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| GENUS INNOVATION LIMITED |
| Procedure of Scheduling and Conducting Training |
| PRCD\_TRAING.docx |
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| **GENUS** |
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| The Purpose of Organizational Training is to support the Organization’s Business Objectives and to meet the tactical training needs that are common across projects and support groups in the organization. |

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# Overview

The Purpose of Organizational Training is to support the Organization’s Business Objectives and to meet the tactical training needs that are common across projects and support groups in the organization.

# Objective

The objectives of Organizational Training (OT) are

* To identify the training needs and ensure that entire workforce has necessary knowledge and skills to carry out their activities.
* To improve efficiency and effectiveness of all company activities.
* To enable new techniques and skills to be introduced in a timely and effective manner.

# Scope

It includes

* Identification of Training needs
* Preparation of Strategic and Tactical Training Plan
* Identification of Internal and External Trainers
* Scheduling the Training
* Conduction of Training
* Maintenance of Training Records
* Analysis of Training feedbacks

# Inputs

* Training Requests by HODs and Sr. Management.
* Trainings identified from Annual appraisals
* Monthly Tactical Plan and Training Calendar
* Annual training Plan of Organization

# Entry Criteria/Triggers

* Scheduled Training
* Training Request
* The Training Coordinator has undergone QMS trainings with focus on performing their processes.

# Tasks

| Sr. No | Task | Owner/Role |
| --- | --- | --- |
|  | Solicit training needs based on the organization’s capability requirements. The sources of training needs can be specific training requests by Sr. Management, Performance appraisals and other informal channels. | Training Coordinator |
|  | **Prepare Annual Training Plan** |  |
|  | Identify the Scope and vision of the training activities for the year. | Training Coordinator |
|  | Identify the list of trainings required for the year and prepare an annual training calendar. Prioritization of Training is done based on:   1. Short term = Training required to fulfill roles of employees. 2. Medium term = Training required to move either to next role or to adapt to any future changes in the current role. 3. Long term = Training required for personal development and possible long term business benefit.   These categorizations will be used to identify the trainings that need to be planned in each month. | Training Coordinator |
|  | Identify the resources required for the training. This involves, but is not limited to, training venue with adequate seating arrangements, computing resources such as a Laptop, Projector, sound amplifier for AV, White boards, printing and material reproduction, stationery etc. | Training Coordinator |
|  | Identify the trainings that are required by the training personnel themselves for effective conduct of Training and Development activities. These include process trainings as well as specific skill based trainings. | Training Coordinator |
|  | Plan for the Audit of the training function. | Training Coordinator |
|  | Plan for Audits of the training activities. Care must be taken so as to ensure objectivity, independence and coverage in Audits. |  |
|  | Plan for reviews with the senior management. |  |
|  | Plan for the measurement and analysis activities pertaining to the training function. |  |
|  | Identify and plan for the Budget requirements for the year. | Training Coordinator |
|  | Plan for configuration management and data management for training artefacts. This will include the naming conventions used, storage and retrieval mechanisms, change control, backup and restoration planning, access control. | Training Coordinator |
|  | Identify the Roles and responsibilities of the personnel involved in the training and development function. | Training Coordinator |
|  | Establish the Training Plan for the year in the beginning of financial year using template “Training Annual Plan Template” (TMPL\_TRGSTR). Rename Annual Training Plan as Genus yyyy-yy\_TRGSTR where yyyy-yy represents the financial year for the planned period. For eg. Genus 2014-15\_TRGSTR. | Training Coordinator |
|  | Send the plan for approval to the senior management and seek their approval. | Training Coordinator |
|  | Place the plan under configuration management and manage changes to it throughout the applicable period. | Training Coordinator |
|  | **Prepare Monthly Training Plan. Identify Training Needs. Review progress.** |  |
|  | Review the annual plan to identify deviations from the plan till the end of the last month. Identify the corrective and preventive actions, if any, against the annual plan. | Training Coordinator |
|  | Review the previous month’s Monthly plan to identify deviations from the plan. Identify the corrective and preventive actions, if any, against the plan. | Training Coordinator |
|  | Identify the trainings that have been planned for this month using the published training calendar. This should also include the trainings that are pending from previous months. This should also address ad-hoc additions to the training calendar, with due approvals from the senior management. | Training Coordinator |
|  | Identify the trainer, Training method, the resources, venue and exact Schedule for the identified trainings. | Training Coordinator |
|  | Review Monthly training plan before publishing | Training Coordinator |
|  | Publish the Monthly training plan. Communicate the same to stakeholders using Emails and Notice boards. | Training Coordinator |
|  | **Conduct Training** |  |
|  | Arrive upon a final date, time and venue after negotiation of schedule and budget (if applicable) by suitable mode of communication with the Trainer and the Requestor. | Training Coordinator |
|  | Inform the Trainer, Requestor and Trainees about the final date, time and venue.  Seek their commitment.  The training material for the scheduled training may also be sought and reviewed at this point to ensure adequacy and coverage of the topic of training. | Training Coordinator |
|  | Ensure the availability of all necessary arrangements for Training such as   * Study Material * Stationary * Proper seating arrangement * Tools etc. | Training Coordinator |
|  | Conduct the training as planned. | Training Coordinator |
|  | **Maintain Training Records, Obtain and Analyze Feedbacks** |  |
|  | Maintain Training Attendance Records. The training attendance records are stored in line with the configuration management plan section of the annual plan. Use “Attendance sheet for Training” (TMPL\_ATNSHT) for keeping the records of attendance of training session. | Training Coordinator |
|  | Distribute and Collect the filled “Training Feedback Form” (TMPL\_FBPRTC) from the participants after the Training. Store the feedback forms in line with the configuration management plan section of the annual plan. This is deemed to be an assessment of Level 1 training effectiveness.  Collect Trainer’s feedback of training session using “Trainer Feedback Form” (TMPL\_FBTRNR). This will help to improve the upcoming sessions. | Training Coordinator |
|  | Update the Feedback in Training Records. Use the Training data analysis tool “Training Database”. | Training Coordinator |
| 25.1 | Update the organization’s personnel database. (If any modifications required). Review with Senior Management during Monthly Review Meeting. | Training Coordinator |
|  | Analyze the received feedbacks. If the efficacy is reported to be low, identify the remedial steps needed to be taken, if any. This is deemed to be an assessment of Level 1 training effectiveness. | Training Coordinator |
|  | **Training Reports** |  |
|  | Generate Session Feedback Report and Monthly Feedback Reports as applicable. The reports are stored in line with the configuration management plan section of the annual training plan.  The session feedback should cover the trainer’s performance as an average of ratings given by trainees in various areas along with major learning achieved during the session and how it will help in improving the participants’ job profile. This may also cover the suggestions for improvement.  The monthly feedback report must contain an analysis of all trainings conduced in the month. | Training Coordinator |
|  | Mail the “Session Feedback Report” to the Trainer after the receipt of all feedbacks. | Training Coordinator |
|  | Present the “Monthly Training Report” to Senior Management during Monthly Review Meeting and e-mail the same to PEG. | Training Coordinator |

\* Improvements/Suggestions are solicited on “Process Improvement Proposals Database”.  
\*For details on the Roles and Responsibilities of the practitioners, Refer "Roles and Responsibility" document in the QMS.

# Verification

* Review and approval of Training Plans.
* Review of the process and its work products by PPQA members.
* Review of the process and its work products by Senior Management.

# Guidelines

Refer "Configuration Management and Release Procedure" (PRCD\_CONFIG) for Access Rights, location of work products, naming convention and types of controls.

# Applicable Measurements

* Quantitative Analysis of the Training feedback to analyze the training effectiveness.
* Qualitative Feedbacks or analysis of Strengths of the session and Scope of improvement.
* Comparative training efficacy measurements (monthly) based upon the average feedbacks.
* Training Coverage measurement with respect to areas and trainees.

# Exit Criteria/Outputs

* Approved Training Plans
* Approved Training Calendar
* Updated Training Records
* Session Feedback Reports
* Monthly Training Effectiveness Reports