

Skills Framework for Sea Transport

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

Shipping and Maritime Services

Job Role:

Ship Agent/Boarding Officer

Full Qualification Programme	Provider
Diploma in Maritime and Offshore Management	Singapore Polytechnic
Diploma (Conversion) in Maritime Business Management	
Diploma (Conversion) in Shipping Operations and Management	

Technical Skills and Competencies (TSC)			Modular Programmes	Providers
Category	Title	Proficiency Level		
Business Finance	Claims Processing	3	Dry Cargo Laytime and Demurrage	BIMCO
			Tanker Laytime and Demurrage	BIMCO
Business Development	Business Planning	3	Research and Analyse Business Opportunities	Capelle Academy Pte Ltd
			The Sales Strategist	Ode Consulting Pte Ltd
			A Business Mindset!	TLG Holdings Pte Ltd
	Proposal Writing	3	Writing Effective Business Proposals	Marketing Institute of Singapore
Cargo Operations	Documentation and Administration	3	Principles of Shipping Documentation and Practices	Singapore Shipping Association
Customer Experience	Service Excellence	3	Establish Relationships for Customer Confidence	Andalus Corporation Pte Ltd
			UP! 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.			
Strategic Planning	Innovation	3	Contribute to Innovation	Capelle Academy Pte Ltd
			Innovation : Turning Ideas into Gold (Project)	Everest Innovation Pte Ltd

For Generic Skills and Competencies (GSCs) programme listing, please refer to *Section (v) (c) - View the Training Programmes for GSCs*. Or click this [link](#) to view the GSCs Programme Listing.