

## Higher Nitec in Passenger Services

HF3PS

Higher Nitec in Passenger Services

3 month IA Duration

PS43008FPE

1. Apply communication skills to workplace tasks
2. Respond to customer/ stakeholder request and enquiry
3. Produce business document using software
4. Build relationship with customers/ stakeholders
5. Provide information on products and services
6. Manage service breakdown and recovery
7. Coordinate business meeting/ appointment/ activity
8. Manage and maintain documents and data, and prepare report
9. Manage customer needs and expectation
10. Advise customers on possible solutions to non-routine situations
11. Manage crowds
12. Provide feedback on work processes / products / services

HF3PS, HF2PS, HFXPS

Higher Nitec in Passenger Services

Specialisation / Option: New curriculum - From 2024 intake

6 month IA Duration

PS53005FPE|PS53006FPE

1. Apply communication skills to perform workplace tasks
2. Produce business documents using software

3. Manage passenger needs and expectation
4. Provide information on products and/or services
5. Handle service breakdown and recovery
6. Advise passengers on possible solutions to non-routine situations
7. Provide information to travellers on:
  - Destination information
  - Travel time
  - Terminal information/facilities
  - Itinerary
8. Perform manual or automated check-in services
9. Handle information on boarding/travel documents
10. Handle passenger baggage
11. Provide meet-and-assist services for different groups of passengers such as:
  - Unaccompanied minors
  - Mothers with infants
  - Expectant mothers
  - People with reduced mobility and disability
  - Wheelchair/elderly
  - Commercially Important Passengers (CIPs)
  - Very Important Persons (VIPs)
  - Special groups of passengers
  - Yet-to-board passengers,
  - Transit passengers
12. Handle departure and arrival of passengers
13. Provide advice and make arrangements for Air/Water/Land transportation services
14. Provide dangerous goods information
15. Provide feedback on work processes / products / services

HFPSZ21

Higher Nitec in Passenger Services

Specialisation / Option: Existing curriculum

6 month IA Duration

PS5014FPE

1. Apply communication skills to perform workplace tasks
2. Produce business documents using software
3. Manage passenger needs and expectation
4. Provide information on products and/or services
5. Handle service breakdown and recovery
6. Advise passengers on possible solutions to non-routine situations
7. Provide information to travellers on:
  - Fare pricing
  - Destination information
  - Travel time
  - Terminal information/facilities
  - Itinerary
8. Perform manual or automated check-in services
9. Handle information on boarding/travel documents
10. Handle passenger baggage
11. Provide meet-and-assist services for different groups of passengers such as:
  - Unaccompanied minors
  - Mothers with infants
  - Expectant mothers
  - People with reduced mobility and disability
  - Wheelchair/elderly
  - Commercially Important Passengers (CIPs)
  - Very Important Persons (VIPs)
  - special groups of passengers including foreign workers, guests,
  - yet-to-board passengers,
  - transit passengers
12. Handle departure and arrival of passengers
13. Provide advice and make arrangements for Air/Water/Land transportation services