



Putting this into action for Retail & Distribution

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.
Retail & Distribution specific initiatives Who is leading the initiative R = Ringa Hora I = Industry	<ul style="list-style-type: none"> R Develop business management and leadership skills in Māori owners of small to medium sized enterprises to enable Māori businesses to continue to thrive. I Encourage rangatahi to consider careers in Retail as there are opportunities to work across the motu which can help retain connections with whenua, whānau, iwi and hapū. 	<ul style="list-style-type: none"> R I Support the Retail NZ project to address perceptions about Retail from job seekers and their influencers by: <ul style="list-style-type: none"> improving perceptions of retail careers and understanding of options, creating a greater pool of talent, identifying potential government interventions to secure talent. R I Address perceptions about safety in the workforce due to growing awareness of Retail crime by: <ul style="list-style-type: none"> Encouraging training staff in methods to keep themselves and customers safe, Advocating for industry to review and optimise security processes and policies. R I Promote conversations and engagement with existing research on the Retail and Distribution industry, such as the: <ul style="list-style-type: none"> Consumer behaviour and preferences in the NZ retail grocery sector report, Retail NZ Retail Radar reports, Retail NZ Retail Crime Survey, BDO NZ Retail Thrive Series. 	<ul style="list-style-type: none"> R Improve the relevancy of current qualifications by tweaking tweak to include skills like communication and problem solving, rather than make big changes to retail qualifications. R I Respond to increasing prevalence of tech in the industry by: <ul style="list-style-type: none"> Exploring credentials and qualifications that upskill existing technological literacy and making these accessible to people across the workforce, Identifying pioneers in the tech innovation space within the industry and promoting their stories. 	<ul style="list-style-type: none"> I Increase knowledge about Retail industry careers including entry points and pathways. I Provide opportunities for professional development and make them more visible to future workers looking to enter the industry, as well as people within the workforce already.