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MACROCOMM GROUP HR TRAINING NEEDS ASSESSMENT PROCEDURE

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DOCUMENT CONTROL

This provides information on the document version control and sign-off

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DOCUMENT APPROVAL

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CHANGES MADE		
Aligned to ISO template Removed process map Refined key stakeholders in process		
STAKEHOLDER NAME AND DESIGNATION	SIGNATURE	DATE
Sivi Moodley (Macrocomm Group Chief Executive Officer)		
Elton Chettiar (Macrocomm Group Chief Operating Officer)		
Yakshini Naidoo (Managing Executive: Corporate Services and Compliance)		
Charlene Van Onselen (Business Optimisation Executive)		

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1 Introduction

This document serves to provide the procedure for identification of training needs and execution thereof.

2 Purpose or Background

The purpose of this procedure is to ensure that training needs are managed centrally and pay heed to both broader business requirements as well as individual needs.

3 Definitions / Abbreviations Used in the Document

Definition Term or Abbreviation	Define Term or Abbreviation
External training	Training conducted by an external provider, for purposes of accreditation, or qualification
Internal training	Training conducted internally by subject matter experts for the purpose of general staff skills upliftment
Functional training	Technical Training required for an individually to optimally fulfil the role.
Leadership training	Training required for the development of management skills
Systems training	Training required to aid in the use of certain IT systems or programmes that the company is using.

4 TRAINING NEEDS ASSESSMENT

4.1 Objective

The objective of this process is to identify critical training requirements for both groups of individuals as well as individuals in order to provide the basis for all staff to perform optimally in their roles.

4.2 Description (high-level)

This is the standard procedure to ensure that staff members have the relevant discussions to share training gaps they may have, with their respective line managers.

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4.3 Benefits

The benefit of this procedure is the assurance of a professional and effective way of executing training, which contributes to the overall EVP of the organisation and skill level of the organisation. It also helps to manage the risks related to competence gaps and provides a barometer for skills planning and management of a training budget.

4.4 Key Stakeholders and Personnel

Who are the key stakeholders in the process?

- Custodian of process – HR
- Input – Line managers
- Business Optimisation – Learning system

4.5 Key Inputs

The following key inputs are required:

Input Type	Description and Detail
Technical	User access and logons for Thinkific site
Resources	Thinkific site
Input Documents	Performance Appraisal and Management Form which aids in identifying training requirements.

4.6 Typical Outputs

These are the typical outputs

- Access to the online training
- Identification of key training to upskill and equip personnel

4.7 Knowledge and Skills Required to Perform this Task

WSP completion

Experience in holding employee development discussions

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5 Process / Procedure Steps

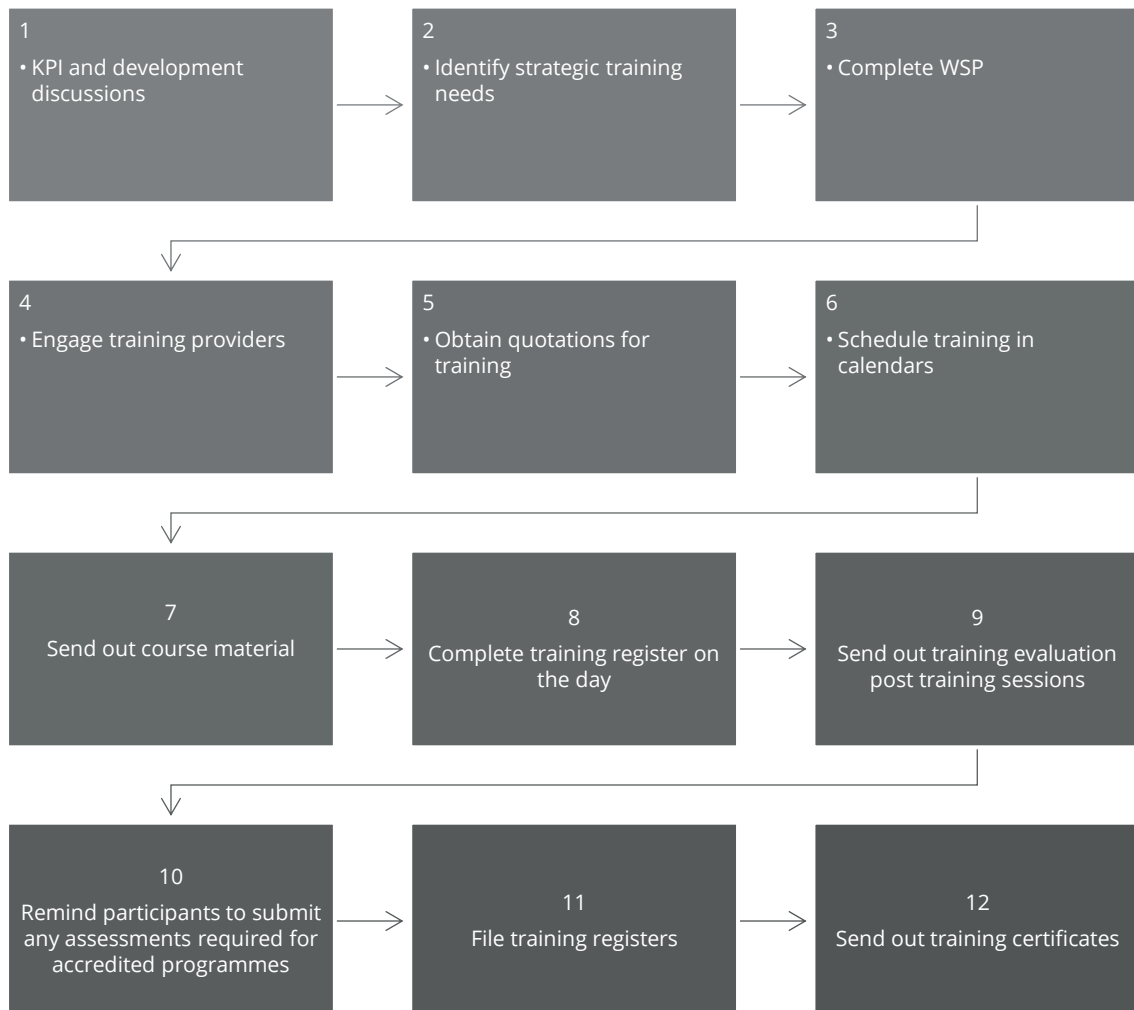
The following key procedural steps are required to be followed by the HR department:

Step #	Step Task Description	Document Name and Number and Version
Step 1:	Manager sets KPI's with employees in February of the new financial year. All training and development needs identified on the KPI templates to be captured by HR.	KPI template
Step 2:	High level organisational training priorities for the year to be discussed and captured during management meetings. This is based on the strategic initiatives of the business	
Step 3:	All training needs to be captured on the Workplace skills plan, for submission in April of each year	WSP (not a controlled document)
Step 4:	HR to engage with external training providers or internal training facilitators to provide the relevant training and obtain valid quotations thereof (for external trainers).	
Step 5:	Once quotations are received, schedule training in calendars and invite identified employees.	
Step 6:	Based on the cost of the course, ensure that participants sign learner contracts.	Macrocomm Learner contract
Step 7:	Send out any course content prior to training (if applicable)	
Step 8:	Complete training registers on the day of training	
Step 9:	Send out a training evaluation post training	Training evaluation form
Step 10:	Participants to complete relevant assessments if required as part of course accreditation	
Step 10:	HR to file all training registers in the training file for the year.	
Step 11:	Send out training certificates once provided by providers	

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5.1 Procedure by Step



6 Risks and Controls Identified

The following risks have been identified and the controls to mitigate these are:

Risk description	Control objective	Control Activity	Process Reference
Monetary loss	Employee resigns after completing training	Learner contract has a payback clause who employees resigning within a specific period	N/A