



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 100 million cubic metres of gas. Keyera's business consists of natural gas gathering and processing as well as the processing, transporting, storing and marketing of natural gas liquids (NGL) such as propane and butane. To operate safely, efficiently and 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, on-line where possible, skill-profile 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 skills profiles with task competencies developed for every category of employee in the company from District Manager to summer student;
- ⇒ continue to deliver a program that is effective, non-threatening, and easy to implement with emphasis on just-in-time learning; and
- ⇒ meet the requirements of the Canadian Technology Human Resources Board to maintain validation agent status for the Canadian Petroleum Industry.

Activities

The Capability Development System consists of a web-deliverable software assessment tool, as well as skill profiles for various jobs and a content

repository providing technical information. The system validates employees' current skills and competencies—recognized by the CHTRB. Competencies that are time-sensitive are automatically flagged for re-certification by the system. In addition to technology-based training, mentors are assigned to various specialties.

Since its inception, the Capability Development System has grown immensely and now serves nearly 3000 employees across Canada in 16 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

Employees have noted personal achievements including:

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

Benefits

The Capability Development System is widely recognized and accepted by employees and management. Benefits to the company include:

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

CONTACT

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