

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:

Customer Services Officer (Call Centre)/Customer Service Officer (Reservations & Ticketing)/Passenger Relations Officer

Full Qualification Programmes	Providers
Diploma in Engineering (Aviation Management)	Temasek Polytechnic

Technical Skills and Competencies (TSC)			Modular Programmes	Providers
Category	Title	Proficiency Level		
Nil	Nil	Nil	Nil	Nil

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.