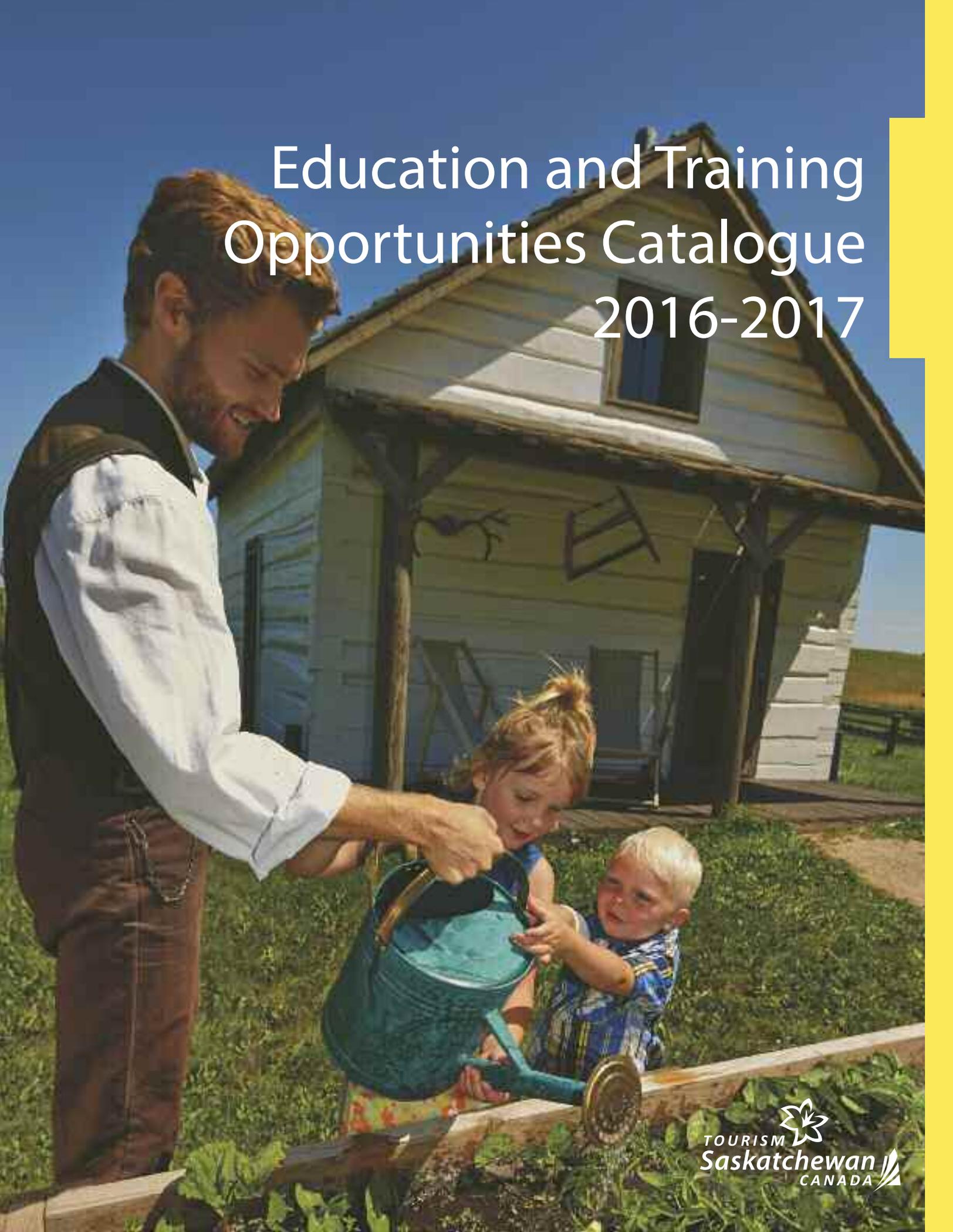


Education and Training Opportunities Catalogue 2016-2017



Saskatchewan's Tourism Sector

Tourism is one of the world's largest and most rapidly growing sectors, and a powerful economic generator. It is big business in Saskatchewan, where travel spending in 2014 reached \$2.15 billion. Over 12.5 million visits were made to and within the province that year.

Tourism and tourism-related businesses provide full- and part-time jobs to nearly 65,000 citizens, over 10 per cent of the working population.

Saskatchewan's tourism sector is 95 per cent small- or medium-sized businesses, with a large segment of those located outside of the province's two major cities. Seventy-nine per cent of tourism businesses and events are situated in communities other than Regina and Saskatoon, and 51 per cent of tourism-related employment is in these areas.

Tourism is a sector of five industries: 1) accommodation; 2) food and beverage services; 3) recreation and entertainment; 4) transportation; and 5) travel services. Virtually all other areas of business or commerce are influenced by activities in tourism.

A vibrant tourism sector, one committed to product and service excellence, reflects a positive image for a destination and contributes to the success of other businesses.

Tourism Saskatchewan Education and Training Opportunities Catalogue 2016-2017

Please note that the program details, availability and cost are subject to change without notice. All prices listed are exclusive of GST. Contact the individuals listed for each program to obtain the latest program information, availability, pricing and details.

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Cover Photo: Cannington Manor Provincial Historic Park,
Heritage Interpreter

Tourism Saskatchewan

Tourism Saskatchewan

A Treasury Board Crown Corporation, Tourism Saskatchewan promotes the province as a tourism destination by providing in-province and out-of-province marketing and visitor services. Tourism Saskatchewan assists industry to market and develop quality tourism products through co-operative marketing, education and training and event funding programs. Its work is guided by the following:

VISION: A vibrant entrepreneurial tourism industry offering year-round compelling and memorable Saskatchewan experiences

MISSION: Connect people with quality Saskatchewan experiences and advance the development of successful tourism operations

Tourism Saskatchewan's education and training department, the Saskatchewan Tourism Education Council (STEC), is focused on human resource development and building a robust tourism workforce. STEC's offerings are streamlined into three lines of business that summarize the core of human resource excellence:

- **RECRUIT**
- **TRAIN**
- **RETAIN**

Tourism Saskatchewan Contact Information:

Regina Office
189 – 1621 Albert Street
Regina, SK S4P 2S5
306-787-9600

Saskatoon Office
Saskatchewan Tourism Education Council (STEC)
102 – 202 4th Avenue N
Saskatoon, SK S7K 0K1
306-933-5900/800-331-1529

RECRUIT



Recruit



Hatchet Lake Lodge, Food and Beverage Server

READY TO WORK

Hospitality, Tourism & Camp Services Training

Ready to Work (RTW) is a nationally recognized career awareness, skills development and transition to employment program that assists individuals in finding long-term, rewarding careers. Developed by Tourism HR Canada and delivered by the Saskatchewan Tourism Education Council (STEC), *RTW* has been successfully implemented in a number of sectors, including, but not limited to, tourism, construction and mining.

The program combines practical classroom instruction, hands-on skills training and on-the-job mentoring to under-represented groups interested in transitioning from unemployment and/or underemployment to the workforce. Each *RTW* program is based upon national occupational standards, and is customized to meet the needs of participants and the requirements of employers.

Since 1994, STEC has delivered *Ready to Work* in more than 50 communities. Over 5,000 individuals have participated, with 75 per cent finding long-term rewarding careers, continuing their education and/or moving from frontline to supervisory positions.

Contact STEC to become a *RTW* preferred employer and to gain access to an exclusive pool of motivated, qualified candidates.

Contact:

Cindy Wright
Project Coordinator
306-933-5928/800-331-1529
stec.recruit@tourismsask.com

Duration:

Classroom training – eight weeks
Hands-on occupational experience – minimum four weeks

Recruit

READY TO WORK PROGRAM COMPONENTS

Standard Components

WORKPLACE ESSENTIALS SKILLS (seven weeks)

Workplace Attitudes

- Positive Attitude
- Responsibility
- Adaptability
- Continuous Learning
- Value Safety
- Customer Service

Workplace Skills

- Communication Skills
- Numeracy Skills
- Computer Skills
- Managing Information
- Thinking Skills
- Working with Others
- Job Search Skills
- Stress and Time Management

- Problem Solving and Critical Thinking
- Life Plans
- Living at Distance (Camp Survival 101)
- Job Search

Workplace Knowledge

- Promoting Your Sector
- Promoting Your Company
- Providing Professional Service

Popular Optional Components (other options also available)

SAFETY TRAINING (one week)

Please note, other safety training that is required for the job may not be included in this list.

- | | | |
|-----------------|------------------------|--------------------------|
| • First Aid/CPR | • SCOT | • Using Equipment Safely |
| • WHMIS 1 and 2 | • Confined Spaces | • Defensive Driving |
| • Food Safe | • H2S Awareness | • Other |
| • Fire Safety | • Emergency Procedures | |

SKILL AREAS (3- 5 weeks)

- | | | |
|---------------------------|---------------------------------------|--------------------------------------|
| • Front Desk/Reservations | • Freshwater Fishing Guide | • Entry Level/Prep Cook |
| • Housekeeping/Laundry | • Hunting Guide | • Apprenticeship |
| • Custodian/Janitorial | • Food and Beverage Counter Attendant | (Cook, Food and Beverage Person, and |
| • Retail Sales Associate | • Kitchen Helper | Guest Services Representative) |

OTHER

- Math Enhancement for the Trades
- Workplace Documents
- CPIC/Finger Printing
- Drug and Alcohol Testing

Case management and workplace support – 32 weeks



Recruit

TEACHERS' TOOL KIT

The Teachers' Tool Kit provides teachers with the resources required to inform students about the tourism industry in Saskatchewan. Activities are designed to be incorporated into school lesson plans.

High School Activities

- **Tourism Careers:** students create comprehensive career profiles for tourism occupations, conducting research that allows them to develop a job title, job description, potential salary, education and training required, and to map a career path.
- **Advertising:** students create advertising campaigns to promote local businesses.
- **Tourism Business Plan:** students create a business plan to start a new business in one of several categories, including restaurant, accommodation, adventure sport tourism, event or festival. Research is conducted to identify a business name and type, and target demographics, and develop a management plan, marketing plan, SWOT analysis and goals.

Middle School Activities

- **Tourism Profile:** students create a profile of a tourism destination in Saskatchewan, a tourism experience in Saskatchewan or a tourism operator in Saskatchewan.
- **Tourist In My Town:** students create a storyboard showing how they would spend one day as a tourist in their own town.
- **Map Quest:** students choose a travel destination in Saskatchewan, determine its location, map how they would get there and calculate distance.

Grade School Activities

- **The Seasons:** students identify the different seasons in Saskatchewan and list outdoor activities, outdoor sports, indoor sports and games specific to each season.
- **Identify the Tourist Attraction:** students match a picture of a famous Saskatchewan destination to its description.
- **Colouring Book:** students colour images of iconic Saskatchewan scenes or characters.
- **Activity Planning:** students locate Saskatchewan's provincial parks on a travel map.
- **Travel Guide Search:** students use the *Saskatchewan Discovery Guide* to answer questions about Saskatchewan cities, festivals, must-see attractions, provincial parks and places to stay.

CANADIAN ACADEMY OF TRAVEL AND TOURISM (CATT)

Work Placements and Community Volunteering

The Canadian Academy of Travel and Tourism (CATT) gives high school students the opportunity to build a foundation for a career in tourism while they complete their high school diploma. Students practice hands-on, relevant activities as part of their regular studies.

STEC works with partner schools to design a program tailored to industry expectations, while providing an experience that meets national standards. Graduates are awarded National Travel & Tourism Certificates on three levels: I, II and Gold.

Community volunteering and work placements provide valuable experiences for students, as well as help employers identify recruits for seasonal jobs and future employment.

Contact for CATT and Teachers' Tool Kit:

Cindy Wright
Project Coordinator
306-933-5928/800-331-1529
stec.recruit@tourismsask.com

Post and share how you have used activities in your classroom. See what others are doing to inform students about tourism. Connect with STEC on *Facebook* (facebook.com/SaskatchewanTourismEducationCouncil/).

Search STECteachers and participate in the Saskatchewan Tourism Careers – Resources and Ideas Exchange.

discover
TOURISM

TRAIN



Train



Prince Albert National Park, Heritage Interpreter

WORLDHOST FUNDAMENTALS

World-class customer service training

WorldHost Fundamentals is a full-day workshop that teaches frontline employees the skills and techniques required for world-class customer service. The workshop engages entry level staff in all types of businesses and organizations and provides them with a greater understanding of the importance of tourism in their communities. Participants learn the key commitments of exceptional, professional service that will greatly enhance Saskatchewan's tourism workforce.

Workshops are presented by certified trainers exclusively through Tourism Saskatchewan.

WorldHost was selected by the Vancouver Organizing Committee for the 2010 Olympic and Paralympic Winter Games (VANOC) to deliver "Team 2010 Training" to industry partners.

WorldHost Fundamentals workshop objectives:

- Provide participants with an understanding of the importance of excellent customer service skills
- Help participants communicate with customers more effectively and efficiently
- Help participants demonstrate their attentiveness to customer needs
- Provide participants with an understanding of the social and economic contributions that a healthy tourism industry makes to their home communities and the province

Participants learn the five key commitments that help Saskatchewan's tourism workforce go that "extra mile":

- Give fully
- Respect everyone
- Empathize with others
- Excel at your job
- Teamwork works

WorldHost Fundamentals includes a 10-question, multiple choice knowledge check and a participation score.

Cost:

Full-day workshop (six hours), \$95 per participant*

***Special introductory offer**

For a limited time, *WorldHost Fundamentals* is being offered at a cost of \$25 per participant. All workshops must have a minimum enrollment of 16 people. After the promotional period, the regular *WorldHost* training price of \$95 per person applies.



Train

WORLDHOST Half-day Workshops

WorldHost Customers with Disabilities – a three-hour workshop or online course for frontline employees, designed to increase understanding of and sensitivity toward people with disabilities.

WorldHost Service Across Cultures – a three-hour workshop designed to increase awareness and understanding of diverse cultures. Instruction is provided on how to communicate effectively with and provide service to international tourism clientele who visit Saskatchewan.

WorldHost Sales Powered by Service – a three-hour workshop that teaches frontline employees to be more effective sales representatives through a focus on service.

WorldHost Solving Problems Through Service – a three-hour workshop that enhances customer service skills and teaches front-line employees how to be more effective problem-solvers in their role as service providers.

Cost:

Half-day workshop (three hours), \$65 per participant

WorldHost Training for the Taxi Industry – encourages drivers to take pride in what they do and where they live. This one-day workshop demonstrates how courtesy, friendliness and professionalism are essential ingredients of successful taxi operations. Training provides practice in creating a positive first impression, providing excellent customer service, handling customer concerns, maintaining a positive attitude, and serving customers with disabilities.

Cost:

Two-day workshop (nine hours), \$200 per participant

Contact:

Diane Wilson
Administrative Assistant
306-933-5900/800-331-1529
stec.training@tourismsask.com

SERVICE BEST

Good service doesn't happen by accident

Enrolling your frontline staff in a *Service Best* workshop or *Service Best Online* gives them the skills and confidence to deliver great customer service. Create memorable customer experiences, identify and respond to customer needs and turn dissatisfied customers into loyal fans.

Creating a service culture requires an investment in training to develop skills and engage frontline staff, supervisors and managers in conversations about the importance of providing superior service.

Service Best participants gain:

- Knowledge and techniques to deliver exceptional customer service
- Skills for handling difficult situations with customers
- Understanding of behaviours and qualities associated with developing and maintaining the positive attitude necessary for providing excellent service
- Confidence in their role as a service professional

Service Best includes a 25-question, multiple choice knowledge check.

Also available in French

Cost:

Full-day workshop, \$125 per participant

Minimum 16 participants

Online, \$30 per participant

The development of *Service Best Online* has been made possible through the generous support of tourism partners in east central and west central Saskatchewan.

Train

SERVICE BEST MANAGEMENT

Create an environment of superior customer service

For business owners and managers, the *Service Best Management* workshop helps create the right environment for delivering superior customer service. This workshop will benefit your business on every level, from a more positive work environment and higher staff retention, to satisfied customers, repeat business, new patrons and increased profits.

The workshop demonstrates proven methods for identifying and tracking customers' expectations and key service gaps, developing standards to ensure consistent and superior service, and employing motivational tools to inspire and maintain a customer-focused attitude.

The purpose of this workshop is to provide you with an opportunity to learn more about service management practices that foster *Service Best*.

The *Service Best Management* workshop helps you achieve these goals:

- Understand the importance of customer expectations and your service promise
- Understand the importance of service standards and measurement practices
- Understand your role in managing the delivery of *Service Best*
- Develop increased skill in effective hiring techniques
- Develop increased skill in effective training techniques
- Understand how effective service coaches achieve success

This management workshop is designed to complement the *Service Best* workshop or *Service Best Online* course for frontline staff.

Cost:

Two-day workshop, \$400 per participant
Minimum eight participants

SELLING IS SERVICE

A winning combination that benefits everyone

In a service-oriented business, selling is an extension of service. The *Selling is Service* workshop shows how the *Service Best* "six-step sales model" can produce a winning combination that benefits your business and your customer.

This concise workshop provides hands-on practice using proven techniques that increase customer service and satisfaction. Learn effective ways to handle objections professionally.

Cost:

Three-hour workshop, \$75 per participant
Minimum 16 participants

UNDERSTANDING CUSTOMERS WORKSHOP

Your next step in service recovery

This highly focused three-hour workshop takes the *L.E.A.R.N. Service Recovery Cycle* to the next level. *Understanding Customers* shows you how to identify and manage customer behaviour styles that can derail your best service efforts. Practice a service-recovery plan that gets results by resolving problems and providing exceptional service.

Contact:

Diane Wilson
Administrative Assistant
306-933-5900/800-331-1529
stec.training@tourismsask.com

Cost:

Three-hour workshop, \$75 per participant
Minimum 16 participants

Train



Delta Regina, Front Desk Agent, Reservation Sales Agent

SPECIAL EVENTS WORKSHOPS

Special events are a way to demonstrate the spirit of every community. Careful planning and adequate resources are crucial to a successful event. This introductory workshop series was developed to assist individuals who plan and direct special events for volunteer-based committees and other organizations.

Currently available:

Getting Your Event Off the Ground

This workshop presents a clear picture of the nature of the event industry and the different types of events that are commonly offered in communities of varying size.

Facilitators will outline the critical elements of event planning and show participants how to develop an event business plan.

Upcoming workshops:

- Fundraising for Your Special Event
- Marketing and Promotion
- Event Logistics
- Financial Management
- Risk Management
- Human Resource Management

Cost:

Four-hour workshop, \$75 per participant
Minimum 16 participants

Contact:

Kari Burgess
Account Representative (Bilingual)
306-933-5913
kari.burgess@tourismsask.com

Train

SERVE IT RIGHT SASKATCHEWAN (SIRS)

Responsible service is smart customer service

Serve It Right Saskatchewan (SIRS) is the province's official responsible service of alcohol program. It provides consistent training for the sale and service of alcohol, helping commercial and special occasion permittees to ensure that alcohol-related activities are conducted with integrity and in a socially responsible manner.

Training includes:

- Identifying intoxication
- Handling situations involving minors
- Effective approaches for discontinuing or refusing to sell or serve alcohol
- Understanding your legal responsibilities and liabilities

On June 22, 2015, the Government of Saskatchewan announced that mandatory server intervention training would be phased in over a three-year period.

- By June 30, 2016, all owners and managers were required to have completed the training and new hires to take the training within 30 days of beginning employment.
- By June 30, 2017, there must be at least one person on each shift who has completed the training.
- By June 30, 2018, all employees involved in the sale and service of alcohol must have completed *SIRS*.

SIRS is supported and endorsed by:

- Saskatchewan Hotel and Hospitality Association (SHHA)
- Saskatchewan Government Insurance (SGI)
- Saskatchewan Liquor and Gaming Authority (SLGA)
- Saskatchewan Ministry of Health
- Tourism Saskatchewan
- Wines and Spirits Association of Saskatchewan
- Royal Canadian Mounted Police and law enforcement agencies in Saskatchewan
- Restaurants Canada

Contact:

Lendee Wiebe
Resource and Exam Centre Co-ordinator
306-933-5910
lendee.wiebe@tourismsask.com

Cost:

Full-day workshop, \$50 per participant
Minimum 16 participants
Online, \$30



Train



Delta Bessborough Hotel, Bartender

FACILITATOR SKILLS DEVELOPMENT PROGRAM

Deliver training for adults

The *Facilitator Skills Development* program is designed to build a solid foundation of knowledge and skills for those who deliver training and/or presentations to adults. This is a requisite workshop for anyone interested in delivering training programs as a contract facilitator.

This interactive training will:

- Develop your facilitation skills;
- Increase your knowledge about adult learning;
- Teach you how to design an effective training plan;
- Enhance your evaluation methods;
- Help you use effective communication skills; and
- Improve your coaching and feedback skills to reinforce what you are teaching.

This course will help trainers build a solid foundation of knowledge and skills to deliver training for adults.

Contact:

Diane Wilson
Administrative Assistant
306-933-5900/800-331-1529
stec.training@tourismsask.com

Cost:

Three-day classroom program, \$900 per participant

Already a trained facilitator or teacher? Consider taking one of STEC's in-service training seminars. For information, call 1-800-800-331-1529.

Train

WORKPLACE TRAINER PROGRAM

Learn to coach and inspire your employees.

STEC's *Workplace Trainer* online program helps workplace trainers and supervisors understand the principles of adult learning, setting and achieving training objectives, mentoring and coaching, and evaluating, rewarding and recognizing performance.

Benefit from the mentorship and coaching provided by instructors, as well as from the opportunity to learn from other participants. Through the completion of 24 marked assignments, participants gain an understanding of:

- The importance of training and how presentation skills help you train
- How adults learn and how application of this knowledge can help you to plan and deliver effective training sessions
- How to plan for training and why planning is important
- Effective training delivery
- How effective coaching, feedback and recognition reinforces training efforts and enhances learners' performance

Training includes the national *Workplace Trainer* exam.

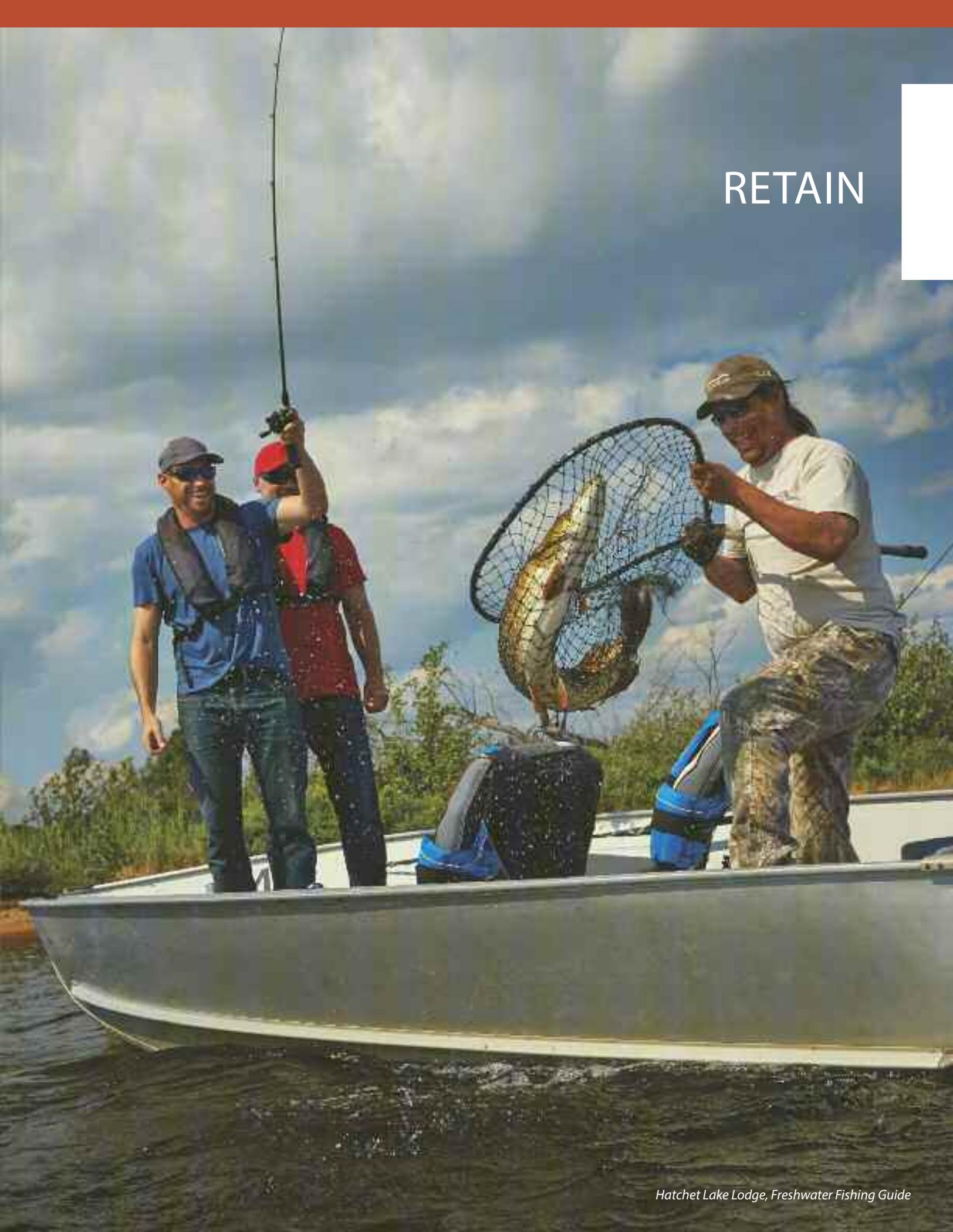
Contact:

Diane Wilson
Administrative Assistant
306-933-5900/800-331-1529
stec.training@tourismsask.com

Cost:

Online course, \$850 per participant

RETAIN



Retain

EMPLOYER OF CHOICE

Do you have exceptional HR practices? Prove it

The *Employer of Choice* initiative assists tourism businesses across the province with attracting and retaining staff. Employers are rewarded for engaging in best practices, providing staff with professional development opportunities and improving organizational human resource practices. *Employers of Choice* are recognized as leaders in the tourism sector.

Each organization earning the *Employer of Choice* designation has undertaken an extensive audit. The process has two components:

1. Completing a comprehensive employer questionnaire covering all areas of human resources
2. Engaging at least 25 per cent of frontline and managerial staff to participate in an employee survey

The *Employer of Choice* program is available to all tourism businesses in Saskatchewan. Applications are accepted from May 1 to November 30, and evaluated from December through to March.

Visit store.industrymatters.com to download an application.

Contact:

Darcy Acton
Labour Development
Retention Consultant
306-933-7466/800-331-1529
darcy.acton@tourismsask.com

2016 Employers of Choice:

- CAA Saskatchewan
- Canalta Hotels
 - Canalta Assiniboia
 - Canalta Humboldt
 - Canalta Martensville
 - Canalta Weyburn
 - Ramada Weyburn
- d3h Hotels Inc. (Dimension 3 Hospitality):
 - Days Inn Regina Airport West
 - Days Inn Regina Eastgate*
 - Home Inn & Suites Regina Airport
 - Home Inn & Suites – Swift Current
 - Home Inn & Suites – Yorkton
 - HomeSuites – Regina
- Delta Bessborough Hotel, Saskatoon
- DoubleTree by Hilton, Regina
- Gold Eagle Lodge, North Battleford*
- Hilton Garden Inn, Saskatoon
- Radisson Hotel Saskatoon*
- Saskatoon Prairieland Park Corporation*
- Sheraton Cavalier Saskatoon Hotel
- The James Hotel, Saskatoon
- Tourism Saskatchewan

**Employer of Choice* since 2010



Retain

TOURISM WORKPLACE LEADERSHIP CONFERENCE

The *Tourism Workplace Leadership Conference* provides practical, progressive human resource strategies to strengthen business and enhance the province's tourism sector.

Sessions, presentations and keynote addresses offer ideas and inspiration for success with business, careers and employee professional development.

This conference is intended for mid-level managers of a tourism property or business, frontline employees considering tourism as a career, *emerit* certified employees, and those currently enrolled in *emerit* certification. Secondary and post-secondary educators will value sessions led by Tourism HR Canada. The Educators' Forum examines tools and resources for incorporating training into educational programming. It also addresses preparing qualified workers for the tourism sector.

The conference concludes with the *Tourism Professional Recognition Dinner*, which acknowledges individuals who have recently earned Professional Certification or Journeyperson status in a tourism occupation.

To register for this Tourism Saskatchewan event, visit store.industrymatters.com/events.

Contact:

Darcy Acton
Labour Development
Retention Consultant
306-933-7466/800-331-1529
darcy.acton@tourismsask.com

TOURISM PROFESSIONAL RECOGNITION DINNER

Tourism Saskatchewan hosts the *Tourism Professional Recognition Dinner* each June, in conjunction with the *Tourism Workplace Leadership Conference*. The dinner recognizes Saskatchewan employees and employers who have obtained Professional Certification or Journeyperson in the past year, as well as businesses that have earned *Employer of Choice* designation.

The highlight of the evening is the presentation of *Tourism Ambassador Awards* to outstanding tourism professionals in Saskatchewan. One award is available for each of the five industries of the tourism sector.

Visit store.industrymatters.com/events to register.

Contact:

Nancy Hubenig
Events Specialist
306-787-9844
nancy.hubenig@tourismsask.com

Retain

TOURISM APPRENTICESHIPS

Tourism Journeypersons are industry leaders in their trades

Journeypersons are responsible, certified professionals who make capable supervisors and workplace mentors.

Journeypersons are highly trained and qualified, and bring a wealth of in-depth knowledge and skills to your business. They are capable of taking on a range of responsibilities, such as supervisor, workplace mentor or job coach. Employers can be assured of increased product quality, enhanced customer satisfaction and a distinct advantage over companies with non-skilled or lesser-skilled employees.

In Saskatchewan, tourism trades do not require apprentices to leave the workplace for extended formal classroom training. Most training takes place on the job. Employers note that apprenticeships increase productivity and quality, improve workplace safety, boost customer satisfaction and reduce staff turnover.

STEC works in partnership with the Saskatchewan Apprenticeship and Trade Certification Commission (SATCC) to offer tourism apprenticeships in the following trades:

Food and Beverage Person

- People working in this trade sell and serve food and beverage products, and mix and prepare alcoholic and non-alcoholic beverages
- 3,600 hours of trade experience for completion
- Training and certification include:
 - Two *emerit* Professional Certifications – Food and Beverage Server and Bartender
 - Service Best* customer service training (or an equivalent customer service program that includes testing)
 - Serve It Right Saskatchewan (SIRS)* responsible service of alcohol
 - Food Safe* or equivalent
 - WHMIS*
 - Workplace Trainer* online
 - Standard First Aid and CPR "A"

Guest Service Representative

- People working in this trade promote, sell and book accommodation products and services
- 3,600 hours of trade experience for completion
- Training and certification include:
 - Two *emerit* Professional Certifications – Front Desk Agent and Reservation Sales Agent
 - Performance review checklist for *emerit* Housekeeping Room Attendant
 - Performance review checklist for *emerit* Tourism Visitor Information Counsellor
 - Service Best* customer service training (or an equivalent customer service program that includes testing)
 - WHMIS*
 - 100 Night Audit Hours
 - Workplace Trainer* online
 - Standard First Aid and CPR "A"

Tourism Apprenticeship Programs provide an opportunity for employers to enrol eligible employees for training funded by the Saskatchewan Apprenticeship and Trade Certification Commission (SATCC). Employers may receive funded support valued at \$1,490 for each eligible employee for Food and Beverage Person and \$1,505 for each eligible employee for Guest Services Representative. Programs allow experienced front line professionals to complete their Journeyperson certification.

Contact:

Kari Burgess
Account Representative (Bilingual)
306-933-5913
kari.burgess@tourismsask.com

Cost:

Food and Beverage Person, \$510 tuition plus \$150 indentureship fee for each eligible employee

Guest Services Representative, \$595 tuition plus \$150 indentureship fee for each eligible employee

The program runs between September 1 and May 31. Contact STEC for an application and details.

STEC is pleased to work with Saskatchewan Polytechnic and SATCC in recruiting candidates for training in the Cook trade. For more information about this training, please refer to the Saskatchewan Polytechnic calendar for Red Seal Cook Preparation (COOK 1860) and Cook Apprenticeship, or contact your SATCC Field Representative or STEC.

Retain

FACILITATED HR PLANNING

The best HR practices start with a plan

Facilitated HR Planning is a private, six-hour STEC-facilitated session between management and key stakeholders of your organization to identify and prioritize your business needs and zero in on HR solutions. After the session, STEC will take care of all the work, including follow-up consultations by phone or email, to prepare a written HR Plan tailored to your organization's needs.

Contact:

Diane Wilson
Administrative Assistant
306-933-5900/800-331-1529
stec.training@tourismsask.com

Cost:

Workshop and Plan: \$2,500

HR ESSENTIALS

Handy tools to discover great employees, create a more productive workplace and reduce expensive staff turnover

The *HR Essentials* workshop guides managers and supervisors through the steps of implementing the *emerit* HR Toolkit.

With your own copy of the *emerit* HR Toolkit, you will learn how to prepare job advertisements that get results, create application forms that ask the right questions and attract qualified job applicants, conduct interviews that identify outstanding candidates, and build a winning team that keeps your business competitive. The workshop also covers occupational health and safety, employee orientation and staff training. Your HR Toolkit contains all the forms and templates you need to get started right away.

Available in French.

Contact:

Diane Wilson
Administrative Assistant
306-933-5900/800-331-1529
stec.training@tourismsask.com

Cost:

Workshop, \$200 per participant
Minimum 10 participants

EMERIT PROFESSIONAL CERTIFICATION

For frontline, service-based professions

A certified professional has achieved the highest level of recognition through mastery of knowledge and skills defined in the National Occupational Standards established by the Canadian tourism industry. Certification is aimed at those already working in an occupation and interested in achieving national recognition. The program is flexible and designed to allow individuals to study with or without a teacher or classroom. Certified professionals may use the applicable designations TCP (Tourism Certified Professional) or TCS (Tourism Certified Supervisor) in the following occupations:

- Banquet Server
- Bartender
- Event Coordinator
- Food & Beverage Server
- Freshwater Fishing Guide
- Front Desk Agent
- Housekeeping Room Attendant
- Hunting Guide
- Line Cook
- Reservation Sales Agent
- Retail Sales Associate
- Sales Manager
- Supervisor
- Taxicab and Limousine Driver
- Travel Counsellor
- Tour Guide
- Tourism Visitor Information Counsellor
- Wine Server

Visit emerit.ca for more information.

Contact:

Diane Wilson
Administrative Assistant
306-933-5900/800-331-1529
stec.training@tourismsask.com

Cost:

Tourism Certified Professional, \$260
Online Training, \$99

emerit.ca[®]

Retain

NATIONAL OCCUPATIONAL STANDARDS WORKBOOKS AND ONLINE LEARNING

More than 40 tourism occupations based on national standards

emerit National Occupational Standards are manuals that describe the knowledge, skills and attitudes necessary to be considered competent in an occupation. Standards are developed by tourism professionals in collaboration with leading tourism organizations. National Occupational Standards are available for more than 40 tourism occupations.

emerit Self-study Workbooks help you put standards into practice. Workbooks are available for most occupations.

In addition, you can enhance your learning experience with *emerit* online training. The easy-to-use modules include videos, practice exercises, quizzes and more. *emerit* products are available in English and French.

Contact:

Diane Wilson
Administrative Assistant
306-933-5900/800-331-1529
stec.training@tourismsask.com

Cost:

National Occupation Standard (Print) \$45; download at emerit.ca, \$9.99
Workbook, \$85
Online Training, \$99

EMERIT SPECIALIST CERTIFICATION

For management-level positions

emerit Specialist Certification is a new credential that recognizes competence in more advanced or management level occupations. Achieving certification means passing an exam, achieving minimum experience requirements, passing a performance evaluation, and maintaining the credential through recertification every three years. Certified professionals may use the applicable designations TCP (Tourism Certified Professional) or TCS (Tourism Certified Supervisor) in the following occupations:

- Certified Hotel General Manager (CHGM)
- Director of Housekeeping (DIH)
- Event Management International (CEMP)
- Event Manager (TCM)
- Food & Beverage Management International (CIFM)
- Food & Beverage Manager (FBM)
- Heritage Interpreter (HEI)
- Travel Manager (CTM)
- Tourism Trainer (TCM)

Contact:

Lendee Wiebe
Resource and Exam Centre Co-ordinator
306-933-5910
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Cost:

Tourism Certified Specialist, \$685
Heritage Interpreter, \$495
Renewal every three years, \$99
Online Training, \$99-\$385



189 - 1621 Albert Street
Regina, SK S4P 2S5
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102 - 202 4th Avenue N
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