

SKILLS FRAMEWORK FOR PUBLIC TRANSPORT SKILLS MAP - TRAIN SERVICE CONTROLLER/DEPOT TRAFFIC CONTROLLER				
Sector	Public Transport			
Track	Rail Operations			
Sub-Track	Rail Operations Control Management			
Occupation	Rail Operations Officer			
Job Role	Train Service Controller/Depot Traffic Controller			
Job Role Description	<p>The Train Service Controller/Depot Traffic Controller monitors, controls, and regulates train services in real-time to provide regular and efficient train services, and to ensure safe commute for passengers. He/She coordinates with Train Captains, station staff, depot control and maintenance staff, as well as external stakeholders, to manage activities for daily train services. He plays an important role in managing track access to ensure the protection and safety of personnel accessing train tracks for maintenance activities.</p> <p>He performs his duties from the Operations Control Centre (OCC) and operates integrated supervisory and control systems to track and regulate real-time train services and activities. He is observant, decisive, and able to think on his-feet under stress. He possesses good communication skills, can give clear and concise instructions, and disseminate train service control information accurately</p>			
Critical Work Functions and Key Tasks	Critical Work Functions	Key Tasks		
	Support Operations Control Centre (OCC) operations and requirements	Launch and withdraw passenger trains and engineering trains		
		Regulate daily train services in accordance with schedules		
		Document all train deployment and track access activities		
		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		
	Manage incidents and/or accidents	Monitor closed-circuit television (CCTV), communication and alert systems for the occurrence of incidents and/or accidents in stations and/or on trains		
		Respond to incidents and/or accidents in stations and/or on trains		
		Perform first-line recovery of rail systems and train faults		
		Regulate rail traffic movements to maintain train service continuity		
		Disseminate information to relevant staff, stakeholders and commuters during rail incidents and/or accidents		
		Assist in the investigation of rail incidents and/or accidents		
		Carry out follow-up measures to prevent the recurrence of rail incidents and/or accidents		
	Manage track access	Deploy protective measures to facilitate safe track access		
Coordinate the management of track access requests				
Support continuous improvement activities to enhance service reliability	Propose workflow improvements to enhance the efficiency of OCC operations			
	Implement workflow improvement initiatives to enhance OCC operations			
	Perform operational drills to support the review of operating standards and procedures			
Manage people and team performance	Perform on-the-job coaching			
Skills & Competencies	Technical Skills & Competencies		Generic Skills & Competencies (Top 5)	
	Civil Emergency Management	Level 2	Communication	Intermediate
	Continuous Improvement Management	Level 3	Decision Making	Intermediate
	Health and Fatigue Risk Management	Level 1	Service Orientation	Intermediate
	Innovation Management	Level 3	Teamwork	Intermediate
	Learning and Development	Level 2	Interpersonal Skills	Intermediate
	People Development	Level 3		
	Rail Emergency Response Management	Level 2		
	Rail Incident Management	Level 2		
	Rail Operations Control Management	Level 3		
	Rail Regulatory Compliance	Level 3		
	Report Writing	Level 2		
	Security Management	Level 2		

	Track Access Management	Level 3	
	Train Depot Control Management	Level 3	
	Workplace Facilities Safety Management	Level 3	
	Workplace Safety and Health Culture Development	Level 3	
	Workplace Safety and Health for Incident and Accident Investigation	Level 3	
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.