



## Keyera Energy

## Workplace Literacy Mini Case Study

### Overview

Keyera Energy operates one of the largest independent midstream companies in Canada, with over 400 employees, 19 processing plants and associated pipelines, and the capability to process over 30 million cubic metres of gas per day.

Keyera's business consists of gathering and processing natural gas as well as processing, transporting, storing and marketing natural gas liquids such as propane and butane. To operate safely and efficiently, and to produce high-quality products, Keyera's employees must be highly trained, experienced and capable of adapting easily to new technology and regulations.

Five years ago, Keyera undertook the development of a training system that would meet the needs of a highly specialized midstream company. The Capability Development System is competency based, online where possible, skill oriented and third-party audited. It addresses industry-related training as well as other workplace skills, such as communication, computer literacy and interpersonal relations.

### Objectives

The Capability Development System aims to:

- ⇒ create profiles of jobs—from chief executive officer to summer student—that describe the skills and task competencies required;
- ⇒ continue to deliver a program that is effective, non-threatening and easy to implement, with an emphasis on just-in-time learning; and
- ⇒ meet the requirements of the Canadian Technology Human Resources Board (CTHRB) to maintain the company's validation agent status for the Canadian petroleum industry.

### Activities

The Capability Development System:

- ⇒ includes a web-deliverable skills and competency assessment tool and skill profiles for various jobs;
- ⇒ provides a database of technical information;

- ⇒ validates employees' current skills and competencies as equivalent to the industry standard and CTHRБ-recognized;
- ⇒ automatically flags competencies that are time sensitive for re-certification by the system; and
- ⇒ provides technology-based training and names of mentors assigned to various specialties.

Since its inception, the Capability Development System has grown immensely: it now serves over 3,000 employees across Canada in 22 major energy companies, including several multinationals. It has also been accepted by post-secondary institutes in Canada, with certificate and diploma programs being led by Lakeland College in Alberta.

### Achievements

Through this training system, employees have noted personal achievements including:

- ⇒ new awareness of their strengths as well as areas that need upgrading;
- ⇒ industry-wide recognition of their skills, which eases mobility within the industry; and
- ⇒ post-secondary accreditation of training.

### Benefits

Keyera's training system is widely recognized and accepted by both employees and management. Benefits to the company include:

- ⇒ a well-assessed and trained workforce;
- ⇒ fewer accidents;
- ⇒ less equipment downtime; and
- ⇒ increased production and profitability.

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