Education for the Tourism of Tomorrow
SHARING FOR TODAY

• Post-covid changes
• Labour shortage – talent competition
• What kind of learning and knowledge are needed to help us meet the new challenges and exploit opportunities ahead of us?
• Collaboration models in education and learning
• Should all employees be taught the basics of Sustainable Tourism and Responsible Tourism in their onboarding process?
• Life Long Learning
Down memory lane ....
POST-COVID : WHAT HAVE CHANGED?
CHANGES IN CONSUMER PREFERENCES

- Travel trends
- Tech adoption
- Personalisation
Digital readiness – customer touchpoints

Digital marketing – social media

Flexi-work

Online learning
GOVERNMENT MEASURES

Health and Safety Protocols

Monitoring and Enforcement

Industry Support

Borders restrictions and re-opening
DIGITAL TRANSFORMATION
LABOUR SHORTAGE

Competition for Talent

Human capacity development
What kind of education and learning for the future-ready workforce?

Online vs Offline?
Tertiary vs Vocational?
High-tech vs High-touch?
Hard skills vs Soft skills?
SUSTAINABLE TOURISM
Responsible Tourism

Declare something worthwhile at customs

Palau is the first nation on earth to change its immigration laws for the cause of environmental protection. Upon entry, visitors need to sign a passport pledge to act in an ecologically and culturally responsible way on the island, for the sake of Palau's children and future generations of Palauans.
PALAU PLEDGE

Children of Palau
I take this pledge,
as your guest,
to preserve and protect
your beautiful and unique
island home.
I vow to tread lightly,
act kindly and
explore mindfully.
I shall not take
what is not given.
I shall not harm
what does not harm me.
The only footprints
I shall leave are those
that will wash away.
LIFE
LONG
LEARNING
About SkillsFuture Singapore

Driving the next bound of SkillsFuture

Who we are

SkillsFuture Singapore (SSG) drives and coordinates the implementation of the national SkillsFuture movement, promotes a culture and holistic system of lifelong learning through the pursuit of skills mastery, and strengthens the ecosystem of quality education and training in Singapore.
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Mission

Enable individuals to learn for life, pursue skills mastery and develop fulfilling careers, for a future-ready Singapore.

Vision

A nation of lifelong learners; a society that values skills mastery.
Information, tips and guides to support you in your upskilling journey

- **Education and Career Guidance**
  Supports you to make informed education and career decisions
  [Learn More](#)

- **E-Services Guides and Resource Materials**
  Access all the FAQs, user guides and useful links for SSG e-services
  [Learn More](#)

- **OpenCerts**
  Common standard for the issuance and authenticity verification of digital certificates
  [Learn More](#)

- **Podcasts**
  Tune in to SkillsFuture: Let's Chat! podcasts
  [Learn More](#)

- **SkillsFuture Stories**
  Inspiring stories of individuals and employers on their upskilling journeys
  [Learn More](#)

- **SSG's Terms and Conditions**
  SkillsFuture Singapore’s prevailing regulations and Terms and Conditions
  [Learn More](#)

- **Training Quality And Outcomes Measurement (TRAQOM) Initiative**
  Help learners make informed training choices and training providers to improve course offerings
  [Learn More](#)
Skills to Build Skills

INTERACTING WITH OTHERS

Creative Thinking
Decision Making
Problem Solving
Sense Making
Transdisciplinary Thinking

Building Inclusivity
Customer Orientation
Developing People
Influence

Communication
Collaboration

Adaptability
Digital Fluency
Global Perspective
Learning Agility
Self Management

STAYING RELEVANT

THINKING CRITICALLY
Encouraging individuals to take ownership of their skills development and learning journey

What is it?

Opening SkillsFuture Credit of $500

Introduced in 2015, all Singaporeans aged 25 and above will receive an opening credit of S$500.

One-off SkillsFuture Credit Top-Up

To further encourage Singaporeans to take timely action to reskill and upskill to seize opportunities in the future economy, a one-off SkillsFuture Credit top-up of $500 was provided to every Singapore Citizen aged 25 years and above as at 31 December 2020.

Additional SkillsFuture Credit (Mid-Career Support)

To improve individuals’ access to career transition programmes, a one-off SkillsFuture Credit of $500 was provided to every Singapore Citizen (SC) aged 40 to 60 (inclusive) as at 31 December 2020. This was in addition to the one-off $500 SkillsFuture Credit top-up for SCs aged 25 and above as at 31 December 2020.
THE FUTURE IS NOW