

TRAINING AND AWARENESS

Purpose

The purpose of this procedure is to describe the process by which individual training needs are determined, performed and documented.

Application

The procedure applies to all employees of North Side Petroleum LLC.

Procedure

1. Department Managers are responsible for ensuring that all individuals performing work which affects the quality have been properly trained and that training was effective.
 - 1.1 All newly hired employees will receive general orientation training which consists of the following:
 - 1.1.1 Safety training
 - 1.1.2 Quality systems and Quality Policy training
 - 1.1.3 North Side policies
 - 1.2 Master Training Checklists
 - 1.2.1 The Training Matrix identifies training requirements by job category and by miscellaneous functional skills.
 - 1.2.2 It is the responsibility of the Operation Manager to ensure that the training forms are completed.
 - 1.3 Training Documentation
 - 1.3.1 Personnel already qualified for a task by a supervisor in that area may be considered qualified to provide the training.
 - 1.3.2 For new hires or employees moved into new positions, the Office Manager gives the supervisor the job description for the employee. The supervisor may assign a senior employee the task of training the employee.
 - 1.3.3 The trainer checks off the tasks listed on the job description, then both the trainer and the trainee sign-off on the job description once they are satisfied that the trainee has the knowledge and ability to perform the task with little or no supervision.
 - 1.3.4 As practical, on-the-job training is documented in the Training Matrix.
 - 1.4 External Training
 - 1.4.1 Training needs that exceed in-house capabilities will be identified by the top management.
 - 1.4.2 External training will be documented with certificates of completion, copy of course outline or other suitable evidence to document the nature of the training.
 - 1.5 Evaluation of Training Needs
 - 1.5.1 Top management is responsible for identifying any new or additional training needs.

- 1.5.2 At least annually, during management review, top management assesses the overall status of training of the current workforce and determines if additional overall or specific training is indicated.
2. Training effectiveness evaluation
 - 2.1 The following methods and approaches are used for evaluating the effectiveness of training provided:
 - 2.1.1 Following competency or skill training employees are evaluated by their supervisors or departmental managers. This evaluation assesses whether a particular training has achieved its objectives and the employee is sufficiently competent and/or skilled to perform the new job function for which he or she was trained. Results of this evaluation are filed in the individual employee's Training File.
 - 2.1.2 The North Side Corrective and Preventive Action Form includes a box where the decision to train or not is made. System failures or non-conformances that result from inadequate training are followed up by focused training of the employees responsible for the nonconformance.
 - 2.1.3 Training and awareness programs and their effectiveness are evaluated during management reviews. This includes discussion of any specific training programs that have been conducted.