Training Management: Steps for performing common tasks

Things you need to know

- there are three types of users being Training Administrators also known as Trainers, who can all create, schedule, grade and close a training event, and then there are two types of Respondents, also known as Trainees, one being Standard Users who are users internal to isoTracker and the other being Stakeholders, who are users external to isoTracker as listed in the Admin section with Customers, Suppliers, Employees or Various. In the case of Standard External users these can run training events and respond to tasks assigned to them from the CAPA features. Stakeholders on the other hand can only run a training event as a Respondent and cannot respond to CAPA tasks.
- there are two main set-up functions being in **Admin**, which is available only to the Super Admin, and in **Set-Up**, available to all Training Administrators and the Super Admin
- the module has been populated with content so that a training event can be scheduled immediately. The set-up content can of course be changed as well as added to
- a training event can be for users, job roles, customers, suppliers, employees or for various (who are not the previous)
- all notifications are sent by email as well as listed on the Training tab, or the CAR or the PAR tab, of the Summary page
- the full user manual can be downloaded by logging to your isoTracker demo account and clicking on the **Help** button the top right

Admin: creating users

You will need to add users to your isoTracker account in order to be able to evaluate the Training module. To add a user:

- click **Admin** at the top right and choose **Manage Users**
- click **Create New User**
- enter a username and password, both with at least six alphanumeric characters (the password is case sensitive)
- enter the user's details, including first name, last name and email address (each user's email address MUST be unique and also must differ from the Super Admin's address)

To make that user a training administrator which means that they can create, schedule, grade and close training events:

- click **Training** in the Administrator box on the left and move it to the box on the right.
- click **Submit & New** at the bottom of the page.
- repeat to add additional users.

Admin: creating database of Suppliers

Your account already includes lists of suppliers and employees. These lists are used to select Respondents, that are not users in isoTracker, to perform a training event. So with your list of suppliers you can train them using the isoTracker training module.

You can add to the list of suppliers as follows:

- click the **Admin** icon at the top right of the page
- click the **Suppliers** icon and then choose **Add New Supplier**
- enter the details of a supplier, including an email address
- click **Submit**.

You can add employees and customers in a similar way.

Set-Up: creating Courses

There are already three (3) courses present which were PowerPoint presentations that have been converted to video format in isoTracker. Other formats are permitted such as Word documents, which are converted to PDF in isoTracker, sounds files in MP3 format and links to videos that are hosted in 3rd party sites such as YouTube. To add a course, do the following:

- click the **Training** icon at the bottom of the page
- click **Set-Up** at the top of the page (this feature is available only to Training Administrators)
- click **Courses** and then click on the **+** sign on the left of Add Courses
- in the text boxes that appear assign a unique **Name**
- leave the **Type** drop down list on the default **All**
- upload a word document, for example, using the **Upload** button and wait until the red button on the right changes from **Abort** to **Delete**
- click on the **Submit** button at the bottom

Add to the list of courses if you wish. For videos paste the URL where it is located on YouTube on the **Paste Web Link** text box and then click on **Submit**. Change the order of the Courses by using drag and drop.

Set-Up: creating Tests

There are already three (3) tests present which all have multiple choice questions. To add a test, do the following:

- click the **Training** icon at the bottom of the page
- click **Set-Up** at the top of the page (this feature is available only to Training Administrators)
- click **Tests** and then click on the **+** sign on the left of Add Tests
- in the text boxes that appear assign a unique **Name**
- leave the **Duration** and the **Pass Score** drop down lists to their default setting
- leave the **Type** drop down list on the default **All**
- click the **+** sign next to Add Questions which opens the Add New Questions page defaulting to the **Single Answer** question format for all the displayed five (5) new question & answer boxes
- you may change at the top the global **Answer Type** or do it on the right of each question box on a question by question basis
- enter your questions and answers, note that in general each question must have a minimum of 2 or 3 answers, and each Test must have a minimum of a single question
- remember to select the correct answers if the questions are Single Answer, Multiple Answer or Yes/No Answer
- scroll down to the bottom of the new questions page and click on **Submit**

You can add as many Tests as you wish. Change the order of Tests and within each Test the order of questions using drag and drop.

Creating a Training Event

To create a training event:

- click on the **Training** icon at the bottom of the page and then on the **New Training** icon at the top left of the page
- select Training from the **Number** drop down list and assign a **Title** for the event
- on the **Type** drop down list select **Users** and in the **Reason** drop down list select **isoTracker Training**
- a list of individual users is listed on the Select Users box below. Move two (2) users over to the right-hand box

- leave the **Occurrence** as **Once**, select a start date that is 30 minutes away and keep the default **Release Date** of **Immediate**
- on the **Main Trainer** drop down list select **Super Admin**
- click **Submit**.

The training event is now in the status of **Created** and on the next page **Courses**, **Tests** and/or a Survey, all referred to as Features, must be added.

At the top of the page are the Properties of the Training Event and this is followed by the **Respondents** object which lists all the trainees and their status.
To add a Course to this Training Event, do the following:

- click the **+** icon on the **Courses** object and see that the courses with the Type of **All** are listed
- select the tick box under the Action column for the **Admin Training Part 1** course and then click on the **Add** button below left of the listed courses. The selected course is then listed below and added to this event
- you may change the notification emails by clicking on the **Default Initial** email link

To add a Test to this Training Event, do the following:

- click the **+** icon on the **Tests** object and see that the tests with the Type of **All** are listed
- select the tick box under the Action column for the **Admin Training Part 1** test and then click on the **Add** button below left of the listed test. The selected test is then listed below and added to this event
- on the Run Tests drop down list select **After Training Courses** and leave the Interval selection of **Immediately** that appear on the right
- leave the **Display Results** radio button selection to **Yes**, which will display to the Respondent the detailed results at a question level of how they have performed
- you may change the notification emails by clicking on the **Default Follow**-up email link

We will not add a Survey to this Training Event but we will select a Certificate to be issued to Respondents who obtain a Pass score. To add a **Certificate** to this Training Event, do the following:

- click the **+** icon on the **Certificate** object and see that there are three (3) Certificates listed
- select **Certificate 2** on the Action column and then click on the **Complete** button at the bottom of the page

The Training Event is now in the status of **Awaiting** and the relevant notification emails will be sent to the Respondents

Running a Training Event

To run a Training Event:

- login as one of the **Respondents** of the event opening the **Summary** page
- click on the **Training** tab on the Summary page, then on the link after opening the **Scheduled Course** heading
- the Course immediately opens and as it is a video you will need to start it. When the video has run through completely and is finished click on the **Complete** button at the bottom of the page
- the next page will be properties page of the Training Event opened at the **Tests** object
- click on the **Run Training** icon in the Action column of the listed Test which opens the Test
- the Test page opens displaying all the questions. Answer each question and when **ALL** the questions have been answered click on the **Complete** button at the bottom of the page
- the page immediately refreshes and displays which questions were answered correctly and which ones were answered incorrectly. Further down the page is the **Total Score**, the **Pass Score** and if the Total Score equals or exceeds the Pass Score the word **Pass** will appear in the Grade box. Otherwise, the word **Fail** will appear

As soon as the first Respondent has completed the event the Investigation, Non-Conformance Record, Root Cause, Corrective Action and Preventive Action objects appear.

When all the Respondents have completed the Training Event the status changes to **Completed** and the **Close Event** object appear at the bottom. The event can now be closed but we will first use the CAPA features before closing it.

Note that the Certificate does not get issued to Respondents who have passed until the event has been closed.

Recording a Non-Conformance and a Root Cause

To record a Non-Conformance:

- click the **+** icon on the **Non-Conformance Record** object header.
- the questions and their global results are listed; select a question by selecting its checkbox in the Action column
- select **Major** from the Importance drop down list
- enter the details of the Non-Conformance and click on the **Submit** button. See that it is listed with the selected checklist question and assigned a number

To record a Root Cause:

- click on the **+** icon on the **Root Cause** object header.
- enter the details of the Root Cause, move to the right the number of the just recorded Non-Conformance in the Related NCRs section and click on Submit button. See that it is listed and assigned a unique number

You can add multiple Non-Conformances and/or Root Causes BUT make sure that each Non-Conformance is related to a Root Cause and vice versa

Recording the action required for a Corrective Action

Use the corrective action object to correct the Non-Conformance and associated Root Cause identified in this training event:

- click on the **+** sign on the **Corrective Action** object header
- click on the Choose a Non-Conformance Record link, select a Non-Conformance in the pop-up and click on Submit
- click on the Choose a Root Cause link, select a Root Cause in the pop-up and click on Submit
- set a target date and time and enter the details of the action required
- click **Submit**.

The Corrective Action is recorded, assigned a unique number and will have the related Non-Conformances and Root Causes displayed above

Recording the action taken for a Corrective Action

To record the action taken for a corrective action:

- open the Action Taken section by the clicking on the **+** sign on the left
- select a Completion Date and enter a name in the Completed By text box
- enter the details of the action taken
- click **Submit**.

You can then record the effectiveness of the action taken by opening the **Effectiveness** section entering the relevant text and clicking on **Submit**. Then to close the corrective action remember to click on the big red **Close** button.

An alternative method for recording and closing a Corrective Action

There is another more cooperative means of recording, implementing and checking the effectiveness of a corrective action which involves sending notifications to users and then copying over their reply into the relevant sections:

- in the Corrective Action object, click the **+** sign next to **Send a Corrective Action Notification**
- select a user and click **Add**
- set the date and time by which a reply is required, and click **Done**
- enter the details of the corrective action in the Action Required text box
- click **Submit**.

A user who's been sent a corrective action notification can access it by opening the **CAR** tab on their Summary page, opening the **Training Notes** listing and clicking on the relevant number. Then click on the **Submit Reply** that appears above the relevant post, enter the details of the reply, select a completion date, attach documents if you wish and click on **Submit**.

The receiving user, most likely you, will receive a **Training Replies** notification on the **CAR** tab of your **Summary** page. Click on that link and view the details of the reply.

Above the reply will be an **Accept/Reject** button. Click on that button if you need more information, select **Rejected** in the Action drop-down list, type in your action required and select a new reply due date. On the other hand, if you are satisfied with the reply then you can select **Accepted** or do nothing.

The important thing to note however are the three buttons that are displayed next to the Reply Sent date:

- **Copy to AR:** to copy the contents of the reply to the **Action Required** section
- **Copy to AT:** to copy the contents of the reply to the **Action Taken** section long with the Date of Completion and the Completed By information
- **Copy to E:** to copy the contents of the reply to the **Effectiveness** section.

Multiple notifications can be sent to multiple users to cover all the steps of the resolution process. They can also be spaced out by selecting different Required Reply dates which are then followed up with reminders. Note that this alternative method is probably more complicated but it is more cooperative and inclusive.

Closing a Training Event

To close the training event:

- click the **+** icon for the **Close Event** object
- enter a comment in the text box
- leave the Occurrence drop down list to Select
- click **Submit**.

The training event is removed from the **Action Required** page and can be accessed from the **All Events** page. Also, the Respondents who have passed the event will be emailed their **Certificate**. The result for all Respondents will also be recorded and listed in **Set-Up > Training Record**