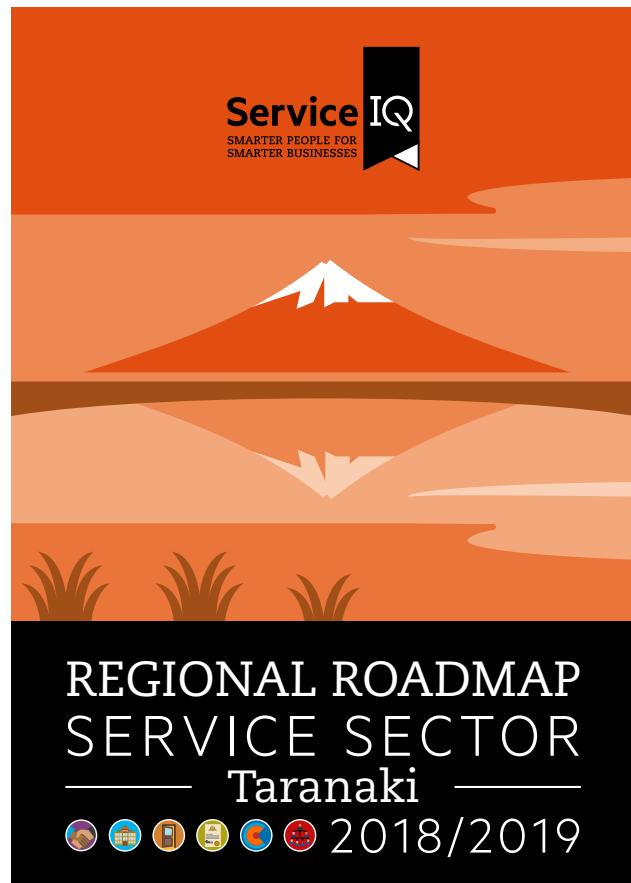


Roadmap To The Future – Taranaki Update August 2018

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 Taranaki region.

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 [Taranaki Regional Roadmap](#) was launched successfully on the 16th of May 2018 after regional consultation. The participants of the workshop that developed the Roadmap agreed on the following vision:

— *The service sector in* —
Taranaki flourishes;
— *providing* —
considerable opportunities
— *and* —
attracting people to the region



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

The service sector accounts for 9.7 per cent of the region's GDP (\$727m) and 21 per cent of the workforce (12,150 people) and 2,186 businesses. Service sector employment growth is forecast to lead to over 3,700 job openings in the service sector by 2021.



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, showcasing the positive experience of people joining the service sector and the opportunities available.
- ▶ One Taranaki success story is from New Plymouth's [Columbus Coffee](#) stores where staff have gained skills and qualifications such as the New Zealand Certificate in Food and Beverage – Level 3, benefitting the stores, employees and customers.
- ▶ 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 Taranaki region, supported by the Workforce Engagement team. School students gain unit standards, work experience and make professional contacts that can help open doors. In 2017, there were 168 students registered on ServicelQ Gateway programmes in the region.
- ▶ ServicelQ has a Schools Advisor in the region who 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.
- ▶ ServicelQ is part of the Taranaki ITO Consortium established by Taranaki Futures, facilitating learner pathways through the networking of ITOs and education and industry colleagues.



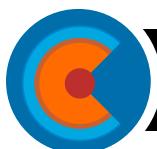
Increase access to and engagement with training

- ▶ ServicelQ's has a Training Advisor based in New Plymouth who is actively engaged with industry employers throughout the Taranaki region - from hospitality, tourism and aviation through to retail and museums and advises on qualifications, training material and resources available to develop employees. In 2017, 257 trainees completed their ServicelQ qualification in the Taranaki region.
- ▶ ServicelQ offers [online short courses](#) and so far 30,000 people have upskilled themselves with these courses. ServicelQ has also developed cookery and hospitality online learning resources to supplement printed material for school students wishing to transition into service sector related employment.
- ▶ ServicelQ organises Business Briefings to both inform businesses about the benefits of staff training, and get feedback from business leaders, regional development agencies and employers about the strategic direction of the organisation. In May 2018 ServicelQ hosted a breakfast event in New Plymouth as part of its 2018 Business Briefing series, with a 'Transition to Work' theme and launched the Taranaki Regional Roadmap.



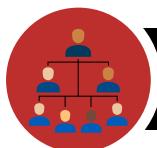
Develop and maintain high quality qualifications and programmes that meet the needs of industry

- ▶ ServicelQ 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 are being reviewed in 2018 and will involve industry consultation.
- ▶ In 2017 ServicelQ designed a comprehensive set of [Career Maps](#) showing how careers in the industry ladder from entry level roles to management positions. ServiceIQ has developed the career pathways for aviation, travel and tourism, museums, hospitality, retail and retail supply chain and its 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. The workshop participants noted that good foundation skills are an important factor in the Taranaki region. ServiceIQ is working with employers to help trainees complete their qualifications and assist those with specific identified needs, and supports the [Employability-skills-framework](#) that identifies the common work-readiness skills employers want from their staff.



Improve business and management capability

- ▶ ServiceIQ has developed [two business management programmes](#), the NZ Certificate in Business (Introduction to Team Leadership) Level 3 and NZ Certificate in Business (First Line Management) Level 4, designed to benefit a wide range of businesses in the tourism, travel, retail, hospitality and aviation sectors.
- ▶ 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](#).