**SKILLS FRAMEWORK FOR PUBLIC TRANSPORT**

**SKILLS MAP - COMMUNICATION CONTROLLER**

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### Job Role: Communication Controller

The Communication Controller keeps track of daily rail operations activities and supports the Operations Control Centre (OCC) in executing its tasks and requirements. He/She monitors passenger activities and train operations via close-circuit television (CCTV), and communication and alert systems, to provide train service information and updates to commuters and the public.

He possesses excellent communication skills, and is able to succinctly disseminate train service information in real-time and under pressure. He is savvy in operating a range of surveillance and broadcast communication equipment.

### Critical Work Functions and Key Tasks

#### Critical Work Functions
- Support Operations Control Centre (OCC) operations and requirements
- Manage incidents and/or accidents

#### Key Tasks
- Broadcast service announcements through public announcement and/or display systems on passenger trains and/or at train stations
- Conduct functional checks to ensure readiness of communication equipment
- Prepare documentations for relevant OCC activities
- Comply with Workplace Safety and Health (WSH) policies, procedures, and regulations when carrying out work
- Comply with the Rapid Transit System (RTS) Codes of Practice
- Monitor closed-circuit television (CCTV), communication and alert systems for the occurrence of rail incidents and/or accidents in stations and/or on trains
- Escalate train- and/or station-related incidents and/or accidents to internal/external stakeholders
- Assist in the investigation of rail incidents and/or accidents

### Skills & Competencies

#### Technical Skills & Competencies
- Health and Fatigue Risk Management: Level 1
- Innovation Management: Level 2
- Rail Emergency Response Management: Level 1
- Rail Incident Management: Level 1
- Rail Operations Control Management: Level 2
- Rail Regulatory Compliance: Level 2
- Report Writing: Level 1
- Security Management: Level 1
- Workplace Facilities Safety Management: Level 2
- Workplace Safety and Health Culture Development: Level 2
- Workplace Safety and Health for Incident and Accident Investigation: Level 2

#### Generic Skills & Competencies (Top 5)
- Communication: Intermediate
- Teamwork: Basic
- Service Orientation: Basic
- Interpersonal Skills: Intermediate
- Decision Making: Basic

For a list of Training Programmes available for the Public Transport sector, please visit: [www.skillsfuture.sg/skills-framework/public-transport](http://www.skillsfuture.sg/skills-framework/public-transport)

The information contained in this document serves as a guide.