

WSQ DIPLOMA IN
**HOTEL AND
ACCOMMODATION
SERVICES**



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.



PROGRAMME INFORMATION^a

Developed under the SkillsFuture Singapore (SSG) Skills Framework for Hotel and Accommodation Services, the WSQ Diploma in Hotel and Accommodation Services is offered as an integrated programme encompassing skills from Certificate, Higher Certificate and Advanced Certificate levels. It is the complete training track for the Diploma qualification.

PROGRAMME INTAKES

Please refer to the SHATEC website (www.shatec.sg) for the detailed intake schedule.

MODE OF STUDY

Full-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.



DURATION & STRUCTURE

18 months consisting of:
12-month Institutional Training

Students will be expected to complete 26 skills under 20 learning units. The programme consists of 15 to 30 instructional hours per week spread over 4 terms or 2 semesters. Each term is 10 weeks in duration, excluding exam and break weeks.

Applicants who have successfully completed a preceding course in WSQ Certificate / Higher Certificate / Advanced Certificate in Hotel and Accommodation Services may be eligible for exemptions in relevant subjects and as such complete the institutional training in less than 12 months.

6-month Industrial Attachment

The industrial attachment component combines practical training with hands-on experience that will prepare students well in future careers in the hospitality industry.

Students will be placed with approved industry training partners of their choice and a monthly training allowance will be provided during the period of attachment.

CERTIFICATION

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

^a Please find full details of the programme information on the SHATEC website at www.shatec.sg.

PROGRAMME OUTLINE^{b,c}

Certificate Level

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

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

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

^b Please visit SHATEC website at www.shatec.sg for the complete subject synopses.

^c 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

THE SAPLING – A SHATEC TRAINING RESTAURANT

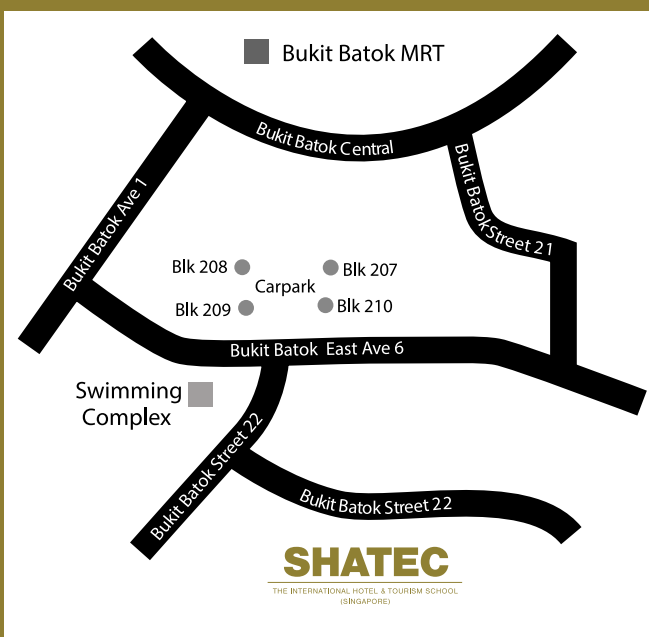


Our students begin their learning journey with us as saplings, seedlings with the immense potential to change and recreate Singapore's hospitality industry. With the right "nutrients" or learning conditions, our saplings will grow and develop into sturdy trees, resilient to life's many storms and challenges.

This was coined the name for SHATEC's training restaurant – The Sapling. The Sapling reflects SHATEC's vision for its students – to begin as saplings but to mature into magnificent trees. It is our hope for these big trees to in turn serve as nurturing influences to new and aspiring saplings in their journey, thus ensuring a vibrant renewal of talents for Singapore's hospitality and culinary scene.

All students specialising in culinary, pastry, and hotel studies will serve a Practicum term at The Sapling. The Practicum term provides an intensive and realistic opportunity for our saplings to hone their craft, think on their feet, and strengthen their confidence – empowering them to meet a myriad of work situations and ultimately preparing them for careers after graduation.

Nestled within home ground on the school's Bukit Batok campus, The Sapling invites guests to an all-day casual dining experience where trainees whip up sumptuous Western and Fusion cuisines. An evergreen favourite for private and corporate events, The Sapling also features signature events such as "Gourmet Night" in partnerships with top Singapore chefs and F&B brands, presenting exclusive culinary creations with the SHATEC trademark five-star hospitality.



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

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DISCLAIMER

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