



For Immediate Release

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ITE AND SCOOT-TIGERAIR PARTNERSHIP ON PASSENGER SERVICES EDUCATION TAKES OFF

- ✓ ***First MOU between ITE and airline partner***
- ✓ ***Aircraft cabin for simulated training***
- ✓ ***Internship opportunities with Scoot and Tigerair***

Singapore – Students at the Institute of Technical Education (ITE) can soon look forward to an authentic learning experience in an aircraft cabin right on campus. ITE and Singapore-based low-cost carriers Scoot and Tigerair signed a Memorandum of Understanding (MOU) on passenger services education this morning. The agreement inked by Mr Bruce Poh, Director and CEO of ITE, and Mr Lee Lik Hsin, CEO of Budget Aviation Holdings which owns and manages both Scoot and Tigerair, is the first between ITE and an airline partner.

One of the key highlights of the MOU will be the development of a simulated cabin at the Scoot-Tigerair Service Skills Centre housed at ITE College West. The Centre will have a unique mock-up cabin, galley and lavatory specially developed for students' hands-on learning. This is in line with the objectives of the agreement, which is to provide a rich authentic learning environment for students to become highly skilled and adept in operations and customer service.

This, on top of a 60-hour elective module on passenger service excellence, jointly developed by Scoot and Tigerair will allow not only the sharing and learning of best practices from Scoot and Tigerair, but help students to focus on the importance of providing differentiated passenger experiences through event planning, service design and service delivery. One example would be learning how to organise celebrations and events on board to create a memorable flight experience for guests.

Apart from classroom learning, students in hospitality operations, service management, passenger services, leisure and travel operations, and service- or engineering-related courses will have the opportunity to build up career experience through internships with Scoot and Tigerair. These opportunities comprise internships as airline crew or in the various airline departments.

“Scoot and Tigerair take pride in providing warm and passionate service with a difference, and are committed to providing unique and memorable flight experiences for our guests. As



Singapore-based low-cost carriers, we believe in building up a pool of skilled local manpower for the aviation industry and are privileged to share our industry expertise with the students at ITE. We hope this partnership will equip students with practicable skills and even inspire them to take first steps into a career in the aviation industry,” said Mr Lee Lik Hsin, CEO of Budget Aviation Holdings.

Mr Bruce Poh, Director and CEO of ITE, said, “We are delighted to collaborate with Scoot and Tigerair to provide an authentic learning for our passenger services and tourism students via a simulated aircraft cabin on campus and real work opportunities as cabin crew team. Students will be given the opportunity to plan and organise events and activities that will delight and wow customers. In addition, students from other non-service disciplines like engineering can also benefit from internships at Scoot and Tigerair.”

About Scoot

Scoot™, the low-cost, medium-to-long haul arm of the Singapore Airlines Group managed by Budget Aviation Holdings, has carried over seven million guests since taking to the skies in June 2012. The world’s first all-787 Dreamliner fleet operates between Singapore and Sydney, Gold Coast, Bangkok, Taipei, Tokyo, Tianjin, Shenyang, Nanjing, Qingdao, Seoul, Hong Kong, Perth, Osaka, Kaohsiung, Hangzhou, Melbourne, Guangzhou, Jeddah, Chennai and Amritsar, and soon to Sapporo, Jaipur, Dalian and Athens. Scoot provides – in addition to fantastic value airfares – a safe, reliable and contemporary travel experience with a unique attitude – Scootitude™. Offering amenities including on-board Wi-Fi Internet connectivity and in-seat power as well as the ability to redeem and accrue Singapore Airlines KrisFlyer miles, Scoot was voted 2015-16 Best Low Cost Airline (Asia/Pacific) by AirlineRatings.com and ranked in the Top 10 of the World’s Best Low-Cost Airlines in 2015 by Skytrax. Scoot is passionate about changing the way people travel long distance. Book your tickets at FlyScoot.com or contact our [Call Centre](#). Find out more on FlyScoot.com, Facebook.com/FlyScoot, Instagram.com/FlyScoot or Weibo.com/Flyscot.

About Tigerair

Tigerair is a subsidiary of Singapore Airlines Limited. Established in 2004, Tigerair is a leading Singapore-based no-frills airline that offers affordable travel options and a seamless customer experience.

With a fleet of Airbus A320-family aircraft, Tigerair operates flights to 40 destinations across Asia such as Singapore, Bangladesh, China, Hong Kong, India, Indonesia, Macau, Malaysia, Maldives, Myanmar, Philippines, Taiwan, Thailand, and Vietnam.

Tigerair empowers travellers to explore new destinations, and accumulate memorable experiences, by offering an increased network of destinations. It is also committed to maintaining the highest standards of safety, security and reliability. For more information, please visit www.tigerair.com.



About ITE

The Institute of Technical Education (ITE) is a post-secondary education institution established in **1992** under the Ministry of Education. As a principal provider of career and technical education, and a key developer of national occupational skills certification and standards, ITE's Mission is to create opportunities for students and adult learners to acquire skills, knowledge and values for employability and lifelong learning. ITE's Vision is to be A Trailblazer in Career and Technical Education. Our Values are Integrity, Teamwork, Excellence and Care. ITE comprises the ITE Headquarters and three ITE Colleges - College Central, College East and College West. For more information, visit www.ite.edu.sg.

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Scoot and Tigerair

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