

# Skills Highway Workplace LN Forum: Auckland, 4 Oct 2016

## Notes from Workshop 1: ITO/WPLN provider interface

### 1. Workshop description

In this workshop, we explored how ITOs and WPLN providers can work together to:

- support learner success and seamless transitions across the LN/regulatory/industry training landscape
- support employers to develop coherent pathways for workers and sustainable LN/training infrastructures
- ensure employer buy-in to training by articulating the business/productivity benefits of LN/industry training
- maximise the use of the funding streams that are available.

### 2. Introduction

The Workplace Literacy and Numeracy Fund presents a **significant opportunity** for ITOs to broker workforce development funding for their employers and industries. The bulk of the Fund (80%) is allocated on plan to literacy and numeracy providers across the country. This means that at the start of next year those providers will hold approximately **5000 places for workplace-based literacy and numeracy programmes**. Some ITOs and LN providers are establishing partnerships or strengthening existing relationships to deploy these places in a mutually beneficial way.

### 3. Discussion starter

There is a range of potential models for how these partnerships might work. The underpinning principles for any models are:

- thinking of literacy and numeracy as a fundamental part of **workforce development**
- thinking of literacy and numeracy programmes as a **pipeline** to industry training
- supporting a **seamless transition** for learners from WPLN programmes to industry training, utilising the ability for learners in WPLN programmes to also be industry trainees
- ensuring that models take account of the **business practices** of ITOs, LN providers and employers
- ensuring a **good fit** between LN providers and employers.

### 4. Presentation

Marianne Farrell, Primary ITO and Kirsten Long, Cornerstone talked about the partnership the two organisations have developed, which has enabled a seamless approach to supporting a large primary industry employer with their workplace LN requirements. Key points:

- Develop a formal partnership/MoU

- Building relationships/trust with an employer can take a long time – ensure the strength of the partnership lasts through the whole journey
- Use ITO expertise to offer pathway advice, e.g.
  - Mentoring programme
  - Study nights
  - Dyslexia advice
- The partnership can be a pipeline for and to ITOs
- ‘Speak as one’ to the employer and provide a solution.

## 5. Discussion on building partnerships

### *Components to consider:*

#### **1. Who has the conversations with employers, and at what level?**

<b>ITO</b>	<b>LN Provider</b>	<b>Firm</b>
Field staff Business development staff Literacy specialist Senior management etc.	Business development staff Literacy/topic specialist Senior management etc.	CEO/senior management L and D staff HR Business development staff Operations Manager Health and Safety Manager etc.

#### **2. What is the nature/focus of the conversation, e.g.?**

- Productivity
- Workforce development/career pathways
- LN needs
- LN demands
- Health and safety etc.

#### Hints:

- Have some good pre-thinking done, e.g. develop a loose pathway framework as a discussion starter.
- Develop some good starter questions that are broader than LN.

#### **3. Importance of choosing a provider/s who have a good fit with employers.**

##### Need to consider:

- reach/capacity
- geographical coverage
- cultural competency
- areas of expertise etc.

#### **4. Ways to build strong, employer-facing relationships**

- Leverage off existing relationships/conversations/resource work etc.
- Create collective profiles for employers:
  - competencies
  - qualifications
  - technical/soft skills
  - confidence levels etc.

#### **6. Challenges**

##### ***For ITOs:***

- Tension between 'sales' (training agreements) and workforce development conversations
- Jump from L2 to L3+ quals as a result of the TROQ process - feeling that L3 may become the starting point = greater LN demands, therefore increased need for support/foundation programmes
- Existing (ITO-funded) provision – when is the right time to exit a learner; how to measure the **relevant** outcomes.

##### ***For TEOs:***

- Limited knowledge in ITOs about the potential for partnership around L2 industry trainees
- Not sustainable for TEOs to offer one-on-one tuition
- How to get industry experience for tutors
- How to secure learner buy-in and employer financial/in-kind commitment.

##### ***For all:***

- Speaking and listening are the skills most valued by employers
- Importance of 'generic' literacy skills, e.g. study skills, answering questions etc.
- Communication of policy and funding changes.