

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

<b>TSC Category</b>	Rail Operations					
<b>TSC</b>	Train Fare and Ticket Management					
<b>TSC Description</b>	Implement fare and ticket management, operations and enforcement in accordance to Fares and Tickets Regulations					
<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-ROP-1006-1.1</b>	<b>PTP-ROP-2006-1.1</b>	<b>PTP-ROP-3006-1.1</b>	<Insert TSC Code>	<Insert TSC Code>	<Insert TSC Code>
	Carry out fare and ticket operations	Implement fare and ticket transaction procedures and enforce fare and ticket regulations	Supervise the implementation and management of fare and ticket procedures and regulations			
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>Types of Automatic Fare Collection (AFC) equipment</li> <li>Operating principles and functions of AFC equipment and components</li> <li>Organisational standard operating procedures (SOPs) for AFC operations</li> <li>Types of contactless smart cards</li> <li>Ticket system for public transportation</li> <li>Fare structures and range</li> <li>Organisational SOPs for fare revenue management</li> <li>Rapid Transit System (RTS) Act</li> <li>Fare and Ticket regulations</li> <li>Role and duties of Public Transport Officials</li> </ul>	<ul style="list-style-type: none"> <li>Types of Automatic Fare Collection (AFC) equipment</li> <li>Operating principles and functions of AFC equipment and components</li> <li>Organisational standard operating procedures (SOPs) for AFC operations</li> <li>Types of contactless smart cards</li> <li>Ticket system for public transportation</li> <li>Fare structures and range</li> <li>Fare evasion scenarios</li> <li>Fare evasion penalty enforcement mechanisms</li> <li>Organisational SOPs for fare revenue management</li> <li>Rapid Transit System (RTS) Act</li> <li>Fare and Ticket regulations</li> </ul>	<ul style="list-style-type: none"> <li>Rail services and routes</li> <li>Organisational standard operating procedures (SOPs) for fare revenue management</li> <li>Fare evasion scenarios</li> <li>Fare evasion penalty enforcement mechanisms</li> <li>Penalty Fees Regulations</li> <li>Roles and responsibilities of fare enforcement authority, internal and external stakeholders</li> <li>Fare and ticketing operations documentation and reporting requirements</li> </ul>			
<b>Abilities</b>	<ul style="list-style-type: none"> <li>Check the serviceability of AFC equipment to prepare for daily operations</li> </ul>	<ul style="list-style-type: none"> <li>Implement fare and ticketing procedures in the station</li> <li>Check the serviceability of AFC equipment and</li> </ul>	<ul style="list-style-type: none"> <li>Supervise Automatic Fare Collection (AFC) tickets and revenue transaction operations according to</li> </ul>			

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	<ul style="list-style-type: none"> <li>• Assist commuters in using AFC ticket machines</li> <li>• Perform fare and ticket transactions using AFC software on station computer and card reader</li> <li>• Relay fare information to commuters and provide advice on ticket-related issues</li> <li>• Assist in collection of fare revenue, closing of daily revenue and card accounts</li> <li>• Assist in revenue protection</li> </ul>	<ul style="list-style-type: none"> <li>• raise service and repair request to maintenance department</li> <li>• Perform fare and ticket transactions using AFC software on station computer and card reader</li> <li>• Interpret and identify fraudulent ticket usage and fare evasion to enforce corrective measures and/or penalty fees</li> <li>• Apply knowledge of fare management in executing AFC tickets and revenue transactions according to organisational operating procedures</li> <li>• Disseminate fare and ticket information to commuters</li> <li>• Perform revenue protection</li> <li>• Manage AFC documentation, records and revenue reporting</li> </ul>	<ul style="list-style-type: none"> <li>• organisational operating procedures</li> <li>• Analyse and handle various fare evasion scenarios</li> <li>• Ensure and maintain availability of petty-cash flow in stations to facilitate cash transactions</li> <li>• Close accounts for cash transactions according to documentation and reporting requirements</li> <li>• Collate revenue reports for submission to fare revenue department</li> <li>• Liaise with authorities and internal and/or external stakeholders in the implementation and enforcement of Fares and Tickets Regulations</li> <li>• Analyse and report the misuse of the AFC equipment according to organisational operating procedures</li> </ul>			
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