



Structured Learning Package

Developing a learning environment through a structured approach that will ensure that individuals can be trained (and if necessary refreshed) to carry out the role consistently to the same defined standard. Changes to operating practice can be accommodated and the structured process generates data that can be used to validate the competence of an individual.

Issues

- Operator action inconsistent
- Production quality variable
- Individuals have their own way of doing the job
- Difficult to prove individual competence
- Individuals potentially working to out of date procedures
- Newcomers trained by "sitting with Nellie"

Benefits

- Training material due to the methodology is self monitoring
- Material flexible and of high quality
- Material complements quality systems
- Individuals can progress at different rates
- Everyone developed to the same level in a consistent way
- Provides a means of refreshing competence
- Provides the underpinning skills and practice required for an accredited qualification.

The product in action - a case study

The Client

Ineos Silicas - a world leader in silica and alumina technology, with over 900 employees and 8 manufacturing sites in 5 continents.

The Need

To increase the competence of process operators through training. Traditional methods had not been cost effective, using a variety of materials and methods. The supporting materials were sometimes out of date. The competency of individual operators could not be proved, and each had their own way of operating the plant, resulting in varying performance.

What we did

Chris Lloyd and John France, working in different areas of one of the production sites, took an existing concept and facilitated its development and implementation. By dividing the plant into sections, the individual's understanding is systematically built up by taking a step-by-step approach to both theory and practice. Understanding and competence is checked at the end of each step, through a Q&A session with the team leader. The evidence made available could enable the individual to achieve an accredited qualification e.g. NVQ.

Consultant(s): Chris Lloyd , John France

How the client benefited

Training material is self-monitoring. Training is flexible yet high quality. The operating staff have developed ownership of the training method as they have produced the material. Operator competence can now be validated through use of the package. Most operators learn by doing and reviewing not by chalk and talk, and this method uses the former approach.

Contact Us • Call us on: 01606 854813 • email us at enquiries@jestmanagement.co.uk

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Small Brook • Ivy Farm • Station Road • Crowton • Northwich • Cheshire • CW8 2RQ

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