



# Office of Environmental Quality Environmental Management System

## Module 4

### Competence Training and Awareness



# Module Objectives

- What is Training
- What is awareness, and competency training
- ISO14001 requirements on training programs
- EMS Framework Requirements
- Training Needs Assessment
- The Training Matrix

# Module Objectives

- Training Methods
- Trainer Tips
- Training Administration
- Training Records

# What is Training?

- **Training** refers to a planned effort to facilitate employees' learning of job-related competencies.
- The goal of training is for employees to master the knowledge, skills, and behaviors emphasized in training programs, and apply them to their daily activities.



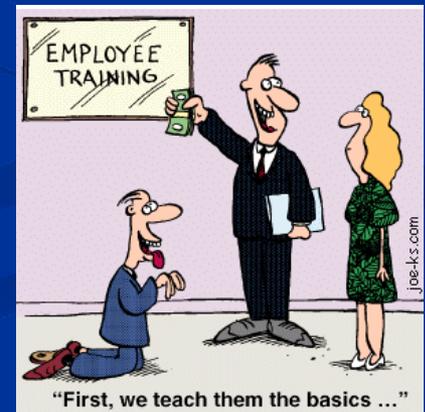
# Awareness Training

- Training is used to disseminate information that provides an individual with the basic knowledge/understanding of a policy, program, or system.



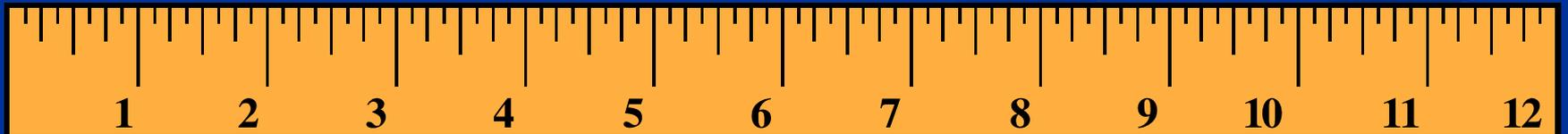
# Competency Training

- Personnel that perform tasks which can cause significant environmental impacts should be competent on the basis of appropriate education, training and experience.
- Employees should demonstrate knowledge and understanding of policy statement and EMS
- Personnel understand the consequences of deviating from procedures



# Training/Competency Measures

- Attendance at workshops/sessions
- Employee signature to note attendance
- Employee feedback & evaluation
- Communicating employees ideas for improvement is key to EMS success
- Quiz, written/oral
- Observation of related work & performance



# EMS Framework Requirements

- All employees or others working on behalf of the division/unit must be included in general EMS awareness training.
- All employees should have their training needs evaluated relative to EMS procedures and policy.
- All employees should be evaluated for general knowledge and importance of the EMS.

NCDOT EMS FRAMEWORK EMS Framework Intro Revised 12/05/2006

NCDOT Div. or Unit EMS		Procedure for EMS Competence, Training and Awareness	
	Division: (Div/Unit as needed):	Division or Unit	
	Prepared By:		
	Number & Revision:	NCDOT-L2-GenOps-014	Revision X
	Revision Date:	mm-dd-2006	Page 1 of 1
	ISO 14001 reference(s)	4.4.2 Competence, Training, & Awareness	
	Document references	none	

**Purpose:**  
The purpose of this procedure is to ensure that all Division or Unit employees or those working on its behalf within the scope of the EMS are competent in the EMS training they have received.

**Responsibility:**  
It is the EMS Owner's responsibility to ensure that all competency measures exams are administered and evaluated graded for satisfactory understanding of training.

**Procedure:**  
There are numerous methods to ensure training competency. The EMS Owner, EMS Responsible Person, and possibly the EMS Team must decide which method is the most appropriate method for Department or Unit's business and operations. The method must meet the following criteria:

1. All employees or others working on behalf of the Division within the scope of the EMS (trainees) must have their training needs evaluated relative to EMS procedures and policy.
2. All employees or others working on behalf of the Division must be included in general EMS training.
3. All employees or others working on behalf of the Division will be evaluated for general knowledge and importance of the EMS, including significant aspects and impacts, roles and responsibilities, and the consequences of not following procedures.
4. All trainees with specific EMS SOP related job duties will be evaluated against that SOP during an audit.
5. Evaluation results from the audit will be documented and maintained per NCDOT-L2-GenOps-016 Documentation & 4.4.5 Document Control.
6. Evaluations during the audit may take the form of tests, or objective observation by someone knowledgeable of the operation and operator skill, supervisory assessment, or other means. Evaluations must show competence, be objective, and be documented.  
(see NCDOT-L2-GenOps-23e)

# ISO 14001 Requirements

- Identify needs
- Train employees whose work may create significant impact to environment
- Establish & maintain procedures
  - Conformance with policy
  - Significant environmental impacts (actual & potential)
  - Roles & responsibilities of employees
  - Consequences of deviation from procedures

# Training Needs Assessment

- The training needs assessment helps find common training programs for a group of employees.
- To decide what specific training each employee needs to improve job performance.
- Refers to the process used to determine if training is necessary.





# Training Methods

- Since adults learn differently from another, different methods can and should be used.
- Use a mix of lecture, small group discussion, written case studies, live case studies, action learning projects, team presentation, video snippets, technology-based learning, simulations and, assessment tools.



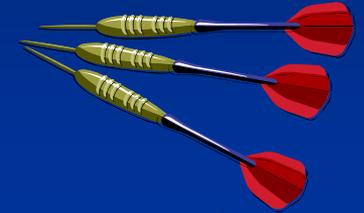
# Trainer Tips

- Plan, Prepare & Practice
- Know your audience (experience level, comfort level, # of attendees)
- Involve learners (partner & team activities)
- Encourage comprehension over content
- Relate instruction to participant's job needs
- Solicit feedback during class & final evaluation
- Training is a process not an event that has measures & can be improved



# Trainer Tips Continued

- Checklist, include materials needed (handouts, staff resources, supplies, equipment, cars, etc.)
- Get enough sleep & watch what you eat
- Realize your limitations
- Have reliable directions
- Learn from others
- Use good visuals
- Use time wisely & according to agenda



# Training Administration

- Communicate courses and programs to employees
- Enroll employees in courses and programs
- Prepare and process any pre-training materials such as readings or tests
- Prepare materials that will be used in instruction
- Arrange for the training facility and room
- Test equipment that will be used in instruction

# Training Records

- Documents training provided and attendance of employee
- Traceable back to policy statement
- Document control procedure
- Retention time and location of records
- Don't forget roles & responsibilities (who takes care of what)



# Summary

- The success of an organization is closely linked to the quality of its workforce and one way of ensuring a quality workforce is through continuous training.
- The goal of training is for employees to master the knowledge, skills, and behaviors emphasized in training programs, and apply them to their daily activities.
- Awareness Training is used to disseminate information that provides an individual with the basic knowledge/understanding of a policy, program, or system.

# Summary

- Employees should demonstrate knowledge and understanding of the environmental policy statement and EMS.
- The training needs assessment helps find common training programs for a group of employees.
- Any time the duties, equipment and/or processes change the employee must receive updated training.
- Since adults learn differently from one another, different training methods can and should be used.

# Contact Information

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