

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:

Senior Customer Services Officer (Call Centre)/Senior Customer Service Officer (Reservations & Ticketing)/Senior 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		
Organisational Dev	Change Management	2	Modular Certificate in Logistics Management	Nanyang Polytechnic
Business Mgmt	Human Factors Management	2	Modular Certificate in Logistics Management	Nanyang Polytechnic
Productivity & Innovation	Innovation Management	2	Modular Certificate in Logistics Management	Nanyang Polytechnic
Technology Mgmt	Technology Application	2	Modular Certificate in Logistics 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.