## SKILLS FRAMEWORK FOR TOURISM
### TECHNICAL SKILLS & COMPETENCIES (TSC) REFERENCE

<table>
<thead>
<tr>
<th>TSC Category</th>
<th>Enterprise Risk Management</th>
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<tbody>
<tr>
<td>TSC</td>
<td>Risk Management and Administration</td>
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<tr>
<td><strong>TSC Description</strong></td>
<td>Identify, assess and prioritise risks and apply resources to mitigate risks and impact of incidents</td>
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<thead>
<tr>
<th>TSC Proficiency Description</th>
<th>Level 1</th>
<th>Level 2</th>
<th>Level 3</th>
<th>Level 4</th>
<th>Level 5</th>
<th>Level 6</th>
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<tr>
<td></td>
<td>TOU-BIN-2050-1.1-1</td>
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- **TOU-BIN-2050-1.1-1**: Identify, assess and prioritise risks and apply resources to mitigate risks and impact of incidents
- **TOU-BIN-3050-1.1-1**: Maintain the organisation’s risk management processes ensuring compliance to internal policies, ISO standards and operational processes
- **TOU-BIN-4050-1.1-1**: Facilitate the organisation’s enterprise risk management framework to ensure that internal control systems are in place for business as usual activities and for business continuity in times of incident and/or crisis
- **TOU-BIN-5050-1.1-1**: Formulate organisation’s enterprise risk management framework incorporating leading risk management practices to ensure that internal control systems are in place for business as usual activities and for business continuity in times of incident and/or crisis

### Knowledge

- Health and safety standards and procedures
- Risk mitigating procedures
- ISO 31000 – Risk Management (Principles and Guidelines)

### Abilities

- Support the implementation of organisation’s risk management processes
- Apply risk assessment knowledge to conduct checks and flag instances where risk is identified in compliance to internal risk processes and escalation hierarchy
- Apply the principles and guidelines of risk
- Implement organisation’s risk management framework and policies
- Perform standard and established risk management and compliance administrative activities
- Implement changes in compliance and/or regulatory requirements regularly to proactively manage risk impact on compliance operations
- Develop an enterprise risk management framework for the organisation
- Develop internal control systems to ensure business continuity in times of incident and/or crisis
- Review incident and/or crisis management plans regularly to reduce gaps
- Formulate an enterprise risk management framework for the organisation incorporating leading risk management practices
- Drive the adoption of risk mitigation plans throughout the organisation
- Drive the use of internal control systems to ensure business continuity in
<table>
<thead>
<tr>
<th>Management, alongside internal risk processes</th>
<th>Maintain the organisation’s risk management systems</th>
<th>Review risk factors that can impact and disrupt the organisation’s operations financially and efficiency</th>
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<tr>
<td></td>
<td>Develop risk-mitigating measures based on risk assessment outcomes</td>
<td>Review changes in compliance and/or regulatory requirements regularly to proactively manage risk impact on operations</td>
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<td>Perform environmental scanning for possible threats and risks</td>
<td>Review the organisation’s risk management systems on an ongoing basis</td>
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<td>Perform health and safety risk assessment checks</td>
<td>Review risk-mitigating measures based on risk assessment outcomes</td>
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<td>times of incident and/or crisis</td>
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<td>Drive the change in compliance and/or regulatory requirements taking to proactively manage risk impact on compliance operations</td>
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<td>Formulate the organisation’s risk management systems and allocate resources to drive the effectiveness of risk management activities</td>
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