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1.0 Purpose/Objectives/Plan

The Operational plan shall document:

- a) competencies required for personnel performing duties directly affecting drinking water quality,
- b) activities to develop and maintain competencies for personnel performing duties directly affecting drinking water quality, and
- c) activities to ensure personnel are aware of the relevance of their duties and how they affect safe drinking water

2.0 Training Plan

- 2.1** The Top Management and the Operators discuss at the end and/or beginning of each year to plan out the training for various positions affecting drinking water quality for the next year in conjunction with the individual's performance review (form Element 10: OP-E10-3 Employee Training Request) This form can also be filled out at any point when the operator has found an opportunity to take a course/ training that shows their commitment to and understand their role in providing safe quality drinking water. They refer to the following tools: required competencies (See Element 10: OP-E10-1 Competencies), the completed training from previous years, and other currently available courses to develop the training plan for that year. Document OP-E10-1 is a guide for the level of competency that staff should obtain and provides the Top Management with some guidance on the type of courses that staff may need to take in order to maintain the level of competency.
- 2.2** The Operators review the training schedule to determine additional requirements (e.g. CEU's on-the-job training, Ministry of Environment Director approved courses) and to assist in monitoring the required training hours for positions with duties directly affecting Drinking Water Quality.
- 2.3** Copies of current licenses or certificates issued from training and training records are maintained as per OP-E5 Document and Records Control.
- 2.4** Competency requirements can be satisfied through the use of in-house training, off-site, or online training, and attendance at seminars / conferences, presentations by subject matter experts or on-the-job practical training (Element 10: OP-E10-2 In House Training Form). On the job training may include working with an experienced operator to demonstrate and monitor how to perform various job duties using the appropriate documented procedures.
- 2.5** When external trainers conduct courses, the trainer may verify training effectiveness through various means (e.g. mini quiz or mini workshops are

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undertaken for CEU courses). If the employee is knowledgeable and able to demonstrate the skills, then the external trainer often issues a certificate to indicate the training was effective.

2.6 When internal training courses are conducted, the top management talks to staff following completion of the course to determine the effectiveness of the training. In addition, the person setting up the training may ask the instructor to provide feedback on the trainee' understanding of the information.

2.7 Training needs may be identified through the Performance reviews, continual improvement process (Element 21: OP-E21-1). For these training needs, the operator is responsible for ensuring the training is completed and competency is achieved. The operators are to track the hours and CEU's training and file accordingly.

3.0 Reference

Staff Training Records (Kept on google drive in excel sheets)
 OP-E5 Document and Records Control
 OP-E19 Internal Audits
 OP-E21 Continual Improvement

4.0 Associated Documents

Element 10: OP-E10-1 Competencies
 Element 10: OP-E10-2 In House Training Form
 Element 10: OP-E10-3 Employee Training Request

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Revision History

New Revision	Date of Revision	Summary of Changes	Revised by
9	July 30, 2026	Updated 2.7 for training tracking from QMS tracks and logs, to the operator keeps track of their own training. Changed all "appendix" to reflect new names of documents. Changed "4.0 Appendices" to "4.0 Associated Documents" Added revision history.	Chloë Godfrey