



## Bristol Wins Workplace Literacy Award

Bristol Aerospace, a Magellen Aerospace company, has been selected as the award winner in the Large Business Literacy Initiative category for the *1999 Awards for Excellence in Workplace Literacy*. The Awards are sponsored by the National Literacy Secretariat, Human Resources Development Canada and coordinated by The Conference Board of Canada. They are designed to recognize and reward innovative and effective workplace literacy programs.



At the workplace literacy awards ceremony in Toronto, from left to right: Bristol Aerospace representatives, Wendell Wiebe, Manager, Staff Development and Mike Cuma, Director of Human Resources; Far right, Thomas Townsend, Director General, Learning and Literacy Directorate, National Literacy Secretariat, Human Resources Development Canada.

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### UPCOMING

#### *PGI Golf Tournament for Literacy*

Wascana Country Club, Regina

August 5, 1999

Contact: PGI National office 416 350 6270, or Susan Clarkson - 306-653-7378

or

Willow Park Golf Club, Calgary

October 1, 1999

Contact: Carolyn Meier - 403-686-9300

#### *The ASCD Conference on Teaching and Learning: Assessment in the Learning Organization*

October 11 - 13, 1999, Reno, Nevada

Contact: American Society for Curriculum and Development, 1703 North Beauregard Street, Alexandria, VA 22311-1714 USA. 1-800-933-2723, or <http://www.ascd.org/>

As literacy is a critical factor in corporate and personal success, this award will raise awareness of the value of workplace literacy to business, employees and the community. Enhancing literacy levels in the workplace improves bottom line performance for the employer and gives employees a better chance for success in their careers.

Bristol implemented a workplace-based Adult Basic Education (ABE) program in 1995, and subsequently developed technical training programs, as well, which are delivered by a recognized educational institution. To reduce the amount of time required to complete some of the training program, Bristol adopted Prior Learning Assessment and Recognition (PLAR) whereby individuals are able to challenge for credit when they already possess the skills, then take only courses required to complete a certification process.

Of the program, Wendell C. Wiebe, Bristol's Manager of Staff Development, comments, "The need for literacy education is critical in order to be able to respond to the many technological changes which are occurring in the workplace today. Many of the employees who have participated in our literacy program have gone on to take technical training, which will eventually lead to certification in their respective trades. This initiative and other training programs have begun to change Bristol into a learning culture. This training initiative is a great example of what can be done when management and union work collaboratively to achieve a common goal."

Floro Ines, who is employed at Bristol as an aircraft mechanic, is an enthusiastic participant of the Company's initiatives. "The need to retrain or upgrade is more evident than ever before," he explained. "Many employees lack the basics or need a refresher course to take advantage of the technical courses being generously offered. It is for these reasons that I consider the Workplace Literacy Program a huge step in the right direction. With employees preoccupied by making a living, the company has brought the school to the workplace. And if the company's strength truly lies in a skilled workforce, the right doors have been opened."

As the winner in the Large Business category, two representatives from Bristol attended the 10th Anniversary- *Reaching for Success: Business and Education Working Together Conference* in Toronto, April 25 - 27, 1999. The winners were also given an opportunity to showcase their winning initiative at the conference.

The Conference Board of Canada is an independent, not-for-profit applied research institution whose mission is to help their members anticipate and respond to the increasingly changing global economy.

Bristol Aerospace has been a member of the Winnipeg community for almost 70 years. Bristol specializes in precision manufacture of commercial and military aeroengine and aerostructure components and subsystems; participates in space science research through the provision of sounding rockets, payloads, and small satellites; produces defence equipment; and offers a comprehensive range of aircraft repair and overhaul services.

## Study Targets Human Resources Development in Food Processing

There is a lot happening in Alberta's food processing industry these days. Building on solid growth in the past few years, the industry is aggressively preparing for a future defined by continued growth, product diversification, and value-added processing.

Recognizing that human resources development will be key to success, the industry is embarking on an innovative, province-wide initiative that will combine a labour market study and an essential skills needs assessment. These parallel and complementary approaches will shape recommendations for strategic development of the Alberta food-processing sector.

The Alberta Food Processors Association (AFPA), at the helm of both projects, has selected Western Management Consultants to conduct the research for the labour market study. This study will use Statistics Canada data to profile workforce demographics and interviews with industry representatives to define future trends in the industry. An inventory of training programs in the sector will also be developed as part of this research.

The essential skills needs assessment is an initiative of the Alberta Workforce Essential Skills Committee (AWES), and follows an earlier HACCP impact study. The essential skills research will be managed by Hammond & Associates. This research will define current and projected essential skills needs in the sector and develop essential skills profiles of key jobs. Structured interviews, focus groups and an evaluation of workplace documentation and training materials will likely be part of this research, to be conducted in the fall of 1999. (See page 4 for employment opportunities on this project.)

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# Leadership Changes at *SkillPlan*

GLENDA LEWE

After eight years at the helm of *SkillPlan*, Jim Lippert will be moving on to new opportunities with Highway Constructors Ltd. Lynda Fownes, who for the past few years has been *SkillPlan's* Manager, will assume his position as Acting Executive Director. Everyone at *SkillPlan* is sad to see Jim leave, but confident that the work he started will continue.

*SkillPlan* was founded in 1991 to formulate long-term basic skills strategies which empower men and women working in the unionized construction industry in BC and the Yukon Territory in meeting the future with competence and confidence. All of the occupations related to the unionized industry's unique labour-management partnership have been impacted by the demand for increasingly higher occupational skills requirements.

Leadership and innovation are at the root of *SkillPlan's* success in pioneering a service model capable of responding to the unique nature of the construction industry in which traditional models of workplace basic skills upgrading simply do not apply. *SkillPlan* markets diverse services to stakeholders by promoting initiatives in five parallel streams comprising service to individuals; service to training coordinators and trades instructors; service to employers; research; and public relations and advocacy.



At his 'farewell to *SkillPlan*' reception on June 28, Jim Lippert and, on the right, Bill Day, chair of the first *SkillPlan* board of directors.

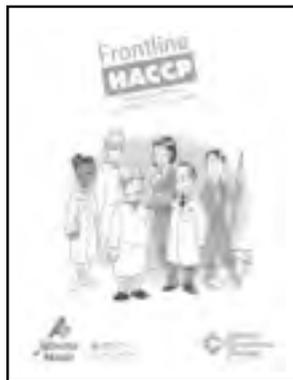
The model forged by *SkillPlan* is the first of its kind in Canada and stands as a prototype for the construction industry in other provinces. Organizational excellence is integral to this achievement. As *SkillPlan's* Executive Director, Jim Lippert brought vision into reality. His leadership qualities are demonstrated not only by his work with *SkillPlan*, but by his participation in a wide range of related initiatives. Jim is vice president of Skills Canada BC—an organization that facilitates secondary and post secondary trades competitions at the regional, provincial, federal and international levels. He is a national board member of Skills Canada, a member of WWESTNET, and a member of the Education Committee of the BC Federation of Labour.

The true measure of *SkillPlan's* achievement ultimately rests in an assessment relative to its mission. *SkillPlan* has made significant gains by providing existing training infrastructures and other collectives with the tools to address basic skills upgrading within the larger frameworks of technical skills upgrading and worker education. Several thousand workers have directly participated in *SkillPlan* programs in some way. Through its service to the trades training infrastructure, it has indirectly assisted hundreds of apprentices and those training in non-apprenticeable trades by training the trainers to integrate basic skills into teaching and curricular strategies.

Over the past eight and a half years, *SkillPlan* has become a respected leader in the national and indeed the international community, as is attested by Jim Lippert's pan-Canadian travels in support of workforce education and his contributions to international fora, such as the respected annual adult education conference in Milwaukee, Wisconsin. *SkillPlan's* merit is substantiated by an impressive record of success—a success which has been achieved through the inspired leadership of Jim Lippert, along with the excellence of members of *SkillPlan's* staff.

**Hammond, K.** (1999). *Frontline HACCP: Training Materials for Production Workers*. Edmonton, AB: Alberta Vocational College - Edmonton

*Frontline HACCP: Training Materials for Production Workers* is a resource package designed to help frontline production workers in a



food processing plant learn what they need to know about the Hazard Analysis Critical Control Points (HACCP) system. Similar to ISO in its focus on control and documentation of the production process, HACCP ensures that food produced for your consumption is free of harmful bacteria, pesticides, metal filings, insects or anything else you don't want in your hamburger or your cereal bowl.

Many workers in the industry, especially the significant percentage who speak English as a second language, are challenged by HACCP content that addresses topics like pathogenic organisms and cross-contamination. Alberta Vocational College-Edmonton decided to take on this challenge in partnership with the Alberta Food Processors Association (AFPA). With funding from Alberta Learning and guidance by an industry advisory committee, *Frontline HACCP* was born - a collection of highly visual, limited-text, plain language materials addressing the basics of a HACCP system and the prerequisite systems that support it.

*Frontline* begins with trainer notes that introduce HACCP and explore training objectives for frontline workers. Guidelines for customizing and supplementing the materials are included, as well as tips for effectively communicating across a language or literacy barrier. The next three sections are a series of overhead transparencies, prefaced by 'talk points' for each overhead. Illustrated with original artwork in a pointed but light-hearted style, the package covers topics such as good manufacturing practices and the principles of a HACCP system. The evaluation section features detailed 'spot the problem' visuals designed to allow workers to indicate comprehension of key points unimpeded by a language barrier. Sample quizzes, a certificate of completion, a comprehensive resource list and glossary complete the package.

Alberta Vocational College - Edmonton and the Alberta Food Processors Association are working together to handle promotion and distribution of the package. For more information contact Janet Henderson at AFPA at 403-201-1044 or Karen Bennett at AVC - E at 780-427-7855.

**Taylor, Maurice.** (1998). Through the Lens of a Good Practice Framework: Looking at Our Workplace Education Programs.

This discussion paper examines workplace education programs using a framework of good practice principles. It compares the ideals of good practice with the reality of workplace education programs documented in the literature. It also discusses how the same framework can be used as a tool for improving instruction and marketing programs. For further information, contact: National Literacy Secretariat, Human Resources Development Canada, 15 Eddy Street, Room 10E10, Ottawa, ON, K1A 1K5. Tel. 819-953-5280, Fax 819-953-8076, [nls@fox.nstn.ca](mailto:nls@fox.nstn.ca)

### Essential Skills Needs Assessment Team Job Posting

Anyone interested in serving as part of the research team for an essential skills needs assessment project in the food processing industry is invited to send a letter of application and a resume outlining experience in workplace training and/or research to: Alberta Food Processors Association, #205, 259 Midpark Way SE Calgary, AB T2X 1M2.

Attendance at a training and orientation session to be held in Calgary from August 23rd to 26th is required. Submissions must be received no later than July 24, 1999. If you have any questions, call Janet Henderson at 403-201-1044.