

SKILLS FRAMEWORK FOR AIR TRANSPORT SKILLS MAP – FLIGHT CONTROLLER		
Sector	Air Transport	
Sub-Sector	Airline	
Track	Flight Operations	
Occupation	Flight Operations Professional	
Job Role	Flight Controller	
Job Role Description	<p>The Flight Controller is responsible for the safety of flight control operations through the analyses of flight data and flight control systems and procedures. He/She is in charge of resolving issues encountered during real-time flight control operations. He is tasked to lead investigations during irregular operations to determine the causes and optimise the recovery of the flight networks. He develops and reviews contingency plans and addresses any internal or external audit issues. He updates training programmes with revised standards and leads supervisors and officers in the execution of new organisational policies.</p> <p>The Flight Controller possesses a sound knowledge of airline flight operations and requirements. He is able to make real-time decisions and react quickly to changes in flight conditions. In addition, he pays strong attention to details and has acute situational awareness. The Flight Controller is able to maintain high performance and alertness during the flight watch period whilst working in shifts. He is comfortable working in an enclosed environment for long periods of time. Furthermore, he possesses good eyesight and hearing abilities as well as strong mental and physical health. He is also able to remain calm and work under pressure with good multi-tasking skills.</p>	
Critical Work Functions and Key Tasks	Critical Work Functions	Key Tasks
	Maintain flight control operations	Analyse flight data to ensure efficient performance
		Evaluate systems and procedures to maintain flight control operations
		Resolve issues encountered with flight control operations
		Review flight documents and reports to ensure validity and accuracy
		Propose system changes to maintain flight control operations
	Manage irregular operations	Propose solutions to minimise the impact of irregular operations based on investigation outcomes
		Collaborate with internal and external stakeholders to develop contingency plans
		Optimise the recovery of flight networks
Review contingency plans in response to feedback from stakeholders		
	Enforce a strong safety and/or security culture in the workplace	

	Uphold safety and/or security standards	Address internal or external audit issues		
		Recommend action plans to prevent future safety and/or security breaches		
	Influence organisational development	Update on-the-job training programmes with revised policies and standards		
		Advise supervisors and/or officers in the execution of new policies		
Skills & Competencies	Technical Skills & Competencies		Generic Skills & Competencies (Top 5)	
	Aircraft Performance Management	Level 4	Communication	Intermediate
	Airline Operations Management	Level 4	Resource Management	Intermediate
	Airport Operations Management	Level 3	Interpersonal Skills	Intermediate
	Business Negotiation	Level 4	Teamwork	Intermediate
	Change Management	Level 4	Problem Solving	Intermediate
	Crisis Communication and Media Management	Level 4		
	Data Analytics	Level 4		
	Flight Dispatch	Level 4		
	Flight Disruptions and Irregular Operations Management	Level 4		
	Flight Performance Data Calculation	Level 4		
	Flight Planning	Level 4		
	Flight Watching and Flight Following	Level 4		
	Human Factors Management	Level 4		
	Inclement Weather Operations and Planning	Level 4		
	Innovation Management	Level 4		
	Learning and Development	Level 4		
	Manpower Planning	Level 4		
	Process Improvement and Optimisation	Level 4		
	Stakeholder Management	Level 4		
	Standard Operating Procedures Development	Level 4		
Technology Application	Level 4			
Programme Listing	For a list of Training Programmes available for the Air Transport sector, please visit: www.skillsfuture.sg/skills-framework/air-transport			

The information contained in this document serves as a guide.