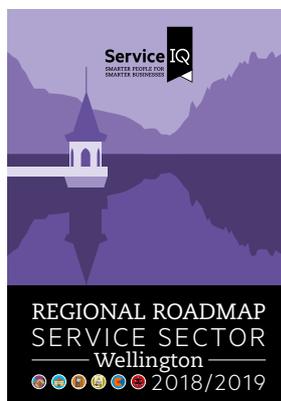


# Roadmap To The Future – Wellington Update March 2019

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

New regional economic data indicates that the Wellington service sector will continue to grow over the next six years. There are 23,000 job openings forecast between 2019 and 2024, made up of 4,086 new jobs and 18,914 replacement job openings. A thriving service sector is vital to Wellington’s reputation as a highly liveable city and a popular visitor destination.



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

## 23,000

Forecast total job openings 2019–2024

## Wellington Service Sector data 2018

### Employment

# 65,243

Filled Jobs

# 23%

of Wellington

### Businesses

# 10,089

No. of businesses

# 18%

of Wellington

### GDP contribution

# \$4,814m

GDP

# 15%

of Wellington

Wellington Service Sector	No. of Businesses	Filled jobs		Change
	2018	2018	2024	2018-2024
Accommodation	456	3,439	3,872	433
Aviation	107	1,524	1,698	174
Cafés, bars and restaurants	1,308	11,368	12,593	1,225
Catering	275	2,463	2,676	213
Clubs	64	469	469	0
Museums	40	832	919	87
Quick Service Restaurants	666	3,595	4,227	632
Tourism*	3,097	21,848	23,982	2,134
Travel	196	730	777	47
Retail and retail supply chain	6,979	40,825	42,099	1,274
<b>Total Wellington service sector</b>	<b>10,089</b>	<b>65,243</b>	<b>69,329</b>	<b>4,086</b>

\*Tourism includes overlap with the other sectors

Data and forecasts supplied by Infometrics



## Attract and retain people with the right attitude and aptitude

- ▶ Wellington apprentice chef Liam Wilkie won the prestigious ServiceIQ Champion Apprentice Chef title for 2018 at the New Zealand Hospitality Championships. You can read about Liam's on-job training journey and winning 'Taste of New Zealand' dish [here](#).
- ▶ [Leaving School](#) magazine's October 2018 issue featured Jason Ng who completed the ServiceIQ New Zealand Apprenticeship in Cookery on the job and is now Head Chef at Two Grey Bar and Brasserie at Wellington's InterContinental Hotel.
- ▶ Other 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.
- ▶ [The National Secondary Schools Culinary Challenge](#) final was held in July, with competitors including Wellington regional winner Latisha Robinson.
- ▶ 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.
- ▶ [Wellington Regional Economic Development Agency \(WREDA\)](#) takes the regional lead in coordinating and promoting regional initiatives.



## Increase the numbers of able people transitioning to work

- ▶ ServiceIQ has many [Gateway programmes](#) operating in the Wellington region, with students from 29 secondary schools gaining skills and work experience in 2018. Retail Gateway programmes included The Warehouse Red Shirts in Schools, Warehouse Stationery Blue Shirts in Schools, Foodstuffs Future Foodies and Countdown SEEDs programme. There were also Aviation, Travel and Hospitality Gateway programmes.
- ▶ The first Kapiti Island Gateway Tourism camp was held in October. Students gained experience, practical skills and Māori tourism unit standards, while staying in a unique New Zealand cultural setting.
- ▶ [Got A Trade? Got It Made!](#) week was held in August 2018 promoting Trade and Service careers, followed up by the Got a Trade SpeedMeet event at Hutt Valley High School in September. Interested and engaged secondary school students met with industry employers, including Placemakers, The Thistle Inn, West Plaza Hotel, Bay Plaza Hotel, Shed 5 and Crab Shack.
- ▶ Schools Advisor Cass Clarke facilitated a Hospitality teacher workshop and Tourism teacher workshop in Wellington. These events helped to connect schools with industry, with guest speakers from the region providing insights into their industry, career pathways and progression, and discussion around effective school to employer transitions.
- ▶ Cass also attended the [Alternative Pathways to University Expo](#) in Lower Hutt, where Year 11 and 12 students from five local secondary schools were introduced to a broad range of career pathways, including service sector industry training and apprenticeships.



## Increase access to and engagement with training

- ▶ In December the Industry Training Federation published a list of Wellington employers who supported industry trainees and apprentices to complete their on-job qualifications in 2018; thanking and congratulating them in local newspapers.
- ▶ Masterton District, Carterton District and South Wairarapa District Councils held a Mayoral Graduation ceremony in November, celebrating graduates in their region who have gained industry training qualifications, including ServiceIQ service sector qualifications.
- ▶ ServiceIQ'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](#).



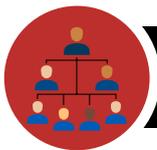
## Develop and maintain high quality qualifications and programmes that meet the needs of industry

- ▶ ServiceIQ's expert training advisors continue to support service sector employers and trainees throughout their on-job training journey. ServiceIQ has [training programmes](#) for all sectors of the service industry, at all levels, including 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.
- ▶ 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 the region's schools are supported by a dedicated Wellington based Schools Advisor. You can read more about ServiceIQ for schools [here](#).



## 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. The next Wellington workshops are scheduled for April 4th and July 4th.
- ▶ MBIE provides recruitment information on it's website: [How to Hire Guide for Employers](#)
- ▶ Local organisations that provide support to Wellington businesses include [Wellington Employers Chamber of Commerce](#) and [WREDA](#).

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



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