

Skills Framework for Environmental Services

Overview of Technical Skills & Competencies (TSC)

TSC Category	TSC Title	Proficiency Levels					
		Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
Business Management	Business Continuity Management						
	Data and Statistical Analytics						
	Financial Management						
	Risk Management and Administration						
	Strategy Planning						
Cleaning Operations	Cleaning Chemical Handling						
	Food Shop Hygiene Maintenance						
	Furnishing Maintenance						
	Horizontal Surface Maintenance						
	Public Hygiene Maintenance						
	Vertical Surface Maintenance						
	Washroom Maintenance						
Environmental Management System (EMS) Management	EMS Framework Development and Implementation						
	EMS Policies, Standards, Procedures and Practices Management						
Equipment Maintenance	Equipment Maintenance Management						
People Development	Conflict Management						
	Effectiveness Management						
	Learning and Development						
Pest Management Operations	Pest Behavioural Management						
	Pest Control Detection and Monitoring Application						
	Pest Control Site Assessment and Analysis						
	Pest Disposal Management						
	Pesticide Application						
Productivity	Process Improvement and Optimisation						
	Process Quality Management						
Stakeholder and Customer Management	Business Development						
	Business Negotiation						
	Contract Preparation, Evaluation, Negotiation and Tendering						
	Contract / Vendor Management						
	Customer Management						
	Market Research						
	Stakeholder Management						
Technology Management	Automation Research and Implementation						
	Internet of Things Management						
	Knowledge Management						
	Robotics and Automation Application						
Transportation Management	Transport Management System Administration						
	Transport Route and Schedule Planning						
Waste Management Operations	Hazardous Material Management						
	Waste Collection Management						
	Waste Disposal Management						
	Waste Material Loading and Unloading Administration						
	Waste Sorting Management						
	Waste Treatment Management						
Workplace Safety and Health (WSH) Management	Emergency Response Management						
	Incident and Accident Investigation						
	WSH Culture Development						
	WSH Performance Management						
	WSH Practices Implementation						

General Descriptors for TSC – For Reference Purposes

Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
Responsibility (Degree of supervision and accountability)					
Work under direct supervision Accountable for tasks assigned	Work with some supervision Accountable for a broader set of tasks assigned	Work under broad direction May hold some accountability for performance of others, in addition to self	Work under broad direction Hold accountability for performance of self and others	Accountable for achieving assigned objectives, decisions made by self and others	Accountable for significant area of work, strategy or overall direction
Autonomy (Degree of decision-making)					
Minimal discretion required. Expected to seek guidance	Use limited discretion in resolving issues or enquiries. Work without frequently looking to others for guidance	Use discretion in identifying and responding to issues, work with others and contribute to work performance	Exercise judgment; Adapt and influence to achieve work performance	Provide leadership to achieve desired work results; Manage resources, set milestones and drive work	Empower to chart direction and practices within and outside of work (including professional field/ community), to achieve/ exceed work results
Complexity (Degree of difficulty of situations and tasks)					
Routine	Routine	Less routine	Less routine	Complex	Complex
Knowledge and Abilities (Required to support work as described under Responsibility, Autonomy and Complexity)					
<ul style="list-style-type: none"> • Recall factual and procedural knowledge • Apply basic skills to carry out defined tasks • Identify opportunities for minor adjustments to work tasks 	<ul style="list-style-type: none"> • Understand and apply factual and procedural knowledge in a field of work • Apply basic cognitive and technical skills to carry out defined tasks and to solve routine problems using simple procedures and tools • Present ideas and improve work 	<ul style="list-style-type: none"> • Apply relevant procedural and conceptual knowledge, and skills to perform differentiated work activities and manage changes • Able to collaborate with others to identify value-adding opportunities 	<ul style="list-style-type: none"> • Evaluate and develop factual and conceptual knowledge within a field of work • Select and apply a range of cognitive and technical skills to solve non-routine/abstract problems • Manage work activities which may be unpredictable • Facilitate the implementation of innovation 	<ul style="list-style-type: none"> • Evaluate factual and advanced conceptual knowledge within a field of work, involving critical understanding of theories and principles • Select and apply an advanced range of cognitive and technical skills, demonstrating mastery and innovation, to devise solutions to solve complex and unpredictable problems in a specialised field of work • Manage and drive complex work activities 	<ul style="list-style-type: none"> • Synthesise knowledge issues in a field of work and the interface between different fields, and create new forms of knowledge • Employ advanced skills, to solve critical problems and formulate new structures, and/or to redefine existing knowledge or professional practice • Demonstrate exemplary ability to innovate, and formulate ideas and structures