

Skills Framework for Air Transport

Programmes that equip new entrants with skills and knowledge for the specific job role in the sector at their respective entry level

Airline Commercial Management – Customer Service

Programmes by Universities, Polytechnics and Institute of Technical Education

Job Role	Programme	Provider
<p>Executive (Contact Centre Operations)/Executive (Service Centres)/Executive (Premium Passenger Services)</p> <p>Customer Services Supervisor (Call Centre)/Customer Services Supervisor (Reservations & Ticketing)/Premium Services Supervisor</p> <p>Senior Customer Services Officer (Call Centre)/Senior Customer Services Officer (Reservations & Ticketing)/Senior Passenger Relations Officer</p> <p>Customer Services Officer (Call Centre)/Customer Services Officer (Reservations & Ticketing)/Passenger Relations Officer</p>	Diploma in Business Management (Specialisation in Customer Relationship and Service Management)	Nanyang Polytechnic
	Diploma in Hospitality and Tourism Management	Nanyang Polytechnic
	Diploma in Customer Experience Management with Business	Republic Polytechnic
	Diploma in Integrated Events Management	Republic Polytechnic
	Diploma in Hospitality and Tourism Management	Temasek Polytechnic
	Higher Nitec in Passenger Services	Institute of Technical Education