



National Continuing Education and Training Institute (NCI) For Tourism Workforce Skills Qualification (WSQ)





Dear Readers,

As we close the door on 2009; a year dampened by the world financial crisis which had wide reaching effects on our tourism businesses and individuals, we step into a new year hoping that 2010 will be a better year with recent positive indications of the world economy recovering.

While we usher in 2010, we believe that training and education are crucial elements of any business entity and we look forward to companies continuing to provide training for their staff as the economy grows.

For 2010, TMIS in partnership with WDA has lined up many new courses. These courses are designed with the needs of the tourism industry in mind. In addition, we have constantly upgraded our teaching methodologies and delivery so as to ensure that learning is more exciting and fulfilling.

Also, in line with the government's aim to upgrade the private education landscape, TMIS will also be participating in the government proposed Enhanced Registration Framework (ERF) which was launched in December 2009 and the EduTrust Certification Scheme.

TMIS looks forward to sharing an even better and fruitful 2010 with you. Thank you for all your unrelentless support over the years.

Mr Loi Hai Poh
Chief Executive Officer
Tourism Management Institute of Singapore

TMIS INSIGHTS

TMIS Insights is a quarterly publication of
 Tourism Management Institute of Singapore

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CAREER NETWORKING FOR TMIS GRADUATES



On 7 January 2010, 23 graduates of the WSQ Professional Conversion Programme (PCP) attended the Career Networking Session organised by TMIS. The PCP was a joint initiative by TMIS, Singapore Workforce Development Agency (WDA) and Sentosa Leisure Group. This 1-year programme which comprises classroom training and internship, is targeted at PMETs who wish to acquire the necessary skills to embark on a tourism career. Upon completion of the programme, participants will receive a WSQ Diploma in Tourism (Attractions).

With a WSQ Diploma in Tourism in hand, these graduates were granted interview opportunities by potential employers, among them were CTC Holidays, Konsortium, Far East Organisation, Singapore Discovery Centre and Starbucks.

We sincerely congratulate our graduates who have been selected for the appointment they applied for.



GETTING FLIGHT READY!

Is a career in flight attending attractive to many? Yes indeed! On 25 November 2009, TMIS entered into an agreement with Little Red Dot Academy to offer a new programme – IATA Airline Cabin Crew Professional Certificate. Accredited by the International Air Transport Association (IATA) and TMIS, this programme is currently available to international students.

The objective of this programme is to prepare individuals to be 'flight ready' so that they can pursue a career in flight attending.

TMIS is confident that this joint effort with Little Red Dot Academy will certainly serve as a gateway to those who aspire to be professional flight attendants.

TMIS PLAYED HOST TO



TOURISM DELEGATES FROM SRI LANKA

On 29 July 2009, TMIS gladly received a group of high level tourism delegates from Sri Lanka who was visiting Singapore on a Sri Lanka Tourism Industry Mission. The group was presented with an orientation of the institute followed by a familiarisation tour of our campus. The meeting was a valuable one for us and we are happy that our guests enjoyed their visit too.



"The Fullerton Hotel Singapore is privileged to receive this honorary award for the Most Supportive Partner (Hotel & Accommodation). Our hotel continuously strives to nurture and develop potential star performers in line with our guiding principles and service excellence standards. We value our close partnership with TMIS and will continue to work closely for future successes."

Ms Tina Sim, Hotel Manager
The Fullerton Hotel Singapore

TMIS GRADUATION 2009

TIME TO SHINE AND SAVOUR FRUITS OF HARD WORK

2 DECEMBER 2009



Guest of Honour, Dr Teo Ho Pin



Chairman of TMIS, Mr William Tan



"Wildlife Reserves Singapore is honoured to be the Most Supportive Partner (Attractions) to TMIS. In fulfilling one of our core values as having the "Pride of a Professional", we hope to develop our team to be the elites in their fields of work. We are glad to continue our close partnership with TMIS to equip our staff with the relevant industry training."

Andy Gan, Asst Manager
Learning & Development
Wildlife Reserves Singapore





Most Supportive Training Partners with Dr Teo Ho Pin (from left: Ms Jo Ng, CTC Holidays, Ms Pauline Chua, Wildlife Reserves Singapore, Ms Tina Sim, The Fullerton Hotel Singapore)



For some 500 TMIS students who have successfully completed their respective courses, 2 December 2009 marked a day to shine and to savour the fruits of their hard work as they attended the TMIS Graduation Ceremony 2009. It was also a day when TMIS students get to display their multi-faceted talents!

The rousing event was held at Suntec City Singapore, and we were honoured to have TMIS Patron, Dr Teo Ho Pin (Mayor, NorthWest District, Member of Parliament, Bukit Panjang, Chairman, Holland – Bukit Panjang Town Council) graced the event. Both Dr Teo and the Chairman of TMIS, Mr William Tan, delivered inspiring speeches and wished the graduands the best in their future endeavours.

Before the ceremony proper, the guests were charmed by a classical music ensemble, 'Canon in D', performed by our students. The ceremony then kicked off with certificates presentation to all graduands by TMIS and our invited guests from NATAS, STB and WDA.

We also took the opportunity to show our appreciation to our valuable partners who have played a significant role in contributing to the effectiveness of our training programmes, through their generosity in sharing valuable industry developments with us as we craft many case-studies and scenarios for our training. In so doing, their contributions have maximised benefits from training for both their organisations and Singapore's tourism industry at large.

Most Supportive Training Partner (Tour & Travel)

Commonwealth Travel Service Corporation Pte Ltd

Most Supportive Training Partner (Attractions)

Wildlife Reserves Singapore

Most Supportive Training Partner (Hotel & Accommodation)

The Fullerton Hotel Singapore

The joyful event came to a close when TMIS students from China, Indonesia, Korea, Maldives, Myanmar, Vietnam and Singapore performed yet another moving rendition of the song, 'Never Had a Dream Come True' made popular by British pop group S Club 7. After which all graduands and guests were then ushered to a sumptuous buffet spread.

Once again, congratulations to all graduands and may they continue to soar in the tourism and hospitality industries, pursuing their dream career.

"CTC's service staff are empowered with skills and training opportunities to garner more insights and knowledge that would offer our customers more holistic and useful information for their traveling needs. We will continue to partner with TMIS to offer relevant training for our staff. What matters is that the relationships established with every customer, partner and staff form the cornerstones of our business."

*Ms Alicia Seah, Senior Vice President
Marketing and PR, CTC Holidays*

HOSPITALITY TRAINING

FOR FRASERS CENTREPOINT LIMITED (FCL)

TMIS is delighted to be the training partner of Frasers Centrepoint Limited (FCL) for the 2nd year running. Since 2008, the company has trained more than 120 employees from its various divisions. FCL is one of Singapore's top property companies, with a global portfolio of residential, commercial and serviced apartment properties.

To equip its employees with the relevant skills required for their jobs, FCL works closely with TMIS to offer appropriate training to ensure that employees' performance efficiency is maximised.

In Singapore, FCL together with TMIS have identified two core units from the Tourism Training Framework as the essential components to complement its training effort. Under the first selected unit – "WSQ - Work Safely", trainees learn how to maintain a safe work environment, move objects safely, use equipment

safely, and follow instructions for handling hazardous materials. And during the training under the second identified unit – "WSQ - Provide Safety & Security for Guests", trainees will learn how to follow safety and security practices, respond to emergencies, provide lost and found services and protect privacy of guests.

These two workshops, spread over 1.5 days each, are certainly beneficial for those who wish to progress in the hospitality industry. Some of the feedback gleaned from the staff who attended "WSQ – Work Safely":



Useful knowledge & applicable at my workplace.

Information is relevant to my course of work.
Good Explanation. Well Done!



TMIS SCU UNDERGRADS' CHARITY ACT



4 September 2009 is unquestionably a day to remember for SCU undergrads, Jialing and Adeline. While pursuing their Bachelor of Business in Tourism Management, they did their bit for charity by organising a fundraising flea market at TMIS as part of their course project for the Events Management module.

"The objective of this project is to allow us to gain some hands-on experience in organising an event. Indeed, from the event management process, we have learnt how to communicate more effectively, for instance with our potential sponsors when we asked for their sponsorship."

PURSUING A TOURISM CAREER



Mr Ummar Bin Mohd Noor, TMS graduate

Mr Ummar Bin Mohd Noor, 25, graduated with a WSQ Diploma in Tourism in November last year. Ummar, who always had an interest in tourism, chose TMIS among many other institutions to pursue his career in the tourism industry. He shares with us more on his learning journey.

TMIS Insights: Why TMIS?

Ummar: TMIS is the best choice for me as the school specialises in tourism and the courses are taught by industry experts who give us realistic expectations of the tourism trade.

TMIS Insights: What do you like most about studying the WSQ programme at TMIS?

Ummar: What I love most about studying the WSQ Diploma in Tourism at TMIS is that the assessment is based on competency rather than pure academic standards. So instead of burying myself in books and memorising textbook answers for examinations, I get to display and demonstrate the skills taught.

TMIS Insights: How has your training at TMIS helped you achieve your career goal and developed you as a person?

Ummar: With my Diploma in hand, I'm now waiting to start work at Universal Studios Singapore at Resorts World in Sentosa. Training at TMIS has changed my mindset and views on many things. I've learnt to appreciate customer service staff more and I respect them for what they do.

TMIS Insights: What are your plans for the years ahead?

Ummar: I hope to achieve a long-term career in tourism, particularly in the Attractions sector. I aspire to become a successful manager in the industry. I'm looking forward to becoming part of the upcoming IR scene and contributing my ideas to make further improvements to the industry.

EVERYDAY IS A **LEARNING EXPERIENCE**

Mr Santhanaram Jayaram aka Ram is one good trainer well-liked by his students and fellow colleagues at TMIS. Resuming the role as a trainer for five years now, Ram, who has a vision to excel in the training industry, tells us more about how being a trainer has made him a wiser man.

TMIS Insight: What inspired you to teach?

Ram: As Winston Churchill would put it, "you make a living by what you get, but you can make a life by what you give". I love to share my experiences and ideas with people around me.

TMIS Insight: How did your WSQ Training Career begin?

Ram: I was introduced to WSQ Certified Service Professional (CSP) by a fellow trainer two years ago, and from there, I started my CSP training journey with TMIS.

TMIS Insight: What do you enjoy most being a WSQ trainer?

Ram: I am happy to have the privilege to train students of all ages. As a CSP trainer, I am offered the opportunity to interact with the young employees of McDonald's and also senior citizens from the Mustafa Shopping Centre group. I'm given great opportunities to share my knowledge and at the same time learn from them.

TMIS Insight: How has being a trainer changed your perspective of life?

Ram: Being in the training industry has given me ample opportunities and avenues to better understand myself. The challenges I face along the way actually give me the zest to do better. To me, everyday is a learning experience.



Ram (2nd row, 3rd from left) with his students from McDonald's

CALENDAR OF NEW COURSES

April to June 2010



Degree Programmes

Course		Commencement Date	Nett Fee Payable
Bachelor of Business in Tourism Management	Full & Part Time	July 2010	\$25,787.00

Diploma Programmes

Course		Commencement Date	Nett Fee Payable*
WSQ Diploma in Tourism	Part-time	5 April 2010	\$856.00
IATA-UFTAA Travel & Tourism Foundation Diploma	Full-Time	19 April 2010	\$3,210.00 ⁺
IATA-UFTAA Travel & Tourism Foundation Diploma	Part-time	20 April 2010	\$3,210.00 ⁺
IATA-UFTAA Travel & Tourism Consultant Diploma	Full-Time	19 April 2010	\$3,498.90 ⁺
IATA-UFTAA Travel & Tourism Consultant Diploma	Part-time	19 April 2010	\$3,498.90 ⁺

* before SDF funding

Certificate Programmes

Course		Commencement Date	Nett Fee Payable*
WSQ Certificate in Hotel & Accommodation Services (Front Office)	Full-time	12 April 2010 14 June 2010	\$444.05
WSQ Certificate in Hotel & Accommodation Services (Housekeeping)	Full-Time	12 April 2010 14 June 2010	\$465.45
WSQ Certificate in Tour & Travel Services	Full-Time	12 April 2010 14 June 2010	\$411.95
WSQ Certificate in Attractions	Full-Time	12 April 2010 14 June 2010	\$379.85
WSQ Dual Certificate in Tour & Travel Services and Attractions	Full-Time	12 April 2010 14 June 2010	\$470.80

Other Programmes

Course		Commencement Date	Nett Fee Payable*
WSQ Certified Service Professional (CSP)	Full-time	15 April 2010 29 April 2010 13 May 2010 26 May 2010 10 June 2010 24 June 2010	\$65.00
WSQ Tourist Guide Programme (English/Chinese)	Part-time	1 June 2010	\$684.80
WSQ Skills Advancement Pack (Tour & Travel/Attractions)	Full-Time	15 June 2010	\$203.30

* Applicable to Singaporeans and PRs only. Terms & conditions apply.

Please note:

- NATAS sponsorship available for employees of NATAS members for WSQ Certificate and short term programmes.
- All application should reach TMIS 14 days before the commencement date.

