

Frequently Asked Questions

1 Why is The Amtico Company launching a corporate university and why is learning important to The Amtico Company?

The Amtico Company believes that we should invest in the areas which make us better and stronger than our competitors. One of those areas is our people. Giving all our people a better understanding of the company's objectives and values, and the importance which each person plays in implementing our strategic plans, will enable us to serve our customers better.

2 How is this different from our current training?

The University of Amtico will be different from our current training because

- Its function is to provide everyone with a better understanding of the company's strategy and objectives
- It will focus on the need to provide the best possible service to our customers
- Learning will be the same all over the world
- Everybody will be able to participate.

3 Where will our learning take place?

Our learning will take place in a variety of ways and locations including manufacturing facilities, studios, off-site venues, and via videos, computers and classrooms.

4 What types of programmes will be available through the University?

The types of programs that will be offered are aimed at promoting an understanding of the company objectives and individual personal development.

- There will be 3 main phases of the University:
 - What everyone needs to know about the company
 - Key things that you need to know to do your job better
 - More detailed understanding of relevant aspects of the business.

5 Who will decide what is included?

In a short time we will be carrying out a survey so that people can tell us about the sort of learning that is required and we will factor this into the style and content of the courses.

6 Who will run the courses?

We expect that for at least the early parts of the learning programme we will use people from within the business for any face to face or group sessions. These people will first have some training where required. We may also call upon people from outside where their specialist knowledge is required.

7 Who pays for the courses?

The majority of courses within the University will be provided at no charge to all of our people. You will not be asked to buy books or materials. If you choose to complete certain optional extra courses, you may be asked to contribute to a portion of the cost.

8 When will the University start?

The targeted launch date of Phase I of the University will be the 14th of April 2003.

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9 Is participation in the University compulsory?

Yes, for at least some courses. The company believes that by investing in our people through this type of learning and personal development; our business will become stronger and will provide better service to our customers.

10 How do I enroll in the University of Amtico?




You will be invited to sign up for courses with the approval of your manager. More information will be given to you prior to the launch of the University.

11 What's in it for me and why should I care?

Increased personal development provides greater opportunity for everyone. The better people we have, the stronger the company, and the more secure the future will be for everyone.

12 How will it affect my role within the Company?

The University will positively help all employees in the company to perform their job better by:

-  Gaining a deeper understanding of the company's mission, values, and strategic direction
-  Enabling our people to better understand the significance of their role within the company
-  Allowing all employees to have the same opportunity for advancement as others.

13 How much time will the courses take?

Courses will be offered in short sessions at various times that will minimize the effect on productivity. Some will be a single session while others will be two or three. We will be working as a team to ensure that participation in the University benefits all of our employees, and will take account of shift working. We will be developing various ways of delivering courses, so that it will not all be done through a traditional "classroom" method.

14 Do any of the classes in the University qualify for external accreditation?

Because the nature of the courses is so specific to our company, they will not qualify for external accreditation. In the future, as further courses are developed, this may be possible.

15 What happens if I have no experience with computers?

Learning at the University will be a positive experience for all of our people. If an individual does not have experience with computers, we will provide them with the understanding that will be needed in order to effectively participate in their programmes. Not all of the courses will need computer skills.

16 Will there be tests?

It is not the intent of the University to give pass or fail tests; the goal will be measuring learning by giving employees an opportunity to demonstrate the understanding that they have gained. Some of this will be through practical application in the workplace. We will work with employees on an individual basis if it appears that they have trouble with learning.

17 What happens if I have difficulty in reading and writing?

The University is here to help our employees learn. For those individuals that may have difficulty in reading and writing, appropriate measures will be taken to ensure that the University will still be a positive experience for them as well.

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18 I haven't done any formal learning for years and feel very nervous about this. How can you help me to feel more relaxed and confident about the University of Amtico?

The programmes of the University will be delivered in an easy to understand and enjoyable format, beginning with an overview of the business.

19 English is not my first language. This can sometimes hinder my progress in learning. Will this be catered for?

Learning will take place in the language that is appropriate for the region where it is given. I.e. German in Germany, French in France etc.

20 Will all parts of the Company i.e. Australia, USA, UK, Germany, France and Sweden be using the same format or will we be treated differently?

Learning will take place in similar formats on a global basis.

21 Can I pick and choose which courses I want to do?

Each person will have a specific plan of some courses that they will be required to take, and which will be related to the type of job they do. They will also be able to choose from optional extras in the future.

22 If an extra option is not something I would normally need to do as part of my role, can I choose to do it if I really want to?

Authorisation will be required; in general people will be encouraged to further develop themselves personally through participation in the University experience.

23 If I want to do a different role in the Company and felt that a certain optional extra would help my chances of a move sideward or upwards, could I do it?

Authorisation will be required; but the University is a means of encouraging personal development and enabling people to explore other options within the business.

24 I don't need to learn anything new. I have been here for a long time and do a great job every day to the best of my ability. Tell me why I should need to go on the courses that UA offers?

We cannot do anything to stop the changes which are happening in the world and in the flooring industry. Our competitors come up with new ideas and our customers have changing requirements. The University is a means of improving communication and understanding throughout the business, enabling people to become better at what they do, retaining our customers, preparing us for change, and keeping us head of the competition.