

Standard Operating Procedure (SOP): Staff Training and Competency Verification

This SOP defines the processes for **staff training and competency verification**, detailing methods for assessing skills, delivering relevant training programs, and ensuring all employees meet required performance standards. The aim is to maintain a competent workforce through regular evaluation, ongoing education, and documented verification of abilities to enhance productivity and workplace safety.

1. Purpose

To outline procedures for training staff and verifying competency in assigned responsibilities, thereby ensuring high standards of performance and compliance with organizational and regulatory requirements.

2. Scope

This SOP applies to all employees, supervisors, trainers, and HR personnel involved in staff training and competency assessment processes.

3. Responsibilities

- **Supervisors/Managers:** Identify training needs, schedule training, and perform competency assessments.
- **HR Department:** Maintain training records and support training coordination.
- **Employees:** Participate in required training sessions and competency assessments.
- **Trainers:** Deliver training programs and facilitate assessments.

4. Procedure

1. **Identify Training Needs:**
 - Supervisors/Managers review job descriptions, performance reviews, audits, and feedback to determine training requirements.
2. **Develop Training Plan:**
 - Outline specific training objectives, content, schedule, and delivery methods (e.g., in-person, online, or blended).
3. **Deliver Training:**
 - Conduct initial orientation and role-specific training sessions.
 - Provide refresher courses as required (e.g., annually or when procedures change).
4. **Assess Competency:**
 - Perform skill assessments via written tests, practical demonstrations, or on-the-job observations.
 - Use standardized assessment forms and criteria.
5. **Document Verification:**
 - Record training attendance and competency results in the employee's file.
 - Maintain up-to-date competency matrices.
6. **Monitor and Review:**
 - Conduct periodic audits of training records and re-assess competency as needed.
 - Update training materials based on feedback and identified gaps.

5. Documentation

Maintain the following records:

- Training attendance logs
- Competency assessment forms
- Employee competency matrices
- Certificates of completion (when applicable)

6. Review and Revision

This SOP must be reviewed annually or when significant changes occur in process, regulations, or organizational structure.

7. Training and Competency Verification Log (Sample)

Employee Name	Role	Training Completed	Date	Assessment Method	Result	Trainer/Assessor
Alex Johnson	Laboratory Tech	Safety Protocols	2024-04-15	Practical Demo	Passed	K. Wilson
Mia Lee	Customer Service	CRM Software	2024-05-02	Written Test	Passed	S. Garcia

8. References

- Employee Handbook
- Regulatory Guidelines (as applicable)
- Job Descriptions
- Training Materials

Approval and Version Control

Version	Date	Prepared by	Reviewed by	Approved by
1.0	2024-06-01	HR Manager	Ops Director	General Manager