

**MOTIVA**

# *Training Procedures*

*Motivating Best Practice in Lab QMS*

*Rev 1.2*

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# TRAINING SERVICE PROCEDURES

## 1.0 Introduction

MOTIVA Training delivers cost effective and reputable training to meet identified needs, and in support of the integrity of internationally-recognised laboratory accreditation programs.

### 1.1 Overall Goals

The following are the overall goals of MOTIVA Training:

- Deliver viable and self-sustaining training to accredited laboratories in support of AB requirements that motivate the implementation of best practice. Training to include in-class training and online training, independent of AB's or as part of their own training programs. **Training to promote the use of the QA, QC and QMS tools contained in ISO/IEC 17025.**
- Deliver specific services to laboratories seeking visible demonstration of best practice, such as internal audits.
- Assess for ILAC-recognised ABs.
- Train AB staff and regulatory agencies on 17011.

### 1.2 Priority of Effort

The priorities of MOTIVA Training are:

- Developing and delivering training to accredited laboratories within the bounds of an approved budget; and
- Assist ABs to develop training programs with objectives similar to the CALA and MOTIVA Training effort.
- Deliver other services to laboratories
- Deliver assessments on behalf of ILAC-recognised ABs.

## 2.0 Develop and Deliver Training

Each year in August, the MOTIVA initiates a web-based survey of the market to determine the operating parameters required to plan the training schedule for the following year. This includes:

- Types of training desired;
- Possible number of participants for stated training needs;
- Desired locations of training;
- Any other information that respondents feel would benefit their use of training.

By the end of September each year, the data is analysed and a draft-training schedule is developed for the following year. Costs and revenues for this new training schedule are part of the draft MOTIVA Training budget.

## 2.1 Develop Training Schedule

By 1 November each year, a new training schedule for the following year is published and contains the following information:

- Dates of training
- Location of training
- Name of training
- Any special considerations

Publication is in hard copy for distribution and on the website.

## 2.2 Market the Training Schedule

MOTIVA Training develops and produces a simple MOTIVA Training brochure for posting to the website and electronic delivery to markets as required. Electronic delivery also includes free training materials delivered to participants. The marketing brochure normally includes the following:

- The developed MOTIVA Training messages;
- The planned training schedule;
- The options available for individuals and organisations to acquire training materials, take in-class courses, or take online training;
- The most relevant website links for information on MOTIVA Training, and
- A diagram showing the inter-relationship of training courses and the recommended sequence of training.

Most of these individual parts are published separately on the MOTIVA Training website.

The training schedule is maintained in both graphic format and on the e-mail client used within MOTIVA. The latter is used to issue training notification information to registered participants. It includes detail on the logistics for each course as noted in AD01 – *MOTIVA Administrative Procedures Manual*, which contains all of the relevant procedures.

## 2.3 Deliver Training

MOTIVA Training acquires appropriate expertise to deliver training. Where such expertise is not available on staff, external experts are called upon and qualified in accordance with the procedures in T04 – *MOTIVA Training Partnership Terms and Conditions*. Form F06 – *Facilitator Qualification* is used to document the qualification of each external expert as a MOTIVA Training Facilitator.

Whenever an external expert is called upon to deliver on behalf of MOTIVA, form **F05** – *Training Partner Assignment Form* is used to document such assignment and the conditions agreed by both parties.

The procedures for participant registration, delivery logistics, and training follow up are contained in AD01 – *MOTIVA Administrative Procedures Manual*.

The following forms are used to register participants or order CALA publications:

- **F02** – MOTIVA Training Course Registration Form
- **F10** – MOTIVA Publication Order Form

## 2.4 Training Follow-up

As a matter of course, MOTIVA collects feedback during training as per Q06 – *Feedback* and uses F01 – *Facilitator Evaluation Form* for the bulk of the feedback collected.

Collected facilitator evaluations forms are collected, summarised, and analysed after each course. Responses to feedback and the summaries are reviewed, and then published on the MOTIVA website. Participants are often reminded during in-class training to review these before selecting MOTIVA again as a potential training service provider.

The statistics generated by this feedback are used to report on the health of the MOTIVA Training reputation and modify the development and delivery of training for the following year. They are also included in the MOTIVA Annual Report.

## 3.0 Training Development Parameters

### 3.1 Adult Education

Adult education is based more on discussion than on simply taking notes and answering questions. MOTIVA Training structures its training approach in this manner, as per T01 – *MOTIVA Learning Model*. Discussion is not just encouraged – it is a requisite design feature for all MOTIVA Training.

### 3.2 Consistency of Delivery in all Media

MOTIVA provides training materials to be used in one of three media:

- In-class training,
- Online training, and
- Self learning materials in binders or electronic document folders.

All three media include the same materials and formats. The self-learning binders are the ones used during in-class training and the online courses are structured in the same manner as the binders.

### 3.3 Formats

The following formatting is used for all MOTIVA training materials:

- All binders and electronic document folders include a copy of MOTIVA Training brochure (see 2.2 above) at the front of the binder.
- All courses, binders and electronic document folders include a course Handbook that includes the entire course and a list of reference documents.
- All binders and electronic document folders include all relevant reference material where this is permitted by copyright law. Online training reference materials are contained in the “downloads” section of the online training site.
- All binders and electronic document folders include a classroom quiz for knowledge acquisition courses. Skills demonstration courses, such as auditing/assessing/evaluation training do not include any end-of-course quizzes, but will include quizzes throughout the course. Only knowledge acquisition courses are delivered online and will have the same quiz as the hard-copy training materials with the same questions.
- All binders and electronic document folders include a facilitator evaluation form (F01). The online evaluation form is a modified version of F01.
- All training PowerPoint presentation slides use the approved MOTIVA presentation format.