### Competency and Awareness Procedure

### PURPOSE

To detail the procedure for personnel induction and training.

### SCOPE

The scope of this procedures covers the requirements of:

* ISO 9001:2015, ISO 14001 clause 7.2 and 7.3
* ISO 45001:2018

System documentation includes but is not limited to:

* Induction Records.
* Daily Communication / Pre-Start meetings.
* Skills Matrix.

### NEW EMPLOYEE INDUCTION

|  |  |  |  |
| --- | --- | --- | --- |
| **Activity** | **By Whom** | **Requirement** | **Comments** |
| Issue induction of new employees | [Insert Name] | Issue induction for new employees to be completed | Company and OH&S induction for all staff. |
| Induction records  maintained internally | [Insert Name] | Maintain accurate and up to date records. | Record all licenses, trade qualifications and mandatory training requirements. |

**TRAINING**

|  |  |  |  |
| --- | --- | --- | --- |
| **Activity** | **By Whom** | **Requirement** | **Comments** |
| Develop skills matrix | [Insert Name] | Identify skills to procedures,  qualifications or experience | Skills matrix to be job title specific for the industry. |
| Analyze and training needs |  | Analyze training needs by assessing employee’s capability against sills identified in the skills matrix Capability assessed  on qualification, experience, and ability | Training needs shall be analyzed at least once per year |
| Determine effectiveness of training |  | Effectiveness of training shall be determined by sighting the license or certificate. Internal training shall be  assessed by test or observation | On satisfactory training completion, the skills matrix shall be updated |
| Upload completed documents to personnel file and employee training profile |  | Records of education, experience, training, and qualifications shall be maintained in  personnel file. | To be reviewed during performance reviews. (Annually) |
| Promote awareness of customer requirements |  | To promote awareness of customer’s requirements throughout the organization, training  shall be provided to all personnel. This shall | Toolbox meetings / Pre-Start Meetings and operation meeting as required. |

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| --- | --- | --- | --- |
| **Activity** | **By Whom** | **Requirement** | **Comments** |
|  |  | include understanding of the Quality Policy, Environmental Policy, OH&S requirements, and objectives.  Responsibilities and authorities of associated work personnel and consequences of not following procedures |  |

**ACTIVITY REVIEW**

|  |  |  |  |
| --- | --- | --- | --- |
| **Activity** | **By Whom** | **Requirement** | **Comments** |
| Review effects | [Insert Name] | Ensure employees are aware of the relevance and importance of their activities and how they contribute to the achievement of Quality, Environmental and OH&S objectives by meetings or  performance review process. | Annual employee performance review. |

**DOCUMENT AMENDMENT TABLE:**

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