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

As we are approaching the end of 2011, it is an appropriate time to look back over the last 6 months. It was indeed a fruitful first half of the year with tourist arrivals at 6.35 million, up 14.9% over the same period last year. However, recently we see a change in the geo-political situations which has affected the economies of USA, Europe and the Middle East. Hopefully the tourist arrivals to Singapore will not be dampened by these events.

Training is also closely related to economic performance. We have seen a decline in training places in the first half of 2011, which resulted from the tight labour situation in the tourism industry in Singapore. Many tourism related companies have voiced concerns that due to the shortage of staff, they are unable to send staff for training. We hope companies can seriously look into the training needs of their staff as training should be conducted on a regular basis so that the standard and professionalism of our industry can be upheld. On this front, TMIS is more than happy to work out flexible training modules to suit the companies.

Over the next quarter, TMIS will be rolling out new courses, some of which are catered for the PMETs. We hope to receive good enrolments and will be happy to discuss with companies if special tailoring and customisation are needed.

Once again, thank you for the relentless support.

Mr Loi Hai Poh
Chief Executive Officer
Tourism Management Institute of Singapore &
TMIS Business School
THIRD TIME TRAINING FOR FORMULA 1 SINGTEL SINGAPORE GRAND PRIX

Close to 2,000 racing enthusiasts hired by the Formula 1 SingTel Singapore Grand Prix organiser were trained by TMIS for the magnificent event in September.

This year, the 2011 Formula 1 SingTel Singapore Grand Prix took place from 23rd to 25th of September. The 3 days race saw our trainees doing the institution proud by being able to apply what they had learnt in the classrooms and served with their hearts and a warm smile.

More importantly, they were able to deliver above the customers’ expectations and created a memorable experience for those present at the race! We would like to commend our trainees for their performance during the event. Well done!

TAIWAN VISITORS CALL UPON TMIS

TMIS played host to visitors from the Taiwan Hospitality & Tourism College.

Three representatives from the Taiwan Hospitality & Tourism College met up with TMIS to get an insight on the operation and curriculum of a tourism institution in Singapore. Our visitors were given an opportunity to tour around our training centre as well as a detailed presentation on the background of TMIS.

We hope to open up collaboration opportunities with this meeting and look forward to working with the hospitable people from Taiwan.

DOING OUR PART FOR JAPAN

Japan experienced the most powerful earthquake in its country’s history this year. The unfortunate natural disaster also caused a tsunami to hit the country and resulted in enormous and heart-wrenching damages to lives and properties.

As Japan is rebuilding its community, TMIS played our part in helping to call upon donations and sponsored an event organised by Japan National Tourism Organisation (JNTO), Singapore Office. The event briefed the travel agents of Singapore on the aftermath of the tourism scene in Japan, which is important as Japan has always been one of the top holiday destinations for Singaporeans.

We want to express our deepest heartfelt condolences to the Japan community, especially those who were affected by this catastrophe.
A Memorandum of Understanding (MOU) was signed between TMIS and the National Heritage Board Academy (NHB) on 22 July 2011 at the Peranakan Museum. The MOU was signed by Mr Loi Hai Poh, CEO of TMIS and Professor Tommy Koh, Chairman of NHB.

With the signing of this MOU, TMIS and NHB Academy will co-develop the training curriculum and deliver heritage-based workshops for tourist guides on topics such as Peranakan Culture, Sun Yat Sen Nanyang Memorial Hall and the Balestier Precinct, and Malay Heritage Centre and the Kampong Gelam Precinct. Tourist guides can look forward to these cultural-rich and heritage-based workshops to familiarise themselves with the local cultures, museums, heritage centres and historical precincts etc, as these workshops will not only be classroom lectures, but also consist of field trips.
With the aim to create a centralised hub for tourist guides in mind, TMIS signed a Memorandum of Understanding (MOU) with the Society of Tourist Guides (Singapore) (STGS) on 17 August 2011 to set up a Centre for Guiding Excellence. This centre will provide a national platform for all licensed tourist guides to network, create greater awareness of tourist guides as a profession and to promote continuing education and training for tourist guides to ensure that Singapore remains a competitive world-class tourist destination.

Said Mr Loi Hai Poh, CEO of TMIS: “As a school for the tourism industry, we are constantly looking for ways to improve the standards of each sector in the industry through continuing education and training. Our tourist guides are like ambassadors of our country. It is through them that we present the best of Singapore to tourists and ensure that Singapore remains a world-class tourist destination. We look forward to this partnership with STGS where we can reach out to tourist guides and provide relevant, quality training that would encourage a strong service culture. This partnership would not have been possible without the strong support from WDA, and we look forward to continue working with them as well.”

According to Ms Jean Wang, Chairman for STGS, “The association is thrilled to have this opportunity to collaborate with TMIS. We look forward to having the Centre for Guiding Excellence; a centralised place where our tourist guides are able to benefit from relevant, up-to-date, quality training so that we can contribute even more to the Singapore tourism scene.”

For a start, the seminar “A Journey through Tour & Travel Services: Global Perspectives” organised by TMIS, supported by WDA, STGS, STB and the National Association of Travel Agents Singapore (NATAS), took place after the MOU signing ceremony. Renowned overseas speakers, Ms Rosalind Newlands (President, World Federation of Tourist Guide Association) and Mr Thomas Chow (Director & Principal Consultant, Management Development International, Hong Kong) were there to share their experiences and knowledge on ‘Global Innovations for the Modern Tourist Guide’ and ‘Total Customer Satisfaction – Exploring Cultures, Behaviours and the Consumer Experience’ respectively.

To ensure that the discussion was relevant to Singapore, local tourism industry figures were invited to be panel members for the plenary session. They included Mr Robert Khoo (CEO, NATAS), Ms Jean Wang (Chairman, STGS), Ms Teo Sio Hoon (Director, Tourism Division, WDA), and Mr HP Loi (CEO, TMIS). The plenary session was moderated by Dr Robin Yap (Managing Director, The Travel Corporation (2011) Pte Ltd).

It was a fruitful day spent with our colleagues in the tourism industry who shared their views and proposals for the future of the industry.
HE GETS TO WORK IN HIS DREAM COMPANY

How many of us have managed to get into our dream company? Not everyone I would say. But with a good attitude and pleasant disposition, Vo Ngoc Duy Guang, Kelvin, 21, was able to secure his dream company, Resorts World Sentosa during the last semester of his degree programme.

Kelvin completed high school in Ho Chi Minh City, Vietnam before coming to Singapore in 2008. While most of his peers chose to study Business, Kelvin set his eyes on the tourism industry as he loves to interact with people and is passionate about serving people. With the 2 Integrated Resorts (IR) opening in Singapore back then, Kelvin decided that he would come to Singapore to study in the hope of securing a job at one of the IRs.

Being in a foreign land at the tender age of 18, Kelvin was very shy and it didn’t help that he was not very conversant in English when he first arrived in Singapore.

However, Kelvin is now able to speak fluent English and serves his customers with confidence. Kelvin is thankful for the 3 months of English lessons that he had to go through and passed at TMIS Business School before he was allowed to proceed to the Bachelor of Business in Tourism Management programme awarded by Southern Cross University. The English lessons together with tertiary training have enabled him to be conversant in English, an important skill required to work in the tourism industry.

His current job at Resorts World Sentosa allows him to be exposed to different areas of the tourism industry as he rotates among 3 restaurants and 3 other departments such as logistics, stewarding and in-room dining.

Kelvin is thankful to TMIS Business School and Resorts World Sentosa for giving him the chance to do his internship at his dream company.

Said Kelvin, “Although my current job is physically tiring due to shift work and long working hours, I feel very satisfied when I am able to create a memorable experience for my customers. I am determined to excel in this industry as this is where I love and want to be. When I’m tired, I tell myself if I give up now, it means giving up everything… so it’s now or never.”

HOW I CELEBRATED MY COUNTRY’S BIRTHDAY

The big day came and most of our classmates who were able to make it, came earlier to create the mood for celebration by decorating the classroom with an assortment of Singapore flags.

What is a celebration without some good food? To add to the festivities, we brought two delectable “red and white” cakes and some refreshments. (But of course, we consumed this at the student lounge and not in class!)

Even Muslim participants, who were fasting during the month of Ramadan, joined in the revels when the time came to break fast! Everyone was in high spirits indeed.

Made up of different ethnicities and religions, the entire class celebrated as one — similarly depicting the social fabrics that make up our nation. If this is what we call Singapore, may our dynamic young country continue to prosper.

Majulah Singapura!

Cheers,
Nasir Raman
Class of DP/WSQ/11-12/PT
OUR INAUGURAL BATCH OF CABIN CREW STUDENTS GRADUATE!

Our pretty ladies of the inaugural batch of IATA Airline Cabin Crew Certificate graduate!

After 6 months of intensive practical and theoretical exercises and tests, these ladies graduate successfully! The last that we heard, a number of them has already gotten job offers as cabin crews in reputable airlines.

We extend our congratulations to these graduates and who knows, you might be served by one of them on board your next flight!

A DAY AT THE MUSEUM

Fourteen undergraduates from our Bachelor of Business in Tourism Management programme spent a meaningful day with 23 elderly from the Family Support Services (FSS) Salvation Army at the National Museum on 3 August 2011.

The students brought the elderly folks to the Living Galleries of the National Museum where they explored the 4 subjects exhibited; Film, Food, Fashion and Photography.

The students had an enjoyable time listening to the elderly reminisced about the good old days and learnt more about how Singapore was like in the olden days.

The elderly certainly enjoyed their day out with our students and everyone look forward to their next gathering again.
# CALENDAR OF NEW COURSES

October 2011 to March 2012

## Programmes for TMIS

### Diploma Programmes

<table>
<thead>
<tr>
<th>Course</th>
<th>Commencement Date</th>
<th>Nett Fee Payable*</th>
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</thead>
<tbody>
<tr>
<td>WSQ Diploma in Tourism</td>
<td>Full-time</td>
<td>17 Oct 2011 &amp; 6 Jan 2012</td>
</tr>
<tr>
<td>WSQ Diploma in Tourism</td>
<td>Part-time</td>
<td>19 Oct 2011 &amp; 16 Jan 2012</td>
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### Certificate Programmes

<table>
<thead>
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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>Full-Time</td>
<td>8 Nov 2011, 16 Jan &amp; 5 Mar 2012</td>
</tr>
<tr>
<td>WSQ Certificate in Hotel &amp; Accommodation Services (Housekeeping)</td>
<td>Full-Time</td>
<td>8 Nov 2011, 16 Jan &amp; 5 Mar 2012</td>
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<tr>
<td>WSQ Dual Certificate in Tour &amp; Travel Services/Attractions</td>
<td>Full-Time</td>
<td>28 Nov 2011, 3 Jan &amp; 5 Mar 2012</td>
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<tr>
<td>WSQ Certificate in Tour &amp; Travel Services</td>
<td>Full-Time</td>
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<tr>
<td>WSQ Certificate in Attractions</td>
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### Other Programme

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<th>Course</th>
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<tbody>
<tr>
<td>WSQ Certified Service Professional</td>
<td>Full-Time</td>
<td>27 Oct, 24 Nov, 15 Dec 2011, 26 Jan, 23 Feb &amp; 22 Mar 2012</td>
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### Degree Programme

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<th>Course</th>
<th>Commencement Date</th>
<th>Nett Fee Payable*</th>
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<tbody>
<tr>
<td>Bachelor of Business in Tourism Management</td>
<td>Full &amp; Part Time</td>
<td>17 Oct 2011 &amp; 20 Feb 2012</td>
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### Diploma Programmes

<table>
<thead>
<tr>
<th>Course</th>
<th>Commencement Date</th>
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<tbody>
<tr>
<td>Diploma in Travel &amp; Tourism</td>
<td>Full &amp; Part Time</td>
<td>17 Oct 2011 &amp; 9 Jan 2012</td>
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<tr>
<td>BTEC Level 4 Diploma in Hospitality &amp; Events Management</td>
<td>Full &amp; Part Time</td>
<td>14 Nov 2011 &amp; 1 Mar 2012</td>
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<tr>
<td>BTEC Level 4 Diploma in International Business</td>
<td>Full &amp; Part Time</td>
<td>14 Nov 2011 &amp; 1 Mar 2012</td>
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<tr>
<td>IBTEC Level 5 Professional Diploma in Hospitality &amp; Events Management</td>
<td>Full &amp; Part Time</td>
<td>14 Nov 2011</td>
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<tr>
<td>BTEC Level 5 Professional Diploma in International Business</td>
<td>Full &amp; Part Time</td>
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### Certificate Programmes

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<th>Course</th>
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</thead>
<tbody>
<tr>
<td>IATA Airline Cabin Crew Certificate</td>
<td>Full Time</td>
<td>17 Oct 2011 &amp; 27 Feb 2012</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 & conditions apply.

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