

CASE STUDY: STEEL & TUBE



Last week Steel & Tube celebrated and acknowledged 12 of their staff who, despite the programme being put on hold due to COVID-19 restrictions, persevered to successfully complete their 7 months of training.

According to Steel & Tube these staff have grown in confidence, not only at work but also with their families and communities. To see the video with learners' reflections click [here](#).



Meeting a Need

Steel and Tube were looking to lift the capability of their team, so they called in Edvance, accessing TEC Workplace Literacy and Numeracy funding, worked with them to plan two programmes to run concurrently with general staff and team leaders. Steel and Tube were wanting to enhance everyone's understanding of their role in maintaining workplace health and safety, improve understanding of workplace documentation and improve communication with clients and within the team and lift problem-solving and leadership skills.

Delivering the programme

All session content and documentation was directly related to their workplace situations and issues. This made the learning relevant and immediately applicable. The training brought together members from different teams and they enjoyed learning about the different areas and exchanging ideas to support each other. The tutor Edna wrote that 'there was also humour and lots of laughter, creating a great learning atmosphere'. Throughout the programme, especially through the COVID-19 disruptions, the support and commitment of management to the programmes' continuance was crucial.

Outcomes

At the graduation, staff gave their personal reflections and key themes that emerged were about leadership, cultural diversity, communication, improved English language skills and opportunities. The Chief Executive and Human Resources Manager attended the graduation and were encouraged by these stories of achievement. In their feedback 100% of the trainees said they had achieved both their personal and the programme goals. They believed they were better equipped to motivate their teams and solve problems and communicate well with their teams and beyond. Their manager wrote:

Edvance has done a great job and was open to any adaptations required that covered both the professional and personal growth of learners. The programme content was relevant and included real life scenarios. The supervisors have been implementing what they have learned which is great to see. There has been growth in confidence and great awareness around Health & Safety within the team. Both the CEO & GM were quite impressed with the speeches and all the learning that took place.

We would definitely recommend the programme as we are able to see the value the programme has added and the long-term benefits.

The training has been so successful that a new programme has already been launched at the Hamilton site and more are planned for Auckland.