

## Skills Framework for Air Transport

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

Airport Ground Handling

**Job Role:**  
**Manager (Baggage Services)**

Full Qualification Programmes	Providers
N/A	N/A

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
Ground Handling Svcs & Ops	Baggage Handling Operations	4	Airport Ramp Operations and Management	Singapore Aviation Academy - School of Aviation Management
			Airport Ramp Safety	Singapore Aviation Academy - School of Aviation Management
			Personal and Professional Development	Singapore Aviation Academy - School of Aviation Management
Ground Handling Svcs & Ops	Baggage Lost and Found Operations	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
			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
			Modular Certificate in Customer Relationship Management	Nanyang Polytechnic
			Modular Certificate in Service Management	Nanyang Polytechnic
			Modular Certificate in Tourism Management	Nanyang Polytechnic
Safety & Security Mgmt	Baggage Security Screening Operations	4	Airport Ramp Operations and Management	Singapore Aviation Academy - School of Aviation Management
			Airport Ramp Safety	Singapore Aviation Academy - School of Aviation Management
			Personal and Professional Development	Singapore Aviation Academy - School of Aviation Management
			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

Customer & Pax Svcs	Baggage Services Management	4	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
			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 & Pax Svcs	Customer Relationship 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
Business Mgmt	Financial Planning and Budget Management	4	Modular Certificate in Customer Relationship Management	Nanyang Polytechnic
			Modular Certificate in Service Management	Nanyang Polytechnic
			Modular Certificate in Tourism Management	Nanyang Polytechnic
Safety Mgmt	Hazard and Risk Control and Policy Management	4	International Civil Aviation Organisation Standardised Training Package: Operational Hazard Identification and Risk Mitigation	Singapore Aviation Academy - School of Aviation Safety and Security
			Modular Certificate in Customer Relationship Management	Nanyang Polytechnic
			Modular Certificate in Service Management	Nanyang Polytechnic
			Modular Certificate in Tourism Management	Nanyang Polytechnic
Technology Mgmt	Human-Robot Collaboration	5	EE5062 Advances in Autonomous Systems	National University of Singapore
			Institute of Transportation Studies - Singapore Aviation Academy Airport Maintenance, University of California, Berkeley	Singapore Aviation Academy - School of Aviation Management
			Airfield Ground Pavement Engineering	Singapore Aviation Academy - School of Aviation Management
			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

Ground Handling Svcs & Ops	International Air Transport Association Safety Audit for Ground Operations Implementation	5	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
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

Generic Skills and Competencies (GSC)		Modular Programmes	Providers
Title	Proficiency Level		
Problem Solving	Advanced	IMPACT: Advanced Problem Solving & Decision Making Workshop	Capelle Academy Pte Ltd
		Apply Systems Thinking in Problem Solving and Decision Making	Service Quality Centre Pte Ltd
		Apply Systems Thinking in Problem Solving & Decision Making	Singapore National Employers Federation
		Apply Systems Thinking in Problem Solving and Decision Making	SSA Consulting Group Pte Ltd
Managing Diversity	Advanced	Manage cross functional and culturally diverse Teams	Capelle Academy Pte Ltd
		Foster Business Relationship	Kaplan Professional
		Manage Cross Functional and Culturally Diverse Teams	Ngee Ann Polytechnic
		Manage Cross Functional and Culturally Diverse Teams	
		Manage Cross Functional and Culturally Diverse Teams	NTUC Learning Hub Pte Ltd
		Strategic Leadership	SeraphCorp Institute Pte Ltd
		Manage Cross Functional and Culturally Diverse Teams	Service Quality Centre Pte Ltd
		Manage Cross Functional and Culturally Diverse Teams	Singapore National Employers Federation
		Role of Effective Managers – Connecting the Dots!	SMU-Centre for Professional Studies
		Manage Cross Functional and Culturally Diverse Teams	SSA Consulting Group Pte Ltd
Sense Making	Advanced	WSQ Service Analytics	Institute of Systems Science, National University of Singapore
		Analyse Service Quality and Customer Satisfaction	Kaplan Professional
		Analyse Service Quality and Customer Satisfaction	Service Quality Centre Pte Ltd
		Analyse Service Quality and Customer Satisfaction	Training Vision Institute Pte Ltd

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