



# final report

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## Researching and addressing the on-plant induction needs of non-English speaking workers

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## **1 Milestone requirements:**

- Outcomes report for stages 1, 2 and 3
- Report on implementation process
- Summary of actions and issues arising from project requiring further development.

## **2 Background**

This project researched the existing and projected language composition of the meat industry workforce and developed appropriate induction materials to support on-plant inductions. In particular, the project sought to translate learning materials which support the Certificate II level core units, which form the basis of most company induction programs, into the five languages most commonly used within the meat industry.

The project was conducted in three stages:

### **2.1 Stage 1**

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Industry research to establish:

- the five most common language groups (other than English) of existing workers in the meat processing sector
- the projected language groups
- estimated literacy levels within these language groups.

Based on the data collected, the following were determined:

- the five language groups which will be most represented in the industry over the coming five years
- whether translated materials should be predominantly written or spoken.

### **2.2 Stage 2:**

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The four existing CDs for the core units at Certificate II level were to be translated.

### **2.3 Stage 3:**

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Development of CDs for two of the core units:

- MTMMP4C Follow safe work policies and procedures
- MTMMP5C Communicate in the workplace.

English support materials for these two units were developed and then translated into five languages identified in Stage 1.

### **3 Outcomes for stages 1, 2 & 3**

#### **3.1 Stage 1**

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Research was conducted with meat processing and smallgoods plants to determine:

- the five most common language groups
- literacy levels of NESB workers in the industry (in both English and their first language)
- training needs for trainers of workers.

Through phone interviews with trainers and training managers we discovered that:

- there are over 25 different languages spoken
- there are almost 1900 workers who come from language backgrounds other than English in more than 40 companies.

The five most common languages other than English that are spoken in the meat industry are:

- Portuguese (366)
- Chinese (264)
- Vietnamese (221)
- Filipino (186)
- Malay (132)

Approximately 250 workers from Sudan are currently working in the industry, however a number of different languages are spoken in Sudan and employers did not know from which language backgrounds their workers came.

Out of the 1900 workers, 40% have very limited language skills. 39% have been identified by their trainers as having enough English to complete training, whilst only 11% are fluent in English. Almost 60% of these workers are able to interpret workplace signs, but this figure includes some workers whose companies translate signs into other languages to assist their workers. Only 19% of the workers can read and write English well enough to understand workplace documentation.

Approximately 42% are literate in their first language, though company representatives were unsure about 26% of trainees' first language literacy. Based on the information above, the five languages selected for translation were Portuguese, Chinese, Vietnamese, Tagalog (Filipino) and Malay. Since conducting the initial research the number of NESB workers has increased to over 3000, with Korean now being one of the top five languages spoken. Yet it was not identified originally as a targeted language group at all. Likewise, South Africa is also a current hot-spot for recruitment, but wasn't initially identified.

#### **3.2 Stage 2**

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On completion of stage one, five translators were sought to translate the existing four Core CDs. The work with the translators went very smoothly and they agreed to also act as voice-over artists for the CDs.

Unfortunately, the review of the English language CDs was very overdue, delaying the translation project substantially. The CDs were supposed to be developed in a way that the foreign language text and voiceovers could be simply dropped in to the existing framework. This would have been several hours work per CD. The contractor did not complete the task as agreed in the original contract and the framework did not accept the foreign languages. The program did not allow the editor to change font sizes or text box sizes and therefore any translations that exceeded the

number of characters of the English text could not be used. In addition, the CDs were not compatible with characters other than those used in the standard English alphabet.

This meant that neither Vietnamese nor Chinese versions could be created. Repeated requests were made to the CD developer to rectify these problems, but he eventually left the country without completing the task and the contract had to be terminated.

As a result, the development of the CDs has taken considerably longer than first anticipated. A second IT developer was contracted to create an online CD development program.

The program provides a blank template to create any number of CDs in house. The IT developer again completed this part of the project late, and since completion the program has been fraught with bugs that have continued to delay the ability of MINTRAC staff to complete the CDs. In addition, each CD needs to be created from scratch. The sound files and graphics all needed conversion into different file types to suit the new program and the whole system takes substantially longer to edit. The development of each CD has gone from being a half day task to three to four days work.

The following table shows the development status of each of the four CDs:

CD	Portuguese	Vietnamese	Mandarin	Tagalog	Malay
<b>Overview the meat industry</b>	on sale	awaiting final edit	awaiting final edit	on sale	on sale
<b>Hygiene and sanitation</b>	on sale	CD to be developed	Awaiting final edit	CD to be developed	on sale
<b>Quality Assurance</b>	awaiting final edit	on sale	on sale	awaiting final edit	on sale
<b>Maintain personal equipment</b>	on sale	on sale	on sale	on sale	on sale

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### 3.3 Stage 3

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Stage 3 was also delayed due to the problems with the second IT developer.

Two new English CDs were developed for the Units:

- Communicate in the workplace
- Follow safe work policies and procedures.

These two CDs are now on sale.

The text for all five languages has been translated and recordings of voiceovers in each language are also complete.

The following table shows the development status of the CDs in the foreign language versions:

<b>CD</b>	<b>Portuguese</b>	<b>Vietnamese</b>	<b>Mandarin</b>	<b>Tagalog</b>	<b>Malay</b>
<b>Communicate in the workplace</b>	awaiting final edit	awaiting final edit	awaiting final edit	awaiting final edit	CD not yet complete.
<b>Follow safe work policies and procedures</b>	awaiting final edit	awaiting final edit	awaiting final edit	awaiting final edit	CD not yet complete.

It is anticipated that the CDs that aren't yet on sale will be available by the end of the financial year.

## **4 Report on implementation process**

There are a number of companies who have already purchased these new CDs and more who are interested.

The CDs are to be used in the same way as the English language versions which have been available to industry for ten years. There are no further plans to improve the implementation of the CDs.

As MINTRAC has editing rights over the CDs, any problems that may occur with the CDs, or errors found in them can be immediately fixed without any further costs.

## **5 Summary of actions and issues arising from project requiring further development**

There have been a number of issues that have arisen from this project that have highlighted future needs of the industry and of MINTRAC.

1. IT capability. This program has been repeatedly held up by problems with IT developers. It has exposed a need to develop in-house expertise in IT so that MINTRAC can develop our own programs in the future.

2. Continuous monitoring of industry recruitment strategies. Since completing the stage one research, the make-up of the top ten languages represented in the industry changed substantially. Korean backpackers are regularly recruited into the industry now and make up a substantial percentage of the industry's NESB workers. 18 months ago they were not present in the industry, nor were they identified as a target group for recruitment for the future. Similarly, South Africa is currently being targeted as a recruitment country. Although this won't pose any language problems, it may create cultural ones.

3. A need for cultural diversity training was also identified through this project and a resource kit is currently being developed as a 2009/10 project.