## SKILLS FRAMEWORK FOR TOURISM

### TECHNICAL SKILLS & COMPETENCIES (TSC) REFERENCE

**TSC Category**: Business Management

**TSC**: Workplace Safety and Health Performance Management

**TSC Description**: Establish and monitor indicators measuring effectiveness of the Workplace Safety and Health (WSH) policy and work procedures in preventing incidents and safeguarding employees.

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<th>TSC Proficiency Description</th>
<th>Level 1</th>
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- Support Workplace Safety and Health (WSH) inspections by conducting checks according to work plans and instructions.
- Perform Workplace Safety and Health (WSH) inspections to support the performance monitoring process.
- Develop Workplace Safety and Health (WSH) inspection plans and review outcomes to facilitate performance monitoring.
- Devise Workplace Safety and Health (WSH) performance management goals, measurements and parameters.

### Knowledge

- Types of routine and non-routine work activities.
- Types of compliance inspection processes.
- Methods of hazard identification and risk assessment.
- Types of risks associated with hazards, unsafe work practices and conditions.
- Types of non-compliances, unsafe work conditions and practices.
- Principles of the Hierarchy of Control.
- WSH control measures and Personal Protective Equipment (PPE).
- Gaps in the existing control measures and actual practices.
- Types of WSH inspection processes.
- Types of WSH reporting processes.
- WSH policy performance requirements.
- Types of data used to gain insight into WSH performance.
- Methods of collecting WSH data.
- Analysis WSH performance data.
- Organisation’s processes, policies and procedures.
- Processes to develop risk management plans.
- Types of WSH conditions and practices to be monitored.
- Types of WSH performance monitoring plans.
- Selection criteria for WSH performance monitoring team.
- Organisation’s strategies and goals relevant to WSH performance.
- WSH performance indicators and measurement criteria.
- Cost of incidents.
- Intervention strategies to reduce WSH risks.
- Types of WSH policies, regulations and legislations.

### Abilities

- Adhere to WSH policies and procedures.
- Assist in the conduct of compliance inspections within work area.
- Intervene in the presence of unsafe behaviour and work practices.
- Establish the risk management plan workflow.
- Establish the method of monitoring the.
- Formulate the risk management plans.
- Establish WSH performance measurement.
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- Identify non-compliances, unsafe work conditions and practices
- Monitor and review the effectiveness of the implemented control measures
- Identify gaps in the existing control measures and report to management for appropriate corrective actions and preventive actions
- Communicate the risks and control measures to the relevant stakeholders
- Identify types of hazards using relevant information
- Analyse organisation’s routine and non-routine processes and activities to establish the scope of risk assessment
- Evaluate the impact of the hazards to safety and health of personnel, and prioritise the risk level using appropriate risk assessment methods
- Formulate risk control strategies and implementation plans
- Evaluate effectiveness of implemented control measures to identify residual risks

- Implementation of risk management plan
- Form risk management and risk assessment team
- Identify deviations from the risk management plans and propose appropriate corrective actions
- Revise risk management plans for continual improvement
- Maintain the risk assessment documentation in accordance with legal and other requirements
- Review current WSH performance data against WSH standard conditions and practices from legal and other requirements
- Determine WSH conditions and practices to be monitored
- Develop WSH performance monitoring plans
- Recommend appropriate intervention strategies based on monitoring results

- Maintain the risk assessment documentation in accordance with legal and other requirements

- Evaluate effectiveness of implemented control measures to identify residual risks

- Recommendations based on monitoring results.

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