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*NOTE: This Section's Sign-off Record is maintained in the Training & Records Management Office, 151 TASF.*

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## REVISION / REVIEW LOG

Review Number:	Effective Date:	Contact Person:	Pages Affected:	Description of Revision:
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1	02/13/06	Kate Sordelet	See Revision Description	G:\Document Control\Revision Descriptions\Manual 10200.002 Section 3 revdesc.doc
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## SIGN-OFF RECORD

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

**Approved by:** \_\_\_\_\_ **Date:** \_\_\_\_\_

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Dr. Alexander H. King, Laboratory 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 BACKGROUND

ESH&A coordinates the Laboratory's Training Program, which provides employees with the training necessary for the safe and productive completion of their 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 for Laboratory employees. Subject matter experts (SMEs) provide training from various disciplines 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 training sessions.

Furthermore, the program utilizes a web-based training management system (Cyber Train) to track employee training participation in relation to mandatory job requirements, and to deliver training in various formats. Employees have access to view their own training records and those of any employees they supervise. The Training Program focuses on the following core activities: needs assessment, institutional training courses, course development, job (activity) specific training, training record keeping (electronic and/or file copies), training coordination and performance reporting.

### 3.2 PROGRAM INFORMATION

#### 3.2.1 NEEDS ASSESSMENT PROGRAM

The Needs Assessment Program is a joint effort between Occupational Medicine and ESH&A. The Needs Assessment Program provides a mechanism to identify hazards and training needs. The identification of hazards is accomplished using the Hazard Inventory Packet. Employee training needs are determined by the Hazard Inventory Packet as well as by the completion of a Training Needs Questionnaire (TNQ). 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.

##### **3.2.1.1. HI/TNQ Templates for Manager (Supervisor) Groups**

Each supervisor is given a Hazard Inventory (HI) and a Training Needs Questionnaire (TNQ) to complete for his/her group. The completed HIs/TNQs will serve as hazard and training needs "templates" for each group and will trigger training requirements automatically in Cyber Train. Supervisors are informed that these templates must be all-inclusive. If one employee in a group works with X-rays and the rest do not, the X-ray hazard must be indicated on the HI (which will trigger X-ray training courses). The employees in that group who do not work with X-rays must go through the opt-out procedure within Cyber Train to have the training removed from their

profiles. The opt-out procedure requires supervisor and/or subject matter expert approval depending on the training.

On a quarterly basis, supervisors receive an automated report from Cyber Train detailing any outstanding training for their employees as well as training completion statistics for their groups. They are also required to review Hazard Inventory/Training Needs Questionnaire templates on an annual basis and make any necessary changes. In addition, when a question is modified or added to the Training Needs Questionnaire (or when a hazard is modified or added to the Hazard Inventory), the question or hazard is sent to all supervisors within 30 days. Responses are added to the group templates.

#### **3.2.1.2. HI/TNQ for Groups that Opt Out of Template Option**

For employees in groups whose supervisors have chosen not to utilize the template option, the Hazard Inventory/Training Needs Questionnaire is automatically added to new employees' training requirements. Answers to the HI and TNQ will be used to assign training in Cyber Train. Supervisors of these employees are also required to review their employees' training profiles on an annual basis. When a question is modified or added to the Training Needs Questionnaire (or when a hazard is modified or added to the Hazard Inventory), the question or hazard is sent to all managers within 30 days. Responses are entered to employee requirements by the Training Office.

#### **3.2.1.3. Additional Organization Level Training Requirements**

In addition to the HI/TNQ Needs Assessment Process that assigns training to the "Manager" organization level, training is assigned by other organization levels on Cyber Train as a result of vigorous ongoing tracking and analysis by the Training Office and subject matter experts. Training is assigned to job codes (titles) and to the following organization levels:

- Divisions (Research, Admin, Associates)
- Special Assignment Positions (SAPs)

### **3.2.2 INSTITUTIONAL TRAINING COURSES**

Institutional training courses are formally coordinated and tracked by the Laboratory's Training Office. Many of the institutional training courses are required before employees can begin working on certain activities or in certain environments. It is the responsibility of employees and their supervisors to ensure that training requirements are fulfilled before beginning or continuing such work.

As stated above, institutional courses are determined by an employee's assigned activities; however, each employee's training profile will automatically list the following core courses: General Employee Training (AL-001), Sexual Harassment Awareness Training (AL-053), Cyber Security Training (AL-082), Fire Safety Brochure (AL-089), Integrated Safety Management (AL-143), Security Immersion Training (AL-147), Counterintelligence Training (AL-164), Environmental Management Awareness Training (AL-182), Electrical Awareness Training (AL-190) and Foreign Visits and Assignments Training (AL-194). Listed below is a description of three of the Laboratory's key training courses.

**3.3.2.1 General Employee Training (GET)**

GET (AL-001) is a mandatory training course for all new Ames Laboratory employees, including full time staff, graduate students, post doctorates, undergraduate students, and designated Ames Laboratory facility users (associates, etc.). GET provides new employees with an understanding of the Laboratory's organizational structure, policies and procedures, general safety policies and several other ES&H aspects. GET is also designed to include training that satisfies the requirements for the following institutional courses:

- Sexual Harassment Awareness Training (AL-053)
- Foreign Visits & Assignments Training (AL-194)
- Security Immersion Training (AL-147)
- Environmental Management Awareness (AL-182)
- Fire Safety Brochure (AL-089)
- Cyber Security Training (AL-082)
- Integrated Safety Management (AL-143)
- Counterintelligence Training (AL-164)
- Electrical Awareness Training (AL-190)

Employees are strongly encouraged to complete GET within the first two weeks of their employment. The Environment, Safety, Health & Assurance Office offers a classroom session of GET every other week as well as an online version that can be accessed by all Ames Laboratory employees. Employees' completion of GET is documented either automatically by Cyber Train (for online completions) or manually by Training Office staff. Further institutional training is provided based upon each employee's work activities. In addition, the employee's program/department and/or group/section shall provide job (activity) specific training.

**3.3.2.2 Emergency Awareness Training**

The Emergency Awareness Training course [AL-002] is mandatory for all Ames Laboratory employees who work in Ames Lab owned or rented space. It shall be the responsibility of the program/department's safety coordinator or designee 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) 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 course shall be documented on Cyber Train.

**3.3.2.3 Visitor Training**

The Ames Laboratory considers "visitors" to be persons who come to the Laboratory for ten working days or fewer. All visitors shall receive some form of visitor training based upon their activities. A Visitor Safety Guide (Guide 10200.001) shall be distributed to each visitor. Anyone who visits the Lab for more than ten working days must check with ESH&A to determine training requirements.

**3.2.3 COURSE DEVELOPMENT**

Institutional courses shall be presented by subject matter experts (SMEs) utilizing formal training lesson plans. These lesson plans shall be developed in accordance with the procedure for Training Course Development (Procedure 10200.002). This procedure directs the development of the training course, 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.

During the course development process, training trigger(s) and priority are determined using the Laboratory's Needs Assessment Program. A training can be triggered by organization levels or job codes in Cyber Train, or by the Hazard Inventory Packet or Training Needs Questionnaire. Courses can be either mandatory, suggested or elective. Institutional courses have various formats that include classroom instruction, examination, online, or computer based training (CBT). Training courses are continually reviewed by incorporating feedback from trainees, updated regulations, and reviews of other agencies' training materials.

#### **3.2.4 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's/section's policies and procedures along with hands-on training for specialized equipment. Because 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 manufacturer equipment manuals. Furthermore, they must maintain a sign-off record that indicates which employees have been trained on the specialized activity.

#### **3.2.5 TRAINING RECORDS**

Training records are maintained both electronically and manually. Cyber Train is utilized to electronically track training records, and to continually review and identify employees who are in need of initial training or retraining. Cyber Train provides detailed information on all institutional training courses, e.g., course description, length, instructor, status, etc. In addition to the electronic training records, hard copy attendance records are maintained in employee training files. Class rosters are also maintained by date to accommodate different search modes.

#### **3.2.6 TRAINING COORDINATION AND PERFORMANCE REPORTING**

The Laboratory's Training Coordinator performs training coordination and performance reporting. Training coordination centers around analyzing reports, planning training schedules, coordinating classes, modifying databases and providing training notifications for employees. Other activities include distributing retrain materials and the annual retrain packet. Coordination efforts are also needed to assist SMEs in the development and/or modification of training courses. Also, statistics are maintained on key mandatory training events for submission with the Laboratory's Self-Assessment Report.

#### **3.2.7. TRAINING**

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

<b>GENERAL EMPLOYEE TRAINING</b>		<b>#AL- 001</b>
<b>Intended Audience:</b>	<i>All Ames Laboratory Employees</i>	
<b>Course Format:</b>	<i>Classroom instruction, CBT, online, reviews administrative policies, general safety, emergencies, ESH&amp;A programs. Estimated completion time: 1.5 hours</i>	
<b>Associated Retrain Period &amp; Format:</b>	<i>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.</i>	

<b>SEXUAL HARRASSMENT AWARENESS TRAINING</b>		<b>#AL-053</b>
<b>Intended Audience:</b>	<i>Suggested for all employees</i>	
<b>Course Format:</b>	<i>Provided as a segment of GET. Additional information available through ISU.</i>	
<b>Associated Retrain Period &amp; Format:</b>	<i>No associated retrain requirement</i>	

<b>CYBER SECURITY AWARENESS TRAINING</b>		<b>#AL-082</b>
<b>Intended Audience:</b>	<i>All Ames Laboratory Employees</i>	
<b>Course Format:</b>	<i>Provided as a segment of GET. Estimated completion time: 15 minutes.</i>	
<b>Associated Retrain Period &amp; Format:</b>	<i>Annual retrain requirement. Guide mailed to all employees as a part of the annual retrain packet.</i>	

<b>FIRE SAFETY BROCHURE</b>		<b>#AL-089</b>
<b>Intended Audience:</b>	<i>All Ames Laboratory Employees</i>	
<b>Course Format:</b>	<i>Provided as a segment of GET. Estimated completion time: 15 minutes.</i>	
<b>Associated Retrain Period &amp; Format:</b>	<i>Annual retrain requirement. Fire Safety Brochure mailed to all employees as a part of the annual retrain packet.</i>	

<b>INTEGRATED SAFETY MANAGEMENT TRAINING</b>		<b>#AL-143</b>
<b>Intended Audience:</b>	<i>All Ames Laboratory Employees</i>	
<b>Course Format:</b>	<i>Provided as a segment of GET. Estimated Completion time: 30 minutes.</i>	
<b>Associated Retrain Period &amp; Format:</b>	<i>No associated retrain requirement.</i>	

<b>SECURITY IMMERSION TRAINING</b>		<b>#AL-147</b>
<i>Intended Audience:</i>	<i>All Ames Laboratory Employees</i>	
<i>Course Format:</i>	<i>Provided as a segment of GET. As of 5/2000 all existing employees were provided training via classroom or CBT on the Ames Lab website. Estimated Completion time: 1 1/2 hours.</i>	
<i>Associated Retrain Period &amp; Format:</i>	<i>No associated retrain requirement.</i>	

<b>COUNTERINTELLIGENCE TRAINING</b>		<b>#AL-164</b>
<i>Intended Audience:</i>	<i>All Ames Laboratory Employees</i>	
<i>Course Format:</i>	<i>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.</i>	
<i>Associated Retrain Period &amp; Format:</i>	<i>Annual retrain requirement provided as a mailer to all employees in December.</i>	

<b>ENVIRONMENTAL AWARENESS TRAINING</b>		<b>#AL-182</b>
<i>Intended Audience:</i>	<i>All Ames Laboratory employees</i>	
<i>Course Format:</i>	<i>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.</i>	
<i>Associated Retrain Period &amp; Format:</i>	<i>No associated retrain requirement.</i>	

<b>ELECTRICAL SAFETY AWARENESS TRAINING</b>		<b>#AL-190</b>
<i>Intended Audience:</i>	<i>All Ames Laboratory employees</i>	
<i>Course Format:</i>	<i>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.</i>	
<i>Associated Retrain Period &amp; Format:</i>	<i>No associated retrain requirement.</i>	

<b>FOREIGN VISITS AND ASSIGNMENTS AWARENESS TRAINING</b>		<b>AL-194</b>
<i>Intended Audience:</i>	<i>All Ames Laboratory employees</i>	
<i>Course Format:</i>	<i>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.</i>	
<i>Associated Retrain Period &amp; Format:</i>	<i>No associated retrain requirement.</i>	

**3.2.8. PERFORMANCE CHECKLIST****All Employees – Shall:**

- ❑ Attend General Employee Training and all other mandatory training courses that are identified on their profiles.
- ❑ Attend retraining in accordance with each course'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 Office.
- ❑ Go through Human Resource's formal checkout process, which automatically updates the Cyber Train 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 courses that rely on their technical expertise and track employee compliance with these courses.
- ❑ Provide target audience for each course under their purview with regulatory and informational updates when necessary in between training sessions.

**Human Resources – Shall:**

- ❑ Register each person for General Employee Training when they are going through the Laboratory's check-in process.
- ❑ Update the Human Resource database, which in turn updates Cyber Train records accordingly, e.g., new hires, terminations, etc.

**Occupational Medicine – Shall:**

- ❑ Input Hazard Inventory information into the OMSCREENS database, which triggers medical actions and ESH&A room monitoring.
- ❑ Generate automated HI 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 employees with physicals per requirements.

**Group/Section Leaders & Supervisors – Shall:**

- ❑ Complete HI/TNQs either as group templates or individually for each employee in their groups.
- ❑ Ensure that their employees have attended General Employee Training.
- ❑ Verify that their employees have received Emergency Awareness Training (if necessary) by the program/ department's safety coordinator or designee.
- ❑ Review their employees' training requirements and ensure that training is being completed as necessary.
- ❑ Complete required training for supervised activities as required by governmental regulation and identified through the readiness review process by the activity supervisor and ESH&A representative.
- ❑ 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 to ensure that they can perform all work activities in a safe manner.
- ❑ Prepare and retain job (activity) specific training sign-off records to demonstrate completion of each training activity.
- ❑ Ensure that visitors to their area are properly trained and follow Laboratory policies and procedures.
- ❑ Ensure that employees go through Human Resource's checkout process.

**Program Directors/Department Managers – Shall:**

- ❑ Oversee the completion of HI/TNQs for each of their group/section leaders, either as a template or individually. Also ensure that each group/section leader completes HI/TNQs for their groups.
- ❑ Ensure that their group/section leaders have attended General Employee Training.
- ❑ Verify that their group/section leaders have received Emergency Awareness Training (if necessary) by the program/department's safety coordinator or designee.
- ❑ Review their group/section leaders' training requirements and ensure that training is being completed as necessary.
- ❑ Review training statistics reports for mandatory training courses 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 job (activity) specific training to ensure that they can perform all work activities in a safe manner.
- ❑ Prepare and retain job (activity) specific training sign-off records to demonstrate the completion of each training activity.
- ❑ Ensure group/section leaders go through Human Resource's checkout process.

**Safety Coordinators /Representatives – Shall:**

- ❑ Conduct Emergency Awareness Training (EAT) for individuals in their program/department.
- ❑ Review training information for employees in their program/department to ensure compliance with General Employee Training, EAT, and courses with mandatory status or associated retrain dates.
- ❑ Provide job (activity) specific training 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:**

- ❑ Coordinate the completion of HI/TNQ templates, or individual forms as required.
- ❑ Coordinate all institutional course offerings and special session training. This includes the monthly schedule, training reminders, registrations, examinations, reminders, room and equipment set-up, etc.
- ❑ Track all institutional training records and statistics.
- ❑ Distribute annual 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 Cyber Train and needs assessment components as necessary.
- ❑ Update training forms, procedures, policies, etc. as required.

### 3.3 REFERENCES

Needs Assessment Process (Procedure 10200.029).

[Visitor Guide](#) (Guide 10200.001)

[Emergency Awareness Training Form](#) (Form 10200.001)

[Hazard Inventory Packet](#) (Packet 10200.002)

Training Course Development (Procedure 10200.002)

[Training Needs Questionnaire](#) (Form 10200.109)