



Available Roles under the Work-Study Diploma Programme 2026

At SATS, we sponsor 8 ITE Work-Study Diploma Programmes across various Business Units.
Do note that eligibility to be enrolled into the programme is subject to ITE's evaluation.

Work-Study Diploma in Airport Operations

Air Hub Specialist - Baggage

Work Location

Changi Airport Terminals

Job Description

- Drive, load, and dispatch baggage to flights

Job Requirements

- At least 21 years old
- Able to read, write and communicate in English
- A valid class 3 driving license
- Comfortable with shift work

Ramp Operations Assistant

Work Location

Changi Airport Terminals

Job Description

- Inspect aerobridge or passenger steps for serviceability and cleanliness
- Position aerobridge or steps at the correct level and retracted before aircraft arrival.
- Position the passenger loading bridge and JCPL/skyloader; inspect fuselage and doors for damages before docking
- Open and close aircraft doors following airline procedures, ensure proper securing before withdrawing equipment.
- Operate in-flight loading systems for ULDs, ensuring proper loading and securing to avoid damage. Ensure unobstructed movement and that ULDs are within size limits.
- Load/unload baggage, cargo, and mail in bulk holds of wide-body and conventional aircraft.
- Inspect load condition for leakage or damage before loading/unloading, reporting any issues.
- Report all issues to the Ramp Loading Officer.

Job Requirements

- Able to read, write and communicate in English
- A valid class 3 driving license
- Comfortable with shift work

Work-Study Diploma in Airport Operations

Operations Assistant - Aircraft Interior Cleaning (AIC)

Work Location

Changi Airport Terminals

Job Description

- Ensure that there are sufficient resources deployed to facilitate interior cleaning of aircraft and sufficient inventory (such as cleaning materials, airline items, etc.) for operational requirements.
- Monitor changes in flight schedules and update the flight handling team accordingly
- Act as a gatekeeper for the issuance and receipt of equipment, material and/or airline items to and from AIC staff.

Job Requirements

- Able to read, write and communicate in English
- Comfortable using computers
- Able to work in a team and independently in a fast-paced environment
- Comfortable with shift work

Customer Care Specialist

Work Location

Changi Airport Terminals

Job Description

- Attend to passengers at arrival claims with mishandled and damaged baggage.
- Raise reports of mishandled and damaged bags, in accordance with the various airlines' requirements.
- Trace mishandled baggage and keep passengers informed of the tracing status
- Assist passengers with odd size bags
- Answer hotline calls on baggage matters

Job Requirements

- Possess Professionalism, Patience and a "People-first" attitude
- Comfortable with shift work

Work-Study Diploma in Airport Operations

Load Control Assistant

Work Location

Changi Airport Terminals

Job Description

- Responsible for the production of a loading instruction report and perform weight and balance calculation.
- Supervise the verification and recording of aircraft loading and communicating final loading figures
- Perform weight and balance calculation of loadsheets production and other loading documents such as Notice to Captain (NOTOC) if applicable.
- Ensure transmission of post departure messages and document retention, as applicable

Job Requirements

- Able to read, write and communicate in English
- Able to use computers and comfortable with using various Airline Systems
- Possess strong communication skills
- Meticulous in his/her work output and eager to learn
- Comfortable with shift work

Tech Ramp Operations Assistant

Work Location

Changi Airport Terminals

Job Description

- Perform deployment of staff using GroundStar system
- Monitor and ensure smooth operations during shift
- Coordinate with various departments to ensure resource allocation aligns with operational needs
- Track and manage shift changes, breaks, and overtime to maintain workforce efficiency
- Identify and addressing operational issues or bottlenecks to minimize downtime.
- Ensure compliance with safety regulations and company policies during operations.
- Generate and submit daily reports on operational performance and staff deployment.
- Any ad-hoc duties as assigned.

Job Requirements

- Able to read, write and communicate in English
- Comfortable with shift work and can manage schedules effectively
- Possess strong problem-solving and communication skills
- Meticulous in tracking and reporting operational performance
- Eager to learn and adapt to new operational systems and procedures

Work-Study Diploma in Airport Operations

Air Logistics Specialist

Work Location

Airfreight Terminal (30 Airline Road Singapore 819830)

Job Description

- Perform cargo acceptance and manifesting
- Other duties include warehousing work and preparation of cargo for shipment

Job Requirements

- Able to read, write and communicate in English
- Able to use computers and comfortable with using various Airline Systems
- Possess strong communication skills
- Meticulous in his/her work output and eager to learn
- Comfortable with shift work

Operations Assistant (Cabin Services)

Work Location

Inflight Catering Centre 2 (30 Changi North Crescent Singapore 499612)

Job Description

- Ensure assigned flight meals, beverages and other Inflight items are prepared for uplift to aircraft according to the airlines' requirements
- Coordinate with Catering Control to check the latest passenger load prior to leaving the Catering Centre facility
- Load and unload Catering items into and off aircraft according to the Galley Loading Plan and is the staff in-charge of the galley loading for the galley assigned
- Check meals with cabin crew on board the aircraft after loading
- Obtain crew signature on checklist and supply documents and submit these to Control Centre at the end of the shift
- Co-ordinate for any last minute additional meals or items uplift
- Any other duties assigned or instructed by the officer or supervisor

Job Requirements

- Possess basic frontline customer service skills
- Able to read, write and communicate in English
- Be able to lift Catering materials weighing up to 25 kg
- Able to work in a multi-cultural team
- Able to use computers
- Comfortable with shift work

Work-Study Diploma in Airport Operations

Ramp Associate (APS)

Company

SATS Asia Pacific Star Pte Ltd (*A subsidiary of SATS Ltd*)

Work Location

Changi Airport Terminals

Job Description

- Perform operating Tractor and preparation of Non-Motorised Equipment (NMEs) for aircraft loading / unloading activities
- Coordination on Connection/Disconnection of Passenger Loading Bridge (ADP Class A) and ensuring serviceability of tractor and Non-Motorized Equipment
- Ensure all pre-flight preparations are completed prior to handling with accurate and safe handling at aircraft site
- Perform accurate and safe handling at Aircraft Site/Passenger Loading Bridge and ensure headset functionality
- Ensure Safe and timely docking/undocking of Passenger Loading Bridge
- Post flight procedures and housekeeping
- Ensure all pre-flight preparations are completed prior to handling
- Do load planning based on weight and balance distribution
- Guide team operating loading procedure

Job Requirements

- Able to lead teams effectively
- Fast learner and understanding of flight pattern and airside operations
- Basic computer skills
- Must be able to pay attention to details
- Able to understand and communicate in English (i.e. taking instructions)
- Good interpersonal and communication skills

Work-Study Diploma in Airport Operations

Baggage Associate (GTRSG)

Company

GTRSG (Ground Team Red Singapore)(A joint venture between SATS Ltd and AirAsia Berhad)

Work Location

Changi Airport Terminals

Job Description

- Ensure efficient sorting, retagging and/or tagging of bags and thereafter, transferring them to correct trolleys and containers.
- Brief all contract staff on their duties and special requirement for their flights. Supervise all staff handling baggage and ensure that all baggage is properly and accurately loaded into correct containers/trolleys.
- Ensure that there are sufficient containers/trolleys to handle flights. Carry out baggage and equipment (containers/trailer) checks.
- Check and ensure that containers and doors/flaps are properly secured and baggage is towed to the correct aircraft on time. All Baggage Delivery/Acknowledgement Forms and Container Record Cards must be completed and submitted.
- Ensure that all containers and trolleys are correctly and legibly labeled before use.
- Inform the Baggage Supervisor of any discrepancy and irregularity.
- Notify and alert the Baggage Supervisor when there is less than minus 15 minutes to estimated time of departure (ETD) for baggage dispatch to the aircraft or when there is an exceptionally large/odd sized baggage or a trolley load of loose baggage to be sent at minus 30 minutes to ETD to the aircraft.
- Brief all contract staff assigned to the flights on their duties and special requirements for the flights.
- Ensure that all discharged baggage is accurately, properly and speedily offloaded onto the correct arrival conveyor belts. Ensure that transit baggage is reloaded into the transfer containers.
- Record the baggage presentation times for all flights allocated to the arrival conveyor belts. Press the first and last buttons of the Baggage Message Input System (BMIDS) for the recording of the baggage presentation times.
- Ensure that all fragile and odd-sized items are handled with care.
- Perform any other duties as assigned by superiors

Job Requirements

- Observant, independent and exercises sound judgement
- Able to work under pressure to meet reporting timelines
- Willing to pick up and broaden skill sets
- Dynamic, self-driven and an effective team player
- Displays positive attitude towards work
- Class 3 driving license will be an added advantage

Work-Study Diploma in Airport Operations

Ramp Associate (GTRSG)

Company

GTRSG (Ground Team Red Singapore) (A joint venture between SATS Ltd and AirAsia Berhad)

Work Location

Changi Airport Terminals

Job Description

- Ensure accurate and safe handling at Aircraft Site/ NMEs, PLB and Headset Functionality
- Perform Foreign Object Debris Sweep (FOD) to ensure there is no obstruction to PLB path
- Ensure Headset/PLB function is carried out in accordance to CAG requirements
- Dispatch incoming baggage to the Arrival Baggage Sorting Area, Interline BTs to the Interline Sorting Area and cargo in transit for aircraft-to-aircraft transfer
- Engage/disengage PLB to aid passenger embarkation and disembarkation
- Assist in docking and undocking of Passenger Loading Bridge (PLB)
- Perform Marshalling duties in the event PLB malfunctions
- Conduct checks before clearing all non-motorised equipment and unused containers from the parking bay
- Report any accident involving the equipment in the course of duty
- Perform ad-hoc duties as and when required by Ramp Loading Office/Reporting officer

Job Requirements

- Observant, independent and exercises sound judgement
- Able to work under pressure to meet reporting timelines
- Willing to pick up and broaden skill sets
- Dynamic, self-driven and an effective team player
- Displays positive attitude towards work
- Class 3 driving license will be an added advantage

Work-Study Diploma in Customer Experience Management (Aviation)

Passenger Service Associate (APS)

Company

SATS Asia Pacific Star Pte Ltd (*A subsidiary of SATS Ltd*)

Work Location

Changi Airport Terminals

Job Description

- Checking in passengers
- To assist and guide passengers on the use of Self-Service Kiosk and Auto Bag Drops
- Gate handling duties, including communicating with airline crews and coordinating departure activities with various departments
- Guiding and escorting transit passengers from arrival gate to Transfer Holding Area (vice versa)
- Assisting passengers who require special assistance
- Any other Ad-hoc duties assigned by your supervisor

Job Requirements

- Able to perform rotating shift work including weekends and public holidays
- Customer Oriented and a good team player
- Comfortable with using computer
- Able to converse and write in English confidently

Work-Study Diploma in Customer Experience Management (Aviation)

Customer Service Agent

Work Location

Changi Airport Terminals

Job Description

- Greeting passengers upon their arrival and ensuring a smooth departure process. This includes checking in and managing various flights and customer requests.
- Assisting passengers with special needs. This includes helping passengers with reduced mobility, non-English speaking passengers and unaccompanied minors.
- Providing customer service in exclusive premier lounges at Changi Airport which are designed to provide passengers with maximum comfort as they relax and unwind before their flights. This includes the provision of meet/greet services at the reception area and attending to the needs of lounge guests in a proactive manner

Job Requirements

- Pleasant with a cheerful disposition and good interpersonal skills
- Dynamic individual with service aptitude and willingness to go the extra mile
- Able to work well in teams
- Proficient in English and a second language for effective communication with international passengers
- Meticulous and an eye for details
- Good problem-solving skills
- Able to perform basic computer transactions

Work-Study Diploma in Culinary Arts and Management

Cook

Work Location

SATS Inflight Catering Centre 1 (20 Airport Boulevard, Singapore 819659)/
Inflight Catering Centre 2 (30 Changi North Crescent Singapore 499612)

Job Description

- Prepare the correct amount of food as per directions in respective kitchens
- Follow orders in productions of meals as per the quality expected by customers, complying to food safety and hygiene regulations
- Ensure products received are expectable
- Check there is enough ingredients for cooking to meet daily requirements
- Ensure and adhere to HACCP and all food safety procedures

Job Requirements

- Must be able to communicate and read English to handle PCs and computer systems related to work, read computerised worksheets, check and respond to emails when on duty
- Possess basic knowledge of food hygiene and food handling procedures
- Comfortable to work in a large brigade with a multi culture team
- Comfortable with shift work

Work-Study Diploma in Human Resource Management

HR Administrative Assistant

Work Location

SATS Inflight Catering Centre 1 (20 Airport Boulevard, Singapore 819659)

Job Description

- Assist in HR Shared Services Operations on recruitment activities
- Liaise with successful candidates and relevant parties on pre-employment arrangements. (e.g. Collection of personal documents, arrangement of pre-employment medical examination, application of airport pass and airside safety course etc.)
- Ensure a smooth onboarding experience for new hires
- Monitor monthly payments to employees, including overtime and allowances to ensure timely payments as per MOM regulations
- Manage employees' absences and provide advice to employees on absence benefits provided by the Company and stipulated by the government
- Assist on departing staff's matters, but not limited to repatriation
- Review and document Work Injury Compensation Act operations and data to ensure compliance and timely closure
- Manage employee insurance policy operations, vendor performance and relevant resources shared with stakeholders
- Support and facilitate planning of Long Service Awards annual dinner and participate in vendors negotiation
- Other ad-hoc assignment/responsibilities as assigned

Job Requirements

- Demonstrates ability to interact and work effectively across functional teams and multiple levels within the organization
- Highly organized and able to manage multiple projects or tasks concurrently
- Proficient in Microsoft Office applications
- Has high initiative and is an independent team player who is able to work with minimum supervision
- Meticulous and detail-oriented with strong interpersonal skills
- Positive with a team-oriented attitude, diligent and keen to learn
- Good writing and communication skills
- Passionate about enhancing employee well-being, optimizing value and creating success

Work-Study Diploma in Land Transport Engineering (Vehicle)

Technician

Work Location

SATS Maintenance Centre (34 Changi North Crescent Singapore 499614)

Job Description

- Perform preventive and corrective maintenance on Ground Service Equipment and projects works where required
- Liaise with Stores to resolve any matters pertaining to spares
- Preparing and submitting relevant paperwork
- Other duties as assigned

Job Requirements

- Background in Automotive (Light vehicles) / Automotive (Heavy vehicles) or equivalent
- Comfortable with working on rotating shifts
- Valid Class 3 driving license

Work-Study Diploma in Security Operations

Auxiliary Police Officer

Work Location

Islandwide deployment &
Training at Airfreight Terminal (30 Airline Road Singapore 819830)

Job Description

- Stationed at the frontlines to provide security services for airlines, protect modern aircraft fleets, and ensure the safe transport of travelling passengers.
- Other ad-hoc duties include securing the safety of other vital installations in Singapore.

Job Requirements

- Able to take and pass IPPT
- Normal Colour Vision
- Able to perform rotating shift

Work-Study Diploma in Electrical Engineering

Assistant Engineer

Work Location

Airfreight Terminal (30 Airline Road Singapore 819830)

Job Description

- Be part of Technical team responsible for maintaining and ensuring the serviceability of all systems and equipment at ICC 1 & 2
- Be technically proficient in all aspects of maintaining, repairing and troubleshooting the full range of ICC systems and equipment (e.g. warehouse systems, material handling and automation systems, refrigeration systems, kitchen equipment, packaging and inspection machines, washing machines, waste management systems, etc.) and other technical related knowledge
- Manage, perform and ensure all maintenance activities and repair works are timely follow-through according to the assignment, maintenance schedule, procedures, checklists, manufacturer recommendation and completed within the timeframe
- Manage, perform and ensure all technical purchase requisition of spare parts, contracts and services are in accordance to the Company policies and follow-through to support the maintenance activities
- Manage, communicate and work professionally with all stakeholders to minimize systems and equipment downtime
- Be proactive in resolving technical faults, contributing initiatives and continuous improvements
- Always observe and follow all Safe Work Procedures and Food Safety requirements
- Always ensure Safe Work environment by housekeeping of all work areas and report any safety hazards immediately
- Perform and support other relevant duties and projects assignments if required

Job Requirements

- Minimum ITE certified in Electrical/Electronics/Mechanical/Mechatronics engineering or equivalent
- Computer-literate and competent in using Microsoft office/outlook, SAP application and IT devices
- Competent in using industrial workshop equipment and welding tools
- Competent in reading technical drawings, documentation and conversant in English
- Able to carry heavy loads and work-at-height
- A motivated team player with strong qualities to lead and work in a challenging environment with tight timeline
- Able and willing to work in either office hours or rotating shifts, weekends and overtime if required