



RINGA HORA

Services

Workforce Development Council

Ringa Hora 2025 Investment Advice to TEC

Prepared 3 November 2023



A1. Is there any context you would like to provide for your advice?

Mihimhi

He rau ringaringa e oti ai te mahi. Nāu te rourou, nāku te rourou ka ora ai te iwi.

The quality of our work is due to the quality of the collective efforts. Our collective contributions will assist our people to thrive.

Overview

Ringa Hora Services Workforce Development is one of the six Workforce Development Councils (WDCs), established in 2021 with a mandate to help drive transformational change in the vocational education system.

A skilled workforce is particularly relevant in the context of the Service sector, as the sector makes up a third of New Zealand's workforce and is often the entry point into the labour market. An estimated two out of three people will work in one of our many industries, at some point in their careers. For many New Zealanders, the skills they learn in the Service Sector will see them through the rest of their career, wherever they go. Therefore, it is important to support those in the Service sector to upskill and develop, as in doing so, we will be upskilling the future of the New Zealand workforce as a whole.

The Service sector has endured a turbulent few years with COVID-19, border closures, weather events and the rising cost of living dominating the headlines. These challenges underscore the need for a skilled and adaptable workforce that can effectively navigate disruptions and contribute to the overall sustainability of our industries. These challenges have been identified and expanded on in more detail in Ringa Hora's publication the 'Service Sector Workforce Development Plan' - which includes more information on what is top of mind for our industries and what are industries' priorities to help their businesses thrive. For industry specific context, challenges and opportunities, more information can be found in the 'Workforce Action Plans' which Ringa Hora has drafted for each Service Sector industry.

Key Themes

In developing the 'Service Sector Workforce Development Plan', we observed the following common themes across all industries in the Service Sector:

- Shortages for skilled workers remain a key constraint for the Service sector. There is also projected workforce growth across the majority of our industries.
- However, many industries have been recovering from the COVID-19 shock – especially around staff recruitment. This together with the rising cost of living has affected the ability of employers to invest in training and skills. Many qualifications have seen a decline in enrolments during this time, especially in hospitality and tourism, as many employers have limited resource (time and funds) to invest in training.

- There are upcoming industry changes (i.e., technological, legislative, and regulatory) which are shaping the industry landscape and influencing the necessary qualifications. These transformative forces have been duly taken into account when formulating recommendations for changes in our qualification standards.
- In addition, there is a need for more leadership, business and management skills and training across all industries, including across all six Workforce Development Councils.

We also note that Māori, Pacific Peoples, and Tāngata Whaikaha are underrepresented in the more skilled/higher paying roles within the Service sector. Māori and Pacific Peoples also face higher rates of job turnover relative to others. Ringa Hora encourages investment that addresses current gaps and seizes opportunities for these underserved and underrepresented groups.

Referring back to the initial business case of Workforce Development Councils, we can see the value of investment in vocational education – if we shift the employment rates of vocational education learners by 0.5%, we will [generate a social and economic return of more than \\$1.2 billion](#). In addition, the He Ara Waiora framework supports the overall wellbeing benefit of a more effective vocational education system, which is likely to have lasting benefits not only for the individual learner, but for wider communities.

We also recognise that transforming vocational learning requires more than just an appropriate allocation of investment towards the various qualifications. It requires the alignment of various policy settings such as migration and regulation, more importantly it requires buy in from businesses and learners. We will continue to work with industries to ensure the value proposition behind skills investment is clear, while streamlining the process to reduce barriers.

Methodology

In developing our investment advice, we investigated the 112 qualifications administered by Ringa Hora as well as the qualitative and quantitative workforce insights relating to each of the service industry groupings.

For those qualifications where there was evidence of workforce need and a qualification that would meet that need, we used a three-pronged approach to estimate the scale of change that is requested. This is:

1. **Industries where need is driven by COVID-19 impact on training** – for qualifications where training was seriously impacted by COVID-19 but had previously had a level of provision that was basically meeting industry need, we have asked for an increase in provision to pre-COVID-19 levels (either 2019 or 2020, depending on the nature of the qualification and industry).
2. **Industries where need is driven by employment growth** – for qualifications relating to occupations or industries where there is employment growth that is driving demand for increased qualification provision, we have asked for an increase of a similar percentage to forecast occupation or industry employment growth over the next five years.
3. **Industries where need is driven by an increased uptake of qualifications** – for qualifications where we are expecting growth due to increased uptake, for example due to regulatory changes or industry changing their expectations around qualifications, we have drawn on evidence around likely uptake and any existing information about increases already occurring, to calculate a percentage increase.

In cases where more than one of these contexts apply, we have looked at a combined approach. We have also been conservative if there is information indicating different levels of increase needed.

Occupation and industry forecasts and data are from Infometrics, unless otherwise noted.

We assigned our advice a priority level depending on the strength of evidence and the impact of external factors, such as market influence on the industry.

Maintain qualifications that have not been explicitly included

WDCs have a responsibility to advise on mode and scale of provision for all qualifications in our coverage. We have highlighted only a small set of qualifications in this advice as per guidance from TEC. We concentrated on those industries facing significant shortages and where there has been an increase/a projected increase in training uptake. This not in any way implying that there is a reduced need for vocational training investment in qualifications that are not highlighted in this document, nor suggesting there are no skills shortages in the industries that are not explicitly mentioned in this advice.

For Service Sector qualifications not listed in this advice for an increase or decrease, we believe they should be maintained at their current level of investment and provision (see Appendix for list of relevant Service Sector qualifications to maintain).

We also acknowledge several service industries, such as retail and real estate, who are facing ongoing uncertainties, and our outlook may change from now to 2025 where we will provide TEC with supplementary material when appropriate.

Additional information

For reference to the specific industry insights and the 2023 Workforce Development Plan – which highlighted specific workforce recommendation for the Service sector - please use the following link: [Workforce Development Plan 2023 - Ringa Hora](#).

For list of relevant Service Sector qualifications to maintain - please see the Appendix.

B1. Which specific qualifications and credentials do you want to see growth in (that can be supported by TEC investment in 2025)?

Qualification or credential	Mode	Specific regions?	Scale of change you are seeking for 2025	Evidence of workforce need	Evidence that this provision will meet the workforce need	WDC-assigned priority level
Business	<p>The business qualifications in Ringa Hora’s coverage are used by people who are working, or would like to work, in businesses across the New Zealand economy. These qualifications provide critical skills to business owners, managers, leaders, and other people involved in running New Zealand’s businesses. These skills are essential to lift business profitability and sustainability and to increase New Zealand’s productivity.</p> <p>Research by the NZ Productivity Commission found <i>“The skills of employees and managers within firms are an important determinant of firm productivity. ... the capability of management in organising the skills at their disposal, in monitoring and improving performance, and in driving organisational change is crucial to firm success.”</i> Furthermore, at times of low unemployment and rapid employment growth, such as New Zealand is currently experiencing, there is a higher proportion of lower skilled or more marginalised workers, which makes team leader, supervisory, and management skills even more important.</p> <p>New Zealand is also a nation of small businesses, with 60% employing 1 – 5 staff, and 97% having fewer than 20 employees. Many small business owners are hugely knowledgeable in their particular industry, but often have very limited formal training in how to run their business. MBIE’s NZ Small Business Strategy identifies Building capability and skills, which has a strong focus on developing business owner skill, as one of their four key strategic areas for developing and growing small businesses.</p> <p>In this context, the benefits of investing in business qualifications, particularly those that focus on leadership, first line management and running small businesses, are felt far more widely than at the individual level and have an amplified effect on other vocational education and training provision.</p> <p>Training in business and management was heavily impacted by COVID-19. This is likely due to employers prioritising business survival over training and development of their workforce. However, prior to 2020 demand for business training and qualifications had been growing for several years and we expect this to continue in a post-COVID-19 environment.</p> <p>The business qualification suite cuts across industry boundaries and will have impacts beyond those covered by Ringa Hora. The Ringa Hora team consulted with the other five WDCs to help formulate the advice below as use of, and demand for, business qualification training comes from across the NZ economy.</p> <p>We are recommending increases in three qualifications as detailed below. These qualifications are around team leadership, first line management and running small businesses, as these qualifications address critical skill gaps and will create benefits across the economy. Other qualifications in the business suite continue to meet a range of skill needs and we request that TEC maintains provision in qualifications not included below.</p>					
NZ Certificate in Business (Introduction to Team)	All	All regions The Building and Construction	Increase to 3,440 learners in 2025 (this is an increase of 600 compared to	As outlined above, the NZ economy needs to upskill people in first-line management roles, including team leader roles. Team leader roles are particularly common in larger businesses. In the Service sector this is	This qualification is intended for people working towards or wanting to become a leader in a team within an entity. The qualification will provide Aotearoa New Zealand with people who have the skills	High

<p>Leadership) (Level 3)</p>		<p>industries have indicated particular investments are required in Hawke’s Bay and Tairāwhiti (Gisborne) to support the recovery efforts.</p>	<p>2022)- in line with industry’s 10% projected growth of manager roles by 2028 and a specific increase requested by Waihanga Ara Rou.</p>	<p>particularly common in large retail settings, such as supermarkets, and in contact centres.</p> <p>There is no specific forecast information about team leader employment, so we have used the more generic “managers” forecast as a basis for projections. We believe employment growth of team leaders will be at least as strong due to the increasing use of team leader roles to support the increased proportion of new and/or lower skilled staff.</p>	<p>and knowledge to contribute to effective team performance and to be effective in a leadership role within a team.</p> <p>There is evidence of this provision meeting workforce needs identified by other WDCs as well. Waihanga Ara Rau and Hanga-Aro-Rau in particular support increases in provision of this qualification.</p> <p>People leadership is a critical component of building capacity and capability and has also been identified as a key component of retention and providing progression pathways.</p> <p>Waihanga Ara Rau has is working with Ringa Hora to ensure the New Zealand Certificate in Business (Introduction to Team Leadership) (Level 3) (2453) is supported as a component of the wider East Coast Recovery Project.</p>	
<p>NZ Certificate in Business (First Line Management) (Level 4)</p>	<p>All</p>	<p>All regions RSLG advice supports an increase in Otago.</p>	<p>Increase to 3,195 learners in 2025 (this is an increase of 300 compared to 2022)- in line with industry’s 10% projected growth of manager roles by 2028.</p>	<p>As outlined below, the NZ economy needs to upskill people in first-line management roles. There is significant growth in management roles due to general business growth, and due to the increased supervisory requirements due to having a high proportion of lower skilled people employed during a period of low unemployment.</p> <p>For example, in the Service sector there is forecast growth of managers of 1.7% pa until 2028, or nearly 20,000 people by 2028.</p>	<p>The purpose of this qualification is to provide Aotearoa New Zealand with people who can lead effective teams and manage workflows to achieve team and/or entity objectives, when employed in first line management roles.</p> <p>This supports First Line Managers in roles across all the Workforce Development Councils. All WDCs have indicated they support increased provision of this qualification.</p> <p>Many industries are recognising this qualification as aligning with their workplace environments, including in retail, contact centres and quick service restaurants. For example, many contact centre kaimahi have begun to enrol in this qualification instead of the Level 4</p>	<p>High</p>

					qualification for Contact Centres as it is considered to meet the same need and provide more transferrable skills.	
NZ Certificate in Business (Small Business) (Level 4)	All	All regions	Increase to 2,470 learners in 2025 (this is an increase of 250 compared to 2022)- in line with industry's 10% projected growth of manager roles by 2028.	<p>There are approximately 546,000 small businesses in New Zealand- representing 97% of all firms. They account for 29.3% of employment and contribute over a quarter of New Zealand's gross domestic product (GDP). Small businesses are represented in every industry, including tourism, real estate, and Hospitality.</p> <p>As identified above, many small business owners are hugely knowledgeable in their particular industry, but often have very limited formal training in how to run their business. Increasing the business skills of owners of SMEs is critical in helping to lift NZ's relatively low productivity.</p> <p>Over the past 20 years an average of 60,000 new businesses are formed each year with the vast majority of these being SMEs. The past few years have seen strong growth in the number of new businesses being formed, with 75,000 business births in 2022, the highest number since 2004. With business confidence also returning (e.g. CPA Australia Asia-Pacific Small Business Survey 2022-2023 and ANZ Business Outlook survey 31 October 2023) we expect growth of number of SMEs to remain high in the coming years.</p>	<p>The purpose of this qualification is to provide Aotearoa New Zealand with people who have the knowledge and skills to establish, operate, grow, and sustain a small business. These are some of the core skills identified as being in need in MBIE's Small Business Strategy.</p> <p>Although this business qualification is an area covered by Ringa Hora, this qualification is used by workers from across all of the Workforce Development Councils.</p>	High

Qualification or credential	Mode	Specific regions?	Scale of change you are seeking for 2025	Evidence of workforce need	Evidence that this provision will meet the workforce need	WDC-assigned priority level
Hospitality & Food Services	<p>The Hospitality industry - restaurants and cafes in particular- was severely impacted by COVID-19 border closures, lockdowns, and restrictions. These impacts were particularly acute in areas such as Queenstown and Rotorua, which rely both on tourism and foreign labour and in Auckland due to extended lockdowns.</p> <p>The industry is already seeing a rapid rise in employment, with 176,600 employees as of February 2023, 10.6% more than at February 2022. This followed two consecutive years of declining employee numbers. The projected trend shows an increased growth rate past 2024 with an expected 182,000 workers in the industry in 2025 and 191,000 by 2028. The combination of this projected growth while still recovering from workforce drain during COVID-19, meant that the Hospitality industry is currently facing a skills and labour shortage at unprecedented levels.</p> <p>This sentiment has been reinforced by recent surveys from the Restaurant Association (one of the key industry peak bodies). The survey reported that up to 62% of business respondents had to temporarily close due to ongoing staffing shortages. In addition, they reported that 80% of members are running establishments that are not fully staffed, 56% of respondents indicated that recruiting for junior roles was challenging, and 84% of employers say it is difficult or extremely difficult to recruit for senior roles.</p> <p>As indicated during our engagement with the Hospitality industry, this shortage is particularly felt in key roles with medium and high skills needs including chefs, with many businesses required to reduce opening hours due to shortages. In addition to current demand, there is projected growth of 2.5% pa expected for chefs between 2022 to 2028 (from 22,153 to 25,681). The increased demand is driven by more restaurants, cafes and bars opening as New Zealanders spend more on eating out, and the number of tourists rises.</p> <p>The increase in workforce demand is also reflected in the rapid rising wage rate. The latest remuneration survey by Hospitality New Zealand indicated that when comparing to pre-COVID-19 numbers, average hourly wages have increased by 31.5%, while salaries are up 23%. Auckland and Queenstown/Southern Lakes have experienced the most increase – reflecting the squeeze.</p> <p>We have recently reviewed the suite of cookery qualifications as a part of the Culinary Koha project (see Section D for more detail). We have engaged with industry associations, food designers, chefs, Marae, kai storyteller, Hospitality business owners, and training providers through the project and they have confirmed that there are clear links between the skills gained by undertaking these qualifications and those needed in chef roles and in managing professional kitchens. Insights from industry representatives suggest that employers recognise the value of these qualifications as demonstrated by having staff participate in on-job learning, and by employing qualified chefs. Increased provision of the level 4 and 5 qualifications each help address specific parts of the workforce needs – especially towards the senior roles where there is a particular shortage.</p> <p>Although we have only specified increases for 2 qualifications in this industry grouping - we recognize that there are shortages across the industry. We also acknowledge the past couple of years were anomalies for the industry and continuing investment in lifting the skills for the Hospitality and Tourism industry would be crucial in lifting the value chain for the industry. If new information emerges there may be increased demand for particular qualifications, and we will advise TEC as this arises. For the qualifications not explicitly mentioned here we recommend that TEC at least maintains the current level of provision.</p>					
NZ Certificate in Cookery (Level 4)	All	All regions – particularly in major centres	Increase investment to lift enrolment to 1,700 learners in 2025 (this is an increase of 700	There is projected growth of 2.5% pa expected for chefs between 2022 to 2028 (from 22,153 to 25,681). The increased demand is driven by more restaurants, cafes and bars opening as	There is a need for senior staff and qualified chefs which will be addressed by the NZ Certificate in Cookery (Level 4) and NZ Diploma in Cookery (Advanced) (Level 5).	High

		and tourist destinations RSLG advice supports an increase Otago	learners from 2022 level)- to meet pre-COVID-19 volume.	New Zealanders spend more on eating out, and the number of tourists rises. In addition to the material listed above, a review by the Ministry of Business, Innovation and Employment/Immigration New Zealand further confirms the need for chefs in New Zealand with the inclusion of chefs on Immigration New Zealand's green list.	Level 4 in particular has been reported in recent engagement with industry as having strong employment outcomes with many small businesses in the industry preferring to hire chefs with a level 4 qualification as they require individuals to operate in the kitchen without constant supervision. The review carried out as a part of the Culinary Koha project further confirmed that skills related to the level 4 qualifications are well recognised by employers as being competent chefs who can work independently. Increasing provision in these qualifications will help address overall shortages of chefs by enabling more people to enter the industry. In comparison, learners undertaking the level 5 qualification typically have a number of years of experience working as a chef. This qualification targets those who are already working in the industry, and those already having a level 4 cookery qualification or overseas equivalent. The qualification is recognised by industry as an upskilling pathway for chefs to work in senior positions producing advanced dishes in a professional kitchen. At this level, the focus on is more planning, processes and designing. These skills are essential for senior chefs and for running kitchens – addressing the shortages of senior staff indicated by the industry.	
NZ Diploma in Cookery (Advanced) (Level 5) with strands in Cookery, and Patisserie	All	All regions - particularly in major centres and tourist destinations RSLG advice supports an increase in Otago	Increase to 750 learners in 2025 (this is an increase of 400 learners from 2022) - to meet pre-COVID-19 volume.			High

Qualification or credential	Mode	Specific regions?	Scale of change you are seeking for 2025	Evidence of workforce need	Evidence that this provision will meet the workforce need	WDC-assigned priority level
Tourism & Travel	<p>Tourism is critical to NZ as one of our largest export industries and is estimated to grow consistently over the next 5 years. It is estimated that the Tourism workforce will continue to grow 2% per annum in the near future, employing more than 166,000 people by 2028. The Travel industry is closely linked with the wider tourism industry and is made up of travel agencies and tour arrangement services. Travel was one of the industries most impacted by border closures with employment dropping by more than 50% from 2020 – 2022.</p> <p>Since borders reopened, tourism & travel have rebounded strongly, but businesses continue to struggle to fill the staff vacuum left by COVID-19, let alone meet the growth in demand. For example, roughly 10,000 people left the tourism industry, and 5,000 left the travel industry in 2021/2022 compared to pre-COVID-19 levels. Shortages are particularly acute in towns and regions with large tourist numbers and relatively small labour markets such as Queenstown. This sentiment has been reinforced by the recent Workforce Survey 2023 undertaken by Tourism Industry Aotearoa which reported that the most common challenges businesses face when trying to recruit staff is the lack of quality applicants with 37% of vacancies occurring at the mid-level tier.</p> <p>With increasing number of international airlines arriving in New Zealand, the Tourism & Travel industry is expecting continuing growth in visitor numbers and kiwis travelling overseas. Nevertheless, as set out in the Tourism 2050 report the industry points out that New Zealand is an experience-based niche destination and the success of the industry will depend on lifting the quality of New Zealand's tourism offering rather than increasing in volume. Industry has strongly expressed that as a people business, growth in the Tourism industry will depend on growing a people centric workforce. As summarised in Tourism Industry Transformation Plan and Tourism 2050, the nature of tourism jobs will change enormously in coming years as technology plays an increasing role in replacing many current jobs. This does imply the industry will be hiring fewer people, but recognising the nature of these roles will change significantly over time.</p> <p>Although we have only specified an increase for 2 qualifications in this industry grouping - we recognise that there are shortages across the industry. We also acknowledge the past couple of years were anomalies for the industry and continuing investment in lifting the skills for the Hospitality and Tourism industry would be crucial in lifting the value chain for the industry. If new information emerges there may be increased demand for particular qualifications, and we will advise TEC as this arises. For the qualifications not explicitly mentioned here we recommend that TEC at least maintains the current level of provision.</p>					
NZ Certificate in Tourism (Level 4)	All- especially mobile and flexible learning which supports seasonal trends and workers	All regions- especially those providers with ties to Queenstown, Christchurch, Rotorua, Northland and Auckland which are more likely to be recruiting than those in other areas.	Increase to 1,200 learners in 2025 (this is an increase of 500 compared to 2022)- to meet pre-COVID-19 volume.	<p>The Tourism industry is predicted to experience annual growth of 5.7% between 2023 and 2028. Similarly, the Tourism workforce has an expected steady workforce growth, reaching 157,000 in 2025 and 166,000 by 2028.</p> <p>Since COVID-19, the industry has continued to face a shortage of skilled workers with a recent Workforce Survey 2023 undertaken by Tourism Industry Aotearoa targeting more than tourism businesses indicated that the most common challenge businesses face when trying to recruit staff is the lack of quality applicants.</p> <p>The survey specifically points out over half of the businesses surveyed are currently recruiting – over 2,400</p>	<p>Industry representatives have confirmed that this level 4 qualification would support the workforce to meet identified labour and skill needs as it is an accessible entry point into the industry.</p> <p>The qualification is aimed at supporting people who are able to work independently and stepping into leadership roles rather than just those fresh to the labour market.</p> <p>This is particularly relevant as businesses are small and increasingly short-staffed and often require their team to operate</p>	Medium

				<p>FTEs reported. Specifically, 77% of the vacancies sit at entry and mid-level roles (targeting people with 2-5 years of experience). Lack of quality applicants continue to be the most common challenge faced by businesses. For just over half their business this is one of their top three challenges.</p>	<p>independently rather than under constant supervision.</p> <p>Views of industry representatives and associations is that increased investment in this qualification would help meet this identified workforce and skill gaps across a range of tourism and Hospitality roles.</p>	
<p>NZ Certificate in Travel (Level 4)</p>	All	All regions	<p>Increase to 700 learners in 2025 (this is an increase of 600 compared to 2022) – to meet pre COVID-19 volume.</p>	<p>Employment in the travel industry dropped by more than 50% from 2020 – 2022 but has started to show signs of a strong rebound. Forecasts indicate that the industry will experience employment growth of almost 30% pa over the next 3 years to return to pre-COVID-19 levels in 2026.</p> <p>Major travel agencies in New Zealand have already reported large increases in bookings in recent months and are struggling to find enough staff to meet demand.</p> <p>The nature of the job of a travel agent has also evolved to be more about value add, and handling more complex travel arrangements. This means people working in the sector need to be higher skilled, putting further pressure on the demand for training.</p>	<p>This level 4 qualification is the industry standard for travel agents. Prior to 2020, travel agencies were required to have at least 60% of client facing staff qualified to at least level 4 to belong to the industry association, the Travel Agents Association of New Zealand (TAANZ). TAANZ's members include all the major travel agencies in New Zealand.</p> <p>The 60% requirement was not enforced during the past couple years to recognise the significant strain businesses were under due to COVID-19. TAANZ, with buy in from major agencies, have indicated they will soon reintroduce the requirement to ensure that professional standards are maintained.</p>	<p>High</p>

Qualification or credential	Mode	Specific regions?	Scale of change you are seeking for 2025	Evidence of workforce need	Evidence that this provision will meet the workforce need	WDC-assigned priority level
Aviation & Airport Services						

The Aviation industry is critical to NZ as it provides vital connections to the rest of the world for trade and tourism. The industry contracted significantly because of COVID-19 border closures and other restrictions with a significant portion of the workforce being displaced and shrinking the workforce by around 30%. In 2019, the workforce was 19,760 compared to 14,386 in 2022.

Whilst there has been an uptick since the 2021 workforce contraction, the workforce is still shrinking and needs support to meet pre-COVID-19 levels of employment (from -21.6% in 2021 to -11.6% in 2022). Air New Zealand recruited 3,000 staff in 2022 in the biggest recruitment drive in the airline’s history, however, they are still in demand for a number of critical, highly specialised staff.

While many recent recruits may be returning to previous displaced roles, it is anticipated that skills and training demand remains will remain high. This increase in demand can be linked to the growing number of international routes and the expansion of Auckland airport. Employment forecasts show that growth will continue with an expected 19,000 workers in the industry in 2025 and 22,000 by 2028.

Demand for air travel has rebounded strongly, with airlines increasing their capacity and more international airlines are now arriving in NZ. The projected increase in activity is highly relevant to vocational training as many roles within the sector are interrelated and specialized requiring long lead-in times for occupations to be filled by qualified staff. In particular, industry has highlighted the need for qualified Air Traffic Controllers, pilots, engineers, and flight attendants.

The Aviation industry is highly regulated, with most roles requiring qualifications. In addition, many roles are highly specialised so the skills required can only be delivered through specific qualifications. Provision in these roles is highly linked to workforce need as training is done in conjunction with the small number of large employers in the industry.

In addition, the industry’s aging workforce is putting more pressure on businesses to upskill staff in the next 5 to 10 years to meet the expected attrition rate caused largely by retirements.

With the highly regulated nature of the industry, obtaining relevant qualifications are essential in establishing a career in Aviation. Industry support improving pathways for those studying aviation engineering to get jobs in the industry- as shown by a new partnership between Air New Zealand and the Nelson Marlborough Institute of Technology (NMIT) / Te Pūkenga which dedicated to this objective.

It is important to note we have not included a recommendation for pilot training in this advice – this is because we recognised that investment in relation to pilot training sits within a funding capped and is beyond the scope of TEC investment advice. We will work separately with Industry, TEC, and the Ministry of Education to discuss the additional investment needed for pilot training.

NZ Certificate in Air Traffic Services (Air Traffic Services Theory) (Level 5)	All	All regions	Needing to double the provision to meet projected workforce growth - 21 EFTs in 2025.	Traffic Controllers are safety-critical roles. It is one of the must have roles for the Aviation industry to operate as normal. Gaps in adequate workforce skills and volume will have catastrophic economic and safety impact. As example, recently the Wellington Airport had to temporarily close due to a shortage of controllers. There is also a global shortage of air traffic controllers which are already causing significant disruption in Europe and North America.	The profession of air traffic controller is highly regulated and only controllers holding a relevant NZ qualification could be working in this field in NZ. Airways - the Crown entity that operates all air traffic towers in New Zealand is the only employer and its subsidiary Airways International Limited, operates as a PTE to provide training in this field. Only a small percentage of applicants are accepted on the course. Once admitted, the course has a 98% core and qualification completion rate – with graduates being employed by Airways.	High
NZ Diploma in Air Traffic Services (Level 6) with strands in Aerodrome Control and Approach Control Procedural, and Area and Area Control Procedural	All	All regions	Needing to double the provision to meet projected workforce growth - 42 EFTs in 2025.	Prediction of retirement and established controllers heading offshore is a concerning trend. Airways - the Crown entity that operates all air traffic towers in New Zealand predicting that more than 250 controllers (over half of its air traffic controller workforce) are due to retire or leave in the next 10 years – significantly higher than the historic trend. In addition, there has been an increase scope in air traffic controller roles to improve resiliency and ensuring delivery of strategic initiatives and enhancing operational safety and policy work – such as safety investigations, changing technologies (digital towers), training, and implementation of new systems.	Once admitted, the course has a 98% core and qualification completion rate – with graduates being employed by Airways.	High
NZ Diploma in Air Traffic Services (Level 7) with strands in Aerodrome Control and Approach Control Procedural, and Area and Area Control Procedural	All	All regions	Needing to double the provision to meet projected workforce growth - 27 EFTs in 2025.	Overall, considering the lead in time for new recruits there is an urgent need to lift the training volume to better respond to the anticipated demand. Airways estimated that there is a need for an additional intake of students in 2025 – which equates to lifting the funded EFTs to 90 EFTs. The industry has already requested the funded EFTs to increase from 40 EFTs to 60 EFTs for 2023 and 2024. It is also important to note that industry had clearly stated that recruiting controllers from offshore is not a feasible option as they still need to go through a series of training to be able to operate in New Zealand and success rates have been typically low.	Controllers can only work in the industry if they have the level 5, 6 and 7 qualifications. The workforce needs directly translates to the training; there is limited/no risk of over-supply while not having enough air traffic controllers will have catastrophic consequences.	High

NZ Certificate in Aeronautical Engineering (Specialist Support) (Level 4) with strands in General Aviation, Aeronautical Composites, Aeronautical Electroplating, Aeronautical Machining, Aeronautical Non-Destructive Testing, Aircraft Furnishings and Equipment, Aircraft Mechanical, Aircraft Painting, Aircraft Powerplant, Aircraft Structures, Armament, Avionics, Engine Ground Running, and Rotorcraft	All	All regions- especially Marlborough	Increase to 105 learners in 2025 (this is an increase of 40 compared to 2022) to meet increasing demand and expected levels of employment growth.	<p>In line with the overall shortages of engineers, the Aviation industry continues to report a shortage of Aeronautical engineers. The demand for skilled engineers in the Aviation industry continues to rise. For example, Air New Zealand has recently announced a 3.5-billion-dollar investment in its fleet, capacity, and marketing over the next five years. This includes purchasing eight new 787-9 Dreamliners and five Airbus A320neo aircraft and retrofitting the existing fleet.</p> <p>Ringa Hora has worked with Aviation peak bodies to survey aeronautical engineering businesses within the sector and has found that on average. Some key takeaways include:</p> <ul style="list-style-type: none"> • Each business has between 3 to 4 vacant mechanical engineer roles. • 71% of respondents are reporting that staff were leaving for better pay and 48% reporting staff were exiting the industry altogether. • Despite the struggle with recruitment and retention, 70% of businesses are expecting their business to grow (by 10-20%). 	<p>Industry have indicated that this qualification is critical as learners will need to acquire this qualification to continue on to higher levels of training and Level 4 is required for workers to get into the relevant apprenticeship.</p> <p>We have observed continuing increase in demand from industry for this qualification. In addition, this qualification has high completion rates between 84%-100% between 2019 and 2022.</p>	High
NZ Diploma in Aeronautical Maintenance Certification (Level 6) with strands in Aeroplane, Rotorcraft, Powerplant Piston, Powerplant Turbine, Electrical, Instrument, and Radio	All	All regions	Increase to 255 learners (this is an increase of 50 compared to 2022) to meet pre-COVID-19 levels and expected workforce growth.	<p>In addition, workforce projections show an expected employment growth of:</p> <ul style="list-style-type: none"> • 11.2% pa for Aircraft Maintenance Engineers between 2022 to 2028 (from 1,480 to 2,795) • 10.9% in Aircraft Maintenance (Avionics) between 2022 and 2028 (from 245 to 457) • 14.7% pa for Aeronautical Engineers between 2022 and 2028 (from 173 to 392). <p>Reflecting on the industry growth trajectory, we consider there is a need for provision to match the level of projected workforce growth.</p>	<p>Industry has indicated that they require more licensed engineers at this level, especially in the context of an aging workforce with many license holders expected to retire in the coming years.</p>	High
NZ Certificate in Aeronautical Engineering (Applied Skills) (Level 4) with strands in Aeronautical Composites, Aeronautical Non-Destructive Testing, Aircraft Mechanical, Aircraft Powerplant, Aircraft Structures, Armament, Avionic Electrical Repair, Avionic Instrument Repair, Avionic Radio Repair,	All	All regions	Increase to 470 learners in 2025 (this is an increase of 200 compared to 2022) This is to meet demand relating to the growing workforce and this qualification.	<p>Reflecting on the industry growth trajectory, we consider there is a need for provision to match the level of projected workforce growth.</p>	<p>This qualification is considered the critical feeder programme into a number of higher-level qualifications.</p> <p>Enrolments are up from 90 enrolments per year in 2019 to 270 in 2022.</p> <p>Industry has indicated that the uptake in qualification enrolments is a trend that is likely to continue as demand for Aeronautical engineers across</p>	High

Avionic Maintenance, and Rotorcraft					the industry increases post-COVID-19, especially in the context of an industry growth and aging workforce.	
NZ Certificate in Aviation (Flight Attendant) (Level 4) with optional strand in Operator Specific Operational Flight Attending	All	All regions	<p>Increase to 700 learners in 2025 (this is an increase of 600 compared to 2022) to meet pre-COVID levels.</p>	<p>Industry have indicated that there is a need to recruit more cabin crew to support the sector in their post-COVID-19 recovery with projections showing an expected growth of 3.7 % pa for Flight Attendants between 2022 to 2028 (from 1,841 to 2,291).</p> <p>The volume of flights in and out of New Zealand continues to increase with Air New Zealand (the largest employer for flight attendants in NZ forecasting strong growth in customer demand.</p> <p>However, despite hiring and rehiring more than 2,100 pilots, cabin crew, airport and contact centre staff and engineers, with more than 1,110 cabin crew returning this year, Air New Zealand have been relying on Shanghai-based flight attendants to fill in their workforce gap.</p>	<p>The model of training for this qualification is shifting, with many employers now requiring employees to have this qualification before they start their positions. For example, obtaining the qualification was part of airline’s training process in New Zealand and the company signalled that they will soon resume work based training towards this qualification once they are in a position to facilitate this.</p> <p>Traditionally, airlines had recruited people with this or similar qualifications and then provide additional airline-specific training in-house.</p>	Medium

Qualification or credential	Mode	Specific regions?	Scale of change you are seeking for 2025	Evidence of workforce need	Evidence that this provision will meet the workforce need	WDC-assigned priority level
Real Estate	<p>The Real Estate industry is critical to New Zealand in terms of economic contribution and contribution to whānau wellbeing. People working in the industry are supporting people to make significant investment decisions which have a real impact on individuals, whānau, and communities.</p> <p>Over time the industry has become more regulated and the demands for people working in the industry have lifted. As a result, skill and training requirements and expectations have steadily increased and are expected to continue to do so.</p> <p>The rental property management landscape has changed considerably in recent years. Historically the New Zealand residential property market has had a large volume of “Mum & Dad” property investors who owned and self-managed a very small number of properties. Changes to rental regulations, tax changes, and increasing expectations of the role of rental property management have led to an increase in owners using professional property managers to manage their rental properties. This has led to the number of property managers increasing by nearly 20% in the five years to 2022, with strong growth of around 3.0%pa expected over the coming five years.</p> <p>The Real Estate industry (property buying and selling) is more vulnerable to economic conditions as the workforce expands and contracts as the property market changes. In times of increasing house prices and large numbers of property sales more people are attracted into the industry, and conversely when there is a contraction or slowdown more people exit the industry. Growth in real estate agents in the next five years is expected to be positive but relatively modest with a forecast of 1.2%pa. We have not asked for increases for any of the real estate qualifications based on current and forecast workforce needs. However, the industry association, REINZ, is a strong advocate for training and we recognise that the industry has an ongoing desire to increase skill levels and professionalism that may lead to increased demand for training in the future, particularly in level 5 and 6 qualifications.</p>					
NZ Certificate in Residential Property Management (Level 4)	In work training	All regions	Increase to 980 learners in 2025 (this is an increase of 150 compared to 2022)- in line with industry’s 20% projected growth of Project Manager roles by 2028 (consistent growth over the last 5 years) and to meet increasing demand for the qualification due to likely legislative changes.	<p>Instead of an increasing demand for new property managers, industry have indicated that there is a need to upskill the current workforce as a result of expected qualification and licensing legislation changes for residential property managers which is expected to pass into law by mid-2024 with two years to comply.</p> <p>Projections show an expected growth of around 3.0% pa for Property Managers between 2022 to 2028 (from 5,925 to 7,113).</p>	<p>The qualification provides the residential property management and community housing sectors with individuals who will be able to operate, under broad guidance, within the private, public, or community housing management environment.</p> <p>Enrolments are up from 590 per year pre-COVID in 2019 compared to 830 in 2022. Industry has indicated that they expect the current trend of increasing enrolments to continue at a similar rate.</p> <p>We note that completion rates for this qualification are relatively low. While we advocate for increasing investment in this area, we are working with industry to explore ways to uplift completion for this qualification.</p>	Medium

Qualification or credential	Mode	Specific regions?	Scale of change you are seeking for 2025	Evidence of workforce need	Evidence that this provision will meet the workforce need	WDC-assigned priority level
Security	The Security industry has been growing rapidly with the workforce increasing by 30% in the past 6 years with growth looking set to continue for some time. This is due to a range of factors including increases in retail crime, increased security at public premises such as hospitals and government offices, and growing awareness about the need for security in “crowded spaces”. At the same time, the situations that security guards are managing are becoming more complex, which increases the skill level and training required.					
NZ Certificate in Security (Foundation) (Level 3)	All-blended approach with an emphasis on in person training, where possible	All regions With a focus beyond the main centres	Increase to 835 learners in 2025 (this is an increase of 450 compared to 2022)- to meet projected employment growth and increasing skill levels required for security guards	Projections show that the industry will continue to grow in the coming years. For example, projections show an expected growth of 3.1% pa for Security Officers between 2022 to 2028 (from 8,782 to 10,584). The growing demand for security staff, and the increased complexity of the work they are doing, has been highlighted by a number of associations from other parts of the service sector such as Retail NZ, and the Restaurant Association of NZ.	The NZ Security Association convenes a Security Training and Professional Development Special Interest Group made up of the association, major employers, providers and Ringa Hora that meets every second month. This group has been actively working to increase training provision in the industry to better meet workforce needs. At their most recent hui the group discussed the level 3 qualification as being core competency and is seen as the “good guard” standard. In addition, a number of larger security companies are starting to demand staff complete the level 3 qualification, rather than only the required CoA training.	High

Qualification or credential	Mode	Specific regions?	Scale of change you are seeking for 2025	Evidence of workforce need	Evidence that this provision will meet the workforce need	WDC-assigned priority level
Financial & Advisory Services	<p>Financial & Advisory services are a core component of everyday activity in New Zealand, contributing \$19.76b to the economy. These services include insurance, banking, and investment, which are important to both individuals and businesses.</p> <p>There has been a gradual increase in demand for Financial and Advisory services- this has been exacerbated by recent weather events and economic uncertainty. In terms of the existing workforce, the regulatory changes and an ageing workforce mean that there are increasing gaps in the industry's ability to respond to the demand.</p>					
NZ Certificate in Financial Services (Level 5) with strands in Investment; Life, Disability, and Health Insurance; General Insurance; Residential Property Lending; Personal Lending; Banking; and Trustee Services	All	All regions	Increase to 6,045 learners in 2025 (this is an increase of 1,000 compared to 2022) to meet growing demand.	<p>The industry has experienced strong growth in the five years to 2022, with particularly strong growth in roles where people are focused on providing advice to others such as Financial Investment Advisers which have grown by 1,300 people or 21% in the past five years. This is likely due to the increasingly complex nature of investments and insurance, meaning people are more likely to outsource this work rather than doing it themselves.</p> <p>At the same time, a number of more routine tasks in the sector have become automated so the tasks people in the industry are doing are increasingly ones that are more complex and require higher skill levels. This has contributed to an increased demand for qualifications and highly skilled kaimahi.</p> <p>The industry is increasingly regulated, which has resulted in a large growth in employees seeking and achieving qualifications over the past few years. Given that protecting people's money and financial wellbeing is a very personal and high trust service, the industry wants to continue to raise the professionalism and credibility of people working in the industry.</p> <p>In addition, industry have indicated that Property Managers are now also required to undertake this qualification due to their function offering financial advice.</p>	Industry have indicated that this qualification is critical for workers to be able to practice in their field. It is especially important as the Level 4 and Level 6 qualifications have been discontinued with no intention to replace them as Level 5 has become the baseline qualification.	High

B2. Which specific qualifications and credentials do you want to see decreases in (that can be supported by TEC investment in 2025)?

Qualification or credential	Mode	Specific regions?	Scale of change you are seeking for 2025	Evidence of workforce need	Evidence that this provision will meet the workforce need
N/A	N/A	N/A	N/A	N/A	N/A

B3. Which specific qualifications and credentials do you want to see changes in?

Qualification or credential	Mode	Specific regions?	What is the change you are wanting to see?	Evidence of workforce need
N/A	N/A	N/A	N/A	N/A

We have not specified any qualification and credential changes in this section – however, we note that rapid changes in technology, adoption of AI and automation are having significant impact on the skills composition of Service sector. In addition, changes in regulation may require more kaimahi in the industry to be licensed and/or for qualifications and credentials to cover different subject matter. Therefore, skills requirements for many of the Service sector roles may be drastically different in the next five years. We will continue to engage with industry representatives and monitor global trends to refine qualification designs.

SECTION C – New providers

C1. Are there qualifications or credentials that you want TEC to consider new providers for?

Qualification	Mode	Specific regions?	Rationale for inclusion	Evidence
N/A	N/A	N/A	N/A	N/A

We have not specified any providers in this section – however, Ringa Hora support industry having a choice of providers as this will allow them to consider a number of quality options.

SECTION D – New qualifications and credentials

D1. Are there qualifications or credentials that you are developing or plan to develop that will be available in 2025?

Area of provision and/or qualification/ credential name	Level	Mode	Qualification or micro-credential	Estimated date it will be available	Description of content	Name of qualification or micro-credential this will replace
Certificate or Micro-credential/s in event planning	Level 4	N/A	Certificate or Micro-credential/s	Mid-2024	Key skills and competencies required to organise and manage successful events in a business context.	Indirect replacement for 2208 & 2209 Convention and Incentive qualifications expiring Dec 2023: <ul style="list-style-type: none"> • New Zealand Certificate in Tourism Conventions and Incentives (Level 4) (60 credits) Ref: 2208 • New Zealand Diploma in Tourism Conventions and Incentives (Level 5) with strands in Conference Organisation, Convention Bureaux, Incentives Planning, and Venue Sales and Operations (120 credits) Ref: 2209
NZ Certificate in Aerospace Engineering (Level 4)	Level 4	N/A	Certificate	TBC	This qualification is currently being developed with industry support. It is critical to the Aviation industry and has a projected uptake of 50 learners per year.	N/A
Future of Service Skills	2 and 3	TBC	<i>Qualification</i>	<i>Early-2025</i>	The service sector workforce is highly transient and building corresponding qualifications is becoming crucial. We aim to gradually replace 23 existing entry-level services credentials that share similar outcomes over the next 3 years.	See below.
Leadership Qualification	<i>Level 2 to 7</i>	<i>TBC</i>	<i>Qualification and Micro Credential</i>	<i>2025</i>	Although leadership qualification is an area covered by Ringa Hora, it is envisaged that all Workforce Development Councils will be involved and utilise this suite of	<ul style="list-style-type: none"> • Recognition of secondary school leadership skills • Recognition of community leadership skills

					<p>redesigned qualifications/credentials.</p> <p>Various Workforce Development Councils have been developing leadership qualifications, credentials, and standards to suit their industries. With the increasingly mobile nature of the workforce, there is an opportunity to create clearer, flexible, and transferrable leadership pathways across industries for all Workforce Development Councils.</p>	<ul style="list-style-type: none"> • Current 'non-credentialled' leadership training (e.g. Courses - Grow Tourism or RedSeed Course Library) • Pathway into a degree – including pathways such as Capable NZ RPL Bachelor of Applied Management Study Business Study Capable NZ • Understanding provision - range of offerings by Universities or others such as Institute for Strategic Leadership (ISL) NZ, New Zealand Institute of Management & Leadership (nzim.co.nz), in-house leadership training etc • Industry specific micro credential development opportunities. • Acknowledgement and recognition of Mātauranga Māori and Te Ao Māori perspective
Culinary Koha	<i>Level 3-6</i>	<i>TBC</i>	<i>Qualification</i>	<i>2024/25</i>	<p>This new suite of qualifications has been developed with a focus on the methodology that NZ culinary artists are employing (rather than reproduction of set dishes) and added important new considerations for kitchens around sustainability and community. Due to be introduced in 2024, this new qualification will support people working in various culinary settings.</p>	<ul style="list-style-type: none"> • New Zealand Certificate in cookery level 3 • New Zealand Certificate in cookery level 4 • New Zealand Diploma in cookery level 5 with standards in Cookery and Patisserie

Future of Service Skills

We anticipate that Future of Service Skills will be introduced by 2025 gradually phasing out the following 23 qualifications over 3 years. We expect the combined volume of provision will continue to increase – in alignment with overall industry growth.

Qualifications that will be phased out following the introduction of Future of Service Skills

1947	New Zealand Certificate in Aviation (Airline Check-in) (Level 3) 40 credits
2452	New Zealand Certificate in Business (Administration and Technology) (Level 3) 60 credits
2453	New Zealand Certificate in Business (Introduction to Team Leadership) (Level 3) 60 credits
2454	New Zealand Certificate in Business (Introduction to Small Business) (Level 3) 60 credits
2316	New Zealand Certificate in Cleaning (Level 2) with optional strand in Health Care Facilities Cleaning 40-45 Credits
2431	New Zealand Certificate in Laundry Processing (Level 2) with optional strand in Washroom Procedures 40-48 Credits
2430	New Zealand Certificate in Drycleaning (Level 3) 70 Credits
3025	New Zealand Certificate in Cleaning (Level 3) with optional strands in Specialist Cleaning, and Supervision 45-55 Credits
2303	New Zealand Certificate in Contact Centres (Level 3) 65 Credits
2765	New Zealand Certificate in Credit Administration (Level 3) 40 Credits
2392	New Zealand Certificate in Intelligence (Introduction) (Level 3) 40 Credits
2774	New Zealand Certificate in Regulatory Practice (Core Knowledge) (Level 3) 40 Credits
3642	New Zealand Certificate in Security (Foundation) (Level 3) 60 Credits
2108	New Zealand Certificate in Hospitality (Level 2) 40 Credits
3103	New Zealand Certificate in Accommodation (Level 3) with strands in Housekeeping, Porterage, and Reception 40 Credits
2104	New Zealand Certificate in Food and Beverage Service (Level 3) with strands in Barista, Bar Services, Buffet Services, Café Services, Function Services, Quick Service 40 Credits
2106	New Zealand Certificate in Catering Services (Level 3) 40 Credits
4366	New Zealand Certificate in Hospitality (Level 3) 60 Credits
2234	New Zealand Certificate in Retail (Level 3) 60 Credits
2237	New Zealand Certificate in Sales (Level 3) 70 Credits

2572	New Zealand Certificate in Distribution (Level 3) with optional Strand in Mechanised Goods Handling 60-75 Credits
2198	New Zealand Certificate in Tourism (Introductory Skills) (Level 2) 50 Credits
2199	New Zealand Certificate in Tourism (Level 3) with strands in Aviation, Tourism and Travel, and Visitor Experience 40-60 Credits

SECTION E – Future workforce needs

E1. Can you tell us about any emerging skill needs or major projects for your sectors which you expect to impact workforce needs and tertiary education in the future?

Area of need or project	Expected occupations or skills that may be impacted	Timeframe	Who is involved (from tertiary education) e.g., WDC, providers etc.
Growth of solar power	Aeronautical engineering	Unclear	We are working with the sector to review the current qualification offering to ensure the things needed are covered. This may result in some new qualifications and credentials being developed.
AI facial recognition	Security guards, retail	Unclear	N/A
Virtual reality training	Security conflict management	Unclear	N/A
Robotic cleaning	Cleaning	Unclear	N/A

SECTION F – Other

F1. Is there anything else you would like to advise TEC of (in relation to investment in vocational education and training)?

We have not included commentary about retail industry related qualifications. Recognising the relative size of the retail industry, and the role it plays in the New Zealand economy, we would recommend the level of investment in Retail related qualification to at least be maintained at their current level. The Retail & Distribution workforce has experienced a 2.8% workforce growth in 2022, an uptick after a contraction of 0.4% the previous year, with an estimated number of 230,800. This is compared to pre-COVID-19 levels of 221,891 in 2019 (with a 0.7% growth).

We further recognise that the retail industry is entering a period of uncertainty with many retailers in a holding pattern, sighting issues such as inflation, increasing wages, freight and lease or rent costs impacting the viability of their business.

We are also seeing large retailers coming under pressure as consumer spending drops in response to a slowing economy and higher interest rates. Looking towards 2025, we do consider there is a strong need to invest in retail workforce to adjust to different consumption patterns (online purchasing) and change in distribution methods with more retailers rapidly adopting machinery and AI.

APPENDIX – List of qualifications to maintain

Qualification or credential
New Zealand Certificate in Cookery (Level 3)
New Zealand Certificate in Accommodation (Level 3) with strands in Housekeeping, Portering, and Reception
New Zealand Certificate in Food and Beverage Service (Level 3) with strands in Barista, Bar Services, Buffet Services, Café Services, Function Services, Quick Service Restaurant Services, and Restaurant Services
New Zealand Certificate in Food and Beverage Service (Level 4) with strands in Restaurant Services, and Quick Service Restaurant Services
New Zealand Certificate in Catering Services (Level 3)
New Zealand Certificate in Catering Services (Level 4)
New Zealand Certificate in Hospitality (Level 2)
New Zealand Certificate in Hospitality (Advanced) (Level 5) with strands in Accommodation, Food and Beverage Service, Catering Services, and Quick Service Restaurant Services
New Zealand Certificate in Hotel Reception (Level 4)
New Zealand Diploma in Hospitality Management (Level 5)
New Zealand Diploma in Hospitality Management (Level 6)
New Zealand Certificate in Hospitality (Level 3)
New Zealand Certificate in Professional Wine Knowledge (Level 5)
New Zealand Diploma in Professional Wine Management (Sommelier)
New Zealand Certificate in Contact Centres (Level 3)
New Zealand Certificate in Contact Centres (Level 4)
New Zealand Certificate in Cleaning (Level 2) with optional strand in Health Care Facilities Cleaning
New Zealand Certificate in Laundry Processing (Level 2) with optional strand in Washroom Procedures
New Zealand Certificate in Cleaning (Level 3) with optional strands in Specialist Cleaning, and Supervision
New Zealand Certificate in Tourism (Introductory Skills) (Level 2)
New Zealand Certificate in Tourism (Level 3) with strands in Aviation, Tourism and Travel, and Visitor Experience
New Zealand Certificate in Tour Guiding (Level 4)
New Zealand Certificate in Travel (Level 4)
New Zealand Certificate in Travel (Level 5)
New Zealand Diploma in Tourism and Travel (Level 6)
New Zealand Certificate in Real Estate (Salesperson) (Level 4)
New Zealand Certificate in Real Estate (Level 6)
New Zealand Certificate in Real Estate (Level 5) with strands in Business Broking, Commercial and Industrial, Residential, and Rural

New Zealand Certificate in Real Estate (Level 5)
New Zealand Diploma in Aviation (Aeroplane and Helicopter) (Level 6)
New Zealand Certificate in Aviation (Airline Check-in) (Level 3)
New Zealand Certificate in Aviation (Ground Handling) (Level 3) with strands in Air Cargo, and Ramp Operations
New Zealand Diploma in Aeronautical Engineering (European Regulations) (Level 5) with strands in Mechanical, and Avionics
New Zealand Diploma in Air Traffic Services (Level 6) (Flight Information, and Aerodrome and/or Area Flight Information)
New Zealand Diploma in Air Traffic Services (Flight Information) (Oceanic Air-Ground) (Level 6)
New Zealand Certificate in Airport Operations (Level 4) with strands in Airport Customer Service, Airport Maintenance, Airport Safety, and Aviation Security
New Zealand Diploma in Airport Operations (Level 5)
New Zealand Certificate in Aeronautical Engineering (Pre-employment Skills) (Level 3)
New Zealand Certificate in Aeronautical Engineering (Production Control) (Level 6)
New Zealand Certificate in Aeronautical Engineering (Workplace Introductory Skills) (Level 4)
New Zealand Certificate in Aeronautical Storekeeping (Aviation Parts Handling/Aviation Toolstore) (Level 3)
New Zealand Certificate in Aircraft Servicing (Level 3)
New Zealand Diploma in Aeronautical Engineering (Maintenance Planning) (Level 5)
New Zealand Diploma in Aeronautical Engineering (Quality and Safety - SMS) (Level 6)
New Zealand Diploma in Aeronautical Engineering (Technical Support) (Level 6)
New Zealand Certificate in Aeronautical Engineering (Aircraft Manufacture) (Level 4)
New Zealand Certificate in Aeronautical Engineering (Gas Turbine Overhaul) (Level 4)
New Zealand Certificate in Aeronautical Engineering (Maintenance Control) (Level 4)
New Zealand Diploma in Aviation (General Aviation) (Level 5) with strands in Aeroplane, and Helicopter
New Zealand Diploma in Aviation (Level 6) with strands in Aeroplane Flight Instruction, Aeroplane Airline Preparation, Helicopter Flight Instruction, and Helicopter Airline Preparation
New Zealand Diploma in Commercial Skydiving (Level 5)
New Zealand Diploma in Airport Operations (Level 5) with strands in Airport Environmental, Airport Safety, and Aviation Security
New Zealand Certificate in Air Traffic Services (Aerodrome Control) (Level 6)
New Zealand Certificate in Air Traffic Services (Area Surveillance) (Level 6)
New Zealand Certificate in Retail (Customer Service and Sales Support) (Level 2)
New Zealand Certificate in Retail (Level 3)
New Zealand Certificate in Retail (Level 4)
New Zealand Certificate in Sales (Level 3)
New Zealand Certificate in Sales (Level 4) with optional strand in Sales Prospecting
New Zealand Certificate in Distribution (Level 3) with optional strand in Mechanised Goods Handling
New Zealand Certificate in Distribution (Level 4)
New Zealand Certificate in Security (Intermediate) (Level 4)
New Zealand Diploma in Security (Level 6)

New Zealand Certificate in Financial Services (Level 4) with strands in Banking, Family/Personal Budgeting, and Insurance
New Zealand Certificate in Credit Administration (Level 3)
New Zealand Certificate in Credit Management (Level 4)
New Zealand Certificate in Organisational Risk and Compliance (Level 6)
New Zealand Certificate in Organisational Risk and Compliance (Level 4)
New Zealand Certificate in Case Management (Level 5)
New Zealand Certificate in Case Management (Practice Leadership) (Level 6)
New Zealand Certificate in Public Sector Service Delivery (Level 4)
New Zealand Certificate in Regulatory Practice (Core Knowledge) (Level 3)
New Zealand Certificate in Regulatory Practice (Operational Knowledge) (Level 4)
New Zealand Certificate in Regulatory Practice (Operational Practice) (Level 4)
New Zealand Certificate in Regulatory Practice (Level 5) with strands in Audit, Inspection, and Investigation
New Zealand Diploma in Regulatory Investigations (Level 6)
New Zealand Certificate in Intelligence (Introduction) (Level 3)
New Zealand Certificate in Intelligence (Level 5) with strands in Collection, and Collation
New Zealand Diploma in Intelligence Analysis (Level 6)
New Zealand Certificate in Business (Introduction to Small Business) (Level 3)
New Zealand Certificate in Business (Accounting Support Services) (Level 4)
New Zealand Diploma in Business (Level 5) with strands in Accounting, Administration and Technology, Human Resource Management, Leadership and Management, Marketing and Sales, and Project Management
New Zealand Diploma in Business (Level 6) with strands in Accounting, Administration and Technology, Human Resource Management, Leadership and Management, Māori Business and Management, and Marketing and Sales
New Zealand Certificate in Business (Administration and Technology) (Level 4)
New Zealand Certificate in Project Management (Level 4)