RTO WORKFORCE DEVELOPMENT SOLUTIONS

Develop. Perform. Succeed.

REGIONAL COORDINATION

- Facilitating collaboration between RTO's, Tourism Associations, Training Boards, DMO's, School Boards, High Schools, Colleges, Universities, Community Serving Agencies, Government, Labour
- Inter-Ministerial Collaboration with Provincial, Regional & Federal Government
- Communication & provision of national Tourism Sector Council human resource programs

LEARNING PROGRAMS

- 40 Facilitated training programs – front-line, supervisory & management, including: Customer Service, Accessibility, Diversity, Train-the-Trainer & more
- Webinars
- On-line learning programs
- Academic curriculum
- Tourism Essentials
- Canadian Workplace Essentials

RESEARCH & REPORTS

- Labour market research & reports
- Compensation research
- Coordinate regional, provincial & national data collection
- Liaise & collaborate with local training boards, economic development & Community Futures or other government bodies
- Develop inventory of training, human resource & education resources
- Develop web-based toolkits

CAREER AWARENESS

- Discover Tourism
- Career Fairs/presentations
- National Sector Council programs
- Tourism Essentials

INDUSTRY SERVICE STANDARDS

- *emerit* National Occupational Standards & certifications
- Service Excellence Organization & Community designation (SEO)
- Service assessments & standards development
- Brand alignment of service cycle & standards
- Mystery shop/service audit
- Conference sessions & workshops
- Web-based & facilitated customer service programs

ATTRACTION & RETENTION

- Ready-to-Work
- Literacy & Essential Skills
- Employer of Choice Tool
- Foreign Credential Recognition
- Conference sessions, workshops & seminars
- Temporary Foreign Workers
- F.A.S.T assessment tool (Finding & Applying Skills in Tourism)
- Strategic H.R. planning

EDUCATION PARTNERSHIPS

- Specialist High Skills Major in Tourism (SHSM)
- Canadian Academy of Travel & Tourism (CATT)
- Cooperative Education programs
- Apprenticeship programs
- Colleges & Universities
- Private Career Colleges

HUMAN RESOURCE TOOLS

- Employer of Choice tool
- HR Toolkit
- Business Builders Toolkit
- Performance & Training – a Manager's Guide CD
- Temporary Foreign Worker resource centre
- Attraction & Retention Management workshops
- Web-based tookits

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