

employees. The contractor may either provide the required training or have an institution acceptable to the COR provide the training.

i. Contractor Certification

The contractor shall certify that employees have been trained and shall provide documentation of training upon COR request. Contractor employees shall not perform any duties until all initial training, or refresher training as required in this subsection, is successfully completed and certified by the contractor in writing to the COR. All employees shall be given annual refresher training occurring each subsequent year of employment.

ii. Training Reports

The contractor shall provide monthly documentation of the training completed for each contractor employee, including the number of training hours, type of training, date and location of training, and name of the instructor. The contractor shall provide the COR copies of all certifications.

iii. Contractor Orientation Training

ERO will provide the initial orientation training for the contractor's staff. The Government anticipates the initial orientation will be less than 8 hours. Contractor staff shall then be responsible for training utilizing a "train the trainer" approach. Annually, the Contractor and ERO shall work together to ensure all training is up-to-date and in compliance with all regulations and ERO mission needs. If there are any significant changes, ERO will provide the new orientation training for the contractor's staff in a train the trainer approach. The contractor shall provide all subsequent orientation training for all employees, including those added throughout the duration of the contract.

iv. Contractor Staff Training Courses

The contractor shall provide all required training to all administrative support contractor employees who have office contact with participants, in addition to orientation in accordance with the Contractor's Training Management Plan. This training shall be completed within 15 days from hire date. All contractor employees in this category shall be given annual refresher training consisting of the mandatory training each subsequent year of employment.

The contractor shall provide staff members with all the mandatory training courses described below. These courses shall be completed within 15 days of employment. In addition, personnel shall complete refresher training annually. The contractor shall provide the COR copies of training certification.