



## **What is the Ready-To-Work program all about?**

The Ready-to-Work program is a national skills development program designed to assist people with transitions to the tourism workforce. The program is broken into 3 phases:

- Phase I – Classroom/Home Based Training
- Phase II - Delivery of Pre-Employment Readiness
- Phase III - Employment

Let's take a more in depth look at each of the phases in the Ready-To-Work program.

### **Phase I – Classroom/Home Based Training**

In order to build strong foundational skills that employers in the tourism industry recognize and require, participants will receive the emergent Tourism Essentials workbook. The trainer is provided with the Tourism Essentials Trainer's Guide, which acts as a guide for facilitating the delivery of the Tourism Essentials workbook. The workbooks for the participants and Trainer Guide are provided at no costs. This workbook is packed with practical tools and covers topics such as:

- Professionalism
- Communication
- Teamwork
- Tourism Knowledge
- Job Search Skills

See attached Tourism Essentials' - Table of Contents

Once participants complete the emergent Tourism Essentials workbook, they are eligible to gain recognition through completion of the Tourism Essentials Exam. This exam is a foundational credit that is granted to learners who demonstrate the mastery of the knowledge and skills required to obtain an entry-level or frontline job in the tourism industry. The exam provides credit towards emergent Professional Certification, the pinnacle of emergent Tourism Training.



## **Phase II - Delivery of Pre-Employment Readiness**

The pre-employment component of the Ready-to-Work program offers preparation, which is distinctive from other programs or services providing integration into the workplace. The pre-employment preparation focuses on entry-level and employability skills as a base for working in the tourism industry.

Along with the Tourism Essentials, participants and instructors are provided the Career Planning Guide (See attached Table of Content). This guide provides an exploration of the career possibilities available in the tourism industry. Participants are encouraged to complete this manual both in the classroom and as a self-study exercise. It is suggested that the Career Planning Guide be delivered as one day of classroom instruction plus self-study.

Recommendation for additional training workshops:

- SuperHost
- WHMIS
- First Aid/CPR
- Responsible Alcohol Server
- Career Awareness Presentation
- Resume Writing
- Mock Interviews

## **Phase III – Employment**

After participants have completed the pre-employment readiness, the Ready-to-Work coordinator works to match participants with employers who have made a commitment to support the new employee and have invested into the learning culture of the industry. Upon employment, participants are provided with standards-based occupational training materials to use during their training period. Employers are also provided with materials at no charge.

Positions eligible for training include:

- Food and Beverage or Banquet Server
- Food Service Counter Attendant
- Front Desk Agent



- Guest Services Attendant
- Housekeeping Room Attendant
- Entry Level Cook
- Local Tour Guide
- Heritage Interpreter
- Reservations Sales Agent
- Travel Counselor
- Bartender

See attached Professional Certification package for more occupations within the tourism industry.

### **Eligibility Criteria**

- 18 year of age and up (including individual on social or income assistance, new immigrants, career changers, and Aboriginal (s))
- Committed to gainful employment (with no intentions of entering full-time studies during the program)
- Graduates of high school (expectations may apply for different target groups)
- Legally able to work in Canada
- Unemployed or underemployed

Hopefully you now have a better understanding of the Ready-To-Work program!

If you require more information, please do not hesitate to contact me at the below address.

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