HIGHER NITEC IN PASSENGER SERVICES (2 YEARS)

CERTIFICATION

Credits required for certification:

Core Modules	:	21
Specialisation Modules	:	26
Life Skills Modules	:	9
Cross Disciplinary Core Modules	:	6
Electives	:	6
Total	:	68

COURSE STRUCTURE

Module Title	Credits
CORE MODULES	
Fundamentals of Business Operations	3
Sales Techniques & Engagement	3
Introduction to Travel Industry	3
Business Grooming & Etiquette	3
Passenger Handling Operations	3
Travel Geography	3
Transport Services	3
SPECIALISATION MODULES	
Air Cargo Handling Operations	3
Passenger Service Management	3
Service Design & Innovation	3
Transport Terminal Safety & Security	3
Cabin Services	3
Transport Technology & Sustainability	3
Industry Attachment	8
CROSS-DISCIPLINARY CORE MODULES	
Robotic Process Automation for Business	3
Design Thinking for Business	3
Food Sustainability	3
Basics of Supply Chain Management	3
Blockchain in Business Application	3
Basic Data Management & UX Design	3
Advanced Data Management & UX Design	3
Digital Design Principles	3
ELECTIVES (COURSE SPECIFIC)	
Cruise Operations& Experience	2
ELECTIVES (INTER-DISCIPLINARY)	
Effective Business Networking	2
Customer Experience Design	2

Last updated on 7 Dec 2023

Module Title	Credits
ASEAN Business Basics	2
Introduction to Green & Sustainable Finance	2
Country Club Management	2

ELECTIVES (GENERAL) AND LIFE SKILLS MODULES

For details, click here

Note: The offer of electives is subject to the training schedule of respective ITE Colleges. Students are advised to check with their Class Advisors on the availability of the elective modules they intend to pursue.

MODULE OBJECTIVES

Core Modules

Fundamentals of Business Operations
On completion of this module, students should be able to support essential business operations by computing the accounting equation, record business transactions in source documents, compute employee payroll, handle monetary transactions and prepare documents to support international trade.

Sales Techniques & Engagement
On completion of this module, students will be able to apply sales techniques to sell to client needs and develop strong sales relationships.

Introduction to Travel Industry
On completion of the module, students should be able to determine a traveller's profile, provide travel requirements and travel products and services information.

Passenger Handling Operations
On completion of the module, students should be able to check in passengers and baggage, handle departure and arrival of passengers.

Business Grooming & Etiquette
On completion of the module, students should be able to project a professional image essential in a customer service environment as well as maintain workplace and communication etiquette in a business setting.

Travel Geography
On completion of the module, students should be able to provide information on travel destination and travel time.

Transport Services
On completion of the module, students should be able to provide information on air, sea and land transport services.

Specialisation Modules

Air Cargo Handling Operations
On completion of the module, students should be able to perform air cargo acceptance and handle import and export cargo documents.

Passenger Service Management
On completion of the module, students should be able to provide meet-and-assist services, handle and resolve issues arising from flight disruptions and non-routine situations.

Service Design & Innovation
On compeltion of the module, students should be able to construct a passenger journey and propose solutions for service improvements in a transport terminal.

Transport Terminal Safety & Security

On completion of the module, students should be able to determine transport terminal safety and security situations, manage and report incidents and accidents as well as perform dangerous goods acceptance.

Cabin Services

On completion of the module, students should be able to perform ground duties, provide in-flight service, perform up-sell and cross sell of in-flight products, carry out pre and post-landing duties as well as attend to passengers' queries and needs.

Transport Technology & Sustainability

On completion of the module, students should be able provide technology and sustainability solutions at transport terminals.

Industry Attachment

On completion of the module, students should be able to apply the skills and knowledge acquired to take on a range of job scopes at the company.

Cross-Disciplinary Core

Robotic Process Automation for Business

On completion of the module, students should be able to appreciate the applications of Robotic Process Automation (RPA) and be equipped with RPA skills to automate repetitive business processes and operations.

Design Thinking for Business Services

On completion of the module, students should be able to develop innovative solutions in a business environment via transdisciplinary thinking approach that meets stakeholders' needs.

Food Sustainability

On completion of the module, students should be able to gain an overview of foodsecurity system and the importance of sustainable food supply in Singapore. Students should also be able to understand the different types of sustainable farming and food production for plant, animal and aquaculture and the technologies applied.

Basics of Supply Chain Management

On completion of the module, students should be able to identify and explain the purpose and value of the different components of a supply chain, produce a supply chain map of an industry, identify the order fulfilment process and outline the emerging trends and technologies.

Blockchain in Business Application

On completion of the module, students should be able to gain an overview of blockchain, its importance and the development of blockchain technology in Singapore. Students will also identify blockchain opportunities in business and demonstrate the use of common blockchain applications.

Basic Data Management & UX Design

On completion of the module, students should be able to customise system settings to suit the needs of the business while controlling the access to data using point and click security tools, and be able to visualise key business metrics in real-time.

Advanced Data Management & UX Design

On completion of the module, students should be able to review the organisation's security design requirements, control user access to data and update the security design.

Digital Design Principles

On completion of the module, students should be able to apply design elements and principles onto digital designs.

Electives (Course-Specific Electives)

Cruise Operations & Experience
On completion of the module, students should be able to curate cruise products and service information, plan and prepare a cruise itinerary and market a cruise departure.

Electives (Inter-Disciplinary Electives)

Effective Business Networking
On completion of the module, students should be able to manage their professional image and build effective relationships with others.

Customer Experience Design
On completion of the module, students should be able to appreciate and understand how customers think, behave, share, and consume products/services from a customer journey perspective. This in turn will help students better understand how they can design better customer experiences to increase customer loyalty and generate more revenue.

ASEAN Business Basics
On completion of the module, students should be able to research and provide credible and relevant information on ASEAN country's business culture and business operations.

Introduction to Green & Sustainable Finance
On completion of the module, students should be able to explain sustainability and sustainable development goals. Students should also be able to identify approaches and suitable strategies to address Green House Gases (GHG) emissions as well as plan, implement and evaluate a sustainability project.

Country Club Management
On completion of the module, students should be able to assist in club operations, including, membership, food and beverage golf, sports and recreation, social and entertainment, and other administrative and supporting functions.

Electives (General) and Life Skills Modules
For details, click here.