## 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:** Installation, Inspection and Servicing, Technical Officer

### Technical Skills and Competencies (TSC)

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

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<th>Providers</th>
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<td>Service Orientation</td>
<td>Basic</td>
<td>Establishment of Customer Confidence</td>
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<td>Leavas Corporation Pte Ltd</td>
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<td>NPTY Your Services: Increasing Customer Loyalty (Version 2)</td>
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<td>NPTY Your Services: Increasing Customer Loyalty (Version 5)</td>
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### Providers

- Caretech168 LLP
- Impact Management Services Pte Ltd
- Leacov Singapore Pte Ltd
- Loyal Reliance Pte Ltd
- Mendaki Social Enterprise Network Singapore Pte Ltd
- ROHEI Corporation Pte Ltd
- Service Quality Centre Pte Ltd
- Singapore Chinese Chamber Institute of Business
- Singapore Institute of Hospitality
- Singapore Institute of Retail Studies
- Singapore National Employers Federation
- Studyworks Pte Ltd
- Training Vision Institute Pte Ltd
- Xperienz Pte Ltd
- Andalus Corporation Pte Ltd
- Capelle Academy Pte Ltd
- Center for Competency-Based Learning and Development Pte Ltd
- Lemon Consulting (Asia) Pte Ltd
- Ascent International Institute Pte Ltd
- Impact Management Services Pte Ltd
- Kaplan Professional
- NTUC Learning Hub Pte Ltd
- NTUC Learning Hub powered by Disney Institute
- ROHEI Corporation Pte Ltd
- Service Quality Centre Pte Ltd
- Serviceworks Pte Ltd
- Singapore Institute of Hospitality
- Singapore Institute of Retail Studies
- Singapore National Employers Federation
- Integrated Training Consultants Pte Ltd
- Impact Management Services Pte Ltd
- Impact Management Services Pte Ltd
- Integrated Training, Consultants Pte Ltd
- Education Professional
- Local Reliance Pte Ltd
- Minable Social Enterprise Network Singapore Pte Ltd
- STC Learning Hub Pte Ltd
- STC Learning Hub powered by Disney Institute
Establish Relationships for Customer Confidence
Service Quality Centre Pte Ltd

Role Modelling to Establish Customer Relationship
Singapore Chijmes 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 Institute for Workforce Pte Ltd

Establish Relationships for Customer Confidence
William Angliss Institute Pte Ltd.

Solve Problems and Make Decisions at Operations Level
AGB Education Centre Pte Ltd

Solve Problems and Make Decisions at Operations Level
Avanta Global Pte Ltd

Solve Problems and Make Decisions at Operations Level
Capelle Academy Pte Ltd

Solve Problems and Make Decisions at Operations Level
Capelle Academy Pte Ltd

Solve Problems and Make Decisions at Operations Level
Civil Service College

Solve Problems and Make Decisions at Operations Level
Compas Management Consulting Pte Ltd

Solve Problems and Make Decisions at Operations Level
Eagle Infotech Consultants Pte Ltd

Solve Problems and Make Decisions at Operations Level
Eben Consultants (Far East) Pte Ltd

Solve Problems and Make Decisions at Operations Level
Lighthouse Global Training and Consultancy Pte Ltd

Solve Problems and Make Decisions at Operations Level
NTUC Institute Pte Ltd

Solve Problems and Make Decisions at Operations Level
NTUC LearningHub Pte Ltd

Solve Problems and Make Decisions at Operations Level
Singapore National Employers Federation

Solve Problems and Make Decisions at Operations Level
Singapore Polytechnic

Solve Problems and Make Decisions at Operations Level
SSA Consulting Group Pte Ltd

Solve Problems and Make Decisions at Operations Level
Trillion Training (S) Pte Ltd

Solve Problems & Make Decisions at Supervisory Level
Absolute Kinetics Consultancy Pte Ltd

Solve Problems and Make Decisions at Supervisory Level
Capelle Academy Pte Ltd

Solve Problems and Make Decisions at Supervisory Level
Compas Management Consulting Pte Ltd

Solve Problems and Make Decisions at Supervisory Level
Eagle Infotech Consultants Pte Ltd

Solve Problems and Make Decisions at Supervisory Level
E-Square Communication and Management Training Consultancy

Solve Problems and Make Decisions at Supervisory Level
Ever Safe Consultants Pte Ltd

Solve Problems and Make Decisions at Supervisory Level
Ever Safe Consultants Pte Ltd

Solve Problems and Make Decisions at Supervisory Level
Gammacircle Internal Solutions Ltd

Solve Problems and Make Decisions at Supervisory Level
Integrated Learning Systems Pte Ltd

Solve Problems and Make Decisions at Supervisory Level
NTUC LearningHub Pte Ltd

Solve Problems and Make Decisions at Supervisory Level
NTUC LearningHub Pte Ltd

Solve Problems and Make Decisions at Supervisory Level
Service Quality Centre Pte Ltd

Solve Problems and Make Decisions at Supervisory Level
Singapore National Employers Federation

Solve Problems and Make Decisions at Supervisory Level
Singapore National Employers Federation

Solve Problems and Make Decisions at Supervisory Level
Singapore National Employers Federation

Solve Problems and Make Decisions at Supervisory Level
SSA Consulting Group Pte Ltd

Solve Problems and Make Decisions at Managerial Level
SSA Consulting Group Pte Ltd

Solve Problems and Make Decisions at Supervisory Level
Trillion Training (S) Pte Ltd

Solve Problems and Make Decisions at Supervisory Level
U-Training Centre Pte Ltd

IMPACT: Advanced Problem Solving & Decision Making Workshop
Capelle Academy Pte Ltd

Apply Systems Thinking in Problem Solving and Decision Making
Service Quality Centre Pte Ltd

Apply Systems Thinking in Problem Solving & Decision Making
Singapore National Employers Federation

Apply Systems Thinking in Problem Solving & Decision Making
SSA Consulting Group Pte Ltd