

Contact Person	Amy Tehan	Revision	0
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TRAINING PROGRAM MANUAL

The Training Program applies to all Ames Laboratory employees. The Training, Documents, and Records Coordinator is responsible for program development with implementation assistance from subject matter experts, Human Resources, Occupational Medicine, program/department managers, group/section leaders, supervisors, safety coordinators, and safety representatives.

1.0 APPROVAL RECORD

- Reviewed by: Amy Tehan, Document Control Coordinator
- Approved by: Diane Muncrief, Human Resources Manager
- Approved by: Carol Streit, Medical Administrator, Occupational Medicine
- Approved by: Tom Wessels, ESH&A Manager
- Approved by: Mark Murphy, Chief Operations Officer

The official approval record for this document is maintained in the Training, Documents, and Records Office, 151 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's Training Program provides employees with the training necessary for the safe and efficient completion of their work responsibilities. A primary emphasis is placed on the fulfillment of Environment, Safety, and Health (ES&H) training requirements.

2.0 ROLES AND RESPONSIBILITIES

2.1. Ames Laboratory Employees

- Complete General Employee Training (GET) and all other mandatory training courses identified on their requirements list.
- Review Cyber Train training record and respond to monthly reminders regarding training.
- Complete retraining in accordance with each course's prescribed retrain period.
- Review the Laboratory's annual retrain materials that are distributed in August.
- Go through the Laboratory's formal check-out procedure to ensure that the training system will be updated.

2.2. Subject Matter Experts (SMEs)

- Review and incorporate Department of Energy (DOE) requirements and other regulations for associated training requirements.
- 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.
- Complete "Train the Trainer" training and work with the Training Coordinator during

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course development.

2.3. Occupational Medicine

- Provide training staff with copies of any completed Hazard Inventory (HI) forms.
- Provide training office with copies of signed Laser Safety Training Form 10200.063 when Ames Laboratory employees complete baseline eye exams, which satisfy training requirement AL-217 related to Laser Safety Training.

2.4. Evaluating Supervisors/Managers and Group/Section Leaders

- Supervisors/Managers 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 forms and Training Needs Questionnaires (TNQs) for all employees in the group immediately upon hiring.
- Ensure that employees complete GET and any other mandatory training assigned to them.
- Complete required training for supervised activities as required by regulation and identified through the Readiness Review process.
- Provide job-specific training to ensure supervised employees can perform all work activities in a safe and healthy manner.
- Prepare and maintain job-specific training records.
- Ensure that visitors to their areas are properly trained and follow Laboratory policies and procedures.
- Ensure that all employees comply with the Laboratory's formal check-out process.
- Respond to opt out requests submitted by their employees.

2.5. Program Directors/Department Managers

- Ensure that supervisors/managers and group/section leaders under their direction complete HIs/TNQs for their groups either as templates or individually.
- Oversee training completion by supervisors/managers and group/section leaders under their direction, including GET and other mandatory institutional training as well as job-specific training.

2.6. Safety Coordinators/Representatives

- Provide Emergency Awareness Training (EAT) for individuals in the groups for which they are responsible.
- Provide job-specific training as requested by their program/department.
- Provide safety meetings for employees as necessary.
- Attend Safety Coordinator/Representative meetings hosted by ESH&A staff.
- Complete AL-031 Safety Coordinator/Representative Training and AL-130 Hazard Identification Training.

2.7. Training Coordinator

- Coordinate the completion of HI/TNQ templates or individual forms as required.
- 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

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- Laboratory operations and processes.
- Provide SMEs with guidance on how to develop and deliver training (Train the Trainer).

3.0 PREREQUISITE ACTIONS AND REQUIREMENTS

3.1. Needs Assessment Program

The Needs Assessment Program is a joint effort between Occupational Medicine and the Training Office, and provides a mechanism to identify hazards and training needs. For a more detailed description of the Needs Assessment Program, please see Procedure 10200.029. The identification of hazards is accomplished using the Hazard Inventory Form (Form 46601.021). Employee training needs are determined by the Hazard Inventory Form as well as by the Training Needs Questionnaire (Form 48202.006). 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 Manager/Supervisor Groups

Supervisors are given a Hazard Inventory (HI) and a Training Needs Questionnaire (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. Supervisors are informed that these templates should be a baseline template, and supervisors are responsible for adding/removing training requirements and hazards for individual employees as needed.

On a quarterly basis, supervisors receive an automated report from Cyber Train detailing any outstanding training for their employees. 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.

3.1.2. 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 their 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.

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3.1.3. *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 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. **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 (Procedure 10200.002) using the Training Course Initiation Form (Form 48202.007). 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 Hazard Inventory Form or Training Needs Questionnaire. 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, including full-time staff, graduate students, post-doctorates, undergraduate students, and designated Ames Laboratory facility users (associates, etc.). GET provides new

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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 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 (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.

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 providing visitors with a Visitor Safety Guide (Guide 10200.001). Anyone who visits the Lab for more than ten working days must check with ESH&A to determine training requirements.

4.3. **Job-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.

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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, 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. 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 Coordinator 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.

6.0 REFERENCES

- [Training Needs Assessment Process](#) (Procedure 10200.029).
- [Visitor Guide](#) (Guide 10200.001)
- [Emergency Awareness Training Form](#) (Form 10200.001)
- [Hazard Inventory Form](#) (Form 46601.021)
- [Institutional Training Course Development](#) (Procedure 10200.002)
- [Training Needs Questionnaire](#) (Form 48202.006)
- [Training Course Initiation Form](#) (Form 48202.007)