

Skills Framework for Logistics

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

Transportation Management
and Operations

Job Role:
Lifting Supervisor

Full Qualification Programmes	Providers
N/A	N/A

Technical Skills and Competencies (TSC)			Modular Programmes	Providers
Category	Title	Proficiency Level		
Equipment, Shipment and Cargo Handling	Equipment Maintenance	1	Apply Autonomous Maintenance Techniques	Electronics Industries Training Centre
	Material Handling Equipment (MHE) Handling	1	Use Basic Hand Tools and Equipment	Avanta Global Pte. Ltd.
			Use Basic Hand Tools and Equipment	ST Electronics (E-Services) Pte. Ltd.
			Use Basic Hand Tools and Equipment.	Ntuc Learninghub Pte. Ltd.
			Use Basic Hand Tools and Equipment (QAC)	Electronics Industries Training Centre
Use Basic Hand Tools and Equipment (SC/SAP)			SSA Consulting Group Pte. Ltd.	
			Use Basic Hand Tools and equipment(AOP)	Electronics Industries Training Centre
Workplace Safety and Health	Warehousing/Cargo-related Occupational Health and Safety Management	2	Measure, Monitor and Report WSH Performance	Absolute Kinetics Consultancy Pte Ltd
			Measure, Monitor and Report WSH Performance	Avanta Global Pte. Ltd.
			Measure, Monitor and Report WSH Performance	Ever Safe Consultants Pte. Ltd.
			Measure, Monitor and Report WSH Performance	Greensafe International Pte. Ltd.
			Measure, Monitor and Report WSH Performance	Institute Of Process Industry (Ipi) - A Division Of Aspri
			Measure, Monitor and Report WSH Performance	Ngee Ann Polytechnic
			Measure, Monitor and Report WSH Performance	Ntuc Learninghub Pte. Ltd.
			Measure, Monitor and Report WSH Performance	Singapore Institution Of Safety Officers (Siso) The
			Measure, Monitor and Report WSH Performance V.2	Singapore Polytechnic
			Measure, Monitor and Report WSH Performance	St Electronics (E-Services) Pte. Ltd.
			Measure, Monitor and Report WSH Performance (WSHP v2)	The Singapore Contractors Association Limited

Generic Skills and Competencies (GSCs)		Modular Programmes	Providers
Title	Proficiency Level		
Communication	Basic	Project a Positive and Professional Image (Impress Like a Pro)	Beacon Consulting Pte Ltd
		UP! 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 and 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 and Relationship Management (Operational)	Integrated Learning Systems Pte Ltd
		Project a Positive and Professional Image	Kaplan Professional
		ES-IP-101G-1 Communicate and Relate Effectively at the Workplace	Kaplan Professional
		WSQ Workplace Training for "Project A Positive and 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
		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
		Solve Problems and Make Decisions at Supervisory Level	Absolute Kinetics Consultancy Pte Ltd
		Solve Problems and Make Decisions at Supervisory Level	Avanta Global Pte Ltd
		Solve Problems and Make Decisions at Supervisory Level	Capelle Academy Pte Ltd
		Eradicating Problems and Making Effective Decisions	Capelle Academy Pte Ltd
		Solve Problems and Make Decisions at Supervisory Level	CBM Pte Ltd
		ES WSQ Solve Problems and Make Decisions at Supervisory Level (Level 3)	Civil Service College
		Solve Problems and Make Decisions at Supervisory Level	Comat Training Services Pte Ltd
		WSQ Solve Problems and Make Decisions at Supervisory Level	Eagle Infotech Consultants Pte Ltd
		Solve Problems and Make Decisions at Supervisory Level	E-Square Communication and Management Training Consultancy
		Solve Problems and Make Decisions at Supervisory Level	Ever Safe Consultants Pte Ltd
		'Effective Problem Solving and Decision Making'	Everest Innovation Pte Ltd
		Solve Problems and Make Decisions at Supervisory Level	Greensafe International Pte Ltd
		ES WSQ Systematic Problem Solving and Decision Making (Supervisory Level)	Integrated Learning Systems Pte Ltd
		Solve Problems and Make Decisions for Supervisors	Lighthouse Global Training and Consultancy Pte Ltd
		Solve Problems and Make Decisions at Supervisory Level	Mendaki Social Enterprise Network Singapore Pte Ltd
		Solve Problems and Make Decisions at Supervisory Level	Nanyang Polytechnic
		Solve Problems and Make Decisions at Managerial Level (ES-ACE-402G-1)	NTUC Learning Hub Pte Ltd
		Solve Problems and Make Decisions at Supervisory Level (ES-ACE-302G-1)	NTUC LearningHub Pte Ltd
		Solve Problems and Make Decisions at Managerial Level	Service Quality Centre Pte Ltd
		Innovative Problem Solving and Decision Making	Singapore Institute of Management
		Solve Problems and Make Decisions at Supervisory Level	Singapore National Employers Federation
		Solve Problems and Make Decisions at Managerial Level	Singapore National Employers Federation
		Solve Problems and Make Decisions at Supervisory Level	Singapore Polytechnic
		Solve Problems and Make Decisions at Supervisory Level	SSA Consulting Group Pte Ltd
		Solve Problems and Make Decisions at Managerial Level	SSA Consulting Group Pte Ltd
		Solve Problems and Make Decisions at Supervisory Level	Trillion Training (S) Pte Ltd
		Solve Problems and Make Decisions at Supervisory Level	U-Training Centre Pte Ltd
		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
	Problem Solving	Intermediate	

Service Orientation	Basic	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		
		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		
		Teamwork	Intermediate	Support Team	Bootstrap Pte Ltd
				Facilitate Effective Work Teams (ES-IP302G-1)	Cambrian Academy Pte Ltd
Synergizing for Success	Capelle Academy Pte Ltd				
Building a Results-Oriented Team	Capelle Academy Pte Ltd				
People Leadership Program	Capelle Academy Pte Ltd				
WSQ Facilitate Effective Work Teams	Eagle Infotech Consultants Pte Ltd				
Facilitate Effective Work Teams	Image Institute of Learning and Development Pte Ltd				
One Dream - One Team: Manage Team Effectively	Image Institute of Learning and Development Pte Ltd				
Support Team	Kaplan Professional				
Lead Team	Kaplan Professional				
Lead Team	Loyal Reliance Pte Ltd				
Facilitate Effective Work Teams	Mendaki Social Enterprise Network Singapore Pte Ltd				
Support Team	Mendaki Social Enterprise Network Singapore Pte Ltd				
Lead Team	Mendaki Social Enterprise Network Singapore Pte Ltd				
Support Team powered by John Maxwell	NTUC LearningHub Pte Ltd				
Lead Team	NTUC LearningHub Pte Ltd				
Building a High Performance Team (I)	ROHEI Corporation Pte Ltd				
Art of Leadership: Influence and Manage your Team for Results	ROHEI Corporation Pte Ltd				
Support Team	SeraphCorp Institute Pte Ltd				
Lead Team	SeraphCorp Institute Pte Ltd				
Support Team	Service Quality Centre Pte Ltd				
Support Team	Singapore Chinese Chamber Institute of Business				
Lead Team	Singapore Chinese Chamber Institute of Business				
Developing and Engaging Your Team for Workplace Success	Singapore Institute of Management				
Dynamic Planning and Execution for Managers	Singapore Institute of Management				
Develop A Work Team	Singapore National Employers Federation				
Support Your Team Creatively	Singapore National Employers Federation				
Facilitate Effective Work Teams	SSA Consulting Group Pte Ltd				
Develop a Work Team	SSA Consulting Group Pte Ltd				
Lead Team Leaders to Develop Business Strategies and Governance Management	Training Masters Workforce Institute Pte Ltd				
Facilitate Effective Work Teams	Trillion Training (S) Pte Ltd				