

 <p style="text-align: center;"><b>Provincial Public Health Reference Laboratory (PPHRL)</b></p>	<b>Document #</b>	
	<b>Version</b>	
	<b>Issue per</b>	
	<b>Effective per</b>	
	<b>Pages</b>	
	<b>Author</b>	
	<b>Reviewed By</b>	
<b>Procedure for personnel Training</b>	<b>Approved By</b>	

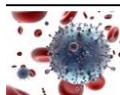
	Name and position	Signature/Stamp
<b>Author(s)</b>		
<b>Verifiers</b>		Stamp:
<b>Approver</b>		

**Distribution of valid copies of this document:**

1.	PACP sample requisition staff
2.	PACP Advanced Diagnostic Lab Staff on duty
3.	QMR (soft copy)
<b>Revise before:</b>	After one year of approver

**Changes in this version compared to previous version:**

To be done after revision as per international accreditation guidelines
---



 <p style="text-align: center;"><b>Provincial Public Health Reference Laboratory (PPHRL)</b></p>	<b>Document #</b>	
	<b>Version</b>	
	<b>Issue per</b>	
	<b>Effective per</b>	
	<b>Pages</b>	
	<b>Author</b>	
	<b>Reviewed By</b>	
<b>Procedure for personnel Training</b>	<b>Approved By</b>	

## Purpose

The purpose of this document is to define the training program to ensure the competency of lab personnel subject to the quality insurance. The training will enhance personnel knowledge, skills and improve their abilities to maintain laboratory quality standards.

## Scope

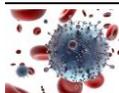
Training guideline will be ensured the training will take place with each person for procedures and methods of particular test that the laboratory personnel perform. The training will be verified and recorded timely. These training procedure will applicable for new lab personnel, start of new procedure and method and evaluation of employee performance.

## Responsibility

PACP Advanced Diagnostic Lab (Authorized) Staff on duty.

## Aim

The aim is to improve the technical capability and knowledge of lab personnel to meet the quality standards.



 <p style="text-align: center;"><b>Provincial Public Health Reference Laboratory (PPHRL)</b></p>	<b>Document #</b>	
	<b>Version</b>	
	<b>Issue per</b>	
	<b>Effective per</b>	
	<b>Pages</b>	
	<b>Author</b>	
<b>Procedure for personnel Training</b>	<b>Reviewed By</b>	
	<b>Approved By</b>	

## Definitions

### **Competency Evaluation**

Competency evaluation is initial assessment by the quality manager to ensure that laboratory personnel has necessary knowledge, skills and expertise to independently perform procedures and methods.

### **Mandatory Training**

Training required by particular agency directives to maintain specific certifications/standards

### **On-The-Job Training**

It given to personnel according to job responsibilities and work situation. Typically conducted by one employee for other, hand-on experience about particular task under supervision of a lab supervisor or quality manager or professional trainer.

### **Required Training**

Training needed in order to meet the future assignment or new procedure standards.

### **Development Training**

Training improves the lab standards by enhance personnel knowledge, skills and expertise time to time.

### **Proficiency Testing**

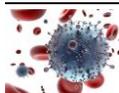
The purpose is to evaluating the laboratory performance with regard to the testing quality of patient samples under qualified operator/professional.

## **1.0 Responsibility**

### **1.1 QM:**

**1.1.1** ensures implementation of training procedure,

**1.1.2** ensures resources are allocated for identified training within budgetary constraints,



 <p style="text-align: center;"><b>Provincial Public Health Reference Laboratory (PPHRL)</b></p>		Document #	
		Version	
		Issue per	
		Effective per	
		Pages	
		Author	
<b>Procedure for personnel Training</b>	Reviewed By		
	Approved By		

**1.1.3** responsible for the evaluation, training and growth of the technical- and quality related skills of employees by establishing training schedule and rotation for all new employees and by ensuring personnel receive training and demonstrate competence,

**1.1.4** ensures training is accomplished,

**1.1.5** submits documentation for completed training for entry into training record, and identifies training needs and courses

**1.2 MR:**

**1.2.1** implements training and maintains employee training files,

**1.2.2** ensures proper supervision of trainees until training completed,

**1.2.3** reviews training received and ensures training files are complete,

**1.2.4** submits documentation for training completed,

**1.2.5** monitors employee performance to identify the need for retraining or additional continual education, and identifies training needs resulting from new or revised procedures and processes.

**1.3 Staff:**

**1.3.1** completes required training within specified timeframe;

**1.3.2** becomes and stays knowledgeable in procedures and methods performed,

NOTE: Employees are responsible for self-training, through reading current literature, technical papers, publishing technical papers;

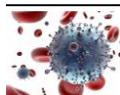
**1.3.3** reads and complies with standards, regulations, policies, procedures, and work instructions.

**2.0 Procedure**

**2.1** Before starting any work-related duties, the employee should be familiar with all work related documents. These documents include procedures, work instructions, applicable manuals and regulations.

**2.2** Training requirements are outlined and documented on the basis of the position description of duties and responsibilities. In-house training program on annual basis will be developed on Quality Form QSP/QF/L4/005.

**2.3** External training by external training body will be planned when are required, Quality Manager has authority to decide about these trainings when offered / required



 <p style="text-align: center;"><b>Provincial Public Health Reference Laboratory (PPHRL)</b></p>	<b>Document #</b>	
	<b>Version</b>	
	<b>Issue per</b>	
	<b>Effective per</b>	
	<b>Pages</b>	
	<b>Author</b>	
<b>Procedure for personnel Training</b>	<b>Reviewed By</b>	
	<b>Approved By</b>	

- 2.4 New hires must be trained on relative Standard Testing Methods, Quality System Procedures and other relative levels of documentation i.e. Policies, Forms, etc.
- 2.5 The level of training is determined by the employee’s educational qualifications, experience, complexity of the standard test method being used and knowledge of the test method performed. It should be ensured before the commencement of a training that personnel attending the training are of the same skill and academic level.
- 2.6 The employee will not perform any procedure, inspection, or method until all applicable training has been completed and competency demonstrated.
- 2.7 Employees may request training related to their job.
- 2.8 Upon completion of training of attendees submit documentation such as Training Sign-In Sheets Quality Form “QSP/QF/L4/006” for record purposes into training file.
- 2.9 Participants should be evaluated in the end of the training. Evaluation can be conducted by performance of a practical demonstration or by filling a questionnaire and record will be organized through Quality Form “QSP/QF/L4/007” Trainee Evaluation Form in training file / folder.

**NOTE :**(for TRAINER) The evaluation exam must be related to the current training, participants must be made aware if the exam may include previous training sessions).

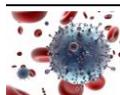
## 2.10 Training Technique

**2.10.1** The training process for technical procedures such as laboratory analysis consists of the following steps:

- 2.10.1.1 Trainee reads the laboratory procedures, work instructions, or other applicable documents
- 2.10.1.2 Trainee observes demonstration of the procedure by a trainer.
- 2.10.1.3 Trainee performs the procedure under observation by a trainer.
- 2.10.1.4 Trainee successfully completes the procedure.
- 2.10.1.5 Documentation of these tasks is submitted in training file / folder

**2.10.2** The training process for non-technical procedures includes, but is not limited to:

- 2.10.2.1 reading laboratory and organizational procedures,



 <p style="text-align: center;"><b>Provincial Public Health Reference Laboratory (PPHRL)</b></p>	<b>Document #</b>	
	<b>Version</b>	
	<b>Issue per</b>	
	<b>Effective per</b>	
	<b>Pages</b>	
	<b>Author</b>	
	<b>Reviewed By</b>	
<b>Procedure for personnel Training</b>	<b>Approved By</b>	

- 2.10.2.2 instructions,
- 2.10.2.3 demonstrations,
- 2.10.2.4 lectures and discussions,
- 2.10.2.5 self study,
- 2.10.2.6 computer-based training,
- 2.10.2.7 viewing videotapes (if applicable), and
- 2.10.2.8 manufacturer’s training or demonstration.

**2.10.3** Documentation of trainings is submitted for filing in the training file and corresponding entries are made in Quality Form “Lab Authorization Permits” code: QSP/QF/L4/009

## **2.11 Training Verification**

**2.11.1** An employee’s performance is verified by measurement against a defined performance criteria as mentioned in Quality Form “Trainee Evaluation Form” Code: QSP/QF/L4/007. The measures used to verify an employee’s performance are assessment tools. Assessment tools include the following:

### **2.11.1.1 Administration of a Written Evaluation:**

Written evaluations can be used in areas where verification of a participant’s knowledge is desired. Knowledge of theory or principles, problem-solving ability, logical sequence used, and independent or group decision making may be ascertained.

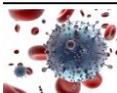
### **2.11.1.2 Observation of Procedure, Process, or Outcome:**

Observation by a trainer of an employee performing or demonstrating a procedure.

### **2.11.1.3 Verification of Response to Situational Problems or Calculations Related to the Procedure:**

Example circumstances include resolution of a posed and procedure-related situational problem or recommendation of procedure-related course of action that is consistent with policies and regulations.

### **2.11.1.4 Response to Oral Queries Related to a Step or Procedure:**



 <p style="text-align: center;"><b>Provincial Public Health Reference Laboratory (PPHRL)</b></p>	<b>Document #</b>	
	<b>Version</b>	
	<b>Issue per</b>	
	<b>Effective per</b>	
	<b>Pages</b>	
	<b>Author</b>	
	<b>Procedure for personnel Training</b>	<b>Reviewed By</b>
<b>Approved By</b>		

Answers provided by the employee to questions asked by trainer.

**2.11.1.5 Testing Blind QC Samples:**

Employees are unaware when blind test samples are assigned. They appear identical to other samples, are in routinely used containers, and are from a similar source. The intent is to provide simulated samples to measure realistic analytic conditions. This tool assesses all phases of laboratory performance.

**2.11.1.6 Testing of Known Samples:**

Participants know and often plan for known testing events, such as Inter Lab Comparisons / PT and commercially prepared quality control samples. Samples for quality assurance or quality control purposes are identified immediately upon receipt in the laboratory. This tool assesses the analytical phase only.

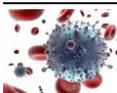
**2.11.1.7 Testing Previously Analyzed Samples:**

Duplicate or replicate testing provides accessible internal comparisons and contributes to the validation of the analytic phase. These sources may be previously tested samples, samples of known constituents, and already reported testing and Inter Lab Comparison / PT samples. This tool assesses the analytic phase only.

**2.12 Training Documentation**

Documentation of Training Verification includes:

- 2.12.1** Annual basis in-house training plan
- 2.12.2** Training Sign-In Sheets Doc. Code: QSP/QF/L4/006
- 2.12.3** Evaluation record of each individual is prepared internally by the resource person on “Trainee Evaluation Form” Doc. Code: QSP/QF/L4/007
- 2.12.4** Training completion / summary record for in-house / external training
- 2.12.5** Lab authorization permits with updated training record
- 2.12.6** certificates from manufacturer’s training courses,



 <p style="text-align: center;"><b>Provincial Public Health Reference Laboratory (PPHRL)</b></p>	<b>Document #</b>	
	<b>Version</b>	
	<b>Issue per</b>	
	<b>Effective per</b>	
	<b>Pages</b>	
	<b>Author</b>	
<b>Procedure for personnel Training</b>	<b>Reviewed By</b>	
	<b>Approved By</b>	

- 2.12.7 submission of technical papers and handouts of presentations given,
- 2.12.8 college transcripts for courses taken, licenses and memberships held and special conferences attended,
- 2.12.9 completed paperwork on safety briefing, orientation, and in - or out - processing steps for new hires or those leaving the organization, and
- 2.12.10 memorandums on additional appointments or duties

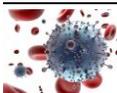
### 2.13 Retraining

- 2.13.1 Employees will be retrained whenever significant changes occur in policies, values, goals, procedures, processes, and methods or instruments.
- 2.13.2 Employees will be retrained when the level of performance is unsatisfactory as shown by any to the assessment tools

Name of employees required retraining will be mentioned by the resource person in Quality Form “Training Completion / Summary” code: QSP/QF/L4/008 in his remarks

### 2.14 Required Training

- 2.14.1 All analysts and laboratory staff members are to undergo training in a number of procedures, policies and practices upon entry of employment and during their career with Laboratories of ABC. Following are types of required training.
- 2.14.2 Facility Orientation includes:
  - New employees completing required administrative forms as part of initial processing; and
- 2.14.3 Introduction to co-workers, personnel policies, working conditions, daily routine, issuance of manuals, quality assurance system and any miscellaneous matters.
- 2.14.4 **New-Hire Training may include:**
  - 2.14.4.1 Orientation and Training to Laboratory Management System
  - 2.14.4.2 Safety Training may include the topics of:
    - 2.14.4.2.1 universal precautions (e.g. hand washing, chemical contact and hazard awareness),
    - 2.14.4.2.2 exposure control,



 <p style="text-align: center;"><b>Provincial Public Health Reference Laboratory (PPHRL)</b></p>	<b>Document #</b>	
	<b>Version</b>	
	<b>Issue per</b>	
	<b>Effective per</b>	
	<b>Pages</b>	
	<b>Author</b>	
	<b>Reviewed By</b>	
<b>Procedure for personnel Training</b>	<b>Approved By</b>	

- 2.14.4.2.3 personal protective equipment,
- 2.14.4.2.4 security briefing,
- 2.14.4.2.5 safety briefing,
- 2.14.4.2.6 fire extinguisher training
- 2.14.4.2.7 emergency evacuation, and
- 2.14.4.2.8 safety practices in the laboratory

### 2.14.5 Chemical Hygiene

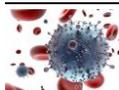
- 2.14.5.1 Hazardous Waste Management that includes annual training on handling, storage, and disposal of hazardous materials
- 2.14.5.2 Material Safety Data Sheets
- 2.14.5.3 Laboratory Management System (LMS) and related procedures.
- 2.14.5.4 On-the-job training, national training courses and manufacturer's training.
- 2.14.5.5 Training on policies, regulations, procedures, methods, and instruments.

### 3.0 Related Documents

- 3.1 [Training Plan](#) QSP/QF/L4/005
- 3.2 [Training Sign-In-Sheet](#) QSP/QF/L4/006
- 3.3 [Trainee Evaluation Form](#) QSP/QF/L4/007
- 3.4 [Training Completion Form](#) QSP/QF/L4/008
- 3.5 [Lab Authorization Permit](#) QSP/QF/L4/009

### References

- EPA Order 1440.2 Health and Safety Requirements for employees engaged in field activities.
- EPA Order 3500.1 Training and Development for Compliance Inspectors/Field Investigators.



 <p style="text-align: center;"><b>Provincial Public Health Reference Laboratory (PPHRL)</b></p>		<b>Document #</b>	
		<b>Version</b>	
		<b>Issue per</b>	
		<b>Effective per</b>	
		<b>Pages</b>	
		<b>Author</b>	
<b>Procedure for personnel Training</b>		<b>Reviewed By</b>	
		<b>Approved By</b>	

EPA SF-182, Request, Authorization, Agreement and Certification of Training Form, Most Recent Version  
 Field Branches New Employee Training Checklist, SESDFORM-007, Most Recent Version  
 Individual Training Plan, SESDFORM-023, Most Recent Version  
 SESD On-the-Job Training (OJT) Form, SESDFORM-002, Most Recent Version  
 SESD Operating Procedure for Competency and Proficiency Testing, SESDPROC-006, Most Recent Version  
 SESD Operating Procedure for Management Review, SESDPROC-013, Most Recent Vers

