

## Skills Framework for Tourism

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

### Attractions Management and Operations

Job Role:  
Guide

Full Qualification Programmes	Providers
Specialist Diploma in MICE & Events Management	Temasek Polytechnic

Technical Skills and Competencies (TSC)			Modular Programmes	Providers
Category	Title	Proficiency Level		
Attractions Operations	Attractions Guest Relations Management	1	Customer Service and Communication	Institute of Technical Education
			Introduction to Attractions and Theme Park Operations	Institute of Technical Education
			Customer Relationship Management	Singapore University of Social Sciences
			Provide Visitor Information (SFw)	Tourism Management Institute of Singapore
Business Management	Business Performance Management	2	Customer Service and Communication	Institute of Technical Education
			Introduction to Attractions and Theme Park Operations	Institute of Technical Education
			LEAN Six Sigma Foundation (Yellow)	National University of Singapore
	Productivity Improvement	2	Business Excellence	Singapore University of Social Sciences
			Lean Six Sigma	Singapore University of Social Sciences
	Resource Management	2	Operations Management	Singapore University of Social Sciences
			Post-Diploma Certificate in Tourism Operations	Temasek Polytechnic
			HR Analytics	National University of Singapore
	Service Excellence	2	LEAN Six Sigma Foundation (Yellow)	National University of Singapore
			Post-Diploma Certificate in Tourism Operations	Temasek Polytechnic
			Customer Service and Communication	Institute of Technical Education
			Introduction to Attractions and Theme Park Operations	Institute of Technical Education
			Tourism Service and Communication	Institute of Technical Education
			Business Excellence	Singapore University of Social Sciences
			MKT363 Services Marketing	Singapore University of Social Sciences
			WSQ Create Customer Experience (SFw)	Tourism Management Institute of Singapore
			WSQ Conduct Professional Correspondence (SFw)	Tourism Management Institute of Singapore
			Stakeholder Management	2
	Future-Proof Leadership Begins with ME	National University of Singapore		
	Post-Diploma Certificate in Events Management	Temasek Polytechnic		
Post-Diploma Certificate in Tourism Operations	Temasek Polytechnic			
Tourism and Economic Development	2	Introduction to Leisure and Tourism	Institute of Technical Education	
		Introduction to Tourism	Institute of Technical Education	
		Doing Business with China	Singapore University of Social Sciences	
		International Economics	Singapore University of Social Sciences	
		Managerial Economics	Singapore University of Social Sciences	
		Political Economy of Asia	Singapore University of Social Sciences	
Workplace Safety and Health Performance Management	2	Post-Diploma Certificate in Events Management	Temasek Polytechnic	
		Post-Diploma Certificate in Tourism Operations	Temasek Polytechnic	
Enterprise Risk Management	Accident and Incident Response Management	2	Introduction to Tourism	Institute of Technical Education
			Introduction to Leisure and Tourism	Institute of Technical Education
	Crowd Control and Planning	2	LEAN Six Sigma Foundation (Yellow)	National University of Singapore
Post-Diploma Certificate in Events Management			Temasek Polytechnic	
Risk Management and Administration	2	Attractions Operations and Services	Institute of Technical Education	
		Post-Diploma Certificate in Events Management	Temasek Polytechnic	
Human Resource Management	Learning and Development	2	Introduction to Attractions and Theme Park Operations	Institute of Technical Education
			Post-Diploma Certificate in Events Management	Temasek Polytechnic
Infocomm Technology Management	Technology Application	2	Future-Proof Leadership Begins with ME	National University of Singapore
			Workplace Coaching Begins with Me	National University of Singapore
			IT-enabled Business Transformation	Singapore University of Social Sciences
	Technology Scanning	2	Post-Diploma Certificate in Events Management	Temasek Polytechnic
			Post-Diploma Certificate in Tourism Operations	Temasek Polytechnic
			Introduction to Leisure and Tourism	Institute of Technical Education
Product Development, Content and Experience Management	Attractions Content and Experience Development and Delivery	2	Introduction to Tourism	Institute of Technical Education
			Post-Diploma Certificate in Events Management	Temasek Polytechnic
			Post-Diploma Certificate in Tourism Operations	Temasek Polytechnic
Attractions Operations and Services	2	Attractions Operations and Services	Institute of Technical Education	
		Introduction to Attractions and Theme Park Operations	Institute of Technical Education	