# SKILLS FRAMEWORK FOR ENERGY AND POWER
## TECHNICAL SKILLS AND COMPETENCIES (TSC) REFERENCE DOCUMENT

<table>
<thead>
<tr>
<th>TSC Category</th>
<th>Project and Contract Management</th>
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<tbody>
<tr>
<td>TSC</td>
<td>Dispute Settlement</td>
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<tr>
<td>TSC Description</td>
<td>Conduct investigations and resolve disputes with third parties</td>
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<table>
<thead>
<tr>
<th>TSC Proficiency Description</th>
<th>Level 1</th>
<th>Level 2</th>
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<th>Level 4</th>
<th>Level 5</th>
<th>Level 6</th>
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<td>EPW-ICM-3025-1.1</td>
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<tr>
<td>Conduct simple checks for irregularities to support investigations</td>
<td>Perform investigations of abnormalities in operations for the resolution of disputes</td>
<td>Interface with opposing parties in dispute settlements to present investigation findings and analysis</td>
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## Knowledge

- Plant operating systems, operating controls, processes and procedures
- Functions and mechanics of stationary equipment in plants
- Methods and procedures of irregularity checks
- Inter-relationships between the various plant machines and equipment
- Effect of faulty equipment on the equipment system
- Principles of technical writing and presentation
- Investigative techniques and fault analysis
- Root cause analysis methodologies
- Plant operating systems, operating controls, processes and procedures
- Functions and mechanics of stationary equipment in plants
- Diagnostic tools and equipment principles and applications
- Technical specifications and supporting procedures
- Principles of separating cause and effect
- Inter-relationships between the various plant machines and equipment
- Human factors for decision-making
- Principles of technical writing and presentation
- Investigative techniques and fault analysis
- Root cause analysis methodologies
- Plant operating systems, operating controls, processes and procedures
- Diagnostic tools and equipment principles and applications
- Technical specifications and supporting procedures
- Opposing parties dispute resolution techniques
- Conflict management principles
- Presentation guidelines for investigative presentations
- Communication techniques
- Principles of technical writing and presentation
- Negotiation skills

## Abilities

- Perform a wide variety of mechanical and electrical equipment checks and detect defects or flaws in operation
- Apply a range of techniques in investigations and fault analyses
- Facilitate presentation of findings from investigations
- Provide clarification and support to opposing parties
- Review data analyses, trend recording of
| • Perform necessary calculations to determine malfunctions or operational needs  
• Report malfunctions or irregularities in writing  
| process parameters and alarms  
• Review and analyse data including technical and human performance factors  
• Review and analyse data and operation reports to formulate robust investigation conclusions  
| parties queries when required  
• Adapt language and communication styles appropriately to audience, report purposes and objectives  
• Interact with opposing parties in the form of face-to-face meetings or teleconferences  

### Range of Application

Range of application includes, but is not limited to:

- Safety management systems (SMSs)
- Energy distribution equipment
- Operating equipment
- Turbines, generators, pumps, motors and other stationary equipment
- Energy production equipment
- Pumping systems or equipment
- Facilities management software
- Industrial control software
- Productivity software