

Standard Operating Procedure (SOP): Staff Training and Orientation Protocols

This SOP details the **staff training and orientation protocols**, encompassing onboarding procedures, role-specific training modules, compliance and safety training, performance evaluation methods, mentorship programs, continuous professional development, and feedback mechanisms. The goal is to ensure new and existing employees are well-prepared, informed, and aligned with organizational standards and culture, promoting efficiency and workplace safety.

1. Purpose

To provide structured and consistent protocols for staff onboarding, training, and professional development, ensuring all employees meet performance, compliance, and safety requirements.

2. Scope

This SOP applies to all new hires and existing employees across all departments within the organization.

3. Responsibilities

- **Human Resources (HR):** Manages onboarding, maintains training records, and oversees compliance requirements.
- **Department Heads/Supervisors:** Facilitate role-specific trainings and evaluate performance.
- **Mentors/Trainers:** Provide guidance, training, and support to new and current employees.
- **All Employees:** Participate actively in scheduled trainings and provide feedback.

4. Procedures

1. **Onboarding Procedures**
 - Issue offer letter and orientation schedule.
 - Conduct general organizational introduction and culture overview.
 - Complete administrative tasks (documentation, ID issuance, system access).
2. **Role-Specific Training Modules**
 - Assign training modules based on job description and responsibilities.
 - Schedule hands-on training sessions and assessments.
3. **Compliance and Safety Training**
 - Mandate completion of health, safety, and regulatory compliance trainings.
 - Maintain up-to-date certificates and training records.
4. **Performance Evaluation Methods**
 - Schedule periodic evaluations (e.g., 30/60/90 days for new hires, annual for all staff).
 - Use standardized evaluation forms and criteria.
 - Document performance outcomes and improvement plans.
5. **Mentorship Programs**
 - Assign mentors to new staff for initial 90 days or as needed.
 - Schedule regular check-ins between mentors and mentees.
6. **Continuous Professional Development (CPD)**
 - Encourage participation in internal and external development opportunities.
 - Track CPD hours/certificates.
7. **Feedback Mechanisms**
 - Solicit feedback through post-training surveys and regular staff meetings.
 - Implement improvements based on feedback analysis.

5. Documentation and Records

All training records, certificates, performance evaluations, and feedback forms must be securely maintained in the HR management system for a minimum of five years.

6. Review and Updates

This SOP is reviewed annually or as needed to ensure compliance with regulatory requirements and organizational changes.

7. References

- Company Employee Handbook
- Health & Safety Regulations
- Industry Training Standards

8. Revision History

| Version | Date | Description | Author |
|---------|------------|----------------------|---------------|
| 1.0 | 2024-06-01 | Initial SOP creation | HR Department |