



Putting this into action for Real Estate & Rental Services

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
Actions: Where we would like to be	<ul style="list-style-type: none"> Māori business and workforces have opportunities to connect. The Service sector and vocational education system understands and acts on Māori views of success. The vocational education system is shaped by a Mātauranga Māori lens. 	<ul style="list-style-type: none"> Improve the availability and use of high-quality information about Service sector businesses and workforce Improve participation of Māori, Pacific peoples, tāngata whaikaha, and other population groups. Industry is visible and promoted to a wide range of potential ākonga and kaimahi. Roles and responsibilities of system level players are understood and have arrangements in place to work well together. 	<ul style="list-style-type: none"> Vocational education and training is flexible and adaptable to current and emerging industry requirements. Workforces and businesses are well prepared to adapt and innovate. Investment decisions are transparent and based on high quality advice. 	<ul style="list-style-type: none"> Workplaces are accessible and attractive to the current and future workforce. The workforce is recognised, valued, and safe. The workforce and businesses move through the cycle of employment (recruitment, on-boarding, retention, and progression) in ways that suit them. The range of roles is articulated and available. Learning and skills development supports upwards and lateral progression.
Initiatives: What we can do to get there Service Sector Initiatives	<ul style="list-style-type: none"> R I Establish and grow the Māori Service Sector Forum. R Ohu Ahumahi collaboration (Rōpū Kaitakawaenga) to build relationships with iwi and hapū to better understand Māori aspirations. R I Te Kāhui Mātauranga Māori to provide Mātauranga Māori lens to Ringa Hora product design and quality assurance approaches. 	<ul style="list-style-type: none"> R Undertake the Future Workforce project that aims to understand work, skills and training in New Zealand in 2040. I Amplify work that aims to grow participation of particular groups such as Pasifika Navigators of Tomorrow or Jobs for Mums. R Promote the use of Te Mata Raraunga, a collection of vocational education and workforce data. 	<ul style="list-style-type: none"> R Create a package of short, sharp, stackable credentials that meet industry need through Waihangatia te Āmua Ao Shaping the Future of Service Skills project. R I Amplify work that supports people to learn about broad skills for the Service sector, such as MBIE's Digital Boost initiative. 	<ul style="list-style-type: none"> R Develop an 'employer hub' that shares resources, information, and case studies of Service sector excellence – targeted at SMEs. I Amplify approaches that improve diversity, equity and inclusion, such as Diversity Works NZ, Disabled Persons Assembly Information Exchange resources for employers, and Rainbow Tick.
Real Estate & Rental specific initiatives Who is leading the initiative	<ul style="list-style-type: none"> R I Industry and WDC's to showcase successful Māori businesses/ role models in the industry to further attract Māori to the sector. I Increase mentoring and networking opportunities, especially for Māori. Ensure that mentoring opportunities are culturally appropriate. 	<ul style="list-style-type: none"> I Create targeted events, information, and services to increase exposure for different people and places, such as careers expo's/ events. R I Develop content about a range of jobs for the TEC Careers Services to use in its products and services, such as the current website and its planned successor, Tahatū. I Employers participate in the Inspiring the Futures programme with local schools. I Industry to showcase successful businesses role models in the industry to attract priority groups. R I Explore alternative models for entry into the sector to attract a more diverse workforce that better reflects the communities they serve. 	<ul style="list-style-type: none"> R Collaborative work between industry, government agencies, and Ringa Hora to: <ol style="list-style-type: none"> improve the transparency about vocational education and training funding, ensure high quality information is available to inform Government policy and investment decisions. R Increase provision of digital literacy training for older workforce. R I Ensure Residential Property Managers are registered, trained and licenced in accordance with new regulations, and have skills to meet the needs of the increasingly diverse range of property models, including social housing. 	<ul style="list-style-type: none"> R Improve transparency of pathways by mapping job roles to education, regulatory, licensing, or other relevant requirements. R Identify and act on opportunities in qualification and workplace settings to facilitate alternative career pathways, such as the transition from residential property management to real estate agent and vice versa.

R = Ringa Hora
I = Industry