

WSQ DIPLOMA IN HOTEL & ACCOMMODATION SERVICES (PART-TIME)

BE CERTIFIED BY THE PIONEER SCHOOL OF HOSPITALITY

Validate your skills by the one and only industry school in Singapore and be recognized as one of our illustrious alumni!



Course Duration
After Approved
Exemptions

Up to

SSG Funding for
Singaporeans /
Singapore PRs
LTVP+ Holders

Supported by STB SkillsFuture Study Award worth \$5,000.00!

(Please note that the Study Award is not guaranteed and applications will be assessed holistically.
Please visit SkillsFuture Study Award* for full information.)

Call us to find out more!

https://tinyurl.com/myskillsfuture-STE







The hotel and accommodation services sector constantly seeks creative means of service delivery to achieve guests' satisfaction. This course is designed for mid-career professionals seeking to update their skill sets to remain competitive in an evolving hospitality landscape.

PROGRAMME INTAKES

Please refer to the SHATEC website (www.shatec.sg) for the detailed intake schedule.

MODE OF STUDY

Part-Time

The average teacher-to-student ratio is 1:40 for theory lessons and 1:20 for practical lessons.

ASSESSMENT FRAMEWORK

Theory and practical examinations, practical exercises, presentations, written assignments, projects and class participation.

DURATION & STRUCTURE

46 weeks (with approved exemptions)*

Participants will be expected to complete 7 skills. The programme will be conducted once a week 9.00am – 6.00pm.

ENTRY REQUIREMENTS

- 1. Minimum 3 GCE 'N' Level / WPLN 5 / WSQ Advanced Certificate in Hotel and Accommodation Services / NITEC / Qualifications of equivalent standard may be recognised on a case-to-case basis
- 2. At least one of the following proficiency levels in English:
 - Pass in GCE 'N' Level English
 - Band 5.0 in IELTS
 - Minimum score of 61 points (internet-based total) in TOEFL
 - Pass in SHATEC English Test
 - Pass in SHATEC Certificate in Basic and Hospitality English / SHATEC Certificate in Hospitality English
- 3. Relevant work experience in the industry
- 4. International applicant must have a valid work pass throughout the entire course

QUALIFICATION

Diploma in Hotel and Accommodation Services awarded by SkillsFuture Singapore.

PROGRAMME OUTLINE

CERTIFICATE LEVEL (TGS-2021008334)

- 1. Food Safety and Hygiene L1*
- 2. Front Office Operations Management L2*
- 3. Report Writing L1*
- 4. People and Relationship Management L1*
- 5. Room Housekeeping Operations Management L1*

HIGHER CERTIFICATE LEVEL (TGS-2021008335)

- 6. Butler Service Delivery L2*
- 7. Events Planning and Management L2*
- 8. Sales Delivery L2*
- 9. Room Reservation Operations Management L2*
- 10. Food and Beverage Service L2*
- 11. Service Excellence L2*

ADVANCED CERTIFICATE LEVEL (TGS-2021008333)

- 12. Digital Marketing L3*
- 13. Business Presentation L3*
- 14. Environmental Sustainability Management L3*
- 15. Room Revenue Management L3*
- 16. Cost Control and Management L3*

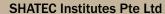
DIPLOMA LEVEL (TGS-2021009554)

- 17. Room Housekeeping
 Operations Management L4
- 18. Front Office Operations Management <u>L4</u>
- 19. Technology Adoption and Innovation L4
- 20. People Development L4
- 21. Market Research L3
- 22. Budgeting L4
- 23. Business Change Assessment L4

*Applicants with relevant work experience may be eligible for exemptions in relevant subjects and Industrial Attachment and as such complete the course in 46 weeks.

Please refer to Admission Details for Students (Annex to Programme Brochures) for further information on:

1. Entry Requirements 2. Programme Fees 3. Miscellaneous Fees 4. The Committee for Private Education and EduTrust Certification 5. Student Protection (Fee Protection Scheme and Medical Insurance Scheme) 6. Refund, Withdrawal, Transfer / Deferment Process 7. Admission Procedures



CPE Registration Number: 198301550C

Period of Registration: 16 July 2018 to 15 July 2022





^{*}Please find full details of the programme information on the SHATEC website at www.shatec.sg.