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

In June 2012, I came on board as the new CEO of TMIS. I would like to place on record the Board’s appreciation to Mr H. P. Loi who has served as CEO for the past 14 years.

As Group CEO of both NATAS and TMIS, I look forward to more synergy between the two organisations so as to serve the interest and the training needs of both industry members as well as members of the public in a more cohesive manner.

I would like to take this opportunity in thanking our industry partners the Workforce Development Agency (WDA) and the Singapore Tourism Board (STB) for their unwavering support for TMIS.

Robert Khoo
Chief Executive Officer
Tourism Management Institute of Singapore

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

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SENTOSA S.T.A.R. GRADUATION CEREMONY

TMIS was given the opportunity to train the first batch of Sentosa’s staff under the S.T.A.R Programme (aka Sentosa Train And Raise Programme). Selected employees from different departments attended the WSQ Diploma in Tourism in TMIS on every Wednesday over a period of 12 months. TMIS was privileged to attend the graduation ceremony held at the Jewel Box on the 17th September 2012.

During the graduation, Mr David Goh, Senior Divisional Director from Sentosa Leisure Management spoke about the staff’s improvement in their workplace by applying what they learnt during their training.

The graduating students spoke about their memorable moments at TMIS and gave encouragement to the second batch that would be starting their course in October 2012.

We are proud to be part of this initiative. Kudos Sentosa.

TAMPINES LEARNING FESTIVAL 2012

TMIS is proud to be part of the Tampines Learning Festival 2012 organised by the North-East CDC. It was a 2-day event and the event’s tagline was “Never Stop Learning”. Mr Heng Swee Keat, Minister for Education and Advisor of Tampines GROs, was the Guest-of-Honour. Ms Irene Ng and Mr Baey Yam Keng attended the event as well. Many braved the rain to enquire about the different courses TMIS offers. Mr Kelvin Yeo, gave a talk about the growing travel industry and why should one join.
LAUNCH OF
SINGAPORE’S FIRST DEDICATED RECOGNITION OF PRIOR LEARNING CONSULTANCY

NEW OPPORTUNITIES TO GAIN FORMAL QUALIFICATIONS THROUGH INNOVATIVE MEANS

Singapore’s first Recognition of Prior Learning Consultancy ("RPLC") for the Tourism sector was launched on 13th July 2012. The consultancy will, for the first time, recognise skills gained through work experience, and give participants an opportunity to earn a nationally recognised WSQ Diploma or Advanced certificate.

Targeted at Professionals, Managers and Executives (PMEs) in the Tourism sector who rose through the ranks to hold managerial positions but do not necessarily possess the pre-requisite qualifications; companies are now able to fast-track the learning and development of these staff through this unique and customised consultancy service.

A total of 92 participants from 10 companies including Wildlife Reserves Singapore, The Hilton Singapore, The Intercontinental Singapore, and Chan Brothers Travel will be receiving their Diploma awarded under the Workforce Skills Qualification (WSQ) framework through a pilot run of the consultancy services over the past year. Some of the pilot participants include a General Manager of the Division, a Hotel Assistant Manager, F&B Director and Executive Chef.

Jointly established by the Singapore Workforce Development Agency (“WDA”) and Tourism Management Institute of Singapore (“TMIS”), a National Continuing Education and Training Institute, the RPLC uses a 4-stage approach to showcase the work experience of individuals in a unique form of a portfolio. They will, after a series of one-to-one validation, skills audit and skills gap training receive a WSQ Diploma or Advance certificate. Bypassing the traditional academic route, companies too stand to gain in the adoption of the RPL model as it provides tailored on-site training so that participants are not physically away from their workplace which addresses common complaints from companies in the tourism industry about manpower constraints.

For more information about the RPL programme, visit www.tmis.edu/rplc

Call us today for a consultation at Tel: 6507 0750 or email: rplc.info@tmis.edu.sg
GEARING UP FOR THE HOTTEST RACE OF THE YEAR

As Singapore gets ready to host the Formula 1 Singapore Grand Prix (F1), TMIS has had the honour of training over 2000 staff recruited by the organiser. Modules such as "Provide Visitor's Information" and "Interact with Guests" were contextualised to accommodate the tight schedule. Ushers, protection officers, ticketing crew, entertainment, F&B staff and merchandise vendors, to name a few were provided the training to equip them with the skills and knowledge to handle the throngs of crowds during the F1 weekend (21 – 23 Sep 2012).

WILDLIFE RESERVES SINGAPORE

TMIS played host to the staffs of Wildlife Reserves Singapore (WRS) for their training "Interact with Guests". Like many organisations in Singapore, WRS believes in upgrading the existing staff by sending them for such courses. Being constantly in the front line, this module would help them further improve their customer service skills. At TMIS, we hope they would be able to utilise what they learn in class at their workplace.
"I ❤️ NATAS"
OFFICIAL OPENING 2012

NATAS launched its HOLIDAYS 2012 Travel Fair with "I ❤️ NATAS" theme on its official opening on the 24th August 2012. Attendees were treated to a lovely performance by dancers from the famous "The Tiffany's Cabaret Show". A crowd of 65,000 snapped up S$108 million worth of travel packages during the 3-day event.

TMIS STAFF LUNCH CUM BIRTHDAY CELEBRATION

Quarterly, TMIS organises lunch for the staff to promote bonding amongst each other. We had 2 birthday celebrations during our luncheon.

Happy Birthday Desinee and Joyce! May all your wishes come through!
DREAMS DO COME TRUE!

Kelvin Teo, 38, our WSQ Diploma in Tourism graduate from 2009 batch, has just become his own boss at Zoom Holidays Pte Ltd.

Since his graduation in 2009, Kelvin has endeavoured to work towards his dream of owning his own travel agency one day. Upon graduation, with the help of TMIS job placement service, Kelvin got employed as a counter staff for one of the major travel agencies in Chinatown. He was able to get himself familiarised with the operations of a travel agency and get hands-on experience of what happens on the ground.

TMIS had the chance to speak to this accomplished graduate for this issue of TMIS Insights.

TMIS: What motivated you take up the WSQ Diploma in Tourism at TMIS?
Kelvin: It has always been my dream to start up my own travel agency. I love to travel and I love the planning part of it. So I hope to be able to use this flair of mine to bring to others the joy of touring the world as well. Joining the WSQ Diploma in Tourism at TMIS was to prepare myself with the knowledge and skills essential for the tourism Industry. The skills based nature of the course was what attracted me. As TMIS is the subsidiary of NATAS, the association of travel agents in Singapore, what better place is there to learn and network.

TMIS: So how did you find the course in TMIS?
Kelvin: Initially, it was difficult to handle as the course covers a lot of modules involving management skills. However, with the help of the trainers, who are mostly industry practitioners with years of experience, I was able to cope with the studies after a while. And not forgetting my classmates, whom we go through “thick and thin” together! I remember we will always help each other and discuss difficult topics together, and that really helps greatly as well.

TMIS: How did the WSQ Diploma in Tourism and the work experience that you gained thereafter help you in the course of starting your own travel agency?
Kelvin: The WSQ Diploma in Tourism focuses a lot on management skills. For example, modules like Hire Staff and Handle Terminations, Dismissals & Resignations taught me how to handle my staff professionally and effectively. The course also covers legal requirements and how to implement business and marketing strategies, which helped greatly in developing my business.

TMIS: Tell us more about your travel agency.
Kelvin: Zoom Holidays currently focuses on regional travel for a start. I intend to expand to long haul travel in the next 2 to 3 years’ time. However, for now, if anyone has special requests for any travel needs, feel free to call me and I would be most glad to help!

Zoom Holidays Pte Ltd contact:
Tel: 6552 2500 / 9873 5578
Email: teohc74@singnet.com.sg
Address: 15 Kim Yam Road, #05-02 Singapore 239328
# Calendar of New Courses
October to December 2012

## Diploma Programmes
<table>
<thead>
<tr>
<th>Course</th>
<th>Commencement Date</th>
<th>Nett Fee Payable*</th>
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<tbody>
<tr>
<td>WSQ Diploma in Tourism</td>
<td>17 Oct 2012</td>
<td>$2,514.50</td>
</tr>
<tr>
<td>WSQ Diploma in Tourism (Hospitality Management)</td>
<td>12 Oct 2012</td>
<td>$2,835.50</td>
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<td>WSQ Diploma in Tourism (Hospitality Management)</td>
<td>9 Nov 2012</td>
<td>$2,835.50</td>
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## Certificate Programmes
<table>
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<th>Course</th>
<th>Commencement Date</th>
<th>Nett Fee Payable*</th>
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<tbody>
<tr>
<td>WSQ Certificate in Hotel &amp; Accommodation Services (Front Office)</td>
<td>19 Nov 2012</td>
<td>$481.50</td>
</tr>
<tr>
<td>WSQ Certificate in Hotel &amp; Accommodation Services (Housekeeping)</td>
<td>19 Nov 2012</td>
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<tr>
<td>WSQ Dual Certificate in Tour &amp; Travel Services/ Attractions</td>
<td>12 Oct 2012</td>
<td>$535.00</td>
</tr>
<tr>
<td>WSQ Certificate in Tour &amp; Travel Services</td>
<td>12 Oct 2012</td>
<td>$428.00</td>
</tr>
<tr>
<td>WSQ Certificate in Attractions</td>
<td>12 Oct 2012</td>
<td>$428.00</td>
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## Other Programmes
<table>
<thead>
<tr>
<th>Course</th>
<th>Commencement Date</th>
<th>Nett Fee Payable*</th>
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<tbody>
<tr>
<td>WSQ Certified Service Professional</td>
<td>18 Oct, 22 Nov &amp; 13 Dec 2012</td>
<td>$65.00</td>
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<tr>
<td>Innovation @ Work</td>
<td>26 Nov 2012</td>
<td>$192.60</td>
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<td>Manage Change In Dynamic Workplace</td>
<td>31 Oct 2012</td>
<td>$321.00</td>
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<td>WSQ Tourist Guide Programme (Mandarin)</td>
<td>23 Oct 2012</td>
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<td>WSQ Tourist Guide Programme (English)</td>
<td>15 Oct 2012</td>
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## New Programme
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<th>Course</th>
<th>Commencement Date</th>
<th>Nett Fee Payable*</th>
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</thead>
<tbody>
<tr>
<td>Professional Tour Leading Programme</td>
<td>Jan 2013</td>
<td>TBA</td>
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* SDF available for company-sponsored applicants who are Singaporeans and PRs. Terms and conditions apply.
* Applicable to Singaporeans and PRs only. Terms and conditions apply.

Please note: All applications should reach TME by 14 days before the commencement date.