

SASKATCHEWAN TOURISM EDUCATION COUNCIL

The **Saskatchewan Tourism Education Council (STEC)** is a non-government, non-profit, award-winning division of Tourism Saskatchewan.

Since 1990, we have worked with thousands of industry operators, supervisors, managers, employees, educators and consultants across the province to:

- improve **human resource management** and training practices in Saskatchewan's tourism sector;
- increase the knowledge and skill levels of the tourism workforce;
- reduce employee turnover and increase **staff retention**;
- improve the image of tourism as a viable career choice; and,
- support a **professional tourism workforce** by developing, promoting, coordinating and evaluating industry managed standards, certification, career awareness and training.

In Saskatchewan, the tourism sector employs **58,000** people and contributes **\$1.5 billion** annually in visitor expenditures.

We offer industry developed **National Occupational Standards; Professional Certification; Apprenticeships**, a variety of **Workshops and Seminars**; and, **HR Tools**.

NATIONAL OCCUPATIONAL STANDARDS

National Occupational Standards are available for 46 tourism occupations across Canada, from Event Coordinator to Hunting Guide to Reservation Sales Agent. The standards will assist you in acquiring the knowledge, skills and attitude necessary to achieve excellence. Standards are available **free** of charge at www.emerit.ca.

PROFESSIONAL CERTIFICATION

Whether you are a frontline employee, supervisor or manager, you can become nationally recognized for the knowledge and skills you have acquired by challenging *emerit* Professional Certification. Join more than 1,600 Saskatchewan tourism professionals who are *emerit* certified!

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APPRENTICESHIPS

Apprenticeships are offered through STEC on behalf of the Saskatchewan Apprenticeship and Trade Certification Commission (SATCC). We offer two apprenticeship programs in the trades of Guest Services Representative and Food and Beverage Person. You must currently be working in either of these occupations to register as an apprentice and pursue Journey person certification.

WORKSHOPS AND SEMINARS

Service Best - An award-winning, internationally recognized seminar designed to assist **frontline staff** in the delivery of superior customer service.

Service Best Management - An award-winning, internationally recognized seminar designed to assist **managerial staff** in creating an environment for the delivery of superior customer service.

Serve It Right Saskatchewan (SIRS) - This server intervention program promotes the responsible service of alcohol in Saskatchewan. It is a must for anyone operating or working in an establishment that serves alcohol.

Train the Workplace Trainer - This workshop is for supervisors and managers who want to better understand how adults learn, how to plan for training, and how to effectively deliver training in one-on-one and group situations. Knowing how to train effectively can greatly improve customer service, retention of employees, and sales and productivity.

Customized Workshops - We offer customized workshops designed to meet the training and human resource needs of your organization or community. All customized workshops are based on industry developed standards.

HR TOOLS

Our Resource Centre has a variety of HR tools to meet your education and training needs, from National Occupational Standards to CD-ROMs that will help you build your business. Materials are available from provincial, national and international sources.



Saskatchewan Tourism Education Council

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