



Example Procedure

TRAINING

1. PURPOSE

This procedure describes sound practices for the identification of training needs and the provision of training to ensure that all staff members are competent in performing their assigned tasks and responsibilities.

[Insert Company Name] has recognised that for it to operate effectively, efficiently, and for it to satisfy its objectives under the Management and Quality System, that its employees, and contractors that handled its products, must be trained and assessed as competent. It also recognises that competency comes through the provision of training and education as well as the recognition and assessment of experience and skills.

Training is used by [Insert Company Name] to disseminate information that will provide an employee with the basic knowledge, skills and understanding of a responsibility, policy, procedure and/or system.

2. SCOPE

This procedure covers all [Insert Company Name] staff with authorities and/or responsibilities within the company quality management system.

Each individual who supervises employees and is responsible for their training needs assessment and competencies.

[Insert Company Name] is committed to building a sustainable quality and safety management system and will ensure all employees are competently trained.

3. TERMS & DEFINITIONS

Competency: Assessment that an employee has the minimum required skills and knowledge to perform required duties under the Management and Quality system.

Knowledge: Understanding of the facts and principles which is sufficient and appropriate to perform the task and duties required under the Management and Quality System.

Quality: Degree to which a set of inherent characteristics fulfils documented and agreed requirements.

Skills: The ability to actively and sufficiently participate in the required tasks.

4. PROCESS

INDUCTION TRAINING

The assigned Staff or Trainer on the Employee Induction Form is responsible for the induction training of a new employee, which is to be completed during the first week of employment.

The Manager/Supervisor under whom the employee will work is to ensure that all relevant activities in the Employee Induction Form are covered.



When all activities have been completed, the Employee Induction Form is signed by the new employee. The completed form is kept in the new employee's training file.

IDENTIFICATION OF TRAINING NEEDS

At least annually, ideally during Employee Performance Appraisal, an assessment of training requirements is to be conducted by the Operations Manager or delegate for each employee. A Training Matrix is completed as record of this review and kept in the training files.

An assessment of training requirements can also be conducted any time when the level of job performance needs to be improved or advanced, or a new training need arises to justify it.

When conducting the training assessment, consideration must be given to training and qualifications obtained by the employee prior to and during his/her permanency in the company.

To that effect, copies of certificates or documents that demonstrate the level of education acquired or skills learned by the employee are to be kept in the corresponding employee's training file.

TRAINING MATRIX

A training/competency matrix is a tool used to document and compare the required competencies for a position with the current skill level of the employees performing the roles. It is used as a gap analysis for determining where critical training needs are and as a tool for managing staff development. It can also be used in succession planning as a means of identifying employees who have critical skills needed for promotion.

Benefits

- Provides a comprehensive view of all the skills and behaviours needed
- Managing the training budget by it identifying skill gaps across the organization rather than just one person at a time
- Assists with planning by helping identify and target new skill areas.
- Development planning by providing a framework of common skills required

Method

- Step 1. List the key roles within the company.
- Step 2. List the competencies required for each role.
- Step 3. List the names of each individual for each role.
- Step 4. Colour coding is used to identify level of training.
- Step 5. Fill out the matrix for each person, using coding system to indicate current skills and any skill gaps.
- Step 6. Identify patterns, opportunities, and areas of need.

PROVISION OF TRAINING REQUIREMENTS AND RECORDS

The relevant Manager will assign the person responsible for providing any in-house or on the job training identified above.

External training identified must be approved by the Operations Manager prior to completion.

Training on the [Insert Company Name] quality and feed safety system will be the responsibility of the Operations/Quality Manager.

Details of training provided is to be recorded on the Employee Training Matrix and kept in the employee's training file.

Where external training is provided, a copy of the certificate of training is also kept in the employee's training file.



OUTCOME

- Increase job satisfaction and moral among employees
- Increase employee motivation
- Increase efficiencies in processes, resulting in financial gain
- Increase capacity to adopt new technologies and methods
- Increase innovation in strategies and products
- Reduce employee turnover
- Enhance company image
- Risk management (Quality, Safety, OH&S)

Through honest and insightful assessment of employee skills, performance and goals, a system of continuous improvement can be implemented across staff as well as systems through the ongoing training and development of staff.

5. DOCUMENTATION & RECORDS

The following records shall be maintained to assure this program was conducted according to the Quality Policy.

- Job Descriptions
- Training Matrix
- Training Records

6. DOCUMENT HISTORY

Version No.:			
Last saved by:		Date:	
Original Author:		Date:	
Approved by:		Date:	

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