

Seasonality & Labour Project

Tourism Sector | Training Programs & Resources

SKILLS DEVELOPMENT PROGRAMS

Online and workshop format ranging from skills enhancement to professional development programs

Pre-Employment Program

Workplace Essentials

- Basics.fst Food Safety Training
- WHMIS for Tourism Businesses
- Tourism Rocks! NS Ambassador Program

eCornell Portal

Individual courses and Certificate Programs

- eCornell Online Campus



Online Module Skills Training

- Event Coordinator
- Food & Beverage Server
- Bartender
- Freshwater Angling Guide
- Front Desk Agent
- Heritage Interpreter
- Housekeeping Room Attendant
- Hunting Guide
- Reservation Sales Agent
- Line Cook
- Retail Sales Associate
- Supervisor
- Tourism Visitor Information Counsellor

Service Excellence Training Programs

Online and workshop formats

- Occupation Specific Workshops based on National Standards
- SuperHost Program
Enhanced customer service program based on importance of frontline
- Nova Scotia Best
Providing quality and excellence in customer service
- Service First | Enhancing Profits Through Great Service
- Serve Right | Responsible Beverage Service
- Workplace Etiquette
Skills to build quality relationships with co-workers and customers
- Sensitivity & Diversity
Helping tourism & hospitality businesses prepare for increasing diversity in their workplace, and in their guests.
- Aboriginal Tourism Business Guide
Assists Aboriginal business operators with developing, marketing, and running a tourism operation.

BUSINESS TOOLS

Human Resources

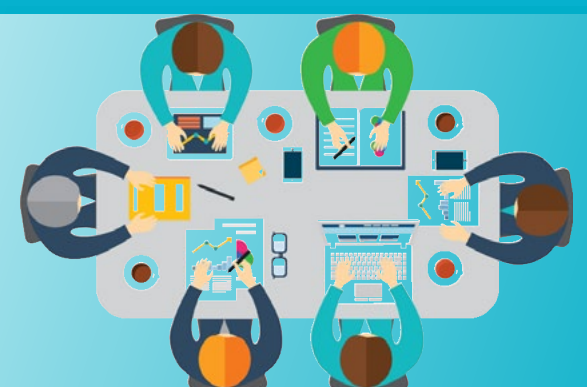
Guides owners and managers through the basics of HR

- HR Tool Kit
Online Modules

Wage Subsidy Program

Support for operators seeking to extend their season

- Season Extension
- Wage Subsidy
- Co-Investment



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NATIONAL CERTIFICATION

Emerit National Certification is available for a variety of frontline, supervisory and management occupations. This is the highest credential available to Tourism Professionals in Canada



Tourism Certified Professional (TCP)

- Bartender
- Event Coordinator
- Food & Beverage Server
- Freshwater Fishing Guide
- Front Desk Agent
- Heritage Interpreter
- Housekeeping Room Attendant
- Hunting Guide
- Line Cook
- Reservation Sales Agent
- Retail Sales Associate
- Tour Guide

Tourism Certified Manager (TCM)

- Event Manager
- Food & Beverage Manager
- Director of Housekeeping
- Certified Event Management Professional (CEMP)
- Hotel General Manager (CHGM)
- International Foodservice Management (CIFM)

Tourism Certified Supervisor (TCS)

- Certified Supervisor

NEW Programs

Interested in learning more about our new programs?
Check off the boxes below to indicate which you're interested in.

Clean it Right

A new training program to provide awareness and education on cleaning your establishment with the goal of regaining consumer confidence. Designed to increase the safety of guests & visitors in the Tourism industry.

TIANS Cares

To show our gratitude to first responders, health care, and front line workers, TIANS members are offering discounts and incentives on tourism products and services to support the Nova Scotia

Tourism Reactivation Program (TRI)

TIANS, in partnership with Tourism Nova Scotia, is offering advisory services to help tourism businesses resume their activities, adapt to the evolving tourism environment, and build consumer confidence.