CRF_RPF Training Request

Purpose	**Training Request Form** is to provide a structured and consistent process for users to request training on specific tools or processes within the facility. This form ensures that users clearly identify their training needs and any required prerequisites, while enabling trainers to receive complete and accurate information for scheduling, delivery, and assessment. Through this process, all training activities are properly documented and integrated into SydneyFMS, ensuring that each user's competency level and tool access status are accurately maintained.

When Users Should Use This Service

Users must submit a **Training Request** when:

- They are new to a tool
- They have changed projects and need new capabilities
- Their certification expired or requires renewal
- A trainer or process engineer requests that they retrain
- They wish to expand to more advanced tool modes or recipes

This service is **NOT** for onboarding.
This service leads to **Booking Rights Access Request** after certification.

Workflow

STEP 1 — User Initiates Training Request
From the SydneyFMS Dashboard, select: "Request Training".
The user will:

- Select the required tool or process for training.
- Complete the requested fields and follow any guided instructions provided in the form.
- Upload any prerequisite documents (if required).

Note:
Some tools require prerequisite training, safety inductions, pre-reading, quizzes, or declarations.
Please complete all questions accurately and truthfully to avoid delays.
The user then submits the training request.

STEP 2 — Trainer Review
The trainer reviews the submitted training request, assessing the following information:

- Requested tool or process training
- User's stated purpose
- Declarations (if required)
- Required training level
- Completion of prerequisites
- User's availability and proposed dates

Trainer actions may include:

- Organising and booking the training session based on the user's proposed date or trainer availability
- Requesting additional information (trainer may contact the user directly)
- Accepting the training request
- Rejecting the request (e.g., incorrect tool selection, prerequisites not met)

Trainer may also consider:

- Whether to schedule a solo training session or include the user in a group session
- Whether to place the request on a wait-list for future scheduling, depending on tool demand or trainer availability

Once reviewed, trainers "**validate the request**" to move it forward in the workflow.

STEP 3 — Training Conducted
Training may include:

- Remote theory session
- Practical, hands-on training in the facility
- Assessment and certification of competency

The trainer may add internal notes regarding:

- User strengths
- Areas requiring improvement
- Recommended follow-up actions

STEP 4 — Trainer Updates Booking Rights Access

Once training is completed and the user is certified, the trainer updates the user's competency level in SydneyFMS.
From the SydneyFMS Dashboard:
Rights → User Rights and Skills
The trainer selects the appropriate competency level:

- Novice (default)
    - Newly trained user
    - Access permitted during normal business hours only
- Autonomous User
    - User has demonstrated sufficient skill and independence
    - Access permitted after-hours and without supervision

The user receives an automated notification confirming their updated skill status.

STEP 5 — Apply for Facility Access Request

Training and certification do not automatically grant physical facility access.
To obtain swipe card access:
From the SydneyFMS Dashboard:
Order a Service or Consumables → Facility Access Request
The user must:

- Submit a Facility Access Request
- Wait for review and processing by the Facility / Technical Admin
- Receive an automated notification once access has been submitted/granted