

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:
Travel Operations Director

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

Technical Skills and Competencies (TSC)				
Category	Title	Proficiency Level	Modular Programmes	Providers
	Budgeting	5	Financial Analysis and Business for Non-finance Managers	National University of Singapore
	Business Performance Management	5	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 Essentials: Strategies for Growth	Singapore Management University
			Digital Business: Technologies and Transformation	Singapore Management University
			Lean Six Sigma Black Belt Certification	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
	Business Excellence	Singapore University of Social Sciences		
	Continuous Improvement Management	5	Data Analytics for Managers	National University of Singapore
			Data Visualisation Begins with Me	National University of Singapore
			LEAN Six Sigma Foundation (Black Belt)	National University of Singapore
			LEAN Six Sigma Foundation (Yellow)	National University of Singapore
			Organisational Culture Change Begins with ME	National University of Singapore
			Advancing Innovation through Human Centered Design	Singapore Management University
			Basic Data Analytics @ Work	Singapore Management University
			Business Essentials: Strategies for Growth	Singapore Management University
			Digital Business: Technologies and Transformation	Singapore Management University
			Lean Six Sigma Black Belt Certification	Singapore Management University
			Lean Six Sigma	Singapore University of Social Sciences
			Total Quality Management	Singapore University of Social Sciences
	Contract Development and Management	5	Contract & Agency Law	Singapore University of Social Sciences
	Corporate Governance	5	Company & Tort Law	Singapore University of Social Sciences
	Organisational Vision, Mission and Values Formulation	5	Business Agility	National University of Singapore
			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
	Productivity Improvement	5	Data Analytics for Managers	National University of Singapore
			Data Visualisation Begins with Me	National University of Singapore
			Lean Six Sigma (Green Belt)	National University of Singapore
			LEAN Six Sigma Foundation (Yellow)	National University of Singapore
			Managing Disruption with Future-proof Workplace Communication Skills	National University of Singapore
			Business Essentials: Strategies for Growth	Singapore Management University
			Lean Six Sigma Black Belt Certification	Singapore Management University
			Lean Six Sigma	Singapore University of Social Sciences
			Operations Management	Singapore University of Social Sciences
			Total Quality Management	Singapore University of Social Sciences
	Resource Management	5	Business Agility	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
			Breakthrough Project Management - From Stakeholders Perspective	Singapore Management University
	Service Excellence	5	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
			Future-Proof Leadership Begins with ME	National University of Singapore

			Lean Six Sigma (Green Belt)	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	5		Future-Proof Leadership Begins with ME	National University 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
	Strategy Planning	5		NextGen Leadership Series: Personal Effectiveness, Team Efficacy and Business Excellence	Singapore Management University
				Business Essentials: Evidence-Based Talent Management	Singapore Management University
				Business Essentials: Strategies for Growth	Singapore Management University
				Lean Six Sigma Black Belt Certification	Singapore Management University
	Tourism and Economic Development	5		Starting and Managing a Business	Singapore University of Social Sciences
Doing Business with China				Singapore University of Social Sciences	
International Economics				Singapore University of Social Sciences	
Enterprise Risk Management	Risk Management and Administration	5	Managerial Economics	Singapore University of Social Sciences	
			Political Economy of Asia	Singapore University of Social Sciences	
			The Financial Potential and Risks of New Business Ideas	Singapore Management University	
Human Resource Management	Employee and Labour Relations	5	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	
			Selected Topics in Management	Singapore University of Social Sciences	
	Learning and Development	5		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
	Manpower Planning	5		Middle Managers' Role in Strategy Implementation - The Lynchpin of Success	Singapore Management University
				Data Analytics for Managers	National University of Singapore
				Data Visualisation Begins with Me	National University of Singapore
				HR Analytics	National University of Singapore
Succession Planning	5		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	
			Selected Topics in Management	Singapore University of Social Sciences	
Infocomm Technology Management	Technology Scanning	5	Business Essentials: Evidence-Based Talent Management	Singapore Management University	
			Selected Topics in Management	Singapore University of Social Sciences	
Infocomm Technology Management	Technology Scanning	5	Digital Business: Technologies and Transformation	Singapore Management University	
			IT-enabled Business Transformation	Singapore University of Social Sciences	
Product Development, Content and Experience Management	Product, Content and Experience Performance Management	5	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	
			Advancing Innovation through Human Centered Design	Singapore Management University	
			Brand Storytelling Studio	Singapore Management University	
			Digital Marketing - Social Media Marketing	Singapore Management University	
			Digital:Works	Singapore Management University	
			Foundations of Brand Storytelling	Singapore Management University	