

SKILLS FRAMEWORK FOR PUBLIC TRANSPORT SKILLS MAP - COMMUNICATION CONTROLLER				
Sector	Public Transport			
Track	Rail Operations			
Sub-Track	Rail Operations Control Management			
Occupation	Rail Operations Officer			
Job Role	Communication Controller			
Job Role Description	<p>The Communication Controller keeps track of daily rail operations activities and supports the Operations Control Centre (OCC) in executing its tasks and requirements. He/She monitors passenger activities and train operations via close-circuit television (CCTV), and communication and alert systems, to provide train service information and updates to commuters and the public.</p> <p>He possesses excellent communication skills, and is able to succinctly disseminate train service information in real-time and under pressure. He is savvy in operating a range of surveillance and broadcast communication equipment.</p>			
Critical Work Functions and Key Tasks	Critical Work Functions	Support Operations Control Centre (OCC) operations and requirements	Key Tasks	
			Broadcast service announcements through public announcement and/or display systems on passenger trains and/or at train stations	
			Conduct functional checks to ensure readiness of communication equipment	
			Prepare documentations for relevant OCC activities	
	Manage incidents and/or accidents	Comply with Workplace Safety and Health (WSH) policies, procedures, and regulations when carrying out work		
		Comply with the Rapid Transit System (RTS) Codes of Practice		
		Monitor closed-circuit television (CCTV), communication and alert systems for the occurrence of rail incidents and/or accidents in stations and/or on trains		
		Escalate train- and/or station-related incidents and/or accidents to internal/external stakeholders		
Assist in the investigation of rail incidents and/or accidents				
Skills & Competencies	Technical Skills & Competencies		Generic Skills & Competencies (Top 5)	
	Health and Fatigue Risk Management	Level 1	Communication	Intermediate
	Innovation Management	Level 2	Teamwork	Basic
	Rail Emergency Response Management	Level 1	Service Orientation	Basic
	Rail Incident Management	Level 1	Interpersonal Skills	Intermediate
	Rail Operations Control Management	Level 2	Decision Making	Basic
	Rail Regulatory Compliance	Level 2		
	Report Writing	Level 1		
	Security Management	Level 1		
	Workplace Facilities Safety Management	Level 2		
	Workplace Safety and Health Culture Development	Level 2		
	Workplace Safety and Health for Incident and Accident Investigation	Level 2		
	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.