

# PROCEDURE

Title: **Training**

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Department: <b>Company</b>	Sect./Classification: <b>Human Resources</b>	Author: <b>J Bates</b>	Approver Role: <b>Manager - Human Resources</b>

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**1.0 PURPOSE**

To describe the training processes followed at QAL. Incorporating Induction and Plant Orientation requirements, site and section mandatory training obligations and outlining expectations for employees and contractors regarding competency requirements to perform tasks on the QAL site.

To describe the process of training, including identification, development and review of material, scheduling and recording, from when a QAL employee joins the company until they are fully competent to perform all aspects of their role.

To summarise the process flow of the operations traineeship and the roles accountable for assisting the development of employees. Employee personal development requirements and how to request external training.

**2.0 SCOPE**

This procedure applies to all QAL Employees and Contractor employees unless otherwise identified by their contract co-ordinator based on contractual requirements. References to Induction may be also applicable to site visitors.

This procedure has been split into sub categories where required referring to:

- Induction and Orientation
- Site Mandatory training
- Training

**3.0 RESPONSIBILITIES**

**3.1 Manager Human Resources**

Responsible for the overall administration of this procedure and subsections.

**3.2 Senior HR Specialist - Training**

Responsible for the design of training systems across site. This includes co-ordination of content development and review ensuring validity of training material, conducting TNA's and gap identification, overseeing facilitation and record keeping in line with Site and Government policies.

**3.3 All Employees, Contractors and Visitors**

Responsible for completing training on tasks required to be performed as part of their role. Only undertaking and completing tasks that they have been adequately trained and deemed competent for. NB Visitors are not permitted to be conducting work and therefor this only relates to a visitors induction

**3.4 Induction and Orientation**

**3.4.1 Learning and Development Officer**

- Management of the online induction system
- Co-ordination of the site safety induction and plant orientation program including facilitation as required
- Review and update of training material on a biannual basis or when changes arise

**3.4.2 L&D Administrative Assistant**

- Administration of the approval process for contractors registering for the online Induction, and providing advice about this process to contract administrators
- Organising and scheduling the plant orientation for new employees and SME's

**3.4.3 Field Training Officers**

- Facilitation of the Site Safety Induction
- Deliver or ensure the delivery of induction walkarounds to new employees (QAL and contractors)

**3.4.4 QAL Contract Supervisor**

- Ensure that all contractor personnel under their supervision have received the correct QAL inductions and hold the required competencies
- Approve registrations for online QAL Site Inductions
- Ensure that contractor training Qualifications are logged in SAP prior to work commencing

**3.4.5 Contracting Companies**

- Alliance and other contractors with system access shall ensure that contractor & sub-contractor qualifications are recorded in SAP against the employee's record and arrange any additional training where required
- Other contractors without SAP access shall maintain an Excel spreadsheet of qualifications and training records for their employees and subcontractors. A current copy of the spreadsheet shall be provided to the QAL Contract Supervisor before site work commences, and updated to reflect any changes to training requirements and/or personnel during the contract

**3.5 Mandatory Training****3.5.1 Learning & Development Officer**

- Management of site mandatory training topics in line with site HS&E and HR policies and statutory requirements including development and review of content for currency in liaison with SME's
- Schedule monthly topics into WBT format and communicate to employees each month
- Report on site compliance, actioning outstanding qualification with area Superintendents

**3.5.2 Field Training Officers**

- Maintain and display crew mandatory training matrices in each Toolbox area

**3.5.3 Superintendent**

- Maintain personal mandatory training qualifications
- Support and encourage subordinates to complete mandatory training topics in a timely manner
- Audit section teams monthly for compliance against mandatory training completion

**3.5.4 Direct Leader / Supervisor**

- Maintain personal mandatory training qualifications
- Ensure all team members undertake the appropriate training

**3.5.5 QAL Contract Supervisor**

- QAL Contract Supervisor are responsible for the management and co-ordination of the contract to ensure that all contractor personnel have undertaken the correct Mandatory training

**3.5.6 All Field-based and Non-Field-based Employees**

- Maintain personal mandatory training qualifications

- Support field based employees in completion of mandatory training where required

### 3.6 Training

#### 3.6.1 Department Managers and Superintendents

- Approval of area employee SAP qualification profiles liaising with FTO's to identify any changes in equipment or procedures / gaps
- Identifying and approving professional development activities or other external training
- Maintain a comprehensive knowledge of the Competency standards reflective of employee required competency levels

#### 3.6.2 Direct Leader / Supervisor

- Identifying the training & qualification requirements for the roles reporting to them
- Identifying an individual's training needs against role requirements
- Support FTO's in application of individual training plans and certificate 3 progression
- Ensuring adequate time is allotted and training scheduled for direct reports
- Ensuring that direct reports are only allocated tasks that they have been appropriately trained to perform
- Selecting and supporting appropriate mentors from within the shift crews where required

#### 3.6.3 Learning and Development Officer

- Assist in identifying training and qualification requirements across site
- Management and application of the Certificate 3 in Process plant operations
- Management of the Registered Training Organisation (RTO) and associated national competency training, complying with all legislative requirements
- Oversee the development of the annual training calendar and SAP bookings to allow adequate opportunity for all employees to attend required training.
- Assist with co-ordination of external training and logistics

#### 3.6.4 Learning & Development Administrative Assistant

- Development and schedule site wide training calendar
- Monitoring course vacancies and process participant and room bookings, providing notifications to attendees regarding logistical requirements
- Data entry of training documentation and attendance record where required.
- Development of new training courses in SAP
- Processing all external service PO with cost allocation to applicable cost centres
- Management of TEAS and Employee Education Assistance application and claims

#### 3.6.5 Field Training Officers

- Management and implementation of the training system in the operations sections ensuring each employee has a specific plan for training module completion and further development identified by their leaders
- In field training of area operations staff on all section modules, and follow up guidance for shift mentors to continue training progression on back shifts
- Identifying gaps in training/mentoring systems in their section/service group with actions taken to rectify
- Track progress of new employees through area training modules, facilitate theory and practical assessments, and keep records up to date in SAP LS
- Ownership of area training material. Conduct regular review and update of all documentation ensuring equipment and process updates are captured
- Facilitation of classroom training where required

**3.6.6 On Shift Mentors**

- Supporting the training process as directed by FTO's or direct leaders
- Ensuring all employees are working in line with site requirements using approved procedures and coached in safe work practices
- Communicating concerns with their direct leader and FTO
- Maintaining their own competencies

**3.6.7 Employees**

- Employees are responsible for assisting in the identification of their training needs via Employee Self Service, my Training in Portal or via the Personal Effectiveness Review process (PER), attending training as directed and only performing tasks that they have been trained in, in accordance with legislative and QAL Standards
- Keep current any licence, ticket or qualification required by statutory bodies to perform their role

**4.0 REFERENCES**

P011.010 Control of Entry to and Exit from the Plant  
 P301.062 Training Policy  
 P301.067 Fitness for Work  
 P315.205 QAL Health Monitoring  
 P703.003 Document Control Procedure  
 P703.047 RTO procedure  
 P802.001 QAL Contractor Management

**5.0 DEFINITIONS****5.1 Field Based Employee**

All QAL and Contractor employees whose role requires that the majority of their work be based in the field, i.e. working in areas of the plant such as workshop, operational and maintenance areas.

**5.2 Non Field Based Employee**

All QAL and Contractor employees whose role requires that the majority of their work be based inside in an office.

**5.3 Operations Trainee**

Fixed term employee undertaking a Certificate III in Process plant operations.

**5.4 Category 1, 2 or 3 Contractor**

Contractors as defined in P802.008 QAL Contractor Management – Contractor Categories.

**5.5 QAL Contract Supervisor**

Contract Supervisor is the QAL employee who has been charged with accountability for a specific contract company or work scope. A contract supervisor can hold any position within the business (not limited to the Contractor management team) but must have completed extra training and be fully aware of their accountabilities prior to overseeing a contract employee.

**5.6 Direct Leader / Supervisor**

Supervision is a generic term used to describe people who control work processes. This term covers titles such as, Team Leader, In Charge Person, Leading Hand, Supervisor, Acting Supervisor, Foreman, Coordinator, Responsible Person or Mentor.

A direct leader is titles as above who is directly above another in the QAL organisational structure and accountable for providing direction to subordinates.

**5.7 Personal Identification Access Badge**

A personal identification access badge is issued to individual QAL and contractor employees once they have met all the QAL site pre-requisites and successfully completed the online Site Induction. This badge allows individuals to enter and exit the main areas of site without an escort, if entry into a process area is required the individual must attend the site safety induction.

**5.8 Visitor**

A person visiting QAL and not performing work. A visitor must be escorted by a fully inducted QAL employee at all times or authorised contractor.

**5.9 Emergency Work**

Critical work to rectify plant following high risk safety or environmental incidents or significant production losses. Asbestos removal and demolition work are not covered under this clause.

**5.10 Plant Mandatory Training**

Topics covering statutory and procedural requirements, improvement programs etc. which all employees on the plant shall review.

**5.11 Section Mandatory Training**

Topics covering section specific requirements which all people within a specific section must complete.

**5.12 Competent**

A person is deemed competent if they can demonstrate the knowledge, skills and personal attributes required to perform a job consistently.

**5.13 Mentor**

An experienced and trained person nominated by Supervision, competent within the section/or service group's activities, who guides the learning activities of another in the acquisition of new skills and knowledge.

**5.14 QAL Procedures**

Legislative requirements, QAL Process Picture Maps (PPMs), Work Instructions and other documented standard operating procedures that define best practise and which must be followed to perform a task safely.

**5.15 Core Training**

Basic training provided to Non Trade AP's at the commencement of employment (first 4 weeks). Consisting of generic skills used across site such as, risk assessment, safe hand and power tool operation, pump and valve identification etc.

**5.16 Foundation Training**

Section based training module covering the underpinning knowledge required to safely work unsupervised in that section.

**5.17 Area Training Modules**

Each Operating section has a set of Training modules for the specific equipment in the section. The training modules cover the process flow and equipment used in that section and comprises of a theory assessment and practical task observations to deem competency.

**5.18 Course Administrator**

The person responsible for coordinating a particular training course, SAP Data entry and document management. The contact person for queries, late additions and cancellations.

**5.19 Professional Development Activities**

Seminars, conferences and training activities that are primarily held to update and develop the knowledge, skills and/or abilities of individuals within their role or business function.

**5.20 Emergency Work**

Critical work to rectify plant following high risk safety or environmental incidents or significant production losses. (Asbestos removal and demolition work are not covered under this clause.)

**6.0 ACTIONS****6.1 Induction and Orientation****6.1.1 Induction Process and Requirements for Entry to Site**

Attachments 7.1, 7.2 & 7.3 show the process for QAL employees, Contractors and Visitors to gain access to the site.

- Attachment 7.1 details the process QAL employees and Contractors
- Attachment 7.2 details the process for Visitors
- Attachment 7.3 details the process for Contractors who do not hold a Personal Identification Badge gaining access to the site for emergency work

The attachments also show validity periods. Any variations to this process may only be authorised by the Health, Safety and Security Superintendent.

**6.1.2 QAL Online Induction**

The QAL online Induction is designed to welcome and inform persons of topics specific to QAL including HSE, Mandatory training and QAL Policies and Procedures.

HR Recruitment Staff will send the link and password to new QAL employees to undertake the induction. Contractors must register and receive approval from their QAL Contract Supervisor to undertake the training.

To obtain a Personal Identification Badge contractors must successfully complete the QAL Site Induction, and be in possession of legible copy of Current Medipass issued by occupational medical services OR Equivalent, as per procedure P011.010 Control of Entry to and Exit from the Plant.

Current Rio Tinto and Rusal employees are exempt from Medipass requirements.

The QAL online Site Induction is valid for two (2) years after which contractors (only) are required to re-register and successfully complete the induction to re-new their badge, subject upon the expiry of their Medipass.

Detailed instructions for registering and completing the Online Induction can be viewed on the QAL website under "Access to Site" or via Qnet>Training>Inductions.

**6.1.3 Medical**

All personnel required to work on QAL's site shall undergo a medical assessment to determine their fitness for work as specified in Policy 301.067 Fitness for Work. This is in the form of a pre-employment assessment undertaken as per section 6.6 of QAL's health monitoring procedure P315.205.

**6.1.4 Isolation Training**

Employees required to isolate plant or equipment or work on isolated plant or equipment will require additional training delivered by the QAL Safe Access Coordinator or approved delegate.

**6.1.5 Site Safety Induction**

All QAL Employees or contractors requiring unescorted access to process areas are required to complete the Site Safety Induction held weekly on Tuesdays.

This Induction covers important safety information and forms part of the site mandatory training required by legislation and under QAL policies, it has a theory assessment and a guided walk around of each section of the plant to identify specific safety and environmental hazards. Immediately following the classroom component of the site safety induction a practical red lock holder assessment is conducted for those participants who will be required to lock onto an isolation.

New employees will be booked into these courses by HR. New contractors will be booked in by their Contractor Supervision or their QAL Contract Coordinator.

**6.1.6 Visitor Induction**

The Visitor Induction shall be conducted at Plant Protection for all visitors to site. QAL personal requiring bringing a visitor on site will conduct the induction and escort this person for their visit. Contractor employees escorting visitors must be authorised by the Safety Superintendent by completing Request for Authority to escort visitors form found at Site Document Access - Forms - Health & Safety - Plant Protection & First Response.

**6.1.7 Maritime Induction (Wharf Access)**

Anyone who requires access ONLY to the QAL Wharf must obtain a Maritime Security Identification Card (MSIC) and complete the online QAL Maritime Induction. Persons only accessing the wharf may seek approval to undertake the online QAL Maritime Induction from the Shipping Logistics Officer on 4976 2749. Fully Inducted QAL employees and Contractors who require access to the Wharf in addition to the rest of site do not require an Online Maritime Induction but will require and MSIC.

**6.2 Content and Scheduling of Plant Mandatory Training****6.2.1 Plant Mandatory Training**

The Learning and Development Officer shall maintain the topics and frequency for Field and Non-Field Plant Minimum Compliance training. The frequency of review is based on a risk assessment as documented in Document Control Procedure P703.003.

Content for all mandatory topics is reviewed for accuracy and currency at least 1 month prior to delivery by an SME and returned to the Learning and development Officer for QA process.

In October of each year, the Learning and Development Officer shall review the current minimum compliance training plan in consultation with training module owners, make appropriate changes, and distribute the next year's plant minimum compliance training to all Managers, Superintendents and Plant Training Representatives. This plan shall be distributed by November each year and updated on the Portal under [Qnet/Training/Mandatory Site Training](#).

**6.2.2 Implementation**

The Area FTO shall display a matrix of Site Mandatory training qualifications in their section and assist supervisors with achieving their team competency requirements. Supervisors shall ensure each team member is allocated sufficient time to complete the training and has a good understanding of each topic. Superintendents will monitor section qualifications to ensure mandatory training is completed in the required timeframe.



**6.2.3 Contractors**

The QAL employee directly in charge of a contractor shall ensure that all required training and competencies have been completed and documented prior to work commencing with records accurately maintained throughout the contract timeframe. Attachment 7.4 outlines this process.

Alliance and other designated Contractors with SAP access are responsible for ensuring that Contractor & Sub Contractor current Licenses, competencies and training records to perform tasks under the contract are entered in SAP against the employee record.

Contractors who do not have SAP access shall maintain an excel spreadsheet of licenses and training records for their employees and subcontractors including copies of original licenses and certificates where applicable. A current copy of the spreadsheet shall be provided to the QAL employee directly in charge of the contractor before site work commences, who will ensure all required competencies area in place and current prior to commencing work.

**6.3 Training****6.3.1 Alumina Producer Non-Trades Training**

A specific training process is in place for Alumina Producer Non-Trades employees. This training commences with induction and orientation, and progresses through core training topics, section foundation training and area training modules.

Initial training will be conducted by the FTO's, once into the area module training support is provided by in field mentors and SME's with assessment conducted by FTO's.

Each employee will have an individual training plan developed for them which is mapped on a whiteboard in the section against required competencies. Regular formal meetings will be held with Supervisors, FTO, Mentor and trainees to review progress and set direction for the AP to work towards.

The Section Training Officer will create the qualification in SAP and store the hard copy in the person's training file.

**6.3.2 Alumina Producer Trades**

All Tradespeople must provide a copy of their trade certificate or proof of certification to their direct leader which will be entered into SAP prior to commencing work. The training process will commence with Inductions and Orientation and progress into maintenance foundation training for the section the AP will be working in. Maintenance work that requires legislative or specialized training must not be undertaken until trained and deemed competent. Courses will be scheduled in SAP by the course administrator and can be booked into by supervisors or contacting the learning and development officer or administration assistant. Requests for specialized training must be logged using a TR-043 external training approval form.

**6.3.3 Operations Trainee**

Operations trainees will following the process of a non-trade AP. In addition to this they will also maintain a record of their training and work in a logbook and be requested to attend additional training if requested. At completion of the area training modules a summative assessment of the section will be conducted by the Field training officer or the learning and development officer. Attachment 7.5 outlines the training process for New Operations Trainees.

**6.4 QAL Training Systems****6.4.1 Training Material Development**

Training modules (site wide and area specific), PPM's and Work Instructions shall be written in accordance with plant standards and approved and controlled through the Quality Assurance System.

Training Modules that form part of an AP Skill Requirement, Mandatory Environment or Safety competencies require approval from a relevant person:

- Section Superintendent or subject matter expert
- Health, Safety & Security Superintendent or delegate
- Environment Superintendent or delegate

Training modules that relate to QAL Policies and/or Procedures and do not form part of the AP skill requirements shall be approved by:

- The Manager/Superintendent who 'owns' the Policy/Procedure

The minimum documentation that shall be distributed for approval includes learning outcomes, module overview, content and assessment. The approval process will then continue as illustrated – see Attachment 7.6

#### **6.4.2 Training Material Review**

It is the responsibility of the Module Owner to ensure that the relevant training material is regularly reviewed in accordance with the QA guidelines.

All material must be reviewed for currency of information in relation to best operating practices, equipment modifications, legislative and safety changes and assessment evidence obligations. Review of all supporting documentation referenced in the training module must also be completed at the time of review and module approval.

#### **6.4.3 Requirements for communication/training on updated Training Material**

Administrative Change - No requirement for communication of change.

Change that impacts on the way we do work - The training modules shall be either re run in full, or changes communicated at toolbox, or team meeting.

Training modules re run in full shall have attendance recorded in SAP.

Where changes to Training Modules are communicated at Tool box or Team meetings, a record shall be kept of the Meeting, description of the Training Module change, and signed record of attendance recorded.

#### **6.4.4 Identification of Training and Development Requirements**

Each employee has a training profile in SAP identifying the training required for their role. Profiling and Profile Matchup reporting can be undertaken in [Managers Self-Service > Training Reports > Profile](#) and can assist direct leaders/supervisors in identifying the required training needs for individual employees. Direct leaders/supervisors shall utilise this in conjunction with the site competency standards to assist in creating person development plans.

The MoR in consultation with the employee may determine development requirements for future roles and career development.

Training and Development requirements, other than section specific training can be requested by discussion and approval from direct leaders and contacting the appropriate Field Training Officer or to the Learning and Development Officer. The Learning & Development Officer shall determine common training requirements and develop an annual training schedule. This schedule will be located on the Qnet and shall be finalised and distributed before the end of each year.

The Learning and Development administration assistant shall ensure that course information is communicated in advance. Supervisors and Field Training Officers should ensure attendees booked are aware of the training commitment.

Onsite training by an external provider, not coordinated by HR, shall be authorised by the relevant Department Manager.

Section specific training delivery shall be co-ordinated by the relevant Field Training Officer or other authorised person.

#### 6.4.5 Certificate III Process Plant Operations

The PMA30113 Certificate III in Process Plant Operations has been developed as a technical qualification for use in the PMA08 Chemical, Hydrocarbons and Refining Training Package.

Non-trade AP's working in Redside, Whiteside, Raw Materials and Turnaround have the opportunity to complete the Certificate III in Process Plant Operations as part of their section training. The certificate III is a 2 year program designed to run in unison with the core and section training material delivered by the field training officers and is a nationally recognised competency. The Certificate III is managed under QAL enterprise agreement RTO. For details please refer to P703.047 RTO Procedure.

#### 6.4.6 Traineeship

QAL offers fixed term traineeship positions for non-trade positions. The traineeship is managed in house by the Learning and Development Officer and runs for a period of 2 years. At completion of the traineeship the trainee will have had the opportunity to complete a Certificate 3 in Process Plant Operations if working in Whiteside, Redside, Raw materials or Turnaround and if working in the Boiler House a WH&S Advanced Boiler Operation Ticket.

#### 6.4.7 Recognition of Prior Learning

Applicants who consider that they have completed appropriate training or have skills gained through prior learning and experience stipulated for the unit of the course may be granted RPL upon substantiation of that claim. A person applying for RPL must first be nominated by relevant leader and recommendation sent to Learning and Development Officer.

### 6.5 Training Records

#### 6.5.1 On-Site Courses

In the case of courses conducted by QAL trainers, the course trainer shall ensure a Training Module Attendance Record (form TR-040) is completed and attendance electronically recorded in SAP. If the trainer is unable to access the SAP system, the Training Module Attendance Record (form TR-040) shall be forwarded to the Learning and Development Administrative Assistant.

In the case of courses conducted on-site by external providers, the Course Administrator shall also be responsible for ensuring a Training Module Attendance Record form is completed and attendance recorded in SAP.

#### 6.5.2 Off-Site Courses

In the case of external training, record of completion such as a statement of attainment or certificate of attendance should be provided to the Learning and Development Administration Assistant for data entry into SAP (where applicable) all specialised/unique training records of attendance should be kept by the attendee and their direct leader and be available on request.

#### 6.5.3 QAL Employees' Qualifications

Employee qualifications shall be recorded in SAP/LS. Copies of current licences held by the employee should be scanned in and attached to the equivalent qualification. Where formal Qualifications are required for a position the employee must ensure evidence of their formal qualifications are provided to their direct leader or the learning and development officer who will enter the qualifications in SAP/LS.

Hard Copies of all completed competencies and training will be filed in the employees section with the FTO or sent to the training centre for storage. Employees transferring to another section shall have their file forwarded to the FTO of that section. On termination, employee records shall be forwarded to HR for archiving.

#### 6.6 Procedure review

This Training Procedure will be subject to audit as part of the Quality audit schedule. QAL shall verify contractor training records through the Safety Element Audit process.

The Quality Management Review meeting shall review the effectiveness of this Policy and Procedure annually

#### 7.0 ATTACHMENTS

##### 7.1 QAL and Contractor Induction Process

##### 7.2 Induction flowchart – Visitor Access

##### 7.3 Induction flowchart – Contractor Emergency Access

##### 7.4 Contractor Training Requirement Process

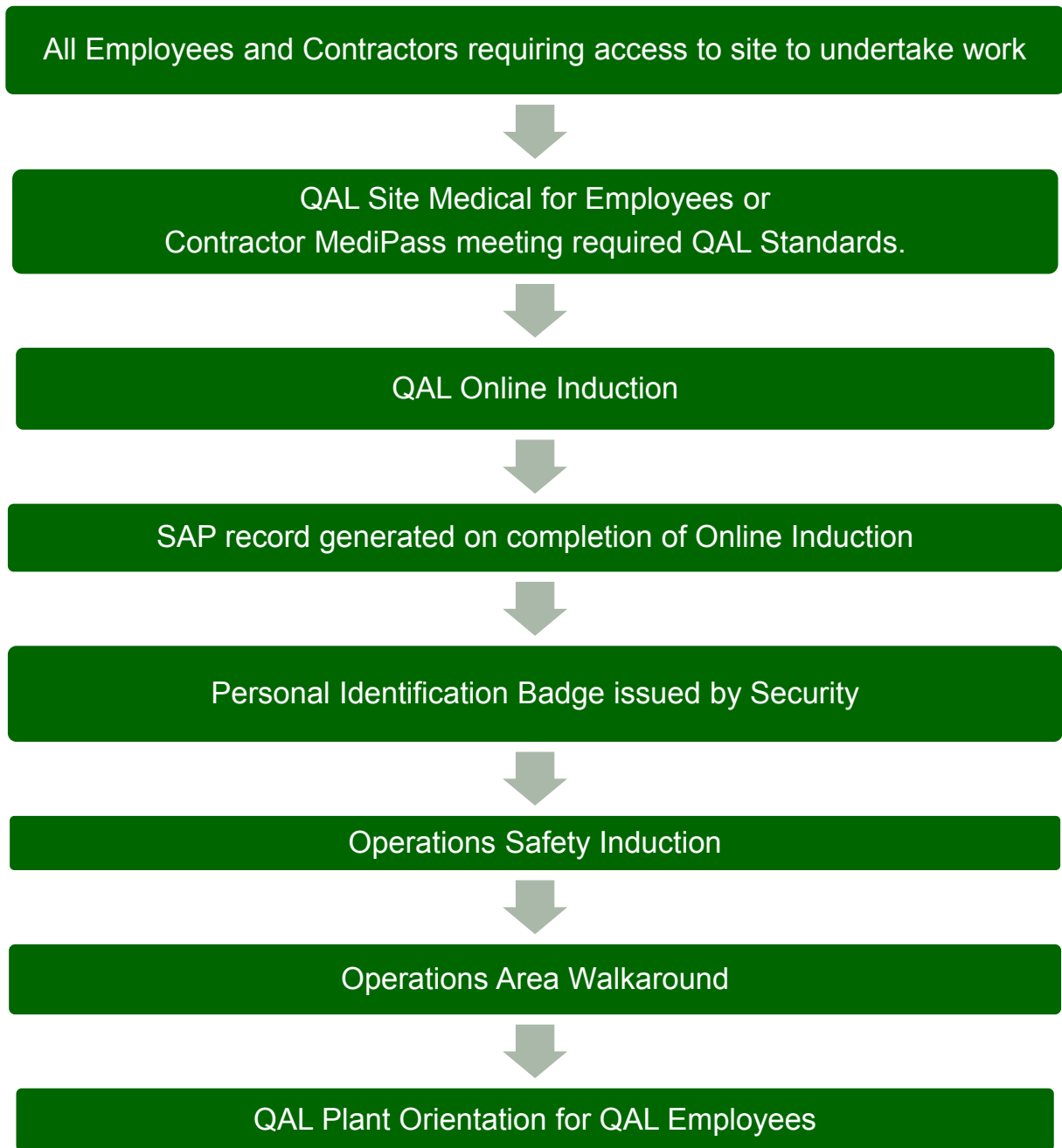
##### 7.5 Operations Trainee Process Flowchart

##### 7.6 Module approval Flowchart

#### 8.0 REVISION HISTORY

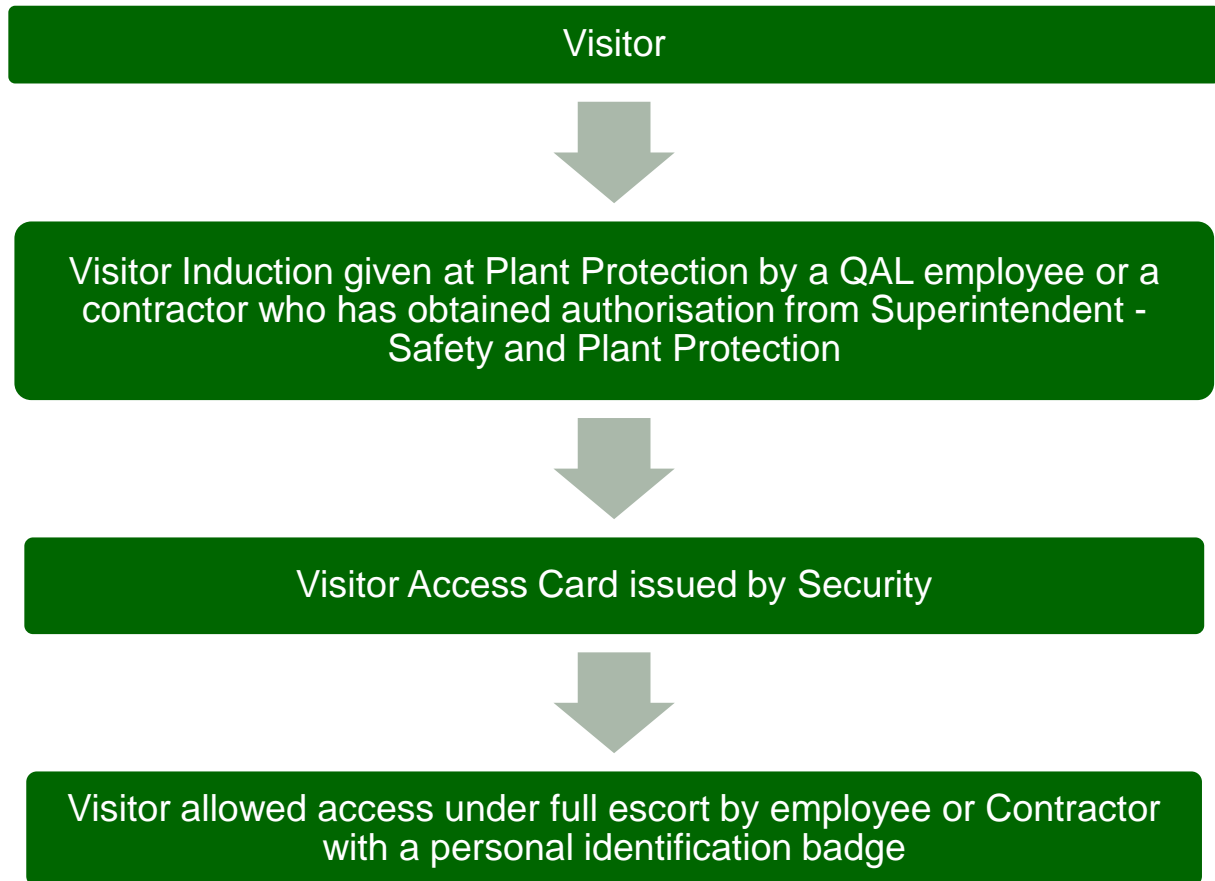
Issue	Revision	Revision date	Change Reason
7	0	01.01.2019	P703.018 reviewed to incorporate P703.044 Minimum Compliance Training and P703.046 Induction and Orientation Processes.

# QAL AND CONTRACTOR INDUCTION PROCESS



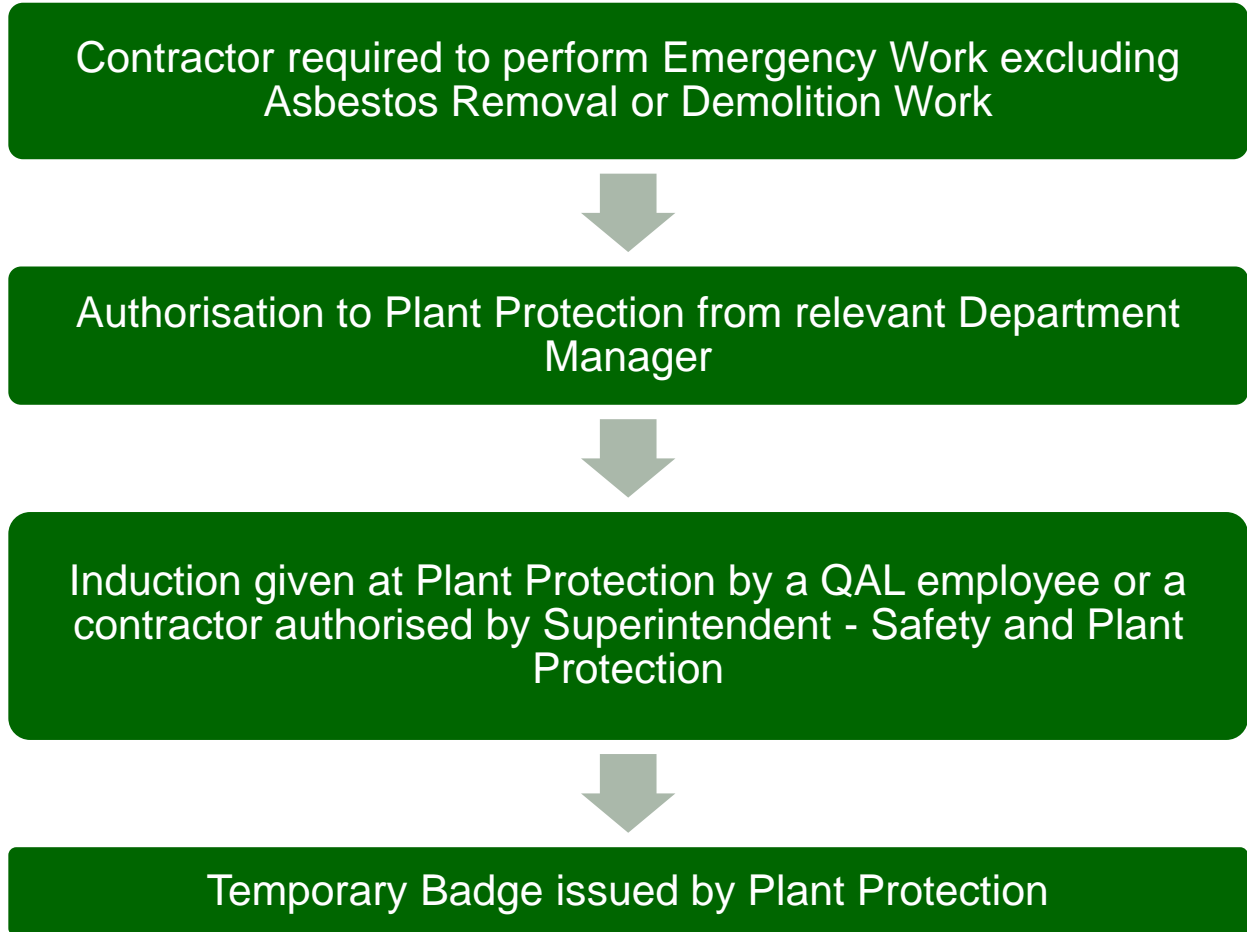
Duration	QAL compliant MediPass valid for 2 years
	QAL employees and contractors filling QAL roles - open expiry on Personal Identification Badge and QAL Site Induction.
	Contractor employees – Personal Identification Badge 2 years, QAL Site Induction 2 years (dependant on MediPass expiry)

# QAL VISITOR INDUCTION PROCESS



Duration	Card is valid for 1 Day only
Special Conditions	Visitors are not permitted to conduct physical work and must be escorted at all times.
Examples	Consultants Statutory Inspectors Auditors Sales Person

# CONTRACTOR EMERGENCY ACCESS



Special Conditions	Contractor must be accompanied at all times by a person holding a full QAL Induction
Area Induction	Contractor to be Area Inducted before starting work
Duration	Card is valid for duration of task or maximum of 5 days

# CONTRACTOR TRAINING & COMPETENCY FLOW

Contractor Engaged



Training Requirements Identified Using Contractor Management - Training Matrix **AND** Workscope of the Role

**This is performed by the person securing the contractor - e.g. Contractor Service Rep, Procurement, Project manager etc.**



All formal qualifications such as high risk tickets and licenses are to be recorded in SAP with a copy of the current license/ticket attached

**Contractor admin assistant can do this if SAP access is held, if not then a QAL rep for the project / contractor will be accountable for this license/ticket (check validity)**



CTO's to be conducted on all equipment / vehicles required to be operated and recorded in SAP

**Contractor/QAL CTO Assessor can undertake these (must have completed PG83) data entry completed as above.**



Bookings for all other training requirements are to be made through the SAP Training Calendar

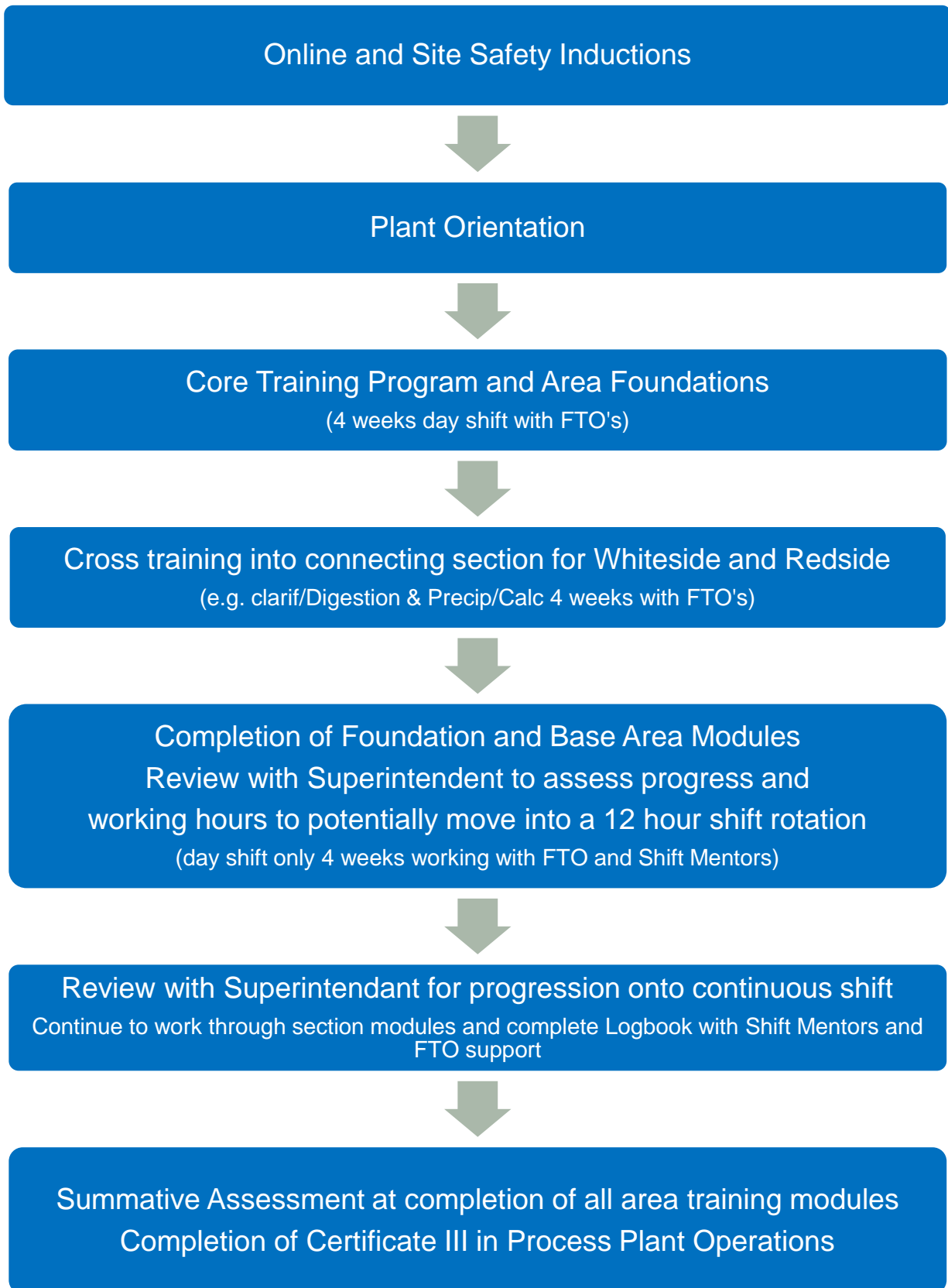


All assessment hard copy documents and CTO's must be kept on file and produced on request.

**Contractors are accountable for this process unless agreed prior to training being undertaken.**



# Operations Traineeship Process



## Module Approval Flowchart

