

Skills Framework for Tourism

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

Travel Management and Operations

Job Role: Coordination And Reservations 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	Data Analytics Begins with ME	National University of Singapore
			Marketing Analytics	National University of Singapore
			Statistics	Singapore University of Social Sciences
			Post-Diploma Certificate in Events Management	Temasek Polytechnic
			Post-Diploma Certificate in Tourism Operations	Temasek Polytechnic
Business Management	Budgeting	3	Certificate in Customer Relationship Management	Nanyang Polytechnic
			Certificate in MICE Management	Nanyang Polytechnic
			Certificate in Tourism Management	Nanyang Polytechnic
			Financial Analysis and Business for Non-finance Managers	National University of Singapore
	Business Performance Management	3	Certificate in Customer Relationship Management	Nanyang Polytechnic
			Certificate in MICE Management	Nanyang Polytechnic
			Certificate in Tourism Management	Nanyang Polytechnic
			Business Agility	National University of Singapore
			Customer Insights Begins with ME	National University of Singapore
			Data Analytics for Managers	National University of Singapore
			Data Visualisation Begins with Me	National University of Singapore
			Financial Analysis and Business for Non-finance Managers	National University of Singapore
			HR Analytics	National University of Singapore
	Marketing Analytics	National University of Singapore		
	Business Excellence	Singapore University of Social Sciences		
	Contract Development and Management	3	Certificate in Customer Relationship Management	Nanyang Polytechnic
			Certificate in MICE Management	Nanyang Polytechnic
			Certificate in Tourism Management	Nanyang Polytechnic
			Contract & Agency Law	Singapore University of Social Sciences
	Data Mining and Modelling	3	Certificate in Customer Relationship Management	Nanyang Polytechnic
			Certificate in MICE Management	Nanyang Polytechnic
			Certificate in Tourism Management	Nanyang Polytechnic
			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
	Productivity Improvement	3	Multivariate Analysis	Singapore University of Social Sciences
			Certificate in Customer Relationship Management	Nanyang Polytechnic
			Certificate in MICE Management	Nanyang Polytechnic
			Certificate in Tourism Management	Nanyang Polytechnic
			Data Analytics for Managers	National University of Singapore
			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 Tourism Management	Nanyang Polytechnic	
		Data Visualisation Begins with Me	National University of Singapore	
		Financial Analysis and Business for Non-finance Managers	National University of Singapore	
		HR Analytics	National University of Singapore	
Service Excellence	3	Post-Diploma Certificate in Tourism Operations	Temasek Polytechnic	
		Tourism Service and Communication	Institute of Technical Education	
		Travel Planning Services	Institute of Technical Education	
		Certificate in Customer Relationship Management	Nanyang Polytechnic	
		Certificate in MICE Management	Nanyang Polytechnic	
Certificate in Tourism Management	Nanyang Polytechnic			

			Data-driven Customer Experience	National University of Singapore
			Organisational Culture Change Begins with ME	National University of Singapore
			Business Excellence	Singapore University of Social Sciences
			MKT363 Services Marketing	Singapore University of Social Sciences
	Stakeholder Management	3	Tourism Service and Communication	Institute of Technical Education
			Certificate in Customer Relationship Management	Nanyang Polytechnic
			Certificate in MICE Management	Nanyang Polytechnic
			Certificate in Tourism Management	Nanyang Polytechnic
			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
	Strategy Implementation	3	Certificate in Customer Relationship Management	Nanyang Polytechnic
			Certificate in MICE Management	Nanyang Polytechnic
			Certificate in Tourism Management	Nanyang Polytechnic
	Systems Thinking Application	3	Certificate in Customer Relationship Management	Nanyang Polytechnic
			Certificate in MICE Management	Nanyang Polytechnic
			Certificate in Tourism Management	Nanyang Polytechnic
	Tourism and Economic Development	3	Tourism Marketing	Institute of Technical Education
			Certificate in Customer Relationship Management	Nanyang Polytechnic
			Certificate in MICE Management	Nanyang Polytechnic
			Certificate in Tourism Management	Nanyang 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	Nanyang Polytechnic
			Certificate in MICE Management	Nanyang Polytechnic
			Certificate in Tourism Management	Nanyang Polytechnic
			Post-Diploma Certificate in Events Management	Temasek Polytechnic
Enterprise Risk Management	Business Continuity Planning	3	Certificate in Customer Relationship Management	Nanyang Polytechnic
			Certificate in MICE Management	Nanyang Polytechnic
			Certificate in Tourism Management	Nanyang Polytechnic
	Technology Application	3	Certificate in Customer Relationship Management	Nanyang Polytechnic
			Certificate in MICE Management	Nanyang Polytechnic
			Certificate in Tourism Management	Nanyang Polytechnic
			Managing Disruption with Future-proof Workplace Communication Skills	National University of Singapore
			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
	Technology Scanning	3	Certificate in Customer Relationship Management	Nanyang Polytechnic
			Certificate in MICE Management	Nanyang Polytechnic
			Certificate in Tourism Management	Nanyang Polytechnic
			Post-Diploma Certificate in Events Management	Temasek Polytechnic
			Post-Diploma Certificate in Tourism Operations	Temasek Polytechnic
Tour and Travel Services Operations	Tour and Travel Coordination, Ticketing and Reservations Management	2	Certificate in Customer Relationship Management	Nanyang Polytechnic
			Certificate in MICE Management	Nanyang Polytechnic
			Certificate in Tourism Management	Nanyang Polytechnic