

JIMGOS MAINTENANCE LTD

QUALITY TRAINING MATRIX AND REFRESHER PROGRAMME

Staff Competency Records and Scheduled Quality Training

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Organisation	Jimgos Maintenance Ltd
Document owner	Joseph Olugosi, Managing Director
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Purpose

This document records the quality-related competence status of the workforce and establishes a planned refresher programme to maintain awareness of company procedures, client requirements, workmanship standards, inspection and testing, document control, defect prevention and continual improvement.

Evidence statement

Internal briefings and inductions are recorded where evidence has already been created. External qualifications, trade registrations and certificates must be verified against the original evidence before they are marked as confirmed. This matrix does not claim ISO 9001 certification and does not replace trade-specific competence records.

1. Training and competency management procedure

- Competence requirements are identified from the person's role, trade, work scope, legal duties, client standards, risk assessments, inspection and certification responsibilities.
- Competence is verified through qualifications, trade registration, experience, observed performance, completed work, questioning and document review, proportionate to the task.
- No person is authorised for safety-critical or certification work solely because they attended a toolbox talk. Formal trade competence and authorisation remain mandatory.
- Training gaps are entered in the action plan, with temporary supervision or work restrictions until competence is demonstrated.
- Training effectiveness is checked through observation, job-file audits, test-record review, defect trends, customer feedback and worker questioning.
- The matrix is reviewed quarterly, before new work categories, after significant defects/incidents, and when legislation, standards, client specifications or manufacturer instructions change.

2. Competence status definitions

Status	Meaning	Required action
Verified	Supporting evidence has been reviewed and competence is current for the stated scope.	Maintain evidence and monitor expiry.
Internally briefed	Company induction/toolbox evidence exists, but this is not an external qualification.	Assess understanding and supervise as required.
Planned	Training has been scheduled but not yet completed.	Do not treat as competent until completion and assessment.
Evidence required	A capability may exist, but the supporting certificate/registration has not been supplied for this matrix.	Obtain and verify original evidence.
Restricted	Person must not perform the task unsupervised.	Provide training, supervision and formal authorisation.

3. Staff role and competency records

Staff member	Role / scope	Current recorded competence	Evidence/status	Limitations and action
Joseph Olugosi	Managing Director; quality system owner; gas engineering oversight	Approves quality policy and QA/QC manual; reviews RAMS, incidents, defects and corrective actions; delivers internal inductions/toolbox talks	Internal approval J.O dated 1 Aug 2026; Gas Safe registration evidence to be attached separately	Trade scope limited to verified Gas Safe categories and other evidenced competence. Obtain current registration printout.
Hamed Olowo	Employee / operative	Company and site induction; RAMS, COSHH, asbestos stop-work, conduct, reporting, environmental and quality awareness; toolbox safety briefing	Induction signed H.O dated 1 Aug 2025; toolbox attendance H.O dated 4 Jul 2026	External trade qualifications and task authorisations require verification before skilled unsupervised work.
Hakeem Ola	Employee / operative	Company and site induction; RAMS, COSHH, asbestos stop-work, conduct, reporting, environmental and quality awareness; toolbox safety briefing	Induction signed H.O dated 1 Aug 2025; toolbox attendance H.O dated 4 Jul 2026	External trade qualifications and task authorisations require verification before skilled unsupervised work.

Staff member	Role / scope	Current recorded competence	Evidence/status	Limitations and action
Bibin Byju	Employee / operative	Company and site induction; RAMS, COSHH, asbestos stop-work, conduct, reporting, environmental and quality awareness	Induction signed B.B dated 1 Aug 2025	Toolbox refresher and external trade competence evidence to be completed/verified.
David	Employee / operative - surname and trade scope not supplied	General safety toolbox briefing: RAMS, PPE, asbestos, isolation, reporting and emergency arrangements	Toolbox attendance signed D dated 4 Jul 2026	Confirm full legal name, role, induction, right to work and trade competence before unsupervised deployment.

4. Quality training matrix

Quality subject	Joseph	Hamed	Hakeem	Bibin	David	Required evidence / next action
Company quality policy and objectives	A	P	P	P	P	Signed briefing and knowledge check
QA/QC manual and job-file requirements	A	P	P	P	P	Workshop attendance and file audit
Contract/ specification review and variations	A	R	R	R	R	Management/ authorised supervisor training
RAMS and pre-start quality controls	V	I	I	I	I	Induction/toolbox records; site assessment
Material receipt, storage and traceability	A	P	P	P	P	Practical assessment and inspection record
Inspection/test plans and hold points	A	P	P	P	P	Trade-specific supervised assessment
Gas quality checks and certification	E	R	R	R	R	Current Gas Safe evidence and category scope
Electrical inspection/testing and certification	E	R	R	R	R	Qualifications, scheme evidence and calibration
Nonconformity, defects and corrective action	A	P	P	P	P	Refresher workshop and defect scenario
Document control, photos and data quality	A	P	P	P	P	Job-record workshop and sampled audit
Customer care and occupied-home standards	A	I	I	I	I	Induction evidence and supervisor observation

Key: A = authorised internally for role; V = verified internal record; I = internally briefed; P = planned; E = external evidence required; R = restricted pending competence/authorisation.

5. Scheduled refresher training programme

Planned date	Training module	Audience	Delivery/ assessment	Owner	Evidence required
15 September 2026	Quality policy, objectives and individual responsibilities	All staff	Briefing, scenarios and 80% knowledge check	Joseph Olugosi	Slides, attendance, completed questions
20 October 2026	QA/QC manual, job packs, photographs and record completeness	All operational staff	Workshop using a sample gas/electrical job file	Joseph Olugosi	Attendance and audited sample file
19 January 2027	Specifications, materials, traceability and variation control	Supervisors and operatives	Practical product/document exercise	Managing Director / competent supervisor	Assessment sheet and action log
20 April 2027	Inspection, test plans, hold points and handover	Trade staff and supervisors	Observed practical and record review	Authorised trade supervisor	Competency observation record
6 July 2027	Defect prevention, nonconformity and root-cause corrective action	All staff	Toolbox workshop using recent anonymised examples	Joseph Olugosi	Attendance, actions and effectiveness check
1 August 2027	Annual quality refresher and induction renewal	All staff	Policy update, knowledge check and acknowledgement	Joseph Olugosi	Signed refresher record and updated matrix

6. Training effectiveness and authorisation

- Attendance alone does not demonstrate competence. Each session must include questions, a knowledge check, observed practice or a job-record audit appropriate to the subject.
- A pass mark of 80% applies to internal written knowledge checks. A failed or incomplete assessment requires coaching and reassessment before authorisation.
- Quality-critical tasks are observed by a competent supervisor. The assessor records the task, standard, outcome, limitations and any follow-up.
- Recurring defects, incomplete certificates, customer complaints or audit failures trigger targeted refresher training regardless of the planned date.
- Authorisations are scope-specific, time-limited where appropriate and suspended when evidence expires or performance is unsafe/noncompliant.

Employee	Module/task	Assessment method	Date	Result	Assessor	Authorisation / restriction	Review date

7. Evidence and action register

Priority	Required evidence/action	Owner	Due date	Status	Closure evidence
High	Attach current Gas Safe registration and category evidence for Joseph Olugosi	Joseph Olugosi	Before submission	Open	

Priority	Required evidence/action	Owner	Due date	Status	Closure evidence
High	Obtain and verify electrical qualifications, authorisation and tester calibration for anyone completing electrical certification	Managing Director	Before electrical deployment	Open	
High	Confirm David's full name, role, induction and competence evidence	Responsible Person	Before unsupervised work	Open	
Medium	Deliver QA/QC and quality-objectives refresher to all staff	Joseph Olugosi	15 Sep 2026	Planned	
Medium	Verify trade qualifications/CSCS and role scope for Hamed, Hakeem and Bibin	Responsible Person	Before relevant deployment	Open	
Routine	Review matrix against expiries, defects, audits and new work categories	Managing Director	Quarterly	Ongoing	Quarterly review minutes

8. Responsibilities and records

- The Managing Director approves the programme, provides resources and decides authorisation.
- The Responsible Person maintains the matrix, expiry alerts, evidence files, attendance, assessments and action log.
- Supervisors verify competence before allocation, brief changes and provide workplace feedback.
- Workers attend, participate honestly, apply training, report limitations and do not work beyond authorisation.
- Records are retained securely for at least six years after completion or longer where contract, scheme, insurance or legal requirements apply.

Approval

Name	Role	Signature	Date
Joseph Olugosi	Managing Director	J.O	1 August 2026