

SUBSIDY AVAILABLE!

DIPLOMA IN TOURISM (EVENT MANAGEMENT AND OPERATIONS)

The Diploma in Tourism propels tourism professionals towards excellence in their careers by acquiring new skill sets and knowledge to meet changing market trends. Participants will gain competencies to manage M.I.C.E effectively, develop service leadership and adapt to new technological trends.

Assess Emerging Technology Trends for Workplace Application (Blended)

- Scan for emerging technologies that align to the strategic direction of the organisation
- Evaluate the organisation's operational readiness to adopt technologies
- Determine suitability and feasibility of adopting recommended emerging technologies for the organisation

Optimise New Technologies for Workplace Innovation (Blended)

- Select suitable tools for the organisation's operating environment
- Design and plan for adoption of new technologies
- Assess potential implications and develop optimisation plans to improve application of new technologies

Develop Organisational Plans for Economic Shifts

- Determine the socio-economic impact and the interdependence of sub-sectors for the tourism industry
- Understand tourism-related regulations and requirements
- Develop organisational plans to leverage on emerging trends and government initiatives

Develop Expertise in Events Planning and Management

- Gain understanding of different event plans and the various needs of stakeholders
- Enhance ability to manage budgetary requirements of different events
- Use performance metrics to evaluate the effectiveness of events planning and management

Strategic Management of Delegates and Participants

- Manage events and registrations
- Propose travel arrangements for delegates and participants
- Communicate effectively with delegates and participants
- Negotiate with potential suppliers and vendors

Develop and Deliver Excellent MICE Content and Experiences

- Understand the background of MICE events, including their purposes, scope and objectives
- Create and develop event proposals to delve into the specifics such as content and programme formats

Design Transformative Learning and Development Journeys

- Analyse the learning and development needs of staff
- Identify learning priorities and facilitate employees' abilities to reach training goals
- Determine if learning goals set out have been achieved

Lead with Service Vision (Service Leadership)

- Recognise the roles and responsibilities of a leader in operationalising the organisation's vision, mission and values
- Promote a customer-centric environment to influence team to achieve service excellence
- Analyse performance of team to identify follow-up actions for improvement

FUNDING AVAILABLE!

UEN: 199003051G | PEI: 26 March 2018 to 25 March 2024

DIPLOMA IN TOURISM (EVENT MANAGEMENT AND OPERATIONS)

Trainees who fulfil all requirements will receive Statement of Attainment (SOA) issued by the SkillsFuture Singapore Agency (SSG).

Courses	Course Duration (hrs)	Fee (\$\$) Excl GST	Nett Fee (\$\$) Incl GST	Nett Fee after Training Grant [*]	Nett Fee (\$\$) after MCES ¹
TGS-2020503370 - Funding validity period: 02 Jun 2020 - 04 Aug 2024 Assess Emerging Technology Trends for Workplace Application (Blended) Training Dates: 4 - 5 Jul 2022	16	\$ 590.00	\$ 631.30	\$ 336.30	\$ 218.30
TGS-2020503369 - Funding validity period: 02 Jun 2020 - 04 Aug 2024 Optimise New Technologies for Workplace Innovation (Blended) Training Dates: 14 - 15 Jul 2022	16	\$ 590.00	\$ 631.30	\$ 336.30	\$ 218.30
TGS-2020503815 - Funding validity period: 02 Jun 2020 - 04 Aug 2024 Develop Organisational Plans for Economic Shifts Training Dates: 4 - 5 May 2022	16	\$ 490.00	\$ 524.30	\$ 279.30	\$ 181.30
TGS-2020503816 - Funding validity period: 29 Jun 2020 - 04 Aug 2024 Develop Expertise in Events Planning and Management Training Dates: 10 - 11 May 2022	16	\$ 490.00	\$ 524.30	\$ 279.30	\$ 181.30
TGS-2020504158 - Funding validity period: 02 Jun 2020 - 04 Aug 2024 Strategic Management of Delegates and Participants Training Dates: 24 - 25 May 2022	16	\$ 490.00	\$ 524.30	\$ 279.30	\$ 181.30
TGS-2020504164 - Funding validity period: 02 Jun 2020 - 04 Aug 2024 Develop and Deliver Excellent MICE Content and Experiences Training Dates: 30 - 31 May 2022	16	\$ 490.00	\$ 524.30	\$ 279.30	\$ 181.30
TGS-2020504325 - Funding validity period: 02 Jun 2020 - 04 Aug 2024 Design Transformative Learning and Development Journeys Training Dates: 9 - 10 Jun 2022	16	\$ 490.00	\$ 524.30	\$ 279.30	\$ 181.30
TGS-2019504207 - Funding validity period: 27 Jan 2020 - 22 Aug 2023 Lead with Service Vision (Service Leadership) Training Dates: 28 - 29 Jul 2022	16	\$ 590.00	\$ 631.30	\$ 336.30	\$ 218.30

^{*}Nett fee after training grant is inclusive of GST and subject to terms and conditions.

¹ Mid-Career Enhanced Subsidy

Terms and Conditions

- Registration for modules funded by SkillsFuture Singapore (SSG) are subjected to further suitability and eligibility checks by both SSG and Service Quality Centre Pte Ltd (SQC). Entry Requirements:
 - Pre-Programme Screening Test:** Participants are assumed to have completed the test and attain a minimum scoring of 8 points.
 - Assumed Attitude:** Participants are assumed to have strong interpersonal and communication skills to be able to engage stakeholders for feedback.
 - Assumed Skills:** Participants are assumed to be able to listen, speak English at a proficiency level equivalent to the Employability Skills Workforce Skills Qualifications (ES WSQ) Workplace Literacy (WPL) level 5; be able to read and write English at a proficiency level equivalent to ES WSQ WPL Level 5. Supporting documents may be required.
 - Assumed Knowledge:** Participants are assumed to have knowledge of their service offerings; have knowledge of the basics of what MICE events are about.
 - Education level:** At least GCE N Levels
 - Age:** Funding is only applicable for Singapore Citizens and Permanent Residents Between 21 and 62 inclusive (or otherwise with letter of recommendation from employer in a related industry; physically fit to work in the industry)
 - Work experience:** Have some experience in events organisation or tourism
- The participant is awarded the Statement of Attainment and credit values for each module once determined as "Competent (C)". Should the participant not meet the minimum eligibility criteria, fulfil attendance criteria, and complete all necessary assessments as required by SSG and SQC, the participant is considered "Not Yet Competent (NYC)".
- Upront full payment for the programme is not required. Payment is to be made on a modular basis within seven [7] working days before the commencement date of each module.
- This Diploma in Tourism (Event Management and Operations) is not eligible for the application of a Student's Pass.
- General Terms and Conditions: <https://www.sqcentre.com/about/general-terms-and-conditions/>
- Funding Schemes and SkillsFuture Credit: <https://www.sqcentre.com/training-courses/funding-overview/>
- Information on Tourism Industry: <https://www.stb.gov.sg/content/stb/en/industries/industries-overview.html>