



WORKFORCE FUTURE SKILL ADVISORY PROGRAM

Do you want help improving your employees performance & developing your business?

The Tourism, Travel and Hospitality Industry are collaborating on a new initiative designed to improve the capacity and capability of the workforce in these sectors – the **Workforce Futures program**.



This program is **fully funded by the Australian Government**, and will be rolled out across Australia. It is designed to address key workforce development priorities for tourism, travel and hospitality businesses.

Through a national network of over 100 industry Skills Advisors, including six CRVA **Skills Advisors with specific caravan park experience**, 2500 tourism and hospitality businesses will undertake a comprehensive business analysis leading to a Workforce Development Plan.

This program is designed to help **YOU** grow **YOUR** business.

What is Workforce development and how does it apply to my business?

Workforce development ensures you have the right people, in the right place, at the right time, with the right skills to ensure the success of your business. This is a **whole of business approach** to the management of the 'human' resources.

The goal of workforce development is to **improve on business competitiveness** and **increase productivity** across the whole business as a response to the various influencing factors locally, nationally, and internationally.

Workforce development includes traditional human resource elements such as: recruitment and retention, career structure and succession planning, performance management, culture and communication, business systems, as well as skills development and training.

Workforce development may occur independently of, or in concert with skilling and training.

What is involved?

The process has three key elements that will lead to businesses **making informed and responsive decisions** about their workforce.

1. The initial **Expression of Interest form** provides the industry Skills Advisor with an informed starting point to engage with you. This also makes up the first part of a **detailed Business Diagnostic** process.
2. A Skills Advisor will then work with you to review the direction you feel your business should head in. This is a comprehensive business diagnostic which covers key areas of business operations. This process is **undertaken consultatively** by the business operator/owner and the Skills Advisor.
3. The key output of the diagnostic process is a **Workforce Development Plan**. The plan allows you to understand how the people in your business impact, influence, determine and drive your business. The plan **identifies the key workforce issues** for your business and a **range of actions to assist your business to respond**.

How can you participate?

Head to the Workforce Futures website: www.workforcefutures.com.au

Complete the **initial Expression of Interest form** to register your interest. Ensure you select Caravan, RV & Accommodation Industry of Australia as your preferred Workforce Futures Network Partner.

The team at Workforce Futures will contact you to advise if you have been successful with your application.



In partnership with:



Do you want to upskill your staff?

It makes good business sense to retain skilled workers and provide the training they need to keep them at the top of their game. Employees are more likely to stay with a business that has invested in training for them – training that is tailored to the needs of that business.

There is currently funding available, through the **National Workforce Development Fund (NWDF)**, for staff to undertake a full qualification, or if they already have a certificate III or above, a skills set.

Under the NWDF, businesses are able to apply for **Government funding to support the training of their workers** in areas of identified need.

This program aims to help businesses **lift their workforce capacity**, provide Australian workers with the opportunity to increase their skills through formal training, and **assist areas of the economy** where skilled workers are needed the most.

Under this project organisations can apply for **funding to support training to of existing and new workers** in areas which they have identified as current and future workforce needs.

Participation in the Workforce Futures Skills Advisor program will assist in identifying these needs and applying for funding, however it is not a pre-requisite.

Relevant skills sets which are currently funded under this program include:

- Business Management
- Customer Service
- Customer Service Management
- Event Development
- Mentoring & Supervision
- Product Development for International Markets
- Visitor Information Services



Before applying for funding through the NWDF consider:

- What is the identified business need?
- How will the proposed training address this identified need?
- How will the you measure the effectiveness/ impact in your business?
- Will your employee meet the criteria for the program?
 - not have previously completed the qualification they are applying for
 - be an Australian citizen, a permanent resident of Australia or a humanitarian refugee
 - be 17 years of age or over
 - satisfy course pre-requisites (such as adequate literacy and numeracy) to effectively undertake the training
 - meet any licensing requirements for relevant qualifications

I own a park but am not sure what training courses are available for me and my staff.

There is a specific industry qualification for people working within the caravan holiday park industry. This qualification is available as a Certificate III, Certificate IV or Diploma and suits staff working in all aspects of the industry, from grounds keepers to reception staff to park managers.

This is the **Holiday Parks & Resorts** qualification, additional information on this course: www.training.gov.au

Search under 'Nationally recognised training' for 'Holiday Parks' for details of this qualification and organisations that can deliver the course.

For additional information on either of these programs or other training opportunities for your business please contact:

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