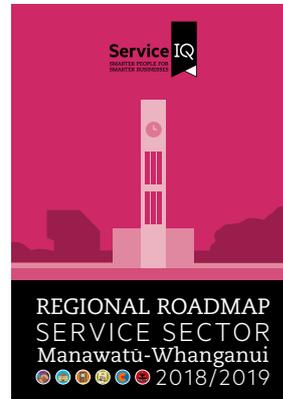


# Roadmap To The Future – Manawatū-Whanganui Update March 2019

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 [Manawatū-Whanganui 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 Manawatū-Whanganui.

New regional economic data indicates that the Manawatū-Whanganui service sector has been growing and will continue to grow. There are 8,970 forecast job openings from 2019 to 2024; including 1,112 new jobs and 7,857 replacement job openings. A strong service sector workforce is key to the region being recognised as a great place to live and visit.



The  
service sector  
works together to support  
youth, staff  
and  
businesses  
to build a better  
Manawatū  
Whanganui

## 8,970

Forecast total job openings 2019–2024

## Manawatū-Whanganui Service Sector data 2018

### Employment

# 26,959

Filled Jobs

# 24%

of Manawatū-Whanganui

### Businesses

# 4,405

No. of businesses

# 17%

of Manawatū-Whanganui

### GDP contribution

# \$1,505m

GDP

# 17%

of Manawatū-Whanganui

Manawatū-Whanganui Service Sector	No. of Businesses	Filled jobs		Change
	2018	2018	2024	2018-2024
Accommodation	312	1,313	1,439	126
Aviation	67	612	696	84
Cafés, bars and restaurants	501	3,582	3,928	346
Catering	126	955	1,013	58
Clubs	54	317	309	-8
Museums	16	122	135	13
Quick Service Restaurants	273	1,349	1,576	227
Tourism*	1,075	6,771	7,284	513
Travel	64	200	212	12
Retail and retail supply chain	2,990	18,512	18,767	255
<b>Total Manawatū-Whanganui service sector</b>	<b>4,405</b>	<b>26,959</b>	<b>28,071</b>	<b>1,112</b>

\*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.
- ▶ ServiceIQ Schools Advisor Cass Clarke held a Hospitality teacher's day in Palmerston North and Tourism teacher's day in Whanganui in September. Teachers heard from local businesses about career progression, how rewarding the industry is, on-job training and recommended skills for students wishing to get into the industry.



## Increase the numbers of able people transitioning to work

- ▶ ServiceIQ has many [Gateway programmes](#) operating in the Manawatū-Whanganui region, with students from 18 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 and Countdown SEEDs programme. There were also Hospitality, Aviation, Distribution, Tourism and Customer Service Gateway 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.
- ▶ The [National Secondary Schools Culinary Challenge](#) final was held in July, with competitors including regional winner Britney Walsh from Whanganui High School.
- ▶ [Talent Central](#) in Manawatū and [100% Sweet](#) in Whanganui create pathways for students from education to employment, connecting young people and schools with businesses in the region, and helping to build work readiness skills.



## Increase access to and engagement with training

- ▶ In December, the Industry Training Federation published a list of Manawatū-Whanganui employers who supported industry trainees and apprentices to complete their on-job qualifications in 2018; thanking and congratulating them in local newspapers.
- ▶ [Got A Trade? Got It Made!](#) week was held in August 2018 highlighting the many employment and career opportunities in the trades and services, that offer young people the chance to 'earn and learn'.
- ▶ 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](#).



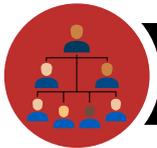
## Develop and maintain high quality qualifications and programmes that meet the needs of industry

- ▶ ServicelQ's expert training advisors continue to support service sector employers and trainees throughout their on-job training journey. ServicelQ 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, ServicelQ 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. ServicelQ's expert team of researchers, writers and designers create and publish a diverse range of high-quality school resources and Manawatū-Whanganui schools are supported by a dedicated Schools Advisor. You can read more about ServicelQ for schools [here](#).



## Increase productivity by developing core skills

- ▶ Better understanding of literacy, language and numeracy needs throughout ServicelQ has allowed it to position its qualifications, develop learning materials, and support trainees, to further encourage successful learning outcomes.
- ▶ The [Work Ready Portfolio](#), developed by Manawatu Chamber of Commerce and Talent Central helps secondary students to build and collect evidence of ten employer identified work-ready skills. Work experience in the service sector can provide the opportunity to develop these skills in the workplace.



## Improve business and management capability

- ▶ ServicelQ 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.
- ▶ There are a number of local organisations that provide support to Manawatū-Whanganui businesses. [CEDA](#) is the region's economic development agency with resources to support service sector businesses and information on networks in Manawatū, Whanganui and Tararua. The [Manawatū Chamber of Commerce](#) advocates, offers networking events and builds business capability in the region.

### Talk to us

If you have a service sector initiative you would like to showcase or discuss with ServicelQ'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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