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NOTE: This Section's Sign-Off Record is maintained in the ESH&A Office, G40 TASF.

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REVISION / REVIEW LOG

SECTION 3 – TRAINING PROGRAM

Review Number:	Effective Date:	Contact Person:	Pages Affected:	Description of Revision:
0	02/29/00	Kate Sordelet	All	Original Issue
1	02/13/06	Kate Sordelet	See Revision Description	G:\Doc&Recs\DCP\Revision Description\Manual 10200.002 Section 3 Revision 1.doc

SIGN-OFF RECORD

The Environment, Safety Health and Assurance Program Manual has been reviewed and approved as documented below:

Reviewed by: _____ Date: _____
Environment, Safety, Health & Assurance

Approved by: _____ Date: _____
Division Director, Chief Operations Officer

Approved by: _____ Date: _____
Division Director, Science and Technology

Approved by: _____ Date: _____
Deputy Director

Approved by: _____ Date: _____
Director

Note: Original Sign-off Record with signatures is on file with ESH&A.

3.0 TRAINING PROGRAM

Applicability Statement:

The Training section applies to all employees. Program development resides with the Training Program with implementation assistance from Subject Matter Experts, Human Resources, Occupational Medicine, Program/Department Managers, Group/Section Leaders, Supervisors, Safety Coordinators, and Safety Representatives.

3.1 REFERENCES

Needs Assessment Process (Procedure 10200.016).
A Visitor Safety Guide (Guide 10200.001)
Emergency Awareness Training Form (Form 10200.001)
Visitor Training (Procedure 10200.011).
Training Module Development (Procedure 10200.002)

3.2 BACKGROUND

ESH&A coordinates the Laboratory's Training Program, which provides employees with the training necessary for the safe and productive completion of there, work responsibilities. A primary emphasis is placed on the fulfillment of Environment, Safety, and Health (ES&H) training requirements. The heart of the Training Program is the Needs Assessment Process, which identifies training requirements and needs for Laboratory employees. Subject Matter Experts (SMEs) provide training from various disciplines from around the Laboratory. The SMEs in conjunction with the Training Coordinator, prepare sound lesson plans to address identified needs. Course evaluations are also obtained to continually improve upon the training events. Furthermore, the program utilizes the Ames Laboratory Training Records System (ALTRS) to track employee training participation in relation to mandatory job requirements. This information is shared with employees and supervisors to allow for development of individualized employee Training Action Plans (TAPs). The Training Program focuses on the following core activities: Needs Assessment Program; Institutional Training Modules (General Employee Training; Emergency Awareness Training; Visitor Training, etc); module development; Job (Activity) Specific Training; training record keeping (electronic and file copy); training coordination and performance reporting.

3.3 PROGRAM INFORMATION

3.3.1 NEEDS ASSESSMENT PROGRAM

The Needs Assessment Program is a joint effort between Human Resources, Occupational Medicine, and ESH&A. The Needs Assessment Program provides a mechanism to identify hazards, training needs, and job task elements. The identification of hazards and job task elements are identified on a *Hazard Inventory/Job Task Analysis Packet*. A supervisor completes this packet at the time of requesting a new hire. Once an employee is hired, their training needs are determined by the completion of a *Training Needs Questionnaire (TNQ)*. The completion of the TNQ is a joint effort between the employee and their supervisor who ensures that mandatory requirements are met, as well as, professional development needs. The results of

the TNQ are provided to both the supervisor and employee via an *Employee Training Profile (ETP)*. The information collected during the Needs Assessment Process, aids the supervisor in planning for training events and triggers certain medical actions and related ESH&A room monitoring events.

To assure that training needs are continuously addressed, ETPs are mailed to evaluating supervisors on an annual basis. ETPs are sent out following the distribution of the Laboratory's Performance Appraisals to allow for training goals to be established during the evaluation process. In addition, Program Directors/Department Managers are provided with training completion statistics for all applicable mandatory training modules to ensure training requirements are being met. Furthermore, supervisors are instructed to obtain a new TNQ for an employee should their assigned job activities change significantly or should they change job positions.

3.3.2 INSTITUTIONAL TRAINING MODULES

Institutional Training Modules are formally coordinated and tracked by the Laboratory's Training Office. As stated above, Institutional modules are determined by an employees' assigned activities; however, each employee's ETP will automatically list the following core modules: Training Needs Questionnaire (AL-000), General Employee Training (AL-001), Emergency Awareness Training (AL-002), Sexual Harassment Awareness Training (AL-053), Cyber Security Training (AL-082), Fire Brochure (AL-089), Integrated Safety Management (AL-143), Security Immersion Training (AL-147), Counterintelligence Training (AL-164), Environmental Management Awareness Training (AL-182), Cyber Security Requirements Training (AL-187), Electrical Awareness Training (AL-190) and Foreign Visits and Assignments Training (AL-194). Listed below is a description of several of the Laboratory's key training modules.

3.3.2.1 General Employee Training (GET)

General Employee Training (GET) [AL-001] is a mandatory training module for all new Ames Laboratory employees, e.g., full time staff, graduate students, post doctorates, students, and other Ames Laboratory facility users (e.g., associates, etc.). GET provides new employees with an understanding of the Laboratory's organization structure, policies and procedures, general safety policies and covers several other ES&H aspects. GET should be completed within the first two weeks of employment. Further Institutional training will be provided based upon the employee's work activities. In addition, the employee's Program/Department and/or Group/Section shall provide Job (Activity) Specific Training based upon the employee's specific work. The Human Resource Office shall schedule a GET session for all new employees when they are checking into the Laboratory. The Environment, Safety, Health & Assurance Office presents GET every week and documents an employee's training completion on the Ames Laboratory Training Records System.

3.3.2.2 Emergency Awareness Training

The Emergency Awareness Training module [AL-002] is mandatory for all Ames Laboratory employees. It shall be the responsibility of the Program/Department's Safety Coordinator to ensure that a new employee is brought through this training within two weeks of their hire. The training shall be directed according to the Emergency Awareness Training Form (Form 10200.001) Checklist and shall cover such items as: the Ames Laboratory Safety Manual, Emergency Evacuation Procedures, communication systems, incident reporting procedures, and

the location of fire pulls, eye wash stations, fire extinguisher, emergency showers, and first aid kits. The completion of this training module shall be documented on the ALTRS.

3.3.2.3 Visitor Training

All visitors to the Ames Laboratory shall receive some form of visitor training based upon their activities. A Visitor Safety Guide (Guide 10200.001) shall be distributed to each visitor. Additional training for visitors shall be performed according to the procedure for Visitor Training (Procedure 10200.011).

3.3.3 MODULE DEVELOPMENT

Institutional modules shall be presented by Subject Matter Experts (SME's) utilizing formal training lesson plans. These training lesson plans shall be developed in accordance with the procedure for Training Module Development (Procedure 10200.002). This procedure directs the development of the training module, including the delineation of the requirement(s) for the training, the preparation of the lesson plan, and the incorporation of review statements by a Training Review Group. The Training Review will be conducted by individuals with the appropriate technical background and will identify course deficiencies before general release to the intended audience. Once a module has been reviewed and approved an identification question is added to the TNQ to ascertain if the module is mandatory, suggested or elective for a particular employee or work position. Institutional modules have various formats that include, classroom instruction, video, examination and computer based training (CBT). Training modules are continually reviewed by incorporating feedback from trainees, updated regulations, and reviews of other agencies training materials.

3.3.4 JOB (ACTIVITY) SPECIFIC TRAINING

Job Specific Training is the responsibility of each employee's Group/Section Leader and is designed to address the training aspects that relate to the employee's specific work location. This would include a review of the Group/Sections policies and procedures along with hands-on training for specialized equipment.

As Job Specific Training consists of training on individual activities it is not necessary that instruction be given formal lesson plans; however, the Group/Section Leader must maintain accurate operator aids, procedures, or manufactuer equipment manuals. Furthermore, they must maintain a sign-off record that indicates which employees have been trained on the specialized activity.

3.3.5 TRAINING RECORDS

Training Records are maintained both electronically and manually. The Ames Laboratory Training Records System (ALTRS) is utilized to keep training records electronically. ALTRS is utilized to continually review and delineate employees who are in need of an initial training or retraining. ALTRS creates workflow efficiencies by performing information downloads for the distribution of training schedules and employee notifications. Furthermore, the database provides detailed information on all institutional training modules, e.g., module description, length, instructor, status, etc. In addition to the electronic training records, hard copy attendance records are maintained in the individuals' Employee Training File. Class rosters are also maintained by date to accommodate different search modes.

3.3.6 TRAINING COORDINATION AND PERFORMANCE REPORTING

The Laboratory's Training Coordinator performs training Coordination and Performance Reporting. Training Coordination centers on analyzing retrain reports, planning training schedules, coordinating classes, modifying databases and providing training notifications for employees. Other activities include distributing module retrain materials, the Annual Retrain Packet and Employee Training Profiles. Coordination efforts are also needed to assist Subject Matter Experts in the development and/or modification of training modules. An annual Training Cost Report is also provided to the DOE covering program costs, student costs, contracted training costs, etc. Also, statistics are maintained on key mandatory training events for submission on the Laboratory's Self-Assessment Report.

3.4 TRAINING

A core set of Institutional Training Modules/Activities have been established for all Laboratory employees. The training modules identified below are automatically indicated on each employee's Employee Training Profile.

Training Needs Questionnaire	**#AL- 000**
Intended Audience:	*All employees*
Module Format:	*Questionnaire that delineates each individual's training needs and identifies the training module's associated priority and timing.*
Associated Retrain Period & Format:	*TNQ's shall be updated when an employee's job activities are significantly modified or if the employee position is changed considerably. Estimated completion time: ~15 minutes*

GENERAL EMPLOYEE TRAINING	**#AL- 001**
Intended Audience:	*All employees*
Module Format:	*Classroom Instruction, reviews administrative policies, General Safety, Emergencies, Industrial Hygiene Program, Environmental Protection Program, and Radiation Safety. Estimated Completion time: 1.5 hours*
Associated Retrain Period & Format:	*Retrain is required if an employee has been terminated from the Laboratory for more than a one-year period. All Ames Laboratory employees receive the Laboratory's Annual Retrain Mailing, which covers, Fire Safety, Cyber Security, Physical Security, informational updates and policy reminders.*

EMERGENCY AWARENESS TRAINING	#AL-002
Intended Audience:	*All Ames Laboratory employees*
Module Format:	*One-on-one emergency preparedness training provided by the Program/Department's Safety Coordinator or Representative. Estimated Completion time: 1/ 2 hours*
Associated Retrain Period & Format:	*Retrain is only required if the employee moves to another work location with which they are not familiar.*

PORTABLE FIRE EXTINGUISHER TRAINING	#AL-017
Intended Audience:	*Suggested - All employees*
Module Format:	*Classroom Instruction and hands-on practice. Estimated Completion time: 2 hours*
Associated Retrain Period & Format:	*No associated retrain requirement.*

SEXUAL HARRASSMENT AWARENESS TRAINING	#AL-053
Intended Audience:	*Suggested for all employees*
Module Format:	*Provided as a segment of GET. Additional information is available as Computer Based Training with instructional materials. Estimated Completion time: 2 hours*
Associated Retrain Period & Format:	*No associated retrain requirement*

CYBER SECURITY AWARENESS TRAINING	#AL-082
Intended Audience:	*All Ames laboratory employees*
Module Format:	*Provided as a segment of GET. Estimated Completion time: 15 minutes.*
Associated Retrain Period & Format:	*Annual retrain requirement. CSAT Guide mailed to all employees as a part of the Annual Retrain Packet.*

FIRE SAFETY BROCHURE	#AL-089
Intended Audience:	*All Ames Laboratory Employees*
Module Format:	*Provided as a segment of GET. Estimated Completion time: 15 minutes.*
Associated Retrain Period & Format:	*Annual retrain requirement. Fire Safety Brochure mailed to all employees as a part of the Annual Retrain Packet.*

INTEGRATED SAFETY MANAGEMENT TRAINING	#AL-143
Intended Audience:	*All Ames Laboratory employees*
Module Format:	*Provided as a segment of GET. As of 5/2000 all existing employees were provided training via classroom or CBT. Estimated Completion time: 30 minutes.*
Associated Retrain Period & Format:	*No associated retrain requirement.*

SECURITY IMMERSION TRAINING	#AL-147
Intended Audience:	*All Ames Laboratory employees*
Module Format:	*Provided as a segment of GET. As of 5/2000 all existing employees were provided training via classroom or CBT on the Ames Lab Web site. Estimated Completion time: 11/2 hours.*
Associated Retrain Period & Format:	*No associated retrain requirement.*

COUNTERINTELLIGENCE TRAINING	#AL-164
Intended Audience:	*All Ames Laboratory employees*
Module Format:	*Provided as a segment of GET. As of 12/2001 all existing employees were provided training via a training mailer. Estimated Completion time: 15 minutes.*
Associated Retrain Period & Format:	*Annual retrain requirement provided as a mailer to all employees in December.*

ENVIRONMENTAL AWARENESS TRAINING	#AL-182
Intended Audience:	*All Ames Laboratory employees*
Module Format:	*Provided as a segment of GET. As of 12/21/2004 all existing employees were provided training via a training mailer and CBT on the Ames Lab web site. Estimated Completion time: 1/2 hours.*
Associated Retrain Period & Format:	*No associated retrain requirement.*

CYBER SECURITY REQUIREMENTS TRAINING	#AL-187
Intended Audience:	*All Ames Laboratory employees*
Module Format:	*Provided as a segment of GET. As of 8/11/2005 all existing employees were provided training via a training guide on the internal Ames Lab web site. Estimated Completion time: 1/2 hours.*
Associated Retrain Period & Format:	*No associated retrain requirement.*

ELECTRICAL SAFETY AWARENESS TRAINING	#AL-190
Intended Audience:	*All Ames Laboratory employees*
Module Format:	*Provided as a segment of GET. As of 9/7/2005 all existing employees were provided training via a training mailer with a guide. Estimated Completion time: 1/2 hours.*
Associated Retrain Period & Format:	*No associated retrain requirement.*

FOREIGN VISITS AND ASSIGNMENTS AWARENESS TRAINING AL-194	
Intended Audience:	*All Ames Laboratory employees*
Module Format:	*Provided as a segment of GET. As of 9/23/2005 all existing employees were provided training via a training mailer with a guide. Estimated Completion time: 1/2 hours.*
Associated Retrain Period & Format:	*No associated retrain requirement.*

3.5 PERFORMANCE CHECKLIST

All Employees – Shall:

- ❑ Complete a *Training Needs Questionnaire* with the assistance of their Group/Section Leader.
- ❑ Attend General Employee Training and all other mandatory training modules that are identified on their *Employee Training Profile.*
- ❑ Attend retraining events in accordance with a module's prescribed retrain date.
- ❑ Review the Laboratory's Annual Retrain Packet that is distributed in August.
- ❑ Respond to monthly training announcements by registering for class with the Training Department.
- ❑ Follow the Visitor's Procedure (Procedure #10200.027) for any research guests, equipment vendors, etc. who are visiting an Ames Laboratory owned or rented space.
- ❑ Go through Human Resource's formal checkout process, which automatically updates the ALTRS database.

Subject Matter Experts – Shall:

- ❑ Review DOE Requirements and other regulations for associated training requirements.
- ❑ Develop and modify training lesson plans for their technical specialty.
- ❑ Present training modules that rely on their technical expertise and track employee compliance with these modules.

Human Resources – Shall:

- ❑ Verify that each Personnel Requisition is accompanied by a completed *Hazard Inventory/Job Task Analysis Packet.*
- ❑ Register each person for General Employee Training when they are going through the Laboratory's checks-in process.
- ❑ Forward completed *Hazard Inventory/Job Task Analysis* to Occupational Medicine for processing and filing.
- ❑ Update the Human Resource database, which in turn updates ALTRS records accordingly, e.g., new hires, terminations, etc.

Occupational Medicine – Shall:

- ❑ Input *Hazard Inventory/Job Task Analysis* information into the OMSCREENS database, which triggers medical actions and ESH&A room monitoring.
- ❑ Generates automated HI/JTA letters for any employees who have not completed these forms.
- ❑ Verify that Laser Workers have had a baseline eye exam and handle billing with off-site vendor.
- ❑ Provide Ames Laboratory employee with physicals per requirements.

Group/Section Leaders & Supervisors – Shall:

- Complete a *Hazard Inventory/Job Task Analysis Packet* when submitting a Personnel Requisition to Human Resources.
- Complete a *Training Needs Questionnaire* for employees with their assistance.
- Ensure that their employees have attended General Employee Training.
- Verify that their employee has received Emergency Awareness Training by the Program/ Department's Safety Coordinator.
- Review the *Employee Training Profiles* that are distributed annually in March and prepare *Training Action Plans* for employees as appropriate.
- Ensure that their employees review the materials that are distributed in the Laboratory's *Annual Retrain Packet.*
- Identify all job activities that each employee will be performing and provide the appropriate Job (Activity) Specific Training (JAST) to ensure that they can perform all work activities in a safe manner.
- Prepare and retain JAST Training sign-off records to demonstrate the completion of each training activity.
- Follow the Visitor's Procedure (Procedure #10200.027) for any research guests, equipment vendors, etc. that are visiting an Ames Laboratory owned or rented space.
- Ensure that employees go through Human Resource's checkout process.

Program Directors/Department Managers – Shall:

- Complete a *Hazard Inventory/Job Task Analysis Packet* when submitting a Personnel Requisition for a Group/Section Leader.
- Complete a *Training Needs Questionnaire* for each of their Group/Section Leader with their assistance.
- Ensure that their Group/Section Leaders have attended General Employee Training.
- Verify that their Group/Section Leaders have received Emergency Awareness Training by the Program/ Department's Safety Coordinator.
- Review the *Employee Training Profiles* that are distributed annually in March and prepare *Training Action Plans* for their Group/Section Leaders.
- Review Training Statistic Reports for mandatory training modules to ensure compliance.
- Ensure that their Group/Section Leaders review the materials that are distributed in the Laboratory's *Annual Retrain Packet.*
- Identify all job activities that each Group/Section Leader will be performing and provide the appropriate JAST to ensure that they can perform all work activities in a safe manner.
- Prepare and retain JAST sign-off records to demonstrate the completion of each training activity.
- Ensure Group/Section Leaders go through Human Resource's checkout process.

Safety Coordinator /Representatives – Shall:

- Conduct Emergency Awareness Training (EAT) for individuals in their Program/Department.
- Review ALTRS information for employees in their Program/Department to ensure compliance with General Employee Training, EAT, and modules with mandatory status or associated retrain dates.
- Provide JAST as requested by their Program/Department.
- Provide Safety Meetings for the Program/Department's employees as necessary.
- Attend Safety Coordinator/Safety Representative meetings hosted by ESH&A.

Training Coordinator – Shall:

- Distribute *Training Needs Questionnaires* to supervisors of new hires and distributes Employee Training Profiles to both the supervisor and the employee.
- Coordinate all Institutional Module offerings and Special Session Training, e.g., monthly schedule, announcements, registrations, examinations, reminders, room and equipment set-up, etc.
- Track all Institutional Training records, statistics and costs.
- Distribute annual Employee Training Profiles and Retrain Packets.
- Coordinate with Subject Matter Experts on the development of and modifications to training lesson plans.
- Distribute various retrain quizzes and study guides as required.
- Modify ALTRS and the Needs Assessment System as necessary.
- Update training forms, procedures, policies, etc. as required.