

- > **SUCCESS:**  
use training to get ahead of the pack
- > **CONTROL:**  
make the flexible training options work for you
- > **RELEVANCE:**  
qualifications are developed by your industry for your industry
- > **STABILITY:**  
trained staff are likely to stick around for longer
- > **FUNDING:**  
subsidies are available for your needs.

For information on how to get involved in workplace learning and to access the skillnz tool kit:

- > visit [www.skillnz.org.nz](http://www.skillnz.org.nz) or
- > email [skillnz@skillnz.org.nz](mailto:skillnz@skillnz.org.nz)

**skill**<sup>nz</sup>

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# TOURISM TRAINING

## EMPLOYERS

Workplace learning programmes that suit your needs

**skill**<sup>nz</sup>

WHAT CAN  
**WORKPLACE**  
LEARNING  
OFFER ME  
AND MY  
BUSINESS?



**THE ONLY THING WORSE THAN A TRAINED EMPLOYEE WHO LEAVES IS AN UNTRAINED EMPLOYEE WHO STAYS**

### **WORKPLACE LEARNING PROGRAMMES THAT COULD SUIT YOUR NEEDS:**

**Industry Training** – training in the workplace that will enhance the ability of your staff to get the job done and that counts towards a qualification. Your Industry Training Organisation (ITO) works to keep much of the paperwork and detailed planning away from you.

**Modern Apprenticeships** – a fresh approach to apprenticeships to attract motivated young people into industry and business careers. You get a keen young staff member and assistance from a Modern Apprenticeships Co-ordinator.

**Gateway** – senior students participate in workplace learning while still at school. Gateway enables you to attract and build the pool of talent for your industry or profession.

**Workplace Literacy** – programmes designed to help lift the literacy levels of your staff so that they can keep up with technological and structural change in the workplace.

**NO MATTER WHAT SIZE YOU ARE – FROM A LARGE ORGANISATION TO A ONE PERSON OPERATION – THERE IS A WORKPLACE LEARNING OPTION TO SUIT THE NEEDS AND CONDITIONS OF YOUR BUSINESS**

### **WHAT DOES WORKPLACE LEARNING ENTAIL?**

- > **Upskilling:** it's learning both on and off the job that counts towards a qualification and makes your staff better at what they do
- > **Partnership:** between you, your employee and your ITO
- > **Assistance:** your ITO will ensure that workplace learning takes up as little of your time as possible
- > **Recognition:** capture and formally recognise prior learning and current competency
- > **Results:** qualifications have been developed for industry by industry.

### **TRAINING IS AN INVESTMENT IN YOUR INDUSTRY**

#### **IF YOU'RE A SMALL OR MEDIUM ENTERPRISE...**

...we know that training can be a burden on your time and resources. That's why we make it easy. ITOs have training solutions for delivery in the workplace and off site. They've been working with industries like yours for over ten years to ensure that training is relevant to what you do. They also do a lot of the set up work, so you don't have to take your eye off the ball. What's more, it's likely that you'll get a subsidy to help pay for it. Sounds great? Then find out more...

#### **HOW DO I GET INVOLVED?**

For information on how to get involved in workplace learning and to access the **skillnz** tool kit visit [www.skillnz.org.nz](http://www.skillnz.org.nz) or email [skillnz@skillnz.org.nz](mailto:skillnz@skillnz.org.nz)

### **SO, WHAT'S HAPPENING IN THE TOURISM INDUSTRY?**

Business, unions, government and tertiary education organisations are working together to make workplace learning happen in your industry. You'll be amazed at the range of initiatives underway and the workplace learning options available to you and your staff.

The **Aviation, Travel and Tourism ITO (ATTTO)** facilitates workplace learning for trainees in employment in the tourism industry. ATTTO offers:

- > Industry Training (including training entitlements)
- > Modern Apprenticeships (including training entitlements)
- > Accelerated Assessment Programme
- > Advice on customised training programmes
- > Benchmarking of in-house training towards national qualifications
- > Facilitation of on job assessment and off job training
- > Short Certificates to address needs of seasonal workers
- > Assessor training programmes
- > Resources to support training (eg workbooks, videos, computer based learning packages)
- > Tourism Training Council
  - Establishment and review of industry qualifications and standards
  - Oversight of industry skills resource forecasting and planning
  - Training provider support and policy.

**Phone 04 499 6570**

The **Tourism Industry Association New Zealand** is involved in a number of initiatives to improve skill levels and performance in their industry, such as:

- > Roadshows & Seminars
  - Cover a wide range of topics, both specific to the industry & generic – eg dealing with legislative and compliance requirements
- > National Tourism Conference
  - A key forum for addressing industry-wide issues
- > Business Development CD-ROM
  - Provides advice and guidance to members on good business practice, including information on training & staff development
- > Newsletters
  - Keeping members up to date with industry happenings.

**Phone 04 499 0104**

The **Service and Food Workers Union (SFWU)** is the key trade union looking after the training and career interests of its members working in the tourism industry. SFWU involves its members in the development and review of ATTTO qualifications.

**Phone 09 375 2680**