

Northampton College

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GIST

Employer Description

GIST is a logistics company used by Carlsberg Brewery in Northampton. There are some 40 employees who work at the site, including admin, forklift truck drivers and management.

The main focus of their work is, load the lorries with kegs to be delivered nationwide.

Background to the Initiative

It was identified by Peter, the site manager, which his employees experienced difficulties in form filling, health and safety issues and general communication at all levels. I first met with Peter in February last year (2004). Meetings followed to identify the needs of the company and to discuss a suitable way forward. An open day was planned to introduce the employees to the course and to answer any questions they may have.

Course Aims and Objectives

- Work towards a national qualification
- Allows the learner to reflect and explore their current skills base
- Enables the development of speaking and listening skills
- Identify the speaking and listening demands made in your job role and considers useful strategies/skills to use
- Comply with Health and Safety issues in the workplace
- Have an understanding of the basic skills in ICT to use a computer

Identification of Learners

Initial Assessments were carried out in June, a total of 16 employees were assessed.

	Entry 1	Entry 2	Entry 3	Level 1
Literacy		2	4	10
Numeracy			2	3

Specific Training Requirements

GIST operates a rolling shift pattern, covering 24 hours, 6 – 2pm, 2 – 10pm and 10 – 6am. We put a course in on each shift, for 2 hours per week for each session, a total of 6 hours per week. At the beginning, some changes were made to times and days of the sessions to comply with the needs of the majority. The sessions now operate successfully at 1 – 3 pm Monday and Thursdays and 9 – 11pm on a Wednesday. The course was set up to run for 15 weeks, finishing in November. An outline programme of work is attached.

Towards the end of the first 15 week course, 7 learners entered for 12 of the C & G National Tests in Numeracy and Literacy.

Learner Progress and outcomes

The results were extremely encouraging:-

- 4 passed Literacy at Level 2
- 3 passed Literacy at Level 1
- 4 passed Numeracy at Level 2
- 1 passed Numeracy at Level 1

They were very successful with the exams, all passed, some taking both Numeracy and Literacy. Some of the men have successfully been progressed onto ICT courses and are planning to take the New CLAIT in the future. The others still attend the Skills for Life, work-based courses and are working towards level 1 and 2. 3 learners were also identified as being dyslexic and have subsequently been assessed; one other learner is also about to undergo eye tests, it is believed he may have a sight problem.

For some of these men, the courses have been an opportunity to gain paper qualifications that they missed taking whilst at school for various reasons. For some it has been an opportunity to attend courses, which they were unable to do in the community due to the restrictions of their working shift patterns.

For others it has been an opening to return to education, which they would not have done, had it not been taken to them in that particular environment.

The learners have learnt to handle situations more effectively. They are more aware of Health and Safety procedures. Two have been promoted and it has been an opportunity for the management to observe and notice different skills these men have that would normally have been undetected in the normal way. Communication on both sides has also improved, generally the morale and atmosphere of the yard is greatly improved.

It is hoped to roll this out further to 2 other sites, The Brewery and the NDC at Swann Valley.

Celebration of Achievements

On Thursday 16th December 2004 there was a certificate presentation at GIST.

7 of the learners collected 12, C & G Level 1 and 2 Certificates in Numeracy and Literacy. Some 16 learners attend the courses over 3 sessions each week, most are working towards level 1 and 2, others have progressed onto IT courses and hope to take New CLAIT.

The motivation of the learners has been infectious, due in part by the support of their tutor Renhart Gittens. They are now in their second 15 week course and keen to improve their essential skills through work based learning. The commitment of these learners has been outstanding.

The presentation was attended by senior managers in GIST. The certificates were presented by Human Resources Director, Mike Bousfield. In his presentation he said, "Initiatives like this make a good employer excellent" and "GIST plan to build on the Kingsheath example". Mike was also full of praise for the individual's achievement in gaining a nationally recognised qualification.

Peter Thomas, the site manager, expressed his pleasure at the number of days GIST forklift truck drivers, had gone without a serious health and safety incident on the site. He praised the individual achievements of the learners and stated that 2 had already received promotion. He was surprised and pleased to discover new skills these learners had, that normally he would not have known of, until they attended the course.

The presentation was attended by;
GIST
Mike Bousfield HR Director
Dave Kirby Depot Manager – Swann Valley
Daniela Curuthers HR Manager

Peter Thomas GIST Site Manager

NCC

Carol Taylor Curriculum Manager

Kay Parry Skills for Life Manager

Jayne Wise Employer Engagement Development Co – Ordinator

Renhart Gittens Tutor

The GIST Learners (who received certificates)

Alby Bond

Chris Orman

Chris Goodwin

Russell McPherson

Andrew Labrum

Delroy Kilburn

Dale Swann

There are still 3 sessions per week running at GIST to allow the learners from each shift to attend a session. 3 more learners have recently been recruited onto the course. We look forward to more presentations in 2005 and hope to expand the courses into other areas of the company.

The development team have learned a great deal from this initiative. It is hoped that we continue to deliver the courses to such a high standard. The secret is to remain flexible at all times, deal with any situation as it arises and continue to make the learners believe how important they are and to follow the progress of their own journey.
