

Skills Framework for Tourism

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

Event Management and Operations

Job Role:
Event Operations Executive

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

Technical Skills and Competencies (TSC)			Modular Programmes	Providers
Category	Title	Proficiency Level		
Business Development, Sales and Marketing	Market Research	3	Certificate in Customer Relationship Management	Nanyang Polytechnic
			Certificate in MICE Management	Nanyang Polytechnic
			Certificate in Service Management	Nanyang Polytechnic
			Certificate in Tourism Management	Nanyang Polytechnic
			Post-Diploma Certificate in Spatial Design	Nanyang Polytechnic
			Event Operations Management	Republic Polytechnic
			Introduction to Events Industry	Republic Polytechnic
			Meetings, Incentives and Conference Management	Republic Polytechnic
			Post-Diploma Certificate in Events Management	Temasek Polytechnic
			Post-Diploma Certificate in Tourism Operations	Temasek Polytechnic
	Budgeting	3	Certificate in Customer Relationship Management	Nanyang Polytechnic
			Certificate in MICE Management	Nanyang Polytechnic
			Certificate in Service Management	Nanyang Polytechnic
			Certificate in Tourism Management	Nanyang Polytechnic
			Financial Analysis and Business for Non-finance Managers	National University of Singapore
			Event Operations Management	Republic Polytechnic
			Introduction to Events Industry	Republic Polytechnic
			Meetings, Incentives and Conference Management	Republic Polytechnic
	Contact Development and Management	3	Certificate in Customer Relationship Management	Nanyang Polytechnic
			Certificate in MICE Management	Nanyang Polytechnic
			Certificate in Service Management	Nanyang Polytechnic
			Certificate in Tourism Management	Nanyang Polytechnic
			Event Operations Management	Republic Polytechnic
			Introduction to Events Industry	Republic Polytechnic
			Meetings, Incentives and Conference Management	Republic Polytechnic
			Contract & Agency Law	Singapore University of Social Sciences
	Post-Diploma Certificate in Events Management	Temasek Polytechnic		
	Productivity Improvement	3	Certificate in Customer Relationship Management	Nanyang Polytechnic
Certificate in MICE Management			Nanyang Polytechnic	
Certificate in Service Management			Nanyang Polytechnic	
Certificate in Tourism Management			Nanyang Polytechnic	
LEAN Six Sigma Foundation (Yellow)			National University of Singapore	
Lean Six Sigma			Singapore University of Social Sciences	
Operations Management			Singapore University of Social Sciences	
Total Quality Management			Singapore University of Social Sciences	
Post-Diploma Certificate in Tourism Operations	Temasek Polytechnic			
Resource Management	3	Certificate in Customer Relationship Management	Nanyang Polytechnic	
		Certificate in MICE Management	Nanyang Polytechnic	
		Certificate in Service Management	Nanyang Polytechnic	
		Certificate in Tourism Management	Nanyang Polytechnic	
		Data Analytics for Managers	National University of Singapore	
		Financial Analysis and Business for Non-finance Managers	National University of Singapore	
		HR Analytics	National University of Singapore	
		Post-Diploma Certificate in Tourism Operations	Temasek Polytechnic	
Service Excellence	3	Certificate in Customer Relationship Management	Nanyang Polytechnic	
		Certificate in MICE Management	Nanyang Polytechnic	
		Certificate in Service Management	Nanyang Polytechnic	
		Certificate in Tourism Management	Nanyang Polytechnic	
		Post-Diploma Certificate in Spatial Design	Nanyang Polytechnic	
		Data-driven Customer Experience	National University of Singapore	
		Lean Six Sigma (Green Belt)	National University of Singapore	
		Organisational Culture Change Begins with ME	National University of Singapore	
		Event Operations Management	Republic Polytechnic	

Business Management			Introduction to Events Industry	Republic Polytechnic	
			Meetings, Incentives and Conference Management	Republic Polytechnic	
			Business Excellence	Singapore University of Social Sciences	
			MKT363 Services Marketing	Singapore University of Social Sciences	
	Stakeholder Management	3		Certificate in Customer Relationship Management	Nanyang Polytechnic
				Certificate in MICE Management	Nanyang Polytechnic
				Certificate in Service Management	Nanyang Polytechnic
				Certificate in Tourism Management	Nanyang Polytechnic
				Post-Diploma Certificate in Spatial Design	Nanyang Polytechnic
				Future-Proof Leadership Begins with ME	National University of Singapore
				Event Operations Management	Republic Polytechnic
				Introduction to Events Industry	Republic Polytechnic
				Meetings, Incentives and Conference Management	Republic Polytechnic
				Post-Diploma Certificate in Events Management	Temasek Polytechnic
		Post-Diploma Certificate in Tourism Operations	Temasek Polytechnic		
	Strategy Implementation	3		Certificate in Customer Relationship Management	Nanyang Polytechnic
				Certificate in MICE Management	Nanyang Polytechnic
				Certificate in Service Management	Nanyang Polytechnic
				Certificate in Tourism Management	Nanyang Polytechnic
				Event Operations Management	Republic Polytechnic
				Introduction to Events Industry	Republic Polytechnic
	Systems Thinking Application	3		Meetings, Incentives and Conference Management	Republic Polytechnic
				Certificate in Customer Relationship Management	Nanyang Polytechnic
				Certificate in MICE Management	Nanyang Polytechnic
				Certificate in Service Management	Nanyang Polytechnic
	Tourism and Economic Development	3		Certificate in Customer Relationship Management	Nanyang Polytechnic
				Certificate in MICE Management	Nanyang Polytechnic
				Certificate in Service Management	Nanyang Polytechnic
			Certificate in Tourism Management	Nanyang Polytechnic	
			Event Operations Management	Republic Polytechnic	
			Introduction to Events Industry	Republic Polytechnic	
			Meetings, Incentives and Conference Management	Republic Polytechnic	
			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	
			Post-Diploma Certificate in Events Management	Temasek Polytechnic	
			Post-Diploma Certificate in Tourism Operations	Temasek Polytechnic	
Vendor Management			3		Certificate in Customer Relationship Management
		Certificate in MICE Management		Nanyang Polytechnic	
		Certificate in Service Management		Nanyang Polytechnic	
		Certificate in Tourism Management		Nanyang Polytechnic	
		Post-Diploma Certificate in Spatial Design		Nanyang Polytechnic	
		Event Operations Management		Republic Polytechnic	
		Introduction to Events Industry		Republic Polytechnic	
		Meetings, Incentives and Conference Management		Republic Polytechnic	
Workplace Safety and Health Performance Management	3		Post-Diploma Certificate in Events Management	Temasek Polytechnic	
			Post-Diploma Certificate in Tourism Operations	Temasek Polytechnic	
			Certificate in Customer Relationship Management	Nanyang Polytechnic	
			Certificate in MICE Management	Nanyang Polytechnic	
			Certificate in Service Management	Nanyang Polytechnic	
			Certificate in Tourism Management	Nanyang Polytechnic	
			Event Operations Management	Republic Polytechnic	
Accident and Incident Response Management	3		Introduction to Events Industry	Republic Polytechnic	
			Meetings, Incentives and Conference Management	Republic Polytechnic	
			Event Operations Management	Republic Polytechnic	
			Introduction to Events Industry	Republic Polytechnic	
			Meetings, Incentives and Conference Management	Republic Polytechnic	
			Event Operations Management	Republic Polytechnic	
			Introduction to Events Industry	Republic Polytechnic	
			Meetings, Incentives and Conference Management	Republic Polytechnic	
			Event Operations Management	Republic Polytechnic	
			Introduction to Events Industry	Republic Polytechnic	
Business Continuity Planning	3		Post-Diploma Certificate in Events Management	Temasek Polytechnic	
			Post-Diploma Certificate in Tourism Operations	Temasek Polytechnic	
			Certificate in Customer Relationship Management	Nanyang Polytechnic	
			Certificate in Tourism Management	Nanyang Polytechnic	

Enterprise Risk Management	Crowd Control and Planning	3	Certificate in Customer Relationship Management	Nanyang Polytechnic
			Certificate in MICE Management	Nanyang Polytechnic
			Certificate in Service Management	Nanyang Polytechnic
			Certificate in Tourism Management	Nanyang Polytechnic
			Post-Diploma Certificate in Spatial Design	Nanyang Polytechnic
			Event Operations Management	Republic Polytechnic
			Introduction to Events Industry	Republic Polytechnic
			Meetings, Incentives and Conference Management	Republic Polytechnic
	Risk Management and Administration	3	Post-Diploma Certificate in Events Management	Temasek Polytechnic
			Certificate in Customer Relationship Management	Nanyang Polytechnic
			Certificate in MICE Management	Nanyang Polytechnic
			Certificate in Service Management	Nanyang Polytechnic
			Certificate in Tourism Management	Nanyang Polytechnic
			Event Operations Management	Republic Polytechnic
Human Resource Management	Volunteer Management	2	Introduction to Events Industry	Republic Polytechnic
			Meetings, Incentives and Conference Management	Republic Polytechnic
			Certificate in Customer Relationship Management	Nanyang Polytechnic
			Certificate in MICE Management	Nanyang Polytechnic
			Certificate in Service Management	Nanyang Polytechnic
			Certificate in Tourism Management	Nanyang Polytechnic
			Post-Diploma Certificate in Spatial Design	Nanyang Polytechnic
			Event Operations Management	Republic Polytechnic
Infocomm Technology Management	Technology Application	3	Introduction to Events Industry	Republic Polytechnic
			Meetings, Incentives and Conference Management	Republic Polytechnic
			IT-enabled Business Transformation	Singapore University of Social Sciences
			Post-Diploma Certificate in Events Management	Temasek Polytechnic
			Post-Diploma Certificate in Tourism Operations	Temasek Polytechnic
			Managing Disruption with Future-proof Workplace Communication Skills	National University of Singapore
			Event Operations Management	Republic Polytechnic
			Certificate in Customer Relationship Management	Nanyang Polytechnic
	Technology Scanning	3	Post-Diploma Certificate in Events Management	Temasek Polytechnic
			Post-Diploma Certificate in Tourism Operations	Temasek Polytechnic
			Meetings, Incentives and Conference Management	Republic Polytechnic
			Introduction to Events Industry	Republic Polytechnic
			Event Operations Management	Republic Polytechnic
			Managing Disruption with Future-proof Workplace Communication Skills	National University of Singapore
Meetings, Incentives, Conferences and Exhibitions (MICE) Operations	Delegate and Participant Management	3	Certificate in Customer Relationship Management	Nanyang Polytechnic
			Certificate in MICE Management	Nanyang Polytechnic
			Certificate in Service Management	Nanyang Polytechnic
			Certificate in Tourism Management	Nanyang Polytechnic
	Events Planning and Management	3	Post-Diploma Certificate in Spatial Design	Nanyang Polytechnic
			Certificate in Customer Relationship Management	Nanyang Polytechnic
			Certificate in MICE Management	Nanyang Polytechnic
			Certificate in Service Management	Nanyang Polytechnic
			Certificate in Tourism Management	Nanyang Polytechnic
			Post-Diploma Certificate in Spatial Design	Nanyang Polytechnic
			Event Operations Management	Republic Polytechnic
			Introduction to Events Industry	Republic Polytechnic
			Meetings, Incentives and Conference Management	Republic Polytechnic
			Post-Diploma Certificate in Events Management	Temasek Polytechnic
			Certificate in Customer Relationship Management	Nanyang Polytechnic
			Certificate in MICE Management	Nanyang Polytechnic
			Certificate in Service Management	Nanyang Polytechnic

Project Management	Project Administration	3	Certificate in Tourism Management	Nanyang Polytechnic
			Post-Diploma Certificate in Spatial Design	Nanyang Polytechnic
			Data Analytics for Managers	National University of Singapore
			Event Operations Management	Republic Polytechnic
			Introduction to Events Industry	Republic Polytechnic
			Meetings, Incentives and Conference Management	Republic Polytechnic
			Project Management	Singapore University of Social Sciences
			Post-Diploma Certificate in Tourism Operations	Temasek Polytechnic
	Project Feasibility Assessment	4	Certificate in Customer Relationship Management	Nanyang Polytechnic
			Certificate in MICE Management	Nanyang Polytechnic
			Certificate in Service Management	Nanyang Polytechnic
			Certificate in Tourism Management	Nanyang Polytechnic
			Business Agility	National University of Singapore
			Data Analytics Begins with ME	National University of Singapore
			Data Analytics for Managers	National University of Singapore
			Data Visualisation Begins with ME	National University of Singapore
			Marketing Analytics	National University of Singapore
			Event Operations Management	Republic Polytechnic
			Introduction to Events Industry	Republic Polytechnic
			Meetings, Incentives and Conference Management	Republic Polytechnic
			The Financial Potential and Risks of New Business Ideas	Singapore Management University
	Project Management	Singapore University of Social Sciences		
	Project Management	3	Certificate in Customer Relationship Management	Nanyang Polytechnic
			Certificate in MICE Management	Nanyang Polytechnic
			Certificate in Service Management	Nanyang Polytechnic
			Certificate in Tourism Management	Nanyang Polytechnic
			Post-Diploma Certificate in Spatial Design	Nanyang Polytechnic
Financial Analysis and Business for Non-finance Managers			National University of Singapore	
Event Operations Management			Republic Polytechnic	
Introduction to Events Industry			Republic Polytechnic	
Meetings, Incentives and Conference Management			Republic Polytechnic	
Project Management			Singapore University of Social Sciences	
Post-Diploma Certificate in Tourism Operations	Temasek Polytechnic			