

<b>Contact Person</b>	<a href="#">Hiliary Burns</a>	<b>Revision</b>	0
<b>Document</b>	Manual 10203.001	<b>Effective Date</b>	12/1/2015
		<b>Review Date</b>	12/1/2018

## TRAINING PROGRAM MANUAL

The Training Program seeks to provide a safe work environment for all Ames Laboratory employees by creating and distributing high quality, well-crafted and relevant training sessions. The Training and Documents Coordinator is responsible for program development with implementation assistance from subject matter experts, Human Resources, Occupational Medicine, program directors, group leaders, safety coordinators, and safety representatives.

### 1.0 APPROVAL RECORD

- Reviewed by: Document Control Coordinator (Hiliary Burns)
- Reviewed by: Medical Administrator, Occupational Medicine (Jean Johnson)
- Approved by: Environment, Safety, Health and Assurance Manager (Sean Whalen)
- Approved by: Deputy Director (Tom Lograsso)

The official approval record for this document is maintained in the Training and Documents Office, 105 TASF.

### 2.0 REVISION/REVIEW INFORMATION

The revision description for this document is available from and maintained by the author.

### 3.0 PURPOSE AND SCOPE

The Ames Laboratory Training Program provides employees with the training necessary for the safe and efficient completion of their work responsibilities. While a primary emphasis is placed on the fulfillment of EHS&A training requirements, the Training Office is a Laboratory wide department and can serve as a resource for all Ames Laboratory employees seeking a safer work environment.

### 2.0 ROLES AND RESPONSIBILITIES

#### 2.1. All Ames Laboratory Employees

- Complete all mandatory training courses as required by regulation and/or identified through the Readiness Review process. Required courses can be found under the “requirements” tab in Cyber Train and are subject to change as a person’s work responsibilities change.
- Review Cyber Train training record on a monthly basis to ensure all courses are completed prior to their due date. Employees will receive a training reminder one month prior to the scheduled due date for a course and for any past due training. It is expected that all employees will complete their training in a timely manner upon receipt of a reminder from the Training Office.
- Communicate with their Group Leader or Division/Institute/Program Director or Department Manager if their training record is not accurate for the job they are completing (i.e. training is missing; training included on record is not applicable to current work).
- Review the Laboratory’s annual retrain materials that are distributed in August.
- Complete retraining in accordance with each course’s prescribed retrain period.
- Ensure that visitors to their areas are properly trained and follow Laboratory policies and procedures.
- Complete the Laboratory’s formal check-out procedure when ending employment at Ames Laboratory.

<b>Contact Person</b>	<a href="#">Hiliary Burns</a>	<b>Revision</b>	0
<b>Document</b>	Manual 10203.001	<b>Effective Date</b>	12/1/2015
		<b>Review Date</b>	12/1/2018

## 2.2. Training Coordinator

- Coordinate the completion of HI/TNQ (Hazard Inventory/Training Needs Questionnaire) templates.
- Coordinate all institutional course development and delivery, including special session training.
- Maintain all institutional training records.
- Coordinate with administrative staff to provide employees with training regarding Laboratory operations and processes.
- Provide SMEs (Subject Matter Experts) with information and resources on adult learning, course development and course execution relevant to their training topic.
- Assist SMEs during the [Institutional Training Course Review](#) process.

## 2.3. Subject Matter Experts (SMEs)

- Review and incorporate Department of Energy (DOE) requirements and other regulations for associated requirements into Ames Laboratory training courses.
- Develop and modify training lesson plans and course materials in cooperation with the Training Coordinator for courses under their purview.
- Assist Training Office staff in tracking employee compliance.
- Provide target audience for each course with regulatory and informational updates when necessary in between training sessions.
- Utilize information and resources on adult learning, course development and course execution relevant to their training topic. These resources will be made available to SMEs by the Training Office.
- Participate in the [Institutional Training Course Review Procedure](#)

## 2.4. Occupational Medicine

- Provide Training Office with copies of any completed Hazard Inventory forms.
- Provide Training Office with copies of signed Laser Safety Training Form when Ames Laboratory employees complete baseline eye exams, which satisfy training requirement AL-217 related to Laser Safety Training.

## 2.5. Division/Institute/Program Directors/Department Managers

- Complete HIs/TNQs (Hazard Inventories/Training Needs Questionnaires) for their group(s) either as templates or individually unless assigned to be completed by the Group Leader.
- Oversee training completion by employees under their direction, including all mandatory institutional training as well as job-specific training.
- Review quarterly Cyber Train reports and ensure employees complete all assigned training by their scheduled due dates.

## 2.6. Group Leaders

- Group Leaders must perform one of the following:
  - Communicate with Training Coordinator and ESH&A specialist to develop a hazard/training template upon formation of group; or
  - Complete Hazard Inventory (HI) forms and Training Needs Questionnaires (TNQs) for all employees in the group immediately upon hiring.
- Respond to opt out requests submitted by their employees and inform the Training Office of any additions or deletions to an individual's training record.

<b>Contact Person</b>	<a href="#">Hiliary Burns</a>	<b>Revision</b>	0
<b>Document</b>	Manual 10203.001	<b>Effective Date</b>	12/1/2015
		<b>Review Date</b>	12/1/2018

- Review quarterly Cyber Train reports and ensure employees complete all assigned training by their scheduled due dates (if Group Leader has been assigned this task by the Division/Institute/Program Director).
- Provide job-specific training to ensure supervised employees can perform all work activities in a safe and healthy manner.
- Maintain job-specific training records.

## 2.7. Safety Coordinators

- Provide Emergency Awareness Training (EAT) for individuals in the group(s) for which they are responsible.
- Provide job-specific training as requested by their division/institute/program.
- Attend Safety Coordinator/Representative meetings hosted by ESH&A staff.
- Attend Hazard Identification (AL-130) and Safety Coordinator/Representative Development (AL-031) training and other training as directed by the Program Director and in consultation with ESH&A.
- Review Activity ES&H Hazard Identification Checklists for Readiness Reviews within the program and participate in Readiness Reviews as appropriate.

## 2.8. Group Safety Representatives

- Assist Safety Coordinator (when necessary) with EAT training.
- Attend Safety Coordinator/Representative meetings as coordinated by ESH&A.
- Attend Hazard Identification (AL-130) and Safety Coordinator/Representative Development (AL-031) training and other training as directed by the Group Leader and/or division/institute/program and in consultation with ESH&A.
- Review Activity ES&H Hazard Identification Checklists for all Readiness Reviews within the group and participate in Readiness Reviews as appropriate.

## 3.0 PREREQUISITE ACTIONS AND REQUIREMENTS

### 3.1. Needs Assessment Program

The Needs Assessment Program ([Training Needs Assessment Procedure](#)) is a joint effort between Occupational Medicine and the Training Office, and provides a mechanism to identify hazards and training needs. The identification of hazards is accomplished using the [Hazard Inventory Form](#). Employee training needs are determined by the Hazard Inventory Form, the [Training Needs Questionnaire](#) and the Readiness Review process. 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.

#### 3.1.1. HI/TNQ Templates for Group Leaders

Group Leaders are given a HI and a TNQ to complete for their groups. The completed HIs/TNQs will serve as hazard and training needs "templates" for each group and will trigger training requirements automatically in Cyber Train. Group Leaders are informed these templates should serve as a baseline template, and are responsible for reviewing the template when a new employee is hired as well as adding/removing training requirements and hazards for individual employees as needed.

On a quarterly basis, Group Leaders receive an automated report from Cyber Train detailing any outstanding training for their employees. They are also required to review

<b>Contact Person</b>	<a href="#">Hiliary Burns</a>	<b>Revision</b>	0
<b>Document</b>	Manual 10203.001	<b>Effective Date</b>	12/1/2015
		<b>Review Date</b>	12/1/2018

HI/TNQ templates on an annual basis and make any necessary changes. In addition, when a question is modified or added to the TNQ (or when a hazard is modified or added to the HI), the question or hazard is sent to all Group Leaders within 30 days. Responses are added to the group templates.

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

For employees in groups whose Group Leaders have chosen not to utilize the template option, the HI/TNQ is automatically added to their training requirements. Answers to the HI/TNQ will be used to assign training in Cyber Train. Group Leaders 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 TNQ (or when a hazard is modified or added to the HI), the question or hazard is sent to all managers within 30 days. Responses are entered to employee requirements by the Training Office.

## 3.2. **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 [Institutional Training Course Development](#) using the [Training Course Initiation Form](#). This procedure directs the development of training courses, 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 course can be triggered by organization levels or job codes in Cyber Train, or by the HI Form or TNQ. Courses can be mandatory, suggested or elective. Institutional courses have various formats including classroom instruction, examination, web-based training, or computer based training (CBT). Training courses are continually reviewed by incorporating feedback from trainees, updated regulations, and reviews of other agencies' training materials.

## 4.0 **PROGRAM/POLICY/PROCEDURE INFORMATION**

### 4.1. **Institutional Training Courses**

Institutional training courses are formally coordinated and tracked by the Laboratory's Training Office. Some of the institutional 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 several core requirements, all of which are included in General Employee Training (GET). Below are descriptions of two of the Laboratory's most important institutional training courses.

#### 4.1.1. *AL-001 General Employee Training (GET)*

GET is a mandatory training course for all new Ames Laboratory employees. GET provides new employees with an understanding of the Laboratory's organizational

<b>Contact Person</b>	<a href="#">Hiliary Burns</a>	<b>Revision</b>	0
<b>Document</b>	Manual 10203.001	<b>Effective Date</b>	12/1/2015
		<b>Review Date</b>	12/1/2018

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 requirements:

- Cyber Security Awareness 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 Safety Awareness Training (AL-190)
- Foreign Visits & Assignments Training (AL-194)

Employees are required to complete GET within the first two weeks of their employment. Environment, Safety, Health & Assurance offers a classroom session of GET every other week as well as an online version that can be accessed by all Ames Laboratory employees.

**4.1.2. AL-002 Emergency Awareness Training (EAT)**

The Emergency Awareness Training course is mandatory for all Ames Laboratory employees who work in Ames Lab owned or rented space. It is the responsibility of the program/department's safety coordinator or designee to ensure that a new employee is provided with this training within two weeks of their hire. The training shall be directed according to the [Emergency Awareness Training Form](#) 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.

**4.2. 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. Escorts are responsible for arranging, providing and ensuring all training requirements are fulfilled.

**4.3. Job-specific Training**

Job-specific training is the responsibility of each employee's Division/Institute/Program Director/Department Manager and/or Group Leader and is designed to address training relevant to the employee's specific work location. This would include a review of the group'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 Division/Institute/Program Director/Department Manager and/or Group 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. If interested, Division/Institute/Program Director/Department Manager and/or Group Leaders are welcome to speak with the Training Office about housing job-specific training on Cyber Train to assist with record keeping.

<b>Contact Person</b>	<a href="#">Hiliary Burns</a>	<b>Revision</b>	0
<b>Document</b>	Manual 10203.001	<b>Effective Date</b>	12/1/2015
		<b>Review Date</b>	12/1/2018

#### 4.4 Training Completion Process for New Employees/Associates

After completing the Human Resources check-in process it can take up to one week for all necessary training information for a new employee/associate to be updated in Cyber Train. All new employees have one month from their start date to complete their initial training requirements. If training deadlines are not met an employee will be prohibited from continuing with the activity until training is completed.

After checking in with Human Resources, new employees and their Division/Institute/Program Director/Department Manger are encouraged to check with the Training and Documents staff in 105 TASF to confirm training requirements. If a Division/Institute/Program Director/Department Manger is interested in having an employee complete training prior to being activated in Cyber Train, the Training Office may be able to accommodate this request. Any training courses completed prior to a new employee being activated in Cyber Train will be updated by the Training Office.

### 5.0 POST PERFORMANCE ACTIVITY

#### 5.1. 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 (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. When employees leave the Lab, their electronic and paper training records are indexed and stored in the Laboratory's Content Management system.

#### 5.2. Training Coordination and Performance Reporting

The Ames Laboratory's Training Office performs training coordination and performance reporting. Training coordination consists of 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. Statistics are maintained on key mandatory training events for submission with the Laboratory's Self-Assessment Report. In addition, training courses are reviewed on a regular basis to determine whether revision is needed.