# Scope

## This procedure describes the process of training and developing Employees/Staff.

# Responsibilities

## Department Managers are responsible for ensuring that all Employees/Staff, and others within his/her control that conduct work, are competent to conduct the tasks required. The Department Manager is also responsible for any necessary training and development in support of this objective, and for liaising with the HR Administrator to ensure records are up to date.

## The HR Administrator is responsible for maintaining relevant training records, coordinating appropriate training and development, and highlighting any shortcomings in application of this process.

# Procedure

## Employees/Staff, and others, are assessed for competence by the appropriate Manager who may be in consultation with others as appropriate through regular informal assessment and formal reviews.

## As part of the assessment of competence, any ongoing training or development needs are defined. These can be classified as either ‘Mandatory’ training, which must be completed prior to any further competence assessment, and ‘Desirable’, which is training or development that should be conducted, but has no defined target date for completion and may not necessarily be conducted prior to a future competence assessment.

## Once identified, mandatory training must be planned and executed by an agreed target date.

## If appropriate, the HR Administrator shall coordinate the relevant training and hold the records.

## Training can fall into several categories:

Ad Hoc: This is training from one member of staff to another on a particular issue or issues – this training will not necessarily be recorded.

Departmental training: This is training conducted within the department, or between departments, when one or more members of staff are given specific training in order to perform a given task or tasks. Generally, the test would be if at the end of the training the trainee(s) could perform a task or tasks more competently than prior to the training. This training will be recorded according to process QEMS-SP-DOC-007

Off-the-job training: This may be a more formal training course, either held in-house or externally to the organisation. Again, records of this training must be retained according to process QEMS-SP-DOC-007, by the HR Administrator.

The effectiveness of the training must be assessed by the manager. This may be by follow-up between Manager and Employees/Staff, survey, or some other appropriate means. If appropriate, the competency assessment should be re-evaluated.

The competency assessment must include awareness of the environment and how their work affects the overall environmental objectives of the company.

Records of training must be retained by the HR Administrator for seven years, according to policy QEMS-DP-DOC-004.

# Document Owner and Approval

The Director (CISO) is the owner of this document and is responsible for ensuring that this procedure is reviewed in line with the review requirements of the ISMS.

Signature: Date: 14/11/2020

**Change History Record**

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| Issue | Description of Change | Approval | Date of Issue |
| 1 | Initial issue | Gavin McCloskey | 14/11/2020 |
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