

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:
Customer Services 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	Process Improvement and Optimisation	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.