# What is top of mind for the Service sector?



#### SKILLS SETS

Many industries do not have enough people with the right skills and experience to meet their needs.



#### **RETENTION**

'It is increasingly difficult for industries to attract and retain their workforce, with industries often competing for same or similar skill sets.



#### **CLIMATE CHANGE**

Industries, businesses and regions have been greatly affected by recent natural disasters. It is becoming more important for our industries to be resilient in light of climate change and increasing weather events.



#### DIVERSITY

The future workforce will be increasingly diverse and the sector will need to embrace and celebrate the wide range of cultures and perspectives of their people.



The cost-of-living crisis is creating uncertainties for many businesses and their operating environments.

#### **TE TIRITI O WAITANGI**

Some industries are already making meaningful relationships with Māori business, and focusing on whānau impact. While many industries and businesses are already working with iwi/manawhenua, there are remaining gaps in forging mutural Te Tiriti partnerships for many Service industries.



#### **RESPONSIVENESS**

Changes in innovation and technology mean that businesses are needing to pivot operations to respond rapidly changes in innovation and technology could mean that businesses are needing to pivot operations to respond to new business and customer demands.



#### MĀORI BUSINESSES

There is a growing māori economy and Māori are expected to be a rapidly growing part of the sector - but Māori learners continue to be underserved by the system.



#### **VOCATIONAL ALIGNMENT**

The vocational education system is not always well-aligned with what the industry needs or upcoming industry changes.



There are thriving businesses and communities with enough workers with the right skills and experience to meet the growing and changing needs of the Service sector.



## INDUSTRY-LED EDUCATION

Industry and businesses drive the direction of the vocational education system in Aotearoa. Vocational education is more adaptive and flexible to respond to rapid changes in skills and workforce requirements.



#### **ACCESSIBLE**

Vocational education is more easily accessible for learners and workers. The workforce and skills priorities pipeline is aligned with regional economic priorities.



#### **MĀORI VALUES**

Skills inherent to Māori values are recognised and nurtured.

There are equitable outcomes for Māori within the Service sector.



Māori can see themselves in

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#### **ADAPTIVE AND RESPONSIVE**

The Service sector is adaptive and responsive to rapid changes in technology.



**MĀORI SUCCESS** 

Māori are empowered

to succeed within the

Service sector.

#### RESILIENT

The Service sector is resilient in the face of economic changes, climate change and/or weather events.



The Service sector provides skills and opportunities for life for workers, wherever it takes them.



Workforce priorities and challenges are identified and addressed.

Industries are able to attract and retain a skilled workforce.

RINGA HORA | Service Sector Workforce Development Plan