Workforce Learning Summit Innovation or Best Practice

Johnston Community College

Turnaround Training for Biotech Industries

Beginning with its training for biopharmaceutical company Grifols, Johnston Community College has provided concentrated training to area biotech company staff when the companies are already scheduled to be shut down (e.g., for maintenance).

Due to the partnership that was developed through Customized Training, Grifols has looked to Johnston Community College to provide an array of training opportunities within a one- to four-week time frame, for 150-600 employees. This training has occurred on a regular basis almost every 18 months, over the last 13 years. What was once called “shutdown” to “scheduled maintenance” is now called “turnaround” training. Training that occurs has been everything from technical to soft skill teambuilding. The goal of the training since its inception has been for all of Grifols technicians to receive a Biowork Process Technician Certificate.

DETAILS

In any undertaking of this magnitude, space was always an issue. Prior to the 2005 opening of the Johnston County Workforce Development Center, the training would take place in several locations throughout the County. During one of these trainings, there were seven different locations utilized at one time. The other challenge is finding qualified instructors (sometimes up to 20 in one day) to teach the curriculum. Most of the curriculum offered has a lab component. Setting up these “mobile” labs to convert any classroom into a lab setting takes a good deal of preparation. For this preparation, JCC relies upon its full-time faculty in Biotechnology (there are two), who have teaching responsibilities in curriculum and continuing education as well.

During the first “turnaround” in 2001, the county assisted JCC in locating an unused elementary building, which JCC cleaned and furnished to be able to run classes. It was after several of these trainings, which grew to include close to 600 people, the county, industries, economic development and the College worked together to design, build and house the Johnston County Workforce Development Center, which is less than a mile from all of the biotech industries in the County. Being able to have the dedicated space has been instrumental in JCC faculty being able to focus on curriculum development and course offerings.

Turnaround training has been provided for not only Grifols, but also for Novo Nordisk and Hospira. The first full week the Workforce Development Center was in operation, JCC provided 24/7 training for Novo Nordisk.

Other partnerships instrumental for these training events have been the NC BioNetwork, especially the Bioprocessing Center at Pitt Community College. This center has developed a great amount of customized materials used during training and are always excited to assist the faculty at JCC. The Capstone Center at Wake Tech has also been very helpful in providing training during the “turnaround.” They have customized a “boot camp” in which several of the technicians have been able to participate. The industries always provide content experts to assist in curriculum development as well as instruction.

**Partner Type(s):**
- Business/Industry (direct involvement)
- Economic Development
- Other community colleges

**Impact/Outcomes**
Through this training, over 350 employees have been able to receive a BioWork certificate. For some, this is the first “formal” certificate they have received. This BioWork certificate allows these employees to continue their education in the Bioprocess Technology curriculum, as eight credit hours is accepted as credit by experience for this degree by successful completion of the BioWork curriculum. This turnaround time has also given the employees a chance to gain valuable training that would otherwise not been possible due to production, therefore making a more proficient employee for the industry.

**Funding Source(s)**
Customized Training and state funding was used for all of the training involved. Most of the training was done as occupational extension and generated FTE. The cost of each training time depended upon the number of employees, and the training they requested.

**REFLECTIONS**

**Innovation or Best Practice**
The “turnaround” training may not be innovative, but it is a best practice for JCC. It has enabled our college to introduce training to many people and encouraged continued education.

**Lessons Learned**
The main lesson learned is that partnerships are the backbone of a successful program. From Johnston County to the NC BioNetwork, JCC and our industry have benefitted tremendously because of our strong collaborative efforts with all partners.

**Scalability**
This type of training may be scaled to fit any industry training need from the small, 100 employees to the very large 1,000-plus.

**RESOURCES**

**Workforce Learning Summit Presenters**
Joy Callahan, Dean of Economic & Community Development, Johnston Community College
Leslie Holston, Director of Biotechnology, Johnston Community College
Tonya Pridgen, Director of Customized Training, Johnston Community College
Donna Steele, Performance Development, Grifols

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