

SHATEC HOTEL APPRENTICESHIP DIPLOMA PROGRAMME (HA-DiP)

PUBLIC FAQs VERSION 1

General Questions

1. What is the SHATEC Hotel Apprenticeship Diploma Programme?

The SHATEC Hotel Apprenticeship Diploma Programme (HA-DiP) is tailored under a study and On-the-Job-Training (OJT) modality to facilitate strong linkage between institutional training and workplace needs.

Fresh entrants and mid-career switchers can acquire industry relevant skills for new and emerging job roles in the hotel sector while developing their portfolio at the same time by pursuing an industry recognised Diploma qualification.

HA-DiP is also supported by a mentoring scheme where trainees can benefit from personalized career coaching. This allows job-seekers to gain access to structured workplace learning and mentorship with a clear career progression pathway immediately after graduation.

2. How long is the programme and how will it be delivered?

The programme will be 18 months in duration.

The first 3 months will be conducted as full-time institutional training for development of foundational competencies followed by 15 months of apprenticeship where trainees will attend lessons 3 days a week (a mix of in-person and online learning) and 3 days OJT at a hotel.

3. When will the first run commence?

The first intake will commence 3 October 2022. Admissions will take place from July 2022 onwards.

4. How does the HA-DiP differ from the SkillsFuture Work-Study Programmes?

The SkillsFuture Work-Study Programmes range from 6 weeks to 4 years under a range of modalities such as the Work-Study Post-Diploma, Work-Study Diploma and Work-Study Certificate programmes. These programmes are generally available Singaporeans and Singapore Permanent Residents who are within three years of either graduation from the ITE and Polytechnics or the Operational Ready Date for full-time National Servicemen.

The HA-DiP has a fixed duration of 18 months and is open to all local applicants above 21 years old and foreigners.

5. How does the HA-DiP differ from the SHATEC Full-Time and Part-Time Diploma Programme?

The SHATEC Full-Time Diploma Programme is a stackable learning course covering skills and competencies from Certificate, Higher Certificate, Advanced Certificate and Diploma qualification levels. Training is delivered over an 18-month period and including a 6-month full-time Industrial Attachment.

As compared to the Full-Time Programme, the HA-DiP is an integrated training track, comprising all four qualifications, offered on a more flexible training mode to individuals with little to no experience who wish to accelerate their career head-starts in the hospitality industry. The number of skills and competencies taught will be similar excluding Industrial Attachment which is converted to weekly OJT.

The SHATEC Part-Time Diploma Programme targets in-service professionals within the industry who possess at least 1-year work experience and the requisite job skills at basic to intermediate levels. This is a top-up programme which covers the Diploma level competencies and is completed within 10 - 12 months on a one-day per week study structure.

Eligibility Criteria

6. What is the entry requirements?

Applicants should possess the following entry requirements:

- A. 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 / Minimum 1-year experience in the Hotel and Accommodation Services industry
 - B. Pass selection interviews by both SHATEC and establishment host
 - C. 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
- OR
- A pass in any preceding WSQ Certificate level(s) will also be recognised as fulfilment of English proficiency requirements.
- D. Local applicants to be at least 21 years old

7. Is the programme open to Singapore Permanent Residents and/or international applicants?

The HA-DiP is open to all local applicants above 21 years old and foreigners. Singaporeans and Singapore Permanent Residents may receive SkillsFuture course fee funding range from 70% to 90% depending on individual's eligibility criteria

8. Is there a minimum age requirement?

Refer to Q5 and Q6 above.

9. Is there exemption to modules which I have taken before?

The HA-DiP is offered as an integrated training bundle and qualified trainees are expected to complete all modules. Trainees who wish to seek exemptions to similar modules completed previously should apply for the SHATEC Full-Time or Part-Time Diploma Programmes instead.

10. Can trainee complete the programme earlier if he/she has had former experience working in the hotel industry?

Trainees who have prior work experience in the hotel industry and wish to complete a shorter Diploma programme should apply for the SHATEC Part-Time Diploma Programme instead.

11. Is the selection based on first come first served basis?

All applications will be evaluated based on a competitive selection process which will include admission interviews by SHATEC and the hotel employer. Trainees will be screened based on academic and non-academic attributes to ensure good fit for the programme and industry.

Programme Administration

12. What certification will trainee be receiving at the end of the programme?

Trainees who successfully complete the programme will receive the WSQ Diploma of their specialization track conferred by SkillsFuture Singapore.

13. Is trainee required to have a computing device?

All trainees are required to have a laptop or desktop computer in order to:

- Access e-resources such as e-text books and videos.
- Conduct online research and submit assignments.
- Access online learning.
- Contribute towards a greener environment.

14. Will the programme be rolled out to other field of study (e.g. Culinary Arts, Pastry and Baking, Tourism)?

The first specialization to be launched under the HA-DiP is the WSQ Diploma in Hotel and Accommodation Services. Other Diploma specializations such as Culinary and Events Operations will be progressively included under this scheme to cater to diverse demand from individuals and employers.

15. How is the class size?

The class size will be between 10 - 20 pax.

16. Do trainees have to pay for the programme?

Local trainees who are eligible for course fee funding by SkillsFuture Singapore will only need to pay the nett course fee after grant and/or subsidy applicable. Full course fee will apply for international trainees.

17. Can trainee use Post-Secondary Education Account (PSEA) as a payment mode?

Singaporeans may utilize available funds within their Post-Secondary Education Account (PSEA) to offset total net course fee payable.

18. Can trainee use SkillsFuture Credit and additional SkillsFuture Credit (Mid-Career Support) as a payment mode?

All Singaporeans aged 25 and above can use their Opening SkillsFuture Credit or One-Off SkillsFuture Credit Top-Up to cover training costs.

19. Is trainee eligible to apply for scholarship or financial assistance aid?

Trainees will receive an apprenticeship allowance from the hotel employer after the first 3 months of the programme. For individuals with needs for additional financial support, SHATEC also offers scholarship and financial schemes to. For more information, please visit the following links:

For local applicants

<https://www.shatec.sg/scholarships-and-available-grants/>

<https://www.shatec.sg/financial-assistance-aids/>

For international applicants

<https://www.shatec.sg/shatec-international-education-scholarship/>

20. Is there a minimum attendance requirement for the programme?

All trainees must attain a minimum of 75% attendance for the programme to sat for prescribed examinations and/or assessments in order to attain the Diploma qualification.

21. Is trainee allowed to withdraw from the programme?

Trainees should be committed by the point of enrolment and strongly encouraged to complete the programme in order to realize all outcomes and benefits. Trainees who have extenuating reasons for withdrawal should contact their Field Supervisor or Programme Manager as soon as possible for advice.

22. Will trainee who withdraw from the programme midway be penalised?

There is no penalty for withdrawal from the programme but trainees who consumed funding may be asked to return portion of the course fee funded.

23. How are trainees assessed in this programme?

Trainees will be evaluated through theory and practical examinations, project presentations, written assignments and class participation.

Apprenticeship

24. Is there a bond?

There is no bond attached to the HA-DiP.

25. Who are the host companies?

The host companies are gazetted hotels under membership of the Singapore Hotel Association (SHA), ranging from luxury brands to boutique properties. As the list of hotel partners is updated frequently, please contact enrolment@shatec.sg for more information.

26. Will trainee be allowed to choose their preferred employer?

SHATEC will be responsible for the sourcing and matching of hotel employers to host trainees for apprenticeship. Trainees are not required to make selections as all hotel partners will be offer the same terms and benefits under the HA-DiP.

27. Can the trainee be attached to multiple properties for apprenticeship?

Trainees should be hosted at the same property (identified by UEN) for the full duration of the apprenticeship.

28. What if trainee is unable to secure a placement with a host organisation?

SHATEC collaborates with an extensive list of first tier hotel partners to ensure successful placement for all qualified trainees. Candidates will also be receiving basic coaching in resume writing and handling interview questions to ensure they are able to present themselves well to prospective hosts.

29. What are the work hours for a typical work week?

Trainees will work 3 days a week at the hotel for up to 9 hours per day (excluding intervals for rest, tea breaks and meals). Daily break of at least 45 minutes will be provided for meals and rest. Work days will be assigned between Wednesdays to Sundays which may also fall across public holidays.

30. Will trainee be covered by workplace insurance?

Trainees are covered by the Work Injury Compensation Act against accidents at work. For more information, please visit <https://www.mom.gov.sg/workplace-safety-and-health/work-injury-compensation>.

31. Who can the trainee contact in the event of dispute with host organisation?

The Programme Manager will meet each trainee to discuss learning goals and clarify expectations before the start of the apprenticeship. A field supervisor will also be assigned to provide appropriate supports. Trainees who encounter difficulties may contact the Field Supervisor who will help to resolve the concerns in consultation with the Programme Manager and hotel representative(s).

32. Will trainee have access to a mentor?

Yes, a workplace supervisor will be assigned by the hotel to provide personalized career coaching and structured mentorship. The mentor is expected to meet the trainee once a month for the first 6 months of the apprenticeship and then subsequently once every 3 months.

33. What is the mentor to mentee ratio?

The mentor to mentee ratio is capped at 1:2.

Allowance and Benefits

34. Will trainee be paid allowance during the programme?

Trainees will be paid a fixed monthly apprenticeship allowance from the 4th month onwards.

35. How much allowance will trainee be entitled to?

The apprenticeship allowance is fixed at \$1,300.00 per month.

36. What kind of benefits (annual and sick leave) can trainee get while on the programme?

Eligibility and entitlement for annual leave and sick leave of trainees under the HA-DiP will be in accordance to Ministry of Manpower (MOM) guidelines. Trainees are entitled to paid annual leave and paid outpatient sick leave if they have worked for the hotel for at least 3 months.

Number of Months from Hotel Apprenticeship Start Date	Paid Annual Leave (Days)	Paid Outpatient Sick Leave (Days)
1 to 12	5	9
13 to 15	2	

37. What kind of monetary benefits (e.g. bonuses) can trainee get while on the programme?

Staff benefits such as medical attention and hospitalisation, duty meals, uniforms, transport, compassionate leave, etc., shall be granted at the discretion of the company. Trainee should be entitled to time/day-off in lieu or payment of the appropriate allowances in accordance with accepted guidelines for computing overtime payment in the event if trainee is asked to work overtime.

38. In the event of any unforeseen circumstances, will trainees be allowed to defer the programme midway?

Trainees are encouraged to complete their programme as scheduled. All deferment requests will be reviewed on a case by case basis and subjected to management approval after taking into consideration factors such as availability of future intakes, funding validity period, etc.