

Skills Framework for Hotel and Accommodation Services

Programmes that broaden or deepen specific skills and knowledge
for the various job roles in the sector

Management

Job Role:
Hotel Manager/Resident Manager/Executive Assistant Manager

Full Qualification Programmes	Providers
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Technical Skills and Competencies (TSC)			Modular Programmes	Providers
Category	Title	Proficiency Level		
Business Management	Budgeting	5	Develop and Establish Financial Budget and Plans	Institute Of Singapore Chartered Accountants
			Financial Analysis and Business Decisions for Non-Finance Managers	NUS School of Continuing and Lifelong Education (SCALE)
Executive Leadership	Business Ethics and Values Management	6	Organisational Culture Change Begins with Me	NUS School of Continuing and Lifelong Education (SCALE)
Business Development	Business Presentation Delivery	5	Managing Disruption with Future-Proof Workplace Communication Skills	NUS School of Continuing and Lifelong Education (SCALE)
Business Management	Change Management	6	Business Agility	NUS School of Continuing and Lifelong Education (SCALE)
Productivity and Innovation	Innovation Management	5	Innovating for Organisational Success	Singapore National Employers Federation
			Innovation Management for Leaders in the Hospitality Sector	SITLEARN Professional Development, Singapore Institute of Technology (SIT)
			Innovation Management for Managers/Supervisors in the Hospitality Sector	SITLEARN Professional Development, Singapore Institute of Technology (SIT)
Executive Leadership	Organisation Representative	6	Managing Disruption with Future-Proof Workplace Communication Skills	NUS School of Continuing and Lifelong Education (SCALE)
People Management	Organisational Relationship Building	6	Establish Organisational Relationships and Lead Organisational Diversity	Human Capital (Singapore) Pte. Ltd.
			Builld Relationships and Develop People	Singapore National Employers Federation
			Leadership for Managers in the Hospitality Sector	SITLEARN Professional Development, Singapore Institute of Technology (SIT)
Executive Leadership	Organisational Vision, Mission and Values Formulation	5	Business Agility	NUS School of Continuing and Lifelong Education (SCALE)
People Management	People and Performance Management	5	Monitor Divisional Performance and Develop Reward Strategies to Facilitate Achievement of Results	Human Capital (Singapore) Pte. Ltd.
			Monitor Divisional Performance and Develop Reward Strategies to Facilitate Achievement of Results	MDIS Corporation Pte. Ltd.

			Facilitate Change and Achievement of Results	SeraphCorp Institute Pte. Ltd.
			Facilitate Achievement of Results	Training Vision Institute Pte. Ltd.
People Management	People Development	5	Engage People	Human Capital (Singapore) Pte. Ltd.
			Develop Managers and High Potential Employees through Organisational Talent Capability Review	NATC Institute Pte. Ltd.
			Engage People	SeraphCorp Institute Pte. Ltd.
			Engage People	Training Vision Institute Pte. Ltd.
			Coaching for Supervisors in the Hospitality Sector	SITLEARN Professional Development, Singapore Institute of Technology (SIT)
			Leadership for Managers in the Hospitality Sector	SITLEARN Professional Development, Singapore Institute of Technology (SIT)
Productivity and Innovation	Productivity Improvement	5	Lean Six Sigma Advanced (Green Belt)	NUS School of Continuing and Lifelong Education (SCALE)
			Lean Six Sigma Advanced to Expert (Black Belt) Accelerated	NUS School of Continuing and Lifelong Education (SCALE)
Business Management	Property Operations Management	6	Business Agility	NUS School of Continuing and Lifelong Education (SCALE)
Customer Experience	Service Information and Results	5	Drive Service Quality and Customer Satisfaction	Golden Compass School Pte. Ltd.
			Drive Service Quality and Customer Satisfaction	Training Vision Institute Pte. Ltd.
			Customer Insight Begins with Me	NUS School of Continuing and Lifelong Education (SCALE)
			Data Analytics Begins with Me	NUS School of Continuing and Lifelong Education (SCALE)
			Data Visualisation Begins with Me	NUS School of Continuing and Lifelong Education (SCALE)
			Data-driven Customer Experience	NUS School of Continuing and Lifelong Education (SCALE)
Customer Experience	Service Innovation Culture	5	Training Vision Institute Pte. Ltd.	Champion Service Innovation
			Innovation Management for Leaders in the Hospitality Sector	SITLEARN Professional Development, Singapore Institute of Technology (SIT)
			Innovation Management for Managers/Supervisors in the Hospitality Sector	SITLEARN Professional Development, Singapore Institute of Technology (SIT)
Customer Experience	Service Planning and Implementation	5	Business Agility	NUS School of Continuing and Lifelong Education (SCALE)
Infocomm Technology and Data	Technology Adoption and Innovation	6	From Ideas to Assets: Industry 4.0 and Innovation Management in the Digital Economy	NUS School of Continuing and Lifelong Education (SCALE)
			Innovation Management for Leaders in the Hospitality Sector	SITLEARN Professional Development, Singapore Institute of Technology (SIT)
Executive Leadership	Vision Leadership	5	Lead Managers to Develop Organisational and Governance Strategies	Human Capital (Singapore) Pte. Ltd.
			Lead Managers to Develop Organisational and Governance Strategies	NATC Institute Pte. Ltd.
			Strategic Leadership	SeraphCorp Institute Pte. Ltd.
			Lead Managers	Training Vision Institute Pte. Ltd.

For Generic Skills and Competencies (GSCs) programme listing, please refer to Section (v) (c) - View the *Training Programmes for Generic Skills and Competencies (GSCs)* section, or click on this [link](#) to view the GSCs Programme Listing.