

# Certified ✓

We provide 24/7 advice on all aspects of certification

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## FROM THE EDITOR

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Training is an important requirement of both the PEFC and FSC Chain of Custody (CoC) certification standards. Yet, it is one of the areas that certified organizations frequently overlook.

As the principle of “continuous improvement” underpins each certification system, it is important that certified organizations continually keep up-to-date the training and skills of their staff, particularly those who are directly involved with implementing the CoC system.

Failure to provide on-going training including keeping supporting documentation could result in non-conformity during a surveillance audit.

We have therefore devoted this issue of *Certified* ✓ to training.

I trust you will find this issue of our Newsletter useful as the previous issues.

*Kwame*

## Training Requirements of FSC and PEFC Chain of Custody Certification (CoC)

The CoC Certification Standards for the FSC and PEFC certification systems require the certified organization to provide adequate on-going training to all personnel associated with implementing its CoC system.

Specifically, the FSC Standards require the organization to “*establish and implement a training plan according to the qualifications and/or training measures defined for each procedure.*”

Under the Standard, procedures refer to “*work instructions covering all applicable requirements*” of the FSC CoC Standard, according to the scale and complexity of the certified organization.

In addition, the organization is required to “*maintain complete and up-to-date records covering all applicable requirements*” of the FSC CoC Standard.

The PEFC requires certified organizations to “*ensure that all personnel performing work affecting the implementation and maintenance of the organisation’s chain of custody shall be competent on the basis of appropriate training, education, skills and experience.*”

## What are the implications for your organisation?

As a certified organization, you are required to:

- ensure that all personnel associated with the implementation of your CoC system are trained appropriately and adequately; and
- keep an up-to-date record of the training you provide to your staff.

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### What training records should I keep?

Your organisation's training records must include the following details:

- names and positions of the individual trained;
- the date and venue of the training course/workshop;
- the type of training/workshop (i.e. the subject matter or topics covered);
- details of the training provider; and
- the signature(s) of the trainee(s) acknowledging that they have attended the training.

Your certification body will ask to see these records during surveillance audits.

### How often should I provide training to my staff?

As a minimum, you must provide refresher training to all staff who are associated with implementing the CoC system once a year.

You must also provide training when:

- new staff join the organization, particularly if they will be involved with implementing your CoC system;
- you change any aspects of your organisation's internal procedures, which will impact on the implementation of your CoC system;
- the PEFC and FSC make changes to their standards (you must keep up-to-date with changes to standards made from time to time by these organizations, by subscribing to their newsletters. This can be done online at their websites: [www.fsc.org](http://www.fsc.org) and [www.pefc.org](http://www.pefc.org) .

### Where can I train my staff?

You can provide refresher training in-house if you have competent staff who may be able to do the training.

Alternatively, some of the certification bodies such as SGS and the AFCS periodically advertise seminars and training courses, which may be appropriate.

### Training by Asumadu Pty Ltd and Woodmark

Asumadu Pty Ltd, publishers of this Newsletter, are discussing with the certification body, Woodmark, regarding conducting half yearly refresher courses covering the requirements of both the FSC and PEFC Standards.

Details of these training courses will be published in this Newsletter when they are finalized.

### Advertising

The readership of the Newsletter continues to grow exponentially. *Certified* ✓ therefore provides an excellent opportunity to promote your company and its products and/or services. Please feel free to contact us about our competitive rates.

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We can help with your CoC certification by:

- Preparing your internal procedures based on the standard of your preferred certification scheme (FSC, PEFC or both).
- Training your staff in the procedures, and preparing them so they know what to do and say during the audit.
- Engaging an auditor (FSC or PEFC accredited)
- Completing on your behalf all the necessary paperwork, including quotations from auditors to give you the most competitive price.
- Attending the audit to ensure everything goes well with the auditing process.

**We also specialize in sourcing FSC and PEFC certified plywood and sawn timber for the Australian market.**