

**Global Renewables Lancashire Operations Ltd**  
**Business Operating Management System (BOMS)**  
**Standard Operating Procedure**

**INDUCTION AND TRAINING**

**SOP-TL-HR-000-6001**

**LEVEL 3**



**GLOBAL RENEWABLES™**

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## 1. REVISION STATUS

Issue No	Date	Revision Description	Prepared By	Approved
1	28/01/2011	Initial Revision	T Robinson	
2	26/11/2013	Transfer data into new SOP format	Jill Bryce	
3	28/07/2014	Revision of procedure and documents	Dawn Thomas	<b>T. WHITTAKER</b>
4	06/12/2016	Amended	T. Whittaker	

## 2. INTRODUCTION

This document (Standard Operating Procedure) details the process to be undertaken to perform the tasks to be completed.

## 3. PURPOSE & SCOPE

To provide a framework for which all employees and colleagues who work within the Global Renewables Lancashire Operations Limited (GRLOL) business shall be inducted, trained and developed.

The objective of this procedure is to ensure that all employees and colleagues are competent to carry out their duties safely and to the best of their ability.

## 4. RESPONSIBILITIES

The General Manager is responsible for ensuring all employees are trained and competent for the role they fulfil.

### **The Line Manager is responsible for:**

- Identifying training needs.
- Ensuring departmental staff receive appropriate health and safety training in line with job specific roles.
- Defining the skills / knowledge required to perform all operations in the Department.
- Ensuring and monitoring that the department personnel are trained to effectively carry out the operations.
- Monitoring department training record system.
- Ensuring departmental personnel attend allocated training.
- Sanctioning any non-attendance of departmental personnel at training sessions.

- Ensuring that training details are passed to Business and Finance Department in order for the training matrix and records to be updated.
- Ensuring that disqualified personnel are either supervised or prevented from operational activities until formally re-qualified.

**The Trainee is responsible for:**

- Ensuring they attend any training event.
- Ensuring they comply with all procedural elements relating relevant systems of work.
- Raise any queries if they believe they do not have the relevant skills or are experiencing any difficulties.

The trainee is any person who is employed by GRLOL or who may be required to fulfil a training event as a result of their relationship with us. Examples are shown in the following categories:

- New starters who are employees
- Current employees
- Agency employees who are being used on an ad hoc basis to cover a shortfall in resource

## **5. PROCEDURE**

This section identifies the way in which we train and develop our people and evaluate the effectiveness of our training and development function.

### **5.1 Training Process**

GRLOL accepts that it may not be necessary to follow all 7 steps during the course of the training activity and usage shall depend on the nature of the training required:

#### **Step 1: Identify Training Requirements**

- **Follow WI-TL-HR-000-0001 Identify Training Requirements**

Training is open to all employees in line with our Equal Opportunities Policy. Selection for training shall be based on the priorities set out below.

#### **Prioritise Learning and Development:**

- That is necessary to ensure that the person has the required knowledge and skills to perform their job role competently.
- That helps a person develop and fulfil their potential.
- That is not required to help the person perform in their current role but for possible future roles.

**Types of Training:**

TRAINING	WHO
All components of the Site Safety Competence Licence	New starters
Operational	As per employee / role requirement - Defined by Department Manager
Vendor/ Asset	As per employee / role requirement - Defined by Department Manager
Health and Safety or regulatory requirements	As per employee / role requirement - Defined by Department Manager or H&S Manager
Site Systems Training	As per employee / role requirement - Defined by Department Manager
Refresher Training	As per employee / role requirement
External Courses and Further Education	As per employee / role requirement
Management Development programmes	As per supervisor or manager

**Step 2: Develop Master Department Training Matrix**

- **Follow WI-TL-HR-000-0002 Update Training Matrix and Competency Licence.**

All roles have a Competency Licence programme which lists training identified as required for an individual to become competent in the role. All roles and employees have a matrix that details training and qualification to date.

The Line Manager will update the Training Matrix and the Competency Licence(s) with the relevant job role training requirements.

**Step 3: Identify the Training Provider and Schedule the Training**

- **Follow WI-TL-HR-000-0003 Identify and Instruct the Training Provider.**

Wherever possible only trainers that are approved trainers, who have been certificated and deemed competent as trainers, shall be allowed to train colleagues in on the job training. In the event a trainer is not available, a competent operator shall be used. For more specialised training, outside consultants and/or training providers shall be employed to provide the relevant courses. When identifying new training, external providers should be chosen based on having the most appropriate course content and best value for money.

#### Step 4: Deliver, Implement and Evaluate Training

- **Follow WI-TL-HR-000-0004 Deliver, Implement and Evaluate Training.**

The trainer delivers the training session(s) as scheduled.

Following the completion of the training event, the trainee shall be monitored in one or more of the following ways to ensure that they are competent in the activity that they have been trained in:

- Observation of Trainee;
- Assessment;
- Demonstration.

#### Disqualification

- Any person who is deemed to have not satisfactorily completed a training course that is directly related to operational activities shall be prevented from performing those activities, until that person has satisfactorily demonstrated their competency.

#### Training Documentation

Any training given to employees shall be documented by using one or more of the following Training Record templates:

- **Competency Licence Training programme**

This provides an itinerary of the tasks and skills required to complete the process or operations for a specific job role. It should detail the topics, subject areas, required learning, and tasks required for a specific job role. The training programme should be competency based and evaluated through assessments, demonstrations and observations. When each stage is completed, the trainee and the trainer initial and sign to say the stage is complete. Once the whole programme has been completed, the trainee and the trainer sign and date to agree that the programme is completed. The completed programme is then passed to Business and Finance.

- **Assessment Sheet**

This document may include a written test with answers given by the trainee and/ or an assessment checklist completed by the trainer that deems the trainee to have passed the training assessment. This must be signed and dated by both the trainee and the trainer.

- **Certification**

This is to be used as recognition of training provision undertaken by individuals. A certificate shall be generated with the date the training was given, a description of the training, and the signature of the trainer and could be used to cover all types of training. This is then forwarded to Business and Finance when completed.

### Step 5: Complete the Training Record

- Follow WI-TL-HR-000-0005 Complete Training Record.

All training events shall be located on GRLOL's intranet site and shall only be updated by the authorised person with the consent of the custodians of the training, which in this case shall be the Business and Finance.

### 5.2 New Starter Induction

Each employee will be issued a Competency Licence Training Programme specific to their job role, of which the New Starter Induction will be a part of.

Before the employee commences work on site, they must complete a New Starter Induction. This induction shall form the first part of each employee's training to achieve their Site Safety Competence Licence, which must be achieved by the end of the probationary period. The New Starter Induction shall last up to 2 days dependent upon the role. In some instances, it will be necessary to extend this period but all information should be imparted within the probationary period, be scheduled and agreed. It shall comprise of the following areas:

- Safety Induction.
- Manual Handling.
- Fire Awareness.

On commencement of the role, the trainee will start to train on the remainder contents of their Training Programme, which will include:

- Incident and Injury Free Orientation;
- Hazardous Substances;
- Environment Awareness;
- Asbestos Awareness;
- Introductions to the team(s) the employee will be part of;
- Display Screen Equipment (DSE) - as applies to the job role.

Plus specific training relevant to the job role, which includes familiarisation with the role and the areas and assets applicable to the role – this may involve Standard Operating Procedure, Work Instruction and Risk Assessment training.

### 5.3 Development Plans

Once a year, as part of the appraisal process, each employee shall discuss development and training with their line manager for the forthcoming year.

Justifications for the training/development shall be received and considered by the line manager, who shall then present the supporting case for the training requested to the General Manager by

completing a Request for Training form. The General Manager shall then consider the request with the relevant departmental manager.

Where training has not been agreed, the reasons for the refusal or deferment shall be given to the manager to feedback to their staff.

Any and all training/development shall take into consideration the following:

- Relevance to the role.
- Priority of training.
- Development and succession planning.
- Cost: only so much training can be committed to, but if there is a refusal in one financial year this request shall be carried forward to the next if appropriate justification has been received.
- All training and development shall be job or industry relevant and shall add value to the business.