HIGHER NITEC IN PASSENGER SERVICES (2 YEARS)

CERTIFICATION

Credits required for certification:

Sector Foundation Modules	:	6
Specialisation Modules	:	33
Internship Programme Modules	:	8
Life Skills Modules	:	9
Cross-Disciplinary Core Modules	:	6
Electives	:	6
Total	:	68

COURSE STRUCTURE

Module Title	Credits
SECTOR FOUNDATION MODULES	
Workplace Ethics & Conduct	3
Sales Engagement & Effectiveness	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	8
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
Fundamentals of UX Design	3
Digital Design Principles	3
Business Solutioning with AI	3

Module Title	Credits
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

Workplace Ethics & Conduct

On completion of the module, students will be equipped with essential professional behaviours, etiquette, appearance, and workplace ethics.

Sales Engagement & Effectiveness

On completion of the module, students will be equipped with skills for basic sales processes and customer engagement strategies.

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.