

Skillsfuture for Digital Workplace 2.0 (Tourism)

Course Objective

At the end of the programme, you will be:

- Aware of the type of easy-to-adopt tourism technology
- Able to work in a technology-rich environment.
- Able to apply frequently used productivity apps in the tourism sector
- Aware of the importance of cyber security in daily/work applications.
- Aware of how data and information can benefit the tourism industry.
- Able to perform functional outcomes in the tourism sector
- Able to develop an action plan to continue learning

Course Outline

➤ Future of Work

- Pervasive Digital Technology: How Technology affects the Tourism industry
- Emerging Technology in the Gig & Content Creation Economy
- Emergence of New Marketplace

➤ Industry 4.0

- Digital transformation : How the 9 pillars of Industry 4.0 has shaped the current tourism landscape

➤ Deep dive into The 9 Pillars of Industry 4.0:

- Internet of Things
- Augmented Reality
- Cloud Computing
- Artificial Intelligence
- Autonomous Robots
- Autonomous Systems
- Big Data and Data Analytics
- Additive Manufacturing
- Cyber Security

➤ Tourism Productivity Apps & Skills Hands On

- Free Apps for Generating Blueprints & Floorplans
- Everyday digital tool for digitalizing documents
- QR Code creation for sharing recommendations to guest/customers
- Introduction to popular hospitality-based apps and hands on experience using these apps to improve guest experience, communication, and engagement
- Apps to digitize incident management to reduce risk
- Using augmented reality apps for quick measurements.

➤ Leveraging on Microsoft Teams for your tourism business

➤ Cybersecurity

- 2FA Authentication
- Data Threats
- Password Creation
- Combatting fake news and scams
- 7 Critical Cyber and WiFi Security Measures

➤ Lifelong Learning

➤ Tourism Knowledge Expansion

Assumed Skills

- ✓ Learners must have basic computer skills, i.e. be able to operate a personal computer, use keyboard and mouse

Target Audience

This training is relevant to all staff in the Tourism Industry

❖ **Absentee Payroll**
\$4.50 per hour, capped at \$100,000 per enterprise per calendar year

Course Fees & Funding

A. SkillsFuture Funding (Baseline)	B. SkillsFuture Enhanced Training Support for SMEs	C. SkillsFuture Mid-career Enhanced Subsidy
WHO IS IT FOR?	WHO IS IT FOR?	
[Non-SME-sponsored & Individuals] Singapore Citizen aged ≤ 39, Singapore Permanent Resident (SPR) & LTVP+ holder	SME-sponsored Singapore Citizen, SPR & LTVP+ holder	Employer-sponsored & Self-sponsored Singapore Citizen aged ≥ 40
Course Fee = \$700.00	Course Fee = \$700.00	
SkillsFuture Funding (70%) - \$490.00	SkillsFuture Funding (70%) - \$490.00	
GST 9% of Nett course Fee + \$18.90	GST 9% of Nett course Fee + \$18.90	
	Additional Top-Up Funding (20%) - \$140.00	
Fee Payable = \$228.90	Fee Payable = \$88.90	

Definition of SMEs:

- Registered or incorporated in Singapore
- Employment size of not more than 200 or with annual sales turnover of not more than \$100 million

Funding Eligibility

In order to enjoy the funding, participants need to fulfill the following requirements:

1. Singapore Citizens, Singapore Permanent Residents (SPRs) or Long Term Visit Pass Plus (LTVP+) Holders
2. Not a full-time national serviceman (under company-sponsored)
3. Attain at least 75% course attendance
4. Successfully complete assessment & certified as competent
5. For company-sponsored participants, training is fully sponsored by companies, which are registered or incorporated in Singapore
6. Sponsoring company is the direct employer who is contributing CPF for the registered Singapore Citizens or Singapore Permanent Residents (SPRs) participant

For training conducted outside working hours, AP funding is given to the employers to defray the overtime pay that was paid to their employees. Hence to qualify for AP funding, employers must have in place Human Resource (HR) policy which provides for the payment of overtime pay to employees for these training hours and pay their employees overtime pay for these hours, in accordance with the HR policy.

Please refer to SNEF website for available dates

Duration : 2 days, Day 1: 9:00am to 5.00pm, Day 2: 9:00am to 6.00pm (15 hours)

Course venue : SNEF HQ @ Paya Lebar Square

For enquiries, kindly email to trg@snef.org.sg / christopher_oh@snef.org.sg

Enquiries:

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