

## 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:**  
Demurrage Analyst/ Laytime Analyst/Post Fixture Executive

Full Qualification Programmes	Providers
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	Cash Flow Reporting	3	Prepare Cash Flow Report for the Business Unit	Nanyang Polytechnic
	Claims Processing	3	Dry Cargo Laytime and Demurrage	BIMCO
			Tanker Laytime and Demurrage	BIMCO
Business Development	Business Data Analysis	3	NICF - Business Intelligence Project	Lithan Academy Pte Ltd
			NICF - Business Intelligence Analytics	National University of Singapore
			NICF - Querying Data with Transact-SQL	NTUC Learning Hub Pte Ltd
	Business Negotiation	3	Apply Basic Negotiation Skills and Techniques	Auston Institute of Management Pte Ltd
			Essential Skills for Negotiation	Capelle Academy Pte Ltd
			Apply Basic Negotiation Skills and Techniques	Institute of Singapore Chartered Accountants
			Winning Ways in Successful Negotiations	Malvern International Academy Pte Ltd
			Apply Basic Negotiation Skills and Techniques	Nanyang Polytechnic
			WSQ Apply Basic Negotiation Skills and Techniques	SFIC Institute Pte Ltd
			Apply Basic Negotiation Skills and Techniques	Singapore Chinese Chamber Institute of Business
			Developing Self Effectiveness for Business Performance	Singapore Institute of Management
			BM WSQ: Apply Basic Negotiation Skills and Techniques	Singapore National Employers Federation
			Apply Basic Negotiation Skills and Techniques	Singapore Training and Development Association (STADA)
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.