

# Quality Procedure

Human Resources & Competence

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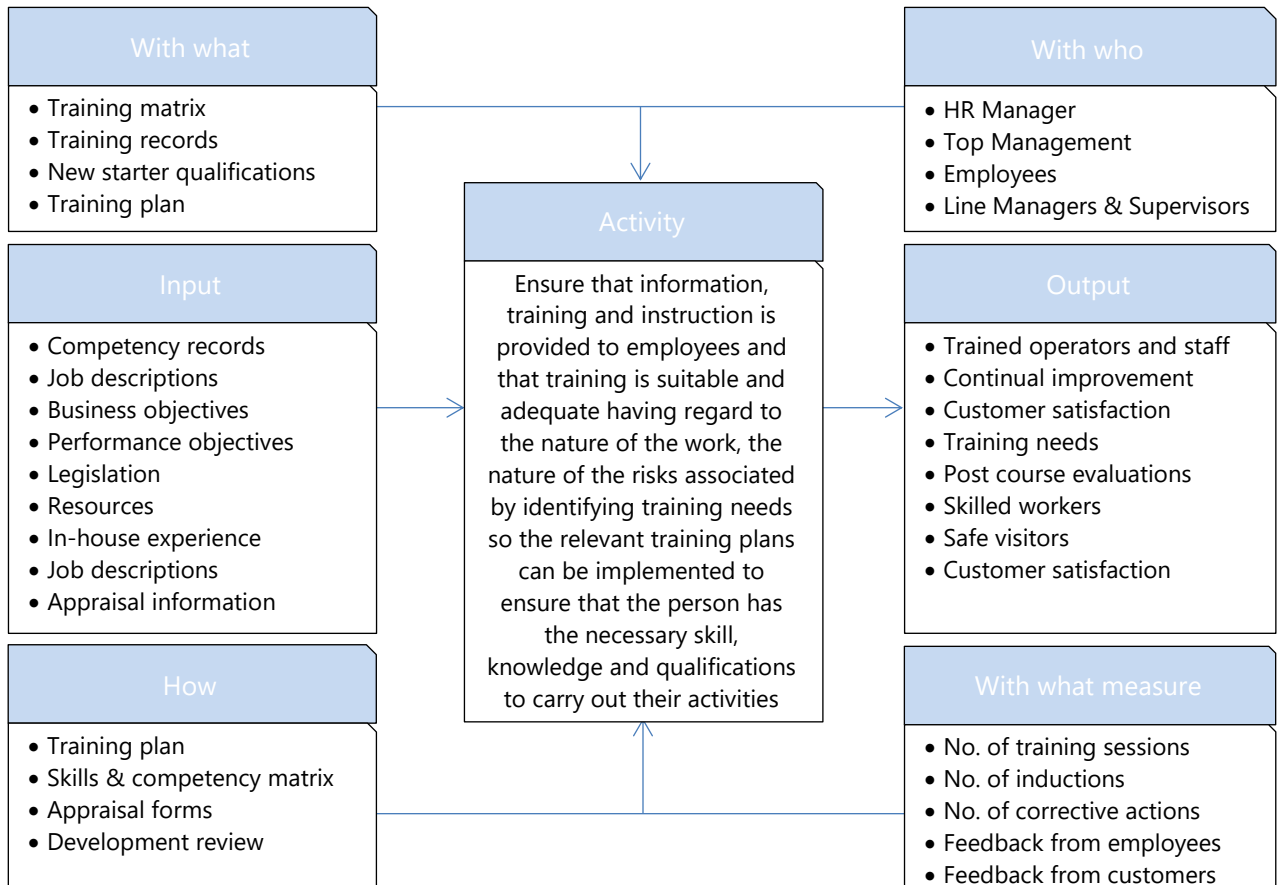
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# 1 Human Resources & Competence

## 1.1 Introduction & Purpose

The purpose of this procedure is to define **your organization's** process for employing and empowering human resources by identifying and roles, responsibilities and authorities, identifying training needs, providing opportunities for attaining competencies, assessing the effectiveness of training, and for planning, reporting and retaining associated training files and records.

### 1.1.1 Process Activity Map



### 1.1.2 References

Standard	Title	Description
BS EN ISO 9000:2015	Quality management systems	Fundamentals and vocabulary
BS EN ISO 9001:2015	Quality management systems	Requirements
BS EN ISO 9004:2018	Quality management systems	Guidelines for performance improvements

### 1.1.3 Terms & Definitions

Term	ISO 9000:2015 Definition
Competence	Ability to apply knowledge and skills to achieve intended results
Training needs analysis	Review of education, training, skills, and experience needed to perform work
Awareness	Having knowledge, being informed, or fully briefed on the QMS

## 1.2 Application & Scope

All new personnel including temporary staff will receive induction training; the training will be conducted by the Human Resources Department and will be completed in the first month of employment. Training is given to improve and ensure that all personnel are suitably aware and trained in all aspects of their duties, responsibilities and job functions, as well as, [your organization's](#) quality management system and the requirements of ISO 9001:2015.

## 1.3 Responsibilities

[Top management](#) and the [Human Resources Manager](#) are responsible for:

1. Summarising major training initiatives and activities planned for a given budget year;
2. Ensuring that there are adequate resources for training;
3. Assigning relevant roles and responsibilities;
4. Ensuring that managers and supervisors undertake training relevant to their responsibilities.

[Line Managers](#) and [Supervisors](#) are responsible for:

1. Undertaking training relevant to their responsibilities;
2. Consider the implications on their department and plan training needs accordingly;
3. Implementation of these procedures in their area of responsibility;
4. Identifying training needs with employees;
5. Including relevant safety awareness information and items in team meetings;
6. Conducting toolbox talks at least once a week;
7. Following safe work practices and ensuring the safety of themselves and others whilst at work;
8. Reviewing copies of workers qualifications, licenses and certificates;
9. Ensuring that employees and contractors under their control are trained to complete their tasks;
10. Ensuring that employees are assigned only to tasks for which they are competent to perform;
11. Ensuring that contractors, sub-contractors and their workers have undertaken an induction.

[Salaried Employees](#) are responsible for:

1. Being aware of the risks and control measures associated with their job so they are not injured;
2. Obtaining and ensuring relevant licences, certificates and competencies required for their role;
3. Participating in identification of training needs;
4. Giving contractors, sub-contractors and their workers a local area induction;
5. Following safe work practices and ensuring the safety of themselves and others whilst at work;
6. Completing relevant inductions and training as directed by their Supervisor;
7. Providing copies of appropriate qualifications, licenses and certificates.

[Temporary Employees](#) and [Contractors](#) are responsible for:

1. Attending site specific induction training prior to commencing work on site;
2. Following safe work practices and ensuring the safety of themselves and others whilst at work;
3. Having appropriate licenses, permits and certificates for their tasks and that these remain valid;
4. Providing copies of appropriate qualifications, licenses and certificates.

## 1.4 Human Resources

### 1.4.1 Recruitment & Selection

**Your organization** is committed to understanding its resource needs and for ensuring appropriate levels of qualified and competent staff in order to provide the effective implementation and control of the QMS, to meet customer needs and to ensure a high level of customer satisfaction.

The **Human Resources Manager** reviews the requirements and identifies human resource needs when objectives are reviewed or as the need arises (e.g. to cover maternity leave, leavers etc.). The **Human Resources Manager** defines the competencies required for each position and draws up a job description as appropriate.

**Line Managers** and **Supervisors** with the authority to appoint workers ensure that new employees hold the required and current qualifications, certificates and licences for the position to which they are appointed. Employees are responsible for ensuring details of relevant qualifications, certificates or licences appear, are correct and are maintained.

To ensure that the best recruit is selected to meet the job requirements, all permanent and contract employees are selected on the basis of their skills, experience and competence. The recruitment and selection process is outlined below:

1. Identify staffing needs versus headcount and consider options (e.g. permanent, transfer or contract);
2. Define the tasks to be undertaken;
3. Define the responsibilities of the post-holder;
4. Define the skills and experience required;
5. Draw up the contractual terms [Refer to any Standard Employment Terms & Conditions];
6. Advertise the vacancy internally and externally, as appropriate;
7. Ensure that the interview and selection panel is suitably qualified;
8. Draw up short list of candidates;
9. Interview shortlisted candidates;
10. Take up references;
11. Make offer of employment and arrange a start date;
12. Liaise with the Payroll department
13. Arrange employee induction, orientation and introductions.

Initial training requirements are identified through this process using the *Employee Competency Assessment*. A training file is developed for each employee, including management, to assist in identifying and tracking employee training requirements and verifying that the personnel have received the planned training. This file is completed in accordance with current training guidelines.

### 1.4.2 Training Plan

**Top management** provide guidance on company strategy and objectives on an annual basis to all managers who consider the implications on their department and plan training needs accordingly, in line with the requirements of the company business plan. **Your organization** summarizes major training initiatives and activities planned for a given budget year.