
1 Purpose

- 1.1 The following controls have been established by MAS Solutions to ensure the competency of all personnel performing work under the organization's control whose work affects the performance and effectiveness of this Business Management System (BMS).

2 Responsibilities

- 2.1 MAS' Management Representative will establish a BMS awareness program for all personnel, and provide job-specific training for individuals responsible for BMS related activities.
- 2.2 The Management Representative will conduct awareness sessions for other Managers and Supervisors to introduce them to the requirements of MAS' Business Management System (BMS).
- 2.3 Managers and supervisors will conduct awareness sessions for all individuals performing activities covered by the requirements of this BMS.
- 2.4 The identification and fulfillment of all other personnel training needs shall be the responsibility of the responsible supervisor.

3 General (all personnel)

- 3.1 All persons doing work under MAS' control shall participate in a BMS awareness program to ensure that they have an adequate understanding and awareness of:
- 3.1.1 The BMS Policy;
 - 3.1.2 Relevant BMS Objectives;
 - 3.1.3 Their contribution to the effectiveness of this BMS, including benefits of improved performance;
 - 3.1.4 The implications of not conforming with BMS requirements.
- 3.2 Specific personnel training needs shall be evaluated by their direct supervisor upon hire and on an periodic basis thereafter. This evaluation shall take into consideration work activities to be performed by the individual, and the level of competency that is required.
- 3.3 Training shall be administered in a timely manner, as appropriate to the critical nature of the need identified. *Training should be given as soon as possible, as scheduling permits.*
- 3.4 Under no circumstances, shall an employee be allowed to perform activities without appropriate training or continue performing an activity, without remedial action, once non-conforming performance has been identified.

4 Full-Time Employees

- 4.1 Within 30 days of hire, employees shall receive the following:
- 4.1.1 BMS awareness training,
 - 4.1.2 Training on other MAS policies, procedures and any applicable regulations and/or statutes, and
 - 4.1.3 Job or task specific training, as needed.

**Note: For employees hired prior to the establishment of this BMS, a documented review may be performed to establish the competency of these employees relative to the above. BMS awareness training shall be required for all personnel.*

- 4.2 All full-time employees shall be subject to a 90-day review (probationary) period, during which time their performance will be evaluated to ensure their ability to meet specified quality requirements.
- 4.3 Upon successful completion of the 90-day review period, each employee shall then be subject to an annual competency/performance review by their direct supervisor. As part of the annual review, the employee's performance-to-date shall also be considered.

5 Supplemental training (all personnel)

- 5.1 Supplemental training shall be given, on an as-needed basis, as determined by the Management Representative or the individual's direct supervisor.
- 5.2 When an individual changes positions, their previous training will be reviewed. New and/or supplemental training requirements will be identified and training given on a timely basis as needed.

6 Evaluation methods

- 6.1 Training effectiveness, competency and/or awareness may be evaluated through a variety of methods, which include, but are not limited to:
- 6.1.1 end-of-course scores;
 - 6.1.2 course critiques;
 - 6.1.3 instructor evaluations;
 - 6.1.4 periodic evaluations;
 - 6.1.5 on-the-job observations; and
 - 6.1.6 client feedback, including complaints.

- 6.2 Specific evaluation methods used shall be based on the nature of the program and the specific outcome desired. As a minimum, all personnel shall receive regular competency evaluations and be subject to on-the-job observation.

7 Records

- 7.1 Training plans for MAS personnel, and their fulfilment, shall be documented on an Employee Training Matrix (Form 0720.1 or electronic equivalent). *Group training should be documented on Form 0720.2.*
- 7.2 Training entries shall be accompanied by program documentation, as available, identifying the training that was performed, its duration, the subject(s) covered and the results of any trainee assessments given, if applicable.
- 7.3 Training records shall be maintained by Human Resources in accordance with QP.0750, *Documented Information.*

8 Revision History

Revision	Date	Description of Change	Approval
0	11/01/15	Initial Release	SR