

# Roadmap To The Future – Wellington 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 implemented in the last year that benefit the Wellington 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 [Wellington Regional Roadmap](#) was launched successfully on the 14<sup>th</sup> of August 2017 after regional consultation. The participants of the workshops that developed the roadmap agreed on the following vision:

*The*  
**Wellington  
service sector**  
—— *works together;* ——  
**managers and staff**  
**driving a**  
**successful**  
**industry**



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

The service sector is key to Wellington's reputation as New Zealand's cultural capital. It accounts for 14.6 per cent of the region's GDP and 23 per cent of the workforce (63,720 people). Service sector employment growth is forecast to lead to almost 18,000 job openings in the service sector by 2022.



## 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.
- ▶ Wellington stories included [Ella Blake](#); Front Office Manager at Wellington’s Bolton Hotel, who completed the National Diploma in Hospitality (Operational Management) Level 5. The magazine features Ella’s journey from school to polytechnic to on-job training with ServicelQ. [Caleb Jones](#) is an apprentice chef at the Fig Tree Café in Upper Hutt after enrolment on the ServicelQ Gateway Hospitality programme.
- ▶ 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.
- ▶ Wellington Regional Economic Development Agency (WREDA) has a [Wellington eNewsletter and Business eNewsletter](#) that provide details on the Wellington events, cafés, bars, restaurants, and tourism-related information.



## Increase the numbers of able people transitioning to work

- ▶ ServicelQ offers a range of Gateway programmes operating in the Wellington region; supported by the Workforce Engagement team; where school students gain unit standards and make professional contacts that can help open doors. Youth Guarantee initiatives are about improving transitions from school to further study, work or training. In 2017, ServicelQ was engaged with 37 schools in the region and had 493 trainees registered on the Gateway programme.
- ▶ ServicelQ has a local Schools Advisor based in Wellington 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 has employed a Skills Connect Advisor, as part of a pilot project looking to manage multiple pathway transitions into the service sector. This will include MSD clients, as well as school leavers and others transitioning into service sector employment. Potential employees are supported in preparation for job interviews and connecting to industry job opportunities.



## Increase access to and engagement with training

- ▶ ServicelQ’s team of training advisors based at the Wellington office, are actively engaged with industry employers across the region – from hospitality, tourism and aviation through to retail and museums. In 2017, 1,378 trainees completed their ServicelQ qualification in the Wellington region.
- ▶ In April 2018 ServicelQ hosted a breakfast event in Wellington as part of its 2018 Business Briefing series, with a ‘Transition to Work’ theme.



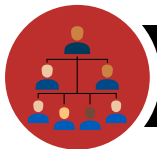
## Develop and maintain high quality qualifications and programmes that meet the needs of industry

- ▶ 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.
- ▶ In 2017 ServiceIQ designed a comprehensive set of [Career Maps](#). The maps show clearly how careers in the industry ladder from entry level roles to management positions. ServiceIQ has developed the career pathways for all the industry sectors – from Aviation, Travel, Tourism through to Museums, Hospitality, Retail & Retail Supply Chain and its website also outlines the many fantastic careers to be enjoyed in the service sector.
- ▶ To support employee induction, ServiceIQ has incorporated three unit standards into Level 3 qualifications: Unit 27927 Apply health, safety and security practices to service delivery operations; 27928 Interact with other staff, managers and customers to provide service delivery outcomes; 27929 Apply standard operating procedures and the code of conduct to a work role in a service delivery organisation.



## Increase productivity by developing core skills

- ▶ ServiceIQ has a strong focus on improving the core skills of those working in the service sector. While this was not identified as a priority with the workshop participants in the Wellington region, ServiceIQ 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 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 service sector businesses. There are resources around these programmes that are available to Wellington businesses.
- ▶ 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](mailto: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](mailto:workforcedevelopment@serviceiq.org.nz) or check our website's [Workforce Development page](#).*