

## HIGHER NITEC IN ACCOUNTING

### COURSE SYNOPSIS

On completion of the course, students should be able to

- Prepare final accounts for various entities.
- Prepare cost accounts.
- Handle oral and written communication in a business/ workplace environment.
- Provide quality customer service.
- Produce office documents using common software packages.

### JOB OPPORTUNITIES

*Higher Nitec* in Accounting graduates, equipped with knowledge and skills in accounting, are employed by government departments, statutory boards and private sector companies. Some of the job titles held by graduates include Accounts Assistant and Finance Assistant. Career advancement prospects will improve as graduates acquire experience and upgrade skills and knowledge with higher-level courses.

### CERTIFICATION

Credits required for certification:

Core Modules	:	56
Life Skills Modules	:	12
Elective Modules	:	6
<b>Total</b>	:	<b>74</b>

### COURSE STRUCTURE

Module Title	Credits
<b>CORE MODULE</b>	
Essentials of Communication I	5
Information Technology	5
Business Environment	5
Service Excellence	4
Accounting Fundamentals	6
Intermediate Accounting	6
Essentials of Communication II	5
Advanced Accounting	7
Costing	5
Industry Attachment	8
<b>ELECTIVES (COURSE SPECIFIC)</b>	
Managing Finances	3
Small Enterprise Accounting Application	3
Business Statistics	3
Banking and Financial Services	3
Business Law	3
<b>ELECTIVES (INTER-DISCIPLINARY)</b>	
Essentials of Tourism	3
<b>ELECTIVES (JOINT ITE-INDUSTRY)</b>	
Computerised Accounting	3
<b>ELECTIVES (GENERAL)</b>	
Refer to pages 272-274	
<b>LIFE SKILLS MODULES</b>	
Refer to page 278	

*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

#### Essentials of Communication I

On completion of the module, students should be able to apply the communication skills in listening, speaking, reading and writing, essential to build successful working relationships in social and workplace settings.

#### Information Technology

On completion of the module, students should be able to produce various types of business documents using software packages, apply advanced features of Word and Excel in their work as well as create web pages for business functions.

#### Business Environment

On completion of the module, students should be able to provide an overview of the general environment in which businesses operate as well as be able to explore a range of contemporary issues relevant to each environment such as the changing public sector, corporate social responsibility and ethics, and globalization.

#### Service Excellence

On completion of the module, students should be able to display professional image and etiquette, cultivate customer rapport, respond to requests and enquiries, manage needs and expectations, handle customers from diverse backgrounds, handle service breakdown and recovery, provide information on products and services, approach sales prospects, promote products and services, close a sale, build customer loyalty and obtain customer feedback.

#### Accounting Fundamentals

On completion of the module, students should be able to record business transactions, and prepare bank reconciliation statements, control accounts and Trading, Profit & Loss Account and Balance Sheet.

#### Intermediate Accounting

On completion of the module, students should be able to compute the depreciation of fixed assets, determine the value of stock using various methods of valuation, correct various types of errors through journal entries, and prepare adjusted final accounts for sole proprietorship and non-trading organisations.

#### Essentials of Communication II

On completion of the module, students should be able to apply the communication skills in listening, speaking, reading and writing, essential to build successful working relationships in business and workplace settings.

#### Advanced Accounting

Upon completion of the module students should be able to apply knowledge on professional ethics in accounting professions, prepare financial statements for partnerships and limited companies. In addition, students will also learn to prepare cash-flow statements and cash budgets, and to use and maintain a computerised accounting system.

#### Costing

On completion of the module, students should be able to apply costing principles and methods to ascertain the costs of labour, materials and overheads for a job process or service.

#### Industry Attachment

Students will undergo an internship with organisations and apply the skills and knowledge learnt in the accounting course.

#### Electives (Course Specific)

##### Managing Finances

On completion of the module, students should be able to explain the ways organizations finance their operations, plan and control cash flows, optimize their use of working capital and allocate resources to capital expenditure projects.

##### Small Enterprise Accounting Application

On completion of the module, students should be able to identify business opportunities, plan business activities, operate and maintain a computerised accounting system for a SOHO business.

##### Business Statistics

On completion of the module, students should be able to compute and present statistical data for use in business. The training covers collection, organisation and presentation of statistical data, measures of central tendency, dispersion and normal distribution, index numbers, time series analysis, regression and correlation analysis.

##### Banking and Financial Services

On completion of the module, students should be able to explain the different banking and financial services provided by private and government financial institutions.

**Business Law**

On completion of the module, students should be able to describe the legal system in Singapore and explain the general principles of law relating to business contracts and cheques.

**Electives (Inter-disciplinary)****Essentials of Tourism**

On completion of the module, students should be able to describe the various products and services that are offered in the travel and tourism industry and other travel related services.

**Electives (Joint ITE-Industry)****Computerised Accounting**

On completion of the module, students should be able to set up initial business data, record business transactions, make end of period adjustments, set up and maintain payroll records and produce financial reports of a business enterprise using a computerised accounting and payroll software.

**Electives (General)**

As reflected on pages 272-274.

**Life Skills Modules**

As reflected on page 278.

## HIGHER NITEC IN BANKING SERVICES

### COURSE SYNOPSIS

On completion of the course, students should be able to

- Perform frontline counter transactions.
- Create awareness in the Bank's wide array of products and services.
- Carry out bank specific instructions during emergencies and special situations.
- Assist with backroom duties including cash handling and cheque clearing.
- Comply with established operational and control procedures.
- Provide quality customer service.
- Handle oral and written communication in a business/ workplace environment.
- Produce office documents using common software packages.

### JOB OPPORTUNITIES

*Higher Nitec* in Banking Services graduates are employed as Branch Customer Service Executive, Telesales Representative and Bank Administrative Executive in banks, insurance companies and other financial institutions. There are opportunities for career advancement to supervisory positions and beyond.

### CERTIFICATION

Credits required for certification:

Core Modules	:	53
Life Skills Modules	:	12
Elective Modules	:	6
<b>Total</b>	:	<b>71</b>

### COURSE STRUCTURE

Module Title	Credits
<b>CORE MODULE</b>	
Essentials of Communication I	5
Information Technology	5
Business Environment	5
Service Excellence	4
Accounting Fundamentals	6
Essentials of Communication II	5
Banking Product and Services	5
Banking Operations	5
Personal Financial Planning	5
Industry Attachment	8
<b>ELECTIVES (COURSE SPECIFIC)</b>	
Insurance Services	4
Customer Relationship Management Applications	4
<b>ELECTIVES (INTER-DISCIPLINARY)</b>	
Essentials of Tourism	3
<b>ELECTIVES (GENERAL)</b>	
Refer to pages 272-274	
<b>LIFE SKILLS MODULES</b>	
Refer to page 278	

*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

#### Essentials of Communication I

On completion of the module, students should be able to apply the communication skills in listening, speaking, reading and writing, essential to build successful working relationships in social and workplace settings.

#### Information Technology

On completion of the module, students should be able to produce various types of business documents using software packages, apply advanced features of Word and Excel in their work as well as create web pages for business functions.

#### Business Environment

On completion of the module, students should be able to provide an overview of the general environment in which businesses operate as well as be able to explore a range of contemporary issues relevant to each environment such as the changing public sector, corporate social responsibility and ethics, and globalization.

#### Service Excellence

On completion of the module, students should be able to display professional image and etiquette, cultivate customer rapport, respond to requests and enquiries, manage needs and expectations, handle customers from diverse backgrounds, handle service breakdown and recovery, provide information on products and services, approach sales prospects, promote products and services, close a sale, build customer loyalty and obtain customer feedback.

#### Accounting Fundamentals

On completion of the module, students should be able to record business transactions, and prepare bank reconciliation statements, control accounts and Trading, Profit & Loss Account and Balance Sheet.

#### Essentials of Communication II

On completion of the module, students should be able to apply the communication skills in listening, speaking, reading and writing, essential to build successful working relationships in business and workplace settings.

#### Banking Products and Services

On completion of the module, students should be able to identify the different banking and financial services by local and foreign banks, and similar financial institutions. They would also be able to apply skills and knowledge in various banking products and services offered to banks' clients.

#### Banking Operations

On completion of the module, students should be able to apply skills and knowledge about the bank operations and handle various banking transactions such as deposits, withdrawals, bill payments, and other cash and non-cash financial instruments.

#### Personal Financial Planning

On completion of the module, students should be able to apply principles of finance to the monetary decisions of an individual, and manage ways in which one obtain, budget, save and spend monetary resources, taking into account of various financial risks for future life events.

#### Industry Attachment

Students will undergo an internship with banks where they will understudy bank operations and their services.

#### Elective (Course Specific)

##### Insurance Services

On completion of the module, students should be able to provide an overview on insurance policies, address insurance related questions and apply the concepts according to insurance guidelines using financial needs analysis.

##### Customer Relationship Management Applications

On completion of the module, students should be able to have a basic understanding of the concepts used in customer service relationship. They are also trained to provide pre-and- after sales support functions, target marketing to attract and retain customer base using customer relationship management software.

#### Electives (Inter-disciplinary)

##### Essentials of Tourism

On completion of the module, students should be able to describe the various products and services that are offered in the travel and tourism industry and other travel related services.

#### Electives (General)

As reflected on pages 272-274.

#### Life Skills Modules

As reflected on page 278.

## HIGHER NITEC IN BEAUTY & SPA MANAGEMENT

### COURSE SYNOPSIS

On completion of the course, students should be able to

- Conduct client consultation.
- Provide facial therapy.
- Provide make-up.
- Provide manicure and pedicure treatment.
- Provide hand and foot treatment.
- Provide massage therapy.
- Provide facial and body waxing.
- Provide face and body electrotherapy treatments.
- Provide spa treatments.
- Handle the daily operations of a beauty salon or spa establishment.

### JOB OPPORTUNITIES

*Higher Nitec* in Beauty & Spa Management graduates are employed by beauty and spa establishments. Some of the job titles held by graduates include Beauty Therapist, Nail Technician, Spa Therapist, Beauty Consultant and Beauty Supervisor.

### CERTIFICATION

Credits required for certification:

Core Modules	:	52
Life Skills Modules	:	12
Elective Modules	:	8
<b>Total</b>	:	<b>72</b>

### COURSE STRUCTURE

Module Title	Credits
<b>CORE MODULE</b>	
Customer Relations for Salon Professionals	5
Aesthetic Treatments	7
Make-up Artistry	4
Hand and Foot Treatments	3
Massage Treatments	6
Spa Therapy	4
Physiology and Nutrition	5
Advanced Massage Treatments	7
Beauty & Spa Business Management	7
Industry Attachment	4
<b>ELECTIVES (COURSE SPECIFIC)</b>	
Electrotherapy	4
Nail Art and Technology	4
<b>ELECTIVES (GENERAL)</b>	
Refer to pages 272-274	
<b>LIFE SKILLS MODULES</b>	
Refer to page 278	

*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

#### Customer Relations for Salon Professionals

On completion of the module, students should be able to project a professional image and apply etiquette in a salon setting. Students are also trained to communicate effectively and handle oral communication required and to cultivate customer rapport, manage customer needs and perform service recovery in a salon setting.

#### Aesthetic Treatments

On completion of the module, students should be able to provide facial treatment, facial massage, eyebrow shaping, and waxing for hair removal.

#### Make-up Artistry

On completion of the module, students should be able to provide different types of make-up including cosmetic camouflage make-up.

#### Hand and Foot Treatments

On completion of the module, students should be able to provide hand and foot massage, and spa manicure and pedicure treatments.

#### Massage Treatments

On completion of the module, students should be able to provide head, neck and shoulder massage, seated chair massage, Swedish massage and hot stone massage.

#### Spa Therapy

On completion of the module, students should be able to provide body scrub treatment, body mask and wrap treatment, thermal treatments, and hydrotherapy treatments.

#### Physiology and Nutrition

On completion of the module, students should be able to conduct client consultation and recommend treatment programme, and provide advice to clients on health and nutrition.

#### Advanced Massage Treatment

On completion of the module, students should be able to perform Indian Head massage, deep-tissue massage, aromatherapy massage, as well as prepare essential oils for massage treatment.

#### Beauty and Spa Business Management

On completion of the module, students should be able to handle the daily operations of a salon, implement workplace health and safety policy, monitor staff performance and perform client management.

#### Industry Attachment

Students will go on a 3-month industry attachment at a beauty salon or spa to gain hands-on training in a range beauty and wellness services.

#### Electives (Course Specific)

##### Electrotherapy

On completion of the module, students should be able to perform facial electrical treatment and body electrotherapy for body contouring.

##### Nail Art and Technology

On completion of the module, students should be able to perform nail art service and extension as well as maintenance and repair of artificial nails extension and natural nails.

#### Electives (General)

As reflected on pages 272-274.

#### Life Skills Modules

As reflected on page 278.

## HIGHER NITEC IN EARLY CHILDHOOD EDUCATION

### COURSE SYNOPSIS

On completion of the course, students should be able to

- Handle oral and written communication in a business/ work environment.
- Prepare office documents using common software packages.
- Provide quality customer service.
- Plan programmes.
- Assist in conducting lessons.
- Assist children in daily activities.
- Manage safety, health and nutrition of children.
- Handle administrative work.
- Pursue personal growth and professional development.

The *Higher Nitec* in Early Childhood Education fulfils the professional qualifications of Level 1 category of teacher.

### JOB OPPORTUNITIES

*Higher Nitec* in Early Childhood Education graduates are employed by childcare centres and kindergartens. Some of the job titles held by graduates include Assistant Childcare Teacher, Assistant Kindergarten Teacher and Assistant Preschool Teacher.

### CERTIFICATION

Credits required for certification:

Core Modules	:	57
Life Skills Modules	:	12
Elective Modules	:	5
<b>Total</b>	<b>:</b>	<b>74</b>

### COURSE STRUCTURE

Module Title	Credits
<b>CORE MODULE</b>	
Essentials of Communication I	5
Early Child Development	6
Principles and Practices in Preschool Education	6
Learning Environments	5
The Communication Curriculum	5
Essentials of Communication II	5
Information Technology	5
The Discovery Curriculum	7
The Aesthetic Curriculum	5
Industry Attachment	8
<b>ELECTIVES (COURSE SPECIFIC)</b>	
Planning and Organising Children's Event and Functions	3
<b>ELECTIVES (GENERAL)</b>	
Refer to pages 272-274	
<b>LIFE SKILLS MODULES</b>	
Refer to page 278	

*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

#### Essentials of Communication I

On completion of the module, students should be able to apply the communication skills in listening, speaking, reading and writing, essential to build successful working relationships in social and workplace settings.

#### Early Child Development

On completion of the module, students should be able to understand how children learn and develop in their early years, with a focus on the inter-related stages of early development in young children, especially in relation to children's play behaviour.

#### Principles and Practices in Preschool Education

On completion of the module, students should be able to understand the principles of child care and development; be aware of health and safety features; learn to build relationship with children, their parents, families, and others concerned with the education, care and welfare of the child.

#### Learning Environments

On completion of the module, students should be able to plan for exploring, discovering, and learning in a variety of settings; create spaces for learning; provide challenges for learning and balance the needs and interests of children with learning outcomes.

#### The Communication Curriculum

On completion of the module, students should be able to learn the numerous ways of developing and providing for the language and communication curriculum in childcare settings as well as explore the use of drama and mime in the provision for personal, social and emotional development.

#### Essentials of Communication II

On completion of the module, students should be able to apply the communication skills in listening, speaking, reading and writing, essential to build successful working relationships in business and workplace settings.

#### Information Technology

On completion of the module, students should be able to produce various types of business documents using software packages, apply advanced features of Word and Excel in their work as well as create web pages for business functions.

#### The Discovery Curriculum

On completion of the module, students should be able to learn the numerous ways of developing and providing for the numeracy, natural science and environmental awareness curriculum in childcare settings with an additional focus on physical and health development and the provision for indoor and outdoor play.

#### The Aesthetic Curriculum

On completion of the module, students should be able to develop young children's representational skills in a variety of forms through art and craft, dance, music, and movement.

#### Industry Attachment

Students are provided with the opportunity to work with childcare centres and kindergartens to gain practical 'hands-on' experience specifically designed to relate and extend participants' theoretical knowledge acquired in the course.

#### Electives (Course Specific)

##### Planning and Organising Children's Events and Functions

On completion of the module, students should be able to acquire an understanding of what the common events in a pre-school environment are, to plan, organize and handle logistic arrangements for a children's event, and to conduct a post event evaluation.

##### Electives (General)

As reflected on pages 272-274.

##### Life Skills Modules

As reflected on page 278.

# HIGHER NITEC IN EVENT MANAGEMENT

## COURSE SYNOPSIS

On completion of the course, students should be able to

- Coordinate event logistics.
- Manage projects and work flows.
- Organise events.
- Coordinate business events.
- Liaise with suppliers and customers.
- Work with crew and volunteers.
- Handle sales and marketing.
- Provide customer service support.
- Provide administrative and operational support.

## JOB OPPORTUNITIES

*Higher Nitec* in Event Management graduates are employed as event coordinators in Professional Conference Organisers (PCOs), Professional Exhibition Organisers (PEOs), Destination Management Companies (DMCs), venue operators and hotels as well as other private and public sector organisations and associations responsible for organising and managing seminars, meetings and conferences. Some of the job titles held by graduates may include Events Coordinator, Project Coordinator and Conference Organiser.

There are opportunities for career advancement to supervisory positions and beyond. Events Coordinators with work experience and good performance may be promoted to supervisory positions, such as Project Manager, Events Manager as well as Sales and Marketing Manager.

## CERTIFICATION

Credits required for certification:

Core Modules	:	54
Life Skills Modules	:	12
Elective Modules	:	6
Total	:	72

## COURSE STRUCTURE

Module Title	Credits
<b>CORE MODULE</b>	
Essentials of Communication I	5
Information Technology	5
Business Environment	5
Service Excellent	4
Event Administration and Operations	5
Principles of Marketing	5
Essentials of Communication II	5
Event Planning and Management	5
Facilities and Venue Management	5
Meetings, Incentives, Conventions and Exhibitions	6
Industry Attachment	4
<b>ELECTIVES (COURSE SPECIFIC)</b>	
Audio Visual Operations	3
Country Club Management Operations	3
<b>ELECTIVES (GENERAL)</b>	
Refer to pages 272-274	
<b>LIFE SKILLS MODULES</b>	
Refer to page 278	

*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

#### Essentials of Communication I

On completion of the module, students should be able to apply the communication skills in listening, speaking, reading and writing, essential to build successful working relationships in social and workplace settings.

#### Information Technology

On completion of the module, students should be able to produce various types of business documents using software packages, apply advanced features of Word and Excel in their work as well as create web pages for business functions.

#### Business Environment

On completion of the module, students should be able to provide an overview of the general environment in which businesses operate as well as be able to explore a range of contemporary issues relevant to each environment such as the changing public sector, corporate social responsibility and ethics, and globalization.

#### Service Excellence

On completion of the module, students should be able to display professional image and etiquette, cultivate customer rapport, respond to requests and enquiries, manage needs and expectations, handle customers from diverse backgrounds, handle service breakdown and recovery, provide information on products and services, approach sales prospects, promote products and services, close a sale, build customer loyalty and obtain customer feedback.

#### Event Administration and Operations

On completion of the module, students should be able to understand the concepts of event planning and operations, and apply these concepts in simple event organisation at the workplace.

#### Principles of Marketing

On completion of the module, student should be able to understand the basic concepts of marketing mix and apply these concepts at the workplace.

#### Essentials of Communication II

On completion of the module, students should be able to apply the communication skills in listening, speaking, reading and writing, essential to build successful working relationships in business and workplace settings.

#### Event Planning and Management

On completion of the module, students should be able to prepare an event concept, perform detailed planning, handle event set-up, manage onsite activities and manage post-event activities.

#### Facilities and Venue Management

On completion of the module, students should be able to plan and manage event venue facilities and inventory, procure supplies, handle loan and booking systems and provide advice to customers on set-up of temporary structures and coordinate AV and lighting requirements.

#### Meetings, Incentives, Conventions and Exhibitions

On completion of the module, students should be able to differentiate the processes for meetings, incentives, conventions, and exhibitions (MICE), develop business opportunities, market MICE programmes, manage sponsorships, coordinate MICE logistics, perform risk assessments and handle post-MICE event activities.

#### Industry Attachment

Students will go on internship at various organisations that provide authentic practical training in performing tasks related to event management.

#### Electives (Course Specific)

##### Audio Visual Operations

On completion of the module, students should be able to develop the practical skills in managing audio visual equipment operations in organisation of events.

##### Country Club Management Operations

On completion of the module, students should be able to acquire the skills and knowledge in country/golf club management and operations.

##### Electives (General)

As reflected on pages 272-274.

##### Life Skills Modules

As reflected on page 278.

# HIGHER NITEC IN HUMAN RESOURCE & ADMINISTRATION

## COURSE SYNOPSIS

On completion of the course, students should be able to

- Support recruitment activities.
- Support the selection and interview process.
- Support pre-boarding activities.
- Perform payroll administration.
- Support training administration.
- Support employee relations activities.
- Support off-boarding activities.
- Maintain employee information.

## JOB OPPORTUNITIES

*Higher Nitec* in Human Resource & Administration graduates are equipped with skills in a range of human resource administrative functions such as recruitment and selection, pre-boarding, on-boarding and off-boarding, training administration, processing claims/reimbursements/payroll, as well as employee relations and communication, are employed in any sector. Some of the job titles held by graduates include Human Resource Administrative Assistant, Payroll Assistant, and Human Resource Executive Assistant. Career advancement prospects will improve as graduates acquire experience and upgrade skills and knowledge with higher-level courses.

## CERTIFICATION

Credits required for certification:

Core Modules	:	58
Life Skills Modules	:	12
Elective Modules	:	6
<b>Total</b>	<b>:</b>	<b>76</b>

## COURSE STRUCTURE

Module Title	Credits
<b>CORE MODULE</b>	
Essentials of Communication I	5
Information Technology	5
Business Environment	5
Service Excellence	4
Event Administration and Operations	5
Principles of Marketing	5
Essentials of Communication II	5
Recruitment and Selection	5
Human Resource Information and Administration	5
Training Administration	5
Employee Relations and Communication	5
Industry Attachment	4
<b>ELECTIVES (COURSE SPECIFIC)</b>	
Real Estate Services	4
Essentials of Tourism	3
<b>ELECTIVES (INTER-DISCIPLINARY)</b>	
Business Statistics	4
Banking and Financial Services	4
Business Law	4
<b>ELECTIVES (GENERAL)</b>	
Refer to pages 272-274	
<b>LIFE SKILLS MODULES</b>	
Refer to page 278	

*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

#### Essentials of Communication I

On completion of the module, students should be able to apply the communication skills in listening, speaking, reading and writing, essential to build successful working relationships in social and workplace settings.

#### Information Technology

On completion of the module, students should be able to produce various types of business documents using software packages, apply advanced features of Word and Excel in their work as well as create web pages for business functions.

#### Business Environment

On completion of the module, students should be able to provide an overview of the general environment in which businesses operate as well as be able to explore a range of contemporary issues relevant to each environment such as the changing public sector, corporate social responsibility and ethics, and globalization.

#### Service Excellence

On completion of the module, students should be able to display professional image and etiquette, cultivate customer rapport, respond to requests and enquiries, manage needs and expectations, handle customers from diverse backgrounds, handle service breakdown and recovery, provide information on products and services, approach sales prospects, promote products and services, close a sale, build customer loyalty and obtain customer feedback.

#### Event Administration and Operations

On completion of the module, students should be able to understand the concepts of event planning and operations and apply these concepts in simple event organisation at the workplace.

#### Principles of Marketing

On completion of the module, students should be able to develop skills and knowledge required to profile a target market or market segments in accordance with a marketing plan and to develop market positioning strategies.

#### Essentials of Communication II

On completion of the module, students should be able to apply the communication skills in listening, speaking, reading and writing, essential to build successful working relationships in business and workplace settings.

#### Recruitment and Selection

On completion of the module, students should be able to provide support in recruitment, selection, pre-boarding, on-boarding and off-boarding activities.

#### Human Resource Information and Administration

On completion of the module, students should be able to process and set up new hire's forms, process employee claims and payroll and update the Human Resource Information System (HRIS).

#### Training Administration

On completion of the module, students should be able to support the training administrative function in an organisation, providing logistics support, processing training claims and maintain training records and the training calendar.

#### Employee Relations and Communication

On completion of the module, students should be able to attend to basic employee queries and coordinate a range of staff-related programmes such as employee recognition and employee well-being programmes as well as employee benefits. Students should also be able to handle a range of associated administrative tasks.

#### Industry Attachment

Students are given the opportunity to go on a 3-month industry attachment in human resource administrative functions in any sector to gain hands-on practical training in a real work environment.

#### Electives (Course Specific)

##### Real Estate Services

On completion of the module, students should be able to communicate with customers effectively, produce and distribute marketing materials for a given property and schedule property viewings whilst monitoring the property market for latest developments.

### Essentials of Tourism

On completion of the module, students should be able to develop an appreciation of the tourism industry as well a range of products and services that are offered in the travel and tourism industry. They should also be able to plan a simple product or service.

### Electives (Inter-disciplinary)

#### Business Statistics

On completion of the module, students should be able to compute and present statistical data for use in business. The training covers collection, organisation and presentation of statistical data, measures of central tendency, dispersion and normal distribution, index numbers, time series analysis, regression and correlation analysis.

#### Banking and Financial Services

On completion of the module, students should be able to identify the different banking and financial services provided by private and government financial institutions.

### Business Law

On completion of the module, students should be able to describe the legal system in Singapore and explain the general principles of law relating to business contracts and cheques.

### Electives (General)

As reflected on pages 272-274.

### Life Skills Modules

As reflected on page 278.

## HIGHER NITEC IN LEISURE & TRAVEL OPERATIONS

### COURSE SYNOPSIS

On completion of the course, students should be able to

- Provide information on leisure and tourism services.
- Assist in planning visitor programmes.
- Promote visitor programmes.
- Provide visitor services.
- Handle ticketing and IT.
- Make tour arrangements.
- Lead tours.
- Carry out service marketing.
- Conduct activities for visitors.
- Coordinate events.

### JOB OPPORTUNITIES

*Higher Nitec* in Leisure & Travel Operations graduates can be employed by clubs, resorts, attractions, travel agencies and other establishments in the leisure and travel sectors. Some of the job titles held by graduates include Guest Services Officer, Guest Services Assistant and Operations Assistant.

### CERTIFICATION

Credits required for certification:

Core Modules	:	55
Life Skills Modules	:	12
Elective Modules	:	6
<b>Total</b>	<b>:</b>	<b>73</b>

### COURSE STRUCTURE

Module Title	Credits
<b>CORE MODULE</b>	
Essentials of Communication I	5
Service Excellence	4
Introduction to the Leisure and Tourism Industry	5
Tourism Geography	4
Tourism Marketing	5
Ticketing and IT Applications	5
Meetings, Conventions and Exhibition Planning	5
Essentials of Communication II	5
Travel Planning and Services	4
Leisure, Clubs and Resorts	5
Industry Attachment	8
<b>ELECTIVES (COURSE SPECIFIC)</b>	
Introduction to Amusement and Theme Park Operations	4
<b>ELECTIVES (GENERAL)</b>	
Refer to pages 272-274	
<b>LIFE SKILLS MODULES</b>	
Refer to page 278	

*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

#### Essentials of Communications I

On completion of the module, students should be able to apply the communicative skills in listening, speaking, reading and writing, essential to build successful working relationships in social and workplace settings.

#### Service Excellence

On completion of the module, students should be able to display professional image and etiquette, cultivate customer rapport, respond to requests and enquiries, manage needs and expectations, handle customers from diverse backgrounds, handle service breakdown and recovery, provide information on products and services, approach sales prospects, promote products and services, close a sale, build customer loyalty and obtain customer feedback.

#### Introduction to the Leisure and Tourism Industry

On completion of the module, students should be able to provide an overview of the tourism industry, the framework of the industry, and explain the economic, social and cultural impacts of tourism.

#### Tourism Geography

On completion of the module, students should be able to differentiate between physical and human geography, between cultures as well as the reasons behind the appeal of major tourist destinations.

#### Tourism Marketing

On completion of the module, students should be able to describe the internal and external factors that impact tourism and how to respond using a marketing and promotional mix strategy.

#### Ticketing and IT Applications

On completion of the module, students should be able to make airline reservations systems, manage customer and supplier profiles, booking and billings, perform cashiering as well as process payments and generate reports using specialised software commonly used in the travel industry.

#### Meetings, Conventions and Exhibition Planning

On completion of the module, students should be able to plan for an event by applying the project management skills required in an event, and taking into account the safety requirements for an event and the logistics involved in implementing an event.

#### Essentials of Communication II

On completion of the module, students should be able to apply the communication skills in listening, speaking, reading and writing, essential to build successful working relationships in business and workplace settings.

#### Travel Planning and Services

On completion of the module, students should be able to prepare a tour proposal, draw up tour itineraries to cater to the needs of different target groups including making tour arrangements and leading a tour group.

#### Leisure, Clubs and Resorts

On completion of the module, students should be able to perform the day-to-day operations in leisure establishments, clubs and resorts.

#### Industry Attachment

Students are provided with the opportunity to work in a leisure or travel setting for 6 months.

#### Electives (Course Specific)

##### Introduction to Amusement and Theme Park Operations

On completion of the module, students should be able to handle ticketing, ride operations, custodial and retail services at amusement and theme parks.

#### Electives (General)

As reflected on pages 272-274.

#### Life Skills Modules

As reflected on page 278.



## HIGHER NITEC IN LOGISTICS FOR INTERNATIONAL TRADE

### COURSE SYNOPSIS

On completion of the course, students should be able to

- Handle import and export documents.
- Handle invoicing and payments.
- Handle multi-modal shipment.
- Manage in-bound/outbound processing and inventory control.
- Perform order processing and placement and job costing.
- Handle oral and written communication in a business/work environment.
- Provide quality customer service.
- Produce office documents using common software packages.

### JOB OPPORTUNITIES

*Higher Nitec* in Logistics for International Trade graduates, equipped with the knowledge and skills in integrated logistics management, are employed by logistics companies. Some of the job titles held by graduates include Logistics Coordinator and Logistics Assistant. As graduates acquire experience and upgrade their skills and knowledge, their career advancement prospects will improve.

### CERTIFICATION

Credits required for certification:

Core Modules	:	52
Life Skills Modules	:	12
Elective Modules	:	6
<b>Total</b>	:	<b>70</b>

### COURSE STRUCTURE

Module Title	Credits
<b>CORE MODULE</b>	
Essentials of Communication I	5
Information Technology	5
Business Environment	5
Service Excellence	4
Freight Operations and Distribution Management	5
Logistics and Supply Chain Management	5
Warehousing and Inventory Management	5
Essentials of Communication II	5
Cargo Documentation and Practices	5
Industry Attachment	8
<b>ELECTIVES (COURSE SPECIFIC)</b>	
Principles of Purchasing	3
Material Planning	3
Material Handling Equipment	3
<b>ELECTIVES (INTER-DISCIPLINARY)</b>	
Business Statistics	4
Banking and Financial Services	4
Business Law	4
<b>ELECTIVES (GENERAL)</b>	
Refer to pages 272-274	
<b>LIFE SKILLS MODULES</b>	
Refer to page 278	

*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

#### Essentials of Communication I

On completion of the module, students should be able to apply the communication skills in listening, speaking, reading and writing, essential to build successful working relationships in social and workplace settings.

#### Information Technology

On completion of the module, students should be able to produce various types of business documents using software packages, apply advanced features of Word and Excel in their work as well as create web pages for business functions.

#### Business Environment

On completion of the module, students should be able to provide an overview of the general environment in which businesses operate as well as be able to explore a range of contemporary issues relevant to each environment such as the changing public sector, corporate social responsibility and ethics, and globalization.

#### Service Excellence

On completion of the module, students should be able to display professional image and etiquette, cultivate customer rapport, respond to requests and enquiries, manage needs and expectations, handle customers from diverse backgrounds, handle service breakdown and recovery, provide information on products and services, approach sales prospects, promote products and services, close a sale, build customer loyalty and obtain customer feedback.

#### Freight Operations and Distribution Management

On completion of the module, students should be able to explain the freight process and the cost involved in effecting a shipment, to prepare the various shipping documents needed in the sea, air freight and multi-modal environment. Students are trained to explain the documentation used and the procedure for local distribution, the local clearance at the sea and airport in Singapore which will cover both containerised and conventional transportation.

#### Logistics and Supply Chain Management

On completion of the module, students should be able to explain the concepts of logistics, objectives and key activities of logistics, the various parties involved in providing logistics services and know the trends and challenges facing the logistics industry. In addition, students will be trained on basic supply chain management concepts.

#### Warehousing and Inventory Management

On completion of the module, students should be able to explain the various functions of a warehouse and to perform the various transactions and activities in a typical warehouse environment. In addition, students will be trained to explain the other aspects of warehousing which will include inventory control and management, the measurements of warehouse performance and, safety and security issues in a warehouse.

#### Essentials of Communication II

On completion of the module, students should be able to apply the communication skills in listening, speaking, reading and writing, essential to build successful working relationships in business and workplace settings.

#### Cargo Documentation and Practices

On completion of the module, students should be able to explain the trade procedure, interpret international trading terms, identify customs documentation and procedures and handle dangerous goods shipment, insurance and security issues in exporting cargo to USA. In addition, students will be trained to explain the trade procedure specific to Singapore and be able to declare permits using the TradeNet system.

#### Industry Attachment

Students are provided with the opportunity to work in an actual business environment.

#### Electives (Course Specific)

##### Principles of Purchasing

On completion of the module, students should be able to understand the purchasing activities of a logistics company. The content includes principles of purchasing, purchase management process and purchasing planning and information.

### Material Planning

On completion of the module, students should be able to explain the concepts and means of material requirement planning and inventory planning and control.

### Material Handling Equipment

On completion of the module, students should be able to explain functional features and capability of a forklift truck, and safely operate the forklift truck in a work environment. The course also prepares the trainees to prepare for the Singapore Workforce Skills Qualification (WSQ) assessment in the Operate Forklift competency unit. Upon passing this assessment, the graduates will be able to legally operate a forklift truck.

### Electives (Inter-disciplinary)

#### Business Statistics

On completion of the module, students should be able to compute and present statistical data for use in business. The training covers collection, organisation and presentation of statistical data, measures of central tendency, dispersion and normal distribution, index numbers, time series analysis, regression and correlation analysis.

### Banking and Financial Services

On completion of the module, students should be able to explain the different banking and financial services provided by private and government financial institutions.

### Business Law

On completion of the module, students should be able to describe the legal system in Singapore and explain the general principles of law relating to business contracts and cheques.

### Electives (General)

As reflected on pages 272-274.

### Life Skills Modules

As reflected on page 278.

## HIGHER NITEC IN MARITIME BUSINESS

### COURSE SYNOPSIS

On completion of the course, students should be able to

- Perform shipment coordination.
- Process shipping and trade documents.
- Process Customs Permits Declaration.
- Coordinate with customers, suppliers, forwarders etc.
- Suggest and instruct customers on shipping products and services, schedules, routes and rates.
- Respond to customer inquiries on shipping issues.

### JOB OPPORTUNITIES

*Higher Nitec* in Maritime Business graduates are employed by companies involved in maritime business such as shipping and port operations, cargo operations and ship agency management services. Some of the job titles graduates of the course could apply for include Shipping Operations Assistant, Shipping Administrative Executive, and Assistant Supervisor. The maritime sector is a key sector in Singapore and globally. As graduates acquire experience and upgrade their skills and knowledge in their career advancement prospects will improve.

### CERTIFICATION

Credits required for certification:

Core Modules	:	57
Life Skills Modules	:	12
Elective Modules	:	6
<b>Total</b>	<b>:</b>	<b>75</b>

### COURSE STRUCTURE

Module Title	Credits
<b>CORE MODULE</b>	
Essentials of Communication I	5
Information Technology	5
Business Environment	5
Service Excellence	4
Principles of Marketing	5
Event Administration and Operation	5
Essentials of Communication II	5
Shipping and Port Operations	5
Shipping Documentation	5
Ship Agency and Operations	5
Industry Attachment	8
<b>ELECTIVES (INTER-DISCIPLINARY)</b>	
Essentials of Tourism	3
<b>ELECTIVES (GENERAL)</b>	
Refer to pages 272-274	
<b>LIFE SKILLS MODULES</b>	
Refer to page 278	

*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

#### Essential of Communications I

On completion of the module, students should be able to apply the communicative skills in listening, speaking, reading and writing, essential to build successful working relationships in social and workplace settings.

#### Information Technology

On completion of the module, students should be able to produce various types of business documents using software packages, apply advanced features of Word and Excel in their work as well as create web pages for business functions.

#### Business Environment

On completion of the module, students should be able to provide an overview of the general environment in which businesses operate as well as be able to explore a range of contemporary issues relevant to each environment such as the changing public sector, corporate social responsibility and ethics and globalization.

#### Service Excellence

On completion of the module, students should be able to display professional image and etiquette, cultivate customer rapport, respond to requests and enquiries, manage needs and expectations, handle customers from diverse backgrounds, handle service breakdown and recovery, provide information on products and services, approach sales prospects and promote products and services, close a sale, build customer loyalty and obtain customer feedback.

#### Principles of Marketing

On completion of the module, students should be able to develop skills and knowledge required to profile a target market or market segments in accordance with a marketing plan and to develop market positioning strategies.

#### Event Administration and Operations

On completion of the module, students should be able to understand the concepts in simple event planning and operations and apply these concepts in simple event organization at the workplace.

#### Essential of Communications II

On completion of the module, students should be able to apply the communicative skills in listening, speaking, reading and writing, essential to build successful working relationships in business and workplace settings.

#### Shipping and Port Operations

On completion of the module, students should be able to support key shipping and port operations activities. They would also be introduced to the concepts of maritime cargo transportation and equipped with an understanding of the trends and challenges facing the industry.

#### Shipping Documentation

On completion of the module, students should be able to identify and apply for the different types of documents related to cargo movement. Students would also be equipped with the skills and knowledge to assist customers in cargo shipment.

#### Ship Agency and Operations

On completion of the module, students should be able to support a ship manager/agent in the management of maritime commercial vessels. Students would also be equipped with the knowledge and skills to carry out ship agency functions relating to vessel operations, management, and cargo shipment.

#### Industry Attachment

Students are provided with opportunity to work in organizations such as shipping industry for around 6 months.

#### Electives (Inter-disciplinary)

##### Essentials of Tourism

On completion of the module, students should be able to describe the various products and services that are offered in the travel and tourism industry and other travel-related services.

#### Electives (General)

As reflected on pages 272-274.

#### Life Skills Modules

As reflected on page 278.

## HIGHER NITEC IN PASSENGER SERVICES

### COURSE SYNOPSIS

On completion of the course, students should be able to

- Perform check-in services.
- Provide meet-and-greet services.
- Handle arrival and departure of passengers.
- Handle enquiries relating to passenger needs at terminals.
- Assist in crowd control.
- Assist in managing crisis.

### JOB OPPORTUNITIES

*Higher Nitec* in Passenger Services graduates are employed by organizations which provide passenger services (primarily in the aviation and ferry/cruise industries). Some of the job titles held by graduates include Customer Service Agents, Passenger Services Agent, Passenger Services Officer and Operations Officers.

### CERTIFICATION

Credits required for certification:

Core Modules	:	57
Life Skills Modules	:	12
Elective Modules	:	6
Total	:	75

### COURSE STRUCTURE

Module Title	Credits
<b>CORE MODULE</b>	
Essentials of Communication I	5
Information Technology	5
Business Environment	5
Service Excellence	4
Event Administration and Operations	5
Principles of Marketing	5
Essentials of Communication II	5
Passenger Handling Operations	4
Travel Industry and Geography	6
Transport Services	5
Industry Attachment	8
<b>ELECTIVES (COURSE SPECIFIC)</b>	
Corporate Image and Etiquette	3
<b>ELECTIVES (INTER-DISCIPLINARY)</b>	
Executive Lounge Services	4
Principles of International Commerce	4
Country Club Management and Operations	3
<b>ELECTIVES (GENERAL)</b>	
Refer to pages 272-274	
<b>LIFE SKILLS MODULES</b>	
Refer to page 278	

*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

#### Essentials of Communication I

On completion of the module, students should be able to apply the communicative skills in listening, speaking, reading and writing, essential to build successful working relationships in social and workplace settings.

#### Information Technology

On completion of the module, students should be able to produce various types of business documents using software packages, apply advanced features of Word and Excel in their work as well as create web pages for business functions.

#### Business Environment

On completion of the module, students should be able to provide an overview of the general environment in which businesses operate as well as be able to explore a range of contemporary issues relevant to each environment such as the changing public sector, corporate social responsibility and ethics and globalization.

#### Service Excellence

On completion of the module, students should be able to display professional image and etiquette, cultivate customer rapport, respond to requests and enquiries, manage needs and expectations, handle customers from diverse backgrounds, handle service breakdown and recovery, provide information on products and services, approach sales prospects and promote products and services, close a sale, build customer loyalty and obtain customer feedback.

#### Event Administration and Operations

On completion of the module, students should be able to understand the concepts of event planning and operations and apply these concepts in simple event organisation at the workplace.

#### Principles of Marketing

On completion of the module, students should be able to develop skills and knowledge required to profile a target market or market segments in accordance with a marketing plan and to develop market positioning strategies.

#### Essentials of Communication II

On completion of the module, students should be able to apply the communicative skills in listening, speaking, reading and writing, essential to successful working relationships in business and workplace settings.

#### Passenger Handling Operations

On completion of the module, students should be able to check in passengers and baggage, handle departure and arrival of passengers, provide meet-and-assist passengers and handle crisis.

#### Travel Industry and Geography

On completion of the module, students should have a broad overview of the travel industry, the profile of travellers, travel requirements, fare pricing and the international regulations that govern the travel industry. Students should be able to provide information on the travel destination and their environment, climate and culture as well as travel time.

#### Transport Services

On completion of the module, students should be able to handle enquires on air, sea and land transport services.

#### Industry Attachment

Students are provided with the opportunity to work in organizations such as aviation of ferry/cruise industries for 6 months.

#### Electives (Course Specific)

##### Corporate Image and Etiquette

On completion of the module, students should be able to maintain personal hygiene and grooming, and apply etiquette in a business setting.

##### Electives (Inter-disciplinary)

##### Executive Lounge Services

On completion of the module, students should be able to perform pre-service activities such as fold napkins, clean and polish service equipment, replenish F&B supplies and set up dining tables, take and serve orders, change table settings and clear finished courses and the table at the end of service. Students should also be able to prepare and serve non-alcoholic beverages, grind coffee beans, prepare common coffee beverages, and serve coffee.

##### Principles of International Commerce

On completion of the module, students should be able to apply the basic knowledge of importing goods from overseas with consideration of local requirements.

##### Country Club Management and Operations

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/or supporting functions.

##### Electives (General)

As reflected on pages 272-274.

##### Life Skills Modules

As reflected on page 278.

# HIGHER NITEC IN RETAIL MERCHANDISING

## COURSE SYNOPSIS

On completion of the course, students should be able to

- Assist in the buying process.
- Liaise with suppliers.
- Coordinate internal stock distribution.
- Handle contracts and negotiations.
- Compute pricing.
- Maintain databases.
- Monitor sales data and sales of product range.
- Implement a retail marketing plan.
- Schedule delivery of goods.
- Handle supply chain complexity.
- Process documentation for orders placed.

## JOB OPPORTUNITIES

*Higher Nitec* in Retail Merchandising graduates can be employed by retail establishments that sell merchandise ranging from supermarkets to apparel to furniture. Some of the job titles held by graduates include Merchandising Assistant, Retail Buying Assistant, Assistant Buyer and Purchasing Assistant. There are excellent opportunities for career advancement to supervisory positions and beyond. Career advancement prospects will improve as graduates acquire experience and upgrade their skills and knowledge by taking up higher- level courses.

## CERTIFICATION

Credits required for certification:

Core Modules	:	53
Life Skills Modules	:	12
Elective Modules	:	6
Total	:	71

## COURSE STRUCTURE

Module Title	Credits
<b>CORE MODULE</b>	
Essentials of Communication I	5
Information Technology	5
Business Environment	5
Service Excellence	4
Retail Management	7
Essentials of Communication II	5
Retail Marketing and Promotion	6
Principles of Retail Merchandising	6
Retail Supply Chain Management	6
Industry Attachment	4
<b>ELECTIVES (COURSE SPECIFIC)</b>	
Essentials of Tourism	3
<b>ELECTIVES (INTER-DISCIPLINARY)</b>	
Principles of International Commerce	4
<b>ELECTIVES (GENERAL)</b>	
Refer to pages 272-274	
<b>LIFE SKILLS MODULES</b>	
Refer to page 278	

*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

#### Essentials of Communication I

On completion of the module, students should be able to apply the communication skills in listening, speaking, reading and writing, essential to build successful working relationships in social and workplace settings.

#### Information Technology

On completion of the module, students should be able to produce various types of business documents using software packages, apply advanced features of Word and Excel in their work as well as create web pages for business functions.

#### Business Environment

On completion of the module, students should be able to provide an overview of the general environment in which businesses operate as well as be able to explore a range of contemporary issues relevant to each environment such as the changing public sector, corporate social responsibility and ethics and globalization.

#### Service Excellence

On completion of the module, students should be able to display professional image and etiquette, cultivate customer rapport, respond to requests and enquiries, manage needs and expectations, handle customers from diverse backgrounds, handle service breakdown and recovery, provide information on products and services, approach sales prospects and promote products and services, close a sale, build customer loyalty and obtain customer feedback.

#### Retail Management

On completion of the module, students should be able to coordinate the delivery and display of merchandise, serve customers, maintain customer database, monitor sales of products and implement environmental sustainable retail practices on the shop floor.

#### Essentials of Communication II

On completion of the module, students should be able to apply the communication skills in listening, speaking, reading and writing essential to build successful working relationships in business and workplace settings.

#### Retail Marketing and Promotion

On completion of the module, students should be able to conduct market research, gather information on customer buying behavior and implement a marketing and promotion plan.

#### Principles of Retail Merchandising

On completion of the module, students should be able to assist in the buying process by obtaining quotations and following up with suppliers, compute pricing and maintain inventory and supplier databases.

#### Retail Supply Chain Management

On completion of the module, students should be able to assist in the planning of delivery schedule, coordinate delivery of inventory and implement sustainable supply chain activities.

#### Industry Attachment

Students are provided with the opportunity to work in a retail establishment for 3 months.

#### Electives (Course Specific)

##### Essentials of Tourism

On completion of the module, students should be able to describe the various products and services that are offered in the travel and tourism industry and other travel-related services.

##### Electives (Inter-disciplinary)

##### Principles of International Commerce

On completion of the module, students should be able to apply the basic knowledge of importing goods from overseas with consideration of local requirements.

##### Electives (General)

As reflected on pages 272-274.

##### Life Skills Modules

As reflected on page 278.

## HIGHER NITEC IN SERVICE MANAGEMENT

### COURSE SYNOPSIS

On completion of the course, students should be able to

- Handle oral and written communication in a business/work environment.
- Provide quality customer service.
- Produce office documents using common software packages.
- Manage inbound/outbound channels and calls.
- Manage sales calls.
- Obtain and maintain records of contacts, accounts and orders.
- Manage customer issues.
- Manage customer request and enquiries through new media.
- Support call-centre applications development.

### JOB OPPORTUNITIES

*Higher Nitec* in Service Management graduates are employed as customer support personnel in various industries like telecommunications, banking & finance, transport, IT, retail and other corporate businesses. Some of the job titles held by graduates include Customer Service Representative, Customer Service Agent, Contact Centre Agent and Customer Care Representative.

### CERTIFICATION

Credits required for certification:

Core Modules	:	59
Life Skills Modules	:	12
Elective Modules	:	6
<b>Total</b>	:	<b>77</b>

### COURSE STRUCTURE

Module Title	Credits
<b>CORE MODULE</b>	
Essentials of Communication I	5
Information Technology	5
Business Environment	5
Service Excellence	4
Principles of Marketing	5
Event Administration and Operation	5
Essentials of Communication II	5
Contact Centre Systems and Operations	5
Customer Relationship Management	7
New Media for Service Marketing	5
Industry Attachment	8
<b>ELECTIVES (COURSE SPECIFIC)</b>	
Principles of International Commerce	4
Introduction to Infocomm Service Support	3
<b>ELECTIVES (INTER-DISCIPLINARY)</b>	
Corporate Image and Etiquette	3
<b>ELECTIVES (GENERAL)</b>	
Refer to pages 272-274	
<b>LIFE SKILLS MODULES</b>	
Refer to page 278	

*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

#### Essentials of Communication I

On completion of the module, students should be able to apply the communicative skills in listening, speaking, reading and writing, essential to build successful working relationships in social and workplace settings.

#### Information Technology

On completion of the module, students should be able to produce various types of business documents using software packages, apply advanced features of Word and Excel in their work as well as create web pages for business functions.

#### Business Environment

On completion of the module, students should be able to provide an overview of the general environment in which businesses operate as well as be able to explore a range of contemporary issues relevant to each environment such as the changing public sector, corporate social responsibility and ethics and globalization.

#### Service Excellence

On completion of the module, students should be able to display professional image and etiquette, cultivate customer rapport, respond to requests and enquiries, manage needs and expectations, handle customers from diverse backgrounds, handle service breakdown and recovery, provide information on products and services, approach sales prospects and promote products and services, close a sale, build customer loyalty and obtain customer feedback.

#### Principles of Marketing

On completion of the module, students should be able to develop skills and knowledge required to profile a target market or market segments in accordance with a marketing plan and to develop market positioning strategies.

#### Event Administration and Operations

On completion of the module, students should be able to understand the concepts of event planning and operations and apply these concepts in simple event organisation at the workplace.

#### Essentials of Communication II

On completion of the module, students should be able to apply the communicative skills in listening, speaking, reading and writing, essential to build successful working relationships in business and workplace settings.

#### Contact Centre Systems and Operations

On completion of the module, students should be able to manage various contact centre equipment and applications. Students would also be well versed with the various technologies used in a contact centre environment to provide sales and/or support to customers.

#### Customer Relationship Management

On completion of the module, students should be able to have a basic understanding of the concepts used in customer relationship management.

#### New Media for Service Marketing

On completion of the module, students should be able to cultivate good customer service quality, customer contact and rapport through various new media service marketing tools and techniques.

#### Industry Attachment

Students are provided with the opportunity to work in an actual business environment for 6 months.

#### Electives (Course Specific)

##### Principles of International Commerce

On completion of the module, students should be able to apply the basic knowledge of importing goods from overseas with considerations of local requirements.

##### Introduction to Infocomm Service Support

On completion of the module, students should be able to describe the roles and responsibilities of an infocommunication service support staff, describe the technical and soft skills required of a infocommunication service support staff, answer customer enquiries pertaining to Infocomm Technology (ICT) matters over voice, written or social media platforms and identify customer service breakdown due ICT matters.

#### Electives (Inter-disciplinary)

##### Corporate Image and Etiquette

On completion of the module, students should be able to maintain personal hygiene and grooming, and apply etiquette in a business setting.

#### Electives (General)

As reflected on pages 272-274.

#### Life Skills Modules

As reflected on page 278.

# HIGHER NITEC IN SPORT MANAGEMENT

## COURSE SYNOPSIS

On completion of the course, students should be able to

- Manage and execute sport and recreational events.
- Maintain and upkeep sports equipment and facilities.
- Provide administrative and operational support for management of sports activities.
- Provide fitness and customer service support to clients of gyms, country clubs and other fitness and sports clubs/association.
- Carry out office administration tasks.

## JOB OPPORTUNITIES

The course prepares students for jobs such as:

- Sports and Recreational Assistant.
- Fitness Assistant.
- Sports Executive Assistant.
- Sports Event Coordinators.

## CERTIFICATION

Credits required for certification:

Core Modules	:	54
Life Skills Modules	:	12
Elective Modules	:	6
Total	:	72

## COURSE STRUCTURE

Module Title	Credits
<b>CORE MODULE</b>	
Essentials of Communication I	5
Information Technology	5
Service Excellence	4
Sports Science	5
Health and Safety in Sports	5
Fundamentals of Fitness	6
Essentials of Communication II	5
Sports Coaching and Technology	5
Sports Administration and Marketing	5
Sports Event Management	5
Industry Attachment	4
<b>ELECTIVES (COURSE SPECIFIC)</b>	
Sports Massage and Taping	4
Introduction to Outdoor Recreation	4
Fitness Club Management	4
<b>ELECTIVES (INTER-DISCIPLINARY)</b>	
Banking and Financial Services	4
Business Statistics	4
Essentials of Tourism	3
Country Club Management Operations	3
<b>ELECTIVES (GENERAL)</b>	
Refer to pages 272-274	
<b>LIFE SKILLS MODULES</b>	
Refer to page 278	

*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

#### Essentials of Communication I

On completion of the module, students should be able to apply the communication skills in listening, speaking, reading and writing, essential to build successful working relationships in social and workplace settings.

#### Information Technology

On completion of the module, students should be able to produce various types of business documents using software packages, apply advanced features of Word and Excel in their work as well as create web pages for business functions.

#### Service Excellence

On completion of the module, students should be able to display professional image and etiquette, cultivate customer rapport, respond to requests and enquiries, manage needs and expectations, handle customers from diverse backgrounds, handle service breakdown and recovery, provide information on products and services, approach sales prospects, promote products and services, close a sale, build customer loyalty and obtain customer feedback.

#### Sports Science

On completion of the module, students should be able to provide clients with information on scientific principles and techniques to improve sport performance. Students will also cover topics on human anatomy, physiology, psychology and sport biomechanics.

#### Health and Safety in Sports

On completion of the module, students should be able to apply the knowledge and skills acquired to enhance health and safety in gymnasiums and fitness clubs. Students should be able to apply basic first aid treatment skills, perform CPR and AED during an emergency.

#### Fundamentals of Fitness

On completion of the module, students should be able to apply knowledge and skills to assist in a health and fitness screening, design a fitness programme for clients and to provide clients with information on nutrition for optimal health.

#### Essentials of Communication II

On completion of the module, students should be able to apply the communication skills in listening, speaking, reading and writing, essential to build successful working relationships in business and workplace settings.

#### Sports Coaching and Technology

On completion of the module, students should be able to apply knowledge and skills learnt to give an overview of the coaching principles in relation to sports and be able to perform routine coaching sessions by planning, conducting and reviewing practices with the aid of technology, as well as the ability to apply sport science concepts within a practical setting.

#### Sports Administration and Marketing

On completion of the module, students should be able to perform routine sports administrative work, apply marketing concepts and principles.

#### Sports Event Management

On completion of the module, students will be equipped with skills and knowledge to plan, organize and conduct sports events.

#### Industry Attachment

Students will get hands-on training through a 10-week Industry Attachment where they will be exposed to various operational aspects of managing a sport and fitness facility and apply what they have learnt in the classroom.

#### Electives (Course Specific)

##### Sports Massage and Taping

On completion of the module, students should be able to acquire knowledge of how sports massage and sports taping will affect the overall human performance in sporting activities, and acquire the basic skills of sports massage and sports taping.

##### Introduction to Outdoor Recreation

On completion of the module, students should be able to apply knowledge and skills learnt to help conduct and facilitate basic outdoor recreation activities.

##### Fitness Club Management

On completion of the module, students should be able to carry out basic operation work and technical training duties in a fitness club setup.

### **Electives (Inter-disciplinary)**

#### **Banking and Financial Services**

On completion of the module, students should be able to identify the different banking and financial services provided by private and government financial institutions.

#### **Business Statistics**

On completion of the module, students should be able to compute and present statistical data for use in business. The training covers collection, organization and presentation of statistical data, measures of central tendency, dispersion and normal distribution, index numbers, time series analysis, regression and correlation analysis.

#### **Essentials of Tourism**

On completion of the module, students should be able to describe the various products and services offered in the travel and tourism industry and other travel-related services.

### **Country Club Management Operations**

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/or supporting functions.

#### **Electives (General)**

As reflected on pages 272-274.

#### **Life Skills Modules**

As reflected on page 278.

## NITEC IN BEAUTY & WELLNESS

### COURSE SYNOPSIS

On completion of the course, students should be able to

- Handle salon operations.
- Conduct client consultation.
- Sterilise tools and equipment for treatment.
- Provide massage treatment on body, head, neck, shoulder, hand and foot.
- Provide manual and electrical facial treatments.
- Shape eyebrows.
- Provide waxing for facial and body hair removal.
- Provide manicure and pedicure services.
- Provide make-up services.
- Handles spa treatments.

### JOB OPPORTUNITIES

Nitec in Beauty & Wellness graduates are employed by beauty and spa establishments. Some of the job titles held by graduates include Beauty Therapist, Beautician, Manicurist & Pedicurist, Beauty Consultant and Make-up Artist.

### CERTIFICATION

Credits required for certification:

Core Modules	:	47
Life Skills Modules	:	12
Elective Modules	:	6
<b>Total</b>	<b>:</b>	<b>65</b>

### COURSE STRUCTURE

Module Title	Credits
<b>CORE MODULE</b>	
Salon Procedures	6
Make-up Applications	6
Basic Facial Treatments	5
Manicure and Pedicure	5
Customer Service in the Salon	3
Aesthetic Therapy	6
Massage Therapy	8
Spa Treatments	4
Industry Attachment	4
<b>ELECTIVES (INTER-DISCIPLINARY)</b>	
Nail Art and Technology	4
<b>ELECTIVES (GENERAL)</b>	
Refer to pages 275-278	
<b>LIFE SKILLS MODULES</b>	
Refer to page 278	

*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

#### Salon Procedures

On completion of the module, student should be able maintain good hygiene practices, perform salon reception activities, maintain clients' records, handle payments, perform inventory control, display and promote salon merchandise and services, assist in handling accidents and emergencies, and perform general housekeeping.

#### Make-up Applications

On completion of the module, students should be able to provide different types of make-up, and perform cosmetic camouflage make-up.

#### Basic Facial Treatments

On completion of the module, students should be able to provide facial treatment, shape eyebrows, and perform head, neck, décolleté and shoulder massage.

#### Manicure and Pedicure

On completion of the module, students should be able to provide manicure and pedicure services, hand and foot massages, and paraffin hand and foot treatments.

#### Customer Service in the Salon

On completion of the module, students should be able to display professional business etiquette, interact with customers and colleagues, cultivate rapport with customers, manage customers' needs and expectations, provide service recovery, and obtain customer feedback.

#### Aesthetic Therapy

On completion of the module, students should be able to provide advanced facial treatment, provide high frequency treatments, and provide waxing for facial and body hair removal.

#### Massage Therapy

On completion of the module, students should be able to perform seated chair massage, Swedish massage, and hot stone massage.

#### Spa Treatments

On completion of the module, students should be able to provide body scrub, mask and wrap treatment, thermal and hydrotherapy treatments.

#### Industry Attachment

Students will undergo a 3-month industry attachment at a beauty salon or spa to gain hands-on training in a range of beauty and wellness services.

#### Electives (Inter-disciplinary)

##### Nail Art and Technology

On completion of the module, students should be able to perform nail art service and extension, as well as maintain and repair artificial nails extension and natural nails.

##### Electives (General)

As reflected on pages 275-278.

##### Life Skills Modules

As reflected on page 278.



## NITEC IN BUSINESS SERVICES

### COURSE SYNOPSIS

This course provides students with the skills and knowledge to perform a range of administrative tasks to support the operational effectiveness and efficiency of a business unit. Major duties include the following:

- Provide quality customer service.
- Produce office documents using common software packages.
- Handle office procedures.
- Handle oral and written communication in a business/workplace environment.

### JOB OPPORTUNITIES

Nitec in Business Services graduates are employed by companies in all sectors of the economy, including government agencies, statutory boards and private companies. Some of the job titles held by graduates include Administrative Support Assistant, Customer Service Representative, Executive Assistant and Telesales Officer.

### CERTIFICATION

Credits required for certification:

Core Modules	:	46
Life Skills Modules	:	12
Elective Modules	:	6
<b>Total</b>	<b>:</b>	<b>64</b>

### COURSE STRUCTURE

Module Title	Credits
<b>CORE MODULE</b>	
Fundamentals of Communication I	5
Customer Service	4
Software Applications	4
Professional Image and Etiquette	3
Principles of Office Administration	5
Introduction to Business Careers	4
Fundamentals of Communication II	4
Elements of Business	4
Business Event Organisation	4
Introduction to Accounting	5
Integrated Business Project	4
<b>ELECTIVES (COURSE SPECIFIC)</b>	
Basics of Personal Finance	3
Multimedia and Desktop Publishing	3
Industry Attachment	2
Industry Attachment	3
<b>ELECTIVES (GENERAL)</b>	
Refer to pages 275-278	
<b>LIFE SKILLS MODULES</b>	
Refer to page 278	

*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 Communication I

Communication skills are important in everyday life, helping us to better understand the people and issues around us. This module encourages students to enjoy the communication process, to be better communicators and to motivate them to improve their skills. This module will re-visit some communication basics but will focus on speaking and listening.

#### Customer Service

On completion of the module, students should be able to display professional image and etiquette, cultivate customer rapport, respond to requests and enquiries, manage needs and expectations, handle customers from diverse backgrounds, handle service breakdown and recovery, provide information on products and services, approach sales prospects and promote products and services, close a sale, and obtain customer feedback.

#### Software Applications

On completion of the module, students should be able to produce office document using word processing, spreadsheet and powerpoint software. In addition, students will be able to handle file management and have a basic appreciation of the user level maintenance of hardware.

#### Professional Image and Etiquette

On completion of the module, students will be aware of personal hygiene, grooming and deportment. They would also be able to plan their wardrobe for a professional appearance. They will also have the skills for social, business and dining etiquette.

#### Principles of Office Administration

On completion of the module, students should be able to handle key company processes such as managing records, handling procurement and payment, managing office supplies, processing mails, scheduling meetings, making travel arrangements, and providing user level maintenance of office equipment.

#### Introduction to Business Careers

On completion of the module, students will be able to appreciate the broad spectrum of possible careers in the business and services sectors.

#### Fundamentals of Communication II

On completion of the module, students should be able to apply the essential communication skills in listening, speaking, reading and writing, to build good relationships in social as well as workplace settings.

#### Elements of Business

On completion of the module, students should be able to provide an overview of the general environment in which businesses operate as well as business ethics and corporate social responsibility.

#### Business Event Organisation

On completion of the module, students should be able to plan an event, send invitations, handle registration and perform guest relations activities, handle the logistical arrangements for an event and event close-down activities.

#### Introduction to Accounting

On completion of the module, students should be able to record simple business transactions, prepare journals and ledgers, maintain petty cash and prepare trial balance and final accounts for a sole-proprietorship business.

#### Integrated Business Project

On completion of the module, students should be able to plan and execute a business project by applying and integrating skills and knowledge acquired in communication skills, information technology, accounting and service quality, in the context of the current business environment.

#### Electives (Course Specific)

##### Basics of Personal Finance

On completion of the module, students should be able to analyse basic financial information needed to choose between financial objectives and compare the consequences of their decisions. Students would also be able to better budget their money, save for the future, and realize their financial objectives.

##### Multimedia and Desktop Publishing

On completion of the module, students should be able to use the features of common Graphics Authoring Tools and presentation software to produce captivating and creative publications, showcasing an integrated display of animations.

##### Industry Attachment

Students are provided with an opportunity to work in the actual business environment.

##### Electives (General)

As reflected on pages 275-278.

##### Life Skills Modules

As reflected on page 278.

## NITEC IN FINANCE SERVICES

### COURSE SYNOPSIS

This course provides students with the skills and knowledge to perform a range of administrative tasks to support the operational effectiveness and efficiency of a business unit. Major duties include the following:

- Handle oral and written communication in a business/ workplace environment.
- Provide quality customer service.
- Produce office documents using common software packages.
- Handle office procedures.
- Perform basic accounting tasks.

### JOB OPPORTUNITIES

Nitec in Finance Services graduates, equipped with knowledge and skills in office administration and accounting, are employed by companies in all sectors of the economy, including government departments, statutory boards and private sector companies. Some of the job titles held by graduates include Administrative Support Assistant, Customer Service Representative, Accounts Assistant and Telesales Officer.

### CERTIFICATION

Credits required for certification:

Core Modules	:	47
Life Skills Modules	:	12
Elective Modules	:	6
<b>Total</b>	<b>:</b>	<b>65</b>

### COURSE STRUCTURE

Module Title	Credits
<b>CORE MODULE</b>	
Fundamentals of Communication I	5
Customer Service	4
Software Applications	4
Professional Image and Etiquette	3
Accounting Basics	5
Introduction to Business Careers	4
Fundamentals of Communication II	4
Elements of Business	4
Accounting Principles I	5
Accounting Principles II	5
Integrated Business Project	4
<b>ELECTIVES (COURSE SPECIFIC)</b>	
Industry Attachment	2
Industry Attachment	3
<b>ELECTIVES (INTER-DISCIPLINARY)</b>	
Multimedia and Desktop Publishing	3
Selling Techniques	3
Basics of Personal Finance	3
<b>ELECTIVES (GENERAL)</b>	
Refer to pages 275-278	
<b>LIFE SKILLS MODULES</b>	
Refer to page 278	

*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 Communication I

Communication skills are important in everyday life, helping us to better understand the people and issues around us. This module encourages students to enjoy the communication process, to be better communicators and to motivate them to improve their skills. This module will re-visit some communication basics but will focus on speaking and listening.

#### Customer Service

On completion of the module, students should be able to display professional image and etiquette, cultivate customer rapport, respond to requests and enquiries, manage needs and expectations, handle customers from diverse backgrounds, handle service breakdown and recovery, provide information on products and services, approach sales prospects and promote products and services, close a sale, and obtain customer feedback.

#### Software Applications

On completion of the module, students should be able to produce office document using word processing, spreadsheet and powerpoint software. In addition, students will be able to handle file management and have a basic appreciation of the user level maintenance of hardware.

#### Professional Image and Etiquette

On completion of the module, Students will be aware of personal hygiene, grooming and deportment. They would also be able to plan their wardrobe for a professional appearance. They will also have the skills for social, business and dining etiquette.

#### Accounting Basics

On completion of the module, students should be able to record simple business transactions, prepare journals and ledgers, maintain petty cash for a sole proprietorship business.

#### Introduction to Business Careers

On completion of the module, students will be able to appreciate the broad spectrum of possible careers in the business and services sectors.

#### Fundamentals of Communication II

On completion of the module, students should be able to apply the essential communication skills in listening, speaking, reading and writing, to build good relationships in social as well as workplace settings.

#### Elements of Business

On completion of the module, students should be able to provide an overview of the general environment in which business operate as well as business ethics and corporate social responsibility.

#### Accounting Principles I

On completion of the module, students should be able to record simple business transactions, prepare journals and ledgers, maintain petty cash and prepare trial balance and final accounts for a sole-proprietorship business.

#### Accounting Principles II

Upon completion of the module, students should be able to compute fixed assets depreciation, compute gain/loss on disposal of assets, make adjustments for accruals and prepayments, compute stock value, correct errors and prepare final accounts for a sole-proprietorship business.

#### Integrated Business Project

On completion of the module, students should be able to plan and execute a business project by applying and integrating skills and knowledge acquired in communication skills, information technology, accounting and service quality, in the context of the current business environment.

#### Electives (Course Specific)

##### Industry Attachment

Students are provided with an opportunity to work in the actual business environment.

##### Electives (Inter-disciplinary)

##### Multimedia and Desktop Publishing

On completion of the module, students should be able to use the features of common Graphics Authoring Tools and presentation software to produce captivating and creative publications, showcasing an integrated display of animations.

**Selling Techniques**

On completion of the module, students should be able to perform sales duties by identifying the needs of customers and applying selling techniques in handling sales process. Students are taught ways to approach sales prospects, conduct sales presentation, handle objections and close a sale.

**Basics of Personal Finance**

On completion of the module, students should be able to analyse basic financial information needed to choose between financial objectives and compare the consequences of their decisions. Students would also be able to better budget their money, save for the future, and realize their financial objectives.

**Electives (General)**

As reflected on pages 275-278.

**Life Skills Modules**

As reflected on page 278.

# NITEC IN FITNESS TRAINING

## COURSE SYNOPSIS

A Fitness Instructor or Fitness Trainer is one who performs fitness assessments, designs programmes and provides instruction on exercise and fitness.

The work that a Fitness Instructor or Fitness Trainer performs includes the following:

- Conduct fitness assessment.
- Conduct gym orientation.
- Provide general exercise guidance.
- Prospect for clients.
- Monitor fitness programme for clients.
- Conduct group exercises.
- Maintain and upkeep equipment and facilities.
- Provide customer service support.
- Provide administrative and operational support.

## JOB OPPORTUNITIES

Nitec in Fitness Training graduates are employed in health or fitness settings, leisure and community clubs, commercial, community and corporate organizations as Fitness Instructor, Fitness Trainer, Personal Trainer, Floor Trainer, Aerobic Instructor, Assistant Coach or Group Exercise Leader.

## CERTIFICATION

Credits required for certification:

Core Modules	:	52
Life Skills Modules	:	12
Elective Modules	:	6
<b>Total</b>	<b>:</b>	<b>70</b>

## COURSE STRUCTURE

Module Title	Credits
<b>CORE MODULE</b>	
Fundamentals of Communication I	5
Customer Service	4
Software Applications	4
Basic Anatomy and Physiology	4
Exercise Science	4
Fitness & Leisure Club Operations	5
Fundamentals of Communication II	4
Fitness Programme Design	5
Health and Fitness Appraisal	5
Health and Safety	4
Industry Attachment	8
<b>ELECTIVES (COURSE SPECIFIC)</b>	
Introduction to Sports Rehabilitation	3
<b>ELECTIVES (INTER-DISCIPLINARY)</b>	
Basics of Personal Finance	3
<b>ELECTIVES (GENERAL)</b>	
Refer to pages 275-278	
<b>LIFE SKILLS MODULES</b>	
Refer to page 278	

*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 Communication I

Communication skills are important in everyday life, helping us to better understand the people and issues around us. This module encourages students to enjoy the communication process, to be better communicators and to motivate them to improve their skills. This module will re-visit some communication basics but will focus on speaking and listening.

#### Customer Service

On completion of the module, students should be able to display professional image and etiquette, cultivate customer rapport, respond to requests and enquiries, manage needs and expectations, handle customers from diverse backgrounds, handle service breakdown and recovery, provide information on products and services, approach sales prospects and promote products and services, close a sale, and obtain customer feedback.

#### Software Applications

On completion of the module, students should be able to produce office document using word processing, spreadsheet and powerpoint software. In addition, students will be able to handle file management and have a basic appreciation of the user level maintenance of hardware.

#### Basic Anatomy and Physiology

On completion of the module, students should be able to apply their knowledge of skeletal, muscular, respiratory and circulatory systems of the human body in the design and conduct of exercise and sport activities.

#### Exercise Science

On completion of the module, students should be able to provide fitness clients with information on Exercise Physiology, Biomechanics and Psychology and how these affect physical activity. The different energy systems, biomechanical principles and exercise psychology form the backbone of this module.

#### Fitness & Leisure Club Operations

On completion of the module, students should be able to handle routine activities and operations, provide membership services and facilities operations in fitness and leisure clubs. Students should also be able to assist in the planning and organisation of events.

#### Fundamentals of Communication II

On completion of the module, students should be able to apply the essential communication skills in listening, speaking, reading and writing, to build good relationships in social as well as workplace settings.

#### Fitness Programme Design

On completion of the module, students should be able to identify the nutritional factors which help to maintain optimal health, hydration maintenance and knowledge of healthy and balance diet for healthy living and sports participation. In addition, students should also be able to apply the basic principles of fitness programming to design and conduct fitness training sessions to suit a range of individuals and groups.

#### Health and Fitness Appraisal

On completion of the module, students should be able to perform pre-participation health screening and assess various fitness components of clients. This module will focus on client assessment and testing as well as proper calibration of testing equipment to ensure safety of clients.

#### Health and Safety

On completion of the module, students should have an overview of injury prevention, identification and basic treatment. This module will also cover sports taping and sport psychology. Students will also learn Workplace Health and Safety concepts so that they can enhance the safety and health of clients in a sport or exercise setting.

#### Industry Attachment

On completion of the module, students should be able to put into practice what they have learnt on campus. Students will be required to undertake hands-on work experience for six months in various sports & fitness facilities in the community.

#### Electives (Course Specific)

##### Introduction to Sports Rehabilitation

On completion of the module, students should be able to assist physiotherapists to identify, classify and assess sport injuries as well as to assist in carrying out injury rehabilitation exercises.

#### Electives (Inter-disciplinary)

##### Basics of Personal Finance

On completion of the module, students should be able to analyse basic financial information needed to choose between financial alternatives and compare the consequences of their decisions. Students would also be able to better budget their money, save for the future, and realize their financial objectives.

#### Electives (General)

As reflected on pages 275-278.

#### Life Skills Modules

As reflected on page 278.

## NITEC IN FLORISTRY

### COURSE SYNOPSIS

On completion of the course, students should be able to

- Condition flowers and foliage.
- Arrange flowers with good colour combination and according to design requirements.
- Pack gift baskets and hampers.
- Set up floral displays at event venue.
- Operate floristry shop.

### JOB OPPORTUNITIES

Nitec in Floristry graduates are employed by floristry retail outlets. They can also be employed by wholesale florist establishments as well as interior-scape and event organizing companies that provide floral decorations. Some of the job titles held by graduates include Assistant Florist, Floral Assistant and Florist Technician.

### CERTIFICATION

Credits required for certification:

Core Modules	:	47
Life Skills Modules	:	12
Elective Modules	:	8
<b>Total</b>	:	<b>67</b>

### COURSE STRUCTURE

Module Title	Credits
<b>CORE MODULE</b>	
Fundamentals of Communication I	5
Customer Service	4
Software Applications	4
Professional Image and Etiquette	3
Retail Selling	4
Flowers and Foliage	5
Floral Arrangements and Gift Packaging	6
Floristry Shop Operations	5
Floral Decorations for Events	7
Industry Attachment	4
<b>ELECTIVES (COURSE SPECIFIC)</b>	
Advanced Floristry Techniques	3
Creative Flower Arrangement	3
<b>ELECTIVES (INTER-DISCIPLINARY)</b>	
Basics of Personal Finance	3
<b>ELECTIVES (GENERAL)</b>	
Refer to pages 275-278	
<b>LIFE SKILLS MODULES</b>	
Refer to page 278	

*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 Communication I

Communication skills are important in everyday life, helping us to better understand the people and issues around us. This module encourages students to enjoy the communication process, to be better communicators and to motivate them to improve their skills. This module will re-visit some communication basics but will focus on speaking and listening.

#### Customer Service

On completion of the module, students should be able to display professional image and etiquette, cultivate customer rapport, respond to requests and enquiries, manage needs and expectations, handle customers from diverse backgrounds, handle service breakdown and recovery, provide information on products and services, approach sales prospects and promote products and services, close a sale, and obtain customer feedback.

#### Software Applications

On completion of the module, students should be able to produce office document using word processing, spreadsheet and powerpoint software. In addition, students will be able to handle file management and have a basic appreciation of the user level maintenance of hardware.

#### Professional Image and Etiquette

On completion of the module, students will be aware of personal hygiene, grooming and deportment. They would also be able to plan their wardrobe for a professional appearance. They will also have the skills for social, business and dining etiquette.

#### Retail Selling

On completion of the module, students should be able to perform sales duties by identifying the needs of the customers and applying selling techniques when handling the sales process.

#### Flowers and Foliage

On completion of the module, students should be able to prepare flowers for conditioning, to condition and dye fresh cut flowers and store them in controlled environment.

#### Floral Arrangements and Gift Packaging

On completion of the module, students should be able to arrange flowers for table decoration, prepare hand-tied bouquets, posies, gift baskets and hampers.

#### Floristry Shop Operations

On completion of the module, students should be able to handle a range of core retail operations in a floristry shop such as receiving and replenishing inventory; pricing and cashiering.

#### Floral Decorations for Events

On completion of the module, students should be able to plan, prepare and arrange floral decorations for events such as store openings and weddings.

#### Industry Attachment

Students will go on a 3-month industry attachment at a floral outlet or event company that provides floral decorations to gain hands-on practical training in a real work environment.

#### Electives (Course Specific)

##### Advanced Floristry Techniques

On completion of the module, students will be equipped with skills and knowledge to design and create table arrangements, hand-tied bouquets, flowers to wear and carry and room decorations with floral structures.

##### Creative Flower Arrangement

On completion of the module, students will be equipped with skills and knowledge to design and create flower arrangements and topiaries, and perform leaf manipulation.

#### Electives (Inter-disciplinary)

##### Basics of Personal Finance

On completion of the module, students should be able to analyse basic financial information needed to choose between financial alternatives and compare the consequences of their decisions. Students would also be able to better budget their money, save for the future, and realize their financial objectives.

#### Electives (General)

As reflected on pages 275-278.

#### Life Skills Modules

As reflected on page 278.

## NITEC IN HAIR FASHION & DESIGN

### COURSE SYNOPSIS

On completion of the course, students should be able to

- Handle salon operations.
- Provide customer service.
- Provide client consultation.
- Provide shampoo and head massage.
- Provide basic styling.
- Perform haircuts.
- Process permanent waves and hair rebonding.
- Perform highlighting and creative hair colouring.
- Perform hair and scalp treatments.

### JOB OPPORTUNITIES

Nitec in Hair Fashion & Design graduates are employed by hair salons and hair spas in the hairdressing industry. Some of the job titles held by graduates include Junior Hairdresser, Junior Hair Stylist and Hair Colourist.

### CERTIFICATION

Credits required for certification:

Core Modules	:	52
Life Skills Modules	:	12
Elective Modules	:	6
<b>Total</b>	<b>:</b>	<b>70</b>

### COURSE STRUCTURE

Module Title	Credits
<b>CORE MODULE</b>	
Salon Procedures	6
Shampoo and Head Massage	5
Basic Hairstyling	4
Basic Haircutting	5
Basic Hair Colouring	5
Customer Service in the Salon	3
Advanced Hair Colouring	6
Advanced Haircutting	4
Hair Perming	5
Hair and Scalp Care	5
Industry Attachment	4
<b>ELECTIVES (COURSE SPECIFIC)</b>	
Creative Project	3
Hair Upstyles	3
<b>ELECTIVES (JOINT ITE-INDUSTRY)</b>	
L'Oreal Professional Expert Colorist	3
Kerastase Hair and Scalp Care	3
<b>ELECTIVES (GENERAL)</b>	
Refer to pages 275-278	
<b>LIFE SKILLS MODULES</b>	
Refer to page 278	

*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

#### Salon Procedures

On completion of the module, students should be able to maintain good hygiene practices, perform salon reception activities, maintain clients' records, handle payments, perform inventory control, display and promote salon merchandise and services, assist in handling accidents and emergencies, and perform general housekeeping.

#### Shampoo and Head Massage

On completion of the module, students should be able to perform shampooing at basin, seated shampoo, massage scalp, neck and shoulder, and blow-dry hair.

#### Basic Hairstyling

On completion of the module, students should be able to style various length of hair ranging from short to long with the use of finishing styling products and tools such as blow-dryers, flat irons and curling tongs.

#### Basic Haircutting

On completion of the module, students should be able to perform blunt and uniformed layered haircuts.

#### Basic Hair Colouring

On completion of the module, students should be able to perform virgin hair colouring, grey hair colouring, and root and re-growth applications.

#### Customer Service in the Salon

On completion of the module, students should be able to display professional business etiquette, interact with customers and colleagues, cultivate rapport with customers, manage customers' needs and expectations, provide service recovery, and obtain customer feedback.

#### Advanced Hair Colouring

On completion of the module, students should be able to perform highlighting and lowlighting, bleach and tone hair, and basic hair colour correction.

#### Advanced Haircutting

On completion of the module, students should be able to perform graduated cuts, men's haircuts and to create haircuts using a combination of haircutting techniques.

#### Hair Perming

On completion of the module, students should be able to perform hair perming, and rebonding.

#### Hair and Scalp Care

On completion of the module, students should be able to analyse and treat hair and scalp problems, and recommend follow-up actions.

#### Industry Attachment

Students are provided with the opportunity undergo a 3-month industry attachment at a hairdressing salon to gain hands-on practical training in a range of hair services.

#### Electives (Course Specific)

##### Creative Project

On completion of the module, students should be able to produce a project portfolio of their creative works in hairdressing.

##### Hair Upstyles

On completion of the module, students should be able to perform upstyles, use clip-on hair extensions and attach wig pieces.

#### Electives (Joint ITE-Industry)

##### L'Oreal Professionnel Expert Colorist

On completion of the module, students should be able to perform specialised creative hair colouring using L'Oreal Professionnel hair products.

##### Kerastase Hair and Scalp Care

On completion of the module, students should be able to perform specialised hair and scalp treatment using Kerastase products and treatment rituals.

#### Electives (General)

As reflected on pages 275-278.

#### Life Skills Modules

As reflected on page 278.

## NITEC IN LOGISTICS SERVICES

### COURSE SYNOPSIS

This course provides students with the skills and knowledge to perform essential warehouse logistics tasks and other duties such as transport operations, production operations, system and administrative support. Graduates will be able to contribute to the service level and profitable growth of the specific logistics sub-sector they are engaged in. Major duties include the following:

- Provide logistics operations support.
- Provide warehousing services support.
- Provide air, land and sea freight logistic support.
- Provide quality customer service.
- Produce office documents using common software packages.
- Handle office procedures.
- Handle oral and written communication in a business/workplace environment.

### JOB OPPORTUNITIES

Nitec in Logistics Services graduates have broad-based training and can therefore gain employment opportunities at entry-level positions in the Supply Chain and Logistics industry. Some of the job titles that graduates could hold are Logistics Assistant, Cargo Operations Assistant, Shipping Assistant, Documentation Assistant, Warehouse Assistant, Goods handler, Material handler, Load Controller, Inventory Control Assistant, Procurement Assistant, purchasing Assistant, Supply Chain Assistant.

### CERTIFICATION

Credits required for certification:

Core Modules	:	49
Life Skills Modules	:	12
Elective Modules	:	6
Total	:	67

### COURSE STRUCTURE

Module Title	Credits
<b>CORE MODULE</b>	
Fundamentals of Communication I	5
Customer Service	4
Software Applications	4
Logistics Operations	5
Event Logistics	5
Warehousing Services	5
Fundamentals of Communication II	4
Material Moving Equipment	4
Air, Land & Sea Logistics	5
Industry Attachment	8
<b>ELECTIVES (INTER-DISCIPLINARY)</b>	
Basics of Personal Finance	3
Multimedia and Desktop Publishing	3
<b>ELECTIVES (GENERAL)</b>	
Refer to pages 275-278	
<b>LIFE SKILLS MODULES</b>	
Refer to page 278	

*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 Communication I

Communication skills are important in everyday life, helping us to better understand the people and issues around us. This module encourages students to enjoy the communication process, to be better communicators and to motivate them to improve their skills. This module will re-visit some communication basics but will focus on speaking and listening.

#### Customer Service

On completion of the module, students should be able to display professional image and etiquette, cultivate customer rapport, respond to requests and enquiries, manage needs and expectations, handle customers from diverse backgrounds, handle service breakdown and recovery, provide information on products and services, approach sales prospects and promote products and services, close a sale, and obtain customer feedback.

#### Software Applications

On completion of the module, students should be able to produce office document using word processing, spreadsheet and powerpoint software. In addition, students will be able to handle file management and have a basic appreciation of the user level maintenance of hardware.

#### Logistics Operations

On completion of the module, students should be able to provide support in the movement of goods from supplier to customer.

#### Event Logistics

On completion of the module, students should be able to load and move items, set-up and tear down, coordinate materials, resources and equipment, store and retrieve items.

#### Warehousing Services

On completion of the module, students should be able to pull, pack and ship orders, load and unload freight as well as provide direct customer service.

#### Fundamentals of Communication II

On completion of the module, students should be able to apply the essential communication skills in listening, speaking, reading and writing, to build good relationships in social as well as workplace settings.

#### Material Moving Equipment

On completion of the module, students should be able to explain functional features and capability of a forklift truck. They should be able to perform checks on reach trucks and forklifts. They would also be able to safely operate the forklift truck in a work environment. The course also prepares the trainees for the Singapore Workforce Skills Qualification (WSQ) assessment in the Operate Forklift competency unit. Upon passing this assessment, the graduates will be able to legally operate a forklift truck.

#### Air, Land & Sea Logistics

On completion of the module, students should be able to prepare necessary documentation, handle customs declarations and TradeNet operations, liaise and follow-up with internal office, agents and clients.

#### Industry Attachment

Students will be placed on a 6-month industry attachment; they will have the opportunity to apply concepts and skills acquired during institutional training in real work environment, gain hands-on practical training pertaining to the Supply Chain and Logistics Industry.

#### Electives (Inter-disciplinary)

##### Basics of Personal Finance

On completion of the module, students should be able to analyse basic financial information needed to choose between financial objectives and compare the consequences of their decisions. Students would also be able to better budget their money, save for the future, and realize their financial objectives.

#### Multimedia and Desktop Publishing

On completion of the module, students should be able to use the features of common Graphic Authoring Tools and presentation software to produce captivating and creative publications, showcasing an integrated display of animation.

#### Electives (General)

As reflected on pages 275-278.

#### Life Skills Modules

As reflected on page 278.

## NITEC IN RETAIL SERVICES

### COURSE SYNOPSIS

On completion of the course, students should be able to

- Promote products and services.
- Perform suggestive and cross selling.
- Interact with customers face-to-face.
- Provide customer service.
- Handle merchandise.
- Manage stock inventory.
- Arrange display of merchandise.
- Perform cashiering.

### JOB OPPORTUNITIES

Nitec in Retail Services graduates are employed by departmental stores or companies in the retail business selling products and services direct to customers. Some of the job titles held by graduates include Retail Sales Associate, Retail Assistant, Cashier, Customer Service Associate and Sales Executive.

### CERTIFICATION

Credits required for certification:

Core Modules	:	51
Life Skills Modules	:	12
Elective Modules	:	6
<b>Total</b>	:	<b>69</b>

### COURSE STRUCTURE

Module Title	Credits
<b>CORE MODULE</b>	
Fundamentals of Communication I	5
Customer Service	4
Software Applications	4
Professional Image and Etiquette	3
Retail Selling	4
Retail Operations	5
Retail Promotion	5
Fundamentals of Communication II	4
Elements of Business	4
Visual Merchandising	5
Industry Attachment	8
<b>ELECTIVES (COURSE SPECIFIC)</b>	
Basics of Personal Finance	3
Social Media Marketing	3
<b>ELECTIVES (INTER-DISCIPLINARY)</b>	
Cosmetics Retailing	3
<b>ELECTIVES (GENERAL)</b>	
Refer to pages 275-278	
<b>LIFE SKILLS MODULES</b>	
Refer to page 278	

*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 Communication I

Communication skills are important in everyday life, helping us to better understand the people and issues around us. This module encourages students to enjoy the communication process, to be better communicators and to motivate them to improve their skills. This module will re-visit some communication basics but will focus on speaking and listening.

#### Customer Service

On completion of the module, students should be able to display professional image and etiquette, cultivate customer rapport, respond to requests and enquiries, manage needs and expectations, handle customers from diverse backgrounds, handle service breakdown and recovery, provide information on products and services, approach sales prospects and promote products and services, close a sale, and obtain customer feedback.

#### Software Applications

On completion of the module, students should be able to produce office document using word processing, spreadsheet and powerpoint software. In addition, students will be able to handle file management and have a basic appreciation of the user level maintenance of hardware.

#### Professional Image and Etiquette

On completion of the module, students will be aware of personal hygiene, grooming and deportment. They would also be able to plan their wardrobe for a professional appearance. They will also have the skills for social, business and dining etiquette.

#### Retail Selling

On completion of the module, students should be able to perform sales duties by identifying the needs of the customers and applying selling techniques when handling the sales process.

#### Retail Operations

On completion of the module, students should be able to handle a range of core retail operations such as receiving, pricing, replenishing stock and cashiering.

#### Retail Promotion

On completion of the module, students should be able to cultivate an appreciation of sales promotional activities in retail outlet.

#### Fundamentals of Communication II

On completion of the module, students should be able to apply the essential communicative skills in listening, speaking, reading and writing, to build good relationships in social as well as workplace settings.

#### Elements of Business

On completion of the module, students should be able to provide an overview of the general environment in which businesses operate as well as business ethics and corporate social responsibility.

#### Visual Merchandising

On completion of the module, students should be able to execute a visual merchandise presentation to promote a retail store's image, service and products.

#### Industry Attachment

Students will go on a 6-month industry attachment at a retail outlet to gain hands-on practical training in a real work environment.

#### Electives (Course Specific)

##### Basics of Personal Finance

On completion of the module, students should be able to analyse basic financial information needed to choose between financial objectives and compare the consequences of their decisions. Students would also be able to better budget their money, save for the future, and realize their financial objectives.

##### Social Media Marketing

On completion of the module, students will be equipped with skills and knowledge to develop content on social media platforms, combine social media platforms and marketing strategies and evaluate usage of social media platforms in achieving sales and marketing objectives.

#### Electives (Inter-disciplinary)

##### Cosmetics Retailing

On completion of the module, students will be equipped with skills to maintain good personal grooming, conduct a comprehensive skin analysis, demonstrate usage of cosmetic products and related services as well as display merchandise to enhance a cosmetic counter's image, service and merchandise to its customers.

#### Electives (General)

As reflected on pages 275-278.

#### Life Skills Modules

As reflected on page 278.

# NITEC IN TRAVEL & TOURISM SERVICES

## COURSE SYNOPSIS

On completion of the course, students should be able to

- Provide customer service.
- Recommend tours and destinations to customers.
- Prepare quotations for tour packages.
- Handle reservations and ticketing.
- Coordinate inbound and outbound tours.
- Prepare billing documents.
- Provide travel-related services.
- Provide visitor services.
- Provide visitor information.
- Handle ticketing and membership sales.
- Perform hosting and guiding.
- Deliver commentaries.
- Coordinate logistics for events at attractions.
- Maintain general safety and cleanliness.
- Handle oral and written communication.

## JOB OPPORTUNITIES

Nitec in Travel & Tourism Services graduates are employed by tour agencies and attractions operators, travel agencies and other establishments in the leisure and travel sectors. Some of the job titles held by graduates include Tour and Travel Consultant, Ticketing Officer, Attraction Host, Park Operations Crew and Guest Services Officer.

## CERTIFICATION

Credits required for certification:

Core Modules	:	54
Life Skills Modules	:	12
Elective Modules	:	6
Total	:	<u>72</u>

## COURSE STRUCTURE

Module Title	Credits
<b>CORE MODULE</b>	
Fundamentals of Communication I	5
Customer Service	4
Software Applications	4
Professional Image and Etiquette	3
Introduction to Tourism Industry	5
Destination Geography	5
Event Promotion and Operations	5
Tour Operations and Services	5
Reservations and Ticketing	5
Attractions Operations and Services	5
Industry Attachment	8
<b>ELECTIVES (JOINT ITE-INDUSTRY)</b>	
Abacus Basic Reservations	3
<b>ELECTIVES (GENERAL)</b>	
Refer to pages 275-278	
<b>LIFE SKILLS MODULES</b>	
Refer to page 278	

*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 Communication I

On completion of the module, students be able to display communication skills in speaking and listening to better understand the people and issues around them.

#### Customer Service

On completion of the module, students should be able to display professional image and etiquette, cultivate customer rapport, respond to requests and enquiries, manage needs and expectations, handle customers from diverse backgrounds, handle service breakdown and recovery, provide information on products and services, close a sale, and obtain customer feedback.

#### Software Applications

On completion of the module, students should be able to produce office documents using word processing, spreadsheet and powerpoint software. In addition, students will be able to handle file management and have a basic appreciation of the user level maintenance of hardware.

#### Professional Image and Etiquette

On completion of the module, students will be aware of personal hygiene, grooming and deportment. They would also be able to plan their wardrobe for a professional appearance. They will also have the skills for social, business and dining etiquette.

#### Introduction to Tourism Industry

On completion of the module, students should be able to provide an overview of the tourism industry, the framework of the industry and explain the economic, social and cultural impacts of tourism.

#### Destination Geography

On completion of the module, students should be able to calculate travel time, differentiate between physical and human geography, between cultures as well as the reasons behind the appeal of major tourist destinations.

#### Event Promotion and Operations

On completion of the module, students should be able to prepare for private and corporate functions, coordinate event- day logistics and carry out end-of-day activities.

#### Tour Operations and Services

On completion of the module, students should be able to promote tour packages, make tour arrangements, and coordinate arrival and departure of visitors for inbound and outbound tours.

#### Reservations and Ticketing

On completion of the module, students should be able to handle airline, accommodation, tour, transport and cruise reservations, both manually as well as using specialized software common in the travel industry.

#### Attractions Operations and Services

On completion of the module, students should be able to provide warm and personalised visitor services, perform attractions hosting and guiding, and handle safety and security issues and emergency situations.

#### Industry Attachment

Students are provided with the opportunity to work in a leisure or travel setting for 6 months.

#### Electives (Joint ITE-Industry)

##### Abacus Basic Reservations

On completion of the module, students should be able to handle airline reservations using Abacus GDS software.

##### Electives (General)

As reflected on pages 275-278.

##### Life Skills Modules

As reflected on page 278.