



## American Center for Education

Office of the Academic Department • Block B, 1208 Upper Boon Keng Road, Singapore 387312  
Telephone: +65 6222 7577 Fax: +65 6224 8418 email: academic@ace.edu.sg

# Syllabi

for

## SHSMA 2096 Hospitality Management Internship

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### 1. Module Description

Different from other standard academic modules about theory study, this is a practical training attachment to be conducted in external professional organizations or companies in Hospitality and F&B industries. The Internship is also named as the On-Job-Training (OJT) or Industrial Attachment (IA).

For international students holding the student's pass, the IA provider shall submit the training pass application to the Ministry of Manpower (MOM) and shall get the approval from MOM before commencement of any attachment activities.

The hospitality, travel, and tourism and F&B industry is one of the most exciting sectors of the global economy, with new hotels and resorts opening around the world, especially in Singapore. The practical experience in this Hospitality Management Internship can help them to enhance their communication skills, to practice the theories with real-life scenarios, and to gain in-depth knowledge about the industry and the nature of many jobs within this sector, and to have deep understanding about their own career goals.

ACE provides the IA assessment procedures and Performance report template which can be used by the IA provider to review the students' attachment performance and progress. To ensure the fairness and smooth of the attachment, the IA provider is advised to follow the normal industry practice to sign an IA placement agreement (or the relevant agreement in a different name) with the students. The students will receive a monthly allowance and the relevant off days during the training attachment.

### 2. Module Objectives and Outcomes

- Enhance the communication skills further
- Develop the practical skills in various areas of Hospitality
- Practice the theories with real-life scenarios
- Foster the professionalism in the Hospitality industry
- Gain in-depth knowledge about the industry and the nature of many jobs within this sector
- Acquire deep understanding about career goals related with Hospitality
- Demonstrate the acceptable performance in the attachment activities



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### 3. Duration and Hours, Recommended Allowance

Duration: 6 months

Hours: 8 hours per day/shift (or the time/schedule arranged)

Recommended Minimum Allowance: S\$800 per month (depends on the reasonable offer from the IA provider)

### 4. Prerequisites

The students shall complete at least 80% of the required academic subjects.

The students shall fulfill the obligations with ACE.

The students shall obtain the relevant clearance letters from ACE to apply for the Training Pass.

### 5. Responsibilities of Attachment Arrangement

The following is the standard practice in the IA industry. Some IA provider might have practices different from the followings where the baseline is that the IA provider must follow the relevant MOM's regulations.

#### **ACE:**

1. To ensure the organization/company to provide the attachment is a legally registered entity in Singapore with all the authorized licenses to operate
2. To ensure the clear delivery (two performance reports) to the students about the minimum expectation and basic code of conduct to join the attachment
3. To ensure the Industry Partner to pay the allowance on a timely basis
4. To ensure the student study status and Medical/FPS coverage is valid in ACE till the completion/termination of the IA or the gradation from the course.
5. To provide a reachable contact person in ACE for students to communicate with

#### **IA Provider:**

1. To ensure the clear delivery of the attachment duration, hours, training areas and their duties/responsibilities, expectation of performance, and outcome of the attachment
2. To ensure the safety & health environment (recommend minimum BizSafe level 3) is provided for the attachment activities, follow the MOM's regulations and requirements
3. To ensure the mutual agreement (either in a written form or oral agreement) made



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clearly between the IA provider and the student is fair and acceptable, and the relevant terms should be clearly defined and obeyed, including the delivery of monthly allowance, the dispute resolution, code of conduct, criterions for early termination and so on.

4. To ensure the closed communication about students' performance is carried with ACE
5. To ensure the on-time delivery of final assessment report to ACE after the attachment

### **Student:**

1. Meet the requirements in the prerequisites before applying for an IA
2. Commitment in successfully completing the IA
3. Reach a mutual agreement with IA provider to commence the IA session
4. Obey the rules and regulations defined by the IA provider to ensure the satisfied performance
5. Obey Singapore Laws

## 6. Attachment Content

SN	Description	Estimated Period
1	The various attachment positions from IA provider regarding the Hospitality	6 months

## 7. Learning/Teaching Procedures / Methodology

On-site practice  
Face to face internal training

## 8. Monitoring the Progress of Students on IA

ACE adopts several practices to monitor the progress of students on IA.

1. ACE provides a Contact Person who will receive the updates (via emails/calls) from IA provider for any abnormal behavior or performance (late to report to IA provider for continuous 3 times, any serious conflicts with colleagues or customers, any violations of rules and regulations, and any other cases which IA provider considers it as necessary to report to ACE)
2. ACE provides a Performance report template to IA provider. IA provider can fill up the relevant daily/weekly, monthly or overall performance and progress in the report. IA



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providers also can request to customize the Performance report template according to their own needs or use their own existing Performance report template.

3. ACE provides a Self-summary evaluation report template to the students to fill up by themselves.

## 9. Evaluation and Assessment Procedures

The evaluation and assessment of this IA is mainly based on the Performance report provided from IA provider. The self-summary evaluation report from students will be considered too.

## 10. Alternative Arrangement

For the students who failed to receive the acceptance from the relevant IA provider or failed to receive the approval for the training pass from MOM, the alternative solution is to complete a project assignment which lasts for two months in ACE.

## 11. Grading System Breakdown

Note: the grading system breakdown may be adjusted at the time of the delivery of the module.

Performance report (template from ACE or Provider) from IA provider	70%
Self-summary evaluation report (template from ACE) from students	20%
Daily/weekly/monthly feedback from IA provider	10%
Total Percentage Points	100%

## 12. Grading Scale – Conversion to Letter Grades

Grade Percentage Points	Letter Grade	Evaluation
93-100%	A	Excellent
87-92%	A-	Excellent
83-86%	B+	Good
77-82%	B	Good
74-76%	B-	Good
70-73%	C+	Average



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67-69%	C	Average
64-66%	C-	Average
60-63%	D+	Below Average
57-59%	D	Below Average
56% or less	F	Failure

Note: The grading system for this module may be adjusted with the approval of the Academic Director.

### 13. ACE Contact Person

Name: Mr. Nathan Wang, Ms Malla

Email: [Nathan.wang@ace.edu.sg](mailto:Nathan.wang@ace.edu.sg) and [information@ace.edu.sg](mailto:information@ace.edu.sg) and [malla@ace.edu.sg](mailto:malla@ace.edu.sg)

Office No: 6222 7577, Mobile No: 9777 8192

Occupation: Management Representative, Operations Executive

### 14. ACE Mission, Vision, and Core Values

**Our mission** is to provide our students with a world-class education and an open-minded, global perspective in an inclusive learning environment.

#### **Our vision:**

The American Center for Education offers a model of excellence in higher education in Asia, producing students who are well prepared to succeed in their future endeavours.

#### **Our Core Values:**

- Integrity
- Academic Excellence
- Inclusiveness
- Continuous Improvement

#### **Culture:**

- Our 'Culture' includes the values, beliefs, and attitudes that guide and shape the behaviours and activities of everyone at ACE.
- ACE has a 'culture of learning' inspired by UWRF.
- A strong learning environment for our students.
- Our management team will serve as role models for our values.
- The pastoral counselling services that we provide to our students will create a culture and climate of care, trust, and friendliness for our students.