

ENSURING RELEVANCE:
TEMASEK POLYTECHNIC'S
COLLABORATIVE APPROACH IN
PREPARING STUDENTS FOR THE
HOSPITALITY AND TOURISM
INDUSTRY

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WHAT WE WILL COVER

1. Quick Overview of the Diploma in Hospitality & Tourism Management
2. Career Accelerator Programme 2023
3. Work-Based Learning
4. Business Mentorship Network (IMN)



DIPLOMA IN HOSPITALITY & TOURISM MANAGEMENT



"The biggest takeaway from my time at HTM has been adaptability. As an ITE and Polytechnic graduate, I have learned that there is no script in life, change is constant and we should always be ready to adapt to any situation that is thrown at us. The course lecturers always offered me different opportunities and pushed me outside of my comfort zone. The ability to adapt to challenging situations has also helped me to excel in both my work and studies. Thus, the knowledge and skills gained from my 3 years in HTM have transformed me into a more confident individual."

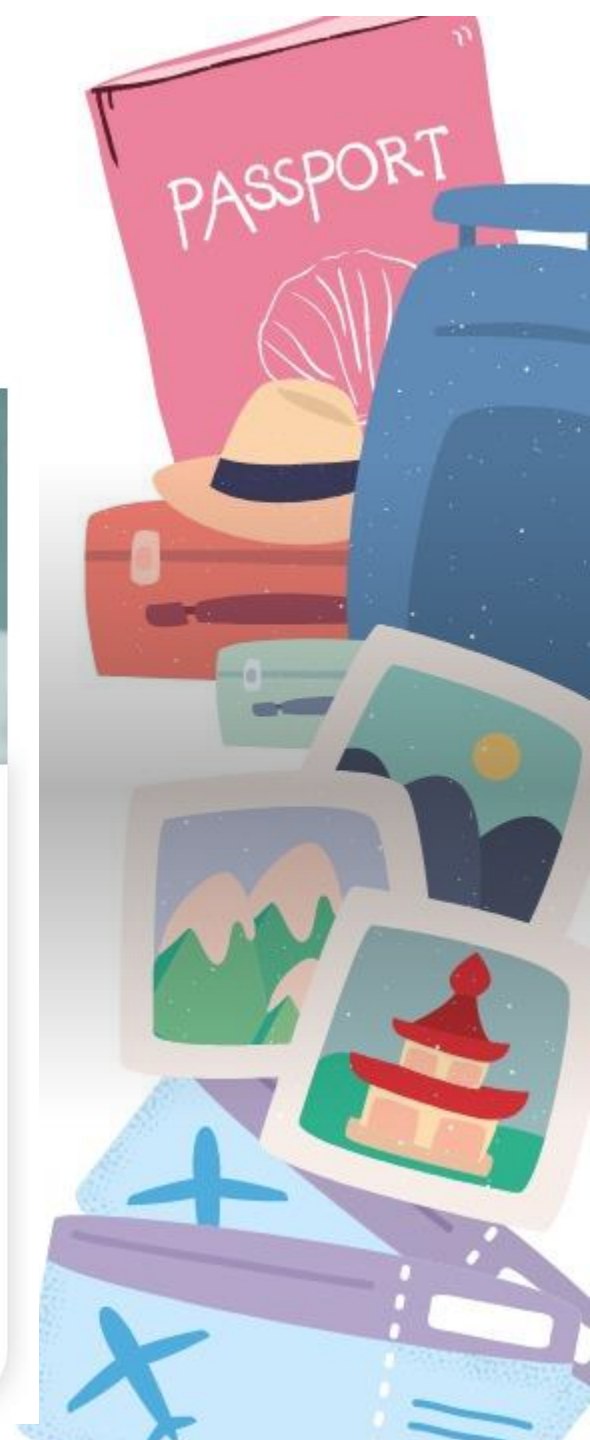
Chase Lim
Class of 2022, Tay Eng Soon Gold Medallist



"Marriott International first signed the Memorandum of Understanding (MOU) with Temasek Polytechnic in 2019 and for the past 4 years, Temasek Polytechnic have always demonstrated themselves as an exceptional hospitality industry partner, providing high caliber students and adopting a forward thinking approach to the curriculum in our hotels."

On behalf of Marriott International, we have just renewed our MOU in 2022 and we are excited about our continued partnership for the next 5 years. Together, we will continue to evolve and enhance work experience programs, internships including overseas exposure, mentoring opportunities and much more for the future leaders of our industry."

Emma Jones
Area Director of Human Resources - Malaysia, Singapore & Maldives, Marriot International





DIPLOMA IN HOSPITALITY & TOURISM MANAGEMENT



"HTM has equipped me with a wide and varied spectrum of learning experiences in the hotel and tourism, MICE and aviation sectors. These ranged from local to overseas opportunities and have left an indelible mark on me. Thanks to HTM, I was able to advance faster during my cabin crew training days and adapt seamlessly to working life after graduation. HTM prepared and honed my skills that are essential for the hospitality and tourism sectors and if given the choice of selecting my course of studies again, it will definitely be HTM."

Siti Nur Hawa Bte Erwan
Class of 2020, Cabin Crew, Singapore Airlines



"HTM curriculum is well-rounded yet demanding but it gives us a glimpse of what the industry would demand out of us. It is a glamorous industry with a constant need for innovation and the best part about it is that many of the skills are transferable such as Sales, Marketing, Management, Service — above all, it's an industry with a soul and heart."

Adler Poh
Class of 2009, Business Development Manager,
Southeast Asia, WeWork



CAREER ACCELERATOR PROGRAMME 2023

CAREER
LADDER



ENTER

CAREER ACCELERATOR PROGRAMME

WHAT

It is a structured programme designed to help students acquire key sets of practical skills and competencies while pursuing their studies.

It helps accelerate students' pursuit of career opportunities in the hospitality industry.

WHO

Open to students who are in their 2nd to 3rd year of the Diploma programme.

3-PHASE APPROACH – ACAD YEAR 2023-2024

PHASE 1.1

- Part-time Employment
- Period from February to April 2023
- Total number of hours: 120

PHASE 1.2

- Part-Time Employment
- Period from April to August 2023 (during the semester)
- Total number of hours: 40

PHASE 2

- Student Internship Programme
- Period from September 2023 to February 2024
- Total number of weeks: 24 (6 months)

CAP Programme

PHASE 1.1 & 1.2 JOB ASSIGNMENTS

<u>Recommended job assignments:</u>			
<u>Front Office</u>	<u>Concierge</u>	<u>Housekeeping</u>	<u>Food & Beverage</u>
• Receptionist • Cashier • Telephone Operator	• Concierge • Doorman • Bellman	• Room Attendant • House Attendant • Public Area Attendant	• F&B Waiter • F&B Runner • Stewarding

PHASE 2 INTERNSHIP PLACEMENTS

Possible internship placements:

- 12wks Front Office
- 12wks Housekeeping

- 12wks Concierge
- 12wks Front Office

- 12wks Housekeeping
- 12wks Concierge

- ~~12wks F&B 1~~
- ~~12wks F&B 2~~



PHASE 3

Full-time Employment with the Hotel
Supervisory role with opportunity to
embark on the Hotel's Management
Trainee Programme



PARTICIPATING HOTELS





WORK-BASED LEARNING



WORK-BASED LEARNING

WHY

- Integrate multiple work-study opportunities into the curriculum
- Students acquire work/industry experience prior to Internship
- Students get to explore industry first-hand even before graduating
- Platform to enhance students' employability and career pathways

WHAT

- Based on 2 semesters
- Work-Based Learning 1 = minimum 40 hours of work
- Work-Based Learning 2 = minimum of 80 hours of work
- 1 day per week (during semester) accorded for work



BUSINESS MENTORSHIP NETWORK (IMN)



BUSINESS MENTORSHIP NETWORK

WHAT

It's a mentoring programme involving industry practitioners providing guidance and mentorship to small groups of 2-to-4 students.

Focal points: career growth opportunities; looking beyond the polytechnic education – working life, being a professional, leadership

WHY – BENEFITS FOR STUDENTS

- Draw from Mentors' industry knowledge and sharing of their career journeys
- Provides meaningful and valuable input for students in terms of their view of the future
- Get advice on how to ace job applications, job interviews, relevant career goals and how to work towards them etc.

BUSINESS MENTORSHIP NETWORK - ACTIVATION

GROUPS

- 1 Mentor to 2-to-4 students
- Mentor has at least 5 yrs industry experience with strong communication and leadership skills

MEET

- Face-to-face meetings and interactions
- At least 3 such meetings within a 6-month timeframe

ACTIVITY

- Students shadow Mentor at the workplace
- Students also participate/attend corporate and industry events with Mentor

DIPLOMA'S PROGRESSION FOR STUDENTS



PROGRESS

<u>Year 1</u>	<u>Year 2</u>	<u>Year 3</u>	<u>Graduation</u>
• Work-Based Learning 1	• Work-Based Learning 2 • Business Mentorship Network • Career Accelerator Programme Phase 1.1	• Career Accelerator Programme Phase 1.2 • Career Accelerator Programme Phase 2 / Internship / Cabin crew pre-employment	• Career Accelerator Programme Phase 3

OVERALL APPROACH & BENEFITS

1. Students develop skills and competencies outside of the classroom setting
2. Ownership of their own learning journey
3. Industry focused
4. Strong collaboration / partnership development with the industry



Q & A

**THANK
YOU**

