

PUBLISHING SERVICES SUB-DIVISION

**QUALITY ASSURANCE INSTRUCTIONS
PSS-08 Learning**

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1.0 PURPOSE

- 1.1 The purpose of this document is to describe how to inform employees about the training tools available.

2.0 SCOPE

- 2.1 The scope of this document is to provide a method for each employee to develop an individual Learning Plan, which is part of the Annual Learning Plan of Publishing Services Sub-Division.

3.0 RESPONSIBILITIES

- 3.1 All Publishing Services Subdivision employees are responsible for having a working knowledge of this QAI.
- 3.2 The Administrative Assistant is responsible for assuring follow-up on processes related to learning activities.
- 3.3 The designated manager of this QAI is responsible for considering all DCRs and NCRs issued against this QAI, writing new instructions when necessary and informing end-users of the changes made.
- 3.4 The Webmaster is responsible for updating the controlled version of this QAI on the Internet in a timely manner.
- 3.5 ESSInfo Publishing Services employees and other users of this QAI are encouraged to provide feedback to the Quality Management Representative, Production Coordinator, and Head Publishing Services on its accuracy, completeness, simplicity, and usefulness by issuing a Document Change Request or Quality System Improvement Request.

4.0 INSTRUCTIONS

- The Head of the Publishing Services Sub-division reviews, discusses and determines the individual Learning Plans with each employee on an annual basis.
- The employee, prior to Learning sessions, completes the NRCan Training Application, Authorization and Evaluation Form available on Form Flow and forwards it to the Administrative Assistant of the Publishing Services Sub-division.
- The Administrative Assistant reviews the NRCan Training Application, Authorization and Evaluation Form for completeness.
- The Administrative Assistant assures that funds are available and updates the Learning Plan Database then forwards the form to the Head, Publishing Services Sub-division.
- Head of the Publishing Services Sub-division authorizes the Learning course for each employee as per Employee Learning Plan and returns it to the Administrative Assistant.
- The Administrative Assistant forwards the form for processing to:

Financial Administrative Clerk, ESS/MASD
Natural Resources Canada
615 Booth Street, 1st Floor, Rm. 147
Ottawa, ON
Canada K1A 0E9

- When Learning is complete, the employee receives, completes and returns the Evaluation section of the NRCan Training Application, Authorization and Evaluation to the Administrative Assistant.
- The Head of the Publishing Services Sub-division reports on the Annual Learning Plan in an Annual Management Review Report.

5.0 REFERENCES

- Learning Plan
- Learning Plan Database
- NRCan Training Application, Authorization and Evaluation Form
- Annual Management Review Report
- Document Change Request (DCR)
- Quality System Improvement Request (NCR)