

Skills Framework for Public Transport

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

Rail Operations (Station and Train Operations)

Job Role:

Service Operations Manager/Duty Operations Manager

Full Qualification Programmes	Providers
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Technical Skills and Competencies (TSC)			Modular Programmes	Providers
Category	Title	Proficiency Level		
Business Management	Change Management	4	Risk Assessment and Management	Singapore University Of Social Sciences
Incident Management	Civil Emergency Management	3	Emergency Response Plan Preparation Course	Singapore Civil Defense
			Incident Management	Singapore Civil Defense
Business Management	Innovation Management	4	Champion and Facilitate Innovation	Capelle Academy Pte Ltd
			Innovation : Turning Ideas into Gold (Project)	Everest Innovation Pte Ltd
			WSQ Manage Innovation in the Business Function	Singapore Media Academy Pte Ltd
			Manage Innovation in the Business Function	Singapore National Employers Federation
Business Management	Report Writing	2	WSQ Write Reports	NTUC LearningHub Pte. Ltd.
Corporate Governance and Policy	Rail Regulatory Compliance	4	Career Onboarding for Railway Engineering (CORE) Programme (For in-service professional)	Singapore Rail Academy (SGRA), Land Transport Authority
Incident Management	Rail Emergency Response 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.
			Emergency Preparedness & Response Planning	Singapore University Of Social Sciences
Incident Management	Rail Incident Management	3	Risk Assessment and Management	Singapore University Of Social Sciences
			Accident and Incident Investigation	Singapore University Of Social Sciences
			Emergency Preparedness & Response Planning	Singapore University Of Social Sciences
			Risk Assessment and Management	Singapore University Of Social Sciences
People Management	Manpower Planning and Deployment	3	Incident Management	Singapore Civil Defense
			Conduct Competency-based Interview and Make Hiring Decision	Center for Competency-Based Learning and Development Pte Ltd
			Conduct Interviews and Make Hiring Decisions	Human Capital (Singapore) Pte Ltd
			Conduct Interviews and Make Hiring Decisions	Singapore National Employers Federation
			Plan and Conduct Interviews to Facilitate Hiring Decisions	Singapore National Employers Federation
			MC3: Decision Analysis	Temasek Polytechnic
			MC5: Organisational Management	Temasek Polytechnic
Conduct Interview and Make Hiring Decisions	Training Masters Workforce Institute Pte Ltd			
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
Shareholder and Customer Manage	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	3	Supervise Workplace Safety and Health Practices	AVANTA GLOBAL PTE. LTD.
			Supervise Workplace Safety and Health Practices	INTEGRATED TRAINING CONSULTANTS PTE. LTD.
Workplace Safety and Health	Workplace Facilities Safety Management	4	Risk Assessment and Management	Singapore University Of Social Sciences
			Modular Certificate in Workplace Safety and Health Management	Institute of Technical Education
			Safety Management and Audit	Singapore University Of Social Sciences
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 (GSC)*. To access the section, click this [link](#)