

SHATEC

THE INTERNATIONAL HOTEL & TOURISM SCHOOL
(SINGAPORE)

WSQ DIPLOMA IN HOTEL & ACCOMMODATION SERVICES (PART-TIME)

BE CERTIFIED BY THE PIONEER SCHOOL OF HOSPITALITY

Validate your skills by the one and only industry school in Singapore
and be recognized as one of our illustrious alumni!



46 WEEKS
Course Duration
After Approved
Exemptions

Up to **70%**
SSG Funding for
Singaporeans /
Singapore PRs
LTVP+ Holders

Supported by STB
SkillsFuture Study
Award worth \$5,000.00!

*(Please note that the Study Award
is not guaranteed and applications
will be assessed holistically.
Please visit SkillsFuture Study
Award* for full information.)*

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**<https://tinyurl.com/myskillsfuture-STB>*



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www.shatec.sg



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The hotel and accommodation services sector constantly seeks creative means of service delivery to achieve guests' satisfaction. This course is designed for mid-career professionals seeking to update their skill sets to remain competitive in an evolving hospitality landscape.

PROGRAMME INTAKES

Please refer to the SHATEC website (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.

DURATION & STRUCTURE

46 weeks (with approved exemptions)*

Participants will be expected to complete 7 skills. The programme will be conducted once a week 9.00am – 6.00pm.

ENTRY REQUIREMENTS

1. Minimum 3 GCE 'N' Level / WPLN 5 / WSQ Advanced Certificate in Hotel and Accommodation Services / NITEC / Qualifications of equivalent standard may be recognised on a case-to-case basis
2. At least one of the following proficiency levels in English:
 - Pass in GCE 'N' Level English
 - Band 5.0 in IELTS
 - Minimum score of 61 points (internet-based total) in TOEFL
 - Pass in SHATEC English Test
 - Pass in SHATEC Certificate in Basic and Hospitality English / SHATEC Certificate in Hospitality English
3. Relevant work experience in the industry
4. International applicant must have a valid work pass throughout the entire course

QUALIFICATION

Diploma in Hotel and Accommodation Services awarded by SkillsFuture Singapore.

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

PROGRAMME OUTLINE

CERTIFICATE LEVEL (TGS-2021008334)

1. Food Safety and Hygiene L1*
2. Front Office Operations Management L2*
3. Report Writing L1*
4. People and Relationship Management L1*
5. Room Housekeeping Operations Management L1*

HIGHER CERTIFICATE LEVEL (TGS-2021008335)

6. Butler Service Delivery L2*
7. Events Planning and Management L2*
8. Sales Delivery L2*
9. Room Reservation Operations Management L2*
10. Food and Beverage Service L2*
11. Service Excellence L2*

ADVANCED CERTIFICATE LEVEL (TGS-2021008333)

12. Digital Marketing L3*
13. Business Presentation L3*
14. Environmental Sustainability Management L3*
15. Room Revenue Management L3*
16. Cost Control and Management L3*

DIPLOMA LEVEL (TGS-2021009554)

17. Room Housekeeping Operations Management L4
18. Front Office Operations Management L4
19. Technology Adoption and Innovation L4
20. People Development L4
21. Market Research L3
22. Budgeting L4
23. Business Change Assessment L4

*Applicants with relevant work experience may be eligible for exemptions in relevant subjects and Industrial Attachment and as such complete the course in 46 weeks.

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