SECTION S11 - TRAINING CONTROL

OBJECTIVE

To ensure that all staff possess the required knowledge and skills for performing their jobs. All staff should be aware of the relevant requirements of the QEMS pertaining to their job functions and importance of continual improvement in order to meet organizational goals. Training needs are identified and learning activities are delivered to match the training needs. The procedure addresses issues relating to:

- Induction training for new staff;
- Determining competency needs;
- Determining competency gaps and identifying training needs;
- Drawing up a training plan;
- Providing training;
- Evaluating the effectiveness of training; and
- Maintaining training records.

RESPONSIBILITIES

The Director-in-charge is responsible for initiating training for all staff. The HR ***Executive*** will arrange all training as well as maintain and update the training records of each and every staff. The Librarian will obtain the training materials from the Trainee for keeping in the Company Library.

PROCEDURES

1. Induction Training for New Staff

All new staff will be given induction training by the HR ***Executive***. The induction training will cover:

(a) The organisational structure

(b) Standards of performance at work

(c) Staff benefits

(d) The Quality and Environmental Management System Procedures, Policy and Objectives as well as other office and working instructions/manuals

(e) Environmental Risk Assessment

(f) Waste Management

(g) Emergency Preparedness

Induction training on IT will be provided by the IT Specialist.

The Immediate Superior of the new staff will give a briefing to the new staff on their work and duties to be performed as well as the Quality and Environmental Management System requirements relating to their work and duties.

As part of the induction training, all new staff will read and understand the contents of the Employee Handbook and acknowledge that they will comply with the rules and regulations contained herein. Such acknowledgement will be done within one week from the commencement of employment.

Records of induction training shall be kept by the HR ***Executive***.

2. Identification of Training Needs

Training needs are identified through:

(a) General training needs, identified at the annual staff appraisal.

(b) Career development objectives, linked to assignment of new or additional Project responsibilities.

(c) Continuing Professional Development needs, met by external courses, seminars or professional institute activities or internal courses promoting technical and environmental awareness.

A training plan is prepared and scheduled annually with periodic updates.

The Director-in-charge will identify relevant courses, seminars and workshops, and will nominate specific staff to attend them.

For internal seminars arranged by the Director-in-charge, whether given by external speaker or in-house personnel, all staff are generally encouraged to attend them.

All staff are encouraged to identify their own training needs and discuss with the Director-in-charge the learning programs that match the training needs.

3. Training Evaluation

Evaluation helps determine whether the training has matched the training needs.

Evaluation will be made for both internally and externally conducted training courses, seminars, workshops etc.

(a) By the Trainee

All staff who have attended any course, seminar and workshop will be required to provide an evaluation on the courses etc. attended. The evaluation shall cover:

* Course contents and materials provided
* Delivery of the course, seminar and training
* Relevancy of the course to their career development and scope of work
* Suggestions for improvement
* Mode of knowledge sharing with colleagues

(b) On the Trainee (by the Immediate Superior)

The effectiveness of the training given to the staff will be evaluated using one or a combination of the following methods:

* Test
* Interview
* Assignment
* Monitoring/supervision
* Certification by the Trainer

4. Records of Attendance

The HR ***Executive*** will ensure that records of attendance of staff are kept for all courses, seminars, workshops and in-house training. The HR ***Executive*** is responsible to maintain and update the Annual Training Record of each and every staff.

5. Record of Training Materials

The Librarian will obtain copies of the training materials from the Trainee and arrange for them to be catalogued and kept in the Company Library.

6. Appointment of Internal Auditors

Before a staff is appointed to act as an internal auditor, he has to attend and fulfill the requirements of a formal internal audit course.

REFERENCE

Form S11.A	-	***New Staff Induction Training Form***
Form S11.B	-	**Attendance Record**
Form S11.C	-	**Training Evaluation Record**
Form S11.D	-	**Training Plan**
Form S11.E	-	**Annual Training Record**