Name of Trainer	Highest Academic Qualification	Name of Awarding Institution	Part Time/ Full Time	Course approved to teach	Unit Code	Unit Title
					FSS-FBS-5011-1.1 FSS-FBP-5015-1.1 FSS-SNM-6001-1.1	Manage Customer Services Manage Food and Beverage Operations Optimise Sales
					SVCF-SI-502C-1	Innovate the Customer Experience
				WSQ Specialist Diploma in Food Services (Food and Beverage Services)	FSS-CEX-5002-1.1	Maintain Service Quality and Professional Etiquette
					FSS-PNI-5001-1.1	Administer Purchasing and Receiving Procedures
					FSS-PDV-5003-1.1	Conduct Staff Performance Assessment Process
		The Blue Mountains			FSS-PDV-5001-1.1	Conduct Orientation and Training
Megan Harris	Graduate Diploma in Hotel	International Hotel Management	Full Time		TOU-OTO-5006-1.1-1	. Adopt Social Media Strategies
Megali Hallis	Management	School	ruii Tiille	WSQ Graduate Diploma in Tourism	TOU-HRM-6038-1.1	Create Strong Employee Relationship Management
		School		woo Graduate Diploma in Tourism	TOU-PMN-6016-1.1	Establish Organisational Guidelines for Products, Content and Experience Performance Management
					TOU-BIN-6049-1.1	Develop Organisation Strategy Plans and Policies
					TOU-PMN-4015-1.1	
					TOU-RIM-4019-1.1	Develop Plans and Procedures for Effective Crowd Control
				WSQ Diploma in Tourism (Events Management and Operations)	TOU-CEX-4023-1.1	Develop Service Excellence Strategies
				Trough in rounding (Events management and operations)	TOU-MOP-4001-1.1	
					TOU-SNM-4015-1.1	
					TOU-BIN-4067-1.1	Create Innovation Opportunities and Capabilities within Organisation
		+			555 500 504444	
				WSQ Specialist Diploma in Food Services (Food and Beverage Services)	FSS-FBP-5014-1.1	Manage Cost and Quality Controls
					FSS-FIN-6002-1.1	Develop and Implement Budgets
					FSS-PNI-5001-1.1	Administer Purchasing and Receiving Procedures
				WSQ Graduate Diploma in Tourism	TOU-FIN-6006-1.1	Endorse Accounting Policies, Plans and Financial Reports
					HAS-BIN-4039-1.1-1	Staff Management
		The University of Texas at Austin		WSQ Diploma in Hotel and Accommodation Services	HAS-CEX-4035-1.1	Customer Experience Management
					HAS-FIN-4001-1.1	Budgeting
					HAS-BIN-4066-1.1	Crisis Management
	Master in Professional		n Part Time		HAS-ENV-4002-1.1	Environmental Sustainability Management
Carrol Seah	Accounting				HAS-OTO-4007-1.1	Social Media Marketing
					HAS-HTO-4005-1.1	Front Office Operations Management
					HAS-HTO-4012-1.1	Room Housekeeping Operations Management
					TOU-FIN-4001-1.1	Manage Budgeting and Forecasting for Business Unit
					TOU-PMN-4015-1.1	Develop MICE & Event Content and Experience
					TOU-RIM-4019-1.1	Develop Plans and Procedures for Effective Crowd Control
				WSQ Diploma in Tourism (Events Management and Operations)	TOU-CEX-4023-1.1	Develop Service Excellence Strategies
					TOU-MOP-4001-1.1	
					TOU-SNM-4015-1.1	· · · · · ·
					TOU-BIN-4067-1.1	Create Innovation Opportunities and Capabilities within Organisation
					100-6114-4007-1.1	Greate innovation Opportunities and Capabilities within Organisation
		+			FSS-FBS-5011-1.1	Manage Customer Services
	Master in Business of	Royal Melbourne Institute of Technology	Part Time		FSS-FBS-5011-1.1	Manage Food and Beverage Operations
Andy Tanamas	Information Technology			WSQ Specialist Diploma in Food Services (Food and Beverage Services)	FSS-PDV-5003-1.1	Conduct Staff Performance Assessment Process
	inionnation reciniology				FSS-PDV-5001-1.1	Conduct Staff Performance Assessment Process Conduct Orientation and Training
	ļ				133 104-3001-1.1	Conduct Orientation and Training

Name of Trainer	Highest Academic Qualification	Name of Awarding Institution	Part Time/ Full Time	Course approved to teach	Unit Code	Unit Title
	Bachelor of Commerce (Double Major in Hospitality & Tourism Management and Business Management)	Murdoch University	Part Time	WSQ Specialist Diploma in Food Services (Food and Beverage Services)	FSS-FBS-5011-1.1 FSS-FBP-5015-1.1 SVCF-SI-502C-1 FSS-CEX-5002-1.1 FSS-PDV-5003-1.1 FSS-PDV-5001-1.1	Manage Customer Services Manage Food and Beverage Operations Innovate the Customer Experience Maintain Service Quality and Professional Etiquette Conduct Staff Performance Assessment Process Conduct Orientation and Training
				WSQ Higher Certificate in Tourism (Attractions Management and Operations)	TOU-ATO-2007-1.1 TOU-ATO-2005-1.1 TOU-PMN-2014-1.1 TOU-BIN-2119-1.1 TOU-BIN-2067-1.1-1	Monitor Frontline Guest Relations Operations Create Attractions Content and Experience Concepts Define Tourism Industry Trends and Demands
				Higher Certificate in Hotel and Accommodation Services	HAS-CEX-2010-1.1-1 HAS-CEX-1013-1.1 HAS-HTO-2012-1.1 HAS-HTO-2005-1.1 HAS-TTO-2004-1.1 HAS-SNM-2015-1.1	Front Office Operations Management Tourism Promotion
Alex Wee				Higher Certificate in Tourism	TOU-CEX-2023-1.1 TOU-BIN-2119-1.1 TOU-BIN-2067-1.1-1	Create Positive Customer Experience Define Tourism Industry Trends and Demands Implement Innovation Initiatives Perform Customer Sales Operations
				WSQ Diploma in Hotel and Accommodation Services	HAS-BIN-4039-1.1-1 HAS-CEX-4035-1.1 HAS-FIN-4001-1.1 HAS-BIN-4066-1.1 HAS-ENV-4002-1.1 HAS-OTO-4007-1.1 HAS-HTO-4005-1.1 HAS-HTO-4012-1.1	Customer Experience Management Budgeting Crisis Management Environmental Sustainability Management
				WSQ Diploma in Tourism (Events Management and Operations)	TOU-FIN-4001-1.1 TOU-PMN-4015-1.1 TOU-RIM-4019-1.1 TOU-CEX-4023-1.1 TOU-MOP-4001-1.1 TOU-SNM-4015-1.1 TOU-BIN-4067-1.1	Manage Budgeting and Forecasting for Business Unit Develop MICE & Event Content and Experience Develop Plans and Procedures for Effective Crowd Control Develop Service Excellence Strategies Develop Participants Management Procedures

Trainer Do	eployment f	or WSQ Cour	ses
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Name of Trainer	Highest Academic Qualification	Name of Awarding Institution	Part Time/ Full Time	Course approved to teach	Unit Code	Unit Title
					FSS-FBS-5011-1.1	Manage Customer Services
					SVCF-SI-502C-1	Innovate the Customer Experience
				WSQ Specialist Diploma in Food Services (Food and Beverage Services)	FSS-CEX-5002-1.1	Maintain Service Quality and Professional Etiquette
				Trod specialist Diploma in Food services (Food and Servinge services)	FSS-PNI-5001-1.1	Administer Purchasing and Receiving Procedures
					FSS-PDV-5003-1.1	Conduct Staff Performance Assessment Process
					FSS-PDV-5001-1.1	Conduct Orientation and Training
						Service Excellence
					HAS-CEX-1013-1.1	Service Innovation
				Higher Certificate in Hotel and Accommodation Services	HAS-HTO-2012-1.1	
				Thigher detailed in thotel and recommodation between	HAS-HTO-2005-1.1	
					HAS-TTO-2004-1.1	
	Bachelor of Arts	Pune University	Full Time		HAS-SNM-2015-1.1	2 1 1 0 1 1 10 1 1
				Higher Certificate in Tourism	TOU-CEX-2023-1.1	Create Positive Customer Experience
					TOU-BIN-2119-1.1	'
						Implement Innovation Initiatives
						Perform Customer Sales Operations
Rashmi Kulkarni					TOU-PMN-2016-1.1	·
					HAS-BIN-4039-1.1-1	
				WSQ Diploma in Hotel and Accommodation Services	HAS-CEX-4035-1.1	·
					HAS-BIN-4066-1.1	Crisis Management
					HAS-ENV-4002-1.1	, <u> </u>
					HAS-OTO-4007-1.1	, and the second
					HAS-HTO-4005-1.1	·
					HAS-HTO-4012-1.1	· · · ·
					TOU-PMN-4015-1.1	
					TOU-RIM-4019-1.1	
				WSQ Diploma in Tourism (Events Management and Operations)	TOU-CEX-4023-1.1	
				, , , , , , , , , , , , , , , , , , , ,	TOU-MOP-4001-1.1	
					TOU-SNM-4015-1.1	
					TOU-BIN-4067-1.1	Create Innovation Opportunities and Capabilities within Organisation
						Adopt Social Media Strategies
				WSQ Graduate Diploma in Tourism	TOU-HRM-6038-1.1	
					TOU-PMN-6016-1.1	
					TOU-BIN-6049-1.1	Develop Organisation Strategy Plans and Policies

Updated as of 13 MAY 2022

Name of Trainer	Highest Academic Qualification	Name of Awarding Institution	Part Time/ Full Time	Course approved to teach	Unit Code	Unit Title
				WSQ Tourist Guide Course SFw	TOU-TTO-3003-1.1	Tour Leading Operations
					TOU-TTO-3002-1.1	Tour Guide Operations
				Create Customer Experience	TOU-CEX-2023-1.1	Create Customer Experience
					TOU-ATO-2007-1.1	Develop Programmes for Visitor Groups
				WSQ Higher Certificate in Tourism (Attractions Management and Operations)	TOU-ATO-2005-1.1	Monitor Frontline Guest Relations Operations
				The trighter certificate in rounding (retractions management and operations)	TOU-PMN-2014-1.1	Create Attractions Content and Experience Concepts
					TOU-BIN-2119-1.1	Define Tourism Industry Trends and Demands
					TOU-BIN-2067-1.1-1	Fig. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1.
			Part Time		HAS-CEX-2010-1.1-1	Service Excellence
	Masters in Business Administration	University of New Hempshire		Higher Certificate in Hotel and Accommodation Services	HAS-CEX-1013-1.1	Service Innovation
Annie You					HAS-TTO-2004-1.1	Tourism Promotion
7					HAS-SNM-2015-1.1	
				Higher Certificate in Tourism	TOU-CEX-2023-1.1	Create Positive Customer Experience
					TOU-BIN-2119-1.1	Define Tourism Industry Trends and Demands
					TOU-BIN-2067-1.1-1	'
						Perform Customer Sales Operations
					TOU-PMN-2016-1.1	·
					HAS-BIN-4066-1.1	Workplace Safety and Security Management
					HAS-ENV-4002-1.1	Productivity and Innovation
					HAS-BIN-4039-1.1-1	1 0
				WSQ Diploma in Hotel and Accommodation Services	HAS-OTO-4007-1.1	
					HAS-HTO-4012-1.1	1 0 1
					HAS-HTO-4005-1.1	Front Operations and Services
					HAS-CEX-4035-1.1	Customer Experience
					HAS-FIN-4001-1.1	Business Management
						Adopt Social Media Strategies
				WSQ Graduate Diploma in Tourism	TOU-HRM-6038-1.1	
				Wood Graduate Diploma in Tourism	TOU-PMN-6016-1.1	, 1
					TOU-BIN-6049-1.1	Develop Organisation Strategy Plans and Policies

Name of Trainer	Highest Academic Qualification	Name of Awarding Institution	Part Time/ Full Time	Course approved to teach	Unit Code Unit Title
	Bachelor of Arts (Honours) in Business with Tourism Management	Northumbria University		WSQ Higher Certificate in Tourism (Attractions Management and Operations)	TOU-ATO-2007-1.1 Develop Programmes for Visitor Groups TOU-ATO-2005-1.1 Monitor Frontline Guest Relations Operations TOU-PMN-2014-1.1 Create Attractions Content and Experience Concepts TOU-BIN-2119-1.1 Define Tourism Industry Trends and Demands
Adeline Rajamanickam				Higher Certificate in Hotel and Accommodation Services	TOU-BIN-2067-1.1-1 Implement Innovation Initiatives HAS-CEX-2010-1.1-1 Service Excellence HAS-CEX-1013-1.1 Service Innovation HAS-HTO-2012-1.1 Room Housekeeping Operations Management HAS-HTO-2005-1.1 Front Office Operations Management HAS-TTO-2004-1.1 Tourism Promotion HAS-SNM-2015-1.1 Events Planning and Management
			Full Time	Higher Certificate in Tourism	TOU-CEX-2023-1.1 Create Positive Customer Experience TOU-BIN-2119-1.1 Define Tourism Industry Trends and Demands TOU-BIN-2067-1.1-1 Implement Innovation Initiatives TOU-SNM-2019-1.1-1 Perform Customer Sales Operations TOU-PMN-2016-1.1 Collate Information for Performance Analysis
				WSQ Diploma in Hotel and Accommodation Services	HAS-BIN-4039-1.1-1 Staff Management HAS-CEX-4035-1.1 Customer Experience Management HAS-BIN-4066-1.1 Crisis Management HAS-ENV-4002-1.1 Environmental Sustainability Management HAS-OTO-4007-1.1 Social Media Marketing HAS-HTO-4005-1.1 Front Office Operations Management HAS-HTO-4012-1.1 Room Housekeeping Operations Management
				WSQ Diploma in Tourism (Events Management and Operations)	TOU-PMN-4015-1.1 Develop MICE & Event Content and Experience TOU-RIM-4019-1.1 Develop Plans and Procedures for Effective Crowd Control TOU-CEX-4023-1.1 Develop Service Excellence Strategies TOU-MOP-4001-1.1 Develop Participants Management Procedures TOU-SNM-4015-1.1 Manage Event Planning and Implementation TOU-BIN-4067-1.1 Create Innovation Opportunities and Capabilities within Organisation
				WSQ Graduate Diploma in Tourism	TOU-OTO-5006-1.1-1 Adopt Social Media Strategies TOU-HRM-6038-1.1 Create Strong Employee Relationship Management TOU-PMN-6016-1.1 Establish Organisational Guidelines for Products, Content and Experience Performance Management TOU-BIN-6049-1.1 Develop Organisation Strategy Plans and Policies
					Secretary or game and remains
Jean Wang	Bachelor of Arts (Communication), major in	University of Monash	Part Time	WSQ Tourist Guide Course SFw	TOU-TTO-3003-1.1 Tour Leading Operations TOU-TTO-3002-1.1 Tour Guide Operations
	Tourism Management			Create Customer Experience	TOU-CEX-2023-1.1 Create Customer Experience
Olivia I-Shing Chey	Bachelor of Arts, English Language major and European Studies major	National University of Singapore	Part Time	WSQ Tourist Guide Course SFw Create Customer Experience	TOU-TTO-3003-1.1 Tour Leading Operations TOU-TTO-3002-1.1 Tour Guide Operations TOU-CEX-2023-1.1 Create Customer Experience
	Statics major			Create customer experience	100-cl/-2023-1.1 Cleate customer typerience
Karen Chen Ching Wen	GCE O-Level	Dunman Secondary School	Part Time	WSQ Tourist Guide Course SFw Create Customer Experience	TOU-TTO-3003-1.1 Tour Leading Operations TOU-TTO-3002-1.1 Tour Guide Operations TOU-CEX-2023-1.1 Create Customer Experience
				WSQ Diploma in Hotel and Accommodation Services	HAS-ENV-4002-1.1 Environmental Sustainability Management
					7 - 10 - 10 - 10 - 10 - 10 - 10 - 10 - 1
Pauline Teo Poh Ling	Diploma in Tourism (Event Management and Operations)	Singapore Chinese Chamber Institute of Business	Part Time	WSQ Tourist Guide Course SFw	TOU-TTO-3003-1.1 Tour Leading Operations TOU-TTO-3002-1.1 Tour Guide Operations
				Create Customer Experience	TOU-CEX-2023-1.1 Create Customer Experience
Jason Tan Kian Cheng	Bachelor of Hospitality Management	Edith Cowan University	Part Time	WSQ Graduate Diploma in Tourism	TOU-HRM-6038-1.1 Employee and Labour Relations TOU-PMN-6016-1.1 Product, Content and Experience Performance Management
					TOU-BIN-6049-1.1 Strategy Planning

Name of Trainer	Highest Academic Qualification	Name of Awarding Institution	Part Time/ Full Time	Course approved to teach	Unit Code	Unit Title
	Master of Business Administration	University of Northumbria / Newcastle Business School	Full Time	Higher Certificate in Hotel and Accommodation Services	HAS-CEX-2010-1.1-1 HAS-CEX-1013-1.1 HAS-TTO-2004-1.1 HAS-SNM-2015-1.1	Service Excellence Service Innovation Tourism Promotion Events Planning and Management
				Higher Certificate in Tourism	TOU-CEX-2023-1.1 TOU-BIN-2119-1.1 TOU-BIN-2067-1.1-1 TOU-SNM-2019-1.1-1 TOU-PMN-2016-1.1	Create Positive Customer Experience Define Tourism Industry Trends and Demands
				WSQ Specialist Diploma in Food Services (Food and Beverage Services)	FSS-FBS-5011-1.1 FSS-FBP-5015-1.1 FSS-SNM-6001-1.1 SVCF-SI-502C-1 FSS-CEX-5002-1.1 FSS-PNI-5001-1.1 FSS-PDV-5003-1.1	Manage Customer Services Manage Food and Beverage Operations Optimise Sales Innovate the Customer Experience Maintain Service Quality and Professional Etiquette Administer Purchasing and Receiving Procedures Conduct Staff Performance Assessment Process
Geraldine Yan				WSQ Diploma in Hotel and Accommodation Services	FSS-PDV-5001-1.1 HAS-BIN-4039-1.1-1 HAS-CEX-4035-1.1 HAS-BIN-4066-1.1 HAS-ENV-4002-1.1 HAS-OTO-4007-1.1	Conduct Orientation and Training Staff Management Customer Experience Management Crisis Management Environmental Sustainability Management Social Media Marketing
				WSQ Diploma in Tourism (Events Management and Operations)	TOU-PMN-4015-1.1 TOU-RIM-4019-1.1 TOU-CEX-4023-1.1 TOU-MOP-4001-1.1 TOU-SNM-4015-1.1 TOU-BIN-4067-1.1	Develop Plans and Procedures for Effective Crowd Control Develop Service Excellence Strategies Develop Participants Management Procedures
				WSQ Graduate Diploma in Tourism	TOU-HRM-6038-1.1 TOU-PMN-6016-1.1 TOU-BIN-6049-1.1	

Name of Trainer	Highest Academic Qualification	Name of Awarding Institution	Part Time/ Full Time	Course approved to teach	Unit Code	Unit Title
		<u> </u>		Create Customer Experience	TOU-CEX-2023-1.1	Create Customer Experience
				WSQ Higher Certificate in Tourism (Attractions Management and Operations)	TOU-BIN-2119-1.1	Define Tourism Trends and Demands
					TOU-ATO-2007-1.1	Develop Programs for Visitor Groups
					TOU-ATO-2005-1.1	Monitor Frontline Guest Relations Operations
					TOU-PMN-2014-1.1	Create Attractions Content and Experience Concepts
					TOU-BIN-2067-1.1-1	Implement Innovation Initiatives
					HAS-CEX-2010-1.1-1	Deliver all Aspects of Customer Service which include Attending to Customer Queries, Identifying Customers' Needs and
						Processing Feedback to Facilitate Customer Experience Enhancements
					HAS-CEX-1013-1.1	Understand the Importance of Service Innovation and the Methods and Opportunities that are Available for a Service
				Higher Certificate in Hotel and Accommodation Services	HAS-HTO-2012-1.1	Staff to Generate Ideas that Contribute to Service Innovation Coordinate Using Coordinate Operations and Parform Supporting Administrative Puties
						Coordinate Housekeeping Operations and Perform Supporting Administrative Duties Perform Front Office Operations to Most Cuest Needs
					HAS-HTO-2005-1.1 HAS-TTO-2004-1.1	Perform Front Office Operations to Meet Guest Needs Provide Tourist Information to Guests and/or Customers to Address their Queries
					HAS-SNM-2015-1.1	
					TOU-CEX-2023-1.1	Collect information, Prepare Reports to Evaluate Events, and Coordinate Event Planning Activities Create Positive Customer Experience
				Higher Certificate in Tourism	TOU-BIN-2119-1.1	Define Tourism Industry Trends and Demands
					TOU-BIN-2067-1.1-1	
						Perform Customer Sales Operations
	Bachelor of Business (Marketing)	James Cook University	Full Time		TOU-PMN-2016-1.1	
					FSS-PDV-5001-1.1	Conduct Orientation and Training
				WSQ Specialist Diploma in Food Services (Food and Beverage Service)	FSS-CEX-5002-1.1	Maintain Service Quality and Professional Etiquette
					FSS-FIN-6002-1.1	Develop and Implement Budgets
Vincent Leng					FSS-SNM-6001-1.1	Optimise Sales
					FSS-FBS-5011.1.1	Manage Customer Services
					FSS-FBP-5015.1.1	Manage Food and Beverage Operations
					FSS-PDV-5003-1.1	Conduct Staff Performance Assessment Process
					SVCF-SI-502C01	Innovate the Customer Experience
					TOU-BIN-6049-1.1	Develop Organisation Strategy Plans and Policies
					TOU-PMN-6016-1.1	Establish Organisational Guidelines for Products, Content and Experience Performance Management
				WSQ Graduate Diploma in Tourism	TOU-HRM-6038-1.1	Create Strong Employee Relationship Management
					TOU-OTO-5006-1.1-1	Adopt Social Media Strategies
					HAS-BIN-4039-1.1-1	People Management
					HAS-CEX-4035-1.1	Customer Experience
					HAS-BIN-4066-1.1	Workplace Safety and Security Management
				WSQ Diploma in Hotel and Accommodation Services	HAS-ENV-4002-1.1	Productivity and Innovation
					HAS-OTO-4007-1.1	Marketing Communications
					HAS-HTO-4005-1.1	
						Housekeeping Operations
					TOU-PMN-4015-1.1	Develop MICE & Event Content and Experience
					TOU-RIM-4019-1.1	Develop Plans and Procedures for Effective Crowd Control
				WSQ Diploma in Tourism (Events Management and Operations)		Develop Service Excellence Strategies
				1134 Diploma in Tourism (Events Management and Operations)		Develop Participants Management Procedures
						Manage Event Planning and Implementation
					TOU-BIN-4067-1.1	Create Innovation Opportunities and Capabilities within Organisation