STANDARD OPERATING PROCEDURE

Training Records SOP

Document no.	SOP-TRN-005
Revision	1.0
Owner	Training Manager
Effective date	September 15, 2026
Review cycle	Every 12 months

1. Purpose

To keep an accurate, up-to-date record of who has completed which training, when it expires, and to make records available quickly for audits or internal requests.

2. Scope

Applies to records for all instructor-led, on-the-job and e-learning training tracked in the LMS or training matrix. Delivering the training itself is covered by other training SOPs.

Definitions

Training matrix	A grid showing which employees have completed which required training, used to spot gaps at a glance.
Recertification	Training or assessment that must be repeated after a set period to keep a qualification current.
LMS	Learning Management System. The system of record for course completions and certificates.

3. Responsibilities

LMS Administrator	Maintains the LMS, uploads records, and generates reports and the training matrix.
Training Coordinator	Submits completion data after each session and follows up on missing records.
Manager	Reviews their team's training matrix and flags upcoming recertification needs.
Employee	Confirms their own training history is accurate and reports any missing certificates.

RACI matrix

Activity	LMS Administrator	Training Coordinator	Manager	Employee
Enroll employee and log attendance	C	R/A	I	I
Upload certificates and assessment results	R/A	R	I	I
Maintain the training matrix	R/A	C	C	-
Track recertification due dates	R/A	C	R	I

Activity	LMS Administrator	Training Coordinator	Manager	Employee
Respond to audit or records requests	R/A	C	I	-

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

4. Materials and PPE

Materials, tools and systems

- Learning Management System (LMS)
- Training matrix spreadsheet or dashboard
- Certificate and assessment result files
- Recertification schedule
- Records request log

5. Procedure

Step	Task	Owner	Done
5.1	**Enroll the employee in the course** The LMS administrator or training coordinator enrolls the employee in the relevant course in the LMS at the time it is assigned or scheduled.	LMS Administrator	☐
5.2	**Record attendance for instructor-led sessions** The training coordinator submits the attendance list from each instructor-led or on-the-job session to the LMS administrator within one business day.	Training Coordinator	☐
5.3	**Capture assessment results** The LMS administrator records the quiz score, practical assessment result or sign-off outcome against the employee's training record. **Checkpoint:** A course is marked complete in the LMS only when both attendance and a passing assessment result are recorded.	LMS Administrator	☐
5.4	**Upload certificates** The LMS administrator uploads any completion certificate, whether internal or from an external provider, and attaches it to the employee's training record.	LMS Administrator	☐
5.5	**Update the training matrix** The LMS administrator refreshes the training matrix after each batch of completions so it reflects current status for every employee and required course.	LMS Administrator	☐
5.6	**Flag recertification due dates** The LMS administrator sets a reminder ahead of each recertification due date and shares an upcoming expirations report with the relevant managers.	LMS Administrator	☐
5.7	**Manager reviews their team's status** The manager reviews their section of the training matrix monthly, checking for overdue or soon-to-expire training and scheduling refreshers as needed. **Checkpoint:** No employee performs a task requiring current certification once that certification has expired.	Manager	☐

Step	Task	Owner	Done
5.8	**Resolve missing records** If an employee reports a missing certificate or completion, the training coordinator investigates with the original session records and corrects the LMS entry.	Training Coordinator	☐
5.9	**Respond to audit or records requests** The LMS administrator pulls the requested training records or matrix extract, verifies accuracy, and provides them to the requester within the agreed timeframe.	LMS Administrator	☐
5.10	**Archive records for separated employees** When an employee leaves, the LMS administrator archives their training history rather than deleting it, keeping it per your records retention policy and local law.	LMS Administrator	☐

6. Quality checks

- The training matrix reflects the current status of every employee and required course.
- Every completed course has both attendance and a passing assessment result on file.
- Recertification due dates are flagged with enough lead time to schedule a refresher.
- Audit or records requests are fulfilled within the agreed timeframe.

7. Records

- Training matrix
- Attendance logs and assessment results
- Completion certificates
- Recertification schedule and reminders

8. KPIs

- Percentage of required training current across the workforce
- Number of overdue recertifications at any time
- Time to fulfill an audit or records request
- Data accuracy rate found during periodic record reviews

9. Common mistakes

- Marking a course complete based on attendance without an assessment result.
- Letting the training matrix fall out of date between updates.
- Missing recertification deadlines because no reminder was set.
- Deleting training history for employees who have left instead of archiving it.

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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