

**SKILLS FRAMEWORK FOR PUBLIC TRANSPORT  
TECHNICAL SKILLS AND COMPETENCIES (TSC) REFERENCE DOCUMENT**

|                                    |   |   |  |  |  |   |
|------------------------------------|---|---|--|--|--|---|
| <b>TSC Category</b>                | Incident Management   |   |  |  |  |   |
| <b>TSC</b>                         | Rail Emergency Response Management  |   |  |  |  |   |
| <b>TSC Description</b>             | Respond to rail emergencies by executing and developing emergency response procedures as a countermeasure to rail operation disruptions   |   |  |  |  |   |
| <b>TSC Proficiency Description</b> | <b>Level 1</b>  | <b>Level 2</b>  | <b>Level 3</b>   | <b>Level 4</b>   | <b>Level 5</b>   | <b>Level 6</b>  |
|                                    | <b>PTP-ICM-1006-1.1</b>   | <b>PTP-ICM-2006-1.1</b>   | <b>PTP-ICM-3006-1.1</b>  | <b>PTP-ICM-4006-1.1</b>  | <b>PTP-ICM-5006-1.1</b>  | <b>PTP-ICM-6006-1.1</b>   |
|                                    | Follow emergency response plans and carry out emergency response procedures   | Support the execution and implementation of emergency response plans  | Deploy emergency response plans and implement emergency procedures and drills  | Develop emergency response procedures and conduct drills to ensure emergency preparedness  | Evaluate and enhance emergency response plans and procedures   | Synergise emergency response plans to ensure the organisation emergency preparedness  |
| <b>Knowledge</b>                   | <ul style="list-style-type: none"> <li>• Definition of rail emergencies</li> <li>• Types of emergency scenarios in rail premises</li> <li>• Types of emergency response plans and organisational procedures in rail premises</li> <li>• Communication protocols, procedures and lines of command</li> <li>• Layouts of rail premises, pre-planned evacuation routes and holding areas for incident trains</li> <li>• Evacuation procedures</li> <li>• Types of Personal Protective Equipment (PPE) used in emergencies</li> </ul> | <ul style="list-style-type: none"> <li>• Types of emergency scenarios in rail premises</li> <li>• Types of emergency response plans and organisational procedures in rail premises</li> <li>• Roles and responsibilities of internal and external personnel in emergency response teams</li> <li>• Types of resources and personnel required to respond to different emergency scenarios</li> <li>• Communication protocols, procedures and lines of command</li> <li>• Layouts of rail premises, pre-planned evacuation routes and holding areas for incident trains</li> <li>• Evacuation procedures</li> </ul> | <ul style="list-style-type: none"> <li>• Organisational policies, standard procedures and practices for emergency response plans</li> <li>• Roles and responsibilities of internal and external personnel in emergency response teams</li> <li>• Emergency response plans decision making criteria and processes</li> <li>• Emergency communication protocols and procedures</li> <li>• Methods of handling emergency operations</li> <li>• Mandatory incident documentation and reporting requirements</li> <li>• Potential problems, safety hazards and risks of emergency action plans</li> </ul> | <ul style="list-style-type: none"> <li>• Organisational policies, standard procedures and practices for emergency response plans</li> <li>• Principles and concepts for developing emergency response procedures</li> <li>• Roles and responsibilities of internal and external personnel in emergency response teams</li> <li>• Potential problems, safety hazards and risks of emergency action plans</li> <li>• Risk assessment techniques</li> <li>• Legal requirements for emergency preparedness</li> <li>• Methods of defining communication protocol and procedures</li> <li>• Methods of defining lines of command</li> <li>• Types of training and emergency drills required</li> <li>• Mandatory incident documentation and reporting requirements</li> </ul> | <ul style="list-style-type: none"> <li>• Types of key performance indicators to measure the effectiveness of emergency response plans</li> <li>• Risk assessment techniques</li> <li>• Factors and criteria for escalation thresholds for emergency situations</li> <li>• Functions of emergency management and coordination taskforce and relevant personnel to be included</li> <li>• Emergency audit methodologies</li> <li>• Mandatory emergency documentation and reporting requirements</li> </ul> | <ul style="list-style-type: none"> <li>• Principles of business continuity and emergency recovery</li> <li>• International and industry best practices on emergency action planning</li> <li>• Success factors of effective action plans</li> <li>• Emergency action planning frameworks</li> <li>• Methods of determining command and control hierarchy</li> <li>• Emergency management information systems</li> </ul> |

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| <p><b>Abilities</b></p> | <ul style="list-style-type: none"> <li>• Identify the occurrence of an emergency situation</li> <li>• Carry out emergency response procedures in accordance with real-time emergency response instructions</li> <li>• Disseminate emergency response plans and ground information to co-workers, internal and/or external stakeholders and commuters</li> <li>• Participate in emergency response exercises and drills</li> </ul> | <ul style="list-style-type: none"> <li>• Assist to implement selected emergency response plans in accordance to assigned areas of responsibilities</li> <li>• Assist to implement evacuation procedures during an emergency in accordance to assigned areas of responsibilities</li> <li>• Use appropriate equipment to carry out emergency response procedures</li> <li>• Assist in conducting emergency response exercises and drills</li> </ul> | <ul style="list-style-type: none"> <li>• Deploy the appropriate emergency response plans according to types of emergency scenarios</li> <li>• Implement emergency response procedures</li> <li>• Communicate emergency updates to internal and/or external stakeholders</li> <li>• Activate emergency response teams</li> <li>• Collaborate with multiple response teams to facilitate implementation of emergency responses</li> <li>• Conduct emergency response exercises and drills</li> <li>• Document and draft emergency exercise reports</li> </ul> | <ul style="list-style-type: none"> <li>• Facilitate emergency response in accordance with organisation's emergency response plans</li> <li>• Utilise established communication channels to facilitate the communication of emergency response plans, procedures and risk control measures across the organisation</li> <li>• Review the key roles and duties of emergency response teams</li> <li>• Develop systems to document emergency response plans and procedures to provide clear directions for staff and emergency response teams</li> <li>• Identify training and emergency drills required to support implementation of emergency plans and procedures</li> <li>• Validate emergency exercise reports</li> </ul> | <ul style="list-style-type: none"> <li>• Assess and evaluate the effectiveness of emergency response plans and procedures against key performance indicators</li> <li>• Determine potential procedural errors, risks and safety hazards which may hamper response efforts</li> <li>• Determine follow-up measures to enhance emergency response plans</li> <li>• Establish emergency management and coordination taskforce for ready activation during and emergency</li> <li>• Audit emergency response operations</li> <li>• Review emergency reports for completeness and mandatory submission requirement</li> </ul> | <ul style="list-style-type: none"> <li>• Appraise the development and implementation of emergency response plans in accordance with regulatory and organisational requirements</li> <li>• Integrate elements of the emergency action planning frameworks into a holistic safety management system</li> <li>• Keep abreast of and integrate new developments in regulatory requirements into organisational Standard Operating Procedures (SOPs)</li> <li>• Influence organisation's approach on maintaining high levels of emergency preparedness</li> </ul> |
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