Are you game to pick up a copy?
Dear readers,

In this issue of Insights, we celebrate many significant changes and events.

We hosted distinguished guests at our campus from Salzburg on 14 January 2013, had an interview with long time tourism industry insider, Mr. Sowaran Singh, in addition to many team bonding activities and celebrations.

To kickstart the year, TMIS provided many articles and was highlighted in various interviews to the media.

TMIS’ programmes have enabled students to acquire prestigious qualifications recognized by the government and within the industry. The programmes offered are relevant, innovative and most importantly, they aim to prepare students for career change or advancement.

Studying at TMIS is not just about academic learning. It is about having a holistic learning experience. To assure our students’ growth in all spheres of life, we inculcate and impart values of family love, good morals and ethics, and selflessness to them. For instance, our articles in the New Paper ‘GO Guide’ reflect our approach towards lifelong, holistic learning.

In addition, we bring you varied news on events, industry visits, career fair presence and look forward to student contributions in the future for your reading pleasure.

Patricia Auyeong
Acting Chief Executive Officer
Tourism Management Institute of Singapore
Visitors from Salzburg graced our premises on 14 January 2013. They were taken on a tour of our campus facilities, the various classrooms and briefed on the services and programmes offered by us. Thereafter, our management shared valuable insights with them on the Institute’s growth and developments, as well as information on future plans.

They found TMIS’ strong foundation in the various travel and tourism programmes highly relevant in terms of market demand and would be exploring opportunities for potential partnerships.

Career and Education 2013

The Career and Education 2013 fair held at Marina Bay Sands Expo from 1 to 3 March 2013, not only added recognition to the TMIS brand name but also increased visibility of the institute.

The fair was organised to not only raise awareness of the institution, but also, to inform and educate the public of the available courses and different types of funding available in the market. As it was held in one of Singapore’s two Integrated Resorts, the location lends a helping hand to draw members of the public to the fair. Crowds were seen inquiring about viable options and how they are able to pursue further education.

In summary, the attention of the public were captured, hence the objective of the fair was highly successful in creating awareness for the institute.
Interview with Mr. Sowaran Singh

LIVING THE TOURISM DREAM

Mr. Sowaran Singh has been in the tourism industry for more than 30 years and loves every minute of it. Currently, he is semi-retired but still continues to teach tourism subjects and guides every now and then.

How did you come into the industry?
Well, I grew up near the Civic District area and I used to see a lot of tourists coming around the area looking so fascinated with the surroundings. During my school days, I used to follow tour groups around sneakily and was amazed with the knowledge the tourist guide shared with the tourists. It was there and then I decided I am going to the tourism industry.

I started working in a travel agency in the 1970s' and attended the tourist guide programme while managing the inbound department of the agency.

When I went for my tourist guide classes, I felt as though I was a tourist in my own country. In those days, when internet never existed, it was hard to get notes and information was not readily available. I spent days researching about Singapore in libraries. I was chased out once as I had overstayed and the librarian told me she wanted to go home.

After graduating from the tourist guide course, I led many groups both inbound and outbound and have never looked back since.

Today, I am a trainer in TMIS and I teach the students who aspire to be tour consultants.

What are the highlights of your job?
I love meeting new people and promoting my country, Singapore. Whenever I hear my tourist commenting on how well Singapore has progressed over the years, it gives me a sense of pride and satisfaction. After the end of each tour, when the tourists thank me for the wonderful and knowledgeable tour, I feel as though I have climbed Mount Everest. The feeling is exhilarating.

What are the low moments of your job?
I have to say, as a trainer my low moments would be when students do not complete their certification and drop out half way. I feel as though a part of me has been incomplete.

What has kept you going?
My passion in the tourism industry and knowing that everyday I make a change in people’s life has kept me going.

What are the changes that you have noticed in the travel industry from then till now?
With the advance technology, people who come to Singapore nowadays are well – read and are more aware about our country and culture. Knowledge and information is also easily accessible and may be misused as well so we have to be careful of what we research for and how we use this knowledge.

What is your advice to anyone coming into the travel industry?
I would advise them to not give up and to persevere as the travel industry is a wonderful industry to be in and not be afraid of hard work.
NATAS Movie Night

In a bid to promote bonding and teamwork outside of work hours, NATAS organised a movie night for all our staff. The movie screening was none other than “Iron Man 3”, held at The Cathay on the 25 April 2013 at 6.40pm.

Staff Birthday Celebrations

In TMIS, every staff is an asset to the organisation. Hence, we organise birthday celebrations monthly to not only have fun together but also to promote team bonding. The results were rewarding as evidenced in the happy photo below.
TMIS and NATAS conducted the NATAS Professional Tour Leading Programme in 2013. The first batch of students had great time learning more about the outbound tour leading industry. Taught by Mr. Sowaran Singh, who has been in the tour leading industry for more than 20 years (read interview on page 4), the participants were able to understand the constraints and problems faced as a tour leader and how to overcome them with a smile on their faces. Ms. Jacqueline Soh, a student in the class said that for someone who is not in the travel industry, Mr. Raymond Khoo has made the lessons interactive and it was at a comfortable pace where she could ask questions to clarify her doubts about the travel jargons and the industry itself.

Tour Guide Excursion

Our class of potential tour guides went on an excursion to the Marina Bay Cruise Centre on a wonderful day which ended in smiles, memories and new bonds.

NATAS Training Vouchers

NATAS had given their members S$500 worth of training vouchers in October 2012 to help defray costs when staff is sent for training at TMIS. These vouchers are valid till 31st December 2013. NATAS strongly encourages their members to utilize the training vouchers and invest it on their employees for a more productive and well-trained workforce.

To utilize you vouchers, simply take the following steps:
1. Send your staff to attend courses conducted by TMIS
2. Affix your signature and company stamp on the NATAS Training Voucher
3. Submit the training voucher together with the NATAS Claim form as well as a copy of the payment receipt for the course taken

For enquiries on claims, please contact Ms Gladys Cheng at membership@natas.travel
For more enquiries on training, please contact TMIS at info@tmis.edu.sg
After the successful RPL Pilot intake which completed in April 2012, RPLC has embarked on the implementation phase of the RPL programme to the Tourism and Food & Beverage sectors - the first of its kind in Singapore!

The RPL programme is well subscribed and received excellent feedback thus far.

Here are some of the feedback from participants who have successfully completed the RPL Programme in the 1st quarter of 2013.

Toh Heng Wee Edmund  
Executive Chef, Resorts World Sentosa

What are the things you like most about this RPL programme?  
RPL programme allows us to be refreshed on the programme material which we have done before. Collated & compiled, walk the talk & put into practice & mentor the next generation.

In what ways is this RPL programme beneficial to your job/career?  
This programme enables me to be in touch with different level of department & management to confirm the material sources. It will be beneficial to elevate our learning habits & put more focus with business & management aspects.

In what ways did this RPL programme meet your expectation?  
It enables us to be refreshed on certain areas which we did long time ago but now with proper documentation & more challenges for continuous improvement.

In your opinion, how does this programme differ from those you have attended if any?  
The experiences count. This programme recognises the experiences which the individual has achieved & ascertains the contribution to the industry. I applaud the RPL programme for providing recognition to achievements by the participants.

Tay Thiam Meng, Louis  
Executive Chef, The Tanglin Club

What are the things you like most about this RPL programme?  
This program caters and adjusts the timing according to my work schedule.

In what ways is this RPL programme beneficial to your job/career?  
It is a pre-requisite for me to further my career as I seek to be a F&B manager in time to come.

In what ways did this RPL programme meet your expectation?  
Every which way. It covers a lot and almost all needed topics in the F&B Industry.

In your opinion, how does this programme differ from those you have attended if any?  
It is different because I can adjust my work schedule to fit into the trainer’s and vice versa.

Diana Tolson  
Quality Improvement Manager, Crowne Plaza Changi Airport

What are the things you like most about this RPL programme?  
The fact that the training is brought to the workplace rather than having to make a trip to the training centre.

In what ways is this RPL programme beneficial to your job/career?  
I believe this RPL will give more industry personnel, like myself, the ability (because of our experiences) to obtain a diploma without attending the courses necessary to obtain one. Great Initiative!

RPLC Networking Session

RPLC conducted networking sessions held at the Grand Copthorne Waterfront Hotel on 23 and 24 April 2013 for the Hotel, Attractions, Tour & Travel and F&B sectors.

24 HR Directors, GMS, Managers from the above sectors attended and were very receptive on the RPL model especially impressed with the on-site and highly customised workshops.

RPLC consultants had a wonderful time sharing the Recognition of Prior Learning (RPL) Model with our industry partners from the hospitality, food and beverage and travel industry. Our participants were very happy to note that RPL is an integrated assessment pathway which recognises participants’ acquired experience, upgrades existing skills and addresses gaps in skills and knowledge without the need for lengthy classroom training.

For more information, please contact RPLC at rplc.info@tmis.edu.sg, 6507 0750 or like our Facebook page (https://www.facebook.com/RPLConsultancy) for updates.

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