

TSC Category	Emergency Response and Crisis Management					
TSC	Crisis Management					
TSC Description	Establish and implement crisis management frameworks and procedures to deal with disruptive or unexpected crisis situations that threaten to harm the organisation, its stakeholders or the public					
TSC Proficiency Description	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
			ECM-ERC-3001-1.1	ECM-ERC-4001-1.1	ECM-ERC-5001-1.1	ECM-ERC-6001-1.1
			Interpret crisis management procedures to support the crisis management team as a member	Facilitate responses to crisis situations and recovery activities in accordance with the crisis management framework and procedures	Establish crisis management procedures including crisis response, recovery activities and stand down procedures in accordance with recovery and business continuity strategies	Synergise crisis management and business continuity plans to mitigate business impact during disruptive events
Knowledge			<ul style="list-style-type: none"> • Principles of crisis management • Sources of crisis and categories of crisis • Policies and procedures for responding to a crisis, individual roles and responsibilities • Principles of continuous improvement to existing plans 	<ul style="list-style-type: none"> • Operational roles and responsibilities of a support team member handling a crisis • Principles of resource management and allocation • Response and recovery actions and activities documentation • Policies and procedures to 'return to normal' after a crisis • Procedures, checklists and documentation components for crisis response and recovery activities • Policies and procedures of the communication protocol for managing a crisis 	<ul style="list-style-type: none"> • Methods of managing crisis response and recovery activities • Methods and techniques in managing stakeholders in a disruptive event • Methods and techniques to analyse implications on business impact arising from disruptive events on the organisation • Types and nature of crisis, technological, natural disasters • Methods and techniques in working with senior teams in a crisis • Policies and procedures regarding the activation of 'return to normal' • Policies and procedures for communication protocol in crisis scenarios 	<ul style="list-style-type: none"> • Crisis management models and strategies • Methods and techniques in crisis leadership • Strategic principles of business continuity planning • Methods to analyse, identify and respond to business impact of disruptive events on the organisation • Policies and procedures on crisis management communication protocols • Methods in upholding the organisation's reputation when dealing with media and family related issues • Policies and procedures in authorising activation and stand down stages during a crisis scenario

<p>Abilities</p>			<ul style="list-style-type: none"> • Support as a member of the crisis management team • Assist in defining sources of potential disruptive events for input into crisis management plans • Analyse and evaluate sources of risk in accordance with assessment criteria • Compile risk profiles for business unit areas to determine and highlight high risk consideration areas • Interpret risk profiles for business units to make improvement recommendations of risk response • Assist the organisation's crisis management team to continually develop and improve crisis management plans 	<ul style="list-style-type: none"> • Support as a member of the crisis management team • Allocate resources for response handling in accordance with the 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 the organisation's information requirements • Implement 'return-to-normal' procedures in accordance with the crisis management plan • Communicate organisational crisis management key messages to relevant stakeholders 	<ul style="list-style-type: none"> • Lead as a member of the crisis management team • Lead damage assessment in consultation with relevant stakeholders • Lead crisis response and recovery activities to be implemented in accordance with recovery and business continuity strategies • Facilitate involvement of cross-functional teams in crisis management • Activate 'return-to-normal' procedures in accordance with the 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 the crisis management plan • Facilitate communication process during disruptive events to internal and external stakeholders in accordance with the crisis communication plan 	<ul style="list-style-type: none"> • Direct the crisis management team • Lead the strategic development of crisis management and business continuity plans • Review reports on the business impact of disruptive events on the organisation • Authorise the activation of crisis response and recovery activities and stand down procedures in accordance with business continuity strategies and the crisis management plan • Direct communication of disruptive events to relevant stakeholders including media response in accordance with the crisis management communication plan
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