

## **WELL in the workplace**

### **Weyerhaeuser and TAFE NSW Riverina Institute**

In 2007 Weyerhaeuser's Tumut Mill and TAFE NSW Riverina Institute together delivered a workplace literacy program that aimed to develop employee's literacy skills. The program also aimed to:

- develop individual worker's confidence and work satisfaction
  - engage employees in further learning
  - open the way for progression in their work
  - develop employees ability to accurately research and record workplace information using technology
  - provide engagement in training at AQF Levels 2 and 3 and to achieve competency in two core units of competency from the Forest and Forest Products Training Package:
    - FPICOR2201A Working effectively in the forest industry
    - FPICOR2202A Communicate and interact effectively in the workplace
- and a common elective unit:
- BSBCMN205A Use business technology

Weyerhaeuser applied for WELL Program funding and in partnership with the TAFE NSW Riverina Institute Tumut Campus Business Development Manager and General Education Head Teacher developed a Delivery and Assessment Plan that met the needs of both the enterprise and the employees at the Tumut mill. The plan was based on action learning principles.

Initially National Reporting System (NRS) assessments were conducted. The NRS is used to report outcomes of adult English language, literacy and numeracy. The NRS mapping allowed Riverina Institute General Education personnel to identify the literacy and numeracy levels of those wishing to participate in the program.

Participants then analysed the work flow and production processes in the mill and identified their specific work activities and tasks. This analysis identified the numeracy and literacy requirements of their jobs and provided the basis for activities for the literacy training as well as showing what training was required to achieve the 3 units of competency.

To accommodate shift work and relief arrangements for employees, four groups of five participants were put together and they each undertook 40 hours of training.

Weyerhaeuser strongly supported the program and actively promoted it to the participants and their supervisors. Encouragement was provided during the program and time away from workstations was organised as needed to allow participants to work on projects. In addition one-on-one support was provided as required.

The participants, Weyerhaeuser and TAFE NSW Riverina Institute all agreed that the program was a success as it had achieved the desired goals.

Both Weyerhaeuser and the employees identified the achievements as follows:

- all participants were fully engaged in the program
- all participants developed their literacy, basic technological and communication skills
- all participants achieved increased NRS levels in literacy and numeracy
- all participants gained skills to analyse, interpret and complete documentation for their specific work roles
- all participants gained competency in three units of competency from the Forest and Forest Products Training Package.

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**For further information they can be contacted on Phone +61 2 69814800**