

## CASE STUDY

# TRADE TRAINING PROGRAM IMPROVEMENT

### Objective

Xenco was engaged by an international mining client to align maintenance training programs with the specific needs of their operations, ensuring program graduates met workplace competency requirements. Additionally, the client aimed to standardise their training to international norms and gain global recognition.

### The Challenges

- Program complexity and standardisation across seven trades in two locations that needed alignment with international standards.
- High turnover and short-term competency among maintenance staff.
- Need to develop and implement programs to quickly address short-term competency requirements.
- Limited coaching resources requiring the use of specialist coaches and expatriate maintainers.
- Limited site or plant experience of trainers.
- Lack of Governance over the training function, leading to variations in standards used.

## AT A GLANCE

### Challenges

- Program complexity and standardisation
- High staff turnover
- Competency gaps
- Limited coaching resources
- Limited trainer experience
- Lack of governance of the training function

### Benefits

- Adoption of new international training program standards
- Establishment of governance standards
- Upgraded facilities and resources
- Improved competency

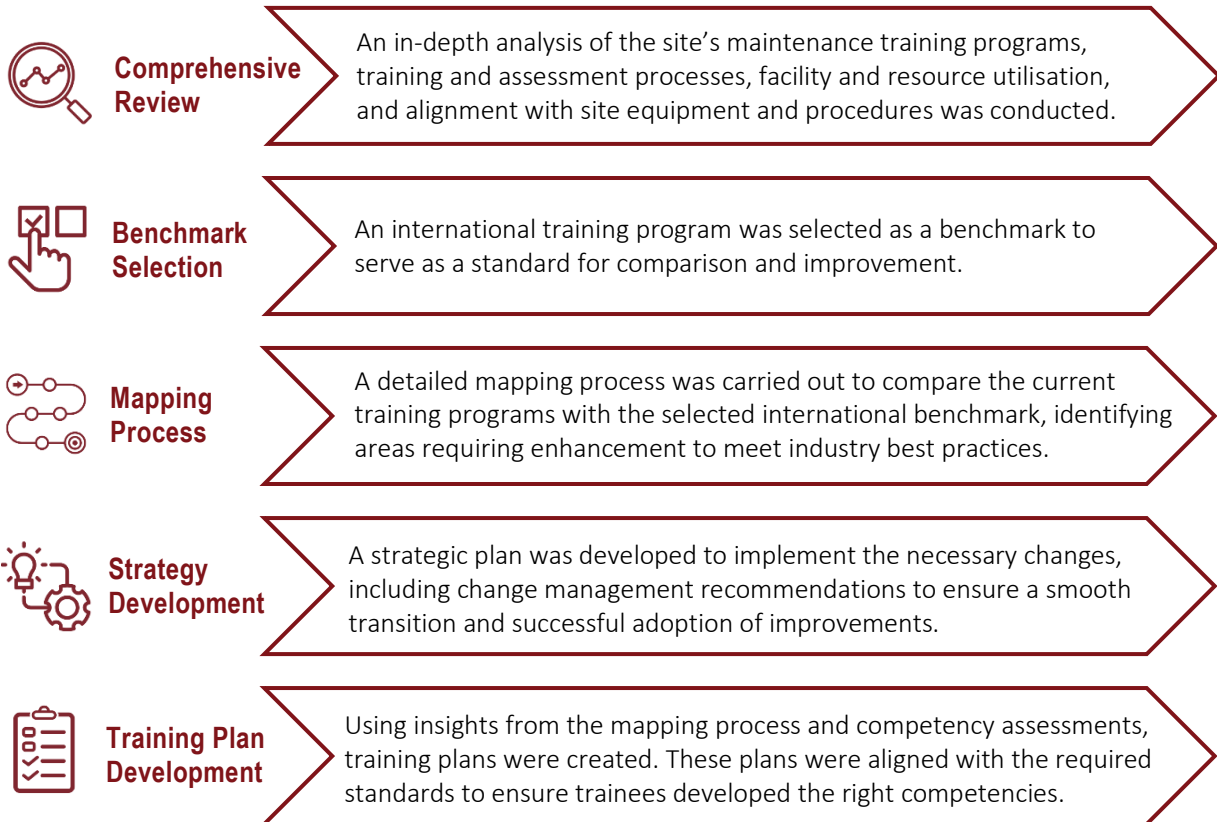
Xenco is a multi-disciplined, specialist service group that delivers executive and operational level support to businesses seeking significant improvements in productivity, efficiencies and company profitability.

### Contact us

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## Our Approach

The Xenco team used their extensive industry and onsite experience to develop the following approach to transform the training framework:



## Our Results

Following the implementation of the strategic change management recommendations, the client successfully enhanced its trade training and workforce development initiatives. **Key outcomes** included:

### Adoption of a comprehensive international trade training standard.

- Sourcing and implementing multiple maintenance training programs aligned to the new standard.
- Extending the duration of each program to ensure adequate competency development.
- Upgrading facilities and resources to meet new standards and increased training requirements.
- Aligning existing trainers and trainees to the new programs.
- Recruiting over 140 new trainees to complete these programs.

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**Implementation of a shorter trade related training program** (skill set of a full trade program) to meet the short-term needs of the business.

**Establishment of governance standards for the training across the site.**



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