

APPENDIX TWO

Relevant initiatives in Tourism and Hospitality

ACTIVITY	AVAILABILITY	LEAD AGENCY	KEY CONTACT
TRENT Industry Showcase An opportunity to view the wealth of career opportunities the Tourism Industry has to offer.	Annual event during TRENT	Tourism Industry Association Supported by ATTTO	Sector Manager Tourism Industry Association 04 499 0104 info@tlanz.org.nz www.tlanz.org.nz
Regional Industry Seminars Jointly presented by TIA, Tourism New Zealand, Qualmark and the Ministry of Tourism. Provides tourism operators with insights into the latest tourism industry research and trends, also how to take advantage of the resources available to support tourism businesses.	Nationwide	Tourism Industry Association	Regional Tourism Organisations or Sector Manager, TIA 04 499 0104 info@tlanz.org.nz www.tlanz.org.nz
Workplace Traineeships – Hospitality Subsidised training programmes leading to NZQA National Certificates and Diplomas. Available for cookery, food & beverage service, bar service, functions and conferences, barista, guest services, front office, supervisory, and management.	Nationwide	HSI	HSI 0800 275 4474 (ASK 4 HSI) info@hsi.co.nz www.hsi.co.nz
Modern Apprenticeships in Hospitality Subsidised training programmes leading to Modern Apprenticeships in Cookery, Food Service or Hospitality Operations.	Nationwide	HSI	HSI 0800 275 4474 (ASK 4 HSI) info@hsi.co.nz www.hsi.co.nz
Certificates of Achievement Short training programmes, supported with training material and videos. Available for Customer Service, Food Safety, Hospitality Operations, Wine, Barista, Sale of Liquor, Server Responsibility.	Nationwide	HSI	HSI 0800 275 4474 (ASK 4 HSI) info@hsi.co.nz www.hsi.co.nz
GREET NZ Customer Service Programme A one-day customer service programme developed specifically for the hospitality industry.	Nationwide	HSI	HSI 0800 275 4474 (ASK 4 HSI) info@hsi.co.nz www.greetnz.co.nz
Assessment of Prior Learning Gain a qualification for the skills you already have, via the process of Assessment of Prior Learning. Available for cookery, food & beverage service, bar service, functions and conferences, barista, guest services, front office, supervisory and management.	Nationwide	HSI	HSI 0800 275 4474 (ASK 4 HSI) info@hsi.co.nz www.hsi.co.nz
New Zealand Hotel Council Corporate Training Programme The NZ Hotel Council and HSI have partnered to create a career pathway for the industry, leading to management qualifications at Level 5.	Auckland, Wellington, Christchurch	HSI	HSI 0800 275 4474 (ASK 4 HSI) info@hsi.co.nz www.hsi.co.nz

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<p>Group Apprenticeship Scheme Industry partnership between the Restaurant Association of New Zealand and HSI. Training programmes lead to Modern Apprenticeships in Cookery or Food Service.</p>	Auckland (Available September 2006)	HSI	HSI 0800 275 4474 (ASK 4 HSI) info@hsi.co.nz www.hsi.co.nz
<p>Assessor Training This two-day programme is a prerequisite for industry assessors offering national qualifications in the workplace.</p>	Nationwide	HSI	HSI 0800 275 4474 (ASK 4 HSI) info@hsi.co.nz www.hsi.co.nz
<p>On-Job-Trainers' Programme This programme gives trainers the skills to be effective trainers in the workplace.</p>	Nationwide (available October 2006)	HSI	HSI 0800 275 4474 (ASK 4 HSI) info@hsi.co.nz www.hsi.co.nz
<p>OASIS – Offering Assistance to Students in Schools A support programme for schools, including initiatives such as Caravan of Skills, Teacher Upskilling, Gateway Support, and School Cookery Competition. Refer below for details on each initiative:</p> <p>Caravan of Skills A national series of workshops, with industry champions going into schools to showcase the skills and career paths of the hospitality industry to students.</p> <p>Teacher Upskilling A national programme offering upskilling in hospitality skills to teachers in schools.</p> <p>Gateway Support HSI offers partnership support to schools who participate in the national Gateway programme.</p> <p>School Cookery Competition Regional competitions amongst schools, in cookery, and food & beverage service. Regional winners head to the national culinary fair to compete in a national competition.</p>	Nationwide	HSI	HSI 0800 275 4474 (ASK 4 HSI) info@hsi.co.nz www.hsi.co.nz
<p>Provider Workshops These regional workshops give tutors and teachers from secondary and tertiary institutions the opportunity to learn about new products, services, and assessment/moderation information from HSI.</p>	Nationwide	HSI	HSI 0800 275 4474 (ASK 4 HSI) info@hsi.co.nz www.hsi.co.nz
<p>HSI National Training Conference This annual conference provides industry with the opportunity to come together to upskill and update on industry training issues and solutions.</p>	Nationwide	HSI	HSI 0800 275 4474 (ASK 4 HSI) info@hsi.co.nz www.hsi.co.nz

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HSI Excellence in Training Awards These annual awards are made to trainers, assessors, and tutors for workplace and training providers, recognising excellence in hospitality training.	Nationwide	HSI	HSI 0800 275 4474 (ASK 4 HSI) info@hsi.co.nz www.hsi.co.nz
National Culinary Fair A showcase of industry talent, promoting skills via industry competitions for cookery, food & beverage service, and bar service.	Auckland	Restaurant Association of New Zealand	Alistair Rowe 09 638 8403 alistair@restaurantnz.co.nz
Hospitality Industry Scholarships	Nationwide	Restaurant Association of New Zealand	Alistair Rowe 09 638 8403 alistair@restaurantnz.co.nz
Training Packages (CBT, manuals, seminar packs, assessment guides, etc)	Nationwide	ATTTO	Sue Keats 04 494 1848 sue.keats@attto.org.nz www.attto.org.nz
Workplace Traineeships Traineeships for programmes leading to National Certificates and National Diplomas, some with pathways to Bachelor Degrees available across all sectors serviced by ATTTO (e.g. Tourism Guiding, Adventure Tourism, Visitor Information, Conventions and Incentives, Travel, Airport Operations, Aircraft Servicing, Museum Practice).	Nationwide	ATTTO	Sue Keats 04 494 1848 sue.keats@attto.org.nz www.attto.org.nz
Assessment of Prior Learning and Current Competency Gain a qualification from the skills you already have (available for all qualifications).	Nationwide	ATTTO	Sue Keats 04 494 1848 sue.keats@attto.org.nz www.attto.org.nz
Customer Service Workshops (ideal for induction)	Nationwide	ATTTO	Fiona Hull 027 620 9031 fiona.hull@xtra.co.nz
Advice on training programmes, induction, training needs analysis, benchmarking current training against formal qualifications.	Nationwide	ATTTO	Sue Keats 04 494 1848 sue.keats@attto.org.nz www.attto.org.nz
Financial assistance towards training costs	Nationwide	ATTTO	Sharon Payne 04 496 4893 sharon.payne@attto.org.nz www.attto.org.nz
Assessor Training This two day training programme is a prerequisite for workplace assessors.	Nationwide	ATTTO	Sharon Payne 04 496 4893 sharon.payne@attto.org.nz www.attto.org.nz
Brokerage of training courses, assessment	Nationwide	ATTTO	Sue Keats 04 494 1848 sue.keats@attto.org.nz www.attto.org.nz
Careers advice and promotional material	Nationwide	ATTTO	Lucie Wenmakers 04 496 4894 lucie.wenmakers@attto.org.nz www.attto.org.nz

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Gateway Package	Nationwide	ATTTO	Linda Wilson 04 496 4895 linda.wilson@attto.org.nz www.attto.org.nz
Scholarships	Nationwide	ATTTO	Linda Wilson 04 496 4895 linda.wilson@attto.org.nz www.attto.org.nz
Provider Workshops Regional workshops run for tutors and teachers from secondary schools and tertiary institutes.	Nationwide	ATTTO	Linda Wilson 04 496 4895 linda.wilson@attto.org.nz www.attto.org.nz
Sector licences (e.g. TAANZ Travel Consultancy Certificate and ITOC Tour Guide Certificate)	Nationwide	ATTTO	Sue Keats 04 494 1848 sue.keats@attto.org.nz www.attto.org.nz
Modern Apprentices	Nationwide	ATTTO	Sue Keats 04 494 1848 sue.keats@attto.org.nz www.attto.org.nz
Industry luncheons/focus groups with ATTTO Board	Nationwide	ATTTO	Gayle Sheridan 04 495 0810 gayle.sheridan@attto.org.nz www.attto.org.nz
Industry Awards (customised sub-sets of qualifications)	Nationwide	ATTTO	Sue Keats 04 494 1848 sue.keats@attto.org.nz www.attto.org.nz
ATTTO Excellence in Workplace Training Awards – these annual awards are available for nomination from any workplace working with ATTTO, recognising excellence in workplace training.	Nationwide	ATTTO	Gayle Sheridan 04 495 0810 gayle.sheridan@attto.org.nz www.attto.org.nz
Student surveys on Career Aspirations and Expectations (carried out in June 2005)	Nationwide	ATTTO	Gayle Sheridan 04 495 0810 gayle.sheridan@attto.org.nz www.attto.org.nz
Graduate and Employee Surveys on Employment Aspirations and Expectations (carried out in June 2005)	Nationwide	ATTTO	Gayle Sheridan 04 495 0810 gayle.sheridan@attto.org.nz www.attto.org.nz
Focused Skill Projection Reports for Aviation and Travel	Nationwide	ATTTO	Gayle Sheridan 04 495 0810 gayle.sheridan@attto.org.nz www.attto.org.nz
Industry Training Organisations increasing their focus on SMEs	Nationwide	ATTTO, HSI, SFRITO	Ask Industry Training Organisations
Revision of tourism occupational classifications to allow more accurate data for tourism labour market analysis.	NZ and Australian project	Statistics New Zealand	Andrew.Hancock andrew.hancock@stats.govt.nz

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Maori tourism facilitation service. Business assistance including training needs analysis for Maori tourism businesses.	Nationally for Maori tourism businesses	Ministry of Tourism	Glenn Webber Phone: 04 498 7446
Job Vacancy Monitoring Programme – monitoring of vacancies in tourism and hospitality occupations	Nationwide	DOL	Andrew Whiteford andrew.whiteford@dol.govt.nz
Survey of Employers who have Recently Advertised (SERA) inclusion of selected tourism and hospitality occupations.	Nationwide	DOL	Andrew Whiteford andrew.whiteford@dol.govt.nz
Expansion of ITPNZ hospitality forum to hospitality and tourism	Nationally for Institutes of Technology and Polytechnics	ITPNZ	Sue Bartlett sbartlett@northland.ac.nz
Labour market knowledge - managers now located in regions to assist in the development of regional and local strategies for specific sectors.	All regions	DOL	DOL regional offices
Christchurch tourism strategy under development incorporating strategies for workforce and skills.	Christchurch	Christchurch City Council	Elizabeth Pearson elizabeth.pearson@ccc.govt.nz
Northland Major Regional Initiative (Activate Northland) based on capability building in tourism businesses along the Twin Coast Highway with NZ Trade and Enterprise support.	Northland	Enterprise Northland	Kiri Goulter 09 438 5110
Northland Skills Strategy developed including tourism and hospitality along with other key sectors.	Northland	Enterprise Northland	Kiri Goulter 09 438 5110
Focused Skills Projections reports completed for Travel Agents and Aviation sectors	Nationwide	ATTTO	Gayle Sheridan 04 495 0810 gayle.sheridan@attto.org.nz www.attto.org.nz
National Corporate Hotel Traineeships	Nationwide	HSI	HSI 0800 275 4474 (ask 4 HSI) info@hsi.co.nz www.hsi.co.nz
Accor Academie training programmes	Nationwide	Accor Hotels	Graeme Ham National HR Manager 09 529 9090 graeme.ham@accor.com
Making training available to SMEs in relevant bite-sized components (HANZ Training Passport Initiative).	Via 19 centres throughout New Zealand	Hospitality Association with support from Hospitality Standards Institute	Bruce Robertson Chief Executive Hospitality Association 04 385 1369 bruce@hanz.org.nz
Exploring alternative labour market supplies, i.e. those on unemployment benefit.	National, available via main centres	Hospitality Association supported by Ministry of Social Development, Retailers Association, TEC and Treehouse Group	Bruce Robertson Chief Executive Hospitality Association 04 385 1369 bruce@hanz.org.nz

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Exploring alternative sourcing of employees, e.g. those on sole parent benefit.	A pilot being run in Wellington and Auckland	Hospitality Association supported by Ministry of Social Development, Retailers Association, TEC and Treehouse Group	Bruce Robertson Chief Executive Hospitality Association 04 385 1369 bruce@hanz.org.nz
Assist employers with the implementation of good work practices	Available nationwide to all HANZ members on a 24/7 basis	Hospitality Association	Bruce Robertson Chief Executive Hospitality Association 04 385 1369 bruce@hanz.org.nz

