STANDARD OPERATING PROCEDURE

Employee Training SOP

Document no.	SOP-TRN-001
Revision	1.0
Owner	Training Manager
Effective date	September 15, 2026
Review cycle	Every 12 months

1. Purpose

To deliver consistent, effective training for a role or skill and to record completion so the business can show who is trained on what.

2. Scope

Applies to scheduled classroom, virtual or e-learning training for a defined skill or role requirement. New-hire onboarding logistics and SOP-specific sign-off are covered by separate SOPs.

Definitions

LMS	Learning Management System. The software used to assign, deliver and track training courses.
Training requirement	A skill, certification or knowledge area a role or team needs, identified through a needs assessment or a business change.
Subject Matter Expert (SME)	A person with deep knowledge of a topic who helps design or deliver the training content.

3. Responsibilities

Training Coordinator	Schedules sessions, prepares materials, tracks attendance and records completion in the LMS.
Subject Matter Expert	Provides or validates the technical content and may co-deliver the session.
Supervisor	Nominates employees for training, releases them for sessions and reinforces what was learned on the job.
Employee	Attends the assigned training, completes any assessment, and applies what was learned.

RACI matrix

Activity	Training Coordinator	Subject Matter Expert	Supervisor	Employee
Identify the training requirement	C	C	R/A	I
Develop or select course content	R	R/A	I	-
Schedule and deliver the session	R/A	R	C	R
Assess understanding	R	C	I	R/A

Activity	Training Coordinator	Subject Matter Expert	Supervisor	Employee
Record completion in the LMS	R/A	-	I	-

R = Responsible, A = Accountable, C = Consulted, I = Informed

4. Materials and PPE

Materials, tools and systems

- Learning Management System (LMS)
- Training needs list or request form
- Course materials and slide decks
- Attendance sheet or LMS session log
- Knowledge check or quiz
- Training completion certificate template

5. Procedure

Step	Task	Owner	Done
5.1	**Log the training requirement** The supervisor or training coordinator logs a training requirement, such as a new tool, a skill gap or a policy change, with the target group and desired completion date.	Supervisor	☐
5.2	**Confirm or develop the course** The training coordinator checks whether an existing course in the LMS covers the requirement. If not, they work with a subject matter expert to develop new content.	Training Coordinator	☐
5.3	**Choose the delivery method** The training coordinator selects classroom, virtual or self-paced e-learning delivery based on the topic, group size and how hands-on the skill needs to be.	Training Coordinator	☐
5.4	**Schedule the session** The training coordinator books a date, room or virtual link, and invites the target employees and their supervisors through the LMS or calendar system.	Training Coordinator	☐
5.5	**Prepare materials and the room or link** The training coordinator prepares slides, handouts and any equipment needed, and tests the virtual meeting link or room setup ahead of the session.	Training Coordinator	☐
5.6	**Deliver the training** The subject matter expert or trainer delivers the session, covering the agreed content and leaving time for questions and, where relevant, hands-on practice.	Subject Matter Expert	☐
5.7	**Take attendance** The training coordinator records who attended the session in the LMS, following up with anyone who was scheduled but did not attend. **Checkpoint:** Attendance is recorded the same day as the session, while it is easy to confirm who was present.	Training Coordinator	☐

Step	Task	Owner	Done
5.8	**Assess understanding** The employee completes a knowledge check, quiz or practical demonstration appropriate to the topic, and the result is recorded against their record. **Checkpoint:** A passing score or successful demonstration is required before the training is marked complete.	Employee	☐
5.9	**Provide additional support if needed** If an employee does not pass the assessment, the training coordinator arranges additional coaching or a repeat session before recording completion.	Training Coordinator	☐
5.10	**Record completion** The training coordinator marks the course complete in the LMS, issues a certificate where required, and updates the employee's training record.	Training Coordinator	☐
5.11	**Reinforce learning on the job** The supervisor follows up with the employee in the weeks after training to check the new skill or knowledge is being applied correctly.	Supervisor	☐

6. Quality checks

- Every scheduled session has recorded attendance in the LMS.
- Every completed course has a passing assessment result on file.
- Employees who miss a required session are rescheduled within a set timeframe.
- Course content is reviewed by a subject matter expert before it is delivered.

7. Records

- Training requirement log
- Attendance records
- Assessment results and certificates
- Individual employee training history in the LMS

8. KPIs

- Percentage of assigned training completed on time
- Average assessment pass rate on first attempt
- Number of sessions delivered per quarter
- Employee satisfaction with training sessions

9. Common mistakes

- Marking training complete based on attendance alone, without an assessment.
- Scheduling sessions without confirming the room or virtual link works.
- Letting missed sessions go unscheduled instead of following up.
- Reusing outdated materials that no longer match current tools or policy.

10. Revision history

Revision	Date	Description	Reviewed by
1.0	September 15, 2026	Initial release	Alexa Uskova

Approval

Prepared by	Approved by	Date

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