

Skills Framework for Air Transport

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

Airline Flight Operations

Job Role:
Cabin Crew Team Lead/Cabin Crew Auditor

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

| Technical Skills and Competencies (TSC) | | | Modular Programmes | Providers |
|---|-----------------------------------|-------------------|--|---------------------|
| Category | Title | Proficiency Level | | |
| 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 |
| In-Flight Svcs | Cabin Crew Performance 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 | 3 | Post-diploma Certificate in International Trade and Business | Nanyang Polytechnic |
| Business Mgmt | Human Factors Management | 3 | Post-diploma Certificate in International Trade and Business | Nanyang Polytechnic |
| Productivity & Innovation | Innovation Management | 3 | Post-diploma Certificate in International Trade and Business | 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 |
| Business Mgmt | Stakeholder Management | 3 | Post-diploma Certificate in International Trade and Business | Nanyang Polytechnic |
| Technology Mgmt | Technology Application | 3 | Post-diploma Certificate in International Trade and Business | 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.