



**Marlow Offshore Germany GmbH & Co. KG**

# **ISO 9001:2015**

**Control of Competence & Awareness**

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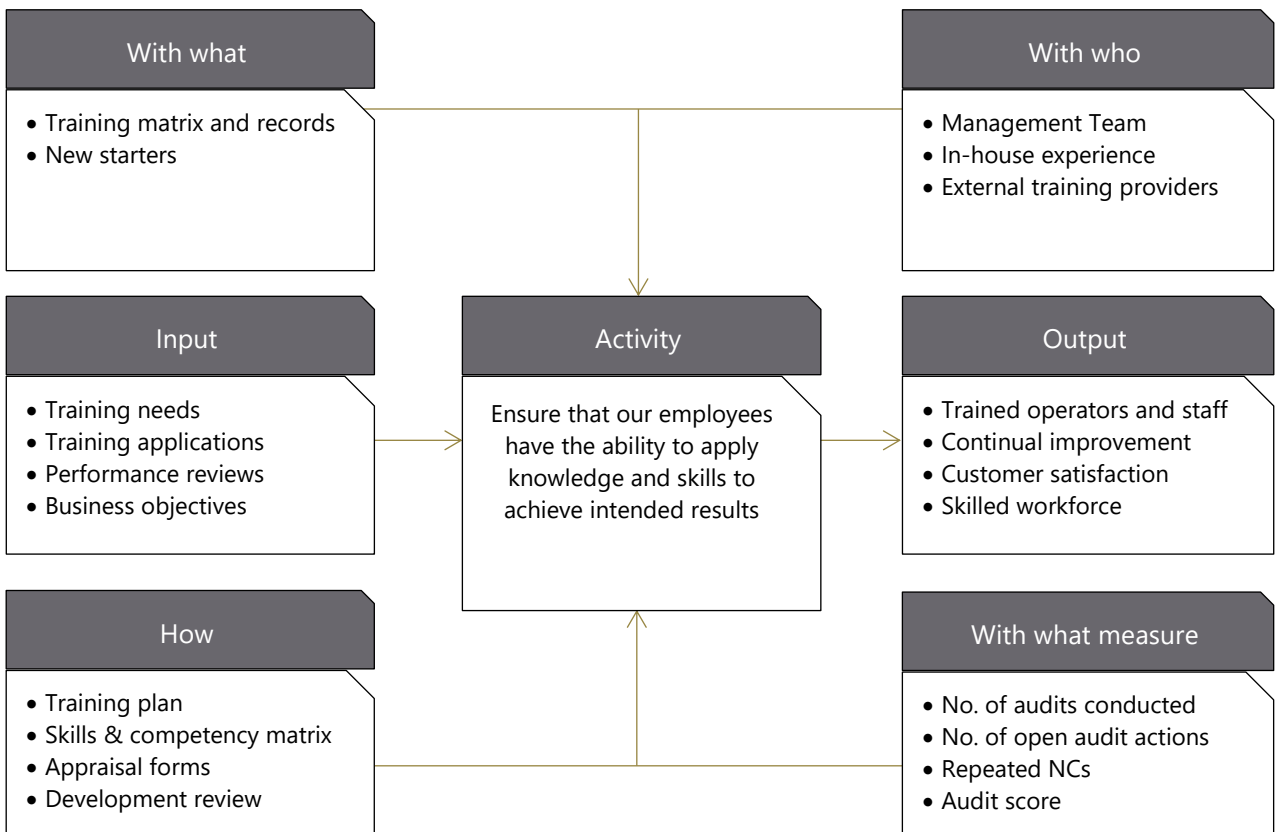
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# 1 Control of Competence & Awareness

## 1.1 Introduction & Purpose

The purpose of this procedure is to define Marlow Offshore Germany GmbH & Co. KG process for undertaking the necessary actions and responsibilities for ensuring that the competencies needed to meet customer and other external or internal requirements, applicable to our business, are defined and actions are taken to meet these needs. This procedure also defines the responsibilities for planning, reporting and retaining associated records.

### 1.1.1 Process Activity Map



### 1.1.2 References

Standard	Title	Description
BS EN ISO 9000:2015	Quality management systems	Fundamentals and vocabulary
BS EN ISO 9001:2015	Quality management systems	Requirements
BS EN ISO 9004:2000	Quality management systems	Guidelines for performance improvements
BS EN ISO 19011:2011	Auditing management systems	Guidelines for auditing

### 1.1.3 Terms & Definitions

Term	ISO 9000:2015 Definition
Competence	Ability to apply knowledge and skills to achieve intended results
Needs assessment	Review of education, training, skills, and experience needed to perform work

Term	ISO 9000:2015 Definition
Awareness	Having knowledge, being informed and alert

## 1.2 Application & Scope

Training is given to improve and ensure that all personnel are suitably aware and trained in all aspects of their duties, responsibilities and job functions, as well as, Marlow Offshore Germany GmbH& Co. KG quality management system and the requirements of ISO 9001:2015.

## 1.3 Requirements

The Departmental Managers are responsible for:

- Identifying training needs
- Developing and implementing a training plan
- Reporting any highlighted training needs
- Ensuring that employees and contractors under their control are trained to complete their tasks
- Ensuring that employees are assigned only to tasks for which they are qualified to perform

## 1.4 Control of Competence & Awareness

### 1.4.1 Training Plan and Objectives

The Managing Director & Management Team will provide guidance on company strategy and objectives on an annual basis to all Managers who will consider the implications on their department and plan training needs accordingly, in line with the requirements of the company business plan. Marlow Offshore Germany GmbH& Co. KG summarizes major training initiatives and activities planned for a given budget year. The Management Team is responsible for producing and updating the plan.

### 1.4.2 Induction Training

All new personnel including temporary staff will receive induction training; the training will be conducted by the Departmental Managers and will be completed in the first month of employment. The program will include:

- Core Values & Integrated Policy;
- Company Overview;
- History of the Company;
- The People & Structure;
- Contract of Employment;
- Induction Pack;
- Health, safety and environmental briefing.

Training record completed after completion of Induction program.

### 1.4.3 Training Needs Assessment

All employees receive training as identified by an initial training needs assessment. The training requirements of employees are assessed against wider organizational policies and objectives. Gaps in training, knowledge or competence are identified and filled.

Training needs can be determined during the appraisals process and any needs identified are derived from Annual Appraisal & Development Reviews. Each Team Leader is responsible for monitoring the abilities of all their Employees as identified on Departmental Skill Matrix, which relates to their responsibilities within the company area. Appropriate training requirements will be further identified through this process.

### 1.4.4 Development of Skills

Training is identified through the Appraisal Process. The Departmental Managers are responsible for sourcing suitable training from an approved provider and for pre-course arrangements and administration.

The training is provided as per the plan. Training Effectiveness will be monitored and reviewed during annual appraisal process and completion of the Training Evaluation Form.

### 1.4.5 Management System Training

All new recruits receive induction briefings and periodic quality management system awareness training appropriate to their responsibilities and is provided to ensure that employees are aware of:

- The importance of conforming to corporate policies, objectives, targets and procedures
- Any significant impacts, actual or potential, of their work activities
- Their roles and responsibilities in achieving conformance with policies, objectives, targets and procedures
- The potential consequences of departure from specified operation procedures

At the conclusion of any training, the Training Attendance List is completed, signed by each delegate and sent to the Departmental Manager. Training Attendance Records are added to the training history of each individual employee. At the conclusion of any training, the Training Feedback Form is completed by each delegate for the purposes of determining continued suitability.

Minor revisions or updates are documented via the integrated management system manual revision log and/or transmittal document. Consequently no extra training will be required. Major revisions or updates to the integrated management system manual will involve the re-training of any personnel who require training in areas which have been revised or updated. All training is documented on a standard training record.

### 1.4.6 On-the-Job Training

On-the-job training is provided by a more experienced employee or by an external trainer, skilled in the requirements of that particular activity as indicated by their training record. The responsible person, together with the employee, ensures that the required level is achieved after undergoing training.

Training records are updated when a competence is attained. The Team Leaders are responsible for:

- Nominating training mentor;
- Devising basic training plan;
- Ensure training is provided;
- Evaluation of the effectiveness of the training (during the appraisal process).

### 1.4.7 Performance Review

An annual performance review is undertaken by the Departmental Managers the employee:

- Further training needs may be identified and recorded on the employee's training plan
- The training plan is updated on a regular basis by the Training Manager to reflect the training status
- Each employee is encouraged to request further training to aid their personal development

### 1.4.8 Training Evaluation

Training provided by an external body is reviewed upon completion to determine whether the training was effective in achieving its objectives. Three months after training completion, the Departmental Manager of the employee evaluates the effectiveness of the training based upon the subsequent performance of the employee.

Training evaluation forms are gathered and processed by the Quality Manager to determine whether further action is necessary; e.g. repeat the training, improve the training syllabus or change training provider

### 1.4.9 Review

The Quality Manager presents training, competence and awareness data and trends for review. Top Management reviews customer requirements to identify any new training requirements, e.g. training for new equipment, tools or processes.

## 1.5 Forms & Records

All documentation and records generated by the competence and awareness process are retained and managed in accordance with the Control of Documented Information procedure.

Title & Description
Competency Review
Training Attendance
Training Evaluation