

GOAL:

04

Businesses in the tourism and hospitality sector have the right information, management systems and processes in place to maximise the contribution of their people.

Recommendations

- Further investigate (with ITOs) the availability and appropriateness of training needs assessment models which can be used by employers to align training plans with business objectives.
- Document all work-based and tertiary training opportunities, and their relationship to the training needs of tourism businesses, and make this information available to sector employers and employees.
- Create and disseminate a best practice recruitment and retention toolkit for sector employers, including case studies of best practice workplaces.

