

## 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:

Traffic Coordinator/ Dispatch Coordinator

Full Qualification Programmes	Providers
Higher NITEC in Services - Logistics for International Trade ITE Skills Certificate (ISC) in Logistics Operations	Institute of Technical Education
Diploma in Business Practice (International Supply Chain Management) Modular Certificate in International Trade Management Modular Certificate in Logistics Management Modular Certificate in Specialised Logistics Specialist Diploma in Consumer and Performance Analytics	Ngee Ann Polytechnic
Post-Diploma Certificate in Integrated Supply Chain and Specialized Logistics Post-Diploma Certificate in Supply Chain Management Tools and Methodologies SkillsFuture Earn and Learn Programme for Logistics	Republic Polytechnic
Diploma (Conversion) in Shipping Operations and Management Diploma in Business Practise (Business Management) Diploma in Maritime and Offshore Management Specialist Diploma in Port Management and Operations WSQ Diploma in Freight and Transportation Services	Singapore Polytechnic

Technical Skills and Competencies (TSC)			Modular Programmes	Providers
Category	Title	Proficiency Level		
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		
		Facilitate Effective Communication and Engagement at the Workplace	Absolute Kinetics Consultancy Pte Ltd
		Develop Self	Bootstrap Pte Ltd
		People Leadership Program	Capelle Academy Pte Ltd
		Leading through People	Capelle Academy Pte Ltd
		Manage Self	Charles Mann Training and Consultancy Pte Ltd
		Facilitate Effective Communication and Engagement at the Workplace	Comat Training Services Pte Ltd
		Lead Workplace Communication and Engagement	Eben Consultants (Far East) Pte Ltd
		Facilitate Effective Communication and Engagement at the Workplace	E-Square Communication and Management Training Consultancy
		Decision Making and Self Mastery	Everest Innovation Pte Ltd
		Be an Achiever: Manage Self	Image Institute of Learning and Development Pte Ltd
		ES WSQ Effective Interactive and Relationship Management (Supervisory)	Integrated Learning Systems Pte Ltd
		ES-IP-301G-1 Facilitate Effective Communication and Engagement at the Workplace	Kaplan Professional
		ES-IP-401G-1 Lead Workplace Communication and Engagement	Kaplan Professional
		Manage Self	Kaplan Professional

Communication	Intermediate	Develop Self	Kaplan Professional		
		Facilitate Effective Communication and Engagement at the Workplace	Mendaki Social Enterprise Network Singapore Pte Ltd		
		Manage Self	Mendaki Social Enterprise Network Singapore Pte Ltd		
		Develop Self	Mendaki Social Enterprise Network Singapore Pte Ltd		
		Facilitate Effective Communication and Engagement at the Workplace	Nanyang Polytechnic		
		Facilitate Effective Communication and Engagement at the Workplace	Ngee Ann Polytechnic		
		Lead Workplace Communication and Engagement	Ngee Ann Polytechnic		
		Facilitate Effective Communication and Engagement at the Workplace (ES-IP-301G-1)	NTUC LearningHub Pte Ltd		
		Lead Workplace Communication and Engagement (ES-IP-401G-1)	NTUC LearningHub Pte Ltd		
		Manage Self	NTUC LearningHub Pte Ltd		
		Develop Self powered by John Maxwell	NTUC LearningHub Pte Ltd		
		Facilitate Effective Communication and Engagement at the Workplace	PSB Corporation Pte Ltd		
		Manage Self	Raffles Skills Lab International Training Centre Pte Ltd		
		Manage Self	SeraphCorp Institute Pte Ltd		
		Develop Self	SeraphCorp Institute Pte Ltd		
		Facilitate Effective Communication and Engagement at the Workplace	Service Quality Centre Pte Ltd		
		Lead Workplace Communication and Engagement	Service Quality Centre Pte Ltd		
		Manage Self	Singapore Chinese Chamber Institute of Business		
		Develop Self	Singapore Chinese Chamber Institute of Business		
		Developing Self Effectiveness for Business Performance	Singapore Institute of Management		
		The Facilitative Leader of Self-Managed Teams	Singapore National Employers Federation		
		Creative Leadership and Self Development Skills	Singapore National Employers Federation		
		Facilitate Effective Communication and Engagement at the Workplace	The National University of Singapore Society		
		Develop Self to Maintain Professional Competence at Managerial Level	Training Masters Workforce Institute Pte Ltd		
		Facilitate Effective Communication and Engagement at the Workplace	Training Vision Institute Pte Ltd		
		Facilitate Effective Communication and Engagement at the Workplace (Contextualised)	Training Vision Institute Pte Ltd		
		Lead Workplace Communication and Engagement (Contextualised)	Training Vision Institute Pte Ltd		
		Lead workplace communication and engagement	Training Vision Institute Pte Ltd		
		Facilitate Effective Communication and Engagement at the Workplace	Trillion Training (S) Pte Ltd		
		Lead Workplace Communication and Engagement	Trust Management Centre		
		Problem Solving	Intermediate	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
Service Orientation	Intermediate	Establish Relationships for Customer Confidence	Andalus Corporation Pte Ltd
		UPI Your Service: Increasing Customer Loyalty (Version B)	Capelle Academy Pte Ltd
		Establish Relationships for Customer Confidence	Capelle Academy Pte Ltd
		Establish Relationships for Customer Confidence	Center for Competency-Based Learning and Development Pte Ltd
		Establish Relationships for Customer Confidence	DSI Academy Pte Ltd
		WSQ Establish Relationships for Customer Confidence	Eagle Infotech Consultants Pte Ltd
		Building Rapport to Create Selling Opportunities	Impact Management Seminars Pte Ltd
		Effective Customer Service Skills (Building Rapport Module)	Impact Management Seminars Pte Ltd
		Establish Relationships for Customer Confidence	Integrated Training Consultants Pte Ltd
		Establish Relationships for Customer Confidence	Kaplan Professional
		Establish Relationships for Customer Confidence	Loyal Reliance Pte Ltd
		Establish Relationships for Customer Confidence	Mendaki Social Enterprise Network Singapore Pte Ltd
		WSQ Establish Relationships for Customer Confidence	NTUC Learning Hub Pte Ltd
		WSQ Establish Relationships for Customer Confidence powered by Disney Institute	NTUC Learning Hub Pte Ltd
		Establish Relationships for Customer Confidence	ROHEI Corporation Pte Ltd
		Establish Relationships for Customer Confidence	Service Quality Centre Pte Ltd
		Role Modelling to Establish Customer Relationship	Singapore Chinese Chamber Institute of Business
		Establish Relationships for Customer Confidence	Singapore Institute of Retail Studies
		WSQ SE: Establish Relationships for Customer Confidence	Singapore National Employers Federation
		Establish Relationships for Customer Confidence	Training Masters Workforce Institute Pte Ltd
Establish Relationships for Customer Confidence	Training Vision Institute Pte Ltd		
Establish Relationships for Customer Confidence	William Angliss Institute Pte. Ltd.		