

## Skills Framework for Public Transport

Programmes that broaden or deepen specific skills and knowledge  
for the various job roles in the sector

Bus Operations (Bus Interchange Management)

**Job Role:**  
Interchange Manager

Full Qualification Programmes	Providers
-	-

Technical Skills and Competencies (TSC)			Modular Programmes	Providers
Category	Title	Proficiency Level		
Business Management	Budgeting	4	Financial Management Skills for Non-Accountants	Nanyang Polytechnic
			Manage Budgeting and Forecasting Processes for the Business Unit	Singapore National Employers' Federation
Business Management	Change Management	4	Risk Assessment and Management	Singapore University Of Social Sciences
Business Management	Data and Statistical Analytics	3	NICF - Business Intelligence Project	Lithan Academy Pte Ltd
			Text Mining & Analytics	Nanyang Polytechnic
			Data Analytics in the Workplace	Nanyang Polytechnic
			NICF - Business Intelligence Analytics	National University of Singapore
			NICF - Querying Data with Transact-SQL	NTUC Learning Hub Pte Ltd
			Data Visualisation for Business	Singapore University Of Social Sciences
			Fundamentals of Data Mining	Singapore University Of Social Sciences
			Association and Clustering	Singapore University Of Social Sciences
			Predictive Modelling	Singapore University Of Social Sciences
			Business Analytics Applications	Singapore University Of Social Sciences
			Business Forecasting	Singapore University Of Social Sciences
			MC3: Decision Analysis	Temasek Polytechnic
MC4: System Thinking and Method	Temasek Polytechnic			
Incident Management	Crisis Management	4	Manage Crisis Situations	Avanta Global Pte Ltd
			CM-460 Executing and Managing a Crisis Management Plan	BCMI Pte Ltd
			Manage Crisis Situations	Seraphcorp Institute Pte Ltd
			Manage Crisis Situations (14+1)	William Angliss Institute Pte. Ltd.
People Management	Manpower Planning and Deployment	4	Manage operational human resource policies	Singapore Institute Of Retail Studies (SIRS)
			MC3: Decision Analysis	Temasek Polytechnic
Process Improvement	Continuous Improvement Management	4	Quality Assurance & Quality Control	Ngee Ann Polytechnic
			Safety Management and Audit	Singapore University Of Social Sciences
			Behavioural Based Safety	Singapore University Of Social Sciences
			Cognitive Systems Engineering	Singapore University Of Social Sciences
			Safety, Risk and Resilience Engineering	Singapore University Of Social Sciences
			MC4: Systems Thinking & Methods	Temasek Polytechnic
MC5: Organisational Management	Temasek Polytechnic			
Stakeholder and Customer Management	Service Excellence	3	Establish Relationships for Customer Confidence	Andalus Corporation Pte Ltd
			UP! Your Service: Increasing Customer Loyalty (Version B)	Capelle Academy Pte Ltd
			Establish Relationships for Customer Confidence (Version B)	Capelle Academy Pte Ltd
			Establish Relationships for Customer Confidence	Center for Competency-Based Learning and Development Pte Ltd
			Establish Relationships for Customer Confidence	DSI Academy Pte Ltd
			WSQ Establish Relationships for Customer Confidence	Eagle Infotech Consultants Pte Ltd
			Building Rapport to Create Selling Opportunities	Impact Management Seminars Pte Ltd
			Effective Customer Service Skills (Building Rapport Module)	Impact Management Seminars Pte Ltd
			Establish Relationships for Customer Confidence	Integrated Training Consultants Pte Ltd
			Establish Relationships for Customer Confidence	Loyal Reliance Pte Ltd
			Establish Relationships for Customer Confidence	Mendaki Social Enterprise Network Singapore Pte Ltd
			WSQ Establish Relationships for Customer Confidence	NTUC Learning Hub Pte Ltd
			WSQ Establish Relationships for Customer Confidence powered by Disney Institute	NTUC Learning Hub Pte Ltd
			Establish Relationships for Customer Confidence	ROHEI Corporation Pte Ltd
			Establish Relationships for Customer Confidence	Service Quality Centre Pte Ltd
			Role Modelling to Establish Customer Relationship	Singapore Chinese Chamber Institute of Business
			Establish Relationships for Customer Confidence	Singapore Institute of Retail Studies
			WSQ SE: Establish Relationships for Customer Confidence	Singapore National Employers Federation
			Establish Relationships for Customer Confidence	Training Masters Workforce Institute Pte Ltd

			Establish Relationships for Customer Confidence	Training Vision Institute Pte Ltd
			Establish Relationships for Customer Confidence	William Angliss Institute Pte. Ltd.
Stakeholder and Customer Management	Stakeholder Management	4	BHB2802 Career & Professional Development II	Singapore Institute of Technology
Workplace Safety and Health	Health and Fatigue Risk Management	3	Supervise Workplace Safety and Health Practices	AVANTA GLOBAL PTE. LTD.
			Supervise Workplace Safety and Health Practices	INTEGRATED TRAINING CONSULTANTS PTE. LTD.

For Generic Skills and Competencies (GSCs) programme listing, please refer to *Section (v) (c) - View the Training Programmes* for *Generic Skills and Competencies (GSCs)*. To access the section, click this [link](#)