HWTC

Hospitality Workers Training Centre

2022 | 2023

Hospitality Forward: Innovation in a Year of Recovery

Impact Report

Our Vision

Successful people building great careers in a vibrant hospitality sector.

Letter from Our Executive Director

This year saw Ontario's hospitality and foodservice sector starting to recover from COVID 19. Pent up consumer demand for travel, entertainment, and dining have led to a rapid increase in demand for workers and has ultimately resulted in the sector experiencing labour shortages.

At HWTC, we responded with solutions aimed at supporting employers to better access, upskill and retain the talent they need, and by rapidly preparing job-seekers with the skills and certifications necessary to meet labour market demand.

This year we reintroduced our outstanding in-person vocational training programs, refined to meet the post-pandemic needs of employers. We found more efficient and creative ways to engage motivated job seekers and combined vocational training, e-learning opportunities, and micro-credentials to better prepare them with in-demand skills and competency, faster. This year, HWTC served more job seekers and helped more employers hire the staff they need than ever before!

Other firsts included:

- Developing and issuing nearly 2,000 sector-focused micro-credentials to job seekers in order for them to better represent their skills and knowledge to employers.

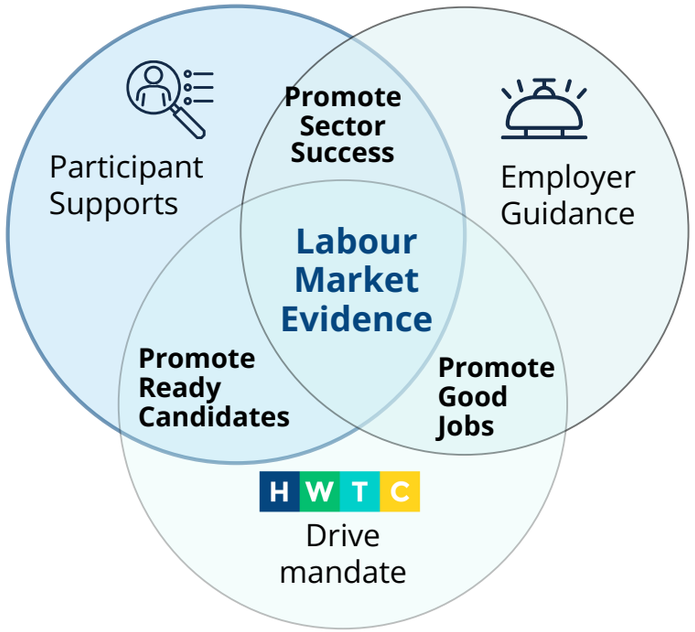
- Innovative partnerships with employers such as the Distillery Group of Restaurants to meet high-volume workforce needs efficiently and effectively.

- The launch of our LinkedIn Newsletter and HWTC Blog growing a subscriber base of 400 readers.

- The release of LiftOff – our Hospitality Career Exploration Platform linking experienced and new entrant job seekers directly into competitive opportunities across the sector.

I want to express my appreciation and respect for the staff and Board at HWTC. This was a year of growth and expansion at HWTC and I'm so proud of your accomplishments! I also want to express my gratitude for the organizations and individuals who support the work of HWTC through funding, partnership and advice. We are grateful for your support and commitment to HWTC's work. Finally, to the employers and job seekers who daily place their trust and invest their time with HWTC. We continue to learn from you and be inspired by your stories.

Labour Market *Intelligence*: Evidance at Work



Labour Market Information (LMI) is data and information that provides insights into the current state and trends of the labour market. It includes statistics, research findings, surveys, and other sources of evidence that help us and our stakeholders make informed decisions regarding workforce investments.

Labour Market *Intelligence* is when we process and communicate the insights in a way that is meaningful to each stakeholder.

Evidence-Based Service: Responding to Current Sector Needs and Opportunities

This year we engaged in conversation with more than 500 hospitality employers to better understand their evolving recruiting, onboarding, and retention needs.

These insights, supplemented with current job profile data and Labour Market Information (LMI) intelligence, serve to guide and inform the development and delivery of a suite of services to meet the needs of employers and job seekers.

We endeavoured to create dynamic connections, foster transformation and empower businesses – building a stronger, more prosperous hospitality industry.

We worked with hundreds of hiring hospitality employers in Ontario to understand their hiring needs and match them with services and candidates who are ready to work!

The Path to Employment

2022/23 Participants and Programs

Our training went beyond skills development. We were dedicated to ensuring that our participants not only acquired essential occupational skills but also received the necessary knowledge and support for a successful transition from unemployment to employment.

Our program participants represented a compelling cross-section of Ontario's vulnerable populations, required a greater number of wraparound support connections, and, on average, had been out of work for a longer than any of our past cohorts.

We are proud that in 2022/23 we delivered our high-quality demand-driven training programs to more job-seekers than ever!

A profile of Job-seekers served in 2022/23

Critical Indicators of Well Being for HWTC Program Participants at intake, when compared to latest available Ontario rates.

	Average Rates Available for Ontarians	Average HWTC Participant Rates, at Intake
Women	50%	77%
Indigenous	3%	6%
Black Canadians	5.5%	24%
Racialized communities or visible minorities	16.1%	74%
Persons with Disabilities	15%	16%
LGBTQ2+ Community	4%	15%
Newcomers	30%	38%
No high school	6%	9%
Youth (18-29)	16%	70%
Unemployed	**5.7%**	**94%**
Average # of weeks out of work	**22**	**191**
Dependant on Social Assistance Income	**6.9%**	**>90%**

Participant Wraparound Service Needs

Faced with complex barriers to socioeconomic success, almost 100% of our program participants required at least one or more wraparound service supports to assist them in their transition to employment.

More than 90% of participants reported positive progress in at least one of the indicators of social well-being as a result of participating in and HWTC program.

Internal Wraparound Supports

Personal and career counselling	544
Financial Supports during transition to employment	182
Transportation Support	25
Emergency Support	8

Warm Referrals to External Community Services

Housing	53
Justice Services	17
Food Access	51
Computer Training	39
Transportation	36
Daily Life Services	9
Childminding Services	17
Mental Health Support	39
Other	27
Transportation	36

Service Outcomes 2022/23

544 Participants Served

72% Completed Program

1,652 E-Badges Achieved

> **Classroom session was very engaging and interactive. Everyone could express themselves freely, share experiences and share knowledge. We did peer-to-peer work, group work and got to learn everyone's social style.**

A Summary of Training Programs Participation

101 Life Skills and Resiliency Development

73 Hospitality Career Pathways

285 Food and Beverage Career Pathways

131 Customer Service

565 Employment Readiness & Job Preparation

327 Achieved Employment!

> **I have a very good experience so far with this training session. Now I really feel confident for finding a job with my communication and transferable skills.**

> This was a good experience. Great assistance and communication from the instructors and everything was clear and concise.

Participant Satisfaction with Programs and Services:

95% found the program and training content engaging and useful.

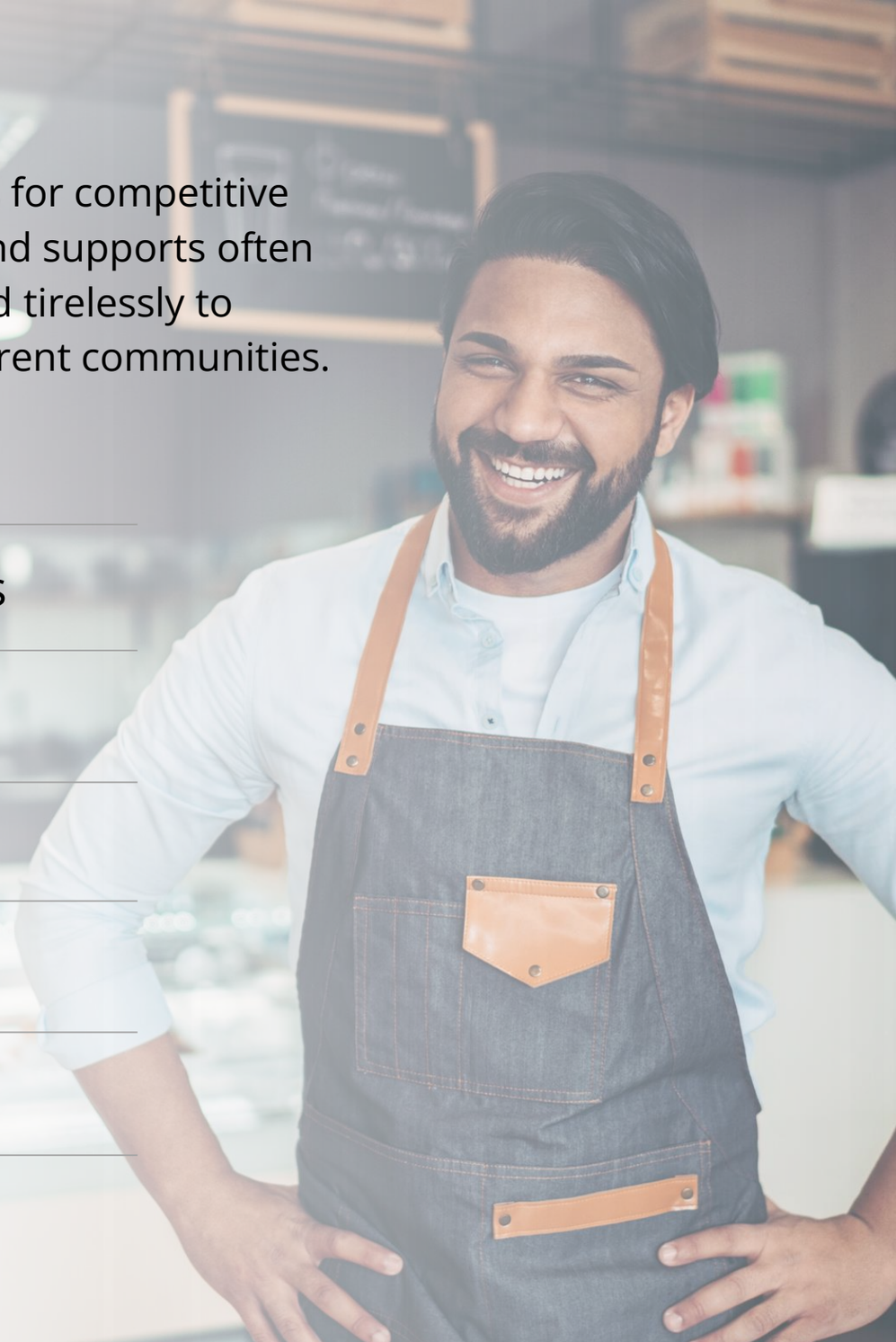
95% of graduates marked >9/10 for overall program satisfaction.

95% said they would recommend us to their family and friends.

HWTC in the Community

For motivated job seekers facing barriers to employment, as well as for competitive employers struggling to meet their hiring needs, HWTC's services and supports often serve as the critical catalyst for success. Our dedicated team worked tirelessly to promote our services to jobs seekers and partners from many different communities.

2,000+	Community outreach events and meetings
1,500+	Agency presentations & information sessions
1,000	Engagements with social service agencies
1,200	Engagements with ODSP agencies
31K+	E-blast recipients reached
1,700+	1-888 inbound calls received
7.5K +	New users visited the HWTC website



Innovations in Sector-focused Workforce Development

In sector-focused workforce development, innovation means introducing fresh ideas, technologies, and strategies to address specific industry needs.

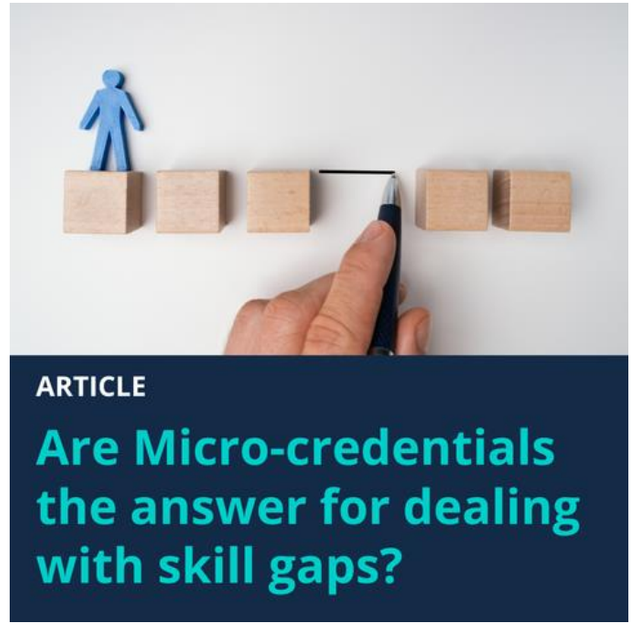
At HWTC, it involves creating targeted, demand driven services to address emergent trends and support evolving workforce needs within the sector. Whether we are designing modern training methods and tools to equip the workforce with up-to-date expertise quickly or developing practical tools to assist employers to retain and advance their workforce, our ultimate goal is to boost the industry's productivity and success by ensuring its workforce is adept and adaptable.

> **I would recommend this program as you learn soft skills, workplace compliance and customer service technique. Best part of the course: everyone could get Smart Serve and Food Handling certifications too, which is useful for back-of-house and front-of-house roles within hospitability.**

Focus on Sector-focused Micro-credentials

In close collaboration with employers and sector partners, we have introduced sector-focused micro-credentials (presented in the form of e-badges). Micro-credentials are a win-win for the industry, they help job seekers showcase their skills to potential employers while providing employers with a cost-effective means to identify skilled candidates and upskill their existing talent.

Guided by our industry-leading Advisory Committee, we identified 25 core skills crucial for the industry's recovery and long-term growth. Teaming up with Bow Valley College, a leader in adult education, we've developed a comprehensive catalog of 25 sector-specific micro-credentials to address these needs across our vocational training programs.



Focus on Sector-focused Micro-credentials

We have issued **+1,600** micro-credentials to participants this year. Here is a breakdown of the e-badges that were awarded.

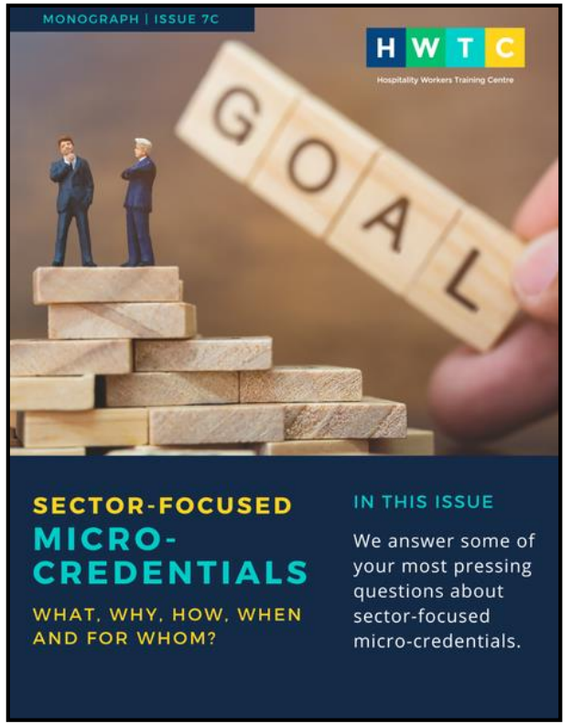
Unconscious Bias Awareness	129
Workplace Hazardous Materials Information System (WHMIS) for Hospitality	181
Workplace Violence and Harassment for Hospitality	164
Accessibility for Ontarians with Disabilities Act (AODA) in Hospitality	172
Occupational Health and Safety Act (OHSA) for Hospitality	192
Customer Service for Hospitality	122
Teamwork for Hospitality	133
Transferable Skills for Hospitality	131
Cultural Awareness	108
Workplace Compliance Readiness for Hospitality	118
Self-regulation at Work for Hospitality	133
Adapting at Work for Hospitality	69
Total number of micro-credentials	**1,652**
To a total of participant Earners	**342**

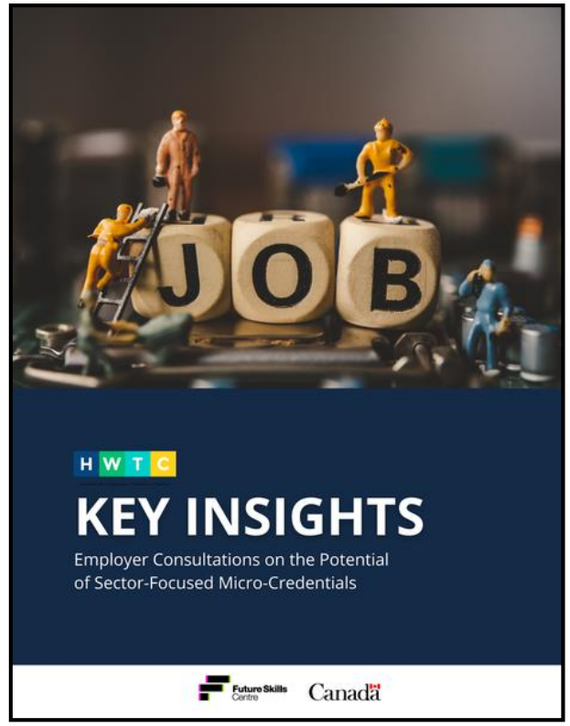
E-Badges

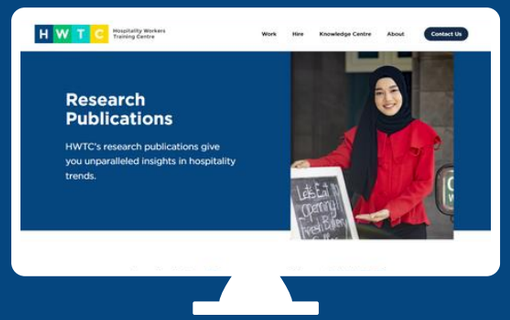
Once a micro-credential is successfully completed, participants are awarded a digital certification in the form of an e-badge that can be verified, tracked, and shared with employers.

Working on Sector-focused Micro-credentials

While developing and launching our micro-credentialing portfolio we have also documented and shared our learnings for our field of practice:





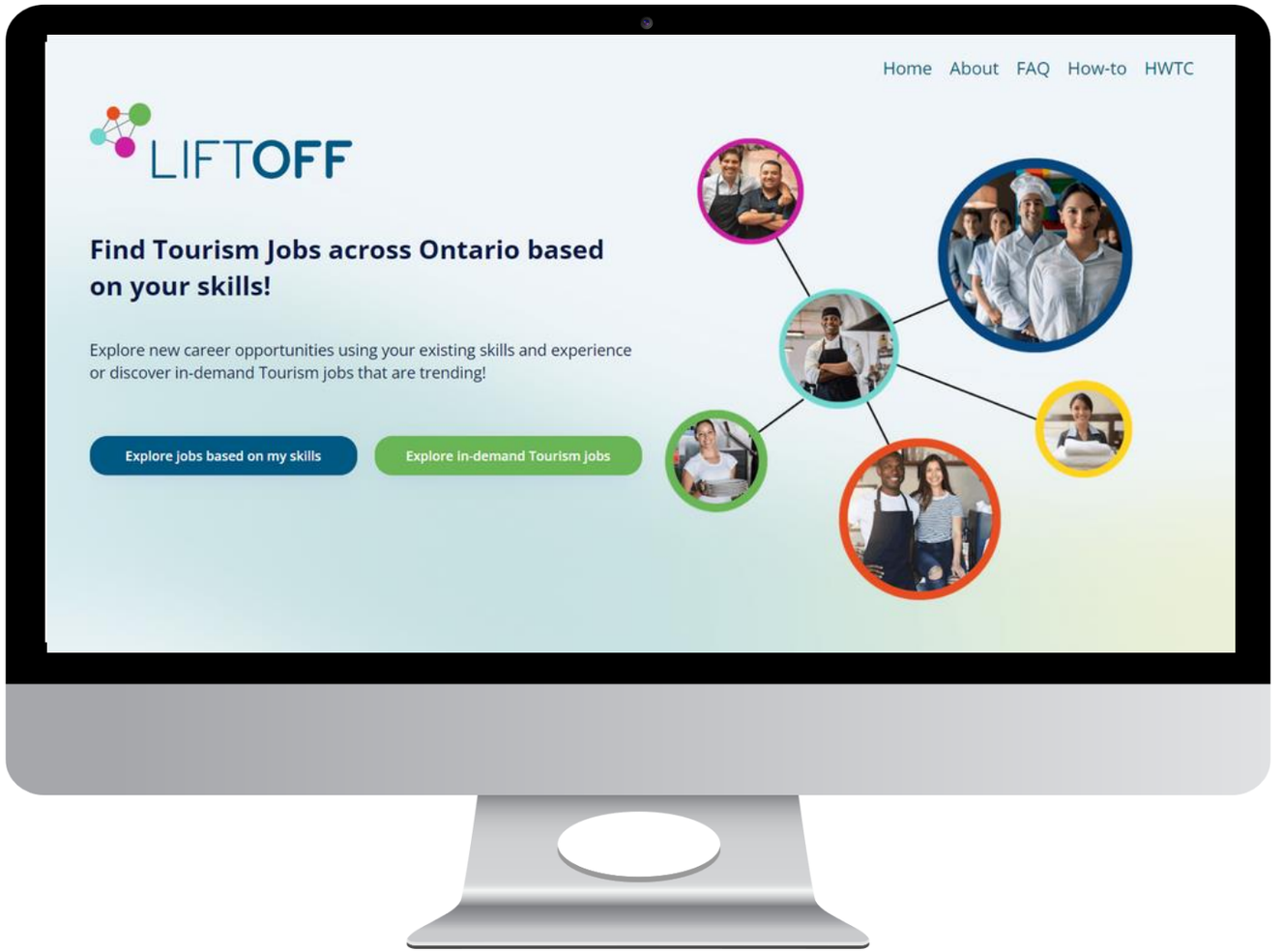


Check out these reports and more on our website under publications www.hwtc.ca/publications

Focus on Career Development: LiftOff

In 2022/23 we launched LiftOff, HWTC's self-directed career exploration platform, driven by real-time labour market data. LiftOff provides hospitality job seekers and workers with a powerful tool they can use to match their skills with available jobs that are in demand, right now!

Our unique algorithm matches common skills from a selected job to similar jobs opportunities available within a geographical area. By matching the user with job postings based on their actual skills, it becomes easier for them to identify job opportunities that align with their experience.



READ MORE

Read more about Mapping Careers Potentials in our Monograph Publication Here

HWTC’s Team Expertise

We are a dedicated and passionate group of professionals who bring our experience, knowledge, and healthy sense of humour to work every day. Combined, HWTC’s motivated staff possesses:

234.8
Years

of experience in hospitality and foodservice.

202.5
Years

of experience in recruitment and hiring.

182.5
Years

of experience in facilitation and training.

122.5
Years

of experience in career coaching and advising.

The staff at HWTC bring diverse talents include: A Forbes Travel Guide five-star winner, published authors, expertise in clinical nutrition and menu planning, IT programming skills dedicated to service modernization, advanced problem-solving abilities, creative writing aptitude, program design and non-profit management, professional human resource experience, alternative education design, client portfolio building, entrepreneurial experience, theater/film acting, teaching within youth justice/correctional facilities, and musical prowess and not to mention, on-demand limericks!

> The training contents were so **concise** and **impactful**, excellently and professionally delivered by the instructors. **Keep up the good work!**

> The training program was excellent, with good guidance from facilitators. They were **highly approachable**, engaging, willing to help and always on their toes trying to make everyone feel comfortable.

> “I genuinely feel as though the program had the **perfect instructors**. They were **absolutely amazing,** supportive and made me feel comfortable asking questions. I never felt like addressing any concerns would be an issue or made me feel intimidated.

Financial Statement for 2022-2023

HOSPITALITY WORKERS RESOURCE CENTRE STATEMENT OF FINANCIAL POSITION AS AT MARCH 31, 2023

ASSETS - CURRENT	2023	2022
Cash	606,334	629,653
Inventory (Note 3)	1,259	1,921
Accounts receivable	56,695	395,224
Investment (Note 4)	10,037	10,005
Sales tax recoverable	32,156	5,579
Prepaid expenses	41,931	15,289
	748,412	1,057,671
CAPITAL ASSETS (Note 5)	30,189	54,671
TOTAL	778,601	1,112,342

LIABILITIES - CURRENT	2023	2022
Accounts payable and accrued liabilities	126,351	189,683
Source deductions payable	125,360	67,113
Deferred revenue (Note 6)		295,534
Deferred contributions (Note 7)	592,546	219,000
Deferred capital funding (Note 8)		10,620
Contingencies (Note 9)	100,000	100,000
	944,257	881,950
NET ASSETS (DEFICIENCY)		
Unrestricted Net Assets (Deficiency)	-165,656	230,392
TOTAL	778,601	1,112,342

REVENUES	2023	2022
Grants	1,982,362	2,877,012
Fees for service	558,091	285,323
Capital funding (Note 8)	10,620	53,432
Interest	1,496	1,433
Other revenue		1,009
	2,552,569	3,218,209

TOTAL EXPENSES	2023	2022
	2 948,617	3,138,614
(Deficiency)/excess of revenues over expenses for the year	-396,048	79,595
Net assets, beginning of the year	230,392	150,797
Net assets (deficiency), end of year	-165,656	230,392

Our Sponsors and Partners

THIS PROJECT IS FUNDED BY THE GOVERNMENT
OF CANADA'S SECTORAL INITIATIVES PROGRAM Canada

About Us

The Hospitality Workers Training Centre is a not-for-profit, sector-specific workforce development organization focused on supporting a strong and healthy hospitality industry in Ontario, Canada. Started in 2004, HWTC provides career-long learning opportunities for hospitality professionals and capacity-building supports for hospitality employers.

www.hwtc.ca
1-888-777-HWTC (4982)
Research@hwtc.ca

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