

**SKILLS FRAMEWORK FOR PUBLIC TRANSPORT
TECHNICAL SKILLS AND COMPETENCIES (TSC) REFERENCE DOCUMENT**

TSC Category	Bus Operations					
TSC	Bus Fare Management					
TSC Description	Operate bus fare collection equipment to collect bus fares and maintain bus fare policy					
TSC Proficiency Description	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
		PTP-BOP-2003-1.1				
		Operate bus fare collection equipment to collect bus fares				
Knowledge		<ul style="list-style-type: none"> • Methods and types of contactless smart cards and concession cards for bus fare payment • Bus fare structures • Types of concessionary schemes and fares for different categories of commuters • Role and duties of Public Transport Officials authorised by the Land Transport Authority (LTA) • Bus fare evasion scenarios and common misuses of contactless smart cards and concession cards • Mechanisms for enforcing fare evasion penalties • Operating procedures for bus fare collection • Functions of bus fare collection equipment • Common bus fare collection equipment faults • Methods for rectifying bus fare collection equipment faults • Procedures for reporting bus fare collection equipment faults 				

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<p>Abilities</p>		<ul style="list-style-type: none"> • Communicate bus fare payment methods and fare structures to commuters • Assist passengers on the usage of fare collection equipment for bus fare payment • Carry out bus fare collection in accordance with organisational procedures • Check that bus fare payments are made by commuters • Check the serviceability of bus fare collection equipment prior to service commencement • Perform system resets for malfunctioning bus fare collection equipment • Report malfunctions of bus fare collection equipment in accordance with organisational procedures 				
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