

**SKILLS FRAMEWORK FOR TOURISM
TECHNICAL SKILLS & COMPETENCIES (TSC) REFERENCE**

TSC Category	Business Management					
TSC	Tourism and Economic Development					
TSC Description	Anticipate and recognise economic shifts affecting the tourism landscape, and demonstrate knowledge of the industry context within which organisations operate					
TSC Proficiency Description	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
		TOU-BIN-2119-1.1	TOU-BIN-3119-1.1	TOU-BIN-4119-1.1	TOU-BIN-5119-1.1	
		Define structure of tourism industry and articulate changes in trends and consumer demand	Analyse structure of tourism industry and impact of changes in trends and consumer demand	Develop organisational strategies in response to changes in trends and consumer demand	Formulate strategies in response to local and global social, political and economic events that impact tourism industry	
Knowledge		<ul style="list-style-type: none"> Sub-sectors in tourism industry Government agencies and associations in tourism industry Indicators of emerging trends and threats in tourism industry Techniques to observe changes in consumer demand 	<ul style="list-style-type: none"> Workforce demographics of sub-sectors in tourism industry Government agencies' initiatives and engagement efforts to enhance the tourism industry Roles and functions of industry associations and organisations Impact of emerging trends and threats on tourism industry Impact of changing consumer demand Implementation guidelines for tourism-related regulations and requirements 	<ul style="list-style-type: none"> Relationship among sub-sectors in tourism industry Impact of government agencies' initiatives and engagement efforts for tourism industry Methods to plan for emerging trends and threats in tourism industry Socio-economic impact on tourism industry Contribution of tourism industry to the Singapore economy Tourism performance indicators Economic performance indicators Tourism-related regulations and requirements 	<ul style="list-style-type: none"> Relationship between Singapore tourism industry and global economy Government strategies to grow tourism industry Growth potential of market segments in tourism industry 	
Abilities		<ul style="list-style-type: none"> Apply knowledge of tourism to describe tourism landscape in Singapore Identify roles of government agencies and associations in tourism industry 	<ul style="list-style-type: none"> Analyse tourism landscape in Singapore Analyse impact of tourism-related government initiatives on the organisation Collaborate with relevant industry associations and 	<ul style="list-style-type: none"> Review implications of interdependence of sub-sectors in tourism industry on the organisation Develop organisational plans to leverage on government agencies' initiatives and 	<ul style="list-style-type: none"> Evaluate changes in global economy and its impact on Singapore tourism industry Formulate organisational strategies that are aligned with government agencies' initiatives and 	

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		<ul style="list-style-type: none"> • Identify emerging trends and threats in tourism industry • Monitor changes in consumer demand 	<p>organisations to promote tourism industry</p> <ul style="list-style-type: none"> • Analyse impact of emerging trends and threats of the tourism industry on the organisation • Analyse impact of changes in consumer demand of the tourism industry on the organisation • Enforce tourism-related regulations and requirements for planned events 	<p>engagement efforts in tourism industry</p> <ul style="list-style-type: none"> • Develop organisational plans to leverage on emerging trends and manage threats in the tourism industry • Review impact of regulations and requirements on organisation's operations 	<p>schemes for tourism industry</p> <ul style="list-style-type: none"> • Formulate organisational strategies to leverage on emerging trends and manage threats in tourism industry • Evaluate economic performance of the tourism industry to identify areas of growth and improvement • Formulate organisational strategies to leverage on growth potential of identified market segments 	
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