Standard Operating Procedure (SOP): Employee Training and Retraining Protocols

This SOP details **employee training and retraining protocols**, covering initial onboarding training, continuous skill development, compliance with industry standards, evaluation and assessment methods, refresher courses scheduling, documentation and record-keeping, and feedback mechanisms. The objective is to maintain a competent workforce by ensuring employees are well-trained, updated on new procedures, and consistently adhering to best practices and company policies.

1. Purpose

To establish a standardized process for onboarding, continuous training, retraining, and skill enhancement for all employees to ensure workplace competence, regulatory compliance, and alignment with organizational goals.

2. Scope

This SOP applies to all employees, contractors, and temporary staff across all departments.

3. Responsibilities

- **HR Department:** Oversee training planning, scheduling, and compliance.
- **Department Managers:** Identify training needs, coordinate sessions, and monitor participation and performance.
- **Employees:** Attend required training and retraining sessions and provide feedback.
- **Trainers/Facilitators:** Deliver training content and assess learning outcomes.

4. Protocols

4.1 Initial Onboarding Training

- **Objective:** Introduce new employees to company culture, policies, procedures, and role-specific tasks.
- **Timeline:** To be completed within the first 1-2 weeks of employment.
- **Modules Include:** Company overview, compliance basics, workplace safety, role-specific skills.

4.2 Continuous Skill Development

- Regular workshops, seminars, and e-learning opportunities scheduled throughout the year.
- Employees are encouraged to participate in at least one skill development program per quarter.

4.3 Industry Compliance & Regulatory Training

- Mandatory courses on regulatory and compliance changes as applicable to each department.
- Immediate rollout for all relevant employees upon new regulation updates.

4.4 Evaluation & Assessment Methods

- Written tests, practical demonstrations, and/or online quizzes upon completion of training.
- Performance reviews and one-on-one feedback sessions with supervisors.

4.5 Refresher Course Scheduling

Type of Refresher	Frequency	Responsible Party
Safety & Compliance	Annually	HR / Managers
Technical Skills	Semi-Annually or as needed	Department Heads
Company Policy Updates	Upon each major change	HR

4.6 Documentation & Record-Keeping

- Maintain digital records of enrollment, participation, and completion for all trainings.
- Training transcripts and certificates to be stored in employee personnel files.
- Access to training records strictly controlled in compliance with data protection policies.

4.7 Feedback Mechanisms

- Collect anonymous feedback after each training session via digital surveys.
- Regular reviews of training effectiveness by HR and management.
- Incorporate feedback for continuous improvement of training programs.

5. Revision and Review

This SOP is subject to annual review or as required by regulatory or organizational changes. All revisions must be approved by HR and relevant department heads.

6. References

- Company Employee Handbook
- Industry-Specific Regulatory Guidelines
- HR Policy Manual

7. Appendix

- Sample Training Record Log
- Feedback Survey Template
- Annual Training Calendar Example