

Skills Framework for Air Transport

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

Airport Management

Job Role:
Airside Duty Manager

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

Technical Skills and Competencies (TSC)			Modular Programmes	Providers
Category	Title	Proficiency Level		
Business Mgmt	Business Negotiation	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	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
Business Mgmt	Human Factors Management	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	Internet of Things Application	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	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
Organisational Dev	Manpower Planning	4	Modular Certificate in Customer Relationship Management	Nanyang Polytechnic
			Modular Certificate in Service Management	Nanyang Polytechnic
			Modular Certificate in Tourism Management	Nanyang Polytechnic
Productivity & Innovation	Process Improvement and Optimisation	4	Modular Certificate in Customer Relationship Management	Nanyang Polytechnic
			Modular Certificate in Service Management	Nanyang Polytechnic
			Modular Certificate in Tourism Management	Nanyang Polytechnic
Productivity & Innovation	Service Innovation	4	Modular Certificate in Customer Relationship Management	Nanyang Polytechnic
			Modular Certificate in Service Management	Nanyang Polytechnic
			Modular Certificate in Tourism Management	Nanyang Polytechnic
			Modular Certificate in Customer Relationship Management	Nanyang Polytechnic

Business Mgmt	Stakeholder Management	4	Modular Certificate in Service Management	Nanyang Polytechnic
			Modular Certificate in Tourism Management	Nanyang Polytechnic
Business Mgmt	Standard Operating Procedures Development	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.