LAMBERT & REHBEIN
ENGINEERS • MANAGERS • SCIENTISTS

QUALITY SYSTEM DOCUMENT
STAFF TRAINING

REVISION	DATE	DESCRIPTION/REASON
Draft	April 2003	Draft for management review
A	1 July 2003	Initial issue under ISO 9001:2002 Standard
B	1 Oct 2004	New Internal training course outline form
C	1 Oct 2008	Review & update of QMS
D	7 Aug 2009	Update for electronic QMS
E	7 Feb 2011	Update of induction process
F	11 Nov 2014	Update of Qualifications Register form, Training Register form, QMS Requirements process and associated documents

RECOMMENDED BY: _____ Date: 11/11/2014
(Quality Assurance Manager)

AUTHORISED BY: _____ Date: 11/11/2014
(Director of Quality)

CONTROLLED COPY NO: _____

PURPOSE

To establish and define the requirements for the development and training of employees.

SCOPE

This procedure will apply to all employees of Lambert & Rehbein.

DEFINITIONS

Training

Training refers to any organised event in which new or updated information directly related to an employee's professional duties is delivered. Training is typically delivered via an external party or via an internal meeting or seminar.

Competency Development Plan (CDP)

All staff members have a CDP which is a document that identifies levels of competency within their area of expertise and provides a training program aimed at assisting the employee's competency in these relevant areas.

RESPONSIBILITIES

Human Resources (HR) and Admin

HR will be responsible to establish and maintain a training and qualifications register for each staff member to record qualifications, areas of competency and any training that has been completed during employment with the company. Admin may be required to assist.
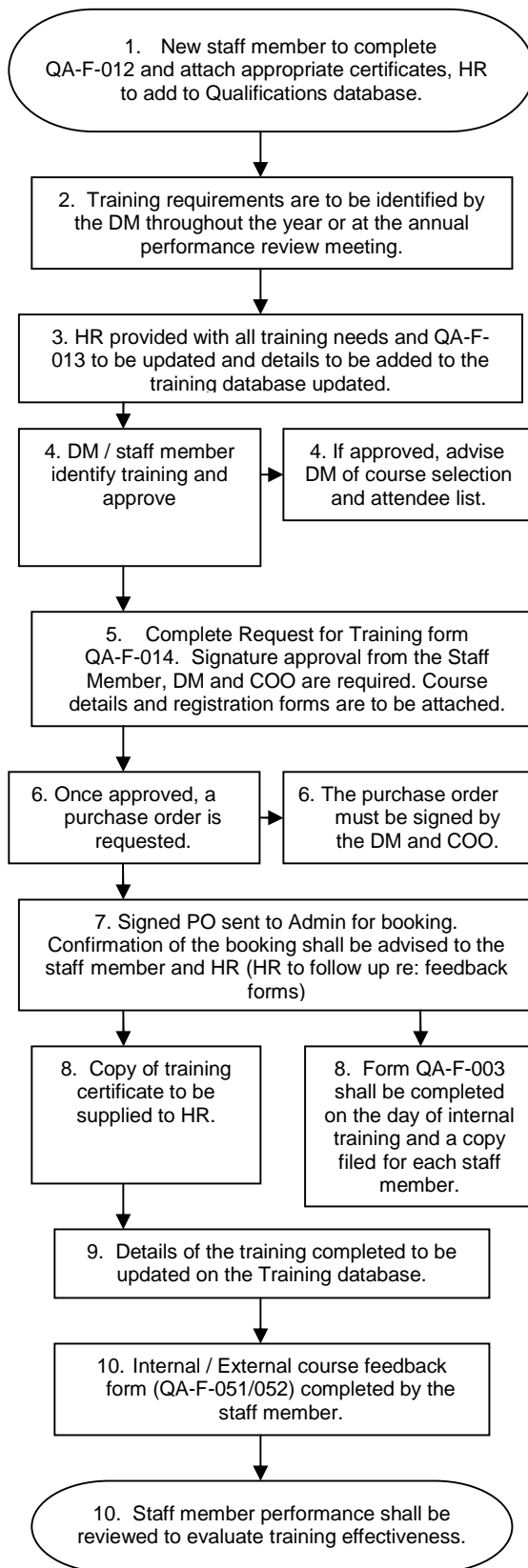
Divisional Manager

Each Divisional Manager (DM) is responsible for the monitoring and assessing of the training needs of their staff, both external and internal.

REQUIREMENTS

Flowchart: Training Requirements

1. New staff member to complete QA-F-012 and attach appropriate certificates, HR to add to Qualifications database.

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2. Training requirements are to be identified by the DM throughout the year or at the annual performance review meeting.

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3. HR provided with all training needs and QA-F-013 to be updated and details to be added to the training database updated.

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4. DM / staff member identify training and approve → **4.** If approved, advise DM of course selection and attendee list.

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5. Complete Request for Training form QA-F-014. Signature approval from the Staff Member, DM and COO are required. Course details and registration forms are to be attached.

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6. Once approved, a purchase order is requested. → **6.** The purchase order must be signed by the DM and COO.

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7. Signed PO sent to Admin for booking. Confirmation of the booking shall be advised to the staff member and HR (HR to follow up re: feedback forms)

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8. Copy of training certificate to be supplied to HR. | **8.** Form QA-F-003 shall be completed on the day of internal training and a copy filed for each staff member.

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9. Details of the training completed to be updated on the Training database.

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10. Internal / External course feedback form (QA-F-051/052) completed by the staff member.

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10. Staff member performance shall be reviewed to evaluate training effectiveness.

1. As part of the Induction pack, each new staff member receives form QA-F-012 to complete prior to starting and to provide copies of relevant certification on start day

   1.1. HR verifies qualifications and files electronically on the individual's personal HR training folder as well as the hardcopy Training Records Register folder.
   1.2. As part of the induction process, an individual training folder is set up in the employees personal HR electronic folder for training to be completed in the future
   1.3. Employee is added to the Qualifications database, and Training database.

2. During the annual performance review and competency development meetings, the DM shall match qualification and skill requirements against available staff. Where deficiencies are identified, training of staff shall be arranged as appropriate and will form part of the staff members CDP. HR to update training needs identified on QA-F-013 and the Training Database.

3. The staff member is to research course options including providers, costs and dates. The collated information must be presented to the DM for approval.

   If approved, the DM is to be advised of the course selected and attendee list.

4. A Request for Training form QA-F-014 must be completed. Signature approval from the Staff Member, DM and COO are required. Course details and registration forms are to be attached.

5. Once approved, a purchase order is raised and signature approved by the DM and COO.

6. Admin will book the course on behalf of the staff member. Confirmation of the booking shall be advised to the staff member and HR by admin (HR to follow up staff member re: feedback forms).

7. The person attending the training or workshop is to supply a copy of the training certificate to HR at the conclusion of the training.

   When internal training is undertaken, Form QA-F-003 shall be completed on the day and a copy filed for each staff member.

8. The details of the training completed shall be listed on the Training database.

9. Course feedback forms (QA-F-051/052) must be completed by the staff member at the completion of all internal or external courses to ensure we receive feedback on the training effectiveness.

10. Performance following training shall be reviewed by DM to evaluate the effectiveness of the training. Note the outcome in the "Verified By" column in the QA-F-013 Training register form.

6. ASSOCIATED DOCUMENTS

- Training Register QA-F-012
- Qualifications Register QA-F-013
- Request for Training QA-F-014
- Internal Training Register QA-F-003
- External Course Feedback form QA-F-051
- Internal Course Feedback form QA-F-052
- Internal Training Course Outline QA-F-006
- Training Register
- Qualifications Register

ATTACHED DOCUMENTS

Sample of the following completed forms attached:
- Training Register QA-F-012
- Qualifications Register QA-F-013
- Request for Training QA-F-014
- Internal Training Register QA-F-003
- Internal Training Course Outline QA-F-006
- External Course Feedback form QA-F-051
- Internal Course Feedback form QA-F-052

QUALIFICATIONS REGISTER

Please complete this Qualifications register form and attach any appropriate documentation. This is required for Quality Assurance purposes and may be needed for tender applications.

Name:			
Division:	Location:		
Academic Qualifications		Copies Received	Verified By:
•		☐	
•		☐	
•		☐	
•		☐	
•		☐	
•		☐	
Other Qualifications (eg. First Aid, OHS Auditor etc):		Copies Received if relevant:	Verified By:
•		☐	
•		☐	
•		☐	
•		☐	
•		☐	

Example Only

QA-F-012	Authorised by: Anna Chipperfield	Date: 14 October 2014
Page 1 of 1	Position: Chief Operating Officer	

QA-A-002 Revision F	Authorised By: Steve Williams	Date: 11 November 2014
Page 5 of 10	Position: Director of Quality	

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TRAINING REGISTER

Training register form to be maintained by the HR coordinator, this is used to establish and define the requirements for continual development and training of employees.

Name:	
Division:	Location:
Training needs identified	
•	
•	
•	
•	
•	
•	

Training completed	Run By:	Date Attended:	Copies received if relevant:	Verified By:
•			☐	
•			☐	
•			☐	
•			☐	
•			☐	

Example Only

QA-F-013	Authorised by: Anna Chipperfield	Date: 14 October 2014
Page 1 of 1	Position: Chief Operating Officer	

INTERNAL TRAINING REGISTER

DATE:	3 July 2003
NAME OF COURSE:	KarelCAD / AutoCAD 2002
DESCRIPTION OF COURSE / QA PROCEDURES COVERED:	

LIST OF ATTENDEES:

Name	Discipline	Signature
Ben May	Structures	
Clinton Aitkenhead	Civil Urban	
David Lenarduzzi	Civil Urban	
Kirsty Ahier	Structures	
Diego Taguada	Structures	
Stacey Druery	Civil Urban	

QA-F-003 Revision A	Authorised by: Brent Woolgar	Date: 1 July 2003
Page 1 of 1	Position: Director of Quality	

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INTERNAL TRAINING COURSE OUTLINE

NAME OF COURSE:	
APPLICABLE TO: (Tick appropriate division(s))	☐ All Divisions ☐ Project Management ☐ Civil Urban ☐ Structures ☐ Infrastructure ☐ Environmental ☐ Traffic & Transport ☐ Hydraulics ☐ Information Technology ☐ Administration ☐ Finance
PRESENT[ ] DESCRIPTION OF COURSE CONTENT:	

Example Only

SUPPORTING MATERIALS REQUIRED:
Whiteboard
Data projector
Hand-outs (attach master copy)
Other:

COMPETENCY TRAINING LEVELS (Tick appropriate level)
☐ Applicable all levels of relevant divisions
☐ Applicable for general background only
☐ Applicable to senior levels only of relevant divisions

QA-F-006 Revision A Page 1 of 1	Authorised by: Brent Woolgar Position: Director of Quality	Date: 1 October 2004

EXTERNAL COURSE FEEDBACK FORM

NAME:		POSITION:	
DIVISION:		OFFICE:	

TRAINING TYPE:	Course ☐	Seminar ☐	Conference ☐
COURSE PROVIDER:			
COURSE / SEMINAR / CONFERENCE NAME:			
DATE (s):		LOCATION:	

Please provide feedback of your training experience by ticking the appropriate box:

COURSE CONTENT	Excellent	Above Average	Average	Below Average	Poor	N/A
The course was well organised and planned	☐	☐	☐	☐	☐	☐
Course time was used efficiently (start and finish on time?)	☐	☐	☐	☐	☐	☐
Practical examples were provided	☐	☐	☐	☐	☐	☐
Prese... of course and materials was profes...nal a... ...siv...	☐	☐	☐	☐	☐	☐
Cours... aterial... ...ak... ... compr... ...e...	☐	☐	☐	☐	☐	☐
Learning / Competency achieved	☐	☐	☐	☐	☐	☐
Assessment was clear and relevant	☐	☐	☐	☐	☐	☐
FACILITATOR	Excellent	Above Average	Average	Below Average	Poor	N/A
Facilitator communicated clearly	☐	☐	☐	☐	☐	☐
Facilitator was enthusiastic and approachable	☐	☐	☐	☐	☐	☐
Facilitator had proficient knowledge of topic	☐	☐	☐	☐	☐	☐
VENUE	Excellent	Above Average	Average	Below Average	Poor	N/A
Course venue was appropriate	☐	☐	☐	☐	☐	☐

What did you consider the best feature of the course? _____

_____

Would you recommend the course to others?   ☐ Yes   ☐ No

If no, why?   _____

Other comments   _____

Ref: QA-F-051 Revision A	Authorised by: Steve Williams Position: Director of Quality	Date: 7th March 2008

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INTERNAL COURSE FEEDBACK FORM

NAME:		POSITION:	
DIVISION:		OFFICE:	

COURSE NAME:	
FACILITATING DIVISION:	
FACILITATOR NAME:	
DATE (s):	

Please provide feedback of your training experience by ticking the appropriate box:

COURSE CONTENT	Excellent	Above Average	Average	Below Average	Poor	N/A
The course was well planned and organised	☐	☐	☐	☐	☐	☐
Practical ex~~amples were~~						☐
The course ~~was~~						☐
The course was informative	☐	☐	☐	☐		☐
FACILITATOR	Excellent	Above Average	Average	Below Average	Poor	N/A
Facilitator communicated clearly	☐	☐	☐	☐	☐	☐
Facilitator was enthusiastic and approachable	☐	☐	☐	☐	☐	☐
Facilitator had proficient knowledge of topic	☐	☐	☐	☐	☐	☐

Would you recommend the course to others?   ☐ Yes   ☐ No

If no, why? _____

Are there any other internal courses you would like L&R to offer? _____

Ref: QA-F-052 Revision A	Authorised by: Steve Williams Position: Director of Quality	Date: 1st May 2008