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## Training Manual

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Your Dept:	Date	Your Procedure #	
Your Dept:	Date	Size: A	CAGE: <input type="text"/>
		Your Form # (mo/yr)	1 of 8

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## TABLE OF CONTENTS

**SECTION 1. BACKGROUND.....3**

**SECTION 2. TRAINING NEEDS ASSESSMENT .....4**

    1. Overall Needs.....4

        a. Identification of Training Needs.....4

        b. Changes to Work Scope.....5

        c. Annual Training Program Review.....5

    2. Individual Needs Assessment.....5

**SECTION 3. COURSE DEFINITION.....5**

**SECTION 4. SELECTION OF TRAINING METHODS AND SOURCES .....6**

    1. Training Methods.....6

    2. Training Sources.....7

    3. Training Instructors.....7

**SECTION 5. TRAINING DOCUMENTATION .....7**

**SECTION 6. MEASUREMENT OF TRAINING EFFECTIVENESS.....7**

**SECTION 7. REVISION PROCESS.....8**

**SECTION 8. WORK PERFORMED BY INDUSTRY CERTIFIED OPERATORS.....8**

**SECTION 9. WORK PERFORMED BY TEMPORARY EMPLOYEES.....8**

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Your Company Name	REV	CAGE	DOC#:	2 of 8
			Training Manual	

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This training manual contains the policies and procedures the Company uses to determine its training requirements and to develop its training program. The training program ensures [REDACTED]

This manual establishes the procedures for the Company to identify its training needs in a systematic manner, develop training and/or identify appropriate existing training, select the training methods, provide training, record training accomplishment and measure the effectiveness of its training program. The Company uses a closed loop system to ensure [REDACTED]

The Company's training program consists of the following basic components:

- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]

The training supervisor is responsible for [REDACTED]

## SECTION 1. BACKGROUND

Persons performing tasks that affect quality must be assessed and trained according to the procedures established in this manual. All other employees may be trained according to the approved procedures of this manual at management discretion. The Company has an established training program that includes [REDACTED]

[REDACTED] The Company has separate areas of study for the following staffing categories:

- [REDACTED]
- [REDACTED]

The Company further breaks down the training requirements for each staffing category based on [REDACTED] The Company has established minimum

Your Company Name	REV	CAGE	DOC#:	3 of 8
Training Manual				

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training standards for its job positions and methods to assess an individual's skill level for each job function to determine [REDACTED]

## SECTION 2. TRAINING NEEDS ASSESSMENT

The Company's needs assessment is a two-part process that determines [REDACTED]

### 1. Overall Needs.

To determine its overall training requirements, the training supervisor and the managers of each technical area must [REDACTED]

This needs assessment will result in [REDACTED]

Appropriate training will be administered if [REDACTED]

The Company continuously evaluates its overall training needs; however, the Company will specifically revise the training program when:

- [REDACTED]
- [REDACTED]

### a. Identification of Training Needs.

The Company may identify additional training needs through:

- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]

The training supervisor ensures [REDACTED]

[REDACTED]

**b. Changes to Work Scope.**

Whenever the Company is planning to change its facilities, equipment or scope of work as reflected in its operations specifications or capability list [REDACTED]

Appropriate changes will be made to initial, recurrent and specialized training areas of study, including [REDACTED]

**c. Annual Training Program Review.**

An annual review of the training program will verify if the Company has made any changes that might affect training and will analyze the measures of training effectiveness. As a part of this annual review, the Company will [REDACTED]

**2. Individual Needs Assessment.**

The Company has established skill levels and qualifications for each job position based upon [REDACTED]

Whenever the Company hires a new employee or transfers an employee to a new job position, the employee's new supervisor will [REDACTED]

The supervisor and the training department determine what training is necessary and ensure the individual's training record is updated to reflect the assessment and training requirements.

The supervisor will also work with the training department to ensure [REDACTED]

**SECTION 3. COURSE DEFINITION**

The training department will develop and revise areas of study, courses and/or lessons based on the results of a training needs assessment.

**1. An Area of Study** will be developed to identify [REDACTED]

The areas of study will define [REDACTED]

Recurrent training will be information that supports, expands or refreshes initial training areas of study, courses/lessons or other [REDACTED]

Your Company Name	REV	CAGE	DOC#:	5 of 8
			Training Manual	

requirements. Remedial training will be assigned to ensure [REDACTED]

**2. All Courses/Lessons** shall be recorded by developing the following information as necessary to capture the required knowledge or skill.

- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]

The information required by this Section shall be developed for all areas of study and/or courses/lessons made available to employees. This includes [REDACTED]

**SECTION 4. SELECTION OF TRAINING METHODS AND SOURCES**

Using the information developed during the course definition phase, the Company will evaluate training method(s), source(s) and instructor(s) to determine [REDACTED]

**1. Training Methods.**

The material to be presented, the level of personnel receiving the training and alternatives available will be used to establish training methods for areas of study and/or courses/lessons. The Company uses various methods to train its employees including, but not limited to:

- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]

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The Company will use all available resources to provide the appropriate training. Many areas of study, courses and lessons will be provided by more than one method. All methods will have [REDACTED]

Generally, this will be accomplished by [REDACTED]

### 2. Training Sources.

Sources available for training will be continually monitored to ensure the Company is aware of available alternatives. When a new or revised training need is identified, the available options will be reviewed. This process may include [REDACTED]

The audit may include [REDACTED]

The extent of the audit will be based [REDACTED]

### 3. Training Instructors.

Instructors shall be qualified based upon subject matter knowledge and teaching ability. Subject matter expertise may be established by [REDACTED]

## SECTION 5. TRAINING DOCUMENTATION

The training supervisor is responsible for [REDACTED]

The Company maintains an electronic summary of all provided training. Each electronic report includes [REDACTED]

[REDACTED] The Company will make the training records of employees performing work that affects quality available to its Customers for review upon request. The Company maintains the individual training records for as long as an employee is employed at the Company and for two years thereafter.

## SECTION 6. MEASUREMENT OF TRAINING EFFECTIVENESS

The training department will regularly evaluate each course for its content, time and quality of the training materials (courseware), training facilities and instructor. This is accomplished through [REDACTED]

Your Company Name	REV	CAGE	DOC#:	7 of 8
			Training Manual	

The quality manager will ensure

The training department will analyze the results of all course examinations to determine

### SECTION 7. REVISION PROCESS

The process for submitting changes to this training manual is described in the Company's quality manual.

### SECTION 8. WORK PERFORMED BY INDUSTRY CERTIFIED OPERATORS

The Company performs work according to standards established by societies and sponsors of industry standards. Individual operator training requirements (initial, recurrent or specialized) are identified for each job function. The training supervisor will

### SECTION 9. WORK PERFORMED BY TEMPORARY EMPLOYEES

During periods of heavy workload, the Company may supplement its workforce with temporary employees. Before these individuals begin work for the Company they must

The training department must make and retain training records for all individuals performing work that affects quality.