

# Competence, Training and Awareness

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| <b>Reference:</b>         | CTG-PRO-003    |
| <b>Effective Date:</b>    | 30/05/2025     |
| <b>Owning Department:</b> | Sustainability |
| <b>Review Period:</b>     | 2 years        |
| <b>Version:</b>           | 6.0            |
| <b>Document Type:</b>     | Procedure      |
| <b>Version Author:</b>    | Kasia Haywood  |

## Version History

| Version | Date          | Purpose  | Author        | Review Due Date |
|---------|---------------|--|---------------|-----------------|
| 1.0     | January 2012  | Original draft   | Rose Rooney   | January 2014    |
| 2.0     | November 2013 | Change to the format of University Staff Inductions  | Rose Rooney   | November 2015   |
| 3.0     | April 2014    | Correct a typo in section 4.2  | Rose Rooney   | April 2016      |
| 4.0     | December 2015 | Training needs analysis and train plan combined into one document to reflect the changed needed for the new ISO standard | Rose Rooney   | December 2017   |
| 5.0     | October 2021  | Change of name from Sustainability Manager Waste and EMS to Sustainability Manager Circular Economy and EMS              | Rose Rooney   | October 2023    |
| 6.0     | 30/05/25      | Review of whole document with updates to job titles and contractor training requirements                                 | Kasia Haywood | 30/05/27        |

## **1. Purpose**

1.1 To identify, establish, implement, document and maintain a procedure to ensure the effectiveness of the Environmental Management System (EMS). It is essential that all employees receive training at an appropriate level to allow them to comply with the EMS and have a direct or indirect impact on the environment.

## **2. Scope**

2.1 This procedure is relevant for all employees, within the scope of the EMS and includes relevant contractors and temporary staff.

## **3. Responsibility**

3.1 It is the responsibility of the Sustainability Manager (Scope 3) (Responsible Person):

- To co-ordinate a Training Plan for all employees as defined within the key elements of the EMS and Aspects and Impacts.
- To ensure evidence is maintained for training delivered to relevant employees to maintain the EMS and Aspects and Impacts.
- To ensure appropriate resources including time and money are provided for training purpose within the scope of the EMS and Aspects and Impacts.
- Ensure changes to training needs are viewed in relation to any changes to legislation or permitting requirements.

## **4. Training Format**

4.1 The training programmes will focus on:

- Improving environmental awareness and performance to how the University controls significant environmental impacts.
- Meeting the requirements of the University's Sustainability Policy and Strategy.
- Meeting the requirements of procedures and other documents developed within the EMS and Aspects and Impacts.
- Ensuring that the EMS is implemented effectively

4.2 The training shall be undertaken in a style to be determined by the trainer, but which can include:

- Classroom based lectures
- Classroom based workshops
- On the job training
- Computer based training
- Toolbox talks
- External training

4.3 The delegates shall complete a record of attendance at each training session .

4.4 The delegates shall complete a Training Feedback Questionnaire, if possible, after each training session.

## **5. Induction Training**

5.1 All new employees commencing employment with the University shall be offered, via 'Develop' staff training site, attendance at a staff induction event which will include Sustainability and EMS information.

5.2 All new employees commencing employment with the University shall be recommended, via 'Develop' staff training site, to complete a Sustainability online training module.

5.3 All new employees identified in the training plan with responsibility relevant to the EMS or Aspects or Impacts will receive additional relevant training.

5.4 All contractors are made aware of the University's requirements for Environmental Responsibility prior to award to contract.

5.5 Upon contract, contractors must attend an induction training session and be familiar with the University Contractor Handbook. Contractor must attend a refresher induction session every two years.

## **6. Training Needs Analysis**

6.1 The training requirements for each individual vary in relation to Environmental Aspects and Impacts, so the Responsible Person will co-ordinate a Training Needs Analysis (TNA) annually.

6.2 The results of the TNA shall be documented by the Responsible Person within a Training Plan which outlines each individuals training programme for the forthcoming year in relation to Environmental training.

## **7. Competence Testing**

7.1 To determine whether the individuals have understood the content of each training session they shall be assessed to determine their competence.

7.2 The trainer shall determine the format of the competence assessment, but it can include:

- Written exam
- Verbal questions
- Observation of employees undertaking duties
- EMS operational control audits

## **8. Training Records**

8.1 All environmental awareness training delivered within the scope of the EMS will be recorded in the individuals training records and managed by their line managers or supervisors as relevant.

8.2 The attendance of an individual at each training session shall be indicated on the Training Plan in a suitable manner

8.3 Employees missing a training session, as identified in the Training Plan shall be rescheduled to receive the training at a suitable date.

8.4 Disciplinary action shall be taken against any employee consistently missing training without a valid reason in line with departmental procedures.

## **9. Refresher Training**

9.1 Individuals may be required to undergo refresher training which is not currently scheduled as a result of:

- Failing a competence assessment
- Randomly observing individual undertaking their duties in an incompetent manner
- A non-conformance being reported during an EMS audit
- The occurrence of an environmental incident.
- To ensure that legal and other requirements are taken into account in establishing implementing and maintaining the EMS.

## **10. Definitions**

The 'Responsible Person' is defined as the person who has agreed within the University to receive, investigate and distribute as necessary any new, changes to and updates to legislation or other requirements for their area of responsibility.