

# WORKFORCE PLANNING:

# BUILDING FOR THE FUTURE



ATTTO

13 March 2009

What an ITO does

Industry Owned

Jobs and Career Paths

Our approach to WF Planning

How it all works



# ATTTO Qualifications



**AVIATION**



**TOURISM**



**MUSEUMS**



**TRAVEL**

**Entry level to advanced**

# ITOs have three main roles

1. Provide sector skills leadership – workforce development; overview learning and development strategy + sector specific skills strategies. **Register national qualifications**
2. Make arrangements for training – support on-job training & assessment; contract for supply
3. Quality assure qualifications – moderate workbased and provider delivered learning and assessment.

# Industry owns what we do

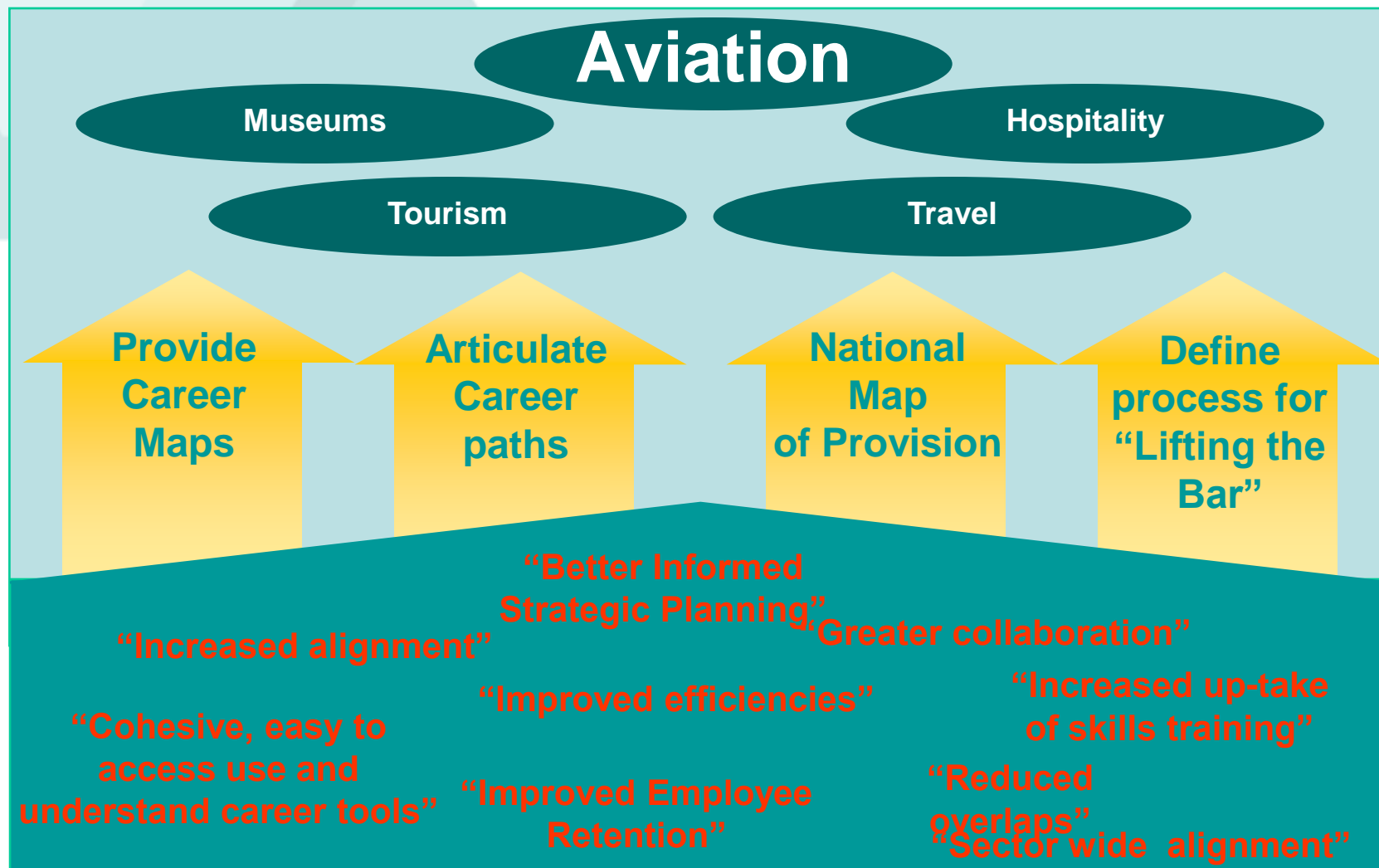


# Three key factors in building for the future

- Leadership
- Having a plan
- Collaboration

**A unique New Zealand Visitor and  
Customer Experience**

# Leadership: Career maps and paths focused: The foundations of the plan



# Understanding job roles

In the capture of work place data there were (on average) over 62 possible job titles per sector

Across the 10 Industry sectors for Hospitality and Tourism

Giving the possibility of there being more than 600 jobs to map

**62**

**POSSIBLE JOB TITLES**

**X**

**10**

**INDUSTRY SECTORS**

**=**

**600+**

**POSSIBLE JOBS**

# Aggregate job titles

Job titles were aggregated into job roles reducing the number of jobs across all 10 sectors to less than 200

Aircraft Loader,  
Airline Service Person,  
Ramp Handler,  
Baggage Handler,  
Ground Handler

**Aircraft  
Loader**



# Research findings highlighted ...

Across all of the tertiary training and education providers in New Zealand there were Over 537 Local and National Qualifications

Giving the possibility of there being a lot of combinations of possible Qualifications

**537**

National and Local Qualifications

**X**

**181**

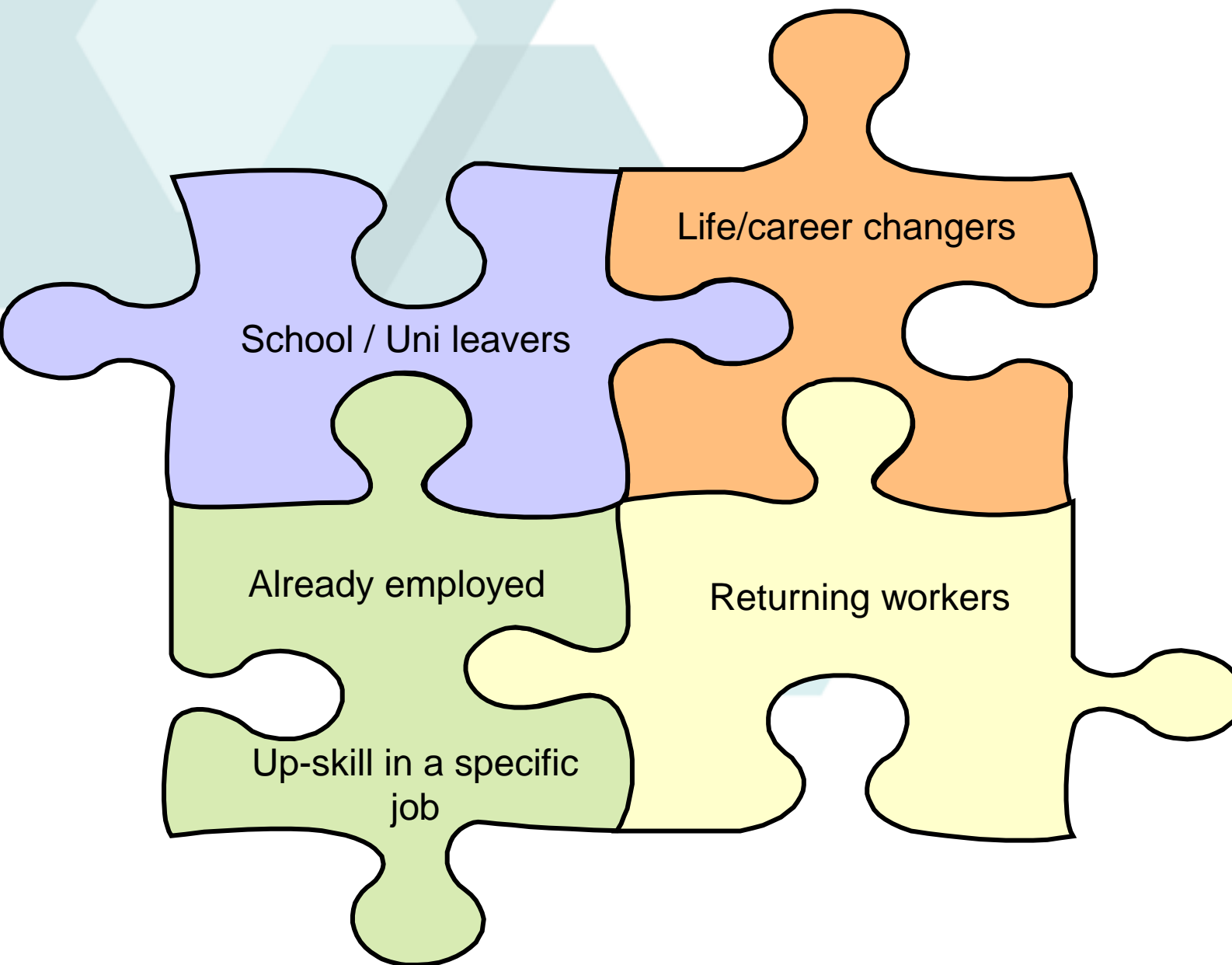
Job Roles

**=**

A lot of possible Job Role to Qualification combinations

**29% of these cross over sectors.**

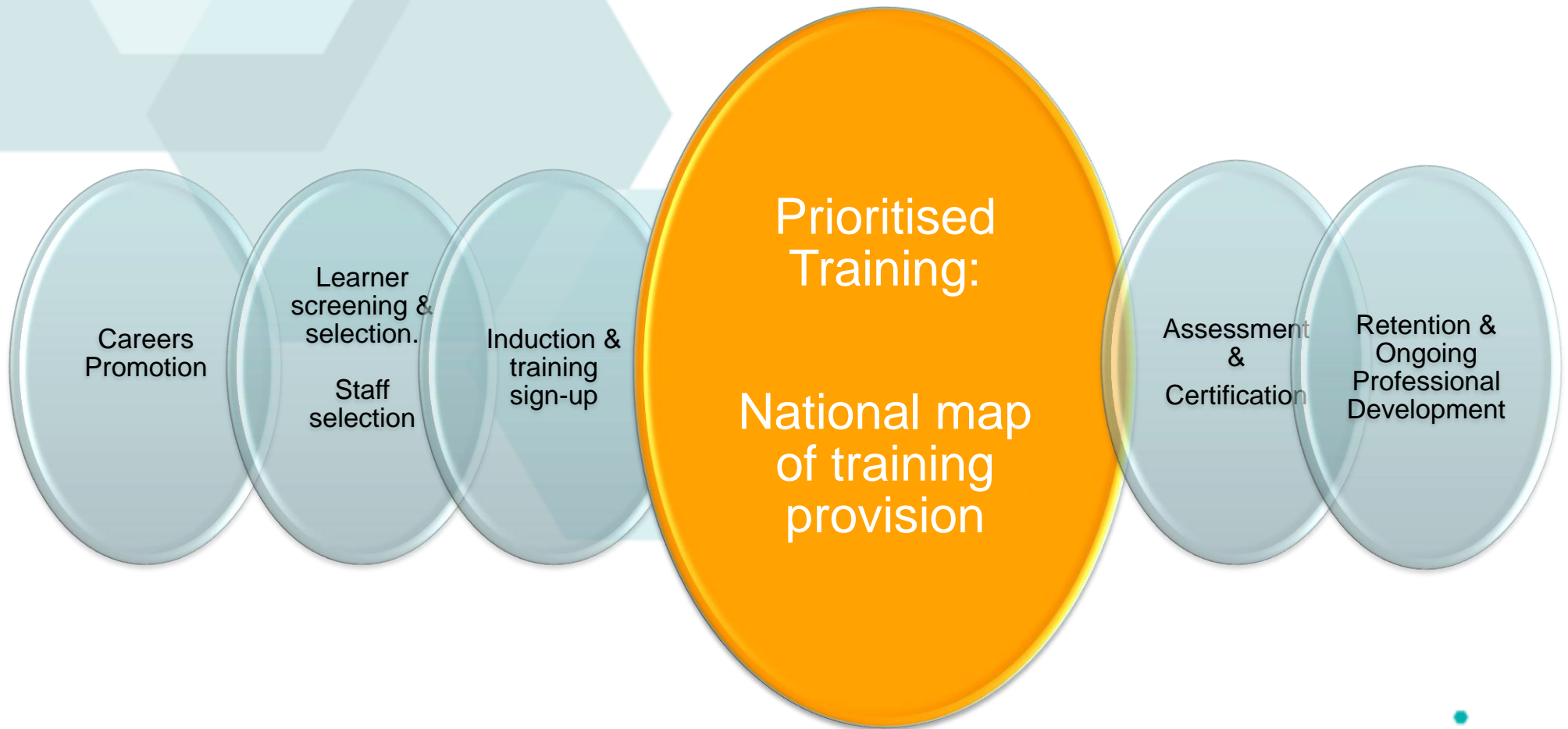
# Four groups want info



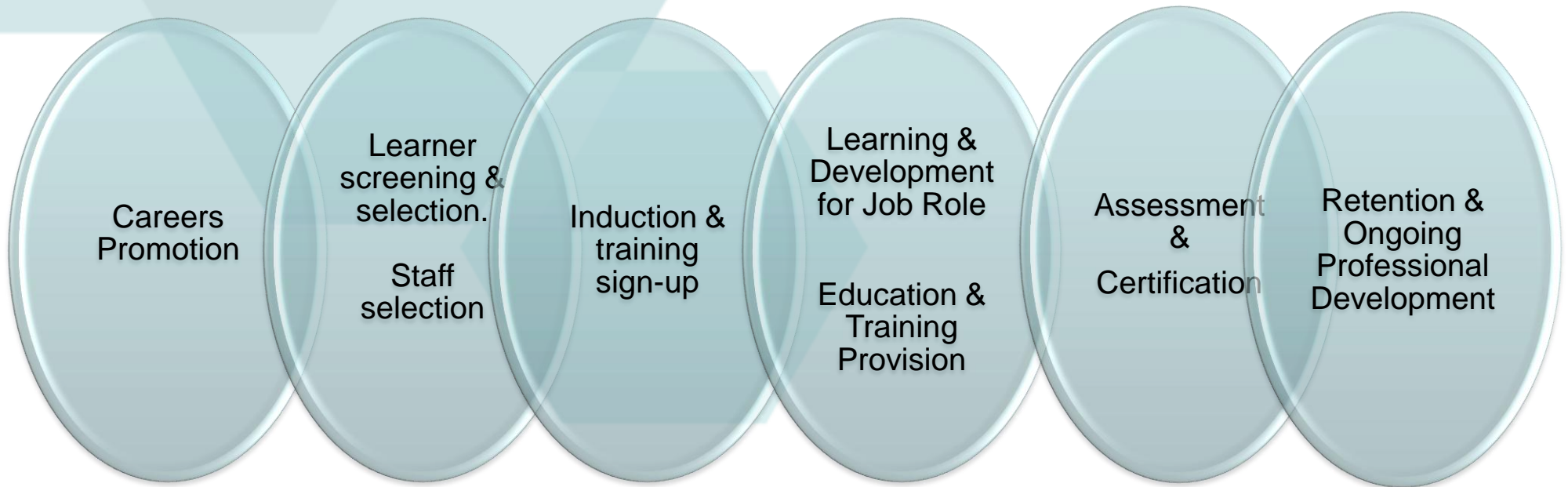
## Shared Characteristics:

- Need good quality information to assist with career choices and up-skilling decisions or job-related performance improvement
- Need to know the range of types of training and qualifications available
- Need to be able to trust their investment of \$ and time in learning will make them more employable
- Employers need to be able to trust that a qualification is an indicator that the learner has been assessed as having competencies relevant to the job relevant

# Traditional approach to training planning



# Workforce planning approach



# Bringing it all together: COLLABORATION

Tourism & Hospitality Workforce Development Strategy 2006 / Tourism Strategy 2015

## Tourism & Hospitality Workforce Development Strategy 09-15

Summary / comms document: cohesive, simple, clear, prioritised  
Flexible approach: will evolve as ITO & Industry WD needs change.

**“The skills to build a unique NZ visitor & customer experience”**

# ITO Collaboration:

All ITOs complete at least a sector training plan with the industry sectors they cover

For tourism and associated professions, ATTTO is leading a collaborative project to bring clarity and cohesion

## Service Industry Training Alliance



# COLLABORATING WITH KEY STAKEHOLDERS

Doing what's urgent and important now

Major industry projects already underway

- Essential Skills
- NZ Skills Connect
- RNZ 2011
- Nelson Centre of Service Excellence

In conjunction with:

- Industry peak bodies
- Service Industry Training Alliance (SITA)
- Other tertiary providers

**ATTTO  
Sector  
Skills  
Plans**

**HSI**

**Retail  
Institute**

**Skills  
Active**

**Tranz-  
qual**

**Hair-  
dressing**

# How the big picture of Tourism Workforce Development fits together

Tourism & Hospitality Workforce Development Strategy 2006 / Tourism Strategy 2015

## Tourism & Hospitality Workforce Development Strategy 2009 - 2015

Summary / comms document: cohesive, simple, clear, prioritised

Flexible approach: It will evolve as ITO & Industry WD needs change.

**“The skills to build a unique NZ visitor & customer experience”**

**Major industry projects already underway**

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  - Service Industry Training Alliance (SITA)
  - Other tertiary providers

**Individual SITA sub-sector skills strategies  
aggregate upwards into summary document**

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dressing**



# Barrier busting



- Egos and old thinking
- Terminal uniqueness
- Policy and practice for a different time

**COLLABORATION WORKS**

# Thank you

Contact:

Elizabeth Valentine

Chief Executive ATTTO

[Elizabeth.valentine@atto.org.nz](mailto:Elizabeth.valentine@atto.org.nz)

021 2227758

