

OJT LIST OF COMPETENCIES

Course Title: Work-Study Diploma in Customer Experience Management (Aviation Services)

Level: Diploma

Note:

Companies must be able to provide at least 75% of the List of Competencies (standard) to be eligible to participate in the OJT programme. If they are unable to meet 75% of the List of Competencies (standard), they could propose company-specific competencies [up to 25% of the List of Competencies (standard)] to be covered, to meet the course requirements. Competencies which companies could provide in the List of Competencies (Standard) + competencies listed under Company-Specific Competencies then form the Agreed OJT List of Competencies.

Trainees must complete at least 75% of the competencies listed in the Agreed OJT List of Competencies. Approval must be obtained from ITE before the company-specific competencies could be implemented.

S/N	List of Competencies (Standard)	Company to indicate '✓' it is able to provide
1	Handle customer enquiries and service requests	
2	Facilitate dispute resolutions	
3	Review customer retention initiatives	
4	Manage check-in services for passenger and baggage	
5	Manage passenger departure and arrival functions	
6	Handle transfer and special assistance requests	
7	Coordinate handling of irregular baggage cases	
8	Maintain ethical and professional conduct	
9	Coordinate team activities and tasks	
10	Gather service experience feedback	
11	Determine service gaps	
12	Recommend service improvements	
13	Handle irregularities in flight operations	
14	Provide airline related services	
15	Prepare flight disruption activities report	
16	Perform safety, security & health checks	
17	Handle safety, security and health incidents reported	
18	Handle arrival and departure of lounge guest	
19	Handle lounge services	
20	Manage F&B inventory	
21	Prepare datasets	
22	Analyse performance data	
23	Prepare visual reports	
24	Prepare data insights	
	Total No. of Competencies (Standard) that Company can provide	

S/n	Company-Specific Competencies	
1.		
2.		
3.		
4.		
5.		
6.		
7.		
8.		
9.		
10.		
	Total No. of Company-Specific Competencies Proposed	

Note: Competencies proposed by company must be endorsed by ITE