

## 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:  
Head Keeper/Head Aquarist

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

Technical Skills and Competencies (TSC)				
Category	Title	Proficiency Level	Modular Programmes	Providers
Attractions Operations	Attractions Guest Relations Management	3	Customer Relationship Management	Singapore University of Social Sciences
Business Management	Corporate Governance	4	Company & Tort Law	Singapore University of Social Sciences
	Organisational Vision, Mission and Values Formulation	4	Leading a Service Centric Culture	Singapore Management University
			Middle Managers' Role in Strategy Implementation - The Lynchpin of Success	Singapore Management University
			NextGen Leadership Series: Personal Effectiveness, Team Efficacy and Business Excellence	Singapore Management University
	Service Excellence	4	Creating a Service Centric Culture Through Change Management	Singapore Management University
			Designing An Exceptional Customer Experience	Singapore Management University
			Harnessing Data for Quality Service Delivery, Value Enhancement & Outcomes	Singapore Management University
			Innovating to Achieve High Service Performance	Singapore Management University
			Leading a Service Centric Culture	Singapore Management University
			Turning Strategy into Service Operations	Singapore Management University
			Business Excellence	Singapore University of Social Sciences
			MKT363 Services Marketing	Singapore University of Social Sciences
	Stakeholder Management	4	WSQ Lead with Vision (SFw)	Tourism Management Institute of Singapore
			Advanced Communication Strategies: Using Strategic Persuasion To Get What You Want	Singapore Management University
			International HRM Series: Global Trends, Mobility Management and Rewards Strategy	Singapore Management University
			Middle Managers' Role in Strategy Implementation - The Lynchpin of Success	Singapore Management University
Strategy Implementation	4	NextGen Leadership Series: Personal Effectiveness, Team Efficacy and Business Excellence	Singapore Management University	
		Business Essentials: Strategies for Growth	Singapore Management University	
Strategy Planning	4	Lean Six Sigma Black Belt Certification	Singapore Management University	
		Business Essentials: Strategies for Growth	Singapore Management University	
		Lean Six Sigma Black Belt Certification	Singapore Management University	
		Starting and Managing a Business	Singapore University of Social Sciences	
Enterprise Risk Management	4	WSQ Develop and Implement Business Strategies (SFw)	Tourism Management Institute of Singapore	
		Accident and Incident Response Management	Singapore Chinese Chamber Institute of Business	
		WSQ Manage Crisis Situation (SFw)	Tourism Management Institute of Singapore	
Human Resource Management	Crowd Control and Planning	4	Crowd Control and Planning	Singapore Chinese Chamber Institute of Business
			Risk Management and Administration	4
	Learning and Development	4	WSQ Develop Risk Management Plan (SFw)	Tourism Management Institute of Singapore
			Manage Training	Avanta Academy Pte Ltd
			HR Analytics	National University of Singapore
			Workplace Coaching Begins with Me	National University of Singapore
			Business Essentials: Evidence-Based Talent Management	Singapore Management University
			Business Essentials: Human Capital and Business Success	Singapore Management University
			International HRM Series: Global Trends, Mobility Management and Rewards Strategy	Singapore Management University
			Middle Managers' Role in Strategy Implementation - The Lynchpin of Success	Singapore Management University
	WSQ Manage Training (SFw)	Tourism Management Institute of Singapore		
	Manpower Planning	4	HR Analytics	National University of Singapore
Business Essentials: Evidence-Based Talent Management			Singapore Management University	
Business Essentials: Human Capital and Business Success			Singapore Management University	
International HRM Series: Global Trends, Mobility Management and Rewards Strategy			Singapore Management University	
Succession Planning	4	Selected Topics in Management	Singapore University of Social Sciences	
		Starting and Managing a Business	Singapore University of Social Sciences	
Infocomm Technology	Technology Application	4	Digital Business: Technologies and Transformation	Singapore Management University
			IT-enabled Business Transformation	Singapore University of Social Sciences

Management	Technology Scanning	4	Digital Business: Technologies and Transformation	Singapore Management University
			Digital:Works	Singapore Management University