

**TMIS**

# INSIGHTS

Tourism Management Institute of Singapore

APR-JUN 2010



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



MICA (P) 19/10/2009



Dear Readers,

The tourism industry will continue to be a key driving engine for Singapore economy especially with the completion of the two Integrated Resorts (IRs). To remain sustainable in the very competitive tourism industry, Singapore will need to constantly upgrade our workforce and cultivate the need for a world-class service culture.

All these are only possible through continuing learning which is the very fundamental for life-long employability. Training, at the vocational entry level and then continuous education at every subsequent level from the ground staff to the middle and top management, is the actual life-blood of the tourism industry.

I sincerely hope that companies in the tourism industry will continue to send staff for training despite the constraints of a tight labour situation. TMIS is more than happy to work on flexible bite size modules to cater to our industry needs.

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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## TMIS AND THE FULLERTON HOTEL SINGAPORE SIGNED MEMORANDUM OF UNDERSTANDING

On 1st March 2010, TMIS and The Fullerton Hotel Singapore signed a Memorandum of Understanding. The collaboration aims to support the hotel group with relevant training programmes for its employees.

As we continue to work closely with The Fullerton Hotel Singapore, training will also expand to The Fullerton Heritage. The Fullerton Heritage is an exquisite masterplanned dining and hospitality complex which consists of six properties including The Fullerton Hotel Singapore, The Fullerton Bay Hotel Singapore, The Fullerton Waterboat House, One Fullerton, Clifford Pier and Customs House.

The WSQ Promote Tourism module is one of the many WSQ programmes that we are currently working on together.



## UPGRADE YOUR EMPLOYEE'S SKILLS WITH **WSQ SKILLS ASSESSMENT**



Offered by WDA at TMIS, WSQ Skills Assessment is an Assessment Only Path (AOP) whereby experienced workers can now be certified competent in their area of work through a composite assessment.

Ministry of Manpower (MOM) recognises WSQ Certification/Qualifications for Work Passes.

"MOM recognises WSQ certifications for work permit upgrades, taking into consideration the relevancy of the qualification to the work's occupation and industry for the work permit upgrade."

"MOM recognises WSQ qualifications for S pass applications, taking into consideration the relevancy of the qualification to the applicant's occupation. Please note that the suitability of a S pass candidate is assessed based on a points system that takes into account salary (minimum of \$1,800), education qualifications, skills, job type and work experience."

Please contact TMIS for more information.

## TMIS RECEIVED DELEGATIONS FROM SIKKIM AND UGANDA

TMIS warmly welcomed delegations from Sikkim Tourism and Uganda Ministry of Tourism, on 23 February and 5 March respectively.

Both teams were presented with an introduction of TMIS and brought on a tour around the campuses. We are glad that they are now well informed of TMIS and the various training courses we offer.



Sikkim Tourism Delegation Visit



Uganda Ministry of Tourism Delegation Visit

# TMIS OFFERED TRAINING PLACES AT CAREER & TRAINING 2010: EDUCATION 2010

## 4-7 MARCH 2010



Like the past years, The Singapore Workforce Development Agency (WDA) is a supporting organisation of Career and Training 2010: Education 2010. The event saw job and education seekers swarmed to its booths during the 4-day exhibition held at Suntec Singapore International Convention and Exhibition Centre.

Exhibitors include universities, polytechnics, training providers and private as well as public sector companies, jointly offering more than 5,500 jobs and 35,000 places in academic courses.

To enhance the competitiveness of Singapore's workforce in the tourism industry, WDA collaborates with TMIS, one of its partnered training organisations, to offer training places at the yearly event. This year, TMIS' Education & Career Team undertook the task to introduce a wide spectrum of Singapore Workforce Skills Qualifications (WSQ) programmes to fair visitors.

A wide selection of WSQ certificate programmes were available for new industry entrants. WSQ Dual Certificate in Tour & Travel Services and Attractions is among the most popular taken. Options of WSQ Diploma programmes specialising in different areas like Tourism and Hospitality Management are catered for those pursuing a management progression.



Mr Leonard Yap, Head of Sales & Marketing of TMIS also shared with enthusiasts his experience in understanding the tourism industry and the tourism career opportunities during his slot of career talks.

Close to 100 applicants enrolled for their desired programme at TMIS during the fair.





# SNIPPETS OF **TMIS**

Which are the preferred private schools in Singapore?  
Over 7,700 have cast their votes.

TMIS ranked 7th in the recent JobsCentral Learning Survey, a study of private higher education preferences in Singapore.



## WIN!

Answer a simple  
question and  
win a stylish  
TMIS polo-shirt!



*TMIS is the first National Continuing Education & Training Institute (NCI) conferred by the Singapore Workforce Development Agency (WDA) for Tourism Workforce Skills Qualification (WSQ), offering reality education for the Tour and Travel Services, Attractions and Hotel & Accommodation Services sectors:*

**TRUE / FALSE**

Be one of the 5 lucky winners! Simply email your answer to the above question, together with your name, NRIC number, address and contact number to [janice.ng@tmis.edu.sg](mailto:janice.ng@tmis.edu.sg).

Read more about TMIS at [www.tmis.edu.sg](http://www.tmis.edu.sg)

# TOURISM PROFESSIONAL CONVERSION PROGRAMME (PCP)

## FOR TOUR & TRAVEL



The Singapore Workforce Development Agency (WDA), Chan Brothers Travel Pte Ltd, Commonwealth Travel Service Corporation Pte Ltd (CTC) and TMIS jointly launched a Tourism Professional Conversion Programme (PCP) for the Tour & Travel sector in January this year.

Targeted at mid-career switchers seeking to enter the Tour and Travel workforce as well as the unemployed.

The programme received close to 60 applicants, 30 were granted an interview, and 12 were selected to go through the 10-month place-and-train programme as trainees in either Chan Brothers Travel or CTC.



Besides classroom training at TMIS, this programme also further exposed the trainees to the wide spectrum of demands for professionals in the Tour & Travel sector and to help them pick up practical work experience. The programme was developed with two attachments lasting four and a half month in the areas of operations, ticketing, counter sales and MICE.

Selected applicants attended their first training session in the month of March in pursuit of their career in tourism, while receiving a monthly training stipend during their training period.

## TMIS INDUSTRY ATTACHMENT PARTNER - UNDERWATER WORLD SINGAPORE



The collaboration with Underwater World Singapore as TMIS' industry attachment partner has shown pleasing results since the partnership. Last year, 5 TMIS international students were placed with the oceanarium on Sentosa Island to fulfill their 1-year internship. This year, 3 more are joining.

1 year ago, TMIS invited Underwater World Singapore to partake in its Industry Attachment Programme, a student placement programme for international student to gain work experience in their preferred sector within the tourism industry after completing their classroom training at TMIS.

Since implementation of the programme, TMIS has placed more than 200 international students at various jobs within the tourism industry. They worked no more than 44 hours a week and are paid between \$500 to \$800 per month or more with overtime incentives.

# TMIS WSQ GRADUATE SHINES IN MALDIVES

TMIS WSQ graduate embarked on a tourism career in Maldives. Ms Liu Jing Wen tells her success story.



International student, Ms Liu Jing Wen

## The right choice..

International student, Ms Liu Jing Wen got acquainted with TMIS through a student counseling and recruitment firm in China 3 years ago. After the counseling process, the young lass decided that TMIS offers what she needed to kick-start a career in tourism.

After 12 months of education and training in TMIS, Jing Wen graduated with a WSQ Diploma in Tourism in 2008. With her Diploma in hand, she embarked on a career in Shades of Maldives, a leading independent inbound travel agency in Maldives.

## Acquiring the knowledge and skills..

Jing Wen shared, "The WSQ Diploma in Tourism programme I attended was very diverse and comprehensive. The programme units were made easy for students to understand. It also gave me an insight for the tourism industry, preparing me for the real world.

In addition, the experience I gained through the internship programme is invaluable. With the knowledge and skills acquired, I am equipped with what is required to begin my tourism career."

Jing Wen with colleagues at  
Shades of Maldives (5th from left)



## Blending in with the Maldivians..

When asked what it was like working in picturesque Maldives, this is what Jing Wen has to say. "It was quite difficult in the beginning, my colleagues here work very differently from where I come from. It took me a while to adapt to the Maldivian culture.

## Perseverance and hard works pay off..

I am happy that my constant hard work, ability to quickly understand the overall operations of the organisation and efficiency at work paid off. I was promoted to the Sales Manager of the agency in less than a year after I was recruited as a front-line crew.

Now, I am more involved in competitor analysis, studying and understanding the market trend, so that I am able to develop travel packages according to the demand in the market. With the knowledge and skills I acquired during my course of study at TMIS, coupled with my work experience, I am confident that I am able to manage my work efficiently and excel in my job in the tourism industry in Maldives or any part of the world alike."

## The network magic..

Jin Wen was connected to her current employment through her trainer at TMIS, Ms Nisha. When asked if she was keen to take up the challenge in Maldives then, she grabbed the hard-to-come-by opportunity immediately.

Many others benefitted from similar recommendation like Jin Wen's. Through TMIS' partnership with many tourism related establishments within Singapore and overseas, students can expect rewarding job opportunities in the tourism industry, be it an internship or embarking on a tourism career.

# CALENDAR OF NEW COURSES

July to September 2010



## Diploma Programmes

Course		Commencement Date	Nett Fee Payable*
WSQ Diploma in Tourism	Full-time	13 Sep 2010	\$856.00
WSQ Diploma in Tourism (Hospitality Management)	Full-time	16 Aug 2010	\$963.00

## Certificate Programmes

Course		Commencement Date	Nett Fee Payable*
WSQ Certificate in Hotel & Accommodation Services (Front Office)	Full-time	26 July 2010 27 Sep 2010	\$444.05
WSQ Certificate in Hotel & Accommodation Services (Housekeeping)	Full-Time	26 July 2010 27 Sep 2010	\$465.45
WSQ Certificate in Tour & Travel Services	Full-Time	26 July 2010 27 Sep 2010	\$411.95
WSQ Certificate in Attractions	Full-Time	26 July 2010 27 Sep 2010	\$379.85
WSQ Dual Certificate in Tour & Travel Services and Attractions	Full-Time	26 July 2010 27 Sep 2010	\$470.80

## Other Programmes

Course		Commencement Date	Nett Fee Payable*
WSQ Certified Service Professional (CSP)	Full-time	8 July 2010 22 July 2010 5 Aug 2010 19 Aug 2010 2 Sept 2010 16 Sept 2010 30 Sept 2010	\$65.00
WSQ Skills Advancement Pack (Tour & Travel/Attractions)	Full-time	28 Sep 2010	\$203.30
WSQ Skills Advancement Pack (Front Office)	Full-Time	5 Jul 2010	\$235.40
WSQ Skills Advancement Pack (Housekeeping)	Full-Time	28 Sep 2010	\$267.50

\* 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.

