

## **FACTSHEET ON THE TOURISM WORKFORCE SKILLS QUALIFICATIONS SYSTEM**

Tourism Workforce Skills Qualifications (WSQ) is a national qualifications system for the tourism workforce.

2 The system recognises workers for their competencies, that is their ability to do work, instead of academic achievements.

3 Tourism WSQ is jointly developed by the Tourism Industry, which is led by President & CEO of Raffles Holdings Jennie Chua, and the Singapore Workforce Development Agency (WDA).

### Competencies

4 The competencies recognised by Tourism WSQ are developed by leading organisations in the industry for each tourism occupation and for each level (operational, supervisory and managerial). It covers the tourism sectors of Hotel & Accommodation Services, Attractions, Tour & Travel and MICE & Events. The competencies are developed under the following broad categories:

- (a) Front Office/Guest Services
- (b) Housekeeping Operations
- (c) MICE and Events Operations
- (d) Programme Delivery
- (e) Tour Operations
- (f) Risk Management
- (g) Sales and Marketing
- (h) Site and Equipment Management

Over 140 competencies have been set (See Annex A).

### Qualifications

5 Tourism WSQ provides a clear progression pathway for tourism workers. (See Annex B). Workers who have the competencies set in the system will have their skills nationally certified under the qualifications system.

**Embargoed until after 6pm, Sunday, 23 April 2006**

6 Companies have the option of sending their workers to complete one or a few competency units, or taking up the full qualification. Those who have successfully completed one WSQ unit will get a Statement of Attainment (SOA). They can then complete enough units to count towards the national qualifications at Certificate, Advanced Certificate and Diploma levels. There are core units identified for all the four sectors to make the skills of a tourism worker portable across the industry.

7 The number of units required at each certification level are:

<b>Levels</b>	<b>National Certification</b>	<b>WSQ Units Completed</b>
Operations	Certificate in Tourism	7
Supervisory	Advanced Certificate in Tourism	9
Managerial	Diploma in Tourism	14

How to get workers assessed

8 There are flexible pathways for workers to have their skills certified. This could be done through:

- a. Training and assessment
- b. Assessment only pathway
- c. Recognition of prior learning (i.e. current work competencies, work experiences and prior learning)

9 Companies that want to put their staff through the training & assessment route can approached a WDA- approved training organisation. Alternatively, the training can be provided in-house if they meet the criteria to be an approved training organisation.

10 Companies that send their workers for WSQ training programmes can receive the following course fee support:

<b>Type of training programme</b>	<b>Nature of training</b>	<b>Workers below 40 years old</b>	<b>Workers 40 years old and above</b>
Certificate Advanced Certificate Diploma	External training provider	80% of course fees & assessment fees, capped at \$11 per hour	90% of course fees & assessment fees, capped at \$16 per hour
	In-house course	\$11 per hour	

11 More information is at <http://wsq.wda.gov.sg/>.

QUALIFICATIONS UNDER TOURISM WSQ

