



QUALITY PROCEDURE

TRAINING

ISSUE 02

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PURPOSE

The purpose of this procedure is to control the arrangements for establishing and documenting the qualifications, experience, proficiency and training of personnel and for selection, induction and training.

SCOPE

This applies to all staff and operatives working for the Company whose specific positions affect the quality of the works.

RESPONSIBILITY

THE MANAGING DIRECTOR (MD) has overall responsibility for the training of personnel in the Company, for review of annual appraisals and for advising the Department Heads of requirements or changes. The MD also has overall responsibility for organizing the effective engagement and disengagement of personnel, for liaison with all personnel to identify training needs, for ensuring that training is satisfactorily carried out and for maintaining personnel and training records.

QUALITY MANAGER (QM) has responsibility for identifying training needs to the MD. QM is responsible for ensuring that only those personnel who have satisfactory qualifications, training or experience undertake specific tasks.

THE SITE MANAGER (SM) is responsible for ensuring that induction of personnel at site takes place (including the maintenance of training records) and for advising the QM of other on-site training needs when requested. The SM also has overall responsibility for the induction and all other training at site,



1.0 PROCEDURE

1.1 Registering Personnel

The MD retains records for employed staff persons including application details any references taken up, conditions/offer and acceptance of employment, current position and contracts/Curriculum Vitae details and annual appraisal details. For reference the MD also retains job description sheets for some key positions, which show appropriate qualification or experience required for the position specified by the Company.

1.2 Registering Training and Qualifications

Training records of all the staff for the Company is maintained by the MD, including name, position, title, date of starting and finishing on contracts, relevant qualifications (brief details of education and experience), training received (brief details) and directions from managers as to training required.

1.3 Register of Site Operatives

A register of site operatives is maintained on site or in the area office indicating site operative qualifications. The SM or nominee maintains this. Supporting records for operator qualifications are also held and maintained.

1.4 Induction

As soon as it is practicably possible after recruitment/appointment, personnel are given induction appropriate to their position. The induction includes relevant aspects of the management system, including safety, quality, commercial matters and other items e.g. security and conditions of employment. For staff the induction needs are recorded on an induction record card provided by the MD inside a folder of employee information.

The induction record card is returned to the MD for staff. For operatives inducted at site, the SM or QM nominee retains appropriate records.



1.5 Training Needs

Senior personnel identify the training needs of personnel within their control. Staff training is identified as a result of regular formal appraisal (normally annually).

Generally training of Company technical and supervisory staff is implemented by two complimentary methods: -

- a) On the job training – by giving members of staff opportunities for responsibility under guidance of more experienced people.
- b) Off the job – through Company in-house courses conducted either on site at head office, and/or through externally organized courses.

The training of operatives may be carried out on site. Safety training is conducted by the appointed Safety Advisors. Specialized training in use of tools and the application and installation of proprietary construction materials and components is normally agreed with manufacturers' representatives. In this instance proficiency is demonstrated either through assessment and/or by written examination and/or qualification test, as appropriate.

Records of all training are maintained by the MD for staff and by the Site Manager nominated appointed person for operatives. As a minimum the record includes name, position, training course details and date/duration, together with any certificate/examination pass result.



1.6 Review

Review of operative proficiency is an on-going process carried out by Site Managers, where any action is required this is identified to the QM who takes and records appropriate action.

Review of other personnel individual proficiency is carried out by appraisal, normally annually. Appraisal forms are provided to Managers for the purpose. They are used/completed as directed by the MD. On completion they are returned to and retained by the MD.

A review of overall personnel proficiency is carried out annually. This review is summarized in report form by the MD and presented at a Senior Managers Review meeting. This assists in identifying any skills or areas of qualification not present in the Company, which may be required.