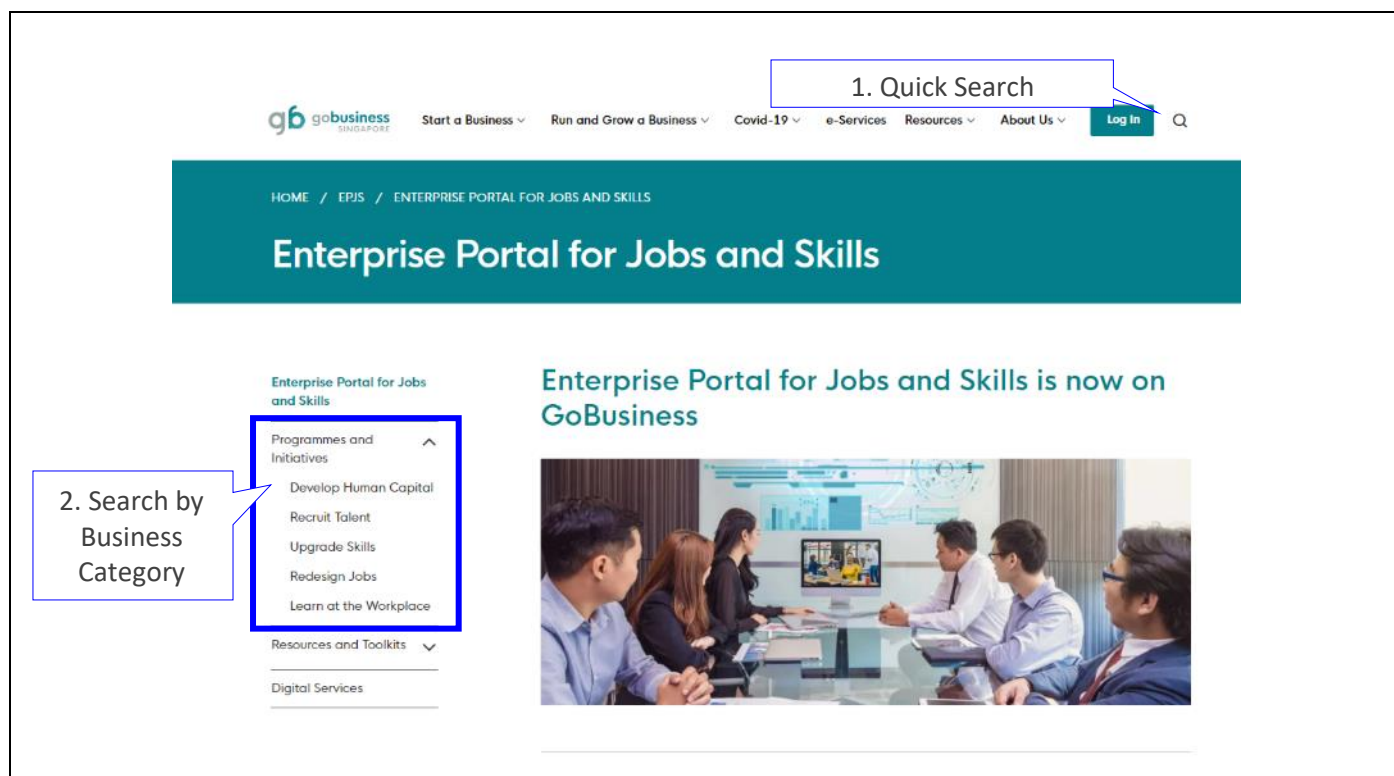


Quick Guide to access Training Plans in the Skills Framework

Go to the Enterprise Portal for Jobs and Skills (EPJS)

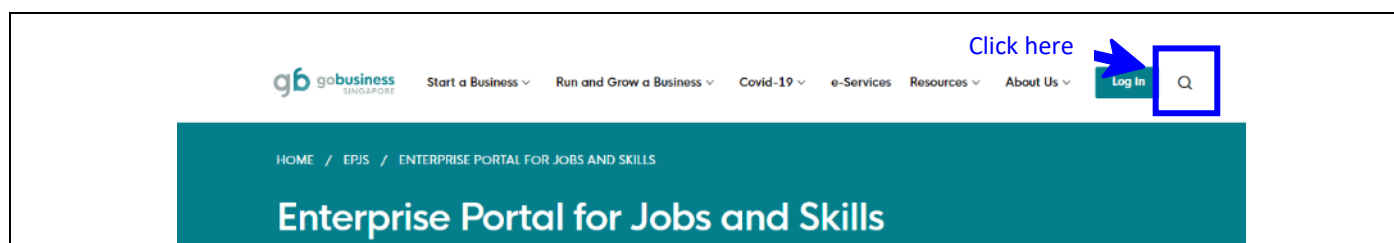
Step 1: Visit the website via the link <https://www.gobusiness.gov.sg/enterprisejobskills/>

Step 2: There are two quick ways to find the jobs and skills resources to match your needs

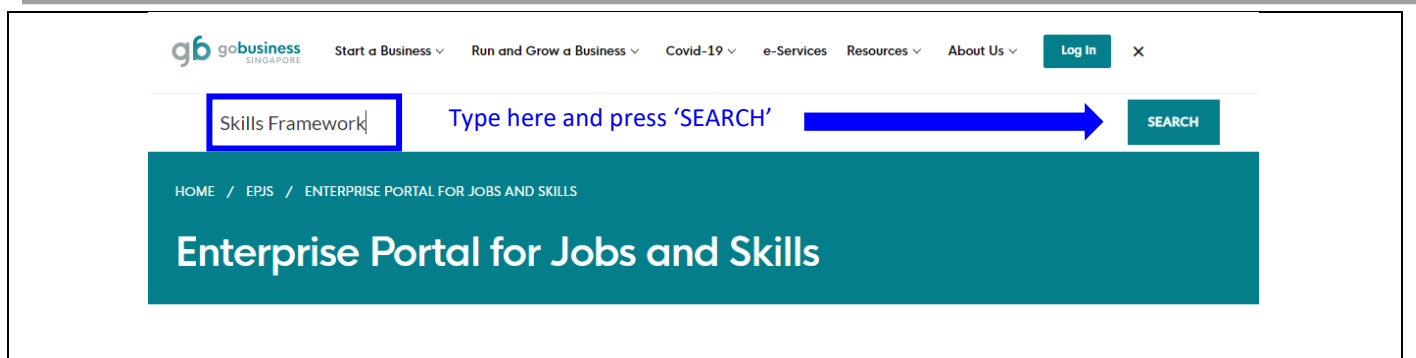


Follow the next few steps to identify the relevant training plans in the Skills Frameworks

Step 3: Go to EPJS - Quick Search and type in “Skills Framework”



Quick Guide to access Training Plans in the Skills Framework

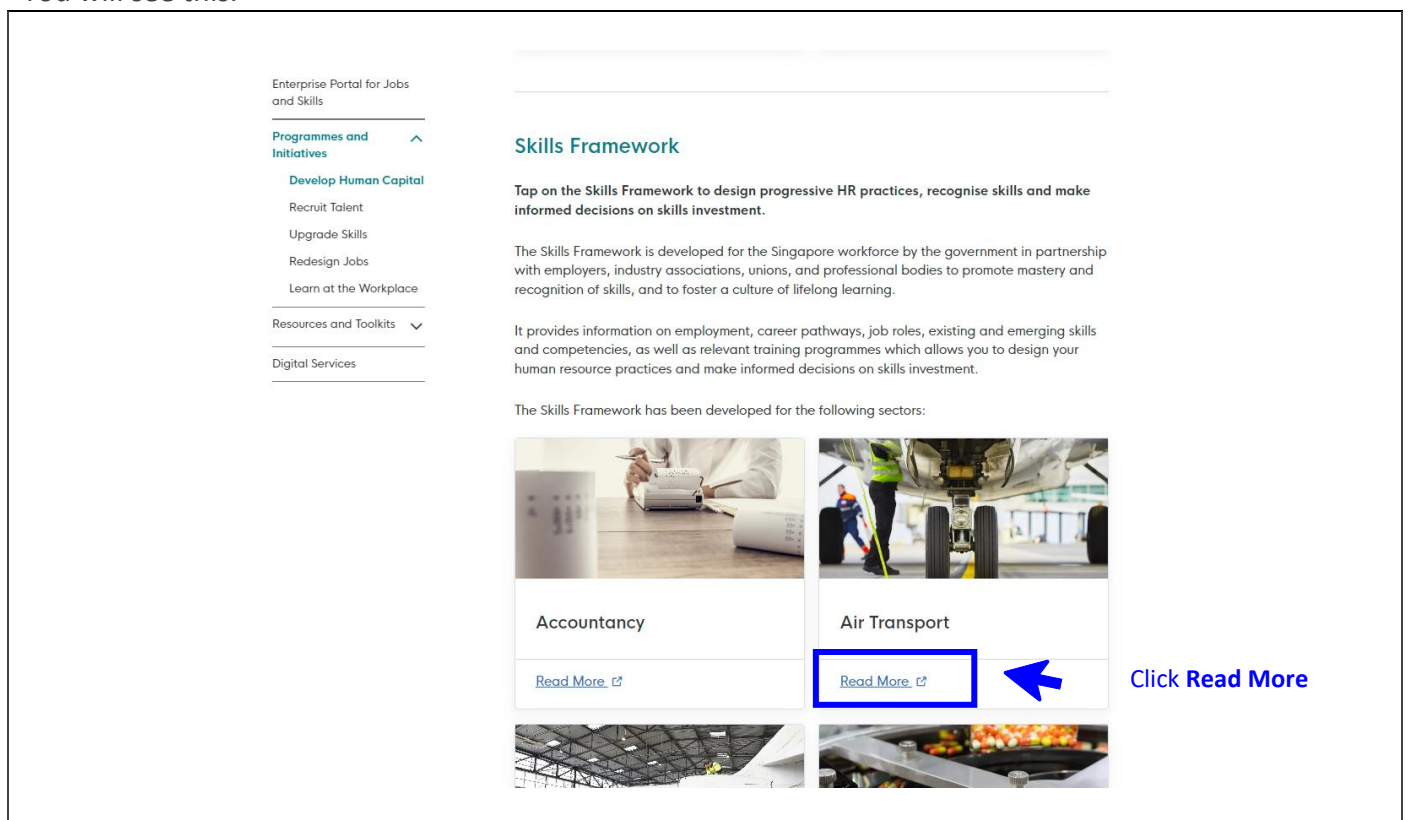


Within the Skills Frameworks, you will have access to skills content covering more than:

- 1,500 Job Roles
- 1,800 Technical Skills & Competencies
- 18 Generic Skills & Competencies

Step 4: Pick a Skills Framework sector.
Let's use the "Air Transport Skills Framework" as an example.

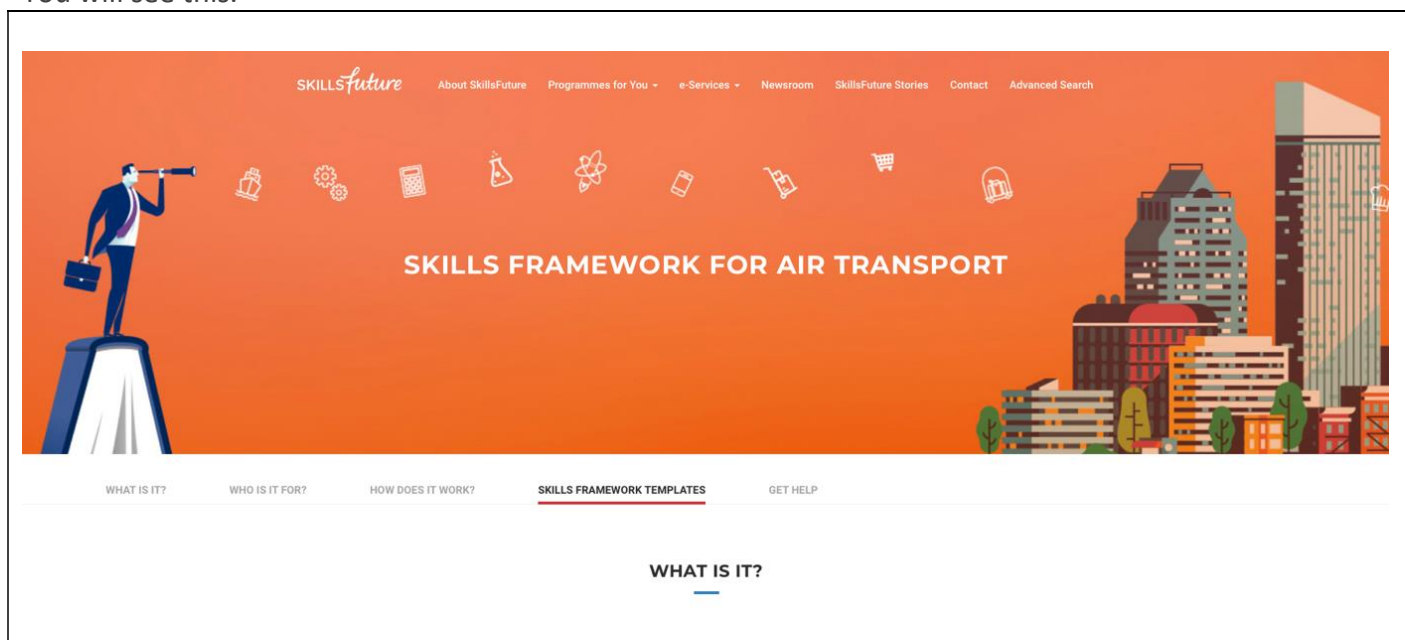
You will see this.



Quick Guide to access Training Plans in the Skills Framework

Step 5: Click on “Read More”.

You will see this.



You can read up on Sector Information – Part (i) and Career Pathways – Part (ii).

HOW DOES IT WORK?

The SFw for Air Transport contains information on trends, career pathways, occupations, job roles, skills and competencies and training programmes.

(i) Sector Information

This section provides information on the SFw for Air Transport, including information on trends and workforce profiles in the sector.

Click [here](#) to download the Guide to Occupation and Skills for the SFw for Air Transport.

[Click Here](#)

(ii) Career Pathways

The Career Pathways show the possible options for vertical and lateral progression for advancement and growth. Five (5) tracks, (i) Airport Ground Handling, (ii) Airport Management, (iii) Airline Ground Operations, (iv) Airline Flight Operations, (v) Airline Commercial Management, which encompass 93 job roles.

Click [here](#) to download the Career Pathways for the Air Transport sector.

[Click Here](#)

Quick Guide to access Training Plans in the Skills Framework

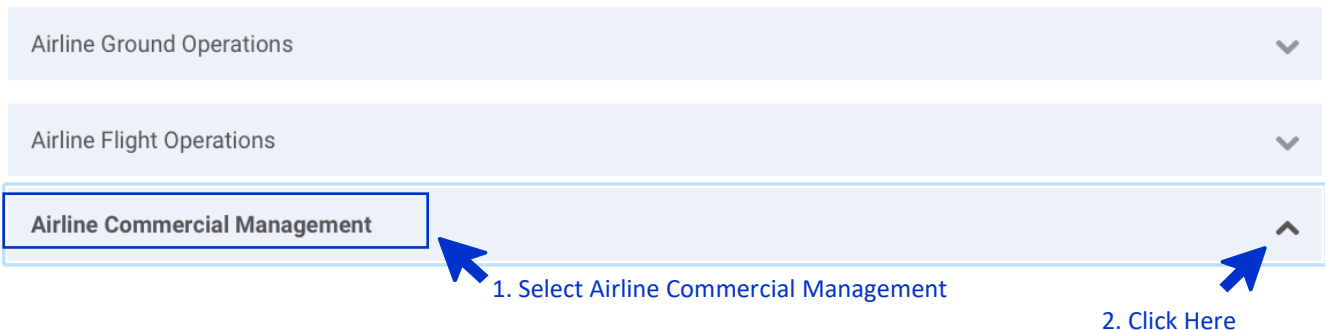
Step 6: Download the Skills Map – Part (iii) for an identified Job Role
Let's use the "Customer Service Supervisor, Commercial" Job Role as an example.
Select "Airline Commercial Management" and click on the drop-down button on the extreme right end of the bar.

(iii) Skills Map

The Skills Maps covers a total of 93 job roles, critical work functions, key tasks and skills and competencies aligned to the five tracks.

(a) View the Occupations/Job Roles under the SFW for Air Transport

Click on the tracks listed below to download the Skills Map for each track.



Airline Ground Operations

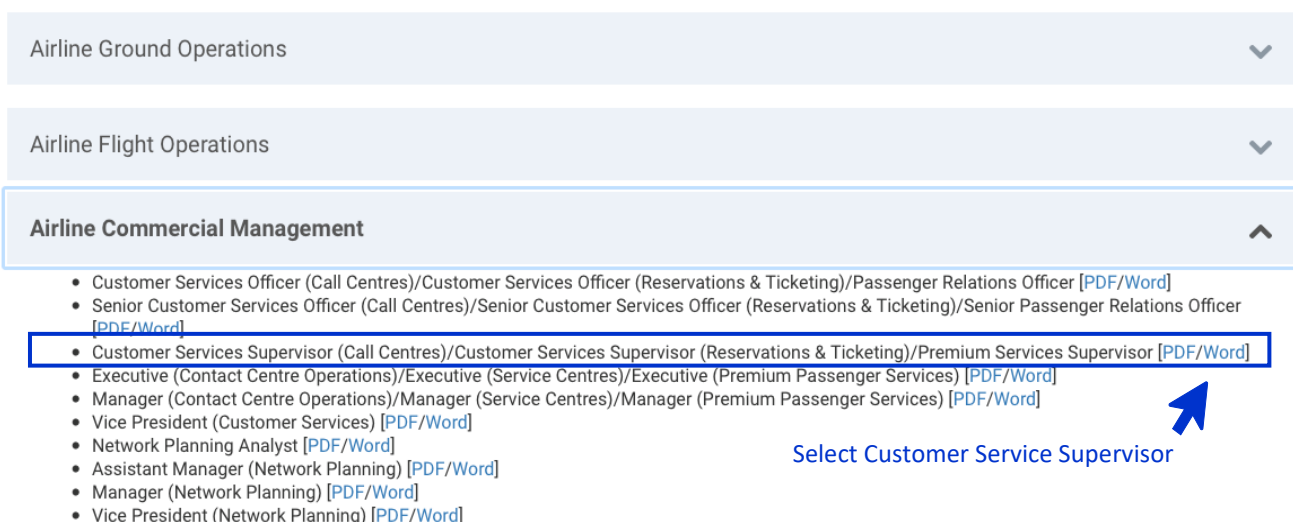
Airline Flight Operations

Airline Commercial Management

1. Select Airline Commercial Management

2. Click Here

Step 7: Select the Job Role – "Customer Service Supervisor, Commercial"
You can download the word format and customise it further to suit your business needs.



Airline Ground Operations

Airline Flight Operations

Airline Commercial Management

- Customer Services Officer (Call Centres)/Customer Services Officer (Reservations & Ticketing)/Passenger Relations Officer [PDF/Word]
- Senior Customer Services Officer (Call Centres)/Senior Customer Services Officer (Reservations & Ticketing)/Senior Passenger Relations Officer [PDF/Word]
- **Customer Services Supervisor (Call Centres)/Customer Services Supervisor (Reservations & Ticketing)/Premium Services Supervisor [PDF/Word]**
- Executive (Contact Centre Operations)/Executive (Service Centres)/Executive (Premium Passenger Services) [PDF/Word]
- Manager (Contact Centre Operations)/Manager (Service Centres)/Manager (Premium Passenger Services) [PDF/Word]
- Vice President (Customer Services) [PDF/Word]
- Network Planning Analyst [PDF/Word]
- Assistant Manager (Network Planning) [PDF/Word]
- Manager (Network Planning) [PDF/Word]
- Vice President (Network Planning) [PDF/Word]

Select Customer Service Supervisor

Quick Guide to access Training Plans in the Skills Framework

You will see this.

<div>SKILLSfuture SG</div> <div> SKILLS FRAMEWORK FOR AIR TRANSPORT SKILLS MAP – CUSTOMER SERVICES SUPERVISOR (CALL CENTRE)/ CUSTOMER SERVICES SUPERVISOR (RESERVATIONS & TICKETING)/ PREMIUM SERVICES SUPERVISOR </div>		
Sector	Air Transport	
Sub-Sector	Airline	
Track	Customer Services	
Occupation	Customer Services Professional	
Job Role	Customer Services Supervisor (Call Centre)/Customer Services Supervisor (Reservations & Ticketing)/Premium Services Supervisor	
Job Role Description	<p>The Customer Services Supervisor (Call Centre)/Customer Services Supervisor (Reservations & Ticketing)/Premium Services Supervisor identifies and proposes areas of enhancements to improve the airline's customer experiences. He/She coordinates activities of team members to ensure service delivery meets or exceeds expected standards. He enforces safety and/or security compliance in the workplace and conducts investigation on the root causes of all safety and/or security breaches. He manages staff disputes and provides on-the-job training to improve their performance.</p> <p>The Customer Services Supervisor (Call Centre)/Customer Services Supervisor (Reservations & Ticketing)/Premium Services Supervisor has a strong understanding of the industry to anticipate customer preferences, needs and expectations. He is customer-centric with strong attention to details to identify areas of enhancements for customer service delivery. In addition, he is also able to show initiative and consider industry best practices to solve customer problems and issues. He possesses excellent interpersonal and customer service skills whilst working in shifts. He also displays leadership capabilities in order to manage and mentor junior and senior officers.</p>	
	Critical Work Functions	Key Tasks
		Anticipate customer preferences, needs and expectations Resolve exceptional customer situations

Step 8: Read up on the Skills and Competencies – Part (iv) if you would like to know what the Skills and Competencies entail


Let's select Skills Category "Customer and Passenger Service" and Technical Skills and Competency "Call Centre Management" for the "Customer Service Supervisor, Commercial" Job Role, as an example.

(iv) Skills and Competencies

The Skills and Competencies identified for each of the job roles fall under two broad classifications: (i) Technical Skills and Competencies, and (ii) Generic Skills and Competencies.

(a) View the Technical Skills and Competencies for the SFw for Air Transport

Technical Skills and Competencies comprise occupation/job-specific knowledge, skills and abilities that a person needs to have to perform the various tasks.

Click  here to download the Overview of Technical Skills and Competencies for the SFw for Air Transport.

[Click Here](#)

Quick Guide to access Training Plans in the Skills Framework

Commercial Management

1. Select Customer and Passenger Services

Customer and Passenger Services

2. Click Here

3. Select Call Center Management

- Baggage Services Management [PDF/Word]
- Call Centre Management [PDF/Word]
- Customer and Passenger Handling and Care [PDF/Word]
- Customer Relationship Management [PDF/Word]
- Customer Service Delivery [PDF/Word]
- Flight Check-In Operations [PDF/Word]
- People and Relationship Management [PDF/Word]
- Service Challenges [PDF/Word]
- Service Coaching [PDF/Word]

You will see this.

SKILLS FRAMEWORK FOR AIR TRANSPORT TECHNICAL SKILLS & COMPETENCIES (TSC) REFERENCE DOCUMENT						
TSC Category	Customer and Passenger Services					
TSC	Call Centre Management					
TSC Description	Implement and manage call centre operations to address queries and needs of customers					
TSC Proficiency Description	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
	ATP-CPS-1002-1.1	ATP-CPS-2002-1.1	ATP-CPS-3002-1.1	ATP-CPS-4002-1.1		
	Provide assistance to customers and handle customer enquiries in the call centres	Resolve escalated customer issues and suggest actions to meet the needs of customers	Supervise and coach customer service teams to deliver expected service standards	Develop call centre operational strategies in line with customer and passenger service delivery models of airlines		
Knowledge	<ul style="list-style-type: none"> • Telephone etiquette • Communication skills • Customer service Standard Operating Procedures (SOPs) of airlines • Airlines reservation systems 	<ul style="list-style-type: none"> • Telephone etiquette • Communication skills • Customer service Standard Operating Procedures (SOPs) of airlines • Airlines reservation systems • Procedures for documentation and maintaining records in the call centres 	<ul style="list-style-type: none"> • Telephone etiquette • Customer service Standard Operating Procedures (SOPs) of airlines • Airlines reservation systems • Procedures for documentation and maintaining records in the call centres • Tools and techniques of 	<ul style="list-style-type: none"> • Customer service Standard Operating Procedures (SOPs) of airlines • Airlines reservation systems • Procedures for documentation and maintaining records in the call centres • Tools and techniques of coaching and mentoring 		

Next, “Download Generic Skills and Competencies”.

(b) View the Generic Skills and Competencies for the SFw for Air Transport

Generic Skills and Competencies are employability/transferable skills and competencies.

Click [here](#) to download the Overview of Generic Skills and Competencies for the SFw for Air Transport.

[Click Here](#)

You can download more than one, whichever is applicable

Step 9: Download Training Programmes – Part (v) i.e. the Training Plan for the Job Role
You can download the word format and customise it further to suit your business needs.

(b) View the Training Programmes for in-service employees

For in-service employees who work in the Air Transport sector and who aspire to take on more challenging roles at work, you can identify and enrol in the training programmes listed here to acquire the relevant skills.

These are programmes for in-service personnel to broaden or deepen specific skills and knowledge for the various job roles in the sector.

Quick Guide to access Training Plans in the Skills Framework

Airport Ground Handling
▼

Airport Management
▼

Airline Ground Operations
▼

Airline Flight Operations
▼

Airline Commercial Management
2. Click Here ▲

- Customer Services Officer (Call Centres)/Customer Services Officer (Reservations & Ticketing)/Passenger Relations Officer [\[PDF/Word\]](#)
- Senior Customer Services Officer (Call Centres)/Senior Customer Services Officer (Reservations & Ticketing)/Senior Passenger Relations Officer [\[PDF/Word\]](#)
- Customer Services Supervisor (Call Centres)/Customer Services Supervisor (Reservations & Ticketing)/Premium Services Supervisor [\[PDF/Word\]](#)**
- Executive (Contact Centre Operations)/Executive (Service Centres)/Executive (Premium Passenger Services) [\[PDF/Word\]](#)
- Manager (Contact Centre Operations)/Manager (Service Centres)/Manager (Premium Passenger Services) [\[PDF/Word\]](#)
- Vice President (Customer Services) [\[PDF/Word\]](#)
- Network Planning Analyst [\[PDF/Word\]](#)
- Assistant Manager (Network Planning) [\[PDF/Word\]](#)
- Manager (Network Planning) [\[PDF/Word\]](#)
- Vice President (Network Planning) [\[PDF/Word\]](#)

1. Select Airline Commercial Management

3. Select Customer Service Supervisor

You will see this.

Skills Framework for Air Transport

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

Airline Commercial Management

Job Role:
Customer Services Supervisor (Call Centre)/Customer Service Supervisor (Reservations & Ticketing)/Premium Services Supervisor

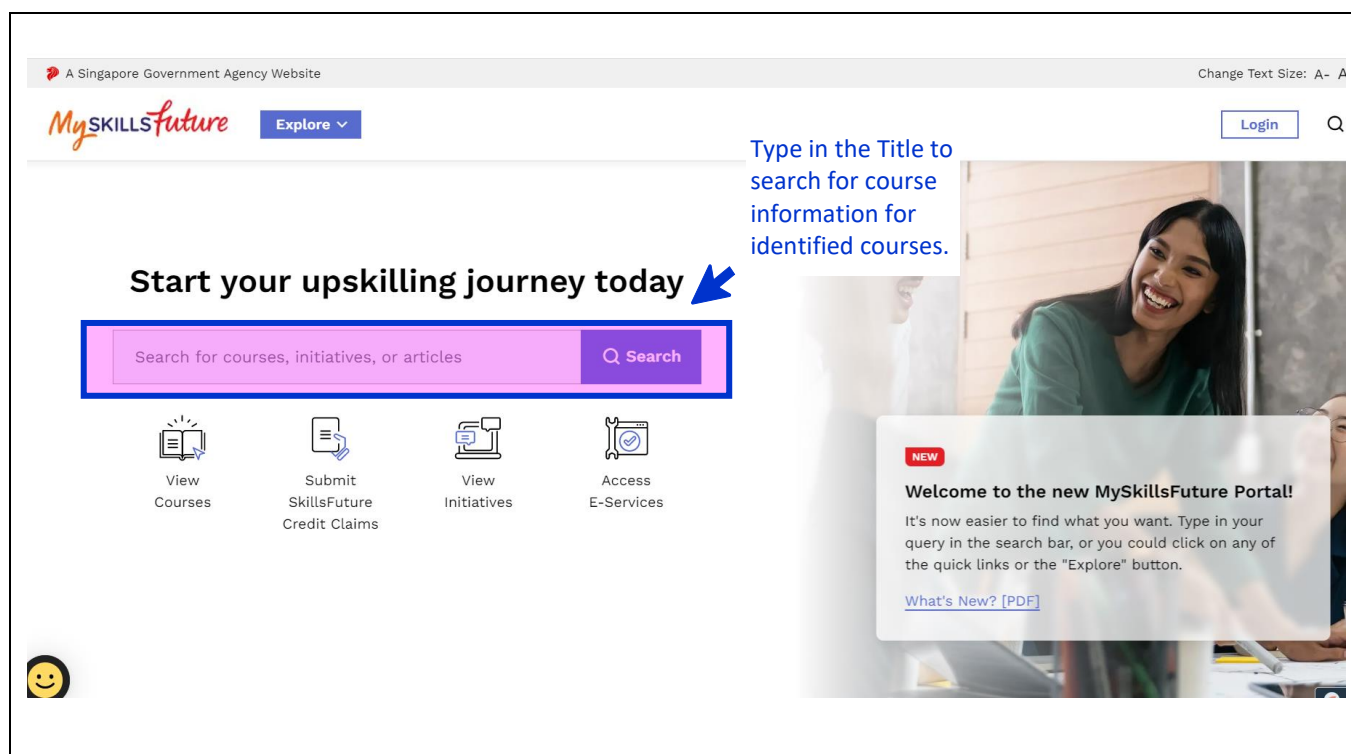
Full Qualification Programmes	Providers
Diploma in Engineering (Aviation Management)	Temasek Polytechnic

Technical Skills and Competencies (TSC)			Modular Programmes	Providers
Category	Title	Proficiency Level		
Organisational Dev	Change Management	3	Post-diploma Certificate in International Trade and Business	Nanyang Polytechnic
Business Mgmt	Human Factors Management	3	Post-diploma Certificate in International Trade and Business	Nanyang Polytechnic
Productivity & Innovation	Innovation Management	3	Post-diploma Certificate in International Trade and Business	Nanyang Polytechnic
Organisational Dev	Learning and Development	3	Post-diploma Certificate in International Trade and Business	Nanyang Polytechnic
Organisational Dev	Manpower Planning	4	Modular Certificate in Customer Relationship Management	Nanyang Polytechnic
			Modular Certificate in Service Management	Nanyang Polytechnic
			Modular Certificate in Tourism Management	Nanyang Polytechnic
Business Mgmt	Stakeholder Management	3	Post-diploma Certificate in International Trade and Business	Nanyang Polytechnic
Technology Mgmt	Technology Application	3	Post-diploma Certificate in International Trade and Business	Nanyang Polytechnic

Select a programme and search from the 175 courses available

Quick Guide to access Training Plans in the Skills Framework

Step 10: Go to myskillsfuture.sg portal to search for the course information based on the course title. Click [here](#) for a guide to search for courses with 3 Simple Steps!



The End

Annex A - Sample of a Training Plan developed for a School Bus Captain Job Role

Annex B - Sample of a Whole-of-Company Training Plan developed for an SME

Need further help?

You may sign up for the complimentary Skills Framework Workshops at <https://www.ihrp.sg/skills-framework/workshops-for-hr-professionals/>

Or, you could email us at: enterprise_engage@skillsfuture.gov.sg.

Thank you.

Quick Guide to access Training Plans in the Skills Framework

Annex A Sample of a Training Plan developed for a School Bus Captain Job Role

TRAINING PLAN FOR SCHOOL BUS CAPTAIN				
SKILLS & LEARNING				
1. TECHNICAL SKILLS & COMPETENCIES				
Skill	Proficiency	Description	Training Programme	Training Provider
Bus Vocational Driving	NA	Obtain a vocational license as the mandatory requirement to drive a school bus	Valid Class 4 driving licence and Omnibus Driver's Vocational Licence	Land Transport Authority (LTA)
Workplace Literacy	WPL Level 3	Can handle routine entry level jobs that involve only the most basic oral or written communication in English and in which all tasks can be demonstrated. (For Reading, Listening and Speaking)	WPL (Conversational) Programme (Reading, Listening and Speaking)	NTUC Learning Hub Training Vision Institute
Bus Fare Collection	NA	Assist in collection of bus fares from parents or caretakers whenever necessary	On-Job-Training	In-house
Bus Equipment and Systems Operation	Level 2	Operate bus controls and on-board equipment, including video camera and other electronic devices	On-Job-Training	In-house
Bus Regulatory Compliance	Level 3	Adhere to bus legislative and regulatory requirements by establishing and developing internal work processes, to prevent incidents of noncompliance and regulatory oversight	Enhanced Vocational Licence Training	Singapore Bus Academy (SGBA), Land Transport Authority
Bus Vehicle Operations	Level 2	Drive bus vehicles along service routes, and/or between different schools and pick-up locations	Enhanced Vocational Licence Training	Singapore Bus Academy (SGBA), Land Transport Authority
Health and Fatigue Risk Management	Level 1	Identify and manage risks associated with fatigue within the work environment to ensure all personnel are fit to perform assigned duties	Comply with Workplace Safety and Health Policies & Procedures	Bespoke Solution Training Consultancy Pte Ltd; U-Training Centre Pte Ltd.

Annex B Samples of a Whole-of-Company Training Plan developed for a SME

Sample of Whole-of-Company Training Plan							
Job Family	Skills	Learn through Doing	Learn through Others	Learn through Courses			
	Top Key Skills to Transform	How can I learn the skills at work?	How I can learn the skills from others?	What courses can I take?	Provider	Course Fee*	Duration
Operative	Digital Literacy	Using the computer and digital tools for certain tasks	Buddy up with a co-worker who has the skills. Learn from his or her sharing, ask questions	Wholesale and Retail Trade SkillsFuture for Digital Workplace (Available in English & Mandarin)	Singapore Institute of Retail Studies	\$75 (After gov. subsidy)	2 days
				Use Essential Features of a Computer	Eagle Infotech Consultants	\$178 (After government subsidy)	2 days
	English Language	Make a dedicated effort to speak in English on the job.	Create opportunities to speak with one another only in English, e.g. for one hour each day, one day each week, etc.	WSQ Workplace Literacy Program -- Comprehensive (Beginner)	Training Vision	\$276.70 (After government subsidy)	90 hours
				Workplace Literacy Program -- Comprehensive (Intermediate)	NTUC Learning Hub	\$290 (After government subsidy)	90 hours
	Sales Closure	Keep a sales journal, and constantly reflect and record each sales experience	Identify the best sales person in the company and learn from him or her.	进行产品展示	NATC Institute	\$178 (After government subsidy)	2 days
				Effective Retailing Selling Skills	Temasek Polytechnic	\$400	16 hours

Go here to download the editable versions: <https://go.gov.sg/tk-comtrainingplan>