Clause 7.1 - Training, Competency and Knowledge Management

**Purpose and Scope**

To ensure all relevant personnel are adequately trained, competent and informed in accordance with their position and IMS requirements.

**Associated Documents**

Position Descriptions

Induction Checklist

Human Resources Module.

Event Management Module.

**Procedure**

Commencement and Induction of New Employees:

1. Employee setup in Employee module
2. Before a new employee commences work, the employee's manager is to arrange for induction training in accordance with the induction checklist.
3. During the induction any training needs will be identified and logged in Employee module.
4. Once completed the induction checklist must be signed and dated by both the new employee and the employees’ manager.
5. A record of the induction is to be maintained in Employee module.

Initial Employee Assessment:

1. The employee’s manager assesses the employees’ competency against the skill set that has been established within the Skills/Qualifications Module.
2. The employee and the manager agree current competency and future training needs.
3. The Skills/Qualifications Module for that employee is updated by the employees’ manager or delegate. Any supporting records are also loaded into Mango at this time.
4. The next review date for any further assessment of the employee's competency and training needs is to be scheduled in the Events Management Module. Mango will automatically generate an email advising the manager and employee of the next review.
5. Scheduled training is also able to be captured within the Events Management Module, if necessary.
6. The employee’s manager is to ensure that training identified is undertaken, and whilst under training the employee is appropriately supervised, as may be required.

Further Assessment of Employee Competency and Training Needs

1. The employees manager is responsible for conducting:
   1. 90 day performance reviews.
   2. Ongoing performance reviews.
   3. Further assessment of employee competency and training needs.
2. The further assessments of employee competency and training needs are conducted using Mango and involves the following steps:
   1. Upon email notification from Mango, the manager will conduct an assessment of the employee.
   2. The employee and manager agree current competency, review training undertaken during the previous year and evaluate the effectiveness of it and decide on future training needs.
   3. The Skills/Qualifications Module for that employee is updated by the manager or delegate. Any supporting records are also loaded into Employee module at this time.
   4. The next review date for assessment of the employee's competency and training needs is to be scheduled in the Mango Events Management Module.
   5. Scheduled training is also able to be captured within the Events Management Module, if necessary.
   6. The manager is to ensure that training identified is undertaken, and whilst under training the employee is appropriately supervised.

Induction of Suppliers

1. Relevant suppliers must be inducted prior to commencement of work in accordance with the applicable induction checklist. Records of the induction are to be retained.
2. During the induction they will be advised of any potential hazards/risks together with information about required control measures and emergency procedures.
3. The induction is to also cover (as applicable):
   1. Quality Policies.
   2. Current IMS objectives, targets and plans.
   3. The importance of compliance with the IMS.
   4. Their contribution to the effectiveness of the IMS, including the benefits of improved performance.
   5. Potential consequences of non-compliance with the IMS requirements.

Training Providers

1. In-house training is to be conducted by appropriately skilled and competent trainers with relevant experience, depending upon the subject matter.
2. Training may be performed by suitably trained, qualified and experienced external service providers.

Knowledge Management

The following items are how we capture knowledge:

* Monthly Company meetings
* Scrum meetings
* Weekly development meetings
* Weekly marketing meetings
* Use of Wiki by the development team
* Use of Mango by all staff and partners
* Use of Hubpot (our CRM and our Marketing platform)
* Use of Mantis (our bug tracking software)
* Use of Xero (our accounting system)
* Use of Lynda.com (online training portal)

We capture this knowledge in each of these tools and share it amongst the company to ensure the knowledge is used in giving the customer value. We review the effectiveness and efficiency of these sources monthly in the company’s Management Review.

*References:*

|  |  |  |
| --- | --- | --- |
| **ISO 9001** | **ISO 14001** | **ISO 45001** |
| 7.1 | 7.1 | 7.1 |