



NATIONAL CONFERENCE 2008

Real Skills, Real People, Real Business
Learning our Way to Success: The Skillnets Perspective





Real Skills, Real People, Real Business

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Feedback



Real **Skills**, Real **People**, Real **Business**

Learning our Way to Success: The Skillnets Perspective

Breakout Session One

Building Basic Skills through Accreditation

Feedback

**Mr. John Dunne, Chief Executive, Chambers
Ireland and Skillnets Board member**



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CASE STUDIES

The Irish Pest Control Accel Project

&

**Irish Security Industry Association (ISIT)
Skillnet**

Building Basic Skills through Accreditation Feedback

Irish Pest Control Accel Project – Main Points

- This is a National network (95% penetration) with a mission to provide / establish **standards** for their industry - through Accredited training.
- From **business need** .. to ITN .. to research on availability and funding led them to develop an NQF level 7 Certificate in Environmental Pest Management with UCC. – their next step is a Diploma.

Building Basic Skills through Accreditation Feedback

Irish Pest Control Accel Project – Main Points

- Alphasan from end-users of training to get involved - through the steering group - at **all stages** (especially pre and post training)
- they got what they **needed** - bespoke relevant selling and receptionist skills as well as pest (rodent, insect and bird) control.
- The individual, the small & not so small companies, the suppliers the customers benefit from this training **product and this process.**
- A **small** committed group **can lead** in their own industry development

Building Basic Skills through Accreditation Feedback

Discussion Points

- **Challenges in competitors working together**
- **No money or customer talk**
- **Programmes delivered lead to new needs**
- **University course makes the sector “sexy” & builds the confidence in employees and sector**

Building Basic Skills through Accreditation Feedback

Discussion Points

- Access to certification
- Choice of Awarding body
- Timing on getting access to enterprise led qualifications

Building Basic Skills through Accreditation Feedback

Irish Security Industry Association – Main Points

- **Regulation** has been a big driving force in developing the sector and training was recognised early as the cornerstone because of the value to all stakeholders – ISIT trained 4,500 people & S Security is a believer.
- Detailed the process in setting up of the FETAC centre that **empowers** them to develop, deliver and issue quality assured FETAC awards for their sector (they also access ILM and ICM qualifications)

Building Basic Skills through Accreditation Feedback

Irish Security Industry Association – Main Points

- **Enablers** were regulation, demand for international recognition, support & relationships & **Barriers** are the process itself & its continual evolution & changing needs, Competition issues and costs – not for the faint hearted.
- **Impact** for S Security Group of win-win situation & the knock on effect of quality driven standards raising the bar & changing attitudes – e.g. *from a cost to an investment.*
- **Raising** the profile & attracting employers to the sector

Building Basic Skills through Accreditation Feedback

Discussion Points

- FETAC clarification local module process is finished
- FETAC develop standards & providers develop programmes
- Look at existing providers for your programmes
- Licensing was only a primer for sector employee development

Building Basic Skills through Accreditation Feedback

Discussion Points

- Reference made to the EFGSN initiatives in the context
- Hold on new development but use existing “Descriptors” while the standards development groups get going

Building Basic Skills through Accreditation Feedback

Your Thoughts

- **What constitutes LBS ?**
- **Only a start**
- **'New Irish agenda'**
- **Role of accreditation**
- **Procurement thought process**



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Breakout Session Two

Competitiveness & Innovation – a regional angle

Feedback

**Mr. Peter Rigney, Industrial Officer, Irish
Congress of Trade Unions (ICTU) & Skillnets
Board Member**



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CASE STUDIES

Donegal Design Directorate Accel Project

&

Innovate West Accel Project

Competitiveness & Innovation – a regional angle Feedback

Donegal Design Directorate Accel Project – Main Points

- Design as a strategic tool to gain competitive advantage
- Regional competitiveness
- Impacts of training - innovative approaches to problem solving, looking outside the box, streamlining
- Benefits of networking - sharing information, creating new business links, joint problem solving

Competitiveness & Innovation – a regional angle Feedback

Discussion Points

- How to get industry involved in training
- Cross fertilisation of ideas within networks
- How to achieve individual goals within a larger group
- Certification not always on the companies agenda
- Openness of third level institutions
- Quality of life – work life balance

Competitiveness & Innovation – a regional angle Feedback

Innovate West Accel Project – Main Points

- Common need of network member companies is to innovate
- How to increase company innovation: training, networking, guest speakers challenging participants
- Training leading to new product ideas, new projects
- Successful practices to make a network work for your company needs

Competitiveness & Innovation – a regional angle Feedback

Discussion Points

- Integration of industries with third level institutions and visa versa
- Using facilities available locally
- Cross fertilisation within the network
- Engaging with other companies on different projects
- “Skillnetting” back to academia

Competitiveness & Innovation – a regional angle Feedback

Your Thoughts

- How to retain competitiveness – innovation and design
- Industry feeds into academic institutions which in turn transfer this information into their programmes
- Responding to global economic challenges
- Links between learning and knowledge intensive manufacturing



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Breakout Session Three

New Approaches in Traditional Sectors

Feedback

**Mr. Sexton Cahill, Irish Business & Employers
Federation (IBEC) & Skillnets Board Member**



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CASE STUDIES

SLM Skillnet

&

Print & Packaging Skillnet

New Approaches in Traditional Sectors Feedback

SLM Skillnet – Main Points

Objective:

Create a performance culture using lean manufacturing techniques

Challenges:

Overall Equipment Effectiveness (OEE) only 45%

Partnership Approach:

Value Stream Mapping

Training Needs Analysis (TNA) for key staff.

Baseline Existing Operation

New Approaches in Traditional Sectors Feedback

Results:

OEE now tracking 60-70%

Rework reduced by 65%

Benefits

End of line Quality > 99%

Output up 23%

Now working towards world class standard of 80% OEE

New Approaches in Traditional Sectors Feedback

Discussion Points

- Was trust already established with staff?
- Don't have a top down approach.
- Get staff up to a certain level of performance and then talk about incentives.
- The learning from the Fox and Geese plant (Irish Distillers) will be cascaded throughout the organisation

New Approaches in Traditional Sectors Feedback

Print & Packaging Skillnet – Main Points

- Industry increasingly internationalised
- The need for a lean initiative identified
- Staff fully involved
- Initial training with three other companies
- Expectations clearly articulated

New Approaches in Traditional Sectors Feedback

- Results:
Workplace totally reorganised
- Benefits:
Openness to new thinking
Space requirements halved - cost savings
Better workflow – higher margins

New Approaches in Traditional Sectors Feedback

Discussion Points

- **How were the ideas generated from the staff – Red Tag Book and involving staff**
- **Sharing expectations between owner and staff**
- **Everything was in public for all staff to see**
- **How was the time found to bring staff on board – short focus meetings**

New Approaches in Traditional Sectors Feedback

Your Thoughts

- **Hidden costs of releasing staff for training**
- **The networking dimension of Skillnets may not be living up to expectations**
- **Opportunity at a local level for Skillnets to develop relationships horizontally with other local organisations**

New Approaches in Traditional Sectors Feedback

Thank you