

Ascott Centre for Excellence WSQ Courses

No.	Module	Hrs	Brief Outline	Course Fee Before GST & WDA Grant	Course Fee After GST and WDA Grant
Diploma Modules					
1	Hire Staff	24	<ul style="list-style-type: none"> - Source suitable candidates - Interview applicants - Select job candidate - Make job offer 	\$521.00	\$167.24
2	Appraise/Evaluate Staff	16	<ul style="list-style-type: none"> - Plan/schedule performance appraisal - Conduct performance appraisal interview - Encourage staff development - Use reward or recognition systems 	\$392.00	\$125.83
3	Handle Termination, Dismissals & Resignations	24	<ul style="list-style-type: none"> - Terminate employees - Dismiss employees - Process resignations 	\$521.00	\$167.24
4	Establish Human Resource Management Plan	32	<ul style="list-style-type: none"> - Develop human resource plan - Monitor human resource plan - Reward and recognise staff 	\$609.00	\$195.49
5	Optimise Sales	24	<ul style="list-style-type: none"> - Direct staff to maximise sales - Analyse and monitor sales - Apply yield management principles 	\$439.00	\$140.92
6	Comply with Legal Requirements	12	<ul style="list-style-type: none"> - Liaise with regulatory agencies - Acquire licences and permits - Comply with regulations 	\$246.00	\$78.97
7	Develop and Implement Business Strategies	40	<ul style="list-style-type: none"> - Evaluate status of business - Develop and implement business - Develop and implement policies - Evaluate business strategies 	\$737.00	\$236.58
8	Manage Housekeeping Operations	40	<ul style="list-style-type: none"> - Manage guest/resident services - Carry out shift duties - Manage environmental programme - Manage equipment 	\$1,020.00	\$327.42
9	Develop and Implement Budget	40	<ul style="list-style-type: none"> - Develop budget - Manage accounting and cash controls - Audit financial procedures - Implement budget 	\$737.00	\$236.58
10	Conduct Situational Analysis	35	<ul style="list-style-type: none"> - Research trends and markets - Review image of business or organisation - Profile customer segments - Summarise analysis 	\$657.00	\$210.90
11	Manage Front Office/Guest Service Operations	40	<ul style="list-style-type: none"> - Develop and implement standard operating procedures (SOPs) - Manage guest/resident services - Respond to complaints and feedback 	\$779.00	\$250.06
12	Manage Training	24	<ul style="list-style-type: none"> - Conduct training needs assessment - Develop training plan - Implement training plan - Evaluate training effectiveness 	\$480.00	\$154.08
13	Develop Marketing Strategies	40	<ul style="list-style-type: none"> - Design new products and/or services - Determine pricing structures - Develop bundling/packaging of products and services - Develop promotional strategies - Develop loyalty programmes 	\$779.00	\$250.06
14	Deliver Service Operations	40	<ul style="list-style-type: none"> - Develop service operations plan that is in line with the organisation's customer focused strategy - Communication service operations plan to team - Evaluate performance of service operations against organisation's key performance indicators - Implement corrective actions to improve service operations performance 	\$392.00	\$125.83

Ascott Centre for Excellence WSQ Courses

No.	Module	Hrs	Brief Outline	Course Fee Before GST & WDA Grant	Course Fee After GST and WDA Grant
WSQ Core Skills					
1	Interact with Guests	16	<ul style="list-style-type: none"> - Maintain professional appearance and attitude - Provide quality service - Address concerns 	\$360.00	\$38.52
2	Provide Safety and Security for Guests	12	<ul style="list-style-type: none"> - Follow safety and security practices - Respond to emergencies - Provide lost and found services - Protect privacy of guests 	\$305.00	\$32.64
3	Work Safely	12	<ul style="list-style-type: none"> - Maintain safe work environment - Move object safely - Use equipment safely - Follow directions for handling hazardous materials 	\$305.00	\$32.64
WSQ Front Office Electives					
1	Provide Reservation Services	40	<ul style="list-style-type: none"> - Follow start-of-shift procedure - Make reservations - Amend reservations - Cancel reservations - Follow end-of-shift procedure 	\$830.00	\$88.81
2	Handle Guest/Resident Arrival	28	<ul style="list-style-type: none"> - Follow start-of-shift procedures - Perform activities prior to arrival - Respond to walk-in guest/resident - Check in guest/resident - Follow end-of-shift procedures 	\$620.00	\$66.34
3	Handle Guest/Resident Departure	24	<ul style="list-style-type: none"> - Perform pre-departure activities - Check out guest/resident - Check out group - Handle late check-out - Complete departure follow-up 	\$550.00	\$58.85
4	Maintain Guest/Resident Accounts	40	<ul style="list-style-type: none"> - Follow procedures for starting shift - Handle paid-out transactions - Post transactions - Follow procedures for check-outs - Process payments - Follow procedures for ending shift 	\$830.00	\$88.81
WSQ Housekeeping Electives					
1	Service Guest Rooms	40	<ul style="list-style-type: none"> - Follow procedures for starting and ending shift - Clean guest bedrooms and lounges - Make Beds - Clean Bathrooms - Service Minibars - Provide turn-down service 	\$860.00	\$92.02
2	Carry out thorough Cleaning	24	<ul style="list-style-type: none"> - Prepare to carry out thorough cleaning - Clean bedrooms and lounges - Clean bathrooms 	\$560.00	\$59.92
3	Service Public Toilets, Showers and Changing Rooms	24	<ul style="list-style-type: none"> - Follow procedures for starting and ending shift - Follow procedures for servicing toilets, showers and change rooms - Clean surfaces in toilets, showers and change rooms 	\$560.00	\$59.92
4	Maintain Service in Linen & Uniform Rooms	16	<ul style="list-style-type: none"> - Prepare linen/uniform room for service - Handle linens/uniforms - Perform closing activities 	\$350.00	\$37.45

Ascott Centre for Excellence WSQ Courses

No.	Module	Hrs	Brief Outline	Course Fee Before GST & WDA Grant	Course Fee After GST and WDA Grant
WSQ Advanced Practioner Modules					
1	Supervise Staff	40	<ul style="list-style-type: none"> - Roster staff - Conduct briefings - Direct work of others - Conduct on-the-job supervision - Provide feedback to staff - Address staff performance concerns - Resolve employee conflicts - Monitor timesheets & allowances 	\$850.00	\$90.95
2	Monitor Front Office / Guest Service Operations*	36	<ul style="list-style-type: none"> - Complete start-of-shift activities - Supervise operations - Attend to VIPs - Handle complaints & unexpected situations - Complete end-of-shift activities 	\$756.00	\$80.89
3	Monitor Income & Expenses*	24	<ul style="list-style-type: none"> - Establish control systems for income & expenses - Monitor income, expenses & control systems - Administer petty cash systems - Review financial records 	\$505.00	\$54.04
4	Conduct Orientation & Training*	32	<ul style="list-style-type: none"> - Conduct Orientation - Plan training session - Conduct training - Evaluate training 	\$672.00	\$71.90
5	Implement Loss Prevention*	10	<ul style="list-style-type: none"> - Apply loss prevention policies & procedures - Monitor loss prevention - Evaluate loss prevention guidelines 	\$250.00	\$26.75
6	Monitor Bell Services	16	<ul style="list-style-type: none"> - Prepare to supervise bell svcs - Supervise bell svcs - Handle complaints & feedbacks - Complete end-of-shift activities 	\$370.00	\$39.59
7	Monitor Reservation Services*	24	<ul style="list-style-type: none"> - Prepare to supervise reservation svcs - Organise reservation svcs section at start of shift - Supervise reservation processes - Handle complaints - Monitor & analyse reservation requests 	\$504.00	\$53.93
8	Monitor Concierge Services	36	<ul style="list-style-type: none"> - Prepare to supervise concierge services - Supervise concierge services - Provide support for functions and events - Handle complaints and feedback - Complete end-of-shift activities 	\$760.00	\$81.32
9	Provide Concierge Services	40	<ul style="list-style-type: none"> - Follow start-of-shift procedures - Provide guest information and services - Handle requests for postal and courier services - Handle requests for airline ticketing and travel-related services - Handle incoming messages, mail and packages 	\$770.00	\$82.39
10	Promote Tourism	16	<ul style="list-style-type: none"> - Identify information that might be requested - Source for information available - Keep up-to-date with changes - Assess visitors' information wants and needs - Provide recommendations to visitors - Direct visitors to sources with detailed information 	\$450.00	\$48.15
WSQ Full Certification					
1	WSQ Certificate in Hotel and Accommodation (Front Office)			\$3,700.00	\$395.90
2	WSQ Certificate in Hotel and Accommodation (Housekeeping)			\$3,200.00	\$342.40
3	WSQ Certificate in Hotel and Accommodation (Concierge Services)			\$3,100.00	\$331.70
4	WSQ Diploma in Tourism			\$8,309.00	\$2,667.19