JAMES COOK INSTITUTE

DIGITAL & IT

BASIC

SkillsFuture for Digital Workplace 2.0 Food Services

(Classroom + Asynchronous E-learning)



Description

This course is targeted at those in the food services sector. We will cover all the technological advances in IT that are impacting or will impact the sector. In this course, we will help learners understand the implications of various technological advancements and digital tools that will affect how the food services sector operates, service delivery, and the required manpower skills.

Learners will be able to understand and use digital tools to analyse customer demands, optimize resources, support food preparation and delivery, and handle queries, orders, payments, and marketing.

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)

Course Duration
15 Hours

Course Reference No.
TGS-2023037503

Mode of Training
(Classroom + Asynchronous E-learning)

Funding Validity
Till 31 Dec 2027

Full Fee $530
(Subject to 9% GST)

Pricing	Funding	Nett Fee (After GST)
SME OR SINGAPOREAN AGE 40 AND ABOVE	90%	$67.31
NON-SME OR SINGAPOREAN AGE 21 TO 39 OR PR	70%	$173.31

Subsidies available: SFC, SFEC, UTAP

As pre-requisites may differ by course, we strongly encourage you to review the details and contact us for any clarification.

Visit our Website

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Course Content

Learning Unit 1: Data Analytics

- Introduction to SFDW.
- Digital Skills and Jobs Awareness for the Food Services Sector.
- Importance of Data Analytics in the current and future digital economy for the Food Services Sector.
- Use data analytics and visualisation tools such as Excel PivotTable and Power BI to analyse food product sales.

Learning Unit 2: Automation

- Introduction to Automation in the Food Services sector.
- Using Power Automate to improve office productivity.
- Programmable Automation (3D printing and additive manufacturing tools for fabrication of packaging, and customised food items).
- Conversational Automation such as Google Assistant, Chatbots in government and corporate websites (SFA, Ask Captain Green for NEA).
- Autonomous Robots for food preparation and delivery.
- Future trends for automation in the food services workplace.

Learning Unit 3: Cybersecurity Risk

- Introduction to Cybersecurity Risk.
- Areas of cybersecurity risk and its implication and effect to the individual and food services sector.
- How to mitigate cybersecurity risks? (physical, software, policy and regulatory).

Learning Unit 4: In-demand Digital Tools

- Artificial Intelligence in the Food Services sector.
- Generative AI such as Gemini and Copilot to customise menus, develop new recipes, create new food concepts, etc.
- Basic concepts of Generative AI and its risks.
- How to design prompt.
- Nationally launched applications.
- Enhancing customer experience during shopping online.
- Explore upcoming digital technology and impact on how we work, live and interact.
- Develop a learning plan to take ownership of own skills upgrading.

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