

## 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:  
Customer Service Officer/Rover

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

Technical Skills and Competencies (TSC)			Modular Programmes	Providers
Category	Title	Proficiency Level		
Corporate Governance and Policy	Rail Regulatory Compliance	2	Career Onboarding for Railway Engineering (CORE) Programme (For in-service professional)	Singapore Rail Academy (SGRA), Land Transport Authority
Rail Operations	Passenger Train Operations	2	Light Rapid Transit System Course (For in-service professional; Available for public based on demand)	SBST Transit Ltd
			North-East Line (NEL) - Normal Operation (For in-service professional; Available for public based on demand)	SBST Transit Ltd
			Light Rapid Transit - Normal Operation (For in-service professional; Available for public based on demand)	SBST Transit Ltd
			Downtown Line - Normal Operations (For in-service professional; Available for public based on demand)	SBST Transit Ltd
Rail Operations	Train Station Operations Management	2	Light Rapid Transit System Course (For in-service professional; Available for public based on demand)	SBST Transit Ltd
			North-East Line (NEL) - Normal Operation (For in-service professional; Available for public based on demand)	SBST Transit Ltd
			Light Rapid Transit - Normal Operation (For in-service professional; Available for public based on demand)	SBST Transit Ltd
			Downtown Line - Normal Operations (For in-service professional; Available for public based on demand)	SBST Transit Ltd
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 Facilities Safety Management	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 First-Aid	2	WSQ Perform Workplace First Aid	NTUC Learning Hub
			WSQ Perform Workplace First Aid	Singapore First Aid Training Centre
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

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](#)