

## 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 Service Route Operations) Job Role: Chief Bus Captain/Master Bus Captain

Full Qualification Programmes	Providers
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Technical Skills and Competencies (TSC)			Modular Programmes	Providers
Category	Title	Proficiency Level		
Bus Operations	Bus Vehicle Operations	2	Enhanced Vocational Licence Training (For in-service professional)	Singapore Bus Academy (SGBA), Land Transport Authority
Incident Management	Crisis Management	2	MC4: Systems Thinking & Methods	Temasek Polytechnic
			MCS: Organisational Management	Temasek Polytechnic
Stakeholder and Customer Management	Service Excellence	3	Establish Relationships for Customer Confidence	Andalus Corporation Pte Ltd
			UPI 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.			
Workplace Safety and Health	Health and Fatigue Risk Management	1	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 Culture Development	3	Supervise Workplace Safety and Health Practices	AVANTA GLOBAL PTE. LTD.
			Modular Certificate in Workplace Safety and Health Management	Institute of Technical Education
			Supervise Workplace Safety and Health Practices	INTEGRATED TRAINING CONSULTANTS 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](#)