



# Putting this into action for Financial & Advisory

Transformational change in the Service sector workforce will take time, but to achieve that change we need to start taking action now. The following plan includes the key areas of focus, medium term actions and short-term initiatives. These initiatives and actions can be thought of as individual threads that weave together to achieve workforce transformation.

	Māori succeeding as Māori	Attracting and retaining the future workforce	Developing broad skills for the future	Creating mana-uplifting jobs and opportunities
<b>Actions:</b>  <b>Where we would like to be</b>	<ul style="list-style-type: none"> <li>Māori business and workforces have opportunities to connect.</li> <li>The Service sector and vocational education system understands and acts on Māori views of success.</li> <li>The vocational education system is shaped by a Mātauranga Māori lens.</li> </ul>	<ul style="list-style-type: none"> <li>Improve the availability and use of high-quality information about Service sector businesses and workforce</li> <li>Improve participation of Māori, Pacific peoples, tāngata whaikaha, and other population groups.</li> <li>Industry is visible and promoted to a wide range of potential ākonga and kaimahi.</li> <li>Roles and responsibilities of system level players are understood and have arrangements in place to work well together.</li> </ul>	<ul style="list-style-type: none"> <li>Vocational education and training is flexible and adaptable to current and emerging industry requirements.</li> <li>Workforces and businesses are well prepared to adapt and innovate.</li> <li>Investment decisions are transparent and based on high quality advice.</li> </ul>	<ul style="list-style-type: none"> <li>Workplaces are accessible and attractive to the current and future workforce.</li> <li>The workforce is recognised, valued, and safe.</li> <li>The workforce and businesses move through the cycle of employment (recruitment, on-boarding, retention, and progression) in ways that suit them.</li> <li>The range of roles is articulated and available.</li> <li>Learning and skills development supports upwards and lateral progression.</li> </ul>
<b>Initiatives:</b>  <b>What we can do to get there</b>  <b>Service Sector Initiatives</b>	<ul style="list-style-type: none"> <li><b>R I</b> Establish and grow the Māori Service Sector Forum.</li> <li><b>R</b> Ohu Ahumahi collaboration (Rōpū Kaitakawaenga) to build relationships with iwi and hapū to better understand Māori aspirations.</li> <li><b>R I</b> Te Kāhui Mātauranga Māori to provide Mātauranga Māori lens to Ringa Hora product design and quality assurance approaches.</li> </ul>	<ul style="list-style-type: none"> <li><b>R</b> Undertake the Future Workforce project that aims to understand work, skills and training in New Zealand in 2040.</li> <li><b>I</b> Amplify work that aims to grow participation of particular groups such as Pasifika Navigators of Tomorrow or Jobs for Mums.</li> <li><b>R</b> Promote the use of Te Mata Raraunga, a collection of vocational education and workforce data.</li> </ul>	<ul style="list-style-type: none"> <li><b>R</b> Create a package of short, sharp, stackable credentials through that meet industry need through Waihangatia te Āmua Ao   Shaping the Future of Service Skills project.</li> <li><b>R I</b> Amplify work that supports people to learn about broad skills for the Service sector, such as MBIE's Digital Boost initiative.</li> </ul>	<ul style="list-style-type: none"> <li><b>R</b> Develop an 'employer hub' that shares resources, information, and case studies of Service sector excellence – Targeted at SMEs.</li> <li><b>I</b> Amplify approaches that improve diversity, equity and inclusion, such as Diversity Works NZ, Disabled Persons Assembly Information Exchange resources for employers, and Rainbow Tick.</li> </ul>
<b>Financial Advisory Service specific initiatives</b>  <b>Who is leading the initiative</b>	<ul style="list-style-type: none"> <li><b>R</b> Explore benefits of Māori participation within the industry.</li> <li><b>I</b> Increase mentoring opportunities for Māori.</li> <li><b>R</b> Work with regional providers to get feedback on the delivery of finance related qualifications to Māori within the regions.</li> <li><b>R</b> Investigate delivery of Finance training and qualifications that cater to Māori learners:             <ul style="list-style-type: none"> <li>Te Ao Māori perspective,</li> <li>Values-based,</li> <li>Supporting whānau wellbeing.</li> </ul> </li> <li><b>R I</b> Identify Māori industry bodies and providers and build meaningful relationships.</li> </ul>	<ul style="list-style-type: none"> <li><b>R</b> Facilitate movement across the industry by improving transparency of pathways by mapping job roles to education, regulatory, licensing, or other relevant requirements.</li> <li><b>R</b> Investigate entry points and pathways that are skills focused and qualification focused.</li> <li><b>R I</b> Gather industry feedback on scholarship models, and cost of training barriers for employers and workforce in training.</li> </ul>	<ul style="list-style-type: none"> <li><b>R I</b> Gather and respond to industry wide feedback on level 5 qualification gaps and adjustments to align with fit for purpose.</li> <li><b>R I</b> Gather industry wide feedback on essential skills and training for entry into the industry including:             <ul style="list-style-type: none"> <li>Financial literacy,</li> <li>Service skills,</li> <li>Cultural competency skills.</li> </ul> </li> <li><b>R</b> Identify barriers to compliance qualifications to investigate increasing accessibility for all.</li> </ul>	<ul style="list-style-type: none"> <li><b>R</b> Promote diversity of financial qualification training providers including regional locations:             <ul style="list-style-type: none"> <li>Provide access to high quality information to providers to support their applications.</li> </ul> </li> <li><b>R</b> Identify providers that deliver to diverse communities and broker relationships between providers who can deliver to diverse learners and industry to support demands.</li> <li><b>I</b> Increase diverse mentoring opportunities.</li> </ul>

**R** = Ringa Hora  
**I** = Industry