

SKILLS FRAMEWORK FOR AIR TRANSPORT SKILLS MAP – OFFICER (FLIGHT CONTROL)		
Sector	Air Transport	
Sub-Sector	Airline	
Track	Flight Operations	
Occupation	Flight Operations Professional	
Job Role	Officer (Flight Control)	
Job Role Description	<p>The Officer (Flight Control) is responsible for the safety of air traffic through flight watch and flight dispatch. He/She draws up rosters for the crew according to the flight schedules. He provides assistance in preparing and processing flight plans and arrival reports. In the event of irregular operations, he is able to gather information and escalate emergency situations to higher authorities. He also assists in the implementation of contingency plans and is able to interpret and follow individual safety and security standards in the workplace.</p> <p>The Officer (Flight Control) possesses good communication and interpersonal skills which are essential for working effectively in a team and giving clear and confident instructions to the pilots. He is comfortable working in an enclosed environment in the Operations Control Centre (OCC) for long periods of time. The Officer (Flight Control) works in shifts and is able to maintain high performance and alertness during the flight watch period. He has good eyesight and hearing abilities with a good command of written English in order to prepare documentation and reports.</p>	
Critical Work Functions and Key Tasks	Critical Work Functions	Key Tasks
	Maintain flight control operations	Carry out continuous flight watch
		Prepare and process flight plans and arrival reports for flight crew
		Record aircraft progress and operational information
		Provide dispatch services
	Manage crew schedules	Prepare rosters for crew in accordance with flight schedules
		Monitor crew attendance
		Amend crew rosters based on feedback and operational changes
	Manage irregular operations	Carry out contingency plans to manage irregular operations
		Acquire information from available resources during irregular operations
Escalate incidents, accidents and other emergency situations to higher authorities		
	Interpret and follow individual safety and/or security standards in the workplace	

	Uphold safety and/or security standards	Identify and report breaches of safety and/or security standards in the workplace		
Skills & Competencies	Technical Skills & Competencies		Generic Skills & Competencies (Top 5)	
	Aircraft Performance Management	Level 1	Communication	Basic
	Airline Crew Scheduling	Level 1	Teamwork	Basic
	Airline Operations Management	Level 2	Resource Management	Basic
	Airport Operations Management	Level 1	Problem Solving	Basic
	Change Management	Level 1	Interpersonal Skills	Basic
	Flight Dispatch	Level 2		
	Flight Disruptions and Irregular Operations Management	Level 1		
	Flight Performance Data Calculation	Level 2		
	Flight Planning	Level 2		
	Flight Watching and Flight Following	Level 2		
	Human Factors Management	Level 1		
	Inclement Weather Operations and Planning	Level 1		
	Innovation Management	Level 2		
	Learning and Development	Level 1		
	Process Improvement and Optimisation	Level 2		
Stakeholder Management	Level 1			
Technology Application	Level 1			
Programme Listing	For a list of Training Programmes available for the Air Transport sector, please visit: www.skillsfuture.sg/skills-framework/air-transport			

The information contained in this document serves as a guide.