

ACTION

Putting this into action for the Cleaning industry

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
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 ākongā and kaimahi. ▲ Roles and responsibilities of system level players are understood and have arrangements in place to work well together.
Initiatives What we can do to get there Service sector initiatives	<ul style="list-style-type: none"> ▲ Establish and grow the Māori Service Sector Forum. ▲ Ohu Ahumahi collaboration (Rōpū Kaitakawaenga) to build relationships with iwi and hapū to better understand Māori aspirations. ▲ Te Kāhui Mātauranga Māori to provide Mātauranga Māori lens to Ringa Hora product design and quality assurance approaches. 	<ul style="list-style-type: none"> ▲ Undertake the Future Workforce project that aims to understand work, skills and training in New Zealand in 2040. ▲ Amplify work that aims to grow participation of particular groups such as, Pasifika Navigators of Tomorrow or Jobs for Mums. ▲ Promote the use of Te Mata Raraunga, a collection of vocational education and workforce data.
Contact Centre Specific initiatives	<ul style="list-style-type: none"> ▲ Improve cultural competency to support the adoption of contextually appropriate cultural practice e.g. observing tikanga when cleaning in morgues. ▲ Create opportunities to develop business skills that are specifically targeted at the growing number of Māori business owners. 	<ul style="list-style-type: none"> ▲ Advocate for cleaning as an important entry point for people entering the workforce for the first time. ▲ Support and collaborate with existing organisations that provide pastoral care to new entrants, such as Work and Income and, community organisations.

Developing broad skills for the future	Creating mana-uplifting jobs and opportunities
<ul style="list-style-type: none"> ▲ Vocational education and training is flexible and adaptable to current training, 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.
<ul style="list-style-type: none"> ▲ Create a package of short, sharp, stackable credentials that meet industry needs through Waihangatia te Āmua Ao Shaping the Future of Service Skills project. ▲ 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"> ▲ Develop an 'employer hub' that shares resources, information, and case studies of Service sector excellence – Targeted at SMEs. ▲ Amplify approaches that improve diversity, equity and inclusion, such as Diversity Works NZ, Disabled Persons Assembly Information Exchange resources for employers, and Rainbow Tick.
<ul style="list-style-type: none"> ▲ Improve the accessibility of training by providing choices of delivery modes: <ul style="list-style-type: none"> ▲ online, ▲ in other languages, or with the support of an interpreter, ▲ That have flexible hours for completion, ▲ That allow for the demonstration of aptitude, rather than written tests. ▲ Support industry to recognise micro-credentials, qualifications and on-the-job training. ▲ Refine existing courses and training to ensure it prepares people for the cleaning industry. ▲ Industry, in conjunction with Ringa Hora, to further explore support for industry specific Language Literacy and Numeracy initiatives. 	<ul style="list-style-type: none"> ▲ I Promote and endorse 'Thank Your Cleaner Day', an initiative by BSCNZ that aims to increase the visibility of cleaners across Aotearoa, and to encourage businesses that employ cleaners to establish a stronger relationship with them. ▲ Articulate and promote pathways to leadership for Māori and Pacific Peoples.

PROGRESS

To support progress with these actions, we have monitored what has been achieved in the last 12 months and what more will be delivered in the future.

Contact Centres Workforce Action Plan	What has been delivered in the last 12 months
<p>Improve cultural competency to support the adoption of contextually appropriate cultural practices e.g., observing tikanga when cleaning in morgues.</p>	<p>Potential for micro-credential. Upskill industry to support Māori is needed. A Training and Cultural Committee has been set up in conjunction with BSCNZ. The aim is to prioritise areas to support Māori and Pasifika in the cleaning workforce.</p>
<p>Advocate for cleaning as an important entry point for people entering the workforce for the first time.</p>	<p>Ringa Hora have presented at the CATE conference for school career/pathway coordinators. All the service sectors including cleaning were showcased as career options to be shared at schools. Ringa Hora have also share at all commercial cleaning association regional AGMs the Cleaning Gateway Programme offered to school students as part of their level 2 NCEA studies. Ringa Hora have also held stalls at career expo's including, Porirua, Waiariki and Northland.</p>
<p>Support and collaborate with existing organisations that provide pastoral care to new entrants, such as Work and Income.</p>	<p>Continued engagement with organisations that offer work-ready training programmes designed to support kaimahi new to employment. This has included MSD and the Central Economic Development Agency which have created successful programmes already. Additionally, engagement has taken place with providers of such training including Education Unlimited and organisations modeling best practice for personal and professional development of their staff.</p>
<p>Improve the accessibility of training by providing delivery modes:</p> <ul style="list-style-type: none"> ▲ Online ▲ In other languages, or with the support of an interpreter ▲ That have flexible hours for completion ▲ That allow for the demonstration of aptitude, rather than written tests 	<p>Delivery Mode – online or written only: Careerforce continue to offer their learning resources and assessment material for level 2 and level 3 cleaning are in written format and online.</p> <p>Delivery Modes – Other languages or use of an interpreter: Careerforce considered multilingual translations but found costs and ROI unfeasible. They suggested using bilingual staff as interpreters, though staffing shortages and job demands complicate this approach.</p> <p>Delivery Modes – flexible hours for completion: Careerforce allows written assessments to be done at work or in personal time, placing the responsibility on employees unless employers allocate work hours. Logistical and workload challenges arise, particularly for working mothers, balancing assessments with home life after a full day of work.</p> <p>Delivery Modes – practical rather than written: Ongoing discussions with Careerforce, the sole cleaning certificate provider, reveal a preference for practical over written assessments. These require video documentation or observation by a qualified assessor. Challenges include a shortage of assessors, senior staff shortages, and logistical difficulties, especially for employees covering multiple locations compared to single-site roles in hospitals.</p>

What will be delivered in the next 18 months	Who is responsible?
<p>A continuation of the discussion and potential outcomes of the Training and Cultural Committee. Looking to raise awareness of the opportunities in the cleaning sector including three levels of training, 1. Basic cleaning; 2. Train the trainer; 3. Leadership and business management.</p>	<p>Industry</p>
<p>More opportunities to highlight cleaning as a career including hosting a stall at the Clean Expo 2024 in Christchurch. The World Federation BSC will be hosted in New Zealand in March 2025. This is a huge opportunity to showcase the industry with an international contingent arriving to showcase cleaning.</p>	<p>Joint Ringa Hora and Industry</p>
<p>Industry will continue to engage with organisations that are modeling best practice in supporting their staff both new and existing.</p>	<p>Industry</p>
	<p>Joint Ringa Hora and Industry</p>

<p>Support industry to recognise micro-credentials, qualifications and on-the-job training.</p>	<p>Ringa Hora continues to engage with industry to support issues that are top of mind including on-the-job training, qualifications and micro-credentials. Careerforce has created a level 2 micro-credential in a Gateway programme. A recent qualification review of level 2 and 3 Certificates in Cleaning received positive feedback and the advice by industry was that the current qualifications are appropriate and fit for purpose.</p> <p>The current vocational training system for cleaning is complex. Hospital-employed cleaners benefit from salary increases and a supportive environment, with on-site training managers and assessors. However, commercial and private cleaners face challenges due to dispersed locations, a shortage of assessors, and logistical issues, limiting access to accredited training.</p>
<p>Industry, in conjunction with Ringa Hora, should further explore support for industry-specific Language, Literacy and Numeracy initiatives.</p>	<p>Funding opportunities for literacy and numeracy programmes are holding the industry back from upskilling staff in this space. Ringa Hora have provided advice to TEC to increase funding for qualifications that support literacy and numeracy in Cleaning.</p>
<p>Promote and endorse 'Thank Your Cleaner Day', an initiative by BSCNZ that aims to increase the visibility of cleaners across Aotearoa, and encourage businesses that employ cleaners to establish a stronger relationship with them. Promote and endorse 'Thank Your Cleaner Day', an initiative by BSCNZ that aims to increase the visibility of cleaners across Aotearoa and encourage businesses that employ cleaners to establish a stronger relationship with them.</p>	<p>'Thank Your Cleaner Day' was promoted to all of Ohu Ahumahi in 2023 across both offices in Wellington and Auckland. Kaimahi were asked to promote via their own social media platforms as well as externally with their own networks. The feedback received indicated this was a worthy kaupapa that could have greater emphasis in 2024 and beyond.</p>

	<p>Joint Ringa Hora and Industry</p>
<p>Ringa Hora will continue to provide advice to TEC to increase funding for qualifications that support literacy and numeracy in Cleaning.</p>	<p>Joint Ringa Hora and Industry</p>
<p>This year 'Thank Your Cleaner Day' is October 16. Plans are underway to create more awareness of the role cleaners play in our daily lives. Opportunities include inviting office cleaners into the office for a shared lunch provided by Ohu Ahumahi staff. More promotion across all media platforms to raise awareness.</p>	<p>Joint Ringa Hora and Industry</p>