

# SKILLSFUTURE EARN AND LEARN PROGRAMME

## Air Transport Sector in Ground Operations Specialist Passenger Services Agent

A real career  
advantage is within  
easy reach for  
**ITE graduates.**



**Temasek**  
POLYTECHNIC

## Sector Overview

The Air Transport sector has significant contributions to Singapore's economy, shaping it into a global air hub. With the growth of air travel in the Asia-Pacific region, the expansion of infrastructure for Changi Airport and the development of industrial land for more air cargo and aerospace companies, a dedicated workforce equipped with comprehensive air transport-related skills and competencies is needed to support the growth of the Air Transport Sector.

## Plan Ahead

The SkillsFuture Earn & Learn Programme (ELP) for the Air Transport sector is a 30-month programme leading to the part-time Diploma in Engineering (Aviation Management). It aims to equip participants with relevant skillsets and knowledge in taking up the following 2 job roles identified as critical support for airlines and airport operations that contribute to the positive travel experience of passengers:-

- Ground Operations Specialists (GOS)
- Passenger Services Agents (PSA)



Upon completing the skills-based Modular Certificates (MC) under the ELP Air Transport, participants will be able to understand the fundamentals of ground handling operations and management including passengers, ramp, baggage handling services, ground handling agreement and in-flight catering;

AND depending on the job roles assigned, participants will also learn:

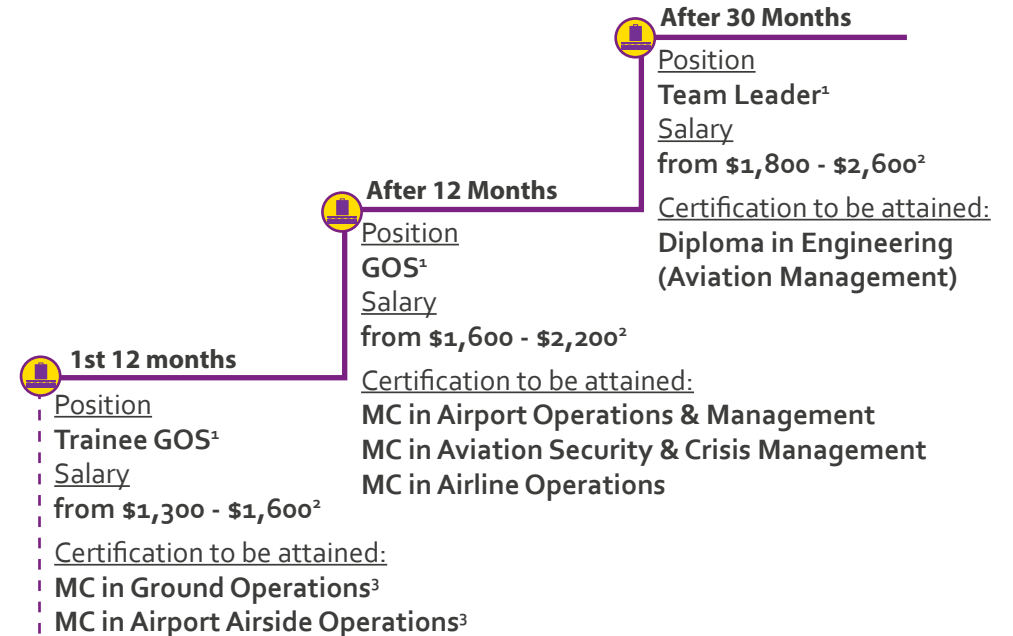
### Ground Operations Specialists (GOS)

the operations and management of modern international airports including terminal signage system, terminal ground operations, terminal contingency planning and airport emergency systems.

### Passenger Services Agents (PSA)

the fundamentals of airside operations, airside operational system and functions, managing emergencies and conducting oversight.

## Programme Structure & Certification Air Transport (Ground Operations Specialist)



### Eligibility Criteria

- GPA  $\geq$  2.0 for NITEC graduates
- Higher NITEC graduates (no GPA requirement)
- Minimum 20 years old
- Preferably with Class 3 driving license
- Graduated from the following full-time programmes:

#### NITEC in

- Automotive Technology (Light Vehicles/ Heavy Vehicles)
- Business Services
- Electronics
- Electrical Technology
- Facility Technology
- Mechanical Technology
- Mechatronics
- Rapid Transit Technology

#### Higher NITEC in

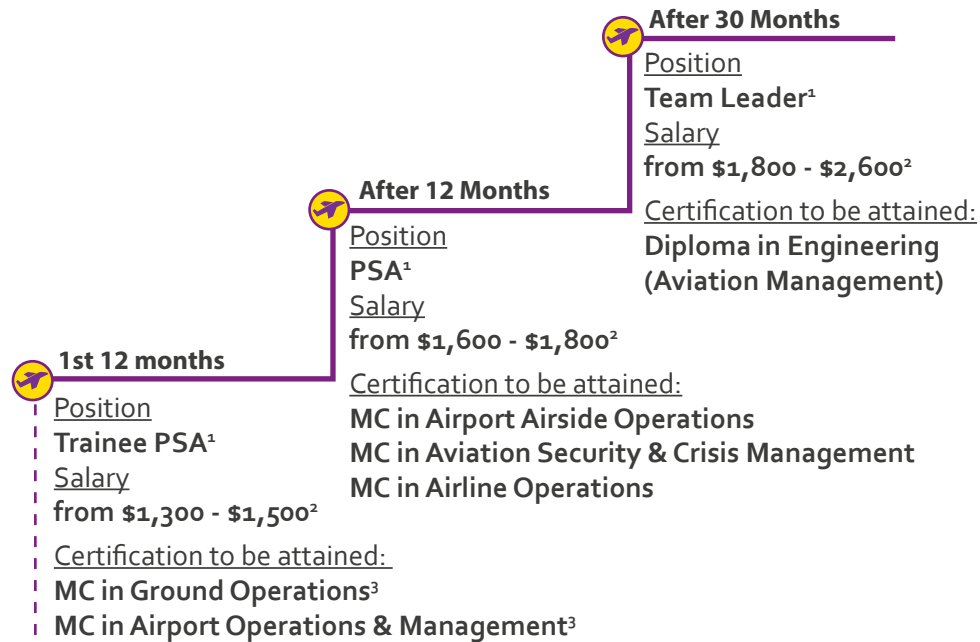
- Mechatronic Engineering
- Electrical Engineering
- Electronics Engineering
- Industrial Electronics Engineering

Note: <sup>1</sup>Designation may vary between companies

<sup>2</sup>Allowance of \$300 - \$400 & overtime is not included

<sup>3</sup>Fully subsidised course fee for first 2 MCs

## Programme Structure & Certification Air Transport (Passenger Services Agent)



### Eligibility Criteria

- GPA  $\geq$  2.0 for NITEC graduates
- Higher NITEC graduates (no GPA requirement)
- Graduated from the following full-time programmes:
 

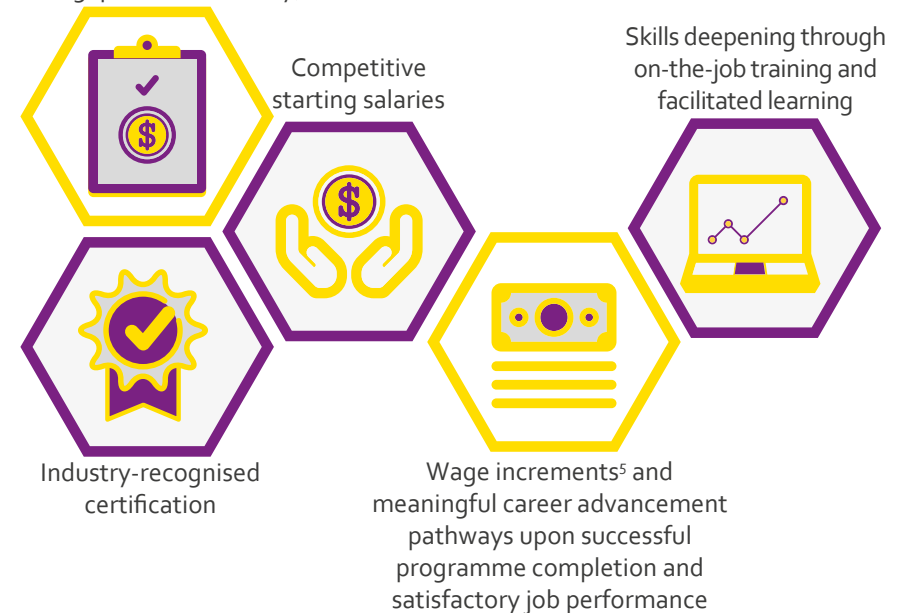
<b>NITEC in</b> - Travel & Tourism Services - Business Studies - Retail Services	<b>Higher NITEC in</b> - Leisure & Travel Operations - Passenger Services - Hospitality Operations - Business Studies (Logistics / Service Management)
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Note: <sup>1</sup>Designation may vary between companies  
<sup>2</sup>Allowance of \$300 - \$400 & overtime is not included  
<sup>3</sup>Fully subsidised course fee for first 2 MCs

## How Can I Benefit?

Eligible ITE graduates of this programme can benefit from the following:

A sign-on incentive of \$5,000 for fresh ITE graduates<sup>4</sup>  
 (For Singapore Citizens only)



Candidates may apply for the CAAS Aviation Horizons Scholarship for further support for their diploma study. Please refer to [www.heartofaviation.sg/education\\_scholarship.html](http://www.heartofaviation.sg/education_scholarship.html) for more information.

Note: <sup>4</sup>Within one year of graduation or Operationally Ready Date for National Servicemen  
<sup>5</sup>Participants can potentially receive a wage increase upon completion of programme if they perform well and take on enlarged job scopes

## Participating Organisations

Companies participating in this programme include:

The logo for dnata, featuring the word "dnata" in a blue, lowercase, sans-serif font. A small green leaf-like shape is positioned above the letter 'n'.

## How to apply?

Interested applicants may email the following documents to **Ms Jacelyn Neo at [jacelynn@tp.edu.sg](mailto:jacelynn@tp.edu.sg)**

- Resume
- Highest Qualifications Certificate & Transcript
- NRIC
- National Service Completion Certificate (if applicable)
- Relevant Supporting Documents such as Testimonial

*By submitting the documents, you consent to your Personal Data being (1)collected; (2)used; and (3)disclosed to Temasek Polytechnic, Singapore regulatory or government authority and all participating companies for administrative purposes. Your resume will be forwarded to all participating companies for selection.*

*Selection of applicants is at the discretion of the participating companies and participating companies will contact their shortlisted applicants for interview. Applicants have the right to reject the interview if they are not comfortable in working with the companies that have contacted them.*

*Only applicants who are hired by the participating companies will be invited to submit an online application for the Earn and Learn Programme.*

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### For more information:

📍 21 Tampines Ave 1, South Wing Block 26B,  
Level 1, Unit 49 (Singapore 529757)

📞 6788 1212

✉ [tsa@tp.edu.sg](mailto:tsa@tp.edu.sg)

🔗 [www.tp.edu.sg/tsa](http://www.tp.edu.sg/tsa)



Temasek SkillsFuture  
Academy