

WSQ DIPLOMA IN  
**HOTEL AND  
ACCOMMODATION  
SERVICES**  
(PART-TIME)



**SHATEC**

THE INTERNATIONAL HOTEL & TOURISM SCHOOL  
(SINGAPORE)

# ABOUT SHATEC

Established by the Singapore Hotel Association (SHA) in 1983, an era which preceded structured education in hotel management in Singapore, SHATEC partnered the world-renowned Swiss *École hôtelière de Lausanne* to develop its earliest programmes and soon became the region's first dedicated hotel school, training new entrants to ensure a continuous pipeline of talents for Singapore's hospitality industry. Today, SHATEC is recognised for producing generations of accomplished hospitality professionals, entrepreneurs and renowned chefs across the globe.

A school for the industry by the industry, SHATEC has made its mark as a premium hospitality school with many of its graduates highly sought after by and holding key positions in the hospitality and tourism industry all over the world. Carrying its true brand promise that "the art of hospitality lies within the heart", SHATEC believes every individual can succeed given the right stimuli, and provides the caring environment where aspiring professionals can thrive and grow to be their own success stories.

## THE SCHOOL OF EXCELLENCE



Over **35,000**  **alumni strong** and counting

More than **200**  **individual and team medals, titles and awards** won at national and international championships



Collaborates with at least **100** **industry and education partners** yearly for industrial attachment and higher learning opportunities

# PROGRAMME INFORMATION<sup>a</sup>

Supported by the Singapore Tourism Board under the SkillsFuture Study Awards for Hotel Sector, this programme is designed for mid-career professionals seeking to level up competencies and skill sets to remain relevant in the ever-changing business environment of the hospitality industry.

## PROGRAMME INTAKES

Please refer to the SHATEC website ([www.shatec.sg](http://www.shatec.sg)) for the detailed intake schedule.

## MODE OF STUDY

### Part-Time

The average teacher-to-student ratio is 1:40 for theory lessons and 1:20 for practical lessons.

## ASSESSMENT FRAMEWORK

Theory and practical examinations, practical exercises, presentations, written assignments, projects, and class participation.

## CERTIFICATION

WSQ Diploma in Hotel and Accommodation Services awarded by SkillsFuture Singapore.

## DURATION & STRUCTURE

### 29 months OR

### 7 months with approved exemptions<sup>b</sup>

Participants will be expected to complete 26 skills under 20 learning units (before exemptions). The programme will be conducted once a week on a full-day basis.

<sup>a</sup>Please find full details of the programme information on the SHATEC website at [www.shatec.sg](http://www.shatec.sg).



## PROGRAMME OUTLINE<sup>c,d</sup>

### Certificate Level<sup>b</sup>

1. **Food Hygiene**
  - Follow Food and Beverage Safety and Hygiene Policies and Procedures
2. **Front Office Operations 1**
  - Provide Bell Services
  - Provide Workplace Safety and Security
3. **Housekeeping Operations**
  - Provide Related Housekeeping Services
  - Service Guestrooms/ Serviced Apartments
4. **Professional Development**
  - Project a Positive and Professional Image

### Higher Certificate Level<sup>b</sup>

5. **Front Office Operations 2**
  - Provide Front Office Services
  - Provide Reservation Services
6. **Property Management Systems**
  - Apply Software Systems in Hospitality Management
7. **Quality Service for Hospitality**
  - Apply Upselling and Suggestive Selling Techniques
  - Promote Tourism
8. **Restaurant Service Skills 1**
  - Interact With and Serve F&B Customers

### Advanced Certificate Level<sup>b</sup>

9. **Communication Skills**
  - Facilitate Effective Communication and Engagement at the Workplace
10. **Housekeeping Supervision 1**
  - Supervise Housekeeping and Laundry Operations
11. **Managing Diversity**
  - Manage a Diverse Service Environment
12. **Managing Guest Experiences in Hospitality**
  - Provide Butler Service
  - Resolve Guests/Customers' Concerns and Feedback
13. **Practicum**
14. **Restaurant Service Skills 2**
  - Perform Hosting Duties

### Diploma Level

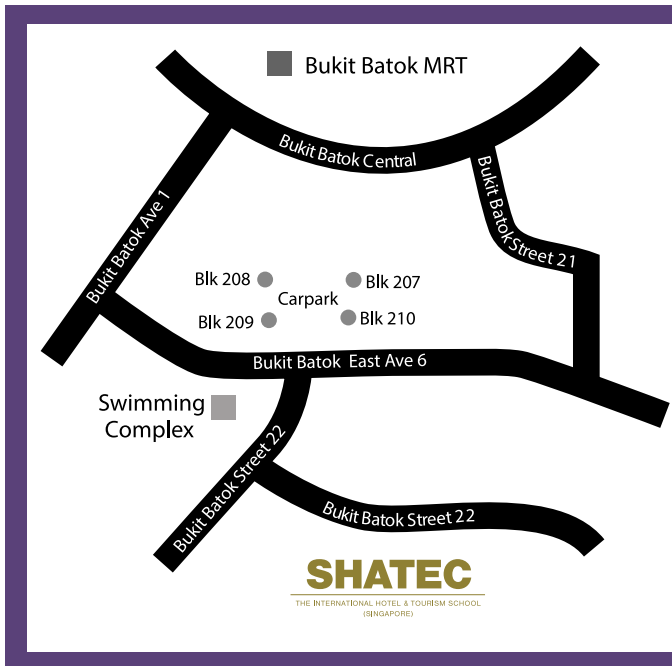
15. **Basic Revenue Management**
  - Apply Principles of Revenue Management
16. **Coaching Skills for Supervisors**
  - Coach for Service Performance
17. **Front Office Supervision**
  - Supervise Concierge and Uniformed Services
  - Supervise Front Office Operations
18. **Housekeeping Supervision 2**
  - Monitor Housekeeping Operations in Rooms, Laundry & Public Area
  - Supervise Public Areas
19. **Restaurant Service Skills 3**
  - Coordinate Food and Beverage Service
20. **Understanding Operational Reports**
  - Read and Interpret Operational Reports

<sup>b</sup> Trainees with relevant work experience are eligible for exemptions by levels and may complete the programme in 7 months instead of 26 months.

<sup>d</sup> Please visit SHATEC website at [www.shatec.sg](http://www.shatec.sg) for the complete subject synopses.

<sup>c</sup> PLEASE REFER TO ADMISSION DETAILS FOR STUDENTS (ANNEX TO PROGRAMME BROCHURES) FOR FURTHER INFORMATION ON:

1. Entry Requirements 2. Programme Fees 3. Miscellaneous Fees 4. The Committee for Private Education and EduTrust Certification 5. Student Protection (Fee Protection Scheme and Medical Insurance Scheme) 6. Refund, Withdrawal, Transfer / Deferment Process 7. Admission Procedures



**ADDRESS**

21 Bukit Batok Street 22, Singapore 659589

**OFFICE HOURS**

Mondays – Saturdays: 9.00a.m. – 5.00p.m.  
Closed on Public Holidays



**By Bus**

From Bukit Batok Bus Interchange, take bus 173 and alight opposite Bukit Batok Swimming Complex (4th stop). It is a 2-minute walk to SHATEC Institutes campus.



**By MRT**

Alight at Bukit Batok Station (NS2), and walk for approximately 10 minutes to SHATEC campus.



**By Car / Taxi**

- Ayer Rajah Expressway (AYE): Exit 11, Clementi Ave 6
- Bukit Timah Expressway (BKE): Exit 2, Dairy Farm Road / Upper Bukit Timah Road
- Kranji Expressway (KJE): Exit 5, Brickland Road
- Pan Island Expressway (PIE): Exit 28, Bukit Batok East Ave 3

**SHATEC INSTITUTES PTE LTD**

CPE Registration Number: 19830155C

Period of Registration: 16 July 2018 to 15 July 2022

**Tel:** (65) 6415 3588 / 510 / 554 / 527 / 548 / 528

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Cert. No.: EDU-2-2051  
Validity: 03/04/2018 - 02/04/2022



**DISCLAIMER**

Information in this brochure may be subjected to change. Please visit www.shatec.sg for the latest information and updates. SHATEC reserves the right to alter, amend or delete any programme fee, admission requirement, and mode of delivery or other arrangements without prior notice. The information in this brochure is correct at the time of printing (December 2018).