

**SKILLS FRAMEWORK FOR ELECTRONICS
TECHNICAL SKILLS & COMPETENCIES (TSC) REFERENCE DOCUMENT**

TSC Category	Business Continuity Management					
TSC	Crisis Situations Management					
TSC Description	Identify crisis response and recovery activities as well as implement the recovery and business continuity strategies to minimise the impact of disruptive events to the organisation					
TSC Proficiency Description	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
			ELE-BCM-3002-1.1	ELE-BCM-4002-1.1	ELE-BCM-5002-1.1	ELE-BCM-6002-1.1
TSC Proficiency Description			Execute crisis management plan by coordinating crisis response and recovery activities, executing individual roles during disruptive events and validating crisis management plan	Facilitate crisis management plan including allocating resources, executing and documenting response and recovery activities and communicating organisational crisis management key messages to relevant stakeholders	Lead damage assessment, directing crisis response and recovery activities, manpower planning and communication to stakeholders	Synergising activating and directing review of crisis response, recovery and stand down activities, managing crisis communication, reviewing impact of disruptive events on the organisation, as well as identifying programmes for staff learning and development in crisis management
Knowledge			<ul style="list-style-type: none"> Crisis management plan, including crisis response and recovery activities Critical business functions Business continuity plans Emergency control exercises 	<ul style="list-style-type: none"> Operational roles and responsibilities of a manager handling a crisis Documentation components for crisis response and recovery activities Communication plan for managing crisis 	<ul style="list-style-type: none"> Own role in management of crisis response and recovery activities Relevant stakeholders in a disruptive event Implications on business impact arising from disruptive events on the organisation 	<ul style="list-style-type: none"> Business impact of disruptive events on the organisation Own role in communication with relevant stakeholders
Abilities			<ul style="list-style-type: none"> Assist in the coordination and integration of crisis response and recovery activities in accordance with recovery and business continuity plans to respond to disruptive events Execute individual roles within the crisis management plan to respond to disruptive events Participate in the organisation's emergency control exercises to validate and make improvements to the crisis management plan to ensure organisational readiness Manage own emotions to maintain composure and display self-confidence and resilience when dealing with challenges in a crisis situation Respond appropriately to negative emotional cues of 	<ul style="list-style-type: none"> Allocate resources for response-handling in accordance with crisis management plan Identify crisis response and recovery activities to be implemented in accordance with recovery strategies and business continuity strategies Document crisis response and recovery activities data in accordance with information format requirements Implement 'return-to-normal' procedures in accordance with crisis management plan Communicate organisational crisis management key messages to relevant stakeholders 	<ul style="list-style-type: none"> Lead damage assessment in consultation with relevant stakeholders Direct crisis response and recovery activities to be implemented in accordance with recovery strategies and business continuity strategies Facilitate involvement of cross-functional teams in crisis management Activate 'return-to-normal' procedures in accordance with crisis management plan Understand the business impact of disruptive events on the organisation Activate crisis response and recovery activities and stand down procedures in accordance with business continuity strategies and crisis management plan Facilitate communication process during disruptive 	<ul style="list-style-type: none"> Review report on the business impact of disruptive events on the organisation Approve activation of the crisis response and recovery activities and stand down procedures in accordance with business continuity strategies and crisis management plan Manage communication of disruptive events to relevant stakeholders in accordance with crisis communication plan

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			organisation members during a crisis situation to provide reassurance		events to internal and external stakeholders in accordance with crisis communication plan	
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