STANDARD OPERATING PROCEDURE

On-the-Job Training SOP

Document no.	SOP-TRN-003
Revision	1.0
Owner	Training Manager
Effective date	September 15, 2026
Review cycle	Every 12 months

1. Purpose

To build job-ready skills through structured, supervised practice on real tasks, with a documented competency sign-off before the trainee works unsupervised.

2. Scope

Applies to hands-on task training delivered by a trainer at the workstation or work area. Classroom or e-learning training is covered by the employee training SOP.

Definitions

Task checklist	The list of specific tasks a trainee must be able to perform to be considered competent in a role.
Competent	Able to perform a task correctly, safely and at the expected speed without supervision.
Shadowing	The stage where the trainee observes the trainer performing tasks before attempting them.

3. Responsibilities

Trainer	Demonstrates tasks, supervises practice, gives feedback and assesses readiness against the task checklist.
Trainee	Observes, practices under supervision, asks questions and performs tasks independently once signed off.
Supervisor	Assigns the trainer, confirms the task checklist matches the role, and gives final approval for unsupervised work.
Training Coordinator	Tracks progress against the task checklist and records the final competency sign-off.

RACI matrix

Activity	Trainer	Trainee	Supervisor	Training Coordinator
Assign trainer and task checklist	I	I	R/A	R
Demonstrate and explain tasks	R/A	I	I	-
Practice under supervision	A	R	I	-
Assess competency	R/A	C	C	I

Activity	Trainer	Trainee	Supervisor	Training Coordinator
Approve unsupervised work	R	I	R/A	C

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

4. Materials and PPE

Materials, tools and systems

- Task checklist for the role
- Job aids or reference guides for each task
- Competency sign-off form
- Personal protective equipment relevant to the tasks, if any
- LMS or training tracker

5. Procedure

Step	Task	Owner	Done
5.1	**Assign a trainer** The supervisor assigns an experienced employee as the trainer, choosing someone who consistently performs the tasks correctly and communicates well.	Supervisor	☐
5.2	**Review the task checklist** The trainer and training coordinator review the task checklist for the role, confirming it covers every task the trainee needs to be signed off on.	Trainer	☐
5.3	**Orient the trainee** The trainer introduces the trainee to the work area, safety requirements and the task checklist, explaining how progress will be tracked and signed off.	Trainer	☐
5.4	**Demonstrate the task** The trainer demonstrates each task step by step at normal speed, explaining what to watch for and why each step matters.	Trainer	☐
5.5	**Have the trainee shadow the task** The trainee observes the trainer performing the task again, this time asking questions and confirming they understand each step before attempting it themselves.	Trainee	☐
5.6	**Practice under direct supervision** The trainee performs the task while the trainer watches closely, correcting technique immediately and repeating the demonstration if needed. **Warning:** Stop the trainee immediately if a step is performed in a way that risks injury or damage, and re-demonstrate before continuing.	Trainee	☐
5.7	**Reduce supervision gradually** As the trainee improves, the trainer steps back to periodic checks rather than watching every repetition, while remaining available for questions.	Trainer	☐
5.8	**Assess competency against the checklist** The trainer observes the trainee performing each task from the checklist independently and marks it complete only when it is done correctly, safely and at an acceptable pace. **Checkpoint:** Each task is marked competent only after being observed done correctly on its own, not inferred from related tasks.	Trainer	☐

Step	Task	Owner	Done
5.9	**Address any gaps** For any task the trainee has not yet mastered, the trainer provides additional demonstration and practice before reassessing.	Trainer	☐
5.10	**Supervisor reviews and approves** The supervisor reviews the completed task checklist and trainer's assessment, and approves the trainee to work unsupervised on the signed-off tasks. **Checkpoint:** The trainee works unsupervised only on tasks explicitly marked competent on the checklist.	Supervisor	☐
5.11	**Record the competency sign-off** The training coordinator records the completed task checklist and sign-off date in the LMS or training tracker as part of the trainee's training record.	Training Coordinator	☐

6. Quality checks

- Every task on the checklist has a documented, observed sign-off before it is marked competent.
- Trainees do not perform tasks unsupervised before supervisor approval.
- Trainers assigned to new hires are themselves consistently meeting the task standard.
- Gaps found during assessment are retrained and reassessed, not waived.

7. Records

- Completed task checklist with sign-off dates
- Trainer assignment record
- Supervisor approval for unsupervised work
- Training tracker entry in the LMS

8. KPIs

- Average time to full competency sign-off per role
- Percentage of tasks passed on first assessment
- Number of incidents or errors during the supervised practice period
- Trainer-to-trainee satisfaction ratings

9. Common mistakes

- Signing off a task after only watching it once.
- Letting a trainee work unsupervised before the checklist is complete.
- Assigning a trainer who does not follow the correct method themselves.
- Not documenting which specific tasks a trainee is approved for.

10. Revision history

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

Approval

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