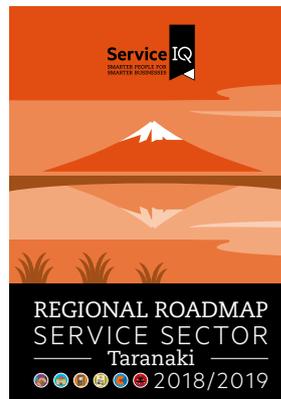


Roadmap To The Future – Taranaki Update March 2019

ServiceIQ has an overarching [Workforce Development Plan](#) with a vision of “a world class service industry through qualified people” and has developed 15 Regional Roadmaps, focusing on the future workforce development needs across New Zealand.

The [Taranaki Service Sector Regional Roadmap](#) was developed after consultation with local businesses, membership bodies, education providers, government, business groups and the economic development agency. It contains actions for realising the region’s vision for the service sector. This update includes recent skills and capability activity that has taken place to support the service sector in the Taranaki region.

New regional economic data indicates that the Taranaki service sector will continue to grow steadily. There are 4,719 forecast job openings from 2019 to 2024; including 1,008 new jobs and 3,711 replacement job openings. Attracting, developing and retaining a capable service sector workforce will be important in attracting more people into the region and for the ongoing prosperity of Taranaki.



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

4,719

Forecast total job openings 2019–2024

Taranaki Service Sector data 2018

Employment

12,442

Filled Jobs

21%

of Taranaki

Businesses

2,247

No. of businesses

15%

of Taranaki

GDP contribution

\$791m

GDP

10%

of Taranaki

Taranaki Service Sector	No. of Businesses	Filled jobs		Change
	2018	2018	2024	2018-2024
Accommodation	153	859	990	131
Aviation	36	149	158	9
Cafés, bars and restaurants	252	1,792	2,038	246
Catering	77	458	508	50
Clubs	11	125	128	3
Museums	8	81	95	14
Quick Service Restaurants	120	557	674	117
Tourism*	515	3,126	3,503	377
Travel	31	102	115	13
Retail and retail supply chain	1,558	8,318	8,745	427
Total Taranaki service sector	2,247	12,442	13,450	1,008

*Tourism includes overlap with the other sectors

Data and forecasts supplied by Infometrics



Attract and retain people with the right attitude and aptitude

- ▶ Service sector career success stories can be found on Service IQ's website at [Real Success Stories](#) and in the Service Career [Kick-Start magazine](#); which showcases career pathways and inspiring stories about service sector trainees successfully working and learning on the job.
- ▶ A free resource has been developed; [Getting Job Ready for the Service Sector](#); with helpful hints and tips, as well as six practical activities to help jobseekers get ready for service sector roles.
- ▶ ServicelQ's Schools Advisor Cass Clarke held a workshop in September for Taranaki Hospitality teachers, with a ServicelQ hospitality update and guest speakers from local hospitality businesses who provided insights into the local hospitality industry, career progression and recommended skills for students looking to enter the sector.
- ▶ In June 2018 the Taranaki Branch of the NZ Chefs Assn. hosted the Taranaki Hospitality Competition in New Plymouth which included the National Secondary Schools Challenge (hosted by WITT) with the regional winner going on to compete in the national final.



Increase the numbers of able people transitioning to work

- ▶ ServicelQ has many [Gateway programmes](#) operating in the Taranaki region, with students from nine secondary schools gaining skills and work experience in 2018. Gateway programmes included The Warehouse Red Shirts in Schools, Countdown SEEDs, Z Forecourt Concierge programme, and Hospitality programmes.
- ▶ [Gateway Cultural Camps](#) were held in the April and September school holidays at Waitomo, Waiheke Island and Kapiti Island. The camps are designed to give Year 13 students the opportunity to gain first-hand experience, practical skills and Tourism Māori unit standards, while staying in a unique New Zealand cultural setting.
- ▶ Hospitality and Tourism are both NCEA subjects offered in schools as part of the NZQA qualifications framework. ServicelQ's expert team of researchers, writers and designers create and publish a diverse range of high-quality school resources and Taranaki schools are supported by a dedicated Schools Advisor. You can read more about ServicelQ for schools [here](#).
- ▶ [Taranaki Futures](#) helps to link between educators, families, whānau and industry, to help smooth the pathway from education to employment for the region's young people. They do this through projects, partnerships, networks and messages.



Increase access to and engagement with training

- ▶ In December, the Industry Training Federation published a list of Taranaki employers who supported industry trainees and apprentices to complete their on-job qualifications in 2018; thanking and congratulating them in local newspapers.
- ▶ Stratford District Council held a Mayoral Graduation ceremony in November, celebrating graduates who have gained industry training qualifications including ServicelQ service sector qualifications.
- ▶ Service IQ's website has testimonials from employers and trainees speaking about the benefits of on-job training. This includes industry leaders speaking about the [benefits for business](#).



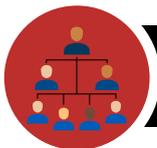
Develop and maintain high quality qualifications and programmes that meet the needs of industry

- ▶ ServiceIQ's expert training advisors continue to support service sector employers and trainees throughout their on-job training journey, including Taranaki based advisor Tim Waite.
- ▶ ServiceIQ has [training programmes](#) for all sectors of the service industry, at all levels. These include Hospitality, Aviation, Museums, Retail and Retail Supply Chain, Travel and Tourism qualifications.
- ▶ To upskill entry-level employees in the essentials of great service and sector specific skills, ServiceIQ has developed the [Visitor Savvy Award](#) for the tourism industry, the [Retail Savvy Award](#) for the retail industry and the [Hospitality Savvy Award](#) for the hospitality industry. These programmes are all available in print and online.



Increase productivity by developing core skills

- ▶ Better understanding of literacy, language and numeracy needs throughout ServiceIQ has allowed it to position its qualifications, develop learning materials, and support trainees, to further encourage successful learning outcomes.
- ▶ The [Employability Skills Framework](#) clearly describes the key employability skills or competencies young people need to be ready to enter the workforce. It includes soft skills such as communication, teamwork and problem-solving. Work experience in the service sector can provide the opportunity to develop these skills in the workplace.



Improve business and management capability

- ▶ ServiceIQ training advisors can provide advice on career pathways and service sector [business and management qualifications](#), to upskill up-coming team leaders and supervisors with everything they need to know to lead and manage effectively, on the job.
- ▶ ServiceIQ, in partnership with BDO accountants offer [Colour Accounting](#); a one day course that gives non-financial managers all the financial fundamentals in a way that's enjoyable to learn and super easy to understand.
- ▶ Both [Taranaki Chamber of Commerce](#) and [Venture Taranaki](#) provide support to Taranaki businesses, including service sector businesses.
- ▶ Venture Taranaki is currently leading the development of the [Taranaki 2050 Roadmap](#) and has created working groups; including a People/Talent working group; to help develop the plan.

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 or to keep up to date check our website's [Workforce Development page](#).



ServiceIQ



@ServiceIQNZ



ServiceIQ



ServiceIQ



@ServiceIQNZ