, Head of the Departments.

## **3 REFERENCES**

ISO 9001	Clause 6.2.2
Document No. QS-01	Quality Manual
Document No. PP-16	Maintenance of Quality Records and Archiving

## **4 IMPLEMENTATION**

### **4.1 Training Needs**

- 4.1.1 The company's job descriptions set out details of the basic education, training and experience requirements for each of the staff grades as determined by the Managing Director.
- 4.1.2 As a general rule, appointments shall not be made, from either internal or external sources, unless the appointee satisfies the requirements in the appropriate job description in full. In urgent cases, and where any difference between requirement and record is minor and easily remedied, and appointment may be made provided that the approval of the Managing Director is first obtained.
- 4.1.3 The Head of Department shall annually carry out an individual performance appraisal of each member of staff responsible to him.

Performance appraisals of Head of Department may be made provided that the Managing Director shall carry out the appraisals similarly. One of the purposes of such appraisals shall be to identify any need for training which:

- has come about because of changes in the relevant job description
- is over and above the requirements of the relevant job description - for instance in some specialist area or specialist subject

4.1.4 Such needs may be suggested by the staff members themselves or by managing Director/Head of Department concerned.

4.1.5 Notwithstanding the above opportunities arising, at any stage of the year, for staff to attend external courses/ conferences, etc. which may be beneficial to their career development but which are, likewise, over and above the requirements of the relevant job description which such an opportunity comes to the attention of the individual staff member, he/she shall draw it to the attention of the head of the Department to whom he/she is responsible.

4.1.6 Where training needs are identified under either or both of paragraphs 4.1.3 and 4.1.4 above those needs, if approved by the managing Director/Head of Department concerned (as appropriate), shall be recorded by him upon Form SP 1103 (see example at Attachment SP-11/C).

4.1.7 In all cases where a training need has been recorded in accordance with paragraph 4.1.5 above at the first opportunity consistent with his budget, the Head of Department shall arrange for that need to be satisfied.

## **4.2 Training Records**

4.2.1 Details of the education and training received, and experience gained by each member of staff shall be entered by the Managing Director/relevant Head of Department upon Form SP 1101 and SP 1102 (see Attachment SP 11/A and SP 11/B) and kept up-to-date.

4.2.2 Completed Forms 1101, 1102 and 1103 shall form part of the company's Quality Records and shall be subject to the requirements of the Document No.PP-16, Procedure for the maintenance of Quality Records and Archiving.

## **5 ATTACHMENTS**

Attachment SP-11/A is an example of Form SP 1101; Staff Education, Training and Experience Record (Qualifications and Employment History).

Attachment SP-11/B is an example of Form SP 1102, Staff Education, Training and Experience Record (Training History).

Attachment SP-11/C is an example of Form SP 1103, Staff Education, Training and Experience Record (Approved Training Needs)

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(TRAINING HISTORY)

STAFF EDUCATION AND TRAINING RECORD							
Staff Name				Staff No:			
				Page:			
TRAINING HISTORY							
Formal Training		On-job training		Prior to Co.		With Co.	
Details:							
Date:							
Formal training		On-job training		Prior to Co.		With Co.	
Details:							
Date:							
Formal training		On-job training		Prior to Co.		With Co.	
Details:							
Date:							
Formal training		On-job training		Prior to Co.		With Co.	
Details:							
Date:							

SP 1102

ATTACHMENT SP-11/C - STAFF EDUCATION AND TRAINING RECORD  
(APPROVED TRAINING NEEDS)

	STAFF EDUCATION AND TRAINING RECORD	
	Staff Name	Staff No:
		Page:
RECORD OF APPROVED TRAINING NEEDS		
Need		Date identified
Need		Date identified
Need		Date identified
Need		Date identified
Need		Date identified

SP 1103

## **EXPLANATORY NOTE SP- 11 – STAFF TRAINING**

1. This procedure aims to meet the ISO 9001 requirements regarding staff knowledge and staff training, along with the maintenance of documentation that the before mentioned entail.
2. It is essential that employees are encouraged to come forward with any problems regarding training, as well trained employees generally lead to a more efficient Quality System.

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