

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:

Customer Support Executive/Travel Consultant (Customer Support)

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	Customer Behaviour Analysis	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-driven Customer Experience	National University of Singapore
			Marketing Analytics	National University of Singapore
			Customer Relationship Management	Singapore University of Social Sciences
			Post-Diploma Certificate in Events Management	Temasek Polytechnic
	Post-Diploma Certificate in Tourism Operations	Temasek Polytechnic		
	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
			Data Analytics Begins with ME	National University of Singapore
			Data Analytics for Managers	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			
Sales Closure	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	
	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
	Business Performance 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
			Data Visualisation Begins with Me	National University of Singapore
			Financial Analysis and Business for Non-finance Managers	National University of Singapore
	Lean Six Sigma (Green Belt)	National University of Singapore		
	Business Excellence	Singapore University of Social Sciences		
	Customer Relationship 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
			Marketing Analytics	National University of Singapore
	Customer Relationship Management	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 Service 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	
Multivariate Analysis	Singapore University of Social Sciences			
			Certificate in Customer Relationship Management	Nanyang Polytechnic
			Certificate in MICE Management	Nanyang Polytechnic
			Certificate in Service Management	Nanyang Polytechnic

Business Management	Productivity Improvement	3	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
	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
			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
			Data-driven Customer Experience	National University of Singapore
			Lean Six Sigma (Green Belt)	National University of Singapore
			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
			Future-Proof Leadership Begins with ME	National University of Singapore
			Post-Diploma Certificate in Events Management	Temasek Polytechnic
	Strategy Implementation	3	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	
Systems Thinking Application	3	Certificate in Tourism Management	Nanyang 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 Service Management	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	
		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			
Enterprise Risk Management	Business Continuity 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	
Infocomm Technology Management	Technology Application	3	Business Agility	National University of Singapore
			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
			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		
	Technology Scanning	3	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
Post-Diploma Certificate in Events Management			Temasek Polytechnic	
Tour and Travel Services Operations	Tour and Travel Coordination, Ticketing and Reservations Management	2	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			