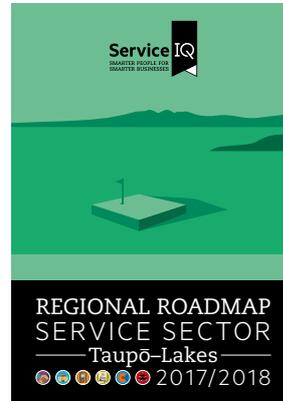


Roadmap To The Future – Taupō-Lakes Update March 2019

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 [Taupō-Lakes Service Sector Regional Roadmap](#) was developed after consultation with local businesses, membership bodies, government, education providers, and business groups. It contains actions for realising the region’s vision for the service sector. This update includes recent skill and capability development activity to support the service sector in the Taupō-Lakes region.

The service sector continues to grow in the region with more than 2,000 job openings forecast from 2019 to 2024; including almost 400 new jobs and over 1,600 replacement job openings. A workforce capable of delivering a world-class visitor experience will make a valuable contribution to Taupō-Lakes’ continued success over this period.



— One —
visitor experience
When the
Taupō-Lakes
service sector
works together,
everyone
— wins —

2,002

Forecast total job openings 2019–2024

Taupō-Lakes Service Sector data 2018

Employment

5,401

Filled Jobs

29%

of Taupō-Lakes

Businesses

955

No. of businesses

19%

of Taupō-Lakes

GDP contribution

\$281m

GDP

15%

of Taupō-Lakes

Taupō-Lakes Service Sector	No. of Businesses	Filled jobs		Change
	2018	2018	2024	2018-2024
Accommodation	159	1,113	1,258	145
Aviation	28	69	75	6
Cafés, bars and restaurants	121	1,059	1,186	127
Catering	19	78	84	6
Clubs	8	61	61	0
Museums	4	24	27	3
Quick Service Restaurants	36	182	216	34
Tourism*	1,017	6,404	6,962	558
Travel	29	57	64	7
Retail and retail supply chain	552	2,758	2,828	70
Total Taupō-Lakes service sector	955	5,401	5,798	397

*Tourism includes overlap with the other sectors

Data and forecasts supplied by Infometrics



Attract and retain people with the right attitude and aptitude

- ▶ ServiceIQ 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.
- ▶ ServiceIQ sponsored the [2018 Stella Awards Taupō](#) in August 2018. Indian Affair won the ServiceIQ Best Hospitality Team award; (the other finalists were Dixie Brown and Storehouse) and Chris Jolly Outdoors won the ServiceIQ Best Tourism Team award; (the other finalists were Millennium Hotel & Resorts Manuels Taupō, Rafting New Zealand and Taupō Bungy).
- ▶ Enterprise Great Lake Taupō, the region's Economic Development Agency has a [Strategic Plan](#) that includes showcasing Taupō success stories, increasing the scope, scale and type of education offerings, and increasing training and education opportunities for businesses and individuals.



Increase the numbers of able people transitioning to work

- ▶ ServiceIQ has [Gateway programmes](#) operating in the Taupō-Lakes region, with students from four secondary schools gaining skills and work experience in 2018. Retail Gateway programmes included The Warehouse Red Shirts in Schools programme and Countdown SEEDs programme.
- ▶ Waitomo, Waiheke Island and Kapiti Island [Gateway Cultural Camps](#) were held in the April and September school holidays. 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.
- ▶ 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.
- ▶ Hospitality and Tourism are both NCEA subjects offered in schools as part of the NZQA qualifications framework. ServiceIQ's expert team of researchers, writers and designers create and publish a diverse range of high-quality school resources and Taupō-Lakes schools are supported by a dedicated Schools Advisor. You can read more about ServiceIQ for schools [here](#).



Increase access to and engagement with training

- ▶ ServiceIQ has expert training advisors and sector advisors who continue to support Taupō-Lakes service sector employers and trainees throughout their on-job training journey.
- ▶ In December the Industry Training Federation published a list of Waikato (including the Taupō-Lakes region) employers who supported industry trainees and apprentices to complete their on-job qualifications in 2018; thanking and congratulating them in local newspapers.
- ▶ 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](#).



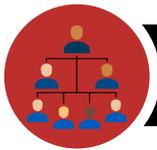
Develop and maintain high quality qualifications and programmes that meet the needs of industry

- ▶ ServiceIQ 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.
- ▶ [Taupō Host](#) has been introduced by Enterprise Great Lake Taupō. This is a short online course, for frontline staff, to learn about the region and what it has to offer. [ServiceIQ tourism qualifications](#) also include unit standards that enhance regional tourism knowledge.



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.



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.
- ▶ Taupō-Lakes has a number of organisations that provide support to the region and to local service sector businesses. These include [Enterprise Great Lake Taupō](#), [Destination Great Lake Taupō](#), [Taupō Business Chamber](#) and [Towncentre Taupō](#).

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](#).



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