

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

TSC Category	Human Resource Planning					
TSC	Workplace Optimisation					
TSC Description	Plan and manage the work spaces to encourage collaboration and build organisation culture					
TSC Proficiency Description	Level 1	Level 2	Level 3 HRS-BIN-3101-1.1	Level 4 HRS-BIN-4101-1.1	Level 5 HRS-BIN-5101-1.1	Level 6
			Monitor employees' utilisation and experience of the workplace environment	Plan enhancements to the workplace environment	Direct the planning and management of the workplace environment	
Knowledge			<ul style="list-style-type: none"> Types and elements of workplaces Variables affecting workplace environment Impact of workplace environment on employees Efficient workplace utilisation Types of innovative workplaces 	<ul style="list-style-type: none"> Indicators of workplace environment effectiveness Trends and best practices in office workspaces and layouts Budgeting process and budget management techniques Indicators of workforce effectiveness and productivity 	<ul style="list-style-type: none"> Workplace environment design techniques and best practices Design thinking principles and methodologies Impact of workplace environment on organisational culture Return on investment (ROI) calculation and analysis 	
Abilities			<ul style="list-style-type: none"> Monitor the utilisation of work spaces and facilities Monitor the impact of work spaces and layouts on employees' experience and productivity Propose improvements to the physical work environment that will support the desired organisational culture 	<ul style="list-style-type: none"> Review effectiveness of existing physical work environment Manage workplace environment to ensure quality and efficiency of work operations Maximise workplace infrastructure budget utilisation Develop innovative and efficient ways of achieving office operational requirements Evaluate feasibility of proposed improvements to the workplace environment and infrastructure Justify workplace environment enhancement initiatives 	<ul style="list-style-type: none"> Guide the planning and conceptualisation of the organisation's desired workplace environment Evaluate impact of existing physical work environment on workforce effectiveness and productivity Acquire additional resources to improve the quality and efficiency of the workplace Anticipate strategic impact of workplace environment enhancement initiatives Endorse improvements to the workplace environment Evaluate long-term ROI from workplace environment enhancements 	