

SOP: Staff Training and Awareness Protocols

This SOP details **staff training and awareness protocols**, encompassing the planning, development, and implementation of training programs designed to enhance employee knowledge, skills, and compliance with company policies. It includes identifying training needs, delivering effective educational sessions, tracking progress, and evaluating the impact of training activities to foster a knowledgeable and competent workforce aligned with organizational goals.

1. Purpose

To establish a systematic approach to staff training and awareness, ensuring all staff members possess the required knowledge, skills, and understanding to perform their duties efficiently and in line with company policies and regulatory requirements.

2. Scope

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

3. Responsibilities

Role	Responsibility
HR/Training Manager	Oversee development, scheduling, and delivery of training programs. Maintain training records.
Department Heads	Identify departmental training needs and ensure staff participation.
Trainers/Instructors	Deliver training sessions and assess participants.
Employees	Participate in required training and apply learned knowledge/skills.

4. Procedure

- 1. Identify Training Needs**
 - Conduct annual training needs assessments via surveys, interviews, and performance evaluations.
 - Identify statutory, regulatory, and role-specific training requirements.
- 2. Develop Training Programs**
 - Design content addressing identified needs (e.g., policy updates, compliance, technical skills).
 - Choose delivery method: online, in-person, blended.
- 3. Schedule and Communicate Training**
 - Create annual training calendars.
 - Notify staff of mandatory and optional sessions.
- 4. Deliver Training**
 - Conduct sessions as per the planned schedule.
 - Ensure attendance is recorded for compliance tracking.
- 5. Training Evaluation and Feedback**
 - Assess participant understanding via quizzes/tests.
 - Collect feedback for future improvements through evaluation forms.
- 6. Maintain Training Records**
 - Update training logs and certificates in employee files.
 - Monitor completion for compliance audits.
- 7. Continuous Improvement**
 - Review and update training materials annually or as needed.
 - Act promptly on feedback and audit findings.

5. Documentation

- Training Needs Assessment Forms
- Annual Training Plan/Calendar
- Attendance Registers
- Training Materials and Handouts
- Evaluation and Feedback Forms
- Training Records (physical/electronic)

6. Review and Update

This SOP should be reviewed at least annually or following significant changes in regulations, company policies, or identified training needs.

7. References

- Company Policy Manual
- Applicable Regulatory Training Standards

8. Revision History

Version	Date	Description	Author
1.0	2024-06-30	Initial version	HR Department