

	United States Accreditation, INC.	Document No:	USACC-P-18
	Procedure for Trainings of United States Accreditation, INC. Personnel	Release Date:	01/04/2021
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1. PURPOSE

The purpose of this procedure is to describe the United States Accreditation, INC. training system established for the preparation and implementation of training programs by determining the training needs of personnel involved in the United States Accreditation, INC. accreditation processes.

2. SCOPE

This procedure covers in-service training of United States Accreditation, INC. personnel, training within the framework of the compliance training program, and training received from outside the body.

3. DEFINITIONS

Definitions related to this procedure are given in USACC-IN-01 Instructions on Terms and Definitions Used in United States Accreditation, INC. Documentation.

4. RELATED DOCUMENTS

- USACC-PL-02 Annual Training Plan
- USACC-RP-05 Adaptation Training Plan and Evaluation Report
- USACC-FR-44 Training Request Form

5. IMPLEMENTATION

5.1. Determining Training Needs of the Personnel
 When determining training needs required by the duties of all personnel involved in the United States Accreditation, INC. accreditation processes, the following shall be taken into account:

- a. Performance evaluation results,
- b. Requirements arising from new accreditation schemes,
- c. Pre-decision evaluation results,
- d. Internal audit results,
- e. Decisions taken in management review,
- f. Trainings required by international agreements (APAC / ILAC/IAF MLA/MRA) ,
- g. Trainings required by United States Accreditation, INC. legislation,
- h. Trainings within the framework of career planning.

5.2. Organization of In-Service Trainings
 Departments affiliated to the relevant Deputy President shall evaluate the mandatory trainings/activities for United States Accreditation, INC. personnel to participate in, in accordance with the criteria specified in Section 5.1 and shall inform the relevant Deputy President in the first week of August each year together with EAF-PL.02 Annual Training Plan. The relevant Deputy President shall submit the draft activity plan prepared by the training department in accordance with the needs and notifications to the approval of the President in the last week of September each year. In accordance with the approved USACC-PL-02 Annual Training Plan, the necessary process shall be initiated in coordination with the relevant departments to conduct training/activities through internal resources and/or service procurement. After USACC-PL-02 Annual Training Plan is approved, all training requested by the departments not included in the plan shall be recorded in USACC-PL-02 Annual Training Plan by gaining the approval of the relevant Deputy President and be submitted to the President for approval. Trainings shall be carried out in accordance with USACC-PL-02 Annual Training Plan.

United States Accreditation, INC. personnel shall submit the external trainings, in-service trainings, seminars, conferences, fairs etc. which they have received/attended nationally and internationally to the United States Accreditation, INC. Training Department, and documents such as certificates etc. shall be added to their files by

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the Training Department.

United States Accreditation, INC. personnel participating in trainings/activities which are not included in the annual activity plan and which they have attended individually shall be responsible for keeping records of these trainings/activities and submitting them to the Training Department.

Table 1: Minimum Training Required for United States Accreditation, INC. Personnel

Item No.

Name of the Training

- 1 United States Accreditation, INC. Organizational Structure and Job Descriptions
- 2 Information About United States Accreditation, INC.'s Strategic Plan
- 3 EN ISO IEC 17011 standard, risk-based approach and United States Accreditation, INC. Quality Management System Information Training
- 4 Introduction to *Accreditation Standards (ISO/IEC 17025, ISO 15189, ISO/IEC 17020, ISO/IEC 17065, ISO/IEC17021-1, ISO/IEC 17024, ISO/IEC 17043, ISO 14065, etc)*
- 5 Use of United States Accreditation, INC. Software

Table 2: Personal Development Training Required for NAC Personnel

Item No.

Name of the Training

- 1 Teamwork Training
- 2 Crisis Management Training
- 3 Coping with Difficult People-Persuasion Techniques Training
- 4 Communication in Writing and by Phone
- 5 Problem Solving Techniques Training
- 6 Anger and Stress Management Training
- 7 Communication Skills Training

The trainings in Table 2 can be given Online (O) and/or as Applied (A) Trainings. Applied trainings shall be carried out by the designated trainer(s) in the Body and/or in a place designated by the Body.

These trainings may be changed or diversified in line with knowledge, skills and needs, with the approval of the President.

5.3. Compliance Training

United States Accreditation, INC. personnel who have just started working shall be notified to the training department by the personnel department. The training department shall cooperate with the relevant departments and perform the Compliance Training Program with the approval of the President.

In general, trainings to be provided to the personnel subjected to the compliance training program shall be specified in Table 1 and the Personal Development Trainings be specified in Table 2. The department to which the personnel is assigned shall prepare USACC-RP-05 Adaptation Training Plan and Evaluation Report of personnel who have completed the compliance training program and submit it to the training

department. The training department shall keep the relevant report in the personnel's file.

Personnel to be appointed as a Case Officer must have participated in the trainings specified in Table 3 before being appointed.

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The relevant United States Accreditation, INC. personnel invited to the Compliance Training Program organized by the training department must participate in the training. United States Accreditation, INC. personnel who cannot attend due to unavoidable circumstances (illness, etc.) shall obtain notes etc. of trainings which they are not able to attend from the relevant departments and inform the training department by conducting a study with regard to those trainings.

The training department shall inform the department which the personnel is affiliated with to fill in USACC-RP-05 Adaptation Training Plan and Evaluation Report. After the training, the report must be returned to the training department.

Following are the compliance training plans prepared for United States Accreditation, INC. personnel:

Table 3: Minimum Training Required in the

Compliance Training Program

Item No.	NAME OF THE TRAINING
1	Introduction of the Personnel working under the President, Duties and Authorities of the Body, Responsibilities and Operations of the Department, Responsibilities and Rights of the Personnel
2	Legal Advisor Introductory Training
3	NAC Management System Training General System Documentation Quality Manual General Procedures Management System Instructions, Implementations, Reporting
4	Introduction to TS EN ISO / IEC 17011 Standard Risk-Based Approach and Process Training

Table 4: Personal Development Trainings to be received in Compliance Training Program

Item No.	NAME OF TRAINING
1	Teamwork Training
2	Crisis Management Training
3	Coping with Difficult People-Persuasion Techniques Training
4	Communication in Writing and by Phone
5	Problem Solving Techniques Training
6	

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Anger and Stress Management Training

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Communication Skills Training

The above-mentioned trainings are parallel to the trainings specified in Table 2. In order for the personnel who has/have received the trainings specified in Table 2 to develop the areas they lacked in this training, they receive the compliance training along with the trainings specified in Table 4 and complete their training by receiving both the personal development and compliance trainings.

The trainings specified in Table 4 can be provided Online (O) and/or as Applied (A) Trainings as shown in Table 2. Applied trainings are carried out by the designated trainer(s) in the Body and/or in a place designated by the Body. These trainings can be changed or diversified in line with knowledge, skills and needs by gaining the approval of the President.

Table 3: Training Required for Personnel to be Assigned as

Technical Officer (Case Officer)

Item No.

NAME OF TRAINING

1

TS EN ISO / IEC 17011 Standard Training

2

(Relevant) Accreditation Standard and Documentation Training

(APAC, IAF, ILAC etc.)

3

Case Officer Training

5.4. Trainings received from Outside the Body

When United States Accreditation, INC. personnel wish to receive trainings from other bodies, they shall fill out USACC-FR-44 Training Request Form and submit it to the relevant department. The department shall submit this form to the training department. The training department shall submit the request to the relevant Deputy President. If the request is approved, the training department shall make an application on appropriate dates to the body that will provide the training, collect all information about the training and transfer the information about the training to the requester through the department.

After receiving the training, the requester must submit his/her training information (certificate, certificate of achievement, etc.) to the training department within 15 days. The training department shall add the relevant documents to the personnel's file.

6. AUTHORITY AND RESPONSIBILITIES

Authority and responsibilities are described in USACC-G-34 Job Description and Organization Chart Guide.