

## 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 Operations Control Management)

Job Role:

Deputy Bus Operations Control Centre Manager

Full Qualification Programmes	Providers
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Technical Skills and Competencies (TSC)			Modular Programmes	Providers
Category	Title	Proficiency Level		
Bus Operations	Bus Operations Control Management	4	Masterclass in Effective Resource Management (For in-service professional) Transforming Transport Landscape	Singapore Bus Academy (SGBA), Land Transport Authority Singapore Institute of Technology
Business Management	Business Continuity Planning	4	Manage and Implement Business Continuity Plans Manage and Implement Business Continuity Plans	Business Continuity Planning Asia Pte Ltd Seraphcorp Institute Pte Ltd
Business Management	Change Management	4	Risk Assessment and Management	Singapore University Of Social Sciences
Business Management	Report Writing	2	WSQ Write Reports	NTUC LearningHub Pte. Ltd.
Business Management	Data and Statistical Analytics	2	Fundamentals of Data Analytics Using Excel QC Analytics QA and Documentation Validation MC4: System Thinking and Method	Nanyang Polytechnic Ngee Ann Polytechnic Ngee Ann Polytechnic Ngee Ann Polytechnic Temasek Polytechnic
Incident Management	Crisis Management	4	Manage Crisis Situations CM-460 Executing and Managing a Crisis Management Plan Manage Crisis Situations Manage Crisis Situations (14+1) Emergency Preparedness & Response Planning	Avanta Global Pte Ltd BCMI Pte Ltd Seraphcorp Institute Pte Ltd William Angliss Institute Pte. Ltd. Singapore University Of Social Sciences
People Management	Manpower Planning and Deployment	3	Conduct Competency-based Interview and Make Hiring Decision Conduct Interviews and Make Hiring Decisions Conduct Interviews and Make Hiring Decisions Plan and Conduct Interviews to Facilitate Hiring Decisions MC3: Decision Analysis MC5: Organisational Management Conduct Interview and Make Hiring Decisions	Center for Competency-Based Learning and Development Pte Ltd Human Capital (Singapore) Pte Ltd Singapore National Employers Federation Singapore National Employers Federation Temasek Polytechnic Temasek Polytechnic Training Masters Workforce Institute Pte Ltd
Process Improvement	Continuous Improvement Management	4	Quality Assurance & Quality Control Safety Management and Audit Behavioural Based Safety Cognitive Systems Engineering Safety, Risk and Resilience Engineering MC4: Systems Thinking & Methods MC5: Organisational Management	Ngee Ann Polytechnic Singapore University Of Social Sciences Singapore University Of Social Sciences Singapore University Of Social Sciences Singapore University Of Social Sciences Temasek Polytechnic Temasek Polytechnic
Workplace Safety and Health	Health and Fatigue Risk Management	3	Supervise Workplace Safety and Health Practices Supervise Workplace Safety and Health Practices	AVANTA GLOBAL PTE. LTD. INTEGRATED TRAINING CONSULTANTS PTE. LTD.
Shareholder and Customer Manage	Stakeholder Management	4	BHB2802 Career & Professional Development II	Singapore Institute of Technology
Workplace Safety and Health	Workplace Safety and Health for Incident and Accident Investigation	4	Accident and Incident Investigation	Singapore University Of Social Sciences

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](#)