

Training practices used in the shell corporation



Populations are growing and economies are developing. The global demand for energy will continue to increase. And finding responsible ways to meet that demand will be the defining challenge of the 21st century. As result, more workers needed in the Shell company which it fulfills demand in the market. So, many ways was taken by Shell to retain more workers in company, also retrain them to be productive worker in the company.

In Shell, they providing the training they need to fully optimize their skills and potential. That's why they offer a huge range of training and development activities. Trainee can choose one or more training which provided by Shell of the following:

On-the-job learning - you can expect to move both sideways and upwards through the business, building on your skills as you go

Training for recognized professional qualifications - either through external organizations or Shell's own extensive training services and facilities

Personal development programmed

Direction and support - from 'buddy' schemes, mentoring and regular appraisals with line managers.

In addition to these initiatives, Shell also has tailored training for all of their new starters, including inductions and Shell Life. Shell Life is a highly experiential and interactive course for graduates designed to develop your leadership potential. The course helps participants reflect on their personal direction and the leadership, interpersonal effectiveness and business

awareness qualities they'll need if they're going to have a successful career with Shell.

Shell Aviation offers a number of different courses addressing subjects of importance to the Aviation Industry. These include:

The Aviation Competence & Education (ACE major)

The Aviation Competence & Education (ACE) provides personnel working in the Aviation Fuelling business with a basic knowledge of all facets of Aircraft fuelling.

The course incorporates a structured series of modules with clear concise training material, informative video presentations, training needs analysis and documentation, programme development, plus refresher courses and assessments. Practical exercises and assessments ensure that the knowledge is absorbed and operator skills are proven in practice. It is also offered either as a traditional taught course delivered by Shell Aviation consultants, or alternatively in a series of self-learning computer modules.

Train the Trainer

This three-day course provides the user with the ability to deliver for example, the ACE training in-house. The course syllabus includes communication techniques, the skills training process, recall & retention and assessment skills.

The Operations Training Course

This focuses more deeply on the specifics of fuelling operations, and is delivered as a combination of classroom and on-site teaching at one of

Shell's worldwide facilities. Courses are conducted mainly in English as standard, but are also available in other languages.

The Famous Fuel Tech Course

Offers deeper insight in advanced Quality Control, product knowledge and covers more technical issues concerning various aviation products and their use.

The Supervising for Safety Course

Targets Aviation Operations Supervisors, and helps them understand their role in managing safety in the aviation workplace.

Others

Shell Aviation also offers competency assessment tools to customers; WINGS, a general competency program, and CAF, an HSE competency program. Both of these assist management in profiling employees, deciding which competence levels they have reached, and identifying gaps in their knowledge.

Courses are also custom designed based on specific customer needs and can cover all aspects of the supply chain, from the refinery to the wing-tip. As innovative training methods are developed, improvements and revisions are made to the programmed and new materials produced. These are incorporated into the refresher programmed together with updates to include developments in operating procedures and standards as they occur. This ensures that operators are always trained to the current standards.

Training systems are available in multiple languages, using multi-lingual presenters and assessors. Training may be delivered by Shell Aviation or self-delivered by Aviation fuelling companies to their own staff. Whether Shell Aviation courses are delivered at the trainees' workplace, or at Shell training centers, the benefits are always quickly secured. Training may be delivered by Shell Aviation or self-delivered by Aviation fuelling companies to their own staff.

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Furthermore, Shell also continues to complement the government's efforts to develop and enhance Malaysian human capital through its scholarship programmed. As the business community can play an integral role in realizing this manpower requirement, Shell contribute to sustainable development in the country by enhancing our nation's intellectual asset pool through scholarship . The students to continue to work hard and be motivated to succeed not only in their studies but in their future careers.

Funding from the Shell Scholarship Fund (SSF) set up by Shell Malaysia provides scholarships and incentive awards to deserving Malaysians to pursue studies in approved institutions either locally or abroad. Shell Malaysia invests RM11 million country-wide in various educational assistance or capacity building programmed annually. Out of the amount, RM3. 4 million is allocated for Sarawak. Some 235 students from Sarawak were selected to receive scholarships and bursaries from Shell this year.

Shell would continue to partner the state government as well as other stakeholders in their long-standing educational, youth development and other community-oriented programmed which are designed with the underlying objective of progressing capacity building, knowledge enhancement, skill development and promoting health and safety and environmental concern. Shell also works closely with universities in Malaysia to regularly share information on the oil and gas industry and employment opportunities within Shell Malaysia as well as collaborate on research programmed. These include a study on dolphins conducted with UNIMAS and Sarawak Forestry Corporation as well as the Campus Ambassador programmed with Curtin University, Miri. The long running Shell Scholarship programmed has benefited many bright young boys and girls from Sarawak and Sabah and a number of them have become leaders in their chosen fields within and outside Shell.

Training was provided in many courses at Shell which provides students with a work-and-learn experience that compliments their classroom curriculum. This opportunity will enable them to learn how to apply theory to practice, explore career options and gain knowledge of the working world.

Commercial opportunities:

Commercial Upstream and Midstream

Contracting and Procurement

Finance

Human Resources

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IT/Information Management

Sales and Marketing

Supply Chain and Distribution

Trading

Technical opportunities

Asset Maintenance Engineering

Discipline Engineering

Geology/Geophysics

Petrophysics

Process Engineering

Product Process Research

Production Engineering

Production Technology

Reservoir Engineering

Well Engineering

HSSE

There are many examples, in developing and transition countries and industrialized ones, of the private sector directly sponsoring road safety

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initiatives. Four main areas of sponsorship have been identified: (i) road safety education and knowledge transfer; (ii) publicity and awareness campaigns; (iii) enforcement; and (iv) driver training. Whilst these four groups are the main areas of business involvement in sponsorship, it should be noted that this is not an exclusive list. There are examples of companies sponsoring road signs, or reflective markings to enhance the visibility of vulnerable road users and heavy goods vehicles in Central and Eastern Europe. The initiatives invested in to date, however, do not generally include hard engineering measures. Corporate sponsorship of the four main areas of involvement is discussed below:

For example, Petroleum companies have been identified as being a major contributor to child road safety education through a number of initiatives. These include resource material that teaches children about road safety, yet also ties in with the school curriculum and through direct investment in road safety education.

For instance, BP developed a teaching resource pack in the UK, 'Living with Traffic', which was produced to help with primary school road safety education. Indeed, BP's own road safety team has been touring schools in the UK for some 30 years teaching road safety to primary school children. Indeed, Shell, for their part, have funded road safety education for primary school children in Germany and established the Deutsche Shell Youth Centre in 1950. Initially, participation involved development of fixed site traffic schools. Shell constructed the traffic schools and provided equipment including, eventually, miniature cars. In addition, mobile traffic schools were often provided in the form of equipment that could be taken to, and used in,

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individual schools. Deutsche Shell Youth Centre provides the equipment, and the State Government or town/rural districts fund the set up and operation costs.

It is important that publicity campaigns target according to areas of specific concern. For example, Shell Canada has provided training to their drivers addressing collisions with wildlife. This area of road safety was highlighted through monitoring accidents and identifying that a number of animal strikes were being recorded. To highlight the problem, Shell has worked with other petroleum companies and has helped develop workshops within the petroleum industry to identify ways and means to reduce animal strikes. One third of Canadian traffic accidents are attributed to animal strikes, and it is hoped that a reduction will lead to lower costs, improved profitability and reliability of equipment.

As well as car and truck driver training, cycle and motorcycle rider training is currently being sponsored in various locations. Shell Malaysia has been involved with the Emergency Motorcycle Unit (EMU) of the Malaysia Red Crescent Society. Volunteers in the EMU attend crashes and are able to get through traffic jams on a motorcycle where it would be impossible for a car or ambulance. In 1997, Shell assisted in training EMU volunteers in defensive riding, through its Road Safety Academy. The Road Safety Academy itself was built in 1991 to conduct safe and defensive driving courses for the company's own staff and contractors. 3M have been involved in Romania in highlighting the presence of vulnerable road users, such as cyclists, through the provision of retro-reflective safety devices and markings.

Shell's Introductory Trial of Overdrive™ System Proves Safety and Efficiency for Running Casing on Floating Rig had objective to; Conduct a safe introductory trial on a floating rig of the

OverDrive system with its TorkDrive™ 750 HD (heavy-duty) casing running and drilling tool, Prove the ability of the OverDrive system to serve as the primary method for running casing on floating rigs in the future, Achieve no-incident health, safety, and environmental performance, Avoid cross-threading of connections, Minimize the time required for the rig's drillers and tool pushers to become proficient in the use of the OverDrive system.

As a result, Shell's first OverDrive system run (also the first OverDrive system run for any operator on a floating rig/semisubmersible) was successful, with no reportable incidents, No connections were cross-threaded, the operator's drillers and tool pushers were running up to 16 joints per hour by the third hour of operation. The value to client are no reportable safety or environmental incidents occurred, use of the OverDrive system reduced operational risks and costs by eliminating manually operated, moving equipment from the rig floor, the need for a stabber was removed, and the number of rig floor personnel was minimized, training of Shell's drillers and tool pushers by Weatherford personnel minimized non productive time and expedited operations.

The success of this trial provided the operator with a proven means of avoiding the dangers of manual equipment manipulation on a floating rig. This success also reassured Shell that, with proper planning and discussion, new technology can be introduced safely and effectively without

compromising the well. The Shell Training Center offers training in several areas including drilling and well operations, instrumentation and product operations. Classroom at the Shell Training Center designed to simulate operations on the rig.

For example, PS3054 SUBSEA PRODUCTION OPERATOR TRAINING-PHASE I, this workshop is an introduction into the operation of subsea and subsea-related topside equipment. Issues addressed include an overall system presentation, equipment overviews, and flow assurance concerns, operating guidelines discussions, surveillance requirements, control system operation, ROV capabilities and the unloading of subsea wells. Shell's 'standardized' subsea system will be addressed significantly. Training videos, computer assisted training, control system simulator training, in addition to presentations by various Shell personnel and equipment manufacturers' will be a portion of the training tools utilized during the workshop.

The workshop is recommended for production operators or individuals that are involved in the operation of subsea systems. SKILL PERFORMANCE BASED PAY, upon completion of this course, successful participants will obtain the necessary foundation to self assess and certify at their field location the Level II subsea operations Skill Certification Manual. An introduction of Level III topics concerning site specific operating guidelines and simulator training will also be addressed. Objective of this workshop are: Provide platform personnel with an understanding of the overall subsea system, Furnish operating personnel with a working understanding of operating guidelines and control sequences and Provide personnel with flow assurance knowledge as it relates to an operating environment.

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Outline of this workshop are;

I. SUBSEA SYSTEM OVERVIEW

II. EQUIPMENT OVERVIEW

III. FLOW ASSURANCE

IV. SURVEILLANCE

V. CHEMICAL SYSTEM

VI. EROSION, CORROSION, & SAND DETECTION

VII. OPERATING GUIDELINES

VIII. MCS SIMULATOR TRAINING

IX. FLOWLINE PIGGING

X. ROV OVERVIEW

XI. UNLOADING SUBSEA WELLS

Awarded MSC status in 2010, Shell Business Service Center Kuala Lumpur was incorporated in January 2000, and is one of six global shared service centres of Royal Dutch Shell plc that provide a wide range of finance, accounting, human resource, customer service, contracts & procurement and information technology services to Shell operating companies globally. The KL centre was the first milestone towards the Group's vision to enable the delivery of common business operations and services for Shell, at world-class operational excellence.

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The Shell Business Service Centre Kuala Lumpur (SBSC-KL) is one of six global business service centres providing finance, accounting, human resource, customer service, contracts and procurement services, and information technology to Shell operating companies globally. These centres enable the delivery of common business operations and services for Shell, at world-class operational excellence.

Five services currently operate out of SBSC Kuala Lumpur.

Finance Operations

Finance Operations provides finance, accounting and business services to Shell operating companies across the Asia Pacific and Middle East regions.

The finance processes include:

Revenue: Master Data Maintenance, Processing Invoice and Billing

Adjustments, Cash Application and Allocation, Monitoring of Debts, Account Reconciliation and Reporting, Intra-Group Transaction Processing

Expenditure: Processing Invoices and Expense Claims, Payment Run Processing

Record to Report

o Financial Reporting: Group and Local Reporting, Business Planning and Analysis

o Financial Accounting: Bank Reconciliation, End of Day (Cash Forecasting), Fixed Assets

o Hydrocarbon Management: Stock Recording, Reconciliation & Valuation, Accounts Payable, Contracts & Pricing, Customs & Excise, Chemical Stock Accounting

Management Information: Management Internal Reporting, Variance Analysis, Decision Support, Budgeting & Planning

Governance, Risk & Assurance (Controls Framework): Controls Migration, Controls Assurance, Governance & Compliance, Design & Deploy

HR Services

HR Services delivers a full range of HR services to Shell employees across Asia Pacific and the Middle East:

First point of contact for HR support and advice

Enabling effective Self Service Capabilities

Managing HR Data and Information

Provision of HR Infrastructure

Payroll Management

Processing of HR Transactions

Downstream Customer Service Centre

The Downstream Business to Business (B2B) Customer Service Centre (CSC) is a single touch point contact centre covering customer service order to cash activities for B2B, Retail and Lubricants business across Malaysia, Singapore, Indonesia and Hong Kong.

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Contracting & Procurement

Contracts and Procurement (CP) helps ensure standardization in the efficient management of monetary resources. CP supports Shell operations and capital projects by guaranteeing timely delivery of goods and services, to the right specification.

Information Technology

Kuala Lumpur is the global hub for some of Shell's Information Technology (IT) activities. Its service portfolio includes IT infrastructure services such as Desktop, Applications Hosting, Helpdesk and Telecommunications.

Collectively, these services involve the support of more than 1, 500 servers and 115, 000 desktops across the group worldwide. It also provides business applications support and applications development, both predominantly SAP-based.

IT operates on a truly global basis, and provides an opportunity to showcase Malaysian IT talents to the world.

Shell Malaysia today awarded seven scholarships to the value of RM251, 000 to enable outstanding Sarawak-born students with disability to realize their full potential and pursue pre-university or first-degree studies at approved institutions locally. Datuk Tuan Haji Fadillah Yusuf, Deputy Minister of Science, Technology and Innovation, presented the scholarships to the recipients, in the special award ceremony held at a hotel in Kuala Lumpur this morning. This special category of education assistance was introduced this year to mark Shell's 100th year of operations in Miri. Similar scholarships will be offered to students originating from Sabah and Peninsular Malaysia

from 2011. In making the announcement, Anuar Taib, Shell Malaysia Chairman, said that the Company was proud to contribute to sustainable development in Malaysia through the enhancement of its intellectual asset pool. " Education is often seen as the great leveller. With the introduction of these special scholarships, we want to offer a more inclusive education assistance programmed, where the mental capability of our applicants becomes the only criteria for selection. With the inclusion of this category of scholarships, we hope that no talent with physical disabilities misses out on the opportunity of a good education on account of financial inabilities," Anuar says. Shell recognizes the importance of high quality education in fuelling the country's growth and prosperity, and applauds the Government's focus on improving educational outcomes to build a competitive workforce and high income, Anuar adds.

Shell Malaysia has been awarding scholarships and bursaries for over 40 years as part of a long-standing commitment in support of the government's effort to develop human capital. In 2010, Shell presented scholarships and awards to the value of RM14. 5million to students in Malaysia to pursue further studies at local and foreign universities.

The partnership programmed that held on March 2009, was organized by Shell Malaysia Gas & Power and the School of Engineering and Information Technology of UMS, in collaboration with Department of Environment (DOE) and Department of Occupational Safety and Health (DOSH). Over the last three years, over 250 students from UMS as well as UNIMAS have successfully completed this capacity building programmed, which highlights Shell's best practices in HSE and showcases how they are applied in the <https://assignbuster.com/training-practices-used-in-the-shell-corporation/>

workplace using real-world examples. The programme is designed to benefit student engineers as they enter the workforce, to help them appreciate the importance of good HSE practices, and recognize their roles and responsibilities in ensuring their implementation.

In 2008, in order to help develop the undergraduates' capabilities in Deepwater, Shell has been and will continue to sponsor a Deepwater Platform Model competition in collaboration with the Faculty of Civil Engineering. Shell and UTM are also currently looking into the possibility of setting up of a Deepwater laboratory. Deepwater is a challenging environment and Shell has developed the ability and the necessary technologies to conquer its complexity and provide access to the oil and gas that lies deeper, in dispersed reservoirs. Shell has set up a Deepwater Engineering Office in Kuala Lumpur to manage the Company's deepwater projects in the region and is able to easily draw on its experts to assist in the capacity building of the UTM.

Training & Development initiatives at Shell can drive your career progression based on:

Professional Development

Onboarding

Early Career Development

Learning Programmes

Finance in Projects

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Formal Learning

Informal Learning

Online Learning

The firm firmly believe Finance can support Shell in building on its position and reputation as a leading global energy company. But realizing their potential as a firm means continuing to attract, develop and retain great people in Finance. At Shell, there are committed to your ongoing professional development. Their in-house team, Shell Finance Learning, provides a comprehensive Onboarding programme, a broad range of formal and informal learning, networking events and workshops globally. They are also offer e-learning and a number of initiatives with a clear Diversity & Inclusiveness focus. In addition, Shell runs a Leadership Development Framework. These development courses are designed to help people with high potential to develop the specialist skills and experience they'll need to establish themselves as senior members of the organization. This whole learning programmers is supported by a tailored Finance Competence Framework that helps applicant identify the requirements of his job, match them with his own competences and locate gaps for Training & Development.

Onboarding means the firm want to ensure that you feel at home with us straight away – So whenever you join firm in Finance, you'll undertake a comprehensive half day Onboarding programme entitled ' Welcome to Shell'. Early Career Development means if you join firm at the early stages of your finance career, you'll be able to take advantage of firm Develop Early Career

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Development programme. Key features of this programme include assignment rotations, development discussions and mentoring or coaching.

In other hand, Shell also developing talented young Malaysians. For Shobana Gnanam, 18, who grew up in a modest home in Selangor, studying abroad always seems like a distant dream. Undeterred, she worked hard and scored straight As in the Sijil Pelajaran Malaysia public examination. Her efforts have been rewarded - she is now pursuing 'A' levels on a Shell scholarship, in preparation for further studies in Britain in 2010. The Shell Malaysia Scholarship Awards are presented annually to students in Sabah, Sarawak and Peninsular Malaysia. We invested over RM11 million (US\$3.1 million) in these awards in 2008, benefiting some 530 students. Apart from the scholarship awards, Shell supports such capacity building programmes like the joint development of a Deepwater laboratory in Universiti Teknologi Malaysia, an industrial welding course aimed at addressing a national shortage in this area, a personal computer assembly and maintenance course, and Practical Environmental, Safety and Industrial Guidance for Engineers (PRESTIGE) for engineering undergraduates.

With the full support of Shell, employees and contractors have been helping in many ways: like build homes for the less fortunate, run blood donation drives, take special needs children to self-development camps, trek to marginalised communities in the interior to offer clothing, medicines or household essentials and join communities in keeping beaches clean. Upstream employees took the spirit of the programme further by establishing the Shell Employees Voluntary Fund (SEVF), to respond to crises and emergencies. Staffs who sign up have deductions made from their

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monthly salaries and the funds collected are distributed to community projects selected by a committee. In 2008, SEVF provided financial relief of RM59, 000 (US\$16, 000) to fire victims, cancer patients, and other groups in need, with the company matching many of these donations.

In 2008, Shell was named Malaysia's most popular graduate employer of the year in the inaugural Malaysia's 100 Leading Graduate Employers and doctor job's Students' Choice Awards held by GTI Specialist Publishers. Shell was also the most popular graduate employer in the Engineering sector. The award is the result of surveys conducted by the GTI Group in the UK, Ireland and Australia, involving some 15, 000 final year university students. Says Vimi Venugopal, Shell Recruitment Marketing Manager for Asia Pacific: "Winning the most popular graduate employer award is affirmation that Shell Malaysia is on the right track towards attracting the cream of the crop when it comes to engaging graduates." Noting that the Shell Campus Ambassador (CA) programme had contributed to this success, she added: "By liaising with students, careers advisers and academics, CA volunteers help to bring the Shell experience to life and play a vital role in enhancing Shell reputation among one of our key audiences."

In the 2008, with the theme "Small changes, big difference". With its emphasis on personal action, staff and contractors were encouraged to take steps and make pledges to change at least one aspect in their work that will help improve health and safety. Shell Malaysia Chairman Dato' Saw Choo Boon took the lead when he pledged to intervene on any non-complying behaviours he comes across, while also inviting staff to stop him should they spot him committing a non-compliant act. To help monitor safety

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performance, a standard safety measure had been used- Total Recordable Case Frequency (TRCF). This reflects the number of injuries of contractors and staff requiring medical treatment or time off work, for every million hours worked. The injury rate has come down over time, improving approximately 23% since 2004. This reflects our efforts to build a safety culture where all employees and contractors must aim for “ Goal Zero” - operating with zero fatalities and significant incidents.

Lost Time Injury frequency (LTIF) is an indicator of the number of injuries with time off work for every million hours worked by employees and contractors. Employee’s performance has been improving since 2005, successfully halving the number of cases per million work hours in 2006. Shell Company is a firm believer of enabling employee training that enhances performance. Their management’s task is to ensure that their workforce is equipped with the knowledge, skills and attitudes that are necessary for optimal performance. Employee training forms an integral part of the corporate and human resources strategy and is available to all employees.