

FACTSHEET ON SKILLS FRAMEWORK FOR HOTEL AND ACCOMMODATION SERVICES

About Skills Framework

1. The Skills Framework is developed for the Singapore Workforce by the government in partnership with employers, industry associations, unions, and professional bodies. The Skills Framework provides up-to-date information on employment, career pathways, occupations, job roles, existing and emerging skills and competencies, as well as relevant education and training programmes. Individuals can use the Skills Framework to make informed choices on career development and skills upgrading. Employers can use the Skills Framework to design progressive human resource practices to recognise skills and make informed decisions on skills investment. Training providers can use the Skills Framework to develop industry-relevant programmes to respond quickly to employers' and individuals' needs. The Skills Framework is part of the SkillsFuture movement to promote mastery and recognition of skills, and to foster a culture for lifelong learning.

About Skills Framework for Hotel and Accommodation Services

2. The Skills Framework (SF) for Hotel and Accommodation Services (HAS) is a guide for individuals, employers and training providers to promote skills mastery and lifelong learning in the industry.

Who is it for?

3. The target groups for SF for HAS are as follows:
 - **Individuals** with the passion and interest to pursue a career as well as skills development in HAS, and/or who are in-service HAS professionals.
 - **Employers** in HAS who would like to identify emerging skills and build new capabilities, recognise their employees' skills and invest in skills training for them, and/or strengthen their organisational capability and enhance talent attraction, management and retention.
 - **Training providers** who are looking to gain better insights into sector trends, and existing and emerging skills in demand, as well as design programmes that address the HAS manpower and skills needs.

How does it work?

4. The SF for HAS provides key information such as workforce profiles, career pathways and wage trends, desired skills set of the **57** identified occupations. Key components of SF for HAS are:

(i) Sector and Employment Information - provides information on industry trends and employment opportunities in the HAS sector.

(ii) Career Pathways - show the pathways for vertical and lateral progression for advancement and growth.

(iii) Skills Map - details the skills for each of the 57 identified occupations, aligned to the five tracks (Front Office, Housekeeping, Sales and Marketing, Revenue Management, Food and Beverage*). It provides information such as occupation description and skills required for the various occupations.

**Food and Beverage track will take reference from Skills Framework for Food Services*

(iv) Training Programmes - provide information on courses which will help aspiring and in-service employees acquire skills required for various jobs.