

## Skills Framework for Air Transport

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

### Airline Ground Operations

Job Role:  
Manager (Ground Services)

Full Qualification Programmes	Providers
Nil	Nil

Technical Skills and Competencies (TSC)			Modular Programmes	Providers
Category	Title	Proficiency Level		
Ground Handling Svcs & Ops	Aircraft Turnaround Coordination	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 Representation and Station 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	5	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
			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
			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
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
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.