



Goddard Procedures and Guidelines

DIRECTIVE NO. GPG 3410.2F
EFFECTIVE DATE: June 20, 2000
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Responsible Office: 110/Office of Human Resources

Title: EMPLOYEE TRAINING AND QUALIFICATION

PREFACE

P1. PURPOSE

This procedure establishes the process for identifying and documenting QMS-Required On-The-Job Training (OJT) and QMS-Required Task-Specific Training needed to perform specific, assigned tasks under the scope of the GSFC Quality Management System (QMS). QMS-Required OJT is given to all new or reassigned employees as of January 4, 1999. QMS-Required Task-Specific Training is given to any employees, regardless of date of appointment or reassignment, who are performing tasks under the scope of the QMS. Most tasks may be assigned on the basis of an employee's existing qualifications that were needed for appointment to their position. The QMS-Required Task-Specific Training that is addressed by this GPG is brought on by unique or changing task requirements for which the employee is not necessarily qualified by the process of appointment to their position. This GPG specifies the process that shall be used to document the identification of the need for, and accomplishment of, QMS-Required OJT and QMS-Required Task-Specific Training.

P2. APPLICABILITY

This procedure applies to all Goddard Space Flight Center (GSFC) organizations subject to the GSFC Quality Management System (QMS).

P3. AUTHORITY

- a. NPD 3410.2, Employee and Organizational Development
- b. NPD 8730.3, NASA Quality Management System Policy (ISO 9000)

P4. REFERENCES

- a. NPG 1441.1, NASA Records Retention Schedules (NRRS)
- b. Code of Federal Regulations (CFR)
- c. General Record Schedule (GRS)

P5. CANCELLATION

GPG 3410.2E, Employee Training and Qualification

P6. QUALITY RECORDS

Quality Record Title	Record Custodian	Retention
Form GSFC 17-112 , which documents QMS-Required OJT and QMS-Required Task-Specific External Training identified by the supervisor.	Supervisor	<u>NRRS 3/33H1 and 2</u> 1. Recordkeeping copy (paper)-Destroy on transfer or separation of employee, or when 5 years old, whichever is sooner. 2. Electronic copy-Delete after recordkeeping copy has been produced.
Notification of Personnel Action (SF-50), which documents the initial qualification for the position and the assignment of most tasks.	Office of Human Resources	<u>GRS 1-1</u> Destroy 35 years after termination of employment.
Employee Performance Communication System (GSFC 17-110 or GSFC 17-111), when used to document the identification and completion of QMS-Required Task-Specific External Training	Supervisor	<u>5 CFR 293.404(a)(1)(I)</u> Four years
GSFC 17-115 , when used to document the identification of the need for, and completion of, QMS-Required Task-Specific Internal Training.	Supervisor/Product Design Lead/Product Manager	<u>NRRS Schedule 3/19</u> NASA 10 SPER records are not authorized for disposal at this time.

PROCEDURE

1. DEFINITIONS

a. QMS-Required Task-Specific Training – All training, including required safety training, that must be taken to acquire new skills or enhance current skills required to perform the tasks under the scope of the QMS of that position. QMS-Required Task-Specific Training supplements education and experience already possessed by the employee that meets personnel qualifications requirements for the position and is necessary to enable performance of specific tasks at the employee’s current grade level. QMS-Required Task-Specific Training can be identified by the supervisor and/or the Product Design Lead (PDL)/Product Manager (PM). QMS-Required Task-Specific Training can be either external (provided by the Office of Human Resources), or internal (provided by the supervisor/PDL/PM). Examples of QMS-Required Task-Specific External Training are NASA-Std 8739.7 for ESD and NASA-Std 8739.3 for Soldering. An example of QMS-Required Task-Specific Internal Training would be a training session on the Work Order Authorization process.

b. QMS-Required On-the-Job Training (OJT) – All training that orients a new employee to the GSFC Quality Management System and related topics.

- c. Developmental Training – Training provided to employees to improve individual and organizational effectiveness and/or prepare the employee for advancement to a higher graded position. This training is beyond that required to establish proficient performance of currently assigned tasks and as such is not considered subject to Section 4.18, Training, of ISO 9001. Developmental training includes the NASA and GSFC sponsored training and development courses and programs administered through the Office of Human Resources at the GSFC, and is not addressed by this GPG. Examples of Developmental Training are supervisory courses, Professional Intern Program training, and program/project management training.
- d. Personnel Qualifications - Education and/or experience which provide an individual the necessary skills, knowledge, or credentials to perform their position responsibilities.
- e. Position Description - The document that describes the knowledge, skills, and abilities needed for a specific job, as well as the position's major duties.
- f. Product Design Lead (PDL)/Product Manager (PM) – The manager or leader with overall responsibility for managing the product design/implementation activity.
- g. Employee Performance File (EPF) – A file maintained by the supervisor containing the current performance plan, prior performance ratings, and associated information. An employee performance file containing the above-mentioned documents must be maintained for each employee. The blue Employee Performance File may be used for this purpose, but is not a requirement.

2. IMPLEMENTATION

2.1 Identifying Employee Qualification Requirements

2.1.1 The Office of Human Resources (OHR) shall:

- a. ensure that new hires possess the personnel qualifications such as education, experience, and professional credentials which meet the requirements specified by position descriptions, the OPM Qualifications Standards Handbook, and the Rating Schedules for Aerospace Technology Positions;
- b. ensure that qualifications are verified based on the OPM Qualifications Standards when a change of assignment involves a change of occupational code;
- c. generate the Notification of Personnel Action (SF-50), which documents that an appointment or reassignment occurred, and constitutes objective evidence that the qualification process was performed;
- d. maintain personnel records of all GSFC employees, as prescribed by OPM regulations; and
- e. maintain position descriptions for all employees.

2.1.2 Supervisors shall:

- a. ensure that only qualified employees perform work for which the supervisor is responsible; and

b. update the position description when an employee's major duties change.

2.1.3 PDL's/PM's shall ensure that only qualified employees perform in-scope work for which the PDL/PM is responsible.

2.2 Providing and Documenting QMS-Required On-the-Job Training

2.2.1 Supervisors shall:

a. provide QMS-Required OJT to all employees appointed or reassigned on or after January 4, 1999. (For each subsequent reassignment, supervisors shall provide only newly identified elements of QMS-Required OJT not previously documented in accordance with this GPG as QMS-Required OJT received by that employee); and

b. document the completion of QMS-Required OJT using Form [GSFC 17-112](#).

2.3 Identifying QMS-Required Task-Specific Training

QMS-Required Task-Specific Training is training, including required safety training, that must be taken to acquire new skills or enhance the current skills required to perform the assigned tasks of the position. All training that is not required to perform specific, assigned tasks is considered to be Developmental Training. The vast majority of training provided by the Center is developmental since civil service regulations require a determination that employees have met the applicable qualifications standards of education and/or experience prior to assignment. QMS-Required Task-Specific Training can be identified by the supervisor, and the PDL/PM, if an employee is matrixed to another organization. QMS-Required Task-Specific Training can be either external (provided by the Office of Human Resources), or internal (provided by the supervisor/PDL/PM).

2.3.1 Supervisors shall:

a. identify any QMS-Required Task-Specific Training needed for each employee to perform tasks that relate to the work of the supervisor's organization;

b. document QMS-Required Task-Specific External Training needs using Section III of the Employee Performance Communication System (EPCS) Form ([GSFC 17-110](#) or [GSFC 17-111](#)) or the QMS-Required OJT and QMS-Required Task-Specific External Training Form ([GSFC 17-112](#)). These forms shall be filed in the EPF; and

c. document QMS-Required Task-Specific Internal Training needs using Form [GSFC 17-115](#).

2.3.2 PDL's/PM's shall:

a. identify any QMS-Required Task-Specific Internal Training needed for each employee to perform tasks that relate to in-scope work for which the PDL/PM is responsible; and

b. document QMS-Required Task-Specific Internal Training needs using Form GSFC 17-115. The QMS-Required Task-Specific Internal Training should include task-unique directives and other requirements documents that relate to work for which the PDL/PM is responsible.

2.4 Providing QMS-Required Task-Specific Training and Documenting the Completion of QMS-Required Task-Specific Training

2.4.1 Supervisors shall:

- a. ensure that employees receive QMS-Required Task-Specific Training before they perform the tasks requiring the training;
- b. document completion of QMS-Required Task-Specific External Training in Section III of the EPCS Form ([GSFC 17-110](#) or [GSFC 17-111](#)) or on the QMS-Required OJT and QMS-Required Task-Specific External Training Form ([GSFC 17-112](#)); and
- c. document completion of QMS-Required Task-Specific Internal Training using Form GSFC 17-115.

2.4.2 PDL's/PM's shall:

- a. ensure that employees receive QMS-Required Task-Specific Internal Training before they perform the tasks requiring the training; and
- b. document the completion of QMS-Required Task-Specific Internal Training using Form [GSFC 17-115](#).

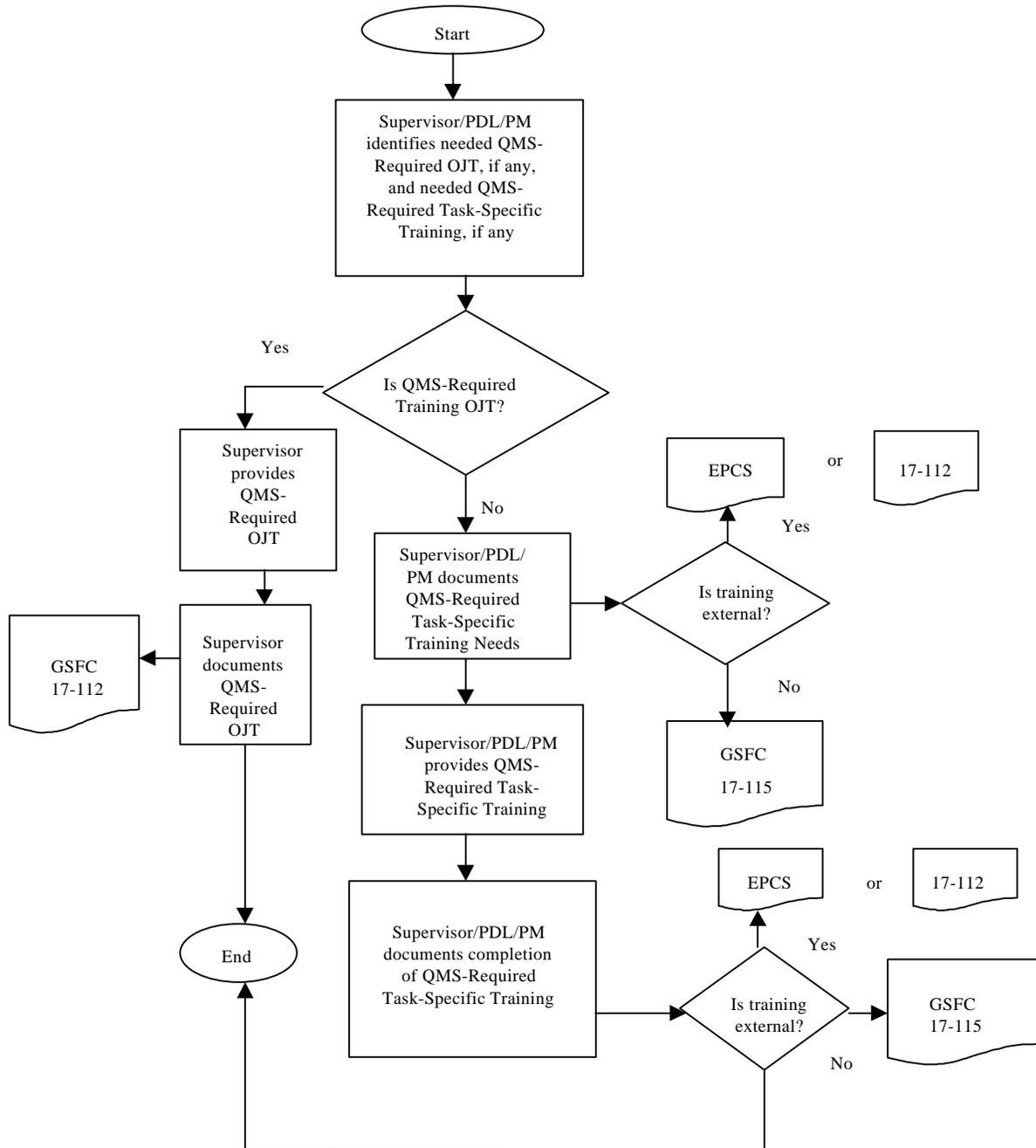
2.5 Maintaining QMS-Required OJT and QMS-Required Task-Specific Training Records.

2.5.1 Supervisors shall maintain the QMS-Required OJT and QMS-Required Task-Specific External Training Records in Employee Performance Files. QMS-Required Task-Specific Internal Training Records shall be maintained in their organization's files.

2.5.2 PDL's/PM's shall maintain QMS-Required Task-Specific Internal Training Records in their organization's files.

3. FLOWCHART

Employee Training and Qualification Flowchart



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CHANGE HISTORY LOG

Revision	Effective Date	Description of Changes
Baseline	8/12/98	Initial Release
A	10/6/98	Header and footer format changes. Redefined Employee training record (1b). Added 1d definition. General re-write of implementation section.
B	3/9/99	Deleted all references in REFERENCES paragraph. Deleted definition of supervisor. In Section 3, deleted position description as a quality record, and added Employee Performance Plan as a quality record, and addition of Required OJT Form.
C	5/21/99	Moved Records section from Implementation to P6. Added SF-50 as a quality record. Minor changes to text of implementation section, including 2.1.1.c. Minor changes to flow chart. Minor changes to Required OJT form. Addition of EPCS forms (GSFC 17-110 and GSFC 17-111).
D	8/16/99	Introduced distinction between QMS-Required Task-Specific Training and Developmental Training. Redefined responsibilities for identifying QMS-Required Task-Specific Training and documenting QMS-Required Task-Specific Training accomplishments to include Project Design Leads/Product Managers. Deleted NTDS as quality records; modified QMS-Required OJT form to become QMS-Required OJT and QMS-Required Task Specific Training Form. EPCS forms 17-110 and 17-111 no longer incorporated into this GPG (The forms themselves are still in use).
E	11/18/99	In P1, changed “tasks affecting quality” to “tasks under the scope of the GSFC QMS.” In P6, changed the Retention Schedule for OJT forms. In 2.3.2.b, added “and other requirements documents.” Other minor editorial changes throughout Section 2: Implementation. Removed Form GSFC 17-112 from the GPG. Inserted links to the form in GDMS Forms home page.
F	06/20/00	In P4, added references as shown. In P6, Records One and Three, inserted “External” before Training. In Record Two, changed retention reference per instructions from Maureen Barber, Center Directives Manager. Deleted QMS-Required Task-Specific Training Identification Records and added GSFC 17-115. In Procedure 1.a. DEFINITIONS: inserted “including required safety training” and introduced distinction between <u>External</u> and <u>Internal</u> Training. Deleted definition of QMS-Required Task-Specific Training Identification Record. In 2.3, inserted “including required safety training” in line 1. In 2.3.1.b., inserted “External” before Training. Added 2.3.1.c., which reads: “document QMS-Required Task-Specific Internal Training using Form GSFC 17-115.” In 2.3.2.a. and b., inserted “Internal” before Training three times. Inserted links in document to newly developed Form GSFC 17-115. In 2.4.1.b., inserted “External” before Training twice.

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CHANGE HISTORY LOG *Continued*

Revision	Effective Date	Description of Changes
		Added 2.4.1.c., which reads “document completion of QMS-Required Task-Specific Internal Training using Form GSFC 17-115.” In 2.4.2.a. and b., inserted “Internal” before Training. Changed 2.5.1 to read “Supervisors shall maintain the QMS-Required OJT and QMS-Required External Training Records in Employee Performance Files. QMS-Required Task-Specific Internal Training Records shall be maintained in their organization’s files.” In 2.5.2, inserted “Internal” before Training. In 3. Changed Flowchart to be consistent with changes in text of GPG. Other minor editorial changes throughout document.