Purpose

The purpose of this Guide is to establish the protocol for identifying the training needs, authorizing staff into the quality system, and providing training of personnel.

Scope

This Guide applies to everyone involved with calibration and SRM measurement services.

Definitions

N/A

Protocol

All NIST employees are encouraged to engage in an average of 24 hours of training, formal or informal, annually.

Types of training

Formal training is usually delivered off-site by non-NIST entities or electronically through the Commerce Learning Center. Formal training is any training that requires a record to be held in the employee's permanent file.

Non-formal training may be obtained by reviewing technical journals, attending meetings of technical societies, attending workshops, seminars and technical meetings dealing with related issues, and actively participating with organizations developing and implementing ionizing radiation standards.

All RPD employees who have a role in RPD calibration and SRM measurement services are required to receive training on the quality management system before authorization into the quality system. This training will be designed to improve employees' understanding of the elements of the quality management system.

Formal training administration

1. The calibration/testing staff and Group Leaders have the authority to identify needs for documented, formal training.

2. The trainee requests or is requested to undertake training.

3. If required, the training request is then forwarded to the Group Leader and the Division Chief for approval.

Informal training

1. The calibration/testing staff and Group Leaders have the authority to identify needs for informal training.

2. There are no approvals necessary for informal training.

Quality management system training

1. The Quality Manager, or their designate, will conduct training periodically on all aspects of the quality management system. Supplemental updates and information distributed by email may suffice as training when appropriate. RPD-level training may be substituted for NIST-level quality management system training.

2. A participant list will be prepared by the Quality Manager and distributed prior to the training session.

3. The Quality Manager will maintain a file containing information for each training session. If the training involves material distributed only in hard copy, it shall be included in the Quality Office's correspondence folder. This file will contain the participant list, the subject matter covered, and the training date. If the training involves the distribution of electronic training material, the records are maintained electronically by the Quality Manager on a spreadsheet in the access-controlled portion of the Quality Management System. The training material is distributed by email and stored in the Quality Management System files. For electronic training, the participant list is the distribution list.

Quality management system authorization of personnel

The calibration and SRM staff are authorized by the Division Chief through the Group Leader to perform specific service ID’s and/or SRMs, including, but not limited to, the development, modification, verification, and validation of methods, analysis of results, and report review authority. The procedure for the authorization of staff within the RPD is as follows.

1. The training records of the authorization training process will be developed by the scientist performing the training and provided to the Group Leader for documentation of the complete authorization and maintained electronically with the approving memo of authorization.
2. The declaration of staff member competence shall address
   a) the period of evaluation/training,
   b) the expert(s) that provided oversight of evaluation/training,

c) Quality Management System training,
d) technical and scientific training on each procedure associated with the service,
e) safety training to include hazard assessment and safety protocol development,
f) measurement service-related data storage policy and,
g) administrative procedures to include shipping, billing, calibration tracking software, and report writing as necessary.

3. Group Leaders will ensure that the staff member meets minimum requirements to perform the required measurements and that adequate training is provided as needed to protect the integrity of the measurement service. Staff members who are determined to be competent to perform a specific calibration or SRM service will be recommended by written authorization from the Group Leader to the Division Chief, containing all elements of (2) above.
4. The Division Chief authorizes a staff member to perform a specific calibration or SRM service. The authorization and its effective date are established through written notification from the Division Chief to the Quality Manager.
5. Upon the receipt of the Division Chief's authorization for a staff member to perform a specific service, the Quality Manager will notify Calibration Services or the SRM Coordinator, who will notify the Office of Reference Materials of the additional authorized staff.
6. The authorization memo circulated by email is converted into a document and retained in the division's quality system by the Quality Manager. The complete training record, generated by the scientist performing the training, will be retained electronically in the authorization record folder. The authorization date for each staff member, including the services associated with the authorization, is documented in the QM-II Appendix C.

Documentation

Quality Management System Training file
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Filing and Retention

Training histories (since employment at NIST) are maintained by NIST.

The Quality Manager will maintain the Quality Management System Training files indefinitely.