Organizational Training Process

Version No: 1.1

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**Revision History**

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Table of Contents

[1. Introduction 4](#_Toc381363584)

[2. Entry Criteria 4](#_Toc381363585)

[3. Inputs 4](#_Toc381363586)

[4. Responsibilities 4](#_Toc381363587)

[5. Tasks 4](#_Toc381363588)

[6. Output 6](#_Toc381363589)

[7. Validation 7](#_Toc381363590)

[8. Exit Criteria 7](#_Toc381363591)

[9. Approvals 7](#_Toc381363592)

[10. Quality Records 7](#_Toc381363593)

[11. Reference / Related docs 7](#_Toc381363594)

# Introduction

This process explains the process of training planning, implementation and maintenance of skill matrix at Tanvi IT Solutions Inc.

1.1 Objective

The purpose of Organizational Training (OT) is to develop the skills and knowledge of employees in the organization that aid them perform their roles effectively and efficiently.

1.2 Scope

This process is applicable to training that is common across projects, services and support groups.

# 

# Entry Criteria

* Documents Containing Business Goals.
* Project Plan.
* Strategies and organization wide skills up gradation needs identified.

# Inputs

* Performance Employee Appraisals.
* PM recommendations.
* Employee Skills Matrix.

# Responsibilities

* Project Manager - Provides inputs on contents and subjects
* Team Member - provides inputs on required training if any
* Training Coordinator - Over all coordination work on training including planning, delivery and finding effectiveness

# Tasks

* The Project Manager (PM) or Training Coordinator under the HR function will assess the training needs to meet the business strategies and objectives of Tanvi IT Solutions Inc and pass on to the Training coordinator for planning. Training programs include Soft skills, Process related, Technical and Tools areas etc. including conference, workshops, online and offline etc.
* Training co-ordinator along with the help of Sr. management shall come up with what type of trainings would be considered under organization preview and the same must be mentioned in the Training plan document.
* Senior Management / PM will review the employee performance Appraisals and compile data to assess the gaps in the employee skills which need to be done in order to achieve the organizational goals. Senior Management will use this input to design suitable training programs for the employees while preparing the Training plan.
* Training Coordinator will conduct meetings with the senior management / PM to conform the training goals of the organization in alignment to the strategic business objectives of the organization.
* Based on the historical training information and the input from the PMs on common training required by their project team, Training Coordinator will prepare the Organizational training plan with details of the scope, resources and the mode of training.

*Reference – Tanvi IT Solutions Inc\_Training Plan*

* Mode of Training can be Classroom, Web based, self-learning, practical demos etc. this is handled by the training coordinator with the help of Sr. Management.
* Training coordinator also need to make sure the training capabilities of Tanvi IT Solutions Inc. by providing Resources, Infrastructures etc. for the training delivery.
* Training Coordinator will define a Training Calendar for Tanvi IT Solutions Inc, providing details of the training to be conducted with details like faculty, venue, duration and topics covered.

*Reference – Tanvi IT Solutions Inc\_Training\_Calendar*

* PMs will be responsible for identifying and addressing specific training needs such as technical and tools training required specific to their projects and will update the Training Coordinator with details of trainings done.
* Training Coordinator will prepare and maintain Training records in specified templates including Training Plan, Training Calendar and Training Evaluation Form, Training Attendance.
* Training Coordinator will also update the Skills matrix of Tanvi IT Solutions Inc members with new training provided at project level based on the input from PMs.
* Training Coordinator will ensure that the training plan will be prepared and revised periodically, covering Training objectives, key stakeholders, courseware development plans, calendar, risks and challenges and resources required for training programs.
* Training Coordinator will analyse the probable benefits of the training program and document the same in the Training Program Analysis Sheet.
* Based on the Training Program Evaluation and current project priorities, Training Coordinator will identify programs to be carried out in the current month.
* Senior Management / PM and HR will review the course details to see if they meet the program needs. Based on whether it is an internal Training Coordinator or external Training Coordinator.
* By looking at the size of Tanvi IT Solutions Inc, management has decided to choose and identified trainers based on past experiences, references and availability of the trainer other than DAR.
* Based on the training identification, training coordinator shall decide internal or external trainer after discussing budget with the Sr. management. Tanvi IT Solutions Inc tries its best to use its internal trainer other than external by keeping in mind of budget.
* Training coordinator may or may not use DAR to identify internal and external trainer based on need.
* Training Coordinator will establish and deliver the organizational training tactical plan / training plan in co-ordination with PMs and other practice area leads.
* Training Coordinator documents the details of the attendees for the training program in the Training Attendance Sheet.
* Based on the skill acquired by the employees through training and work performed, the skill matrix is updated by Training coordinator at least once in 6 months.
* Training effectiveness will be assessed with the help of post training Feedback forms.
* The feedback forms need to be given appropriate measures 1 to 10 to zero down the effectiveness and further plan.

# Output

* Training plan.
* Training Calendar.
* Training Attendance.
* Trainer List.
* Training Analysis Sheet.
* Updated Skills matrix.

# Validation

Training Coordinator compiles feedback from HR on trainings undergone by the employees based on the Quarterly Appraisal Reviews conducted by HR. The effectiveness of various training programs on employees will be assessed through feedback from PMs using the Training Analysis Sheet.

PM analyze for variance in the feedback form received from the Training Coordinator and the trainee only for trainings conducted for more than 1 day and checks for large variance in the feedback, identify causes for the large variance (For example the large variance could be due to Skill mismatch, attitude etc.) and document the same in the Training Analysis Sheet. PM ensures that appropriate feedback is given to the Training Coordinator and the trainee.

# Exit Criteria

* Training Feedback.
* Training Attendance.

# Approvals

* The audits conducted by the SEPG.
* Approval of the training plan by the senior management.

# Quality Records

* Training plan.
* Training Calendar.

# Reference / Related docs

* Training plan.
* Training Calendar
* Trainer List
* Training Attendance
* Training Feedback
* Training Analysis
* Annual Training Plan
* Skills Matrix