

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

TSC Category	Rail Operations					
TSC	Train Station Operations Management					
TSC Description	Manage the operations of train stations to achieve rail service continuity, safety and reliability					
TSC Proficiency Description	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
		PTP-ROP-2007-1.1	PTP-ROP-3007-1.1	PTP-ROP-4007-1.1	PTP-ROP-5007-1.1	PTP-ROP-6007-1.1
		Execute station operations through managing station and rail systems, equipment, facilities and administrative activities	Implement and supervise stations operations to maintain service continuity and reliability	Develop station operation plans and facilitate station and operational enhancements	Formulate policies and organisational procedures to ensure operational efficiency of station operations	Direct changes in policies and organisational procedures to optimise station operations
Knowledge		<ul style="list-style-type: none"> Organisational Standard Operating Procedures (SOPs) for station operations Types, functions and usage of rail station systems and equipment Station facilities, functions and layout SOPs for rail premises access control Operator-level recovery procedures for rail and station systems and equipment Reporting procedures for station facilities and equipment defects Roles and responsibilities of person-in-charge (PIC) duties for internal and external agencies, stakeholders and service providers Organisational procedures for documenting operational activities Rapid Transit System Act Workplace Safety and Health Act 	<ul style="list-style-type: none"> Standard Operating Procedures (SOPs) for station operations Operator-level recovery procedures for rail and station systems and equipment Station facilities, functions and layout SOPs for service degradation and incident management SOPs for rail premises access control SOPs for station supervisory control systems Safety Policy Statement Public Transport Council Act 	<ul style="list-style-type: none"> Organisational policies and regulatory requirement on station operations Organisation policy on resource management and maintenance Regulatory requirements on managing rail premises Operation efficiency, safety and security standards Safety and security protocols in stations Preventive and corrective plans for safety, security, and operating procedures breach Standard Operating Procedures (SOPs) for crowd control management Safety Policy Statement Public Transport Council Act 	<ul style="list-style-type: none"> Regulatory requirement impacting station operations Types of assessment metrics set by Regulators Content, procedures, formats and work instruction templates for the development of Standard Operating Procedures (SOPs) Organisation policy on resource management and maintenance Preventive and corrective plans for safety, security, and operating procedures breach Safety and security protocols in stations 	<ul style="list-style-type: none"> Regulatory requirement impacting station operations Types of assessment metrics set by Regulators Types of assessment frameworks in determining efficiency of station operations Local and international best practices in station operations Framework in developing organisational standard procedures for station operations

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<p>Abilities</p>		<ul style="list-style-type: none"> • Open and close stations • Execute start-up and shut-down procedures of rail and station systems and facilities • Monitor station operations including in-bound and out-bound of train movement at the station • Operate station and rail equipment • Report abnormalities of train services and/or rail incidents • Report station and rail systems and equipment faults and station facilities defects and breakdowns • Perform operator-level recovery of station and rail systems and equipment to rectify occurrence of faults and malfunctions • Support access control of internal and external stakeholders and/or service providers to restricted access areas of the station • Perform PIC duties to manage internal and/or external stakeholders and/or service providers • Execute crowd control measures and regulate commuters during service degradation • Interpret and enforce Rapid Transit System Act • Document operational log and activities 	<ul style="list-style-type: none"> • Plan and allocate work activities to station staff and contract personnel • Plan for resources required • Coordinate service, maintenance and repairs of station facilities, rail systems and equipment • Perform operator-level recovery of station and rail systems and equipment to rectify occurrence of faults and malfunctions • Supervise access control to station premises • Supervise the operation of station and rail systems and equipment • Supervise the usage of station equipment in compliance with safety precautions and organisational operating procedures • Implement service degradation and incident management measures • Collate customer feedback and acknowledgement 	<ul style="list-style-type: none"> • Develop station operations and staff deployment plans • Facilitate service, maintenance and repairs of station facilities and rail systems and equipment • Propose station facilities improvement works • Inspect station environment pertaining to operation efficiency, safety and security • Detect violations in safety and security protocols, and operating procedures • Develop appropriate preventive and corrective plans for safety, security and operating procedures to prevent occurrence of breaches • Facilitate crowd control management measures during service degradation and/or during rail incident • Review the management of station access and control Review customer feedback and acknowledgement for service improvement 	<ul style="list-style-type: none"> • Initiate audits and checks to determine station operations comply with operating procedures and regulatory requirements • Evaluate station environment pertaining to operation efficiency, safety and security • Evaluate safety and security protocols and operating procedures to detect potential infringements • Formulate safety and security protocols for station operations • Guide the development of appropriate preventive and corrective plans for safety, security and operating procedures breach • Formulate SOPs for station operations 	<ul style="list-style-type: none"> • Formulate station operations strategies • Anticipate future requirements of station operations • Guide the formulation of safety and security protocols for station operations • Appraise the performance standards of station operations • Synergise preventive and corrective plans to mitigate breaches in safety, security, and operating procedures • Synergise station operation procedures with the Operation Control Centre (OCC) to ensure rail networks under the organisation's purview are optimised
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