

Skills that work Employer leadership in training and qualifications for the Petroleum and Petrochemical Industries

A Cogent impact report
for employers

“Cogent has developed into a powerful force in its industry footprint as a catalyst to help drive the skills agenda. It has developed a successful formula combining a strong central framework with the Skills Academies as delivery agent, and is well placed to drive skills in its footprint to a higher level.”

Brian Worrall
*Manager Sales, Europe and
UK Country Chair, Chevron*



Impact and influence through an employer-led agenda

Cogent was formed with employers to develop strategic, targeted action to meet its sector's skills needs. With the involvement of employers, key industry leaders and industry trade associations, as well as the voice of employees, it is leading a major drive to boost skills and workforce development in the sector.

Cogent's primary aim is to support downstream and petrochemical businesses to compete globally, through the skills and talents of all their employees. It is working to substantially increase the uptake of skills for **productivity** and **sustainability**; to **reform the system** of qualifications and to ensure that **license to operate** underpins all skills development activity.

One critical success factor for meeting the skills challenge is delivering training in the right format, in the right place and at the right time, for both the employer and the learner. After building a detailed case, and following two years of in-depth lobbying, planning and consultation, Cogent and employers were successful with their bid for the National Skills Academy Process Industries. Employers from the Petroleum Industry are now investing directly in their Academy – as well as with their time and commitment: a real show of industry conviction that skills make the winning difference.

The Academy will establish a network of approved training providers around the UK providing training companies with industry defined products, aligned to industry standards and delivered in a way that fits with business. This will make it easier for companies to access the training they need to upskill their workforce.

Cogent and the Academy are developing and delivering vocational training that is valued and used by every company they represent. In particular, Cogent is forging ahead with a system of modular, vocational training that will enable seamless progression and the transfer of skills across the sector.

Importantly, Cogent has also been working with employers to directly **influence Government policy** – including channelling public funding to the sector to meet its needs. Its **research and collection of Labour Market Information (LMI)** continues to build unrivalled intelligence and analysis about the skills needs of the sector.

Cogent is committed to securing its second Sector Skills Council Licence later this year. Through this it will continue to represent some of the most strategically and economically significant industries in the country.

In this report you'll see how Cogent is bringing together and harnessing employer demand for skills – for example through its Upskill Programme, through Skills Passports, through employer-led Apprenticeships and through its drive to forge strong links between employers, schools, colleges and higher education.

In his report, Lord Leitch said: "In the 21st Century, our natural resource is our people – and their potential is both untapped and vast. Skills are the key to unlocking that potential." It's certainly difficult to argue with such a message and Cogent looks forward to continued strong partnerships with employers and skills agencies to strive for a prize that can be shared among everyone: employers, individuals and our wider society.

Dr John Beacham, CBE
Chairman



Cogent Board Members representing Petroleum



Brian Worrall - Sales Manager for Europe, Chevron

Brian's career spans buying and marketing, strategy and planning. Brian is currently Sales Manager for Europe with Chevron, responsible for retail and commercial inland sales. Brian has worked with Chevron for the last seven years and has also spent time working in the retail forecourt sector and on assignment in Chevron's Corporate Office in San Ramon, California. Brian represents Chevron on the board of UKPIA and is Chairman of Chevron UK.



Lynne Sampson - HR Manager, Shell UK Manufacturing

Upon graduation in 1987, Lynne joined Shell UK Oils in the HR function. After moving to Shell Chemicals in 1989, Lynne progressed her career via the HR route and in 2000 became HR Manager for a former Shell Joint Venture Company. In 2004, Lynne moved to BP where she was HR Manager for Lubricants in Northern Europe before rejoining Shell in 2006 as HR Manager for Manufacturing in the UK based at Stanlow Refinery.

An inaugural meeting of downstream employers and stakeholders has taken place. This meeting's aim was to enhance the effectiveness of Cogent in taking forward the skills needs of the industry. It included employers, trade organisations, trades unions, Government departments and regulators.

- Association of UK Oil Independents (AUKOI)
- Bayford & Co
- Department for Business, Enterprise and Regulatory Reform (BERR)
- Chevron
- Conocophilips Humber Refinery
- Exxon Mobil
- Federation of Petroleum Suppliers
- Ineos Grangemouth
- Kaneb Terminal Limited
- Murco
- Petrol Retailers Association
- Petroplus
- Shell UK Oil Products Ltd
- Tank Storage Association
- Total Lindsey Oil Refinery
- Total UK Ltd
- Unite
- Vopak Terminal Teeside Ltd
- Simon Management
- UKPIA HR Forum



Walter Williamson MBE - Skills Development Director and Petroleum Industry Lead, Cogent SSC

Walter started his career in the Chemicals Industry in 1969 as a Process Apprentice with BP Chemicals at its Grangemouth plant before moving to the adjoining refinery in 1972. He worked on a number of refinery plants in various roles until 1987 when he was involved in an explosion and fire on the hydrocracker complex. This was a defining moment in Walter's life and changed the way he looked at "human factors" and how people can influence the dynamics of refinery operation.

The size of the skills challenge

Cogent is playing its part in the delivery of “World Class Skills: Implementing the Leitch Review of Skills in England”, taking full account of the needs of its sector. This is the most comprehensive Government skills strategy ever produced – ranging from basic skills to high-level technical and science skills. It commits funding to the tune of £1.3bn per year by 2010/11.

Five key principles are driving much of this activity:

- Re-designing the system around the needs of the demand side
- Transforming the supply side so that it can respond more effectively to the needs of the demand side
- Re-configuring funding support – for example through *Train to Gain*
- Giving users a greater say over the learning offer itself
- Driving cultural change, championing uptake in all parts of society

Cogent is working within this framework: our ultimate vision is of a sector where every person is fully contributing to business success as a qualified, proven professional, valued as an employee and with a clear career path.

The benefits are clear: Cogent has calculated that the increased productivity and competency derived as a result of industry upskilling is worth a staggering £1.5bn to the Cogent sector.

Cogent has a UK-wide focus, taking account of the distinctive political structures, economic development and unique education and training systems in the devolved administrations.

Scotland

Scotland's skills strategy is set out in *Skills for Scotland*, which was published in September 2007. The strategy outlines the Scottish Government's plans to make Scotland a world-class skills base with opportunities for all. The Scottish strategy endorses the value of taking a sectoral approach to identifying and resolving skills needs, and the central role that SSCs play in this as the voice of employers.

Wales

The key context for Wales is set out in *Skills that Work for Wales, A Skills and Employment Strategy*. The Welsh Assembly Government's (WAG) Skills and Employment Strategy was published for consultation in January 2008. To support the delivery of this plan it proposes to develop a strong network of SSCs, working closely with employer bodies to strengthen the employer voice in decisions on skills provision. Cogent will support WAG through undertaking national analyses of sectoral labour market and skills needs and demands and informing the development of new vocational qualifications.

Northern Ireland

The key context for Northern Ireland is laid out in *Success Through Skills* the Skills Strategy for Northern Ireland. This acknowledges that a need exists, in conjunction with employers and SSCs, to assist and support the upskilling of employees. In particular SSCs are cited as key stakeholders in the development of an all-age careers education, information, advice and guidance strategy as well as the development and delivery of a strategy for management and leadership.

The skills gap in the Petroleum Industry

Petroleum and petrochemical products will be key to meeting our energy needs for decades to come. The key role played by the downstream industry will only be sustained if a skilled engineering and technical workforce of sufficient strength and range is available to it.

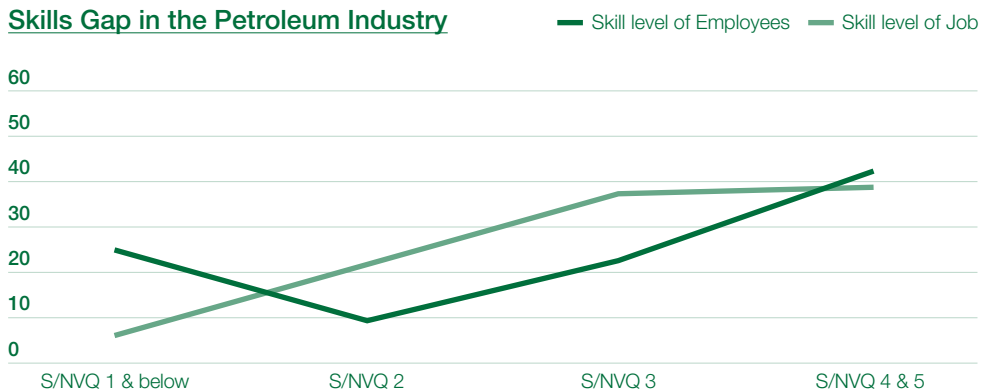
These industries are experiencing skills shortfalls which employers right across the Cogent footprint are facing. This is a real issue within Process and Plant Operative occupations as our assessment shows that over 30% of employees in this group are doing jobs which need a Level 3 qualification, but less than 20% of this population possess such a qualification.

“Upskilling is an imperative in our sector and we need to ensure that we have a streamlined and user-friendly system that supports our industries and the people who work there to achieve this. The realisation of our vision will also give greater recognition to the training provided by many firms in our sector and ensure that the skills of employees are accredited, recorded and that transferability is made clear.”

Joanna Woolf
CEO, Cogent SSC



Skills Gap in the Petroleum Industry



There is an over-supply of people qualified at S/NVQ level 1 and below compared to the number of jobs at that level in the Petroleum Industry. Elementary occupations only account for 5% of the overall workforce.

There is 20% SURPLUS of people qualified at S/NVQ level 1.

There is an under-supply of people qualified to S/NVQ level 2 and 3 compared to the proportion of jobs at those levels in the Petroleum Industry. Level 2 and level 3 occupations account for 54% of the petroleum Industry.

There is 20% DEFICIT of people qualified at S/NVQ levels 2 and 3.

These industries are knowledge and skills intensive, relying on higher level skills in science, engineering and innovation – they need a continued supply of high-calibre people with technical expertise. However, another major challenge they face is with the recruitment and retention of staff. Due to an ageing workforce, replacement demand within the industry in the next ten years is forecast to outstrip the total number of individuals retiring.

Even set against current industry shrinkage, our assessment estimates a total workforce requirement, over the next decade, across the whole Cogent sector (not just petroleum) for approximately:

24,000 leaders and managers

24,000 Process Operatives

The sector also requires new graduates, particularly in Chemical Engineering and Process Engineering: there is a projected net replacement demand of approximately:

6,000 science, engineering and technical professionals

5,000 associate professionals

(for example laboratory and quality assurance technicians).

Some key points for employers from the Government's Leitch Implementation Plan:

- The new UK Commission for Employment and Skills (UKCES) will have advisory responsibility for skills at all levels across the UK.
- Sector Skills Councils (SSCs) will be reformed (and re-licensed by 2009), with a refocused remit of raising employer ambition and investment in skills.
- Employers will be given a leading role in the reform of vocational qualifications for their sector through their SSC.
- National Occupational Standards (NOS) will be updated for all sectors by 2010.
- It will be made easier for employers to have their own, in-house training programmes accredited.
- A Skills Pledge will give employers an opportunity to publicly demonstrate their commitment to investing in the skills of their employees, with public funding to support this.
- Union Learning Representatives will be encouraged to work with employers to make the Skills Pledge.
- The *Train to Gain* service will be “broadened” to help employers invest in their businesses by improving the skills of their employees.
- Higher Education Institutions will be encouraged to increase their focus on training that meets employer needs.
- In 2015 progress will be reviewed, and the establishment of a statutory entitlement to workplace training for employees in England (lacking a first full level 2 qualification) will be considered if sufficient voluntary progress has not been made.

For the full text of ‘World Class Skills: implementing the Leitch Review of Skills in England’ go to www.dius.gov.uk/publications/leitch.html

How Cogent is closing the gap
Cogent's work is directed by a number of key themes which arose from the Sector Skills Agreement: increasing the uptake of skills for productivity and sustainability; reforming qualifications; ensuring license to operate; influencing Government policy and the collection of Labour Market Information (LMI) to inform all our work.



Section 1

Skills for Productivity

The link between skills and higher productivity is now well-established. These industries are operating in an intensely competitive marketplace and their success is dependent upon new strategies in product development, quality as well as efficiency. Downstream and petrochemical companies say they will require higher skill levels in their workforce to achieve all of this. Cogent is supporting them in meeting this challenge which is wholly dependent upon having the right skills.

Upskill Programme: Upskill is Cogent's unprecedented programme which brings together a range of interlinked activities aimed at increasing the skill levels of the industry workforce. It is a particularly pressing requirement, when 70% of our 2020 workforce have already left school and most of them are already in our employment.

The Upskill programme is based on the modular and progressive acquisition of skills, enabling individuals in the workplace to gain recognition for their learning at a pace that suits both them and their employers. The Cogent Upskill Programme initially focused on closing the lower level skills gaps with new "bite-sized" modules at levels 2 and 3 (GCSE/A level equivalent). Module development is now underway to provide a skills pipeline from entry-level qualifications through to senior management, professional and technical qualifications at levels 4 and 5 (HNDs and Degrees).

The Upskill Programme is supported by a brand new IT platform which is a practical sector-wide online mechanism for the monitoring of individuals from their current skill level to the industry "world class" standard (the Cogent Gold Standard) via industry-approved modules.

The IT platform is an easy to use, web-based service for individuals to assess, record and develop their skills and provides a transferable "Passport" of their training to the benefit of employees and employers.

The Cogent Gold Standard: This is central to the Upskill Programme and is aimed at supporting the sector to be world-class. The Gold Standard provides the all-important framework for Cogent's upskilling activity.

The Gold Standard is a much-needed modular Continuous Professional Development (CPD) Programme. Each Gold Standard sets out the skills required for world-class performance within each key role in the process industries, presenting employers with a clear benchmark. The framework was conceived by employers through the Chemical Leadership Council and developed by industry leadership through Cogent. It's an aspirational standard and is organised around four skills areas and associated qualifications:

- 1 Technical Competence**
- 2 Business Improvement**
- 3 Functional and Behavioural Skills**
- 4 Compliance**

Employers will be able to access either whole NVQs or modules of training as they become available within the Gold Standard from Academy approved providers. These Academy approved training providers will also be able to access funding where appropriate for Gold Standard training programmes.

An employer that trains its workforce to the appropriate Gold Standard frameworks will ensure the company becomes and remains globally competitive.



Gold Standard

Gold Standard for Chemicals Process Technician role at Level 3.

	Stage 1 Full Qualifications	Stage 2 Modular Qualifications
Technical Competence	<p>S/NVQ L3 Chemical, Pharmaceutical, and Petrochemical Operations Or: S/NVQ L3 Process Engineering Maintenance</p> <p>City and Guilds Level 3 Certificate in Process Technology Or: Edexcel BTEC Level 3 National Certificate in Operations and Maintenance Engineering Or: HNC in Applied Science</p>	<p>Certificate in Process Operations</p> <p>Certificate in Process Maintenance</p> <p>City and Guilds Level 3 Certificate in Process Technology Or: Edexcel BTEC Level 3 National Certificate in Operations and Maintenance Engineering Or: HNC in Applied Science</p>
Business Improvement	<p>S/NVQ L2 Business Improvement Techniques for Process Industries</p> <p>Quality Improvement Programme</p>	<p>Certificate in Process Improvement</p>
Compliance	<p>Institution of Occupational, Safety and Health qualification (IOSH)</p> <p>Generic Health and Safety Training covering key HSE topics including COSHH and COMAH were appropriate</p> <p>Site specific Health and Safety training</p>	<p>Certificate in Process Industry Safety Management Systems</p> <p>Certificate in Process Industry Regulations</p>
Functional and Behavioural Skills	<p>Communication L2 Application of Number L2 Information Technology L2</p> <p>ILM Level 2 Certificate in Team Leading</p>	<p>Awards in: Communications Team Leadership Information Technology Mathematics for Technicians Employment rights and responsibilities.</p>

Above we have highlighted the Chemicals Process Technician role at Level 3. Currently the Gold Standard is based on full qualifications, stage one. Cogent is now developing modular qualifications, stage two, which matches the way employers train their staff and better meets their needs. This will provide employers with bite-sized units of training targeted at particular skills needs, delivered more flexibly to accommodate a Process Industry environment.

ASET

The new National Skills Academy Process Industries has launched a pilot scheme that will see UK employers have their own training assessed against Cogent's Gold Standard. The Academy is now working with a small group of employers across the UK, and the relevant awarding bodies on a pilot to develop *The Assessment System for Employer Training (ASET)* programme.

Through this practical framework employer skills development can be measured against the industry world-class standard. Industry research shows that many process industries employers are likely to have existing staff training programmes in place that already meet the standard, giving them a head start in their upskilling activities. The aim of ASET and the Gold Standard together is to reduce the formal assessment burden through a template which allows full scale evaluation of employer training against identified Gold Standard job roles. This will ideally lead to group accreditation of prior learning for employees, and give employers a clear yardstick of where they rate against the applicable industry standard.

"Having the Gold Standard developing across key roles in the industry means we can operate at the highest standards of efficiency as well as safely and competitively – Cogent holds the standard for the industry and it helps us get ahead by embedding a world-class approach in training our people."

Steve Westhead
Managing Director
Solutia UK Ltd.



Section 2

Skills for Sustainability

Sustainability is requiring the petroleum and petrochemical industries to think very hard about the long-term implications of their activity and to develop products that meet both the environmental and social challenge. Continued innovation around new products such as biofuels is crucial if the UK is to meet new carbon dioxide emission targets. Demand is high for skilled managers, engineers and technicians, scientists, process operatives and professionals to innovate and to discover new approaches to a sustainable future. And to meet public expectations for newer, and better and greener products.

Cogent Career Pathways: this sector-wide initiative, welcomed by both employers and stakeholders alike and which is attracting thousands of new users month on month, is playing an important part in securing the talents the sector needs now and in the future. The website is a rich resource and provides a one-stop-shop information advice and guidance web portal which holds information on career progression, jobs, training and salaries in the petroleum and petrochemicals sector. It is used by a range of third parties from schools and colleges, to the Government's Connexions careers advice service. Example career pathways have been developed with employers who have also provided real life case studies. See www.cogent-careers.com

New Cogent Apprentice Framework: Many of today's Supervisors, Managers, Designers and Engineers have achieved their own craft or technician competence through this highly-respected system of training and education.

Now, building on the examples of existing best practice Cogent has developed a new sectoral Apprenticeship Framework. This reflects the skills needs of the operating companies across the Cogent science-using sector, but also has the flexibility to meet the specific requirements of the petroleum and petrochemical industries. It's been designed to address the unique operations and management in the highly-regulated Cogent industries.

Cogent is also working with EU Skills, the Engineering Construction Industry Training Board (ECITB) and SEMTA on a programme-led Energy Apprenticeship. This will comprise a common core (process or craft technician), after which young people can choose a specialist Pathway. The format means that the young people will be ready to hit the ground running with an employer, undertaking their NVQ level 3 with a company – for example with a refinery, at a nuclear site or a power station.

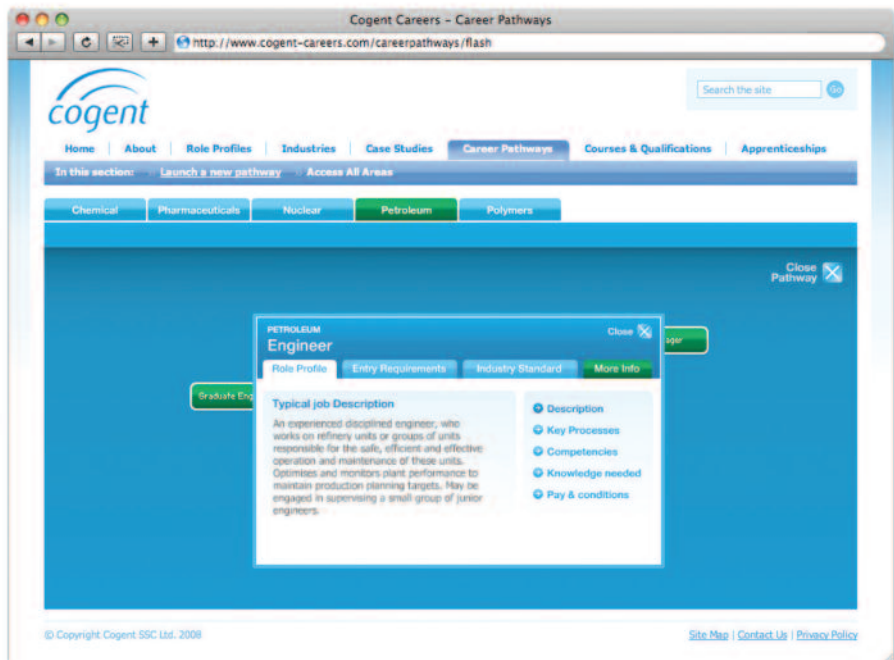
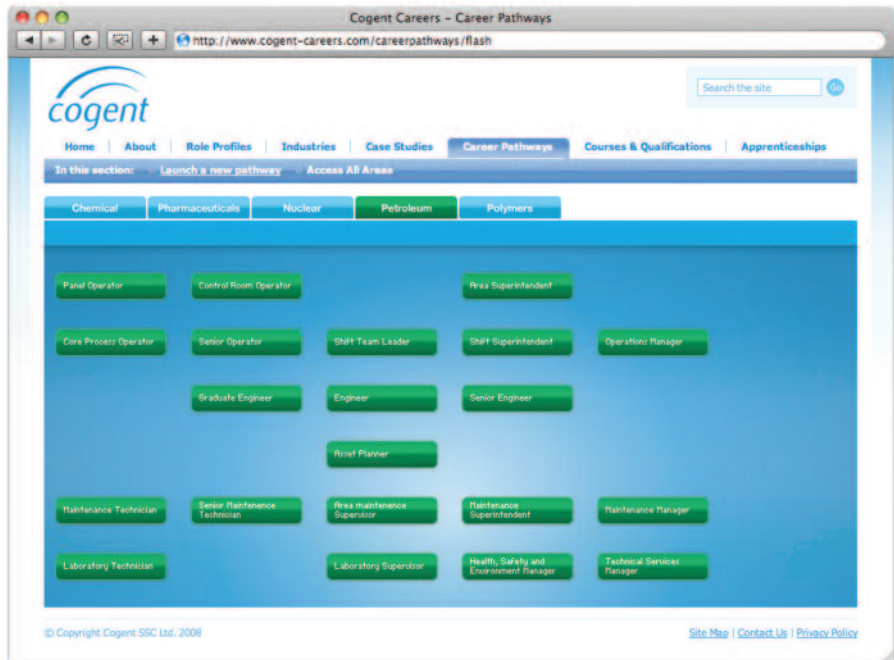
Business Improvement Techniques: Cogent has steered the development of an employer-designed Business Improvement Techniques (BIT) NVQ specifically for the Process Industries. BIT's been used in manufacturing for many years. The techniques drive significant improvements in productivity, quality and boost skills. In the Process Industries BIT has not made the same kind of impact: partly because the techniques are not always directly transferable. However, Cogent's partner PICME (the Process Industries Centre for Manufacturing Excellence) has been focused on using BIT for the Process Industries and has worked successfully with many chemical companies. Now, taking these latest techniques from PICME, the highly-respected BIT qualification has been tailored with process industry-specific modules.



The Petroleum Industry careers pathway

“Because it includes real job profiles with salaries and the careers paths are mapped out with all the qualifications needed, the Cogent site offers practical advice. It shows real people doing real jobs in the sector and shows what a career that involves science and engineering is really like and where it can take you.”

Paul Phillips,
HR Manager,
Solutia UK Ltd



Section 3

Reforming the System

A key part of Cogent's work is to monitor the Government's skills reform plans and lobby to ensure any new measures are as workable as possible and meet sector needs. Regular dialogue with key Government Departments ensures Cogent keeps them informed about current skills issues, and means Cogent is informed at an early stage when changes are planned.

Through its Sector Qualification Strategy (SQS) Cogent is re-shaping qualifications so that they work for today's petroleum and petrochemical industries. It is developing a "bite-sized", modular approach to qualifications that supports Continuous Professional Development (CPD) and draws in all kinds of learning.

Some key developments:

New accessible format for National Vocational Qualifications (NVQs): An important part of Cogent's role is working with employers in designing NVQs. With the support of employers it is moving towards a totally new system of learning that is moving away from the "full qualification" route.

Cogent recognises that the sector relies strongly on non-formal training to achieve occupational competence, little of which is formally recognised. Employers' preference is for smaller qualifications and more flexibility around how and when they can be achieved. To reflect this reality in the workplace, Cogent is taking full NVQs and reformatting the skills and knowledge contained within them, so that the content is packaged into smaller, but still accredited, modular qualifications.

It has just completed a highly successful modular pilot of NVQ 3 in Chemical, Pharmaceutical and Petrochemical Operations. A full evaluation with a view to moving to new modular qualifications will be released later this year, setting the scene for a completely new approach to training and development. This development links closely to the Gold Standard modular framework.

Foundation Degrees: The 9 refineries across the UK face similar issues in respect of higher level skill needs and accessing fit-for-purpose provision. Many have their own high quality CPD programmes either provided by private companies or delivered internally. However, this is somewhat fragmented and not always done to consistent industry standards. In addition it doesn't always align with the anticipated higher level upskilling needs of the industry as identified by Cogent's Sector Skills Agreement research.

To overcome this, with Cogent, employers are shaping brand-new vocational Foundation Degrees to suit their needs and to support the development of a progression path for apprentices and upskilling across the sector. Cogent is currently leading on the development of a new Foundation Degree for the petroleum (refineries) sector. Once again, this work-related qualification can be progressed via a modular approach to suit different learning styles.

The newly developing Foundation Degree at Level 4 for Refinery Operations will be a key upskilling tool. It will include a minimum of 50% work-based content and both technical modules and generic modules covering project management and control, team working and leadership. The Cogent Upskill IT platform will enable progression to be recorded as a transferable record.

Diplomas: Cogent is working on the development of brand new Engineering and Manufacturing Diplomas for teaching in schools and colleges. The Diplomas represent new, world-class qualifications designed to stretch and challenge young people whether they want to continue learning or go into the workplace. Diplomas offer a mix of classroom learning and hands-on experience all designed to prepare young people for wherever they want to go in their career.

Vocationally Related Qualifications (VRQs): Cogent continues to work with both providers and awarding bodies to produce new industry-led VRQs and to develop existing VRQs. For example: National Certificates and the City and Guilds Certificate in Process Technology.

“One of the major barriers to raising standards and making best use of the qualifications system has been the size of the qualification. Cogent has been successfully working to break down the size of the qualifications to make them fit-for-purpose and much easier to use.”

Dr Michael Cross,
Cogent Board Member



“Demonstrating organisational competence has long been a priority need amongst NEPIC members – it was top of the list when we surveyed our membership. We are delighted with the Cogent competence online self-assessment framework that has arisen from our work. It is a great asset, applicable to all sectors of the Process Industry, in its effort to continuously improve organisational competence.”

Dr Stan Higgins,
CEO, North East Process Industry Cluster



Section 4

Skills for Compliance

A highly competent workforce is central to the control of both major accident hazards and health and safety in general. The petroleum and petrochemical industries have a clear commitment to continual improvement in all aspects of health, safety and environmental management and to earning public trust.

Cogent is working with these industries to support them in maintaining their license to continue to operate safely, profitably and with due care for the interests of future generations.

Web-based Competence Assurance:

Cogent recognised that companies in the sector manage competence with varying degrees of success. Working with employers it has developed a unique online tool: www.cogent-competence.com. As part of this an online questionnaire allows companies to benchmark themselves against the Cogent employer database and to identify areas for improvement. The web-based self-assessment places the all-important emphasis on company-wide competence. It is a total systems check which allows organisations to identify and manage regulatory requirements and business risks. This essential tool can be used to objectively manage and measure improvements in competence performance over time.

Road Tanker Standard: Cogent has worked in partnership with Skills For Logistics to develop the Road Tanker Driver Common Induction Process Guidelines and Standard (CRTDiS). The new standard was launched at the Federation of Petroleum Suppliers (FPS) conference and is aimed at managers and employees responsible for the transportation of petroleum products including unleaded petroleum, diesel, gas oil, aviation turbine kerosene (ATK), heavy fuels (black oils), bitumens and lubricants. This skills framework is fully supported by the UK Downstream Oil Distribution Forum (UKDODF).

Industry-endorsed SHE qualification:

as part of the Cogent Gold Standard Framework for the Process Industries a Safety, Health and Environment (SHE) qualification is in development with industry consultation. The new qualification is designed to meet a key aspect of the compliance element of the Gold Standard role profile and to ensure that SHE

training is delivered to a consistently high standard and is recognised. Discussions with awarding bodies have taken place, with roll out planned for later in the year, starting with a pilot group of employers.

Petrol Retail National Safety Group DVD: this development was aimed at ensuring that Petrol Filling Station Operators are vigorous in checking the “Safety Passports” of all contractors working on petrol forecourts. Cogent advised on the content of this DVD which gives clear instructions, advice and guidance to all forecourt staff in the UK regarding the legislative and best practice policies and procedures in relation to safety and security on a petrol forecourt. Over 9000 copies of the DVD were re-produced and sent to all petrol filling stations in the UK.

New Standard to ensure safe and efficient operation of fuel distribution depots:

Cogent identified this skills need following interviews with oil depot employers in the Highlands & Islands who expressed concerns that staff did not have the required up-to-date skills to operate new equipment associated with the safe and efficient operation of an oil depot. Cogent developed a pilot training programme delivered at Simpson Oils Ltd, Wick which was assessed and quality assured. This has led to the development of a New Standard in Oil Depot Management and Practice which will be rolled out to other remote depots in the UK. This will enable oil depot staff to work more efficiently and effectively using the latest principles, practices and processes available for the sector. This project also ensures that employees working in remote areas of the UK are fully aware of changes in working practices and approved codes of practice (ACOPS) as a result of the initial outcomes of the Buncefield tank fire incident.

The Process Safety Leadership Group:

formerly known as the Buncefield Standards Task Group, this was set up post the Hertfordshire Oil Storage Limited Buncefield tank storage incident and comprises employers, trade associations, Cogent and regulators. Cogent was invited to support the Group's important work and is inputting around best practice on competence assurance. The PSLG is building upon the work of the Task Group, particularly in relation to maintaining leadership to improve operating and process safety standards in the petrochemical industry.

Section 5

Strategic Advocate

Its partnership with employers means that Cogent can act strategically on their behalf with Government, skills agencies, qualifications authorities, educational institutions and training providers.

Cogent also plays an important role with Trade Associations and Industry Organisations, to deal with common industry issues in the sector and represent its views around skills implications.

Cogent's engagement with the Petroleum and Petrochemical Industries includes taking a lead role in a range of working groups and networks including the UK Downstream Oil Distribution Forum, the UKPIA HR Managers Forum, contributing and delivering as part of the Process Safety Leadership Group (formerly known as the Buncefield Standards Task Group) and Downstream Oil Industry Forum, auditing the UKPIA Safe Passport Alliance and various regional forums, including Chemicals Northwest and NEPIC. (see appendix).

“Unite is working with Cogent to develop workforce skills in this strategically and economically important sector of the UK economy. We are particularly keen to ensure, with the Academies, that UK training provision is world-class and that employees right across the sector are able to participate in Cogent's upskilling programmes.

“We know training and development is extremely important to employers in the Cogent sector. There are now a range of opportunities for those working in these industries to unlock their hidden potential – and for young people starting out to enter a new and exciting profession, through Cogent apprenticeship schemes and Diplomas.”

Tony Burke,

Unite Assistant General Secretary and Cogent Board member.



Employers in the petroleum and petrochemical industries have played a vital leadership role in closing skills gaps and reducing shortages.

Their continued input and support will ensure a constant supply of skilled, adaptable, productive and committed employees to build and sustain successful company performance.

Get a voice through Cogent membership

Cogent's membership scheme is aimed at small and medium-sized companies in the chemicals, petrochemicals, pharmaceuticals and polymers industries.

As the voice of employers Cogent is working hard to be fully engaged with industry and membership gives individual companies the opportunity to have a say and benefit from the expanding skills programme.

By being a part of the Cogent community employers will have access to regional networks, the opportunity to get their voice heard with local funders and will be able to share best practice.

For more information on membership or to arrange a visit email kate.hutchins@cocent-ssc.com

Section 6

Building the Evidence

Cogent's current research programme is providing the essential intelligence to inform all Cogent's activities.

Its Sector Skills Agreement (SSA), a two year research and analysis programme, was signed off by Petroleum and Petrochemical industries (through the Chemical Advisory Council and the UKPIA Council meetings) and with Government, Trades Unions and other stakeholders.

"Labour Market Information lies at the heart of Cogent decision making and thinking about the future of the industry. Cogent's latest LMI reports have been key in shaping its approach to working with Higher Education (HE) and in demonstrating to HE partners Cogent's importance to their core education work."

Professor Phil Coates, FREng
Pro Vice Chancellor - Research & Knowledge Transfer, University of Bradford

Cogent has the backing of employers for its strategic plans for the sector. In 2006 and 2007, Cogent's Sector Skills Agreement and subsequent Sector Qualification Strategy involved extensive consultation with employers who identified a need for more flexible and responsive training for workforce development including a need for upskilling to higher level skills for world-class performance.

Cogent's research outputs include:

- *Industry Factsheets*: industry profiles and headline statistics
- *Regional Factsheets*: industry profiles and headline statistics
- *The Research Engine*: two comprehensive databases of Labour Market Information (LMI) and skills
- Membership Services: for example salary surveys
- *State of the Nation Reports*
- Industry Trackers: *The Cogent Oracle*
- *People in Place in Time*: Stock and Flow Model of the Cogent Workforce
- Strategic research partnerships
- Publications – tailored articles and reviews

www.cogent-ssc.com/research

Skills Academies will ensure quality and standards

Cogent is in the unique position of having three Skills Academies covering the sector. It won approval for the National Skills Academies for the Nuclear and Process Industries, both now Cogent subsidiaries. An industry-owned Oil and Gas Skills Academy has also been formed, naturally evolving from Cogent founder partner OPITO.

Responding to employer demand within the sector the focus of the National Skills Academy Process Industries is UK-wide.

It is responsible for delivering the training to the Cogent Gold Standards and is Cogent's link with training provision right across the sector.



The National Skills Academy Process Industries is identifying the best in class education and training provision and then rolling this out through accredited regional delivery centres in England, Scotland and Wales.

Cogent employers can now drive the training agenda for their industries. They can design skills development programmes specific to their unique needs on a national scale and have them delivered in a way that suits them: on site, online or through a college, as well as nationally or regionally.

The training will be steered to consistently high standards and increasingly to national frameworks. The Cogent Sector Skills Academies represent the demand-led approach employers have been wanting for many years.

“Cogent’s support was essential in developing the winning bid that led to the creation of the National Skills Academy Process Industries, launched in Westminster earlier this year. The Academy represents an exciting evolution in the way we train the workforce for the UK Process Industry. For the first time employers will control the design and delivery of the training for their employees, on which the future of their companies, and indeed the whole of this vital Sector of the UK economy depends.”

“The Academy will deploy the Gold Standard as a benchmark for skills and competence, develop training provision, direct funding, support employers and deliver increased numbers of learners. Through implementation of the stream of excellent products and services developed within our parent organisation, Cogent, the Academy will ensure that we have a truly world-class workforce in the UK Process Industry sector, which is vital if we are to compete effectively on the global stage.”



Philip Jones,
Chief Executive, National Skills Academy Process Industries

Appendix

Some key employer and stakeholder groups

DOIF (Downstream Oil Industry Forum):

DOIF is a Department of Business, Enterprise and Regulatory Reform (BERR) led forum comprising employers, trade associations, Government and regulatory bodies. Cogent is influencing its key strategies and ensuring that the skills dimension is considered.

Review of UK Refining Capacity: this included the development of a strategy for the introduction of alternative fuels and maintaining a robust and secure distribution system, both of which will depend upon high level skills in the sector.

UKPIA HR Manager Forum: this forum comprises HR managers from all refineries in the UK and Cogent and assesses the impact of pan-UK HR issues affecting the refining sector. Cogent inputs to the group with wide-ranging research and data.

UKDODF (UK Downstream Oil Distribution Forum): this forum comprises road tanker contractor employers, Trade Associations, Trades Unions, Cogent and Government bodies. Jointly with Cogent it was responsible for the development of the Common Road Tanker Driver Induction Standard (CRTDiS).

UKPIA Road Transport Committee: this committee comprises the major oil companies in the UK and Cogent. It ensures that standards affecting the safe, efficient and effective storage, loading and distribution of petroleum products are maintained.

Petrol Retail National Safety Group:

this group comprises Cogent, Safe Passport Alliance and the major oil companies engaged in the retail of petroleum products. Its purpose is to ensure safety standards are maintained including ensuring that contractors engaged in work on petrol filling stations in the UK are in possession of a valid UKPIA/SPA contractor passport. Cogent is responsible for auditing training providers engaged in the PRNSG two day training course.

Highlands & Islands Fuel Distribution Forum:

this group comprises fuel depot operators and distributors in the Highlands & Islands. The supply and distribution of fuel to the most remote parts of Scotland is vital to the economy of Highlands & Islands.

Chemical Sciences Scotland: this group comprises employers, colleges, Government stakeholders and Cogent and was responsible for preparing the Scottish Chemicals Strategic Plan. Cogent and other key stakeholders are driving the process forward.

Chemicals Northwest: Cogent is ensuring that its Sector Skills Agreement, Gold Standard, Skills Academies, revised BIT qualification, Train to Gain and Apprenticeship Programmes are firmly on the Chemicals Northwest agenda and is engaging with regional employers to encourage engagement.

NEPIC (North East Process Industries

Cluster): NEPIC comprises a cluster of around 250 employers from base, bulk, speciality, bio, polymers and pharmaceuticals manufacturers. NEPIC have identified a number of key priorities which dovetail with Cogent sector skills priorities.



Cogent products and services



Cogent Upskill



Cogent Passports



Cogent Career Pathways



Cogent Apprenticeships



Competence Assurance



Cogent National Occupational Standards

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