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REVISION HISTORY			
Rev	Description of Change	Author	Effective Date
0	Initial Release	L. Jensen	5/6/98
1	Clarifications based on 7/98 DNV Audit and 6/98 Internal Audit (see DCR 98-015). Major rewrite.	M. Hines	9/10/98
2	Clarifications based on 11/98 DNV Audit (DCR 98-071)	R. Serrano	12/18/98
3	Section 6.2 revised to "Contractors shall comply with the following requirements when their contract requires that NASA policies and procedures, including adherence to the ARC ISO Quality System documents, be followed. Contractors shall:" (DCR 99-011)	J. Comstock	5/18/99
4	Clarifications based on 4/99 DNV Audit. Minor changes to Section 6.1.6 and add Section 6.3 (DCR 99-023)	L. Jensen	8/31/99

REFERENCE DOCUMENTS	
Document Number	Document Title
53.ARC.0000	Ames Research Center Quality Manual, Section 4.18
53.ARC.0016	Quality Records

Documents referenced in this procedure are applicable to the extent specified herein.

### 1. Purpose

This procedure establishes a method for determining training responsibilities, identifying training requirements, and providing training to personnel performing work that affects quality in accordance with the Ames Research Center (ARC) Quality Manual.

### 2. Scope

This procedure applies to personnel who manage, perform, or verify work that affects the quality of products or services within the ARC Quality System.

### 3. Definitions and Acronyms

- |     |                           |  |
|-----|---------------------------|--|
| 3.1 | Certification             | Formal process of a knowledgeable third party's evaluation and approval of a person's knowledge, skills, and competencies to perform a function to an established criteria |
| 3.2 | Employee Training History | List maintained by Human Resources of specific training taken and dates received for individual employees  |

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3.3	Formal Training	Following, or according to, an established curriculum
3.4	Informal Training	Not following, or not according to, an established curriculum; usually associated with on-the-job training
3.5	On-the-Job Training (OJT)	Non-classroom training that focuses on performing actual job tasks to build skill proficiency. OJT is done under the guidance of someone more experienced and fully qualified in that job or task.
3.6	Personnel Qualifications	Education, training, or competencies which provide an individual the necessary skills, knowledge, or credentials to perform a specific function
3.7	Supervisor	Civil servant authorized to conduct employee performance planning and appraisals
3.8	Training	Process of providing individuals with the knowledge and skills to better enable them to perform their current or anticipated duties. Training may include on-the-job training, instruction in the Quality System procedures and work instructions, job-specific training such as a series of instructions or proficiency demonstrations leading to a certification or qualification for the performance of special processes, or general training such as ARC In-House Training, short courses, academic training, or the Professional Development Program.

#### 4. Flowchart

There is no flowchart required for this document.

#### 5. Responsibilities

5.1 **Human Resources'** designated staff shall:

- ensure new hires possess qualifications, such as education, experience, and professional credentials, which meet the requirements specified by Position Descriptions,
- provide formal training for personnel and organizations as requested, and
- provide the Employee Training History.

5.2 **Supervisor** shall for each of their employees:

- identify and document the required education, experience, and professional credentials,
- ensure that employees receive training in the ARC Quality System,
- identify continuing training requirements such as additional formal training, on-the-job training (OJT), and certification,

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- develop training plans that address any gaps between current and required knowledge, skills, and competencies needed to perform assigned tasks,
- ensure training specified in the Individual Development Plan section of the Employee Performance and Communication System is completed,
- retain records of required training and completed training,
- identify positions needing certification or special process qualification, and
- ensure only qualified personnel perform work affecting quality or ensure that tasks performed by employees who have not yet received appropriate training are reviewed by an appropriately qualified individual.

## 6. Procedure

### 6.1 Civil Service Training Procedure

- 6.1.1 The Supervisor shall use the Position Description (NF 692) to identify and document education, experience, and professional credentials of each position. The Supervisor shall prepare Position Descriptions when a new position is established or duties of the position change.
- 6.1.2 The Supervisor shall use the NASA Employee Performance and Communication System (EPCS) (ARC 33) to address the following:
- Performance planning discussions with each employee
  - Employee's knowledge of current Quality System procedures and work instructions affecting the performance of their duties
  - Preparation of a performance plan to be signed by the employee
  - A mid-term review of the current performance plan
  - A year-end discussion with the employee and assessment of the year's performance
- 6.1.3 The Supervisor shall identify positions that need certification and ensure that employees who hold these positions have had the necessary training to become certified and remain certified.
- 6.1.4 The Supervisor shall ensure that formal, informal, or OJT training is provided to fill the gap(s) identified in the EPCS.
- 6.1.5 At each scheduled employee performance review, the Supervisor shall assess the effectiveness of training provided. Ineffective training will be addressed and a remedy will be identified with a new Individual Development Plan in the next EPCS.
- 6.1.6 The Supervisor shall retain records of **completed training**. Records may be documented in the Employee Training History, in the Supervisor's individual training records or personnel files, or noted on the EPCS ARC 33.

Training that is provided by Human Resources shall be tracked in the Employee Training History, which is **updated quarterly and provided to Supervisors electronically via the Human Resources website. Supervisors will keep hard copies of individual employee training records**

and/or access the individual employee training histories on-line. The Supervisor shall maintain records of completed training not included in the Employee Training History, including records of employee certification and OJT.

- 6.2 Contractors shall comply with the following requirements when their contract requires that NASA policies and procedures, including adherence to the ARC ISO Quality System documents, be followed. Contractors shall:
- 6.2.1 Establish and maintain documented procedures for identifying training needs. Contractor personnel performing functions or activities under the ARC Quality System who require certification, licensing, or special skills or capabilities shall be qualified per contract requirements.
  - 6.2.2 Provide training for all personnel performing activities that affect product quality.
  - 6.2.3 Ensure that personnel performing specific assigned tasks shall be qualified on the basis of appropriate education, training, and/or experience, as required.
  - 6.2.4 Retain appropriate records of completed training.
- 6.3 Supervisors shall ensure that only qualified staff members (including Army employees, post docs, student interns, etc.) perform work affecting quality or ensure that tasks performed by employees who have not yet received appropriate training are reviewed by an appropriately qualified individual.

## 7. Metrics

There are no metrics required for this document.

## 8. Quality Records

The following Quality Records shall be generated and managed in accordance with 53.ARC.0016:

Required Record	Custodian
Employee Performance and Communication System (EPCS)	Supervisor
Employee Training History	Human Resources
Position Description	Human Resources
Additional training records	Supervisor

## 9. Form(s)

Forms required for this document:

Form Number	Title
ARC 33	NASA Employee Performance and Communication System
NF 692	Position Description



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