

Skillsfuture for Digital Workplace 2.0 (Tourism Sector)



MODE OF TRAINING

Classroom

COURSE REFERENCE NO. TGS-2023037500



FUNDING VALIDITY Till 30 Jun 2025

This course is targeted towards those in the Tourism sector. We will cover all the technological advances that is impacting or will impact the sector. In this course, we will understand how the various technology that is used or can be implemented in the sector as well as the digital skills that is needed for the workforce in order to function optimally. Learners will be able to understand and apply analytics to analyse customer profiles, preferences, demands as well as to optimise operational resources. Learners will also be to use automation tools and mobile apps to support business operations like hotel room check-in, flight information, travel itinerary, etc. Finally learners will be able to identify cybersecurity risks associated with the tourism sector and to mitigate those risks.

Course Objectives

By the end of this course, learners will be able to:

- State the jobs and digital skills required in the current and future digital economy
- · Describe the work requirements in a technology-rich environment and know the associated cybersecurity risks
- Identify various digital applications and tools in work applications, including widely applicable national and sectoral platforms
- Suggest how data and information can be used
- Perform functional outcomes such as the use of digital tools and software to access various learning paths and content
- Develop a post-course action plan to continue learning (i.e., to identify courses that would allow participants to further deepen their skills in the four key areas).

FULL FEE

\$500 (Subject to 9% GST)

NETT FEE AFTER FUNDING

\$163.50

SME OR Singaporean age 40 and above (Subject to 9% GST) 70% Course Fee Funded

\$63.50

Non-SME OR Singaporean age 21 to 39 OR Singapore

PR (Subject to 9% GST) 50% Course Fee Funded

> Subsidies Available Individual

SkillsFuture Credit UTAP



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Course Content

Learning Unit 1: Data Analytics

Introduction to SFDW

 Digital Skills and Jobs Awareness for the Tourism (Hospitality) Sector

 Importance of Data Analytics in the current and future digital economy for the Tourism (Hospitality) Sector

 Use data analytics and visualisation tools such as Excel PivotTable and Power BI to analyse business data, such tour bookings, hotel room utilisation, tourist traffics in attractions, etc.

Learning Unit 2: Automation

Introduction to Automation

 Programmable Automation (3D printing and additive manufacturing tools for fabrication of customised souvenirs, customised amenities in hotel room, etc.)

 Using Power Automate to improve office productivity such as room confirmations, tour bookings, etc.

 Conversational Automation, such as Google Assistant and chatbots to enhance customer service

- · Autonomous Robots for food delivery, etc.
- Future trends for automation in the tourism workplace

Learning Unit 3: Cybersecurity Risk

Introduction to Cybersecurity Risk

· Areas of cybersecurity risk and its implication

and effect to the individual and tourism sector

How to mitigate cybersecurity risks?

(physical, software, policy and regulatory)

Learning Unit 4: In-demand Digital Tools

- Introduction to Industry 4.0
- · Artificial Intelligence in the Tourism

(Hospitality) Sector such as analysing tourist profiles, etc.

• Generative Artificial Intelligence such as ChatGPT to respond to customer queries, create customised travel itinerary, etc.

Nationally launched applications

• Using VR and AR as well as autonomous robots for enhance customer experience

• Explore upcoming digital technology and impact on how we work, live and interact

 Develop a learning plan to take ownership of own skills upgrading FULL FEE

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