SOP: Training Requirements for Document Users

This SOP outlines the **training requirements for document users**, detailing the necessary knowledge and skills needed to effectively access, interpret, and utilize organizational documents. It covers mandatory training sessions, competency assessments, ongoing education, roles and responsibilities, and methods to ensure compliance and document security. The purpose is to ensure that all document users are adequately trained to maintain accuracy, consistency, and confidentiality in handling official documents.

1. Purpose

To establish a standardized process ensuring that all document users receive adequate and effective training for accurate, consistent, and confidential document handling.

2. Scope

This SOP applies to all employees, contractors, and temporary staff who access, use, or manage organizational documents.

3. Definitions

- **Document User:** Any individual with authorized access to organizational documents.
- **Training:** Instructional activities and assessments to develop required competencies.
- **Competency Assessment:** Evaluation to confirm knowledge and skill acquisition.

4. Responsibilities

Role	Responsibilities
Document Control Manager	Oversees training content, approves materials, monitors compliance.
Supervisors/Managers	Ensure staff attendance, validate completion, provide feedback.
Document Users	Participate in required training, adhere to SOPs, maintain competency.
HR/Training Dept.	Facilitate training records, schedule sessions, maintain documentation.

5. Training Requirements

1. **Initial Training**
   - All new document users must complete introductory training within one week of hire or assignment.
   - Topics: Document Management System overview, document access protocols, confidentiality, and security procedures.
2. **Ongoing Training**
   - Annual refresher sessions for all users.
   - Additional training following system updates or procedural changes.
3. **Competency Assessment**
   - Users must complete and pass a knowledge assessment after training.
   - Periodic audits or spot-checks to ensure ongoing competency.
4. **Specialized Training**
   - Role-specific modules for advanced document handling and access permissions.
   - Security and privacy training for sensitive or classified document users.

6. Compliance & Record Keeping

- Attendance and completion records will be maintained in the training management system.
- Non-compliance is reported to HR and subject to corrective action.
- User access may be revoked if training is incomplete or assessment is failed.

7. Document Security

- Training emphasizes the importance of safeguarding confidential information.
- Users must report suspected breaches or unauthorized access immediately.

8. Review and Updates

This SOP is reviewed annually or upon changes to document management systems or policies. All revisions are communicated and integrated into training content.

9. References

- Organizational Training Policy
- Document Management Procedure Manual
- Information Security Guidelines