

HIGHER NITEC IN PASSENGER SERVICES (3 YEARS)

CERTIFICATION

Credits required for certification:

Sector Foundation Modules	: 18
Core Modules	: 6
Specialisation Modules	: 33
Internship Programme Modules	: 12
Life Skills Modules	: 10
Cross-Disciplinary Core Modules	: 9
Electives	: 8
Total	: 96

COURSE STRUCTURE

Module Title	Credits
SECTOR FOUNDATION MODULES	
Principles of Business	3
Innovation & Entrepreneurship	3
Business Communication	3
Social Media Marketing	3
Basics of Data Analytics	3
Service Excellence	3
CLUSTER CORE MODULES	
Fundamentals of Business Operations	3
Sales Techniques & Engagement	3
SPECIALISATION MODULES	
Introduction to Travel Industry	3
Passenger Handling Operations	3
Business Grooming & Etiquette	3
Travel Geography	3
Transport Services	3
Air Cargo Handling Operations	3
Passenger Service Management	3
Service Design & Innovation	3
Transport Terminal Safety & Security	3
Cabin Services	3
Transport Technology & Sustainability	3
INTERNSHIP PROGRAMME MODULES	
Internship Programme 1	4
Internship Programme 2	8

Module Title	Credits
CROSS-DISCIPLINARY CORE MODULES	
Robotic Process Automation for Business	3
Design Thinking for Business	3
Food Sustainability	3
Basics of Supply Chain Management	3
Blockchain in Business Application	3
Basic Data Management & UX Design	3
Advanced Data Management & UX Design	3
Digital Design Principles	3
ELECTIVES (COURSE SPECIFIC)	
Cruise Operations & Experience	2
ELECTIVES (INTER-DISCIPLINARY)	
Effective Business Networking	2
Customer Experience Design	2
ASEAN Business Basics	2
Introduction to Green & Sustainable Finance	2
Country Club Management	2
Etiquette in the Digital World	2
Multimedia Content Creation	2
ELECTIVES (GENERAL) AND LIFE SKILLS MODULES	
For details, click here	

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

Sector Foundation Modules

Principles of Business

On completion of the module, students should be able to understand basic business concepts and relate the impact of political, economic, social and technological factors on business activities.

Innovation & Entrepreneurship

On completion of the module, students should be able to explore opportunities for value-creation with an innovative mind-set. Students should gain an overview of innovative strategies and be able to integrate Design Thinking and entrepreneurship concepts for a business venture.

Business Communication

On completion of the module, students should be able to apply essential communication skills to prepare business documents and presentations.

Social Media Marketing

On completion of the module, students should be able to develop social media content and apply online media tools to execute the organisation's social media marketing strategies

Basics of Data Analytics

On completion of the module, students should be able to adopt spreadsheet and analytics software to visualise and analyse data and generate formatted reports to facilitate informed business decision.

Service Excellence

On completion of the module, students should be able to understand the principles of service delivery, identify and respond to customers' needs, create and deliver value to build positive customer experience and increase organisational profitability.

Cluster Core Modules

Fundamentals of Business Operations

On completion of this module, students should be able to support essential business operations by computing the accounting equation, record business transactions in source documents, compute employee payroll, handle monetary transactions and prepare documents to support international trade.

Sales Techniques & Engagement

On completion of this module, students will be able to apply sales techniques to sell to client needs and develop strong sales relationships.

Specialisation Modules

Introduction to Travel Industry

On completion of the module, students should be able to determine a traveller's profile, provide travel requirements and travel products and services information.

Passenger Handling Operations

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

Business Grooming & Etiquette

On completion of the module, students should be able to project a professional image essential in a customer service environment as well as maintain workplace and communication etiquette in a business setting.

Travel Geography

On completion of the module, students should be able to provide information on travel destination and travel time.

Transport Services

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

Air Cargo Handling Operations

On completion of the module, students should be able to perform air cargo acceptance and handle import and export cargo documents.

Passenger Service Management

On completion of the module, students should be able to provide meet-and-assist services, handle and resolve issues arising from flight disruptions and non-routine situations.

Service Design & Innovation

On completion of the module, students should be able to construct a passenger journey and propose solutions for service improvements in a transport terminal.

Transport Terminal Safety & Security

On completion of the module, students should be able to determine transport terminal safety and security situations, manage and report incidents and accidents as well as perform dangerous goods acceptance.

Cabin Services

On completion of the module, students should be able to perform ground duties, provide in-flight service, perform up-sell and cross sell of in-flight products, carry out pre and post-landing duties as well as attend to passengers' queries and needs.

Transport Technology & Sustainability

On completion of the module, students should be able provide technology and sustainability solutions at transport terminals.

Electives (General) and Life Skills Modules

For details, click [here](#).