



Tourism SkillsNet 9 (TSN9): Training Guide

The Tourism SkillsNet 9 (TSN9) Training Guide includes an overview of the training and materials that a participant will receive once enrolling in Tourism SkillsNet 9 (TSN9).

The objective of the Tourism Skills Net RTO 9 training guide is to:

- Support employers and job seekers to define the best training option.
- Provide an understanding of the available training programs and courses that are available in the program.

Tourism SkillsNet 9 (TSN9) is available from April 1st, 2023 until March 31st, 2024.

Program and Course Description

Program: Welcome to Tourism SkillsNet 9 (TSN9)

The “Welcome to Tourism SkillsNet 9 (TSN9)” training program will provide candidates who are new to Tourism SkillsNet 9 (TSN9), with Service Excellence Training to prepare them for their career in the tourism industry.

Welcome to Tourism SkillsNet 9 (TSN9)		
Course Name	Requirement	Duration
Virtual Instructor-Led Training		
Day 1: Essential Service Excellence Service Excellence encourages participants to go beyond basic customer service and empowers them to create memorable service experiences for their customers.	Mandatory	4 hours

<p>Day 2: Hospitality Professionalism (Option 1)</p> <p>Participants will learn about effective communication systems, devices, anticipatory and personalized service in hospitality.</p>	Mandatory	4 hours
<p>Day 2: Dock Hand Training (Option 2)</p> <p>Participants will learn Customer Service, TSSA Standards, Servicing at the Fuel Dock, Servicing a PWC, Spills Responses and Emergency Responses.</p>	Mandatory	5 hours
<p>Self-led eLearning Training</p>		
<p>Service EQ</p> <p>This interactive training will provide you with strategies for leveraging and developing your Emotional Intelligence in both your personal life and during your work within the Tourism and Hospitality industry.</p>	Mandatory	1.5 hours
<p>Communicating for Excellence</p> <p>Through this interactive training, you'll learn how different communication styles influence our behaviour and day-to-day situations. Learn how to understand, manage, and leverage emotional intelligence to effectively deal with conflict and relate to others more effectively.</p>	Mandatory	1.5 hours
<p>Smart Serve</p> <p>The training will prepare you to work in any environment where alcohol is sold, served, or sampled in the province of Ontario. Get ready to learn with short videos, quizzes, text/audio, activities, and games before completing the Final Certification.</p>	Optional	8 hours
<p>Food Safety</p>		

<p>This course will help you learn important information about food safety and how to do your job better. It has been designed to meet all of the recommended requirements of the Canadian Food Retail and Foodservices Code and Regulations.</p>	<p>Optional</p>	<p>13 modules and 1-hour exam</p>
<p>De-Escalation Training</p> <p>Achieving Service Excellence with De-escalation</p>	<p>Optional</p>	<p>30 minutes</p>
<p>WHMIS</p> <p>Through this interactive training, you'll learn how different communication styles influence our behaviour and day-to-day situations. Learn how to understand, manage, and leverage emotional intelligence to effectively deal with conflict and relate to others more effectively.</p>	<p>Optional</p>	<p>1 hour</p>

Important notes:

- Participants must complete all mandatory courses in order to receive course certificates, and for the employer to be eligible for the wage subsidy.
- All participants will be able to complete as much optional training as they desire.
- Optional courses can become mandatory for participants upon employer's request.

The training guide is subject to change. Please check back to the [Tourism SkillsNet 9 \(TSN9\) webpage](#) for updates.