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<b>MANUAL REVISION INSTRUCTIONS (MRI)</b>	Date Prepared: May 31, 1995
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TO: DEBRA A ISOM H6-08  0176	Document No.: WHC-CM-7-7      Level: 3  Title: Environmental Investigations and Site Characterization  Release No.: 95      Page 1 of 1
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- INSTRUCTIONS**
1. Remove and/or insert indicated sections into manual as shown below.
  2. Update the Revision Record at the front of the manual.
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Section Numbers and Titles	Remove			Insert		
	Pages	REV	Date	Pages	REV	Date
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If you have any questions about this release contact:  
Jean Feaster, 372-2340



Approved for Distribution:  <u>SL</u> <small>UDC Initials</small>	I have entered this release into the manual per the above instructions.  <u>Debbi Isom</u> <small>Signature</small>	<u>5-23-95</u> <small>Date</small>	<u>5/30/95</u> <small>Date</small>
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IMPLEMENTATION NOTICE

WHC-CM-7-7, Environmental Investigations and Site Characterization Manual

Release No. 95

Section: EII 1.4, Instruction Change Authorizations, Rev 7, Change 1

Procedure reformatted to reflect organizational changes and meet current CM standards. ICAs may now be used to modify WHC-CM-7-8 procedures, in addition to WHC-CM-7-7 EIIs, if needed.

Section: EII 1.7, Qualification and Training, Rev 5, Change 1

This revision improves the method of implementation for personnel qualification and required reading.

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ICA = INSTRUCTION CHANGE AUTHORIZATION, (P) = PERMANENT (BLUE SHEET), (T) = ONE TIME (GOLDENROD SHEET)

## Instruction Change Authorizations

**1.0 PURPOSE**

This Environmental Investigations Instruction (EII) establishes the methods for documenting, approving, and implementing modifications to approved procedures.

**2.0 SCOPE**

This EII applies to procedures in the WHC-CM-7-7 and WHC-CM-7-8 manuals. Instruction Change Authorizations (ICA) are used after work has begun and unanticipated critical field conditions arise that necessitate modifying a procedure. *ICAs are also used to modify a procedure for specific project or activity needs.*

**3.0 PROCEDURE****3.1 Processing ICAs**

Initiator

1. Prepare ICA form (A-6000-370/Macro WEF158) as follows:
  - a. Enter the procedure number and current revision.
  - b. Reference the specific step (or section) of the procedure to be modified.
  - c. Describe the modification to the level of detail required for implementation.
  - d. Determine whether the ICA should be categorized as a one-time or permanent ICA to the procedure.
    - 1) A one-time ICA facilitates as improvement to the activity for the particular situation *or project* and is approved for the duration of that activity or as specified by the approved ICA, e.g., for a project.
    - 2) A permanent ICA is required if the procedure is deficient or in error and consistently will result in questionable data, operational ineffectiveness, or unsafe working conditions.
  - e. Provide justification for the modification.
2. Submit ICA to (initiator's) manager and procedure author's manager for review and approval.

Cog Managers  
of Procedure  
Author and ICA  
Author

3. Review the ICA. Determine whether the requested of modification is required to conduct the applicable work more efficiently, cost-effectively, safely, or in a manner technically superior to that existing in the current approved version of the procedure.
4. Determine whether decisions regarding Quality Assurance (QA), DOE,

**Instruction Change Authorizations**

Environmental and/or Safety involvement are appropriate and justified based on the assigned approval designator.

- Initiator
5. Obtain approval signatures from the procedure author's manager and the ICA author's manager or their designees on all ICAs.
  6. Additional approval is based on the approval designator in accordance with the requirements of WHC-CM-3-5, Section 12.7.

NOTE: Verbal/telecon approval is acceptable and shall be noted, including date, in the appropriate approval blocks on the ICA form.

- POC
7. Obtain signatures for verbal approval(s) (except ICAs discussed in Section 3.2).

**3.2 Approving ICAs In Critical Field Situations**

- Field Team  
Leader/Cog  
Engineer
1. Only during critical field situations (e.g., when a field crew is working on supplied air) may the change be implemented before the ICA form is approved. In such a circumstance, immediately implement the modification with concurrence from the Site Safety Officer (SSO) and the Environmental Quality Assurance (QA) representative.
  2. Once implemented, document the modification and the SSO and QA concurrences on the daily activity report or field logbook (or other documentation that provides traceability).
  3. Within two working days, document on the ICA form and obtain required approvals.

NOTE: If the approval authorities reject the ICA, Issue a nonconformance report in accordance with WHC-CM-4-2, QI 15.1.

**3.3 Implementing ICAs**

- Field Team  
Leader/Cog  
Engineer
1. Ensure that field personnel are aware of and use approved ICAs applicable to procedures related to the scope of work.
  2. Record pertinent information regarding ICA implementation on daily activity reports or other documentation providing traceability (e.g., Well Completion form) to record work-related use of ICA modification(s).

**3.4 Processing and Distributing ICAs**

- Initiator
1. After all signature approvals have been obtained, forward the approved ICA to the Procedure Point of Contact (POC).
- POC
2. Assign the unique tracking number.

## Instruction Change Authorizations

3. Process a revision package including the ICA and an updated table of contents.
- Document Control 4. Distribute revision package to manual holders.
- POC 5. For permanent ICAs, initiate a Controlled Manual Document Change Request (CMDRCR) in accordance with EII 1.2 of this manual.
6. Incorporate permanent ICAs into the applicable procedure and submit the revised procedure for approval within 30 working days of issuance of the ICA.
7. File the ICAs (one-time and permanent) with the appropriate procedure history package.

**4.0 RECORDS**

Records processing and disposition is in accordance with the following table.

Name - Filing Unit Title or Description	Record type*	Retention Period	Disposal Authority	Cut-off and Retirement Instructions
Approved Instruction Change Authorization (ICA), A-6000-370, WEF158	R	2 years or when no longer needed	GRS 23.1	Record copy transmitted to Document Processing & Distribution for archival storage by Document Control. A copy of each ICA is maintained with the applicable procedure history file.

\* R = Other Record Material

**5.0 DESIGNATED REVIEWING ORGANIZATION**

The organization listed below must review all but minor changes to this document. Comments from other reviewers are welcome, but are resolved at the process owner's option.

*Hanford Technical Services, process owner*

*STS/HTS*

**6.0 FORM**

Instruction Change Authorization (A-6000-370, WEF158)

**7.0 REFERENCES**

WHC-CM-3-5, *Document Control and Records Management Manual*, Section 12.7,  
"Approval of Environmental, Safety, and Quality Affecting Documents."

WHC-CM-4-2, *Quality Assurance Manual*, QI 15.1, "Nonconforming Item Reporting."

WHC-CM-7-8, *Environmental Engineering and Geotechnology Procedures*.

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## Qualification and Training

**1.0 PURPOSE**

This procedure implements the applicable training requirements established in WHC-CM-2-15, *Training Administration Manual* and WHC-CM-4-2, *Quality Assurance Manual*, Section QR 2.0, "Quality Assurance Program", Para. 3.4, "Indoctrination and Training" and WHC-SP-0708, *Westinghouse Conduct of Operations Manual*, Chapter 5, "Control of On-Shift Training", and Chapter 14, "Required Reading."

**2.0 SCOPE**

This procedure is applicable to all Hanford Technical Services (HTS) personnel.

**3.0 DEFINITIONS**

**Nonreactor Nuclear Facility** means those activities or operations that involve radioactive and/or fissionable materials in such form and quantity that a nuclear hazard potentially exists to the employees or the general public. Included are activities or operations that involve the performance of remediation or waste management tasks involving radioactive materials. (DOE Order 5480.23, Glossary) For example, analytical laboratories are considered to be a nonreactor nuclear facility, and "operations personnel" includes chemical technicians. (WHC-CM-2-15, Section 1.2, Para. 5.0)

Also see WHC-CM-4-29, *Nuclear Criticality Safety Manual*, Section 1.0, "General Requirements", and "Glossary" for further interpretation.

For other definitions see the Glossary/Acronyms section of this manual.

**4.0 REQUIREMENTS**

1. Apply the appropriate requirements and responsibilities noted in WHC-CM-2-15, Section 1.2, "Employee Training".
2. Academic requisites shall be identified in generic position descriptions. (WHC-CM-4-2, QR 2.0)
3. Obtain access to the WHC training matrix (TMX) and assign training coordinators to acquire training in its use per WHC-CM-2-15, Section 7.2, "Accessing and Using the Training Matrix".
4. Obtain access to the WHC Training Records Information System (TRI) located in Soft Reporting as described in WHC-CM-2-15, Section 10.1, "Training Records Information System".
5. Access the Course Catalog located on the Hanford Local Area Network (HLAN) through Hanford Information.
6. All employees shall complete Hanford General Employee Training (HGET) on an annual basis per WHC-CM-2-15, Section 11.1, "Hanford General Employee Training".

Qualification and Training

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7. Appropriate mandatory and enhancement training for all employees shall be identified by the line manager per WHC-CM-2-15, Section 11.2, "Health and Safety Training", Section 11.3, "Environmental Training", Section 11.4, "Job Control System Training" (employees who perform functions related to the Maintenance Management Program), Section 11.5, "Total Quality Training", Section 12.0, "Area Specific Program Descriptions" and Section 13.4, "Radiological Safety Training".
8. Training shall be provided, as needed, to:
  - achieve initial proficiency
  - maintain proficiency
  - adapt to changes in technology, methods, or job responsibilities (WHC-CM-4-2, QR 2.0).
9. Personnel shall be indoctrinated in the following subjects as they relate to a particular function:
  - general criteria, including applicable codes, standards, and company procedures
  - applicable quality assurance program elements
  - job responsibilities and authority (WHC-CM-4-2, QR 2.0).
10. Proficiency shall be documented and shall include educational background, experience, and appropriate training. Personnel shall be required to periodically demonstrate proficiency in the assigned work. (WHC-CM-4-2, QR 2.0)
11. Required reading shall be documented when it is critical to avert problems with safety, health, the environment, or quality. Typical documents placed in this system, appropriate to the tasks affected, are: (WHC-SP-0708, Chapter 14, "Required Reading")
  - procedure changes
  - equipment design changes
  - technical specifications
  - operation safety requirement changes
  - industry and in-house operating experience information
  - other information necessary to keep personnel aware of current activities
  - occurrence reports or other deficiency documents.
12. Required reading shall be tracked in a Required Reading File Index and shall include the following: (WHC-SP-0708, Chapter 14, "Required Reading")
  - Requesting Manager
  - Required Reading ID# (sequential number)
  - Document Title
  - Issue Date or Revision Number
  - Required Completion Date
  - Actual Date Completed
  - List of the individuals or organizations required to read the document.

**Qualification and Training**

13. Assigned reading shall not be subverted by including information which can be disseminated by less formal means.

14. On-the-job (OJT) training (WHC-SP-0708, Chapter 5)

OJT shall adhere to established training programs so that instructional uniformity will be maintained.

- a. The objectives of OJT (what the trainee is expected to know/perform when training is completed) must be known to the trainer/evaluator and the trainee.
- b. The standards for successful completion of OJT (skill and knowledge performance criteria) must also be known by the trainer/evaluator and the trainee.
- c. The trainer/evaluator must have the knowledge and ability to teach/evaluate the trainee in accordance with the training objectives and standards.
- d. The training and competency of the trainees must be documented as factors in the qualification process, to provide feedback to the training system and to meet training record requirements.

- Management and staff providing OJT shall be qualified to provide training.
  - Trainees shall be supervised at all times when health, safety, or the environment could be compromised.
  - Personnel assigned to hazardous waste sites shall have OJT documented on the "3 Day (24-Hour) Supervised Field Experience" training completion record (form BC-6000-809), when required.
- OR
- Other OJT shall be documented on the "Indoctrination and Attendance" form A-6000-366 or equivalent.

**5.0 PROCEDURE****5.1 Administration of Training**

Managers shall perform the following:

1. Identify WHC training requirements for each permanent staff member in your organization by providing input to the TMX. Applicable codes, standards, WHC manuals, quality assurance program and project plans, specifications, and the WHC Course Catalog located on HLAN in Hanford Information under Training, are sources to be considered when establishing training.
2. Identify training requirements for visitors, contracted personnel, and temporary personnel to the extent necessary to safely execute their duties and document those requirements in the TMX.

**Qualification and Training**

3. Appoint training coordinator(s) to:
  - acquire training in the maintenance of the TMX
  - obtain a password to TMX
  - obtain a password to access training history files in the TRI
  - access the WHC Course Catalog on HLAN
  - schedule management and staff for WHC mandatory (M), directed (D), and professional development (P) courses
  - schedule and/or coordinate physicals, whole body counts, and bioassays
  - complete the Hazardous Waste Worker Status Reports (A-6000-984) as part of the implementation of WHC-CM-7-7, EII 1.1, "Hazardous Waste Site Entry Requirements"
  - administer training and associated medical scheduling documentation in accordance with WHC-CM-2-15, Section 10.0, "Documentation"
  - prepare a "Review of Qualifications Log."
    - a. Staff names
    - b. Initial qualifications verified (Initial & Date)
    - c. Continuing qualifications verified (Initial & Date)
  - coordinate/facilitate required reading and OJT.
4. Provide, or direct supervisors of staff members to provide, staff members with all necessary information on personal and public safety and environmental hazards before beginning work and document same [e.g., tailgate meetings, Hazardous Waste Operations Permits (HWOP), Job Safety Analysis (JSA)].
5. Assign trained and qualified management and staff to provide informal classroom or on-the-job-training to other members of the organization, when needed. The following topics should be considered when planning for training:
  - topics, subjects, or activities to be covered
  - identification and revision of documents used as a basis for the presentation
  - objectives or key points that identify what the attendee is expected to know and be able to do following the presentation
  - audience (e.g., sampling personnel, personnel responsible for operating geophysical logging equipment)
  - approximate length of presentation
  - visual aids and handouts to be used
6. Direct supervision and staff providing any briefing, information exchange, instruction, orientation or presentation meeting DOE requirements or Federal or state laws to develop formal training plans in accordance with WHC-CM-2-15, Section 5.1, "Designing and Developing Training".
7. Provide timely, constructive feedback to training management and instructors, as appropriate.

## Qualification and Training

8. *Assess the initial qualifications of a new hire HTS candidate/employee by performing the following:*

*NOTE 1: Personnel hired prior to April 30, 1995, are considered to be "initially qualified". However, a resume or Westinghouse Corporate "Work History" form (24903J) shall be included in the HTS training record file.*

*NOTE 2: Managers who have reassigned personnel to a different WHC Generic Job Description must reevaluate the employee per the initial qualification criteria. Managers who have reassigned personnel to a different functional job title (e.g., pump-rig operator to field team leader) must review the requirements for the new position and assign OJT, required reading, formal training, etc., appropriate to the level of training necessary to achieve the desired results.*

- *Verify that the employee's resume or Westinghouse corporate, Work History form (24903J) matches the appropriate TMX title description (WHC Generic Job Description located on HLAN, Hanford Information) for the assignee's position. If an appropriate title does not exist, a documented definition of the education and experience requirements for the position must be created and issued to the Training Coordinator for input to TMX or otherwise retained on file.*
- *When verified, forward to the training coordinator with instructions to schedule training per the TMX.*
- *Review documented evidence of on-the-job training and evaluation. (See para 5.2.3, item 4)*
- *Review documented evidence of required reading, if assigned. (See para. 5.2.2)*
- *Initial and date the Review of Qualifications Log acknowledging that the staff member is qualified to perform the tasks assigned.*

9. *Assess the HTS employee's continued qualifications by considering one or more of the following appropriate to the position being appraised:*

- *Compare the TMX requirements with the dates of attendance to assure no delinquencies exist*
- *Review performance evaluations (retain in personnel file)*
- *Review management walk-throughs*
- *Review self-assessments*
- *Assure that certifications from WHC training or regulatory agencies are current*

## Qualification and Training

- *Document the review by initialing and dating the Review of Qualifications Log. An initial and date on the log signifies that the individual has maintained proficiency/competence since the last evaluation.*

NOTE 1: The necessity for evaluation of the employee's continued qualification may vary with each individual due to the scope, complexity, nature of the activity, education, experience, and historical proficiency of the person. As a minimum, all personnel performing quality-affecting activities shall be evaluated every three years.

NOTE 2: *Manager's whose training files contain evidence of relevant qualification from previous revisions of this procedure (i.e., Certificate of Qualification) or other WHC qualification procedure need not complete the "continued qualifications" block on the "Review of Qualifications Log" until the previous certification expires or there is a change in the generic job description.*

10. Assess visitor, contract personnel, or temporary personnel qualifications by performing the following:
  - verify that the education and experience described in the resume is appropriate for performance of the proposed task and/or that the education and experience in the resume is as described in the requirements of the procurement document.
  - *forward the resume to the training coordinator for filing with instructions to schedule training per the TMX designation categories.*

**Training Coordinators shall perform the following:**

11. Provide support, as needed, to management and TMX facilitators in the identification of training requirements.
12. Perform the actions described in paragraph 5.1, item 3.
13. Develop non-record training files as requested by management. (This file should not be considered an auditable file.)
14. Retain "Record" qualification files of the employee's resume or Westinghouse corporate Work History form (form 24903J) (see item 8 above). (These forms should be considered auditable.)
15. Maintain the "Review of Qualifications Log". (This log will be auditable.)
16. Retain attendance sheet (Indoctrination Attendance Form, A-6000-366) files for classes initiated by the user of this procedure. (Auditable file)
17. Coordinate the required reading system by distributing information and collecting the "Assigned Reading" sheets or "*Indoctrination and Attendance*" rosters. (Auditable file)
18. Maintain the "Required Reading File Index". (Auditable file)

## Qualification and Training

**5.2 Informal Training****5.2.1 Presentations**

On-the-job trainers (when so designated by management) and classroom presenters of informal training shall perform the following:

1. Prepare presentation plans with the elements identified in para. 5.1, item 5.
2. Obtain the signatures of the attendees by using the Indoctrination Attendance Form (A-6000-366) and forward to the training coordinator.

**5.2.2 Required Reading**

*General: Management may determine that personnel on controlled distribution for a document (e.g., WHC manual, specification, QAPP) are exempt from documenting reading of new or revised editions of those documents if management has determined that there are minimal risks to safety, health, the environment, or quality. Management must clearly describe the document holder's responsibilities as follows:*

- *Document holders must keep the document current by incorporating changes and returning the Manual Revision Instructions (MRI) to Document Control within the designated time period.*
- *Document holders must assure that they are using current revisions of the document prior to implementation.*

*Managers or supervisors shall perform the following when required reading is assigned:*

1. *Determine, from Table 1, the method to be used for distribution of "Required Reading".*

*Training Coordinators or designee shall comply with the following:*

2. *Develop a Required Reading File Index that includes the information listed in paragraph 4.0, item 12.*
3. *Maintain assigned reading lists as designated by management.*
4. *Complete designated tasks in Table 1 for the method assigned by management (item 1, above).*

**5.2.3 On-the-job Training**

*General: Typical methods for providing OJT are self-study, observation, discussion, simulation, and/or performance under the supervision of a qualified job incumbent or trainer. The evaluation is typically a "checkout" in which the trainee discusses the task, if necessary. Target dates/milestones for completion should be established.*

Qualification and Training

*Managers shall perform the following:*

1. *Assign newly hired or inexperienced hazardous waste site workers to experienced hazardous waste site supervisors through the duration of OJT. (See "Requirements", item 14.)*
2. *Assign newly hired or inexperienced personnel, for positions other than hazardous waste site workers, to supervision or peers knowledgeable of the activity. (See "Requirements", item 14.)*

*Hazardous Waste Site Supervisors or designated trainer shall, as a minimum, indoctrinate the trainee as follows:*

3. *Provide the latest revisions of the appropriate procedures.*
4. *Walk through the procedures at the site identifying the key activities.*
5. *Instruct the trainee in the completion of the required forms.*
6. *Explain the trainee's role and responsibilities and the interfaces with other site team members.*
7. *Explain the use of the HWOP and/or JSA.*
8. *Observe the trainee in the performance of the activity.*
9. *Document the completion of the above OJT on the "3 Day (24 Hour) Supervised Field Experience" training records completion form (BC-6000-809).*

*Non-Hazardous Waste Site Supervisors or designated trainers shall indoctrinate the trainee as follows:*

10. *Indoctrinate the trainee in 3 through 8 above, as applicable.*
11. *When tasks are not controlled by procedures, (i.e., research, writing reports, or otherwise producing intellectual property) and items 3 through 8 do not adequately cover the activity, the trainer may need to develop a lesson plan (para. 5.1, item 5) relating key points to be emphasized.*
12. *Document evidence of completion of OJT by completing the "Indoctrination and Attendance" form, (A-6000-366) or equivalent, attach supplemental documentation, if used, and send to the Training Coordinator for placement in the trainee's qualification file.*

## Qualification and Training

## 6.0 RECORDS

Name Filing Unit Title or Description	Record Type*	Retention Period	Disposal Authority	Cutoff & Retirement Instructions
Westinghouse Corporate Work History (form 23904J) or resume	R	Review annually	GRS 1.18a	*Destroy when superseded or obsolete or within 1 yr after employee leaves org or company.
Review of Qualifications Log	R	TBD	TBD	TBD
Required Reading File Index	R	TBD	TBD	TBD
3-Day (24-hour) Supervised Field Experience (form BC-6000-809)	R	TBD	TBD	TBD
Required Reading Form (A-6000-369/Macro WEF111)	R	Review annually	GRS 1.18a	*Destroy when no longer needed.
Indoctrination and Attendance (A-6000-366)	R	Review annually	GRS 1.18a	*Destroy when no longer needed.
Lesson Plan	R	2 years	GRS 23.1	*Destroy when 2 yrs old or when superseded or obsolete.

R = Other Record Material \* = Currently there is a moratorium on records destruction.

## 7.0 DESIGNATED REVIEWING ORGANIZATION

The organization designated to review changes to this document is listed below. Comments from other reviewers are welcome, but are resolved at the originating organization's option.

Designated Reviewing OrganizationCMPOC

Hanford Technical Services, process owner

STS/HTS

## 8.0 FORMS

Required Reading (form A-6000-369/Macro WEF111)

Indoctrination and Attendance (form A-6000-366)

Work History (form 24903J)

3-Day (24-hour) Supervised Field Experience (form BC-6000-809)

## 9.0 REFERENCES

WHC-CM-2-15, *Training Administration Manual*.

WHC-CM-4-2, *Quality Assurance Manual*.

WHC-CM-4-29, *Nuclear Criticality Safety Manual*.

WHC-CM-7-7, *Environmental Investigations and Site Characterization Manual*.

WHC-SP-0708, *Westinghouse Conduct of Operations Manual*.

## Qualification and Training

Table 1. Required Reading Methods.

<b>METHOD 1 – ELECTRONIC MAIL</b>
Management/designee develops an individualized list of required reading for each staff member, project team, working group, job title, or other appropriate grouping.
Designee assigned to be alert for changes in the required reading list (i.e., additions or revisions), if applicable.
Designee notifies the Training Coordinator to add the required reading to the Required Reading Index.
Designee notifies staff members of the document to be read by filling out the "Assigned Reading" form (A-6000-369/Macro WEF111), and delivering it via cc:Mail.
Designee directs assignee to return signed form to the Training Coordinator.
Staff members read the assignment, sign the Assigned Reading form, and return to the Training Coordinator within the time allotted.
Training Coordinator completes the Index entry.
<b>METHOD 2 – TEAM MEETING</b>
Management/designee develops an individualized list of required reading for each staff member, project team, working group, job title, or other appropriate grouping.
Designee assigned to be alert for changes in the required reading list (i.e., additions or revisions), if applicable.
Designee notifies Training Coordinator to add to the Required Reading Index.
Designee notifies management.
Management or designee presents/interprets the material in a staff meeting, tailgate meeting, etc.
Management or designee gathers signatures on form A-6000-366, "Indoctrination and Attendance" roster or equivalent.
Management or designee returns training roster to Training Coordinator.
Training Coordinator completes the Index entry.
<b>METHOD 3 – REQUIRED READING BINDER</b>
Management/designee develops an individualized list of required reading for each staff member, project team, working group, job title, or other appropriate grouping.
Designee assigned to be alert for changes in the required reading list (i.e., additions or revisions), if applicable.
Designee notifies Training Coordinator to add document to the Required Reading Index.
Designee places the document in a centrally located Required Reading binder.
Designee notifies the affected staff members of the document to be read by filling out the "Assigned Reading" form (A-6000-369/Macro WEF111), and delivers it via cc:Mail.
Designee directs the assignee to return the signed form to the Training Coordinator.
Staff members read the assignment, sign the Assigned Reading form, and return to the Training Coordinator within the time allotted.
Training Coordinator completes the Index entry.

Table 1. Required Reading Methods

METHOD 1 - ELECTRONIC MAIL

Management/Supervisor develops an electronic mail list of required reading to be read by the reader. The list is developed in accordance with the following criteria:

1. The list is developed in accordance with the following criteria:

2. The list is developed in accordance with the following criteria:

3. The list is developed in accordance with the following criteria:

4. The list is developed in accordance with the following criteria:

5. The list is developed in accordance with the following criteria:

6. The list is developed in accordance with the following criteria:

7. The list is developed in accordance with the following criteria:

8. The list is developed in accordance with the following criteria:

9. The list is developed in accordance with the following criteria:

10. The list is developed in accordance with the following criteria:

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METHOD 2 - PRINTED MATERIALS

Management/Supervisor develops an electronic mail list of required reading to be read by the reader. The list is developed in accordance with the following criteria:

1. The list is developed in accordance with the following criteria:

2. The list is developed in accordance with the following criteria:

3. The list is developed in accordance with the following criteria:

4. The list is developed in accordance with the following criteria:

5. The list is developed in accordance with the following criteria:

6. The list is developed in accordance with the following criteria:

7. The list is developed in accordance with the following criteria:

8. The list is developed in accordance with the following criteria:

9. The list is developed in accordance with the following criteria:

10. The list is developed in accordance with the following criteria: