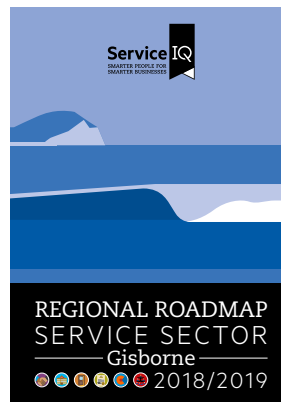


# Roadmap To The Future – Gisborne Update March 2019

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 [Gisborne 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 Gisborne.

New regional economic data indicates that the Gisborne service sector will grow steadily over the next six years. There are 1,519 forecast job openings from 2019 to 2024; including 262 new jobs and 1,256 replacement job openings. Developing a capable service sector workforce will help to make the region an attractive place to live and to visit; and the local economy prosper.



The  
service sector  
generates  
**SUCCESS**  
for  
local people and  
local businesses

## 1,519

Forecast total job openings 2019–2024

## Gisborne Service Sector data 2018

### Employment

# 4,228

Filled Jobs

# 19%

of jobs

### Businesses

# 781

No. of businesses

# 16%

of Gisborne

### GDP contribution

# \$213m

GDP

# 14%

of Gisborne

Gisborne Service Sector	No. of Businesses	Filled jobs		Change
	2018	2018	2024	2018-2024
Accommodation	65	225	255	30
Aviation	15	43	50	7
Cafés, bars and restaurants	86	581	644	63
Catering	28	151	162	11
Clubs	8	47	47	0
Museums	7	18	20	2
Quick Service Restaurants	51	295	351	56
Tourism*	192	1,045	1,156	111
Travel	7	30	33	3
Retail and retail supply chain	514	2,838	2,928	90
<b>Total Gisborne service sector</b>	<b>781</b>	<b>4,228</b>	<b>4,489</b>	<b>261</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-Starter 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.
- ▶ [Got A Trade? Got It Made!](#) week was held in August 2018; a campaign to raise awareness of on-job training and to promote careers in New Zealand's trades and services. This was followed up by the Got a Trade SpeedMeet event at Lytton High School in September, where interested and engaged local secondary school students met with industry employers with actual employment opportunities.



## Increase the numbers of able people transitioning to work

- ▶ ServiceIQ has [Gateway programmes](#) operating in the Gisborne region, with students from three secondary schools gaining skills and work experience in 2018. Programmes included The Warehouse Red Shirts in Schools and Warehouse Stationery Blue Shirts in Schools Retail programmes and Gateway Hospitality.
- ▶ There were also [Gateway Cultural Camps](#) at Waitomo, Waiheke Island and Kapiti Island, 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 unique New Zealand cultural settings.
- ▶ 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 Gisborne schools are supported by a dedicated Schools Advisor. You can read more about ServiceIQ for schools [here](#).



## Increase access to and engagement with training

- ▶ In December, the Industry Training Federation published a list of Gisborne employers who supported industry trainees and apprentices to complete their on-job qualifications in 2018; thanking and congratulating them in local newspapers.
- ▶ 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](#).
- ▶ [He Poutama Rangatahi](#) programmes focus on tackling youth unemployment in regional New Zealand, including Tairāwhiti; helping to develop pathways for young people into sustained and meaningful employment.



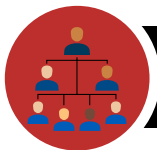
## Develop and maintain high quality qualifications and programmes that meet the needs of industry

- ▶ 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.



## 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.
- ▶ There are local organisations that can provide support to service sector businesses in the Gisborne region, including [Activate Tairāwhiti](#) and [Gisborne Chamber of Commerce](#).

### 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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