

**QUALITY MANAGEMENT
PROCEDURE FOR TRAINING,
COMPETENCIES AND AWARENESS**

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1. APPROVAL

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2. PURPOSE

The purpose of this procedure is to outline **Insert Your Company** processes to ensure that the training, competencies and awareness needed to meet internal or external requirements are defined and that actions are taken to meet these needs.

This procedure also defines the responsibilities for planning, reporting and retaining records associated with training, competencies and awareness.

3. SCOPE

This procedure applies to all personnel whose job functions are associated with the internal or external requirements of **Insert Your Company**. Training is to be given to ensure that all personnel are suitably aware and competent in all aspects of their duties, responsibilities and job functions.

4. TERMS AND DEFINITIONS

Term	Definition
Competency	A combination of attributes including skills, training and experience, relevant to a specific work task or function that enables a person to undertake that work task safely or discharge their functions in accordance with company expectations.
Competency Assessment	The process of gathering and evaluating evidence (either through assessment by supervisors and authorized Assessors) to determine if an individual is competent to perform at the required standards for his/her job.
Competent Person	A person who has acquired, through a combination of training, qualification or experience, the knowledge and skill necessary to undertake their work safely or discharge their functions in accordance with company expectations.
Process	A set of interrelated or interacting activities which uses inputs to deliver outputs.
Recognition of Learning (RPL)	An assessment of the skill, knowledge and behaviours an individual has achieved outside the formal education and training system, through previous training, work experience or life experience. RPL assesses this unrecognized learning against the requirements of the qualification and set competencies, removing the need for duplicated learning.
Record	Document(s) stating results achieved or providing evidence of activities performed.
Registered Training Organization	A training organization registered by a State or Territory registering body in accordance with the Australian