

SKILLS FRAMEWORK FOR PUBLIC TRANSPORT SKILLS MAP - BUS CAPTAIN					
Sector	Public Transport				
Track	Bus Operations				
Sub-Track	Bus Service Route Operations				
Occupation	Bus Operations Officer				
Job Role	Bus Captain				
Job Role Description	<p>The Bus Captain is responsible for the safe operation of various bus types on scheduled routes and timetables. He/She performs pre-trip bus checks to ensure bus readiness for daily service commencement, as well as post-trip checks to prepare the bus for routine procedures upon service termination. He has to work closely with the Bus Operations Control Centre (BOCC) when operating buses on the road to ensure adherence to scheduled journey timings and to seek instructions and support during the occurrence of incidents and/or accidents. He is also expected to provide customer service to passengers in need of assistance, and contribute towards continuous improvement by providing feedback on gaps in service standards.</p> <p>He is an independent individual who is able to handle stressful situations when driving on the road. He possesses a customer-centric mindset and is capable of interacting well with passengers. He performs duties on rotating shifts which include carrying out duties on weekends and/or public holidays. He is required to obtain a valid Class 4 or 4A driving licence and Omnibus Driver's Vocational Licence as administered by the Land Transport Authority (LTA).</p>				
Critical Work Functions and Key Tasks	Critical Work Functions	Operate bus service routes	Key Tasks	Performance Expectations	
			Conduct pre-trip checks on bus controls, devices and equipment to ensure service readiness		Class 4 or 4A driving licence and Omnibus Driver's Vocational Licence
			Drive buses in accordance with assigned bus service routes and timetables		
			Liaise with the Bus Operations Control Centre (BOCC) on irregularities encountered during bus service route operations		
			Monitor passengers' adherence to payment of bus fares		
			Provide customer service to passengers		
			Conduct post-trip checks on bus interiors and exteriors to prepare for post-operation procedures		
	Comply with bus regulatory requirements and traffic rules and regulations				
	Manage incidents and/or accidents	Respond to incidents and/or accidents as guided by the BOCC and/or organisational operating procedures			
Report the occurrence of incidents and/or accidents					
Contribute to continuous improvement activities to enhance service standards	Provide feedback on gaps in service standards to support continuous improvement				
Skills & Competencies	Technical Skills & Competencies		Generic Skills & Competencies (Top 5)		
	Bus Equipment and Systems Operation	Level 2	Service Orientation	Basic	
	Bus Fare Management	Level 2	Communication	Basic	
	Bus Regulatory Compliance	Level 1	Problem Solving	Basic	
	Bus Vehicle Operations	Level 2	Teamwork	Basic	
	Crisis Management	Level 2	Decision Making	Basic	
	Health and Fatigue Risk Management	Level 1			
	Service Excellence	Level 1			
	Workplace Safety and Health Culture Development	Level 2			
	Workplace Safety and Health for Fire Prevention and Fire Fighting	Level 1			
	Workplace Safety and Health for Incident and Accident Investigation	Level 2			
	Workplace Traffic Safety Management	Level 1			
Programme Listing	For a list of Training Programmes available for the Public Transport sector, please visit: www.skillsfuture.sg/skills-framework/public-transport				

The information contained in this document serves as a guide.