

Skills Framework for Air Transport

Programmes that broaden or deepen specific skills and knowledge for the various job roles in the sector

Airline Commercial Management

Job Role:

Executive (Contact Centre Operations)/Executive (Service Centres)/Executive (Premium Passenger Services)

Full Qualification Programmes	Providers
Nil	Nil

Technical Skills and Competencies (TSC)			Modular Programmes	Providers
Category	Title	Proficiency Level		
Commercial Mgmt	Airline Distribution Channel Strategies	4	Modular Certificate in Customer Relationship Management	Nanyang Polytechnic
			Modular Certificate in Service Management	Nanyang Polytechnic
			Modular Certificate in Tourism Management	Nanyang Polytechnic
Commercial Mgmt	Airline Marketing	4	Modular Certificate in Customer Relationship Management	Nanyang Polytechnic
			Modular Certificate in Service Management	Nanyang Polytechnic
			Modular Certificate in Tourism Management	Nanyang Polytechnic
Airline Ops	Airline Operations Management	4	Modular Certificate in Customer Relationship Management	Nanyang Polytechnic
			Modular Certificate in Service Management	Nanyang Polytechnic
			Modular Certificate in Tourism Management	Nanyang Polytechnic
Business Mgmt	Business Development	4	Modular Certificate in Customer Relationship Management	Nanyang Polytechnic
			Modular Certificate in Service Management	Nanyang Polytechnic
			Modular Certificate in Tourism Management	Nanyang Polytechnic
Business Mgmt	Business Negotiation	4	Modular Certificate in Customer Relationship Management	Nanyang Polytechnic
			Modular Certificate in Service Management	Nanyang Polytechnic
			Modular Certificate in Tourism Management	Nanyang Polytechnic
Customer & Pax Svcs	Call Centre Management	4	Modular Certificate in Customer Relationship Management	Nanyang Polytechnic
			Modular Certificate in Service Management	Nanyang Polytechnic
			Modular Certificate in Tourism Management	Nanyang Polytechnic
Organisational Dev	Change Management	4	Modular Certificate in Customer Relationship Management	Nanyang Polytechnic
			Modular Certificate in Service Management	Nanyang Polytechnic
			Modular Certificate in Tourism Management	Nanyang Polytechnic
Business Mgmt	Crisis Communication and Media Management	4	Modular Certificate in Customer Relationship Management	Nanyang Polytechnic
			Modular Certificate in Service Management	Nanyang Polytechnic
			Modular Certificate in Tourism Management	Nanyang Polytechnic
Customer and Passenger			Airport Terminal Operations and Management	Singapore Aviation Academy - School of Aviation Management
			Civil Aviation Management Programme	Singapore Aviation Academy - School of Aviation Management
			Air Disasters: Crisis Planning and Business Continuity Management	Singapore Aviation Academy - School of Aviation Management
			Future Airports - Design Thinking for Airport Operators and Regulators	Singapore Aviation Academy - School of Aviation Management
			Future Airports - Technology and Digital Agility for Airport Operators and Regulators	Singapore Aviation Academy - School of Aviation Management
			The Airport Business	Singapore Aviation Academy - School of Aviation Management
			The Airline Business	Singapore Aviation Academy - School of Aviation Management

Customer & Pax Svcs	Handling and Care		Research Methods	Singapore Aviation Academy - School of Aviation Management
			Economics and Finance	Singapore Aviation Academy - School of Aviation Management
			Personal and Professional Development	Singapore Aviation Academy - School of Aviation Management
			Air Transport Strategies for Success	Singapore Aviation Academy - School of Aviation Management
			Modular Certificate in Customer Relationship Management	Nanyang Polytechnic
			Modular Certificate in Service Management	Nanyang Polytechnic
			Modular Certificate in Tourism Management	Nanyang Polytechnic
Customer & Pax Svcs	Customer Relationship Management	4	Modular Certificate in Customer Relationship Management	Nanyang Polytechnic
			Modular Certificate in Service Management	Nanyang Polytechnic
			Modular Certificate in Tourism Management	Nanyang Polytechnic
Customer & Pax Svcs	Customer Service Delivery	4	Airport Ramp Operations and Management	Singapore Aviation Academy - School of Aviation Management
			Airport Ramp Safety	Singapore Aviation Academy - School of Aviation Management
			Airport Terminal Operations and Management	Singapore Aviation Academy - School of Aviation Management
			Civil Aviation Management Programme	Singapore Aviation Academy - School of Aviation Management
			Air Disasters: Crisis Planning and Business Continuity Management	Singapore Aviation Academy - School of Aviation Management
			The Airport Business	Singapore Aviation Academy - School of Aviation Management
			The Airline Business	Singapore Aviation Academy - School of Aviation Management
			Research Methods	Singapore Aviation Academy - School of Aviation Management
			Economics and Finance	Singapore Aviation Academy - School of Aviation Management
			Personal and Professional Development	Singapore Aviation Academy - School of Aviation Management
			Air Transport Strategies for Success	Singapore Aviation Academy - School of Aviation Management
			Modular Certificate in Customer Relationship Management	Nanyang Polytechnic
			Modular Certificate in Service Management	Nanyang Polytechnic
			Modular Certificate in Tourism Management	Nanyang Polytechnic
Airline Ops	Ground Services Training Delivery	4	Modular Certificate in Customer Relationship Management	Nanyang Polytechnic
			Modular Certificate in Service Management	Nanyang Polytechnic
			Modular Certificate in Tourism Management	Nanyang Polytechnic
Business Mgmt	Human Factors Management	4	Modular Certificate in Customer Relationship Management	Nanyang Polytechnic
			Modular Certificate in Service Management	Nanyang Polytechnic
			Modular Certificate in Tourism Management	Nanyang Polytechnic
Productivity & Innovation	Innovation Management	4	Modular Certificate in Customer Relationship Management	Nanyang Polytechnic
			Modular Certificate in Service Management	Nanyang Polytechnic
			Modular Certificate in Tourism Management	Nanyang Polytechnic
Organisational Dev	Learning and Development	4	Modular Certificate in Customer Relationship Management	Nanyang Polytechnic
			Modular Certificate in Service Management	Nanyang Polytechnic
			Modular Certificate in Tourism Management	Nanyang Polytechnic
Organisational Dev	Manpower Planning	4	Modular Certificate in Customer Relationship Management	Nanyang Polytechnic
			Modular Certificate in Service Management	Nanyang Polytechnic
			Modular Certificate in Tourism Management	Nanyang Polytechnic
			Modular Certificate in Customer Relationship Management	Nanyang Polytechnic

Productivity & Innovation	Market Research	4	Modular Certificate in Service Management	Nanyang Polytechnic
			Modular Certificate in Tourism Management	Nanyang Polytechnic
Airline Ops	Service Branding and Coaching	4	Modular Certificate in Customer Relationship Management	Nanyang Polytechnic
			Modular Certificate in Service Management	Nanyang Polytechnic
			Modular Certificate in Tourism Management	Nanyang Polytechnic
Business Mgmt	Stakeholder Management	4	Modular Certificate in Customer Relationship Management	Nanyang Polytechnic
			Modular Certificate in Service Management	Nanyang Polytechnic
			Modular Certificate in Tourism Management	Nanyang Polytechnic
Business Mgmt	Standard Operating Procedures Development	4	Modular Certificate in Customer Relationship Management	Nanyang Polytechnic
			Modular Certificate in Service Management	Nanyang Polytechnic
			Modular Certificate in Tourism Management	Nanyang Polytechnic
Technology Mgmt	Technology Application	4	EE5060 Sensors and Instrumentation for Automation	National University of Singapore
			EE5061 Industrial Control and IEC Programming	National University of Singapore
			EE5062 Advances in Autonomous Systems	National University of Singapore
			Modular Certificate in Customer Relationship Management	Nanyang Polytechnic
			Modular Certificate in Service Management	Nanyang Polytechnic
			Modular Certificate in Tourism Management	Nanyang Polytechnic

For Generic Skills and Competencies (GSCs) programme listing, please refer to Section (v) (c) – View the Training Programmes for Generic Skills and Competencies (GSCs) section, or click on this [link](#) to view the GSCs Programme Listing.