

Tresham College  
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## **Golden Wonder**

### **Employer Description**

Golden Wonder is one of the largest crisp manufacturers in the world. Their Corby site were updating operational procedures to maintain their competitive position in the snack food market, and also recruiting new staff to meet their increased order book.

### **Background to the Initiative**

Golden Wonder was approached via the Northampton Learning and Skills Council Employer Engagement programme. A meeting was set up between LSC Business Advisor Simon Lincoln, Helen Jamison, HR Manager, and Tresham Institute of F and HE, to discuss the impact of poor basic skills on the productivity of the company. A starting point was established – a short literacy based course to introduce all staff to the new organisational procedures and update on health and safety procedures.

Golden Wonder wanted to establish a positive approach to the changes being introduced, as the HR Manager said “through addressing the basic skills at work, the benefits would also include the NVQ programme, departmental training and promote a fully flexible motivated workforce”.

Further discussions with Richard Linley, the Plant General Manager clarified the aims and objectives of the course. Tresham Institute gave a short presentation to management on the effect poor basic skills can have in the workplace, this gained the full support of the departmental managers to proceed with the training.

### **An outline of the Course Content**

Two courses were set up one for Team Leaders and one for production staff.

The Team Leader course was developed from further discussions with the HR Manager and Plant General Manager. The modules covered managing teams, effective communication for team briefings, using data and calculating labour costs, managing policies and procedures, writing professional emails and memos. Tutors linked all the modules to the Adult Literacy and Numeracy Curriculum. This gave the Team Leaders the opportunity to develop their own literacy and numeracy skills within the context of their job roles.

Tresham tutors designed a 5 week course – 10 guided learning hours, based on Golden Wonder's induction programme, mapped to the Numeracy and Literacy National Curriculum. Arrangements were made for confidential interviews and initial assessments to take place with production staff.

Tresham worked closely with the HR department to advertise the sessions internally and at team briefing sessions. The college tutor spent time with teams to answering questions and reassuring where necessary.

Training took place to suit shift patterns, including a class at 9.30 pm to 11.30 pm to accommodate the night shift. If learners had to return to the production line whilst receiving training, they made the time up in another session, highlighting how flexible the programmes were. The course was made part of the "new era induction" for Golden Wonder, embedding the literacy and numeral skills into the routine training meant that no one felt singled out.

Although at initial discussions the HR team did not feel they had any staff with low levels of literacy, within the first week of the programme one employee revealed during their confidential interview that they could not read, and were so relieved that they at last had the opportunity to address this without the anxiety of going to the college.

### **Learner Progress & Achievement**

There was a 100% attendance rate on the training courses.

The direct results from the training have included:

- Positive change in the attitude to learning
- Employees have gained confidence to join further literacy and numeracy skills sessions
- Employees have a greater understanding of company procedures
- Employees have more positive attitude to NVQ qualifications

Following a review visit with Helen Jamison, Simon Lincoln reported – "Thanks to Tresham staff, Golden Wonder have developed an essential skills course that is designed to underpin their training strategy, lead neatly into an extensive NVQ programme as well as an ILM course for Line Leaders, the courses have acted as a central plant to their development and expansion plans. 174 learners have signed up for the training to date. The Essential Skills courses are running throughout the factory on day and night shifts and have already produced some really exceptional results, to say nothing of some truly uplifting, motivational and heart-warming stories. As is all this were not enough, they were successfully assessed for Investors in People last week! They are recruiting heavily!"

