

	Staff Training and Competence	MSP 012
		Issue 8

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Change History			
Date	Issue	Approved	Reason for Amendment
25/03/2014	1	SN	First issue
09/01/2015	2	SN	Amended to include correction and improvements identified in the recent internal audit.
26/02/2016	3	CH	Add to procedure to reflect the use of the "Training" calendar
07/03/2017	4	CH	Amended clauses to reflect highlighted issues found in the most recent audit
14/07/2017	5	SN	Procedure updated to include requirements for protecting organisational knowledge.
23/02/2018	6	CH	Amended Procedure to reflect actions raised during the 2017 -> 2018 schedule of internal audits.
01/03/2018	7	CH	The need to carry out a staff appraisal to determine individual staff training needs has been removed and replaced with the use of the Supervisor request for training form MSF 801
07/01/2019	8	CH	Procedure has been updated to include changes raised by the CAP of the audit carried out on 09/11/2018.

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1. Purpose

This procedure defines the method of selection of new employees, the subsequent training and retraining of existing members of staff and the records to be retained to record their skill and competence level to carry out the tasks required of them by Goody Demolition Ltd.

2. Scope

This procedure establishes a method of implementing and maintaining training programmes to heighten quality, environmental and health and safety awareness of all Company personnel and to permit them to broaden their knowledge and skills in line with the business objectives, ensuring that adequate resources are maintained to meet both customer and legislative requirements.

3. Responsibility

The Operations Manager is responsible for ensuring the implementation of this procedure and providing the resources as necessary to meet the requirements highlighted by the Company's Management team.

Office Managers are primarily responsible for identifying training needs and evaluating the effectiveness of training given. Supervisors have the ability to suggest / recommend training for staff using the form MSF 801 Supervisor Request for Training and evaluation of training given to staff whilst observing works.

4. References

- MS Planning Workbook
- Training record (Easybuild)
- Personnel files
- Method statements
- New employee pack
- Supervisor request for training form MSF 801

5. Definitions

Training Records: Computerised and hard copy records providing details of historic and future training. May also include the level of training achieved

Training Record (Easybuild): A database designed to summarise training requirements for each member of staff including training achieved as well as training needs.

6. General

- 6.1. The Operations Manager shall ensure that all personnel are trained and are proficient to carry out the work to which they are assigned.

7. New Employee Selection and Induction

- 7.1. New employees for skilled operations shall be selected on the basis of their ability to demonstrate their skills by means of certificates, recommendations, qualifications or any other documentary evidence of their proficiency. Copies of these documents should be held on file where these qualifications are a specific requirement of the job role.
- 7.2. Applicants for positions within the Company not requiring proficiency in any particular operation in the first instance shall be selected upon their apparent willingness to learn and for any other criteria, which the Company may require from time to time.
- 7.3. All new employees, whether skilled or otherwise shall be introduced to the Company's Management System Policies and their requirements for all employees to follow and to meet. An appropriate induction programme shall be developed and followed during which the new employee shall be assessed for their competence in meeting the company's requirements over a period of three months.

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7.4. All new employees will be issued with a New Employee pack

8. Site induction

8.1. All site operatives shall be made aware of the method statements applicable to their work on site. They shall be asked to read the method statements and sign the method statements sign off sheets to show they have read and understood the requirements.

8.2. All operative and visitors to site are required to wear appropriate PPE as shown on the risk assessments where applicable and shall be trained in its correct fit and use. The operatives and site supervisor will ensure that all PPE is fit for use and a record made on the PPE sign off sheet. These records should be placed in the site blue box.

8.3. All operatives shall be required to complete a Declaration of Health form to confirm they are fit to undertake the work required.

9. On-going Training

9.1. A training record spread sheet shall be maintained upon which is recorded the skills and qualifications of each employee and when a new level of expertise has been attained, it shall be recorded upon the individuals training record by a member of Administration.

9.2. It shall be the policy of the Company to provide its employees with the opportunity to receive additional training within the scope of the Company's business to enable them to broaden their career prospects and enhance their efficiency and flexibility

9.3. All employees shall be made aware of the requirements of the Health and Safety at work regulations and such other information which covers the Safe operation of the company's equipment and processes

9.4. At least one member of the staff shall be responsible for first aid and this shall be recorded on the training record spread sheet use staff appraisals

9.5. The training record spread sheet shall be maintained by Administration. The Operations Manager and Operations Assistant are responsible for reviewing training needs with the Managing Director at least annually, to determine requirements foreseen for the next 12 months and then prepare a programme for implementation

9.6. Training requirements may become necessary due to:

- Changes in work practice
- New customer requirements
- Changes in environmental or health and safety requirements.
- Introduction of new processes or services
- Introduction of new tools or equipment
- Request from Supervisor or member of staff.
- Refresher training.
- New Services Provided.

In each case timely training shall be given to ensure smooth changeover to the new requirements

10. Identification of Training

10.1. Training may be typically achieved by:

- Formal training courses at recognised centres
- On the job training
- Awareness of personal performance in order to self-analyse where improvements can be made.

10.2. Prior to training, the Manager/Supervisor should verbally discuss the course objectives with the delegate.

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10.3. Once training has been confirmed, attendance has been confirmed and all the details are set, text reminders will be sent to the attendees (with senior management included) with all details including the venue, times, dates and the type of course. Multiple reminders will be sent as the course date comes closer.

In addition to text reminders being sent out, all details of the training will also be added to the Training calendar on Outlook to keep management reminded. Any attendees who have provided an email address to receive reminders on, they will also be included on the Outlook reminder.

10.4. Upon completion of the training the Manager/Supervisor shall evaluate the training to determine if the delegate attained the required level of skill or competence expected from the training. This evaluation may be carried out over a period of time to allow the delegate to fully demonstrate the level of skill or knowledge achieved.

10.5. Once the line manager is satisfied that the delegate has demonstrated the required level of skill or competence, they should complete the Trainer Comments section of the training record within Easybuild.

10.6. The Operations Manager shall determine the future training needs to meet the company's present and future requirements at least once per year. Office Managers are responsible for identifying training needs and evaluating the effectiveness of training given. Staff can request training via their supervisor who will complete a training request form MSF 801 and pass it to the Operations Manager for consideration.

11. **Organisational Knowledge**

11.1. Organisational knowledge is identified and recorded in the knowledge register within the MS Planning Workbook.

11.2. Where possible organisational knowledge is shared with other members of staff to ensure the risk of loss of such information is minimised. This knowledge may be shared by use of the training methods described above or by documentation.

11.3. Where organisational knowledge cannot be shared, the risks shall be identified and recorded in the risk and opportunities register in the MS Planning Workbook