

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:
Senior Interchange Officer/Senior Interchange Assistant/Interchange Officer/Interchange Assistant

Full Qualification Programmes	Providers
Part-Time Diploma in Engineering (Operations and Engineering Management)	Republic Polytechnic
Part-Time Diploma in Engineering (Vehicular Technology and Operations)	

Technical Skills and Competencies (TSC)			Modular Programmes	Providers
Category	Title	Proficiency Level		
Bus Operations	Bus Interchange Operations	2	Enhanced Vocational Licence Training (For in-service professional)	Singapore Bus Academy (SGBA), Land Transport Authority
Bus Operations	Bus Vehicle Operations	2	Enhanced Vocational Licence Training (For in-service professional)	Singapore Bus Academy (SGBA), Land Transport Authority
Business Management	Report Writing	1	WSQ Write Reports	NTUC LearningHub Pte. Ltd.
Incident Management	Crisis Management	2	MC4: Systems Thinking & Methods	Temasek Polytechnic
			MC5: Organisational Management	Temasek Polytechnic
Process Improvement	Continuous Improvement Management	2	MC1: Process & Service Improvement	Temasek Polytechnic
			MC4: Systems Thinking & Methods	Temasek Polytechnic
			MC5: Organisational Management	Temasek Polytechnic
Stakeholder and Customer Management	Crowd Management	2	WSQ Crowd Control and Traffic Control	NTUC Learning Hub
Stakeholder and Customer Management	Service Excellence	1	MC1: Process & Service Improvement	Temasek Polytechnic
Workplace Safety and Health	Workplace First-Aid	1	Occupational First-Aid Course	NTUC Learning Hub
Workplace Safety and Health	Workplace Safety and Health Culture Development	2	Comply with Workplace Safety and Health Policies & Procedures	BESPOKE SOLUTION TRAINING CONSULTANCY PTE. LTD.
			Comply with Workplace Safety and Health Policies and Procedures	U-TRAINING CENTRE PTE. LTD.
Workplace Safety and Health	Workplace Safety and Health for Fire Prevention and Fire Fighting	1	Basic Occupational Safety and Security Training (Fire Prevention and Fire Fighting)	Singapore Polytechnic
			Basic Occupational Safety and Security Training (Fire Prevention and Fire Fighting - Practical)	Singapore Polytechnic
			SSTC Fire Safety Course	Singapore Safety Training Centre
Workplace Safety and Health	Workplace Traffic Safety Management	2	Basic Traffic Controller Course	NTUC Learning Hub

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](#)