

Tourism





Why NTUC LearningHub?

2.6 million

training places since 2004, in areas of:



Excellence









Business









Wide selection of programmes with reputable partners

Virtual Live Classes for online home learning

Robust curriculum and process

Appointed CET centre for Retail,
Healthcare, WSH*, ICT and
Critical Core Skills

Additional NTUC funding for Union Members

Champion for training horizontal skills in Critical Core Skills, Tech-lite and WSH*

*WSH: Workplace Safety and Health



LHUB as Articulator, Aggregator & Activator for Training

ARTICULATE

the demand of skills











ENTERPRISE & WORKERS VIEW

Companies & Employees CTC Companies & Unionised Workers

Providing insights and identifying In-demand and Emerging Jobs and Skills



SECTOR VIEW

Government Organisations, Trade Associations and Chambers and Unions

- Providing sector insights and requirements to help shape and support National/Sectoral policies



AGGREGATE

the demand of skills













ACTIVATE the supply of skills

Micro Funding (up Sector Jobs-Job **Digital** Certification to 70% for **S**kills **Placement Transformation** & Stackable Sporeans & **Advisory Credentials**









Product & Experience Development



Sales & Marketing



Emerging Skills



Sustainability in Tourism

Tech Enablers

for Tourism

Integration of Sustainable Practices for Green Tourism Experience

Integration of Emerging Trends for Experience Curation, AVL Technical Expertise

Customer &
Service Service Leadership,
Experience Service Design
Excellence

Storytelling for Sustainability and Regeneration

Social Media Marketing, CRM Data Strategy

Sales Mastery, Hosting and Service Storytelling, Customer Loyalty & Retention **Carbon Management**

Data/ Al in Tourism

Inclusivity and Accessibility, Project Management

Local Certification issued by SACEOS
International Certification issued by GSTC

Local Certification issued by SACEOS International Certification issued by PCMA

Local Certification issued by SACEOS International Certification issued by CXPA





Certified Travel Professional Programme (CTP)

First-of-its-kind industry certification in Singapore

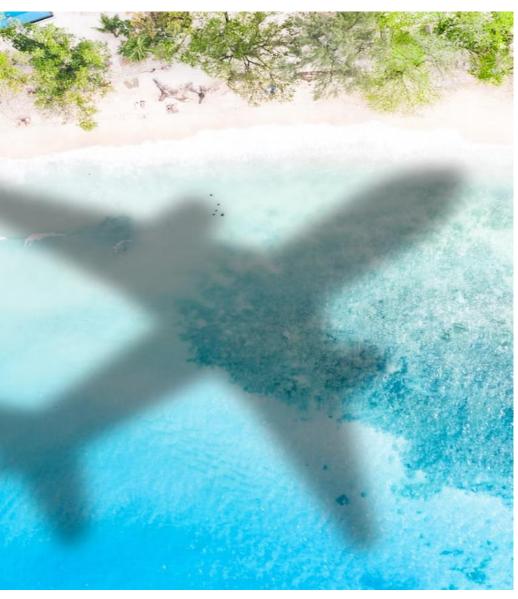
Joint initiative: NTUC LearningHub and NATAS

This programme aligns with the Travel Agent Roadmap's focus on technology and sustainability skillsets.

Up to 70% Funding available for Singaporeans and PRs







Benefits for You and Your Organization

Master In-Demand Skills

Tech, sustainability, sales and service strategies

Learn Through Practice

Expert-led with real case studies

Industry Recognition

Certified by industry leader NATAS

Your Pathway to the

Certified Travel Professional (CTP) Certification

(Leisure and/or Corporate Travel Tracks)



Core Module

Mastering the Essentials of Travel Professionalism



Training hours: 10 hours

Full course Fee: \$500

(Up to 70% funding)

Upcoming Class on 31 July



- 31 July 2025 (Thurs)
- 29 September 2025 (Mon)
- 2nd half of November 2025





One General Elective Module

Either from Service, Sustainability or Technology Skills Pillar



Training hours: Up to 18.5 hours

Full course Fee: Up to \$925

(Up to 70% funding)



One Specialised Elective Module

Either from Corporate or Leisure Travel Track



Training hours: 16 hours

Full course Fee: Up to \$670

(Up to 70% funding)

Your Pathway to the Certified Travel Professional (CTP) Certification (Leisure and/or Corporate Travel Tracks)

PROGRAMME STRUCTURE

To receive the CTP Certification (Leisure and/or Corporate Travel), complete:

- 1 Core Module
- 1 General Elective Module
- 1 Specialised Elective Module (Corporate or Leisure Track)
 All within 12 months (Total of 6 training days)

RECERTIFICATION

Maintain your competitive edge by staying aligned with industry standards.

- Required every 18 months from date of completion of certificate
- Complete any 2
 Elective Modules to recertify

Complete the Core Module							
Core Module Title	Training Hours	Full Course Fee	Course fee after 50% funding	Course fee after 70% funding			
Mastering the Essentials of Travel Professionalism	10	\$500.00	\$250.00	\$150.00			

Select One General Elective Module							
General Elective Module Title	Skills Pillar	Training Hours	Full Course Fee	Course fee after 50% funding	Course fee after 70% funding		
WSQ Service Storytelling: Elevate Customer Experience	Service Excellence	10	\$500.00	\$250.00	\$150.00		
Tour and Travel Services Product and Experience Development and Delivery (L3)	Sustainability	16	\$650.00	\$325.00	\$195.00		
Product, Content and Experience Performance Management (L3)	Sustainability	16	\$650.00	\$325.00	\$195.00		
Enhancing Events with AI	Technology	18.5	\$925.00	\$462.50	\$277.50		
Physical Experience Design with Tech Enhancement	Technology	16	\$720.00	\$360.00	\$216.00		

Select One Specialised Elective Module under the Corporate Travel Track OR Leisure Travel Track							
Corporate Travel Track Elective Module Title	Skills Pillar	Training Hours	Full Course Fee	Course fee after 50% funding	Course fee after 70% funding		
Sporting Events Planning and Management	MICE	16	\$438.00	\$234.00	\$140.40		
Technical Meetings and Event Production	MICE	16	\$670.00	\$335.00	\$201.00		
Corporate Travel Track Elective Module Title	Skills Pillar	Training Hours	Full Course Fee	Course fee after 50% funding	Course fee after 70% funding		
Inclusive Wellness Experience Management	Wellness	16	\$598.00	\$299.00	\$179.40		
Wellness Travel: Sleep Tourism	Wellness	16	\$650.00	\$325.00	\$195.00		

Additional notes:

• Trainees who have completed one Specialised Elective Module under one of the two tracks will be certified as either CTP (Corporate Travel) or CTP (Leisure Travel).

-- NITUC Casial Enhancing

- Trainees who have completed a minimum of one Specialised Elective Module under both the Corporate and Leisure tracks, will receive a CTP Certification (Corporate / Leisure Travel).
- 50% course fee funding is applicable for Singapore Citizens aged 39 and below and for all Singapore Permanent Residents. 50% course fee funding is applicable for Singapore Citizens aged 40 years and above.





CTP Core Module – Mastering the Essentials of Travel Professionalism

Real Industry Challenges

- Service gaps cost customers
- Poor recovery damages reputation
- Difficult customers mean missed sales

Skills You'll Master

- Turn complaints into loyalty
- Handle disruptions smoothly
- Close deals confidently
- Build product expertise



Gain insights from Industry practitioners and Expert Trainers



Raymond Khoo

35+ years tourism education

Curriculum design expert

Former Tourism & Hospitality Dean



Sue Wong
30+ years tourism experience
Trilingual WSQ trainer
STB-licensed guide





Join our upcoming class

MASTERING THE ESSENTIALS OF TRAVEL PROFESSIONALISM

Course Format

- 1 day (8 hrs) in person class
- 2 hr pre-class
 Asynchronous E-learning
- Implementation-led training, group discussions and role-playing

Course details

- SGD 500 (Before Funding)
- July 31, 2025
- NTUC Trade Union House (Outside Bras Basah Mrt)

Limited Availability – Enquire now!

Email: jayson.chia@ntuclearninghub.com

Phone: **+65 8816 7344**







CTP General Electives

These modules **address industry gaps**, from eco-conscious travel demands to digital tools and customer experience mastery. By integrating these electives, CTP ensures agents and guides **stay competitive** in a fast-evolving industry.



Future-Proof Careers

Critical emerging skills for modern travel pros, Aligns with LHUB - STB MoU's key focus areas



Meet Traveler Demands:

Sustainability

83% prefer sustainable options



Tech Integration

67% expect tech-enhanced experiences



Service Premium

91% pay more for stellar service



Featured General Elective Modules



Sustainability - WSQ Tour and Travel Services Product and Experience Development and Delivery

(SGD 650 before funding) Develop eco-conscious travel products



 \circ

Tech – WSQ Enhancing Events with Al

(SGD 925 before funding) leverage AI to automate event planning and operations



Service Excellence -WSQ Service Storytelling: Elevate Customer Experience

(SGD 500 before funding) Elevate through strategic storytelling





Featured Specialized Electives

Leisure Track

WSQ INCLUSIVE WELLNESS EXPERIENCE MANAGEMENT

(SGD 598 before funding)

√ Elevates Luxury Customer Experiences:

- Curated for high-net-worth travelers (78% prioritize accessible wellness)
- Ideation for tailored programs: private adaptive therapies, VIP concierge wellness

✓ Enhances Medical Tourism Initiatives:

 Supports "Feel Good Singapore" initiative for premium health tourism

√ Skills You'll Gain:

- Accessible itinerary design
- · Programming planning for diverse needs
- Inclusive service delivery for diverse needs and cultural sensitivity.



Corporate Track

WSQ SPORTING EVENTS PLANNING AND MANAGEMENT

(SGD 468 before funding)

✓ Positions SG as sports tourism hub (F1, SEA Games, World Aquatics Championships)

✓ Drives 15–20% of high-value tourism revenue and expands MICE revenue

✓ Skills You'll Gain:

- VIP experience packaging
- Event risk management
- Stakeholder coordination



Scan for More Info on the NATAS Certified Travel Professional Programme

