

Skills Framework for Biopharmaceuticals Manufacturing

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

Engineering and Maintenance

Job Role:
Engineering and Maintenance Technician

| Full Qualification Programme | Provider |
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| Diploma in Material Science | Republic Polytechnic |
| Diploma in Engineering (Control and Automation) | Singapore Polytechnic |
| Diploma in Engineering (Power Engineering) | |
| Attach-and-Train Programme in Biologics Manufacturing | |
| Specialist Diploma in Robotics and Automation | Temasek Polytechnic |

| Technical Skills and Competencies (TSC) | | | Modular Programmes | Providers |
|---|--|-------------------|---|--------------------------------------|
| Category | Title | Proficiency Level | | |
| Health, Safety and Environment | Health, Safety and Environment Procedures Implementation | 2 | Apply Safety in Process Plant | Glaxo Wellcome Manufacturing Pte Ltd |
| | | | Institute of Process Industry (IPI) - A Division of ASPRI | |
| | | | MSD International GMBH (Singapore Branch) | |
| | | | Singapore Polytechnic | |
| | | | Temasek Polytechnic | |

| Generic Skills and Competencies (GSC) | | Modular Programmes | Providers |
|---|--------------------------------|--|--|
| Title | Proficiency Level | | |
| Communication | Basic | Project a Positive and Professional Image (Impress Like a Pro) | Beacon Consulting Pte Ltd |
| | | UPI Your Service: Achieving Superior Service (Version B) | Capelle Academy Pte Ltd |
| | | Winning Service (Version B) | Capelle Academy Pte Ltd |
| | | Workplace Training for Project a Positive and Professional Image | Caretech168 LLP |
| | | Project a Positive and Professional Image | DSI Academy Pte Ltd |
| | | WSQ Project a Positive and Professional Image | Eagle Infotech Consultants Pte Ltd |
| | | Project a Positive and Professional Image (SVCF-CS-102C-1) | Eben Consultants (Far East) Pte Ltd |
| | | Communicate & Relate Effectively at the Workplace | E-Square Communication and Management Training Consultancy |
| | | Effective Customer Service Skills (Module 1) | Impact Management Seminars Pte Ltd |
| | | 3 Secrets to Establish Confidence and Professionalism | Impact Management Seminars Pte Ltd |
| | | ES WSQ Effective Interaction & Relationship Management (Operational) | Integrated Learning Systems Pte Ltd |
| | | Project a Positive and Professional Image | Kaplan Professional |
| | | ES-IP-101G-1 Communicate & Relate Effectively at the Workplace | Kaplan Professional |
| | | WSQ Workplace Training for "Project A Positive & Professional Image" | Leacov Singapore Pte Ltd |
| | | Communicate and Relate Effectively at the Workplace | Lighthouse Global Training and Consultancy Pte Ltd |
| | | Communicate and Negotiate Effectively at the Workplace (Operations) | Mendaki Social Enterprise Network Singapore Pte Ltd |
| | | Communicate and Relate Effectively at the Workplace | Mendaki Social Enterprise Network Singapore Pte Ltd |
| | | ES-IP-101G-1 Communicate and Relate Effectively at the Workplace | NATC Institute Pte Ltd |
| | | WSQ Project a Positive and Professional Image | NTUC Learning Hub Pte Ltd |
| | | Communicate and Relate Effectively at the Workplace (ES-IP-101G-1) | NTUC LearningHub Pte Ltd |
| | | Communicate and Relate Effectively at the Workplace | PSB Corporation Pte Ltd |
| | | Extra Mile Professionalism | ROHEI Corporation Pte Ltd |
| | | Communicate and Relate Effectively at the Workplace | RSVP PROGUIDE PTE. LTD. |
| Project a Positive and Professional Image | Service Quality Centre Pte Ltd | | |

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|-----------------------------------|-------------------------------------|--|---|
| | | Communicate and Relate Effectively at the Workplace | Service Quality Centre Pte Ltd |
| | | Deliver Personalised Service | Singapore Institute of Hospitality |
| | | Project a Positive and Professional Image | Singapore Institute of Retail Studies |
| | | Project a Positive and Professional Image | Singapore National Employers Federation |
| | | Communicate and Relate Effectively at the Workplace | Singapore National Employers Federation |
| | | Communicate and Relate Effectively at the Workplace | SSA Consulting Group Pte Ltd |
| | | Project a Positive and Professional Image | Studyworks Pte Ltd |
| | | Communicate and Relate Effectively at the Workplace | The National University of Singapore Society |
| | | Project a Positive and Professional Image | Training Vision Institute Pte Ltd |
| | | Communicate and Relate Effectively at the Workplace | Training Vision Institute Pte Ltd |
| | | Communicate and Relate Effectively at the Workplace | Trillion Training (S) Pte Ltd |
| | | Project a Positive and Professional Image | Xperienz Pte Ltd |
| Interpersonal Skills | Basic | WSQ Apply Emotional Competence to Manage Self at the Workplace | Eagle Infotech Consultants Pte Ltd |
| | | Apply Emotional Competence to Manage Self at the Workplace | SSA Consulting Group Pte Ltd |
| | | Apply Emotional Competence to Manage Self | Lighthouse Global Training and Consultancy Pte Ltd |
| | | Apply Emotional Competence to Manage Self at the Workplace | NTUC LearningHub Pte Ltd |
| Problem Solving | Basic | Solve Problems and Make Decisions at Operations Level | AGB Education Centre Pte Ltd |
| | | Solve Problems and Make Decisions at Operations Level | Avanta Global Pte Ltd |
| | | Solve Problems and Make Decisions | Capelle Academy Pte Ltd |
| | | ES WSQ Solve Problems and Make Decisions at Operations Level (Level 1) | Civil Service College |
| | | Solve Problems and Make Decisions at Operations Level | Compas Management Consulting Pte Ltd |
| | | WSQ Solve Problems and Make Decisions at Operations Level | Eagle Infotech Consultants Pte Ltd |
| | | Solve Problems and Make Decisions at Operational Level | Eben Consultants (Far East) Pte Ltd |
| | | Solve Problem and Make Decisions at Operations Level | Lighthouse Global Training and Consultancy Pte Ltd |
| | | Solve Problem and Make Decision at Operations Level | Mendaki Social Enterprise Network Singapore Pte Ltd |
| | | ES-ACE-102G-1 Solve Problems and Make Decisions at Operations Level | NATC Institute Pte Ltd |
| | | Solve Problems and Make Decisions at Operations Level (ES-ACE-102G-1) | NTUC LearningHub Pte Ltd |
| | | Solve Problems and Make Decisions at Operations Level | Singapore National Employers Federation |
| | | Solve Problems and Make Decisions at Operations Level | Singapore Polytechnic |
| | | Solve Problems and Make Decisions at Operations Level | SSA Consulting Group Pte Ltd |
| | | Solve Problems and Make Decisions at Operations Level | Trillion Training (S) Pte Ltd |
| Service Orientation | Basic | Workplace Training for Contribute to Customer Service over Various Platforms | Caretech168 LLP |
| | | Effective Customer Service Skills (Module 2) | Impact Management Seminars Pte Ltd |
| | | WSQ Workplace Training for "Contribute to Customer Service over Various Platforms" | Leacov Singapore Pte Ltd |
| | | Contribute to Customer Service over Various Platforms | Loyal Reliance Pte Ltd |
| | | Contribute to Customer Service over Various Platforms | Mendaki Social Enterprise Network Singapore Pte Ltd |
| | | Contribute to Customer Service over Various Platforms | ROHEI Corporation Pte Ltd |
| | | Contribute to Customer Service over Various Platforms | Service Quality Centre Pte Ltd |
| | | Provide Value-added Customer Service | Singapore Chinese Chamber Institute of Business |
| | | Working Together for Professional Service | Singapore Institute of Hospitality |
| | | Contribute to Customer Service over Various Platforms | Singapore National Employers Federation |
| | | Contribute to Customer Service over Various Platforms | Training Vision Institute Pte Ltd |
| | | Provide Go-the-Extra-Mile Service | Ascendo Consulting Pte Ltd |
| | | Provide Go-the-Extra-Mile Service (Engage to Delight) | Beacon Consulting Pte Ltd |
| | | Winning Service (Version B) | Capelle Academy Pte Ltd |
| | | UP! Your Service: Achieving Superior Service (Version B) | Capelle Academy Pte Ltd |
| | | Workplace Training for Provide Go-the-Extra-Mile Service | Caretech168 LLP |
| | | Provide Go-the-Extra-Mile Service | DSI Academy Pte Ltd |
| | | WSQ Provide Go-the-Extra-Mile Service | Eagle Infotech Consultants Pte Ltd |
| Provide Go-the-Extra-Mile Service | Eben Consultants (Far East) Pte Ltd | | |

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| | | Provide Go-the-Extra-Mile Service | Eduquest International Institute Pte Ltd |
| | | Effective Customer Service Skills (Module 2) | Impact Management Seminars Pte Ltd |
| | | Provide Go-the-Extra-Mile Service | Kaplan Professional |
| | | WSQ Workplace Training for "Provide Go-the-Extra-Mile Service" | Leacov Singapore Pte Ltd |
| | | Provide Go-the-Extra-Mile Service | Lighthouse Global Training and Consultancy Pte Ltd |
| | | WSQ Provide Go-the-Extra-Mile Service | NTUC Learning Hub Pte Ltd |
| | | WSQ Provide Go-the-Extra-Mile Service powered by Disney Institute | NTUC Learning Hub Pte Ltd |
| | | Extra Mile Professionalism | ROHEI Corporation Pte Ltd |
| | | Provide Go-the-Extra-Mile Service | Service Quality Centre Pte Ltd |
| | | Provide Go-the-Extra-Mile Service | Serviceworks Pte Ltd |
| | | Deliver Personalised Service | Singapore Institute of Hospitality |
| | | Provide Go-the-Extra-Mile Service | Singapore Institute of Retail Studies |
| | | WSQ SE: Provide Go-the-Extra-Mile Service | Singapore National Employers Federation |
| | | Provide Excellent Customer Service | Singapore National Employers Federation |
| | | Provide Go-the-Extra-Mile Service | Studyworks Pte Ltd |
| | | Provide Go-the-Extra-Mile Service | Training Vision Institute Pte Ltd |
| | | Provide Go-the-Extra-Mile Service | Xperienz Pte Ltd |
| | | Work In A Team | AGB Education Centre Pte Ltd |
| | | WSQ Work in a Team. | Eagle Infotech Consultants Pte Ltd |
| | | Work in a Team | Lighthouse Global Training and Consultancy Pte Ltd |
| | | Work in A Team | Mendaki Social Enterprise Network Singapore Pte Ltd |
| | | ES-IP-102G-1 Work In A Team | NATC Institute Pte Ltd |
| | | Work in a Team | NTUC LearningHub Pte Ltd |
| | | Work in a Team | SSA Consulting Group Pte Ltd |
| | | Work in a Team | Trillion Training (S) Pte Ltd |
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| Teamwork | Basic | | |