



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





Dear Readers,

In 2008, TMIS was the first National Continuing Education & Training Institute (NCI) conferred by the Singapore Workforce Development Agency (WDA) for Tourism Workforce Skills Qualification (WSQ). This year, we are very proud and honoured to be once again awarded the NCI status by WDA for the period to December 2014.

Having achieved the 4-year EduTrust Certification last year and being conferred the NCI status for the second time this year, students can be well assured that their education and training is in good hands. TMIS will continue to strive and ensure our students are provided with quality and industry-relevant training.

We would like to encourage students to continue to upgrade themselves through our courses and to keep their skills updated to meet the challenges of the ever changing business landscape.

Mr Loi Hai Poh
Chief Executive Officer
Tourism Management Institute of Singapore & TMIS Business School

TMIS INSIGHTS

TMIS Insights is a quarterly publication of Tourism Management Institute of Singapore and TMIS Business School

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BE A “STAR”

Twenty eight “STAR”s have been finalised!

On 18 May 2011, TMIS, Sentosa Leisure Management (SLM) and Singapore Workforce Development Agency (WDA) came together to sign a Memorandum of Understanding (MOU).

Under this MOU, a total of 28 trainees from various divisions and business entities such as Mount Faber Leisure Group and Sentosa Golf Club will be nominated for the Sentosa Train And Raise (STAR) Programme.

This programme aims to allow these trainees, who have taken a bold step to upgrade themselves as many have not touched their books for a long time, to improve themselves and raise their productivity.

The MOU was signed by Mr David Goh, Senior Divisional Director of SLM, Ms Carol Leow, Deputy Director of WDA and Mr HP Loi, CEO of TMIS.

The year long programme started in May 2011 and is expected to be completed in May 2012.

EXCELLENCE... ONCE AGAIN

Once again, TMIS is proud to be conferred the National CET Institute (NCI) by the Singapore Workforce Development Agency (WDA).

The NCI was developed as part of the National CET Masterplan announced in 2008 and is valid for 3 years. Other than being able to deliver utmost quality of training and education, CETs have to present the track records on the developments of graduates after completion of the programmes in order to qualify for the NCI status.

In 2008, TMIS was the first and only National Continuing Education & Training Institute (NCI) conferred by the Singapore Workforce Development Agency (WDA) for Tourism Workforce Skills

Qualification (WSQ). After achieving this pinnacle status, TMIS continued to strive for greater heights and its ability to upkeep the standards led to the renewal of the NCI status this year.



We thank all for their continual support and look forward to providing more quality training for the tourism industry.



A GATHER AT RESORTS WORLD

Following last year's gathering at the first Integrated Resort, Marina Bay Sands, NATAS and its members attended the annual get-together at the second Integrated Resort in Singapore; Resorts World Sentosa.

Australian showman Dan Thomson entertained guests with his comical impersonation of Michael Jackson, Elvis Presley and even Teresa Teng!

Other than a night of good food and fun, a cheque was presented to Mr Davy Lau, Board Vice Chairman of Make-A-Wish Foundation as a support for their mission to grant the wishes of children with life-threatening medical conditions, to enrich the human experience with hope, strength and joy.

Another exciting highlight of the night was the grand draw. This year's first prize was a pair of return ticket to São Paulo, Brazil, proudly sponsored by Singapore Airlines. Other prizes such as return air tickets to Europe, Japan and India were also won by lucky guests, who might be sipping champagne, shopping or doing some belly dancing as you are reading this!

We congratulate all the lucky winners of the draw and look forward to the next gathering in 2012!

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SENTOSA 27 MAY 2011



ANNOUNCEMENT –

TMIS INTERNATIONAL FRIENDSHIP DAY CUM NATIONAL DAY CELEBRATION

TMIS will be holding its first International Friendship Day cum National Day Celebration on 8 August 2011!

This is a day for you to understand more about another country and/or Singapore. Come dressed in either shade of Red or White.

There will also be a poster design competition. The poster with the best design will walk away with a prize! So hurry, submit your poster to TMIS reception counter or Student Welfare Executive, Ms Gina Tan, at Park Mall.

Come and join in the celebration that will be happening on this day!



VIOLINIST OF TMIS

Remember the gorgeous violinist who performed for us during the last graduation ceremony?

Violet Liu Zijun is not only musically talented, but also has a knack for service. She managed to secure an attachment opportunity at one of Singapore's top rated hotels in the Marina Bay area, famously known for its excellent service standards, after completing her WSQ Diploma in Tourism at TMIS. Read on to get upclose with Violet.

TMIS Insights: Why did you choose to study in Singapore, and particularly, TMIS?

Violet: Singapore is the premier education hub in Asia, offering a diverse and distinctive mix of educational services in a safe, cosmopolitan and comfortable environment. I did my research before coming here and found that TMIS is not only an established institution in delivering tourism related courses, but also has academically qualified trainers who have extensive industry experience. Furthermore, TMIS is very well-equipped to provide me with a conducive environment for my studies.

TMIS Insights: How has training at TMIS helped you in achieving your career goal?

Violet: I have improved my interpersonal and communication skills, which are important to a service staff in the tourism industry. I have also learnt how to be sensitive to a guest's needs and problem solving skills. Apart from theories, my year long attachment as a Guest Relation Officer with a prestigious

hotel also provided me with valuable hands-on experiences. With these experiences, my personality, knowledge and skills, I look forward to being a competent manager in the hospitality industry.

TMIS Insights: What is the most rewarding for working in the hospitality sector? And what is the most challenging?

Violet: In the hospitality sector, we have to deal with a lot of expectations and requests from guests. It is definitely challenging for me to try my best to handle and resolve the situation in the best way. However, I see it as an opportunity to put what I have learnt to good use. The most rewarding part? I would say is the strong sense of satisfaction I get when I am able to create a memorable experience for my guests and receive their appreciation in return.

TMIS Insights: Now that you have completed your one year attachment, how do you feel about the tourism industry in Singapore? Is it the same or different from what you have imagined it to be before you step foot here?

Violet: Before I came here, I knew that Singapore is investing a lot in tourism projects. However, the scale of investment greatly exceeded what I had in mind. Tourism here is a major industry that attracts millions of tourists each year. The wide transportation network made it a breeze for tourists to move around, the different genres of attractions and the unique multi-cultural society make Singapore an attractive tourist destination. With the opening of the 2 IRs, I am confident that the tourism industry will only grow much stronger in Singapore.

2011 EUROPE & AFRICA ATO REGIONAL CONGRESS



Mr H P Loi, CEO of TMIS and TMIS Business School, was invited by IATA for the 2011 Europe & Africa ATO Regional Congress as a panel speaker in Geneva.

During the workshop, Mr Loi shared about the importance of the tourism industry, the growing travel and training trends in the Asia Pacific region and the implications that these bring forth for the training and education areas.

At the congress, TMIS Business School was also awarded the Asia Pacific Top 10 Authorised Training Centers. This award is given to elite groups who have achieved impressive results in training a large number of students, demonstrated loyalty to IATA training programmes and commitment to student success reflected by high student examination passing rates.

The workshop has certainly been very fruitful and the ideas exchanged will definitely help TMIS Business School in planning for its future training and education programmes.



YOU SHOULD LEARN ABOUT BTEC TOO!

You are definitely familiar with acronyms such as GCE and ITE. But are you familiar with BTEC?

In Singapore, BTEC might be an unfamiliar name to many. However, BTEC has been around for many decades in the United Kingdom. BTEC stands for Business & Technology Education Council and the Level 5 Professional Diploma offered by TMIS Business School enables one to gain entry into universities that recognise the qualification. Currently, BTEC is recognised throughout the United Kingdom and in over 100 other countries worldwide.

We all know that different industries require different skills set and knowledge. Such as Tourism would differ greatly from Construction and Media. This is exactly what BTEC does. BTEC delivers work-related training to its students to prepare them to meet the challenges of the industry that they choose. So instead of being seated in the classroom with 40 other people who have very different interests and aspirations from you, and learning theories which you are sure you will never need to apply when you step out to work, choosing to be trained under the BTEC programme allows you to pick up practical skills that you can use in the real world.

BTEC qualifications are also constantly updated and developed according to the changing needs of the industry with consultation from industry practitioners so that students can be assured that what they are learning are not obsolete knowledge that were developed during their grandparents' time.



In this era where what you can do is more important than what you know to employers, being trained under qualifications such as BTEC is definitely beneficial for your career.

Currently, the universities that have granted exemptions of up to 2 years of studies for the BTEC programme offered by TMIS Business School are University of Worcester, Anglia Ruskin University, Bedfordshire University, Coventry University, University of Gloucestershire and Southern Cross University. The long history and good recognition of BTEC in the UK and the credibility and reliability of TMIS Business School will only contribute to the growth of this list of universities in time to come!

CALENDAR OF NEW COURSES

July to September 2011



Programmes for TMIS

Diploma Programmes

Course		Commencement Date	Nett Fee Payable*
WSQ Diploma in Tourism	Full-time	25 Jul & 17 Oct 2011	\$2,514.50
WSQ Diploma in Tourism	Part-time	25 Jul & 19 Oct 2011	\$2,514.50
WSQ Diploma in Tourism (Hospitality Management)	Full-time	22 Aug 2011 & 14 Nov 2011	\$2,835.50
WSQ Diploma in Tourism (Hospitality Management)	Part-time	22 Aug & 14 Nov 2011	\$2,835.50

Certificate Programmes

Course		Commencement Date	Nett Fee Payable*
WSQ Certificate in Hotel & Accommodation Services (Front Office)	Full-Time	11 Jul, 5 Sep & 8 Nov 2011	\$481.50
WSQ Certificate in Hotel & Accommodation Services (Housekeeping)	Full-Time	11 Jul, 5 Sep & 8 Nov 2011	\$481.50
WSQ Dual Certificate in Tour & Travel Services/Attractions	Full-Time	11 Jul, 5 Sep & 8 Nov 2011	\$535.00
WSQ Certificate in Tour & Travel Services	Full-Time	11 Jul, 5 Sep & 8 Nov 2011	\$428.00
WSQ Certificate in Attractions	Full-Time	11 Jul, 5 Sep & 8 Nov 2011	\$428.00

Other Programmes

Course		Commencement Date	Nett Fee Payable*
WSQ Tourist Guide Programme (English/Mandarin)	Part-time	4 Oct 2011	\$727.60
WSQ Certified Service Professional	Full-Time	21 Jul, 18 Aug, 22 Sep, 27 Oct, 24 Nov & 15 Dec 2011	\$65.00



Programmes for TMIS Business School

Degree Programmes

Course		Commencement Date	Nett Fee Payable*
Bachelor of Business in Tourism Management	Full & Part Time	17 Oct 2011	\$25,300.00

Diploma Programmes

Course		Commencement Date	Nett Fee Payable*
Diploma in Travel & Tourism [^]	Full & Part Time	18 Jul & 17 Oct 2011	\$5,700.00
BTEC Level 4 Diploma in Hospitality & Events Management	Full & Part Time	1 Aug 2011	\$5,700.00
BTEC Level 4 Diploma in International Business	Full & Part Time	1 Aug 2011	\$5,700.00
IATA-UFTAA Travel & Tourism Foundation Diploma [^]	Full & Part Time	8 Sep 2011	\$3,320.00
IATA-UFTAA Travel & Tourism Consultant Diploma [^]	Full & Part Time	19 Sep 2011	\$3,520.00

Certificate Programmes

Course		Commencement Date	Nett Fee Payable*
IATA Airline Cabin Crew Certificate	Full Time	17 Oct 2011	\$7,100.00
Certificate of Proficiency in Travel Insurance [^]	Full-Time	25 Aug & 13 Oct 2011	\$200.00

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

[^] SDF and absentee payroll available for company-sponsored Singaporean/PR, terms and conditions apply.

Please note: • All application should reach TMIS or TMIS Business School 14 days before the commencement date.

