

## 3.2 Training

### Standard

3.2.1. Are employees trained in GMP as it relates to their duties?

3.2.2. Is completed training (including GMP training) documented in employee records?

*Refer to SFMCA [FeedSafe Overview Training](#) unit or equivalent GMP training.*

3.2.3. Is the person who performs the on-site functions of production manager/supervisor appropriately trained?

*Either through industry training qualification (refer [SFMCA Advanced Feed Mill Training Course](#)) and/or work experience supported through on-site training. They need to be competent to perform the duties required.*

3.2.4. Is there a training program and are staff adequately trained to competently carry out their assigned tasks?

3.2.5. Does training encompass actions impacting on product safety, quality and the environment?

*This includes provision to employees' relevant written procedures and on the job training with an experienced operator. Refer to the [SFMCA Advanced Feed Mill Training Course](#) where relevant.*

3.2.6. Is there specific training related to the ruminant feeding ban including storage, handling and use of restricted animal materials?

*Only relevant where RAM is used on site. Refer to clause 2.10.*

3.2.7. Are the personnel authorised to accept or reject raw material deliveries trained?

*Need to identify who is authorised to accept or reject raw materials outside specification.*

3.2.8. If samples are tested on site, are staff responsible appropriately trained and equipped?

*Staff are required to be competent in sampling and testing and a finished product testing procedure would assist this process.*

3.2.9. Are the personnel who apply chemicals, including pest control chemicals, trained and experienced (or licensed) in their use?

*Identify in training records for staff or service supplier advice.*

3.2.10. Do appropriately trained personnel carry out maintenance and calibration of equipment? Are maintenance staff trained to identify equipment faults which impact on product quality and safety?

*Either by external contractors or experienced operators.*

*Recognition of staff experience and knowledge of the site as well as training. Specific reference to faulty equipment resulting in cross contamination.*

### Purpose

To ensure all personnel are competent and aware of their responsibilities and impacts on feed safety and quality.

### Reason

Training provides personnel with skill development, risk awareness, clarity of roles and responsibilities and accountability. Personnel **must** understand the technical, feed safety, quality and regulatory requirements involved in producing stock feed. To demonstrate competency and awareness in this, training records need to be maintained, including refresher training to demonstrate ongoing competency.

Both GMP and HACCP training are essential for not only maintaining high standards of safety and quality, but also for reducing costs through minimising errors, and increasing employee retention by investing in their development.

## What is Acceptable?

A written procedure shall be created that considers:

- Induction Training.
- Skills Training.
- Refresher Training.

Training needs to be planned. This can be either through an annual training plan or utilising a training matrix based on roles and/or performance reviews. Refresher training needs to be included in the planning, this might be annual or every two years depending on the topic and the complexity of the organisation.

Topics that shall be included in training includes, but not limited to:

- Good Manufacturing Practices.
- HACCP system.
- Critical Control Point processes.
- Specific tasks and records, i.e. accepting or rejecting raw materials.
- RAM (Restricted Animal Material).
- Biosecurity.
- Testing protocols.
- Chemicals, if applicable.
- Maintenance, if applicable.
- Drivers, if applicable.

### Training Resources

Training can be performed internally by “competent” trainers. Competent would require the personnel to have undergone external training, such as the SFMCA online modules or training events.

SFMCA Introductory Training in FeedSafe modules are available for SFMCA members and once completed a certificate of results is provided. Note that this certificate is not saved on the SFMCA system, so it is up to the individual to print the certificate at the time of training. <https://www.sfmca.com.au/training>

SFMCA have also partnered with University of Qld to provide an Advanced Feed Mill Training Course. This is recommended for persons responsible for production, however, is open to anyone. <https://www.sfmca.com.au/training>

SFMCA training events occur twice a year usually in Feb/Mar and Aug/Sept. These are advertised on the SFMCA Events section of the website. These are delivered through video meeting.

FeedSafe Instructional Videos have topic specific training. <https://www.feedsafe.com.au/instructional-videos>

This includes:

- FeedSafe Overview.
- HACCP implementation.
- Internal Audits.
- Product Recall.
- Supply Chain QA.

### Competence & Awareness

The operator shall set the learning objectives that align with the personnel’s role and responsibilities.

Assessment and testing should be incorporated to evaluate the personnel’s comprehension and ability to apply training content. Evidence of training competence can be through records of passing a supervised task (practical) or a quiz, or an external training certificate. Attendance to group training can be evidence of awareness training.

Delivery driver training shall ensure the correct feed is delivered to the correct facility, and hygiene practices as per Biosecurity and RAM requirements. Ongoing delivery driver awareness can be maintained by quarterly or biannual memos that highlight key facts and the importance of feed safety, including Biosecurity and RAM.

The organisation may choose to include information about recent outbreaks and emphasise the critical role transport drivers play in ensuring feed safety.

Example Procedure, Register, and Plan below:

# TRAINING PROCEDURE

## 1. PURPOSE

This procedure describes the identification and provision of training to ensure that all personnel are competent in performing their assigned tasks and responsibilities and are aware of their influence on product quality and feed safety.

## 2. SCOPE

This procedure is applicable to all personnel, including Management, Production, Quality, Administration, and Maintenance personnel.

Each area supervisor is responsible for the training needs, assessment, and competencies of the personnel in their area.

The {insert position} is responsible for ensuring all records of training and training resources are updated.

## 3. TERMS & DEFINITIONS

**Competency:** Evidence that an employee has the minimum required skills, knowledge, abilities, and behaviours to meet a set requirement under the feed safety and quality system.

**Knowledge:** Understanding of the facts and principles which is sufficient and appropriate to perform the task and duties required under the feed safety and quality system.

**Quality:** Degree to which a set of inherent characteristics fulfils documented and agreed requirements. *(ISO9000:2015 modified).*

**Skill:** The ability to actively and sufficiently participate in the required tasks.

## 4. PROCESS

Only suitably trained staff are employed for the tasks they are expected to perform. All staff must have satisfactorily completed a relevant training program or be monitored by their immediate supervisor for adequate competence before minimal supervision is allowed.

Competency in performing tasks must be demonstrated and a record kept.

As part of training procedures and work practices, with supervision, employees are expected to assist in tasks outside their responsibility area. Training development results from peer supervision, practice, education, and review.

It is also recognised that a significant part of training is aimed at maintaining and demonstrating a high level of Good Manufacturing Practice (GMP) and Feed Safety (HACCP), as appropriate.

## Induction Program

All new employees are required to complete an induction program.

The induction program shall include tour of the facility, health & safety, basic principles of GMP, and Feed Safety training appropriate to the duties assigned.

An induction record is completed {insert form name} as the new employee shows competency in the required tasks.

Upon completion of the Induction Training Program a job description detailing the employees' duties and responsibilities shall be prepared and signed by employee to show it has been agreed to.

Upon induction {insert company name} utilise the SFMCA training modules. It is recommended that the following is performed on induction:

Position Group	SFMCA Module
All employees	FeedSafe Overview
All employees that have access production areas	As above plus Mill Hygiene
Quality	As above plus Additives & Medication
Production	As above plus Mill Safety

## Ongoing Training

Regular training is provided in house and/or externally for ongoing and refresher training. Topics include basic GMP, HACCP Feed Safety, cleaning & sanitation, personal hygiene, changes in processes and procedures, and any other updates to job descriptions or standard operating procedures.

Records are kept for each training session and staff shall be assessed for competency through practical demonstration or quiz. Where training is performed externally a copy of the training certificate is kept on the employee's files.

For simple changes to standard procedures this can be delivered through the {insert meeting such as toolbox talk}.

## Identifying Training

The annual training schedule is updated {insert month}. This training schedule considers training required for general refresher training, as well as individual training needs identified through {insert source such as performance records or training matrix}.

## 5. DOCUMENTATION & RECORDS

The following records shall be maintained to assure this program is implemented:

- Annual Training Schedule
- Job Descriptions
- Individual Training records
- Training Matrix or Performance Reviews

## 6. DOCUMENT HISTORY

Version	Date	Description of changes	Author
1	dd/mm/yy	Created original document.	name

## TRAINING REGISTER

Type:	<input type="checkbox"/> Quality	<input type="checkbox"/> HACCP	<input type="checkbox"/> Operation	<input type="checkbox"/> Policies
	<input type="checkbox"/> Regulation	<input type="checkbox"/> x	<input type="checkbox"/> x	<input type="checkbox"/>
Training Title:				
Subject Description:				
Relevant Documents:	<i>Ensure to reference any non-conformance or corrective action related to training</i>			
Trainer:		Training Time:	to	
Date:		Trainer Signature:		
Attendance				Trainer to Complete
Name	Position	Signature	Training Matrix Populated	

Trainer Notes

## ANNUAL TRAINING PLAN

2024/25	January	March	May	July	September	November
Topic	Procedures / task specific	Mill Hygiene	Nonconformances & Recalls	HACCP & Feed safety	Additives & Medications	Audit learnings
Trainer	Production Manager	SFMCA Module	Quality Manager	HACCP team leader	SFMCA Module	Quality Manager
Notes	RAM refresher, Performance Reviews outcomes		Mock Recall Trends of NCs	CCPs		Internal & external audit outcomes

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