

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

<b>TSC Category</b>	Bus Operations					
<b>TSC</b>	Bus Interchange Operations					
<b>TSC Description</b>	Manage bus interchange operations through activities for bus service frequency regulation, bus readiness checks, safety management and crowd control, traffic control, customer service, and facilities maintenance					
<b>TSC Proficiency Description</b>	<b>Level 1</b>	<b>Level 2</b>	<b>Level 3</b>	<b>Level 4</b>	<b>Level 5</b>	<b>Level 6</b>
		<b>PTP-BOP-2005-1.1</b>	<b>PTP-BOP-3005-1.1</b>	<b>PTP-BOP-4005-1.1</b>		
		Execute interchange operational activities to support the smooth running of daily bus services	Implement and supervise interchange operations to maintain bus service continuity and reliability	Manage and review interchange operations to improve operational efficiency		
<b>Knowledge</b>		<ul style="list-style-type: none"> <li>Bus service routes, schedules, and running times</li> <li>Bus Captain duty rosters</li> <li>Principles of and procedures for regulating bus departure timings</li> <li>Types of and operating procedures for interchange systems and equipment</li> <li>Bus despatching procedures</li> <li>Features and functions of bus controls and on-board equipment</li> <li>Operating procedures for the use of bus controls and on-board equipment</li> <li>Types of faults related to bus controls and on-board equipment and methods for rectifying the faults</li> <li>Crowd and traffic management techniques</li> <li>Organisational policies and procedures for managing crowds and traffic and conducting security checks</li> <li>Types of passengers and their unique needs, including the disabled,</li> </ul>	<ul style="list-style-type: none"> <li>Bus service routes, schedules, and running times</li> <li>Bus Captain duty rosters</li> <li>Principles of and procedures for regulating bus departure timings</li> <li>Organisational policies and procedures for managing crowds and traffic management and conducting security checks</li> <li>Organisational policies and procedures on customer service and the handling of complaints</li> <li>Techniques for conflict resolution and customer service recovery</li> <li>Organisational guidelines and procedures for the handling of lost and found items</li> <li>Types of maintenance services required for interchange facilities and equipment</li> <li>Frequency of maintenance works required for interchange facilities</li> </ul>	<ul style="list-style-type: none"> <li>Key performance measures for interchange operations</li> <li>Methods to track performance indicators for interchange operations</li> <li>Tools and methodologies for reviewing systems and processes in interchange operations</li> <li>Organisational service excellence framework</li> <li>Procedures for executing contracts for outsourced maintenance works</li> <li>Best practices on interchange management</li> <li>Fundamentals of change management</li> </ul>		

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		<p>elderly, individuals with special needs, pregnant women, and passengers with young children</p> <ul style="list-style-type: none"> <li>Organisational policies and procedures on customer service and the handling of complaints</li> <li>Organisational guidelines and procedures for handling of lost and found items</li> <li>Regulatory requirements for interchange operations</li> <li>Workplace Safety and Health (WSH) policies, procedures, and regulations</li> </ul>	<ul style="list-style-type: none"> <li>Contractual requirements for outsourced maintenance works</li> <li>Organisational guidelines on performance management for Bus Captains</li> <li>Regulatory requirements for interchange operations</li> <li>Workplace Safety and Health (WSH) policies, procedures, and regulations</li> </ul>			
<b>Abilities</b>		<ul style="list-style-type: none"> <li>Monitor bus arrival timings to regulate bus service departure timings</li> <li>Redeploy Bus Captains in the event of irregular service route scenarios and contingencies</li> <li>Operate interchange systems and equipment</li> <li>Execute bus despatching procedures for daily bus service commencement</li> <li>Perform login, locking, and unlocking of bus controls and on-board equipment during pre-trip preparations</li> <li>Analyse bus controls and on-board equipment failures and execute mitigating actions</li> <li>Report defective bus controls and on-board equipment and irregularities according to organisational procedures</li> </ul>	<ul style="list-style-type: none"> <li>Supervise the monitoring and regulating of bus arrivals and departures timings</li> <li>Supervise the re-deployment of Bus Captains in the event of irregular bus service route scenarios and contingencies</li> <li>Inspect interchange premises for non-conformances to security and safety protocols</li> <li>Deploy appropriate techniques to resolve customer conflicts</li> <li>Implement administration procedures for lost and found items</li> <li>Coordinate with vendors to carry out outsourced maintenance work for interchange facilities</li> <li>Identify Bus Captain disciplinary issues for escalation in accordance</li> </ul>	<ul style="list-style-type: none"> <li>Apply techniques to optimise bus service frequency regulating and Bus Captain redeployment</li> <li>Evaluate the interchange environment for the review of safety and security protocols and inspection plans</li> <li>Evaluate commuter feedback to determine appropriate follow-up actions</li> <li>Evaluate customer service performance indicators to develop service improvement plans</li> <li>Review systems and processes to identify areas of improvement in the administration and documentation of lost and found items</li> <li>Lead the coordination with vendors to carry out</li> </ul>		

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		<ul style="list-style-type: none"> <li>• Carry out routine security checks within the interchange premises</li> <li>• Apply traffic and crowd control techniques to facilitate the safe movement of vehicles, working personnel, and commuters within interchange premises</li> <li>• Respond to customer enquiries and complaints</li> <li>• Receive and record lost and found items</li> <li>• Identify interchange operational gaps and provide feedback for improvement</li> </ul>	<p>with organisational procedures</p> <ul style="list-style-type: none"> <li>• Propose areas for improvement in interchange operations</li> </ul>	<p>outsourced maintenance work for interchange facilities</p> <ul style="list-style-type: none"> <li>• Develop appropriate preventive and corrective plans to address breaches in safety, security, and operating procedures</li> <li>• Implement initiatives to improve the efficiency of interchange operations</li> </ul>		
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