

Procedure PR-PRO-011

Hiring and Training

1. SUMMARY

- 1.1. The purpose of this procedure is to define the requirements for positions in the company affecting quality, for hiring and training employees to ensure these requirements are met, and for evaluating the effectiveness of training provided.
- 1.2. The Directors are responsible for implementation and management of this procedure.

2. REVISION AND APPROVAL

Rev.	Date	Nature of Changes	Approved By
1	01/01/16	Original issue.	Kyle Devine
2	24/11/2021	Updated document number, formatting and references to relevant controlled document numbers added.	Kyle Devine

3. OVERVIEW

- 3.1. Pure Rail employees are selected, trained and evaluated to ensure that those personnel performing work affecting product quality are competent on the basis of four primary criteria:
 - qualifications
 - training
 - skills
 - experience
- 3.2. Job requirements have been developed for each position in the company affecting quality and documented in an applicable **Position Description**. These define the desired minimum requirements for each position, including the four criteria listed above.
- 3.3. **Position Descriptions** shall include applicable statutory or regulatory requirements for the position defined.

4. CANDIDATE SCREENING

- 4.1. All Pure Rail personnel are hired on the basis of their ability to perform acceptable work. This is done by comparing the candidate's resume, experience, application, etc. against the job description requirements.
- 4.2. Applicants will be required to complete and return:
 - **PR-FRM-009 Casual Employment Form**

- **ATO Tax file number declaration**
- **ATO Superannuation Standard choice form**

4.3. It is not mandatory that candidates meet all requirements, if the company can provide subsequent training or other actions to bring the candidate up to the requirements eventually.

5. NEW HIRES

- 5.1. New employees for the Pure Rail undergo employee orientation, which includes ISO 9001 training, and training on the **PR-POL-012 Quality Policy**. Orientation training shall be completed within 7 days of the employee's start date.
- 5.2. Orientation shall include discussing with the employee the relevance and importance of that person meeting customer and company QMS requirements, and how their work will affect quality objectives.
- 5.3. A record of the completion of the orientation shall be maintained in the employee's training file utilising the relevant **PR-FRM-002(a or b) First Day Induction Checklist** form.
- 5.4. Verification of competencies is conducted using **PR-FRM-021 Safeworking Skills Test Record**.

6. SUBSEQUENT TRAINING / OJT

- 6.1. Subsequent training, including on-the-job training ("OJT") is performed to ensure each employee is knowledgeable in their job function and their role within the company.
- 6.2. All employee's current qualifications will be managed through the Rail Industry Worker system. This system is mandatory in the Rail Industry. The Operations Manager will be responsible for updating this system.
- 6.3. Prior to qualification, an employee's supervisors or managers are responsible for that employee's work.
- 6.4. All internal training is recorded on individual employee training records **PR-FRM-012 Training Record**.
- 6.5. Personnel undergoing third party training and receiving a certificate of training by the training provider may retain this certificate as a training record in lieu of an employee training record.
- 6.6. All training records are to be maintained in the employee training file. Copies may be given to the employee for their personal retention or posting in their work areas.

7. TRAINING EVALUATION

- 7.1. Management periodically reviews and re-certifies employees for operations where recertification is required or beneficial. Personnel evaluations are performed to assess effectiveness of training. Employee evaluations shall include goals for continual improvement of the employee's competency and abilities, as well as their growth within the company, as applicable.

- 7.2. Where appropriate, some training programs will include a test or other means of verifying the effectiveness of training. In such cases, work instructions will define the minimum passing grade, and actions to be taken when an employee does not pass.
- 7.3. If problems, weaknesses or concerns are discovered during an evaluation or otherwise reported for any other reason (including customer complaints), a **PR-FRM-008 Corrective Action Request** form shall be completed to identify the weaknesses and develop a plan of improvement for that employee; see the procedure **PR-PRO-006 Corrective and Preventive Action**.
- 7.4. Continual improvement of employee skills will be addressed using regular audits, see **PR-FRM-005 Safeworking Observation Form** and **PR-FRM-011 WPP Audit**.
- 7.5. The Internal Auditing process (**PR-FRM-005 Safeworking Observation Form** and **PR-FRM-011 WPP Audit**) shall evaluate the effectiveness of training and its effects on product and service quality; in addition, the review of training effectiveness shall be a permanent feature of Management Review (see **PR-PRO-015 Management Review**.)