

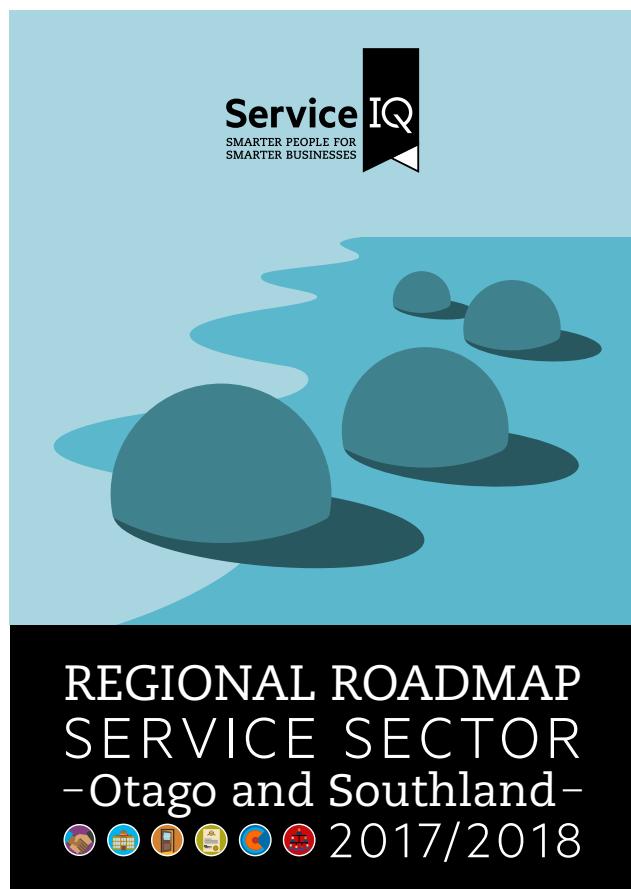
Roadmap To The Future – Otago-Southland Update

August 2018

In 2017, ServiceIQ developed 15 Regional Roadmaps focused on the workforce development needs for the future. Here is a snapshot of some of the initiatives ServiceIQ has implemented in the last year that benefit the Otago-Southland region.

The content of each Roadmap is the culmination of extensive consultation and workshops held with local businesses, councillors and community groups to pinpoint priorities, challenges, a vision for the future, and practical initiatives that will help the region prepare and prosper. The [Otago and Southland Regional Roadmap](#) was launched successfully on the 19th of May 2017 after regional consultation. The participants of the workshops that developed the roadmap agreed on the following vision:

Otago-Southland
— is a —
year-round
destination



ServiceIQ continues to make a significant contribution to skills and capability development through the work it does nationwide. The Regional Roadmaps, including Otago-Southland, were informed by ServiceIQ's overarching [Workforce Development Plan](#). This identified six workforce development priorities which crystallise the focus for each region.

The Otago and Southland service sector currently employs more than 46,000 people and growth is forecast to lead to over 15,000 job openings in the service sector by 2022, therefore growing and developing the service sector workforce is essential.



Attract and retain people with the right attitude and aptitude

- ▶ ServicelQ published the Service Career “[Kick-Starter](#)” magazine which was launched publicly in 2017 and inserted in every Sunday Star Times newspaper. It featured stories about trainees working and learning on the job around the country.
- ▶ Local success stories include [Nicole Kay](#) who had a passion for tourism at school and completed her NZ Certificate in Tourism (Introductory Skills) Level 2 and worked part-time at Invercargill’s Ascot Park Hotel, where she completed two further ServicelQ qualifications – NZ Certificates in Travel (Level 3 and Level 4). Another great local success story is [Emerson’s Brewery](#) in Dunedin which won the NZ Hospitality Award’s Excellence in Training and Development Award in 2017.
- ▶ ServicelQ has developed [360° video experience apps](#), a fantastic virtual tour of discovery exploring some of the most exciting careers in tourism, aviation, retail and hospitality.



Increase the numbers of able people transitioning to work

- ▶ ServicelQ offers a range of Gateway programmes operating in the Otago/Southland region with 156 students in Otago and 133 students in Southland on Gateway programmes. School students gain unit standards and make professional contacts that can help open doors, supported by ServicelQ’s new Workforce Engagement team.
- ▶ Service IQ Schools Advisor supports the delivery of a range of training courses that help students kick-start a job or career and its [website](#) has information on engagement with schools, Gateway, career pathways and links to resources.



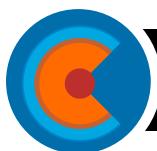
Increase access to and engagement with training

- ▶ Service IQ has dedicated Training Advisors who are actively engaged with industry employers across Otago and Southland – from Hospitality, Tourism and Aviation through to Retail & Retail Supply Chain and Museums.
- ▶ In 2017, 861 trainees completed their ServicelQ qualification in Otago and Southland with 1,561 registered trainees at 240 businesses.
- ▶ In June 2018 ServicelQ hosted a breakfast event in Dunedin as part of its 2018 Business Briefing series, with a ‘Transition to Work’ theme.



Develop and maintain high quality qualifications and programmes that meet the needs of industry

- ▶ ServiceIQ is committed to ongoing improvement and continues to review and renew our programme offering according to industry and trainee needs. All qualifications in Hospitality, Tourism, Travel and Retail & Retail Supply Chain are being reviewed in 2018.
- ▶ ServiceIQ developed [Career Maps](#) during 2017 for students and trainees to promote careers in the Service Sector from entry level positions to management positions. These show career pathways for all of the sectors within the services sectors.
- ▶ The ServiceIQ website also outlines the many fantastic careers to be enjoyed in the service sector.



Increase productivity by developing core skills

- ▶ ServiceIQ has a strong focus on improving the core skills of those working in the service sector and is working with employers to help trainees complete their qualifications and assist those with specific identified needs.



Improve business and management capability

- ▶ ServiceIQ has developed [two business management programmes](#); the New Zealand Certificate in Business (Introduction to Team Leadership) Level 3 and New Zealand Certificate in Business (First Line Management) Level 4. These programmes are designed to benefit a wide range of businesses in the Tourism, Travel, Retail & Retail Supply Chain, Hospitality and Aviation sectors, including SMEs.
- ▶ In addition, trainees may go on to complete the New Zealand Diploma in Hospitality Management – Level 5.

Talk to us

If you have a service sector initiative you would like to showcase or discuss with ServiceIQ's Workforce Development Team please get in touch with us at: workforcedevelopment@serviceiq.org.nz

ServiceIQ will provide regular updates on Regional Roadmap activities in your region. If you would like to receive these directly in the future please contact workforcedevelopment@serviceiq.org.nz or check our website's [Workforce Development page](#).