

WSQ DIPLOMA IN
HOTEL AND
ACCOMMODATION
SERVICES

SHATEC

THE INTERNATIONAL HOTEL & TOURISM SCHOOL
(SINGAPORE)

The Art of hospitality
lies within the heart



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 premier hospitality school with many of its graduates highly sought after 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.

Please visit the SHATEC website (www.shatec.sg) for more information.



PROGRAMME INFORMATION*

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, Advanced Certificate and Diploma 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.



WSQ Certificate in Hotel and Accommodation Services



WSQ Higher Certificate in Hotel and Accommodation Services



WSQ Advanced Certificate in Hotel and Accommodation Services



WSQ Diploma in Hotel and Accommodation Services

DURATION & STRUCTURE

18 months comprising of:

12-month Institutional Training

Students will be expected to complete 23 technical skills and competencies under 25 learning units. The programme consists approximately 30 instructional hours per week spread over 3 semesters. Each semester is 13 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 for future careers in the hospitality and tourism industry.

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

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	HIGHER CERTIFICATE LEVEL	ADVANCED CERTIFICATE LEVEL	DIPLOMA LEVEL
<div>1. Food Safety and Hygiene L1<ul style="list-style-type: none">Food Safety and Hygiene L1</div> <div>2. Front Office Operations<ul style="list-style-type: none">Front Office Operations Management L2</div> <div>3. Report Writing<ul style="list-style-type: none">Report Writing L1</div> <div>4. People and Relationship Management<ul style="list-style-type: none">People and Relationship Management L1</div> <div>5. Room Housekeeping Operations<ul style="list-style-type: none">Room Housekeeping Operations Management L1</div>	<div>6. Hotel Butler Service<ul style="list-style-type: none">Butler Service Delivery L2</div> <div>7. Events Planning<ul style="list-style-type: none">Events Planning and Management L2</div> <div>8. Upselling in Hospitality<ul style="list-style-type: none">Sales Delivery L2</div> <div>9. Room Reservation Operations<ul style="list-style-type: none">Room Reservation Operations Management L2</div> <div>10. Restaurant Service Skills<ul style="list-style-type: none">Food and Beverage Service L2</div> <div>11. Managing Guest Experiences<ul style="list-style-type: none">Service Excellence L2</div>	<div>12. Digital Marketing Strategies in Hospitality<ul style="list-style-type: none">Digital Marketing L3</div> <div>13. Interactive Business Presentation Strategies<ul style="list-style-type: none">Business Presentation L3</div> <div>14. Sustainability in Hospitality<ul style="list-style-type: none">Environmental Sustainability Management L3</div> <div>15. Room Revenue Management<ul style="list-style-type: none">Room Revenue Management L3</div> <div>16. Cost Control in Food and Beverage<ul style="list-style-type: none">Cost Control and Management L3</div> <div>17. Practicum</div>	<div>18. Room Housekeeping Management<ul style="list-style-type: none">Room Housekeeping Operations Management L4</div> <div>19. Front Office Management<ul style="list-style-type: none">Front Office Operations Management L4</div> <div>20. Technology Adoption in Hotels<ul style="list-style-type: none">Technology Adoption and Innovation L4</div> <div>21. People Development<ul style="list-style-type: none">People Development L4</div> <div>22. Market Research in Hospitality<ul style="list-style-type: none">Market Research L3</div> <div>23. Budgeting in Hospitality<ul style="list-style-type: none">Budgeting L4</div> <div>24. Food and Beverage Concepts and Set-Ups<ul style="list-style-type: none">Business Change Assessment L4</div> <div>25. Capstone Project</div>

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

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 TRAINING RESTAURANT BY SHATEC

Our students begin their learning journey with us as saplings, young plants with the immense potential to change and transform 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.

Thus 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 at 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” and “The Sapling Takeover” in partnerships with top Singapore chefs and F&B brands, presenting exclusive culinary creations with the SHATEC trademark five-star hospitality.

SHATEC Institutes Pte Ltd

CPE Registration Number: 198301550C

Period of Registration: 16 August 2022 to 15 August 2026

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Website: www.shatec.sg

Get connected with us on social media!



ShatecSG



@shatec



SHATEC SG



ShatecSg Official



By Bus

From Bukit Batok interchange, take bus 173 and then alight opposite Bukit Batok Swimming Complex (4th stop). It will be a 2-minute walk to Shatec Institutes campus.



By MRT

Alight at Bukit Batok station (NS2). After which, it will be a 10-minute walk 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

ADDRESS

21 Bukit Batok Street 22, Singapore 659589

BUKIT BATOK MAIN CAMPUS

OFFICE HOURS

Mondays to Thursdays: 8:30a.m. to 6:00p.m.

Fridays to Saturdays: 8:30a.m. to 5:30p.m.

Closed on Public Holidays



Scan this QR code for more programme information



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 (August 2022).