### Technical Skills and Competencies (TSC)

<table>
<thead>
<tr>
<th>Category</th>
<th>Title</th>
<th>Proficiency Level</th>
<th>Modular Programmes</th>
<th>Providers</th>
</tr>
</thead>
<tbody>
<tr>
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<td>N/A</td>
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### Generic Skills and Competencies (GSC)

<table>
<thead>
<tr>
<th>Title</th>
<th>Modular Programmes</th>
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### Service Orientation (SO)

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<th>Modular Programmes</th>
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**Skills Framework for Energy and Power**

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

**Town Gas Technical Services**

**Job Role:**

Project Coordination Senior Technical Officer/Project Coordination Technical Officer

**Technical Skills and Competencies (TSC)**

- Workforce Training for Contribute to Customer Service over Various Platforms
  - Caretech168 LLP
  - Leacov Singapore Pte Ltd
  - ROHEI Corporation Pte Ltd
  - Service Quality Centre Pte Ltd

- WSQ Workplace Training for "Contribute to Customer Service over Various Platforms"
  - Impact Management Seminars Pte Ltd
  - Service Quality Centre Pte Ltd

- Provide Value-added Customer Service
  - Singapore Chinese Chamber Institute of Business
  - Training Vision Institute Pte Ltd

- Working Together for Professional Service
  - Singapore Institute of Hospitality

- Extra Mile Professionalism
  - ROHEI Corporation Pte Ltd
  - Service Quality Centre Pte Ltd

**Generic Skills and Competencies (GSC)**

- Effective Customer Service Skills (Module 2)
  - Impact Management Seminars Pte Ltd

- WSQ Workplace Training for "Contribute to Customer Service over Various Platforms"
  - Singapore Institute of Hospitality

- Workplace Training for Provide Go-the-Extra-Mile Service
  - Caretech168 LLP

- DSI Academy Pte Ltd

- Provide Go-the-Extra-Mile Service (Engage to Delight)
  - Beacon Consulting Pte Ltd

- Winning Service (Version B)
  - Capelle Academy Pte Ltd

- UP! Your Service: Achieving Superior Service (Version B)
  - Capelle Academy Pte Ltd

- Provide Excellent Customer Service
  - Singapore National Employers Federation

- Establish Relationships for Customer Confidence
  - Center for Competency-Based Learning and Development Pte Ltd

- Service Orientation
  - Singapore Institute of Hospitality

- Deliver Professional Service
  - Singapore Institute of Hospitality

**Service Orientation (SO)**

- Provide Go-the-Extra-Mile Service
  - Singapore Institute of Hospitality

- Provide Go-the-Extra-Mile Service (NR)
  - Singapore Institute of Hospitality

- Provide Go-the-Extra-Mile Service
  - Singapore Institute of Retail Studies

- WSQ SE: Provide Go-the-Extra-Mile Service
  - Singapore National Employers Federation

- Provide Excellent Customer Service
  - Singapore National Employers Federation

- Extra Mile Professionalism
  - ROHEI Corporation Pte Ltd
  - Service Quality Centre Pte Ltd

- Provide Go-the-Extra-Mile Service
  - Serviceworks Pte Ltd

- Provide Go-the-Extra-Mile Service
  - Singapore Institute of Retail Studies

- WSQ SE: Provide Go-the-Extra-Mile Service
  - Singapore National Employers Federation

- Provide Excellent Customer Service
  - Singapore Chinese Chamber Institute of Business

- Role Modelling to Establish Customer Relationship
  - Singapore Chinese Chamber Institute of Business

- WSQ SE: Establish Relationships for Customer Confidence
  - Singapore National Employers Federation

- Establish Relationships for Customer Confidence
  - Training Vision Institute Pte Ltd

- Training Masters Workforce Institute Pte Ltd
<table>
<thead>
<tr>
<th>Building a High Performance Team</th>
<th>ROHEI Corporation Pte Ltd</th>
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<tr>
<td>Art of Leadership: Influence &amp; Manage Your Team for Profit</td>
<td>ROHEI Corporation Pte Ltd</td>
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<tr>
<td>Support Team</td>
<td>Service Quality Centre Pte Ltd</td>
</tr>
<tr>
<td>Lead Team</td>
<td>Singapore Chinese Chamber Institute of Business</td>
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<tr>
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<tr>
<td>Developing and Engaging Your Team for Workplace Success</td>
<td>Singapore Institute of Management</td>
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<td>Dynamic Planning and Execution for Managers</td>
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<tr>
<td>Develop &amp; Work Teams</td>
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<tr>
<td>Support Your Team Creativity</td>
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