

WineWorks New Zealand Ltd

Workforce Development was contracted to deliver Workplace Literacy Training to WineWorks employees with funding from the Tertiary Education Commission. WineWorks is New Zealand's largest contract wine bottler, with operations in Hawke's Bay and Marlborough, providing its clients with a complete post-winemaking function, including bottling and warehousing.

The programme used a range of approaches to meet staff needs, which included working collaboratively with WineWorks' Management.

Existing WineWorks systems, resources and operational aspects pertaining to each employee were assessed by Workforce's Foundation Skills Team. Personal development then included a mix of one to one and small group sessions adapted to meet differing needs. Staff were then monitored through their learning journey.

The success of the programme was evidenced by increased staff productivity, improved health and safety, morale and staff who have gone on to higher-level training and positions of greater responsibility.

"The immediate improvement and confidence of staff that attended was apparent. Since the course, there have been three staff promotions and four with more responsibilities within their roles."

Bernie Lord, Quality Assurance Manager, WineWorks



"... I did not realise how important learning was to my future, but now I am given that chance again to learn. Thank you."

Ali, WineWorks employee



TUMU Timbers

Tumu Timbers is the largest single supplier of timber packaging products (bins and pallets) to the apple, kiwi fruit and wine industries in New Zealand.

It is a company that prides itself on 'working together as a team', taking pride in delivering excellent service and to achieve this, they encourage and support employee self-development.

In support of employee career development, Tumu contracted Workforce to deliver the Workplace Literacy Training Programme to enable staff to gain further literacy skills, which make it possible for them to undertake qualifications within the workplace.

Over a 10-week period a total of 20 employees took part in the programme with delivery being completed in groups and each employee committing to 4 hours per week.

Support material utilised within the programme was work-focused, facilitating a greater understanding of the health and safety, form completion, goal setting and communication (listening, speaking and written) aspects of these roles within the workplace.

Individual growth and confidence was observed as a result of employee engagement in the programme. This was expressed through an improvement in communication, with Management and other team members, by individuals as well as increased personal drive.

" We genuinely value the people who assist us to build a successful business. Here at Tumu, our employees are our key resource and we believe that it is in all our interests to develop our team"

Eden Dehar, HR Compliance Coordinator, Tumu Timbers



"I would recommend anyone to learn from this programme."

Zeb, Tumu employee



The challenge is...

That in New Zealand...

...a large proportion of our adult population does not have the fundamental literacy skills necessary to function and progress at work and in society in general.

A recent survey showed that our adult literacy levels were also below the OECD median and there is a need for overall efforts to improve the literacy skills of our existing workers.

Workplace Literacy Training

The workplace literacy programme is designed to identify the literacy skills required for day to day work tasks and develops these skills so that employees can perform their jobs better.

Getting Started

Getting started is simple. First, we will develop an understanding of what is involved in your workplace followed by a needs analysis, which looks at literacy tasks and skills of each job role.

We will then design and agree on a timetable with you to ensure it fits around participant workload and then training can begin.

We can work with individuals or small groups, usually for an hour each week at your business premises.

Because our programmes are based on work requirements, training is in work time, however participants may be required to do additional study in their own time. Training duration can be tailored to your needs but is usually 48 weeks in length.

We'll adapt the programme content if your priorities change to ensure it stays focused on your objectives.

We'll also take care of all the reporting requirements linked to programme funding.

Funding

The Tertiary Education Commission (TEC) administers a fund to support Workplace Literacy Training. Your employees may be entitled to this fund if they are eligible. It won't cover all the costs, but it will make it more affordable to implement your Workplace Literacy Training Programme.

We can manage the subsidy application process on your behalf and ensure that your staff meet the eligibility criteria.

Workplace Literacy Training Programme



Our Approach

We believe in providing opportunities for people to achieve, whether this is in their personal or professional lives. After all, *Providing Opportunities to Achieve* is our mission.

This can mean a range of things depending on who our learners are. For those in the workplace, we provide opportunities through the Workplace Literacy Training programme by helping to develop their literacy, language and maths skills so that eventually they can take on new work skills and advance their careers.

For managers of businesses, that means we will work with you to ensure you get a staff training programme tailored to the needs of your organisation. We will also keep you informed on progress at every step of the way.

Our Team

Workforce Development has a Foundation Learning Team dedicated to the delivery of high quality foundation training programmes. The Team's experience includes work with large-scale businesses and contract delivery on behalf of government departments nation-wide.

Want to know more?
Call the Literacy Programmes Coordinator
at Workforce Development.

0800 833 5581

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www.workforce.ac.nz

Making a difference in business

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