

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

TSC Category	Incident Management					
TSC	Rail Incident Management					
TSC Description	Respond to rail incidents by investigating and implementing recovery plans to maintain rail service continuity and reliability					
TSC Proficiency Description	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
	PTP-ICM-1007-1.1	PTP-ICM-2007-1.1	PTP-ICM-3007-1.1	PTP-ICM-4007-1.1	PTP-ICM-5007-1.1	PTP-ICM-6007-1.1
	Follow rail incidents recovery plans and assist in incident investigations	Support the implementation of rail incident recovery plans and conduct investigations	Implement rail incident recovery plans and coordinate investigations	Develop incident recovery plans and investigation methodologies	Formulate rail incident recovery and preventive strategies	Influence organisational culture for incident management and preventive strategies
Knowledge	<ul style="list-style-type: none"> Types of train-related incidents Types of station-related incidents Types of commuters related incidents Organisational standard operating procedures (SOPs) for incident investigation Workplace Safety and Health (WSH) Act 	<ul style="list-style-type: none"> Types of rail incident recovery plans and procedures Types of internal and external communication channels and chain of command Evaluation criteria of rail incident recovery plans Organisational standard operating procedures (SOPs) for incident investigation Workplace Safety and Health (WSH) Act 	<ul style="list-style-type: none"> Principles of incident recovery plans Regulatory requirement for incident and investigation reports Organisational standard operating procedures (SOPs) to manage incidents Roles and responsibilities of internal and external stakeholders for the conduct of investigation Organisation's communication channels and chain of command Evaluation criteria of rail incident recovery plans Types of incident corrective and preventative actions according to the types of incidents Workplace Safety and Health (WSH) Act 	<ul style="list-style-type: none"> Principles of incident recovery plans Procedures of development of incident recovery plans Regulatory requirement for incident and investigation reports Roles and responsibilities of internal and external stakeholders for the conduct of investigation Organisational communication channels and chain of command Methods of incidents analysis and root cause analysis Types of incident corrective and preventative actions according to the types of incidents Methods to develop investigation plans Workplace Safety and Health (WSH) Act 	<ul style="list-style-type: none"> Types of incident recovery plans and strategies Principles of incident management and preventive strategies Methods of incidents analysis and root cause analysis Organisational safety, health and quality management standards and requirements Technology applications for incident management and prevention Mandated rail service standards Types of incident corrective and preventative actions according to the types of incidents Methods to develop investigation plans Workplace Safety and Health (WSH) Act 	<ul style="list-style-type: none"> Types of incident recovery plans and strategies Principles of incident management and preventive strategies Organisational safety, health and quality management standards and requirements Technology applications for incident management and prevention Principles of incident management and preventive strategies Stakeholder management International and industry best practices on incident management Technology applications for incident management and prevention Workplace Safety and Health (WSH) Act
Abilities	<ul style="list-style-type: none"> Identify the types of rail incidents Assist in rail service recovery procedures in accordance with 	<ul style="list-style-type: none"> Execute rail service recovery plans Apply the appropriate recovery actions to handle rail incidents 	<ul style="list-style-type: none"> Supervise the implementation of service recovery actions Handle rail incidents that may lead to public 	<ul style="list-style-type: none"> Develop incident recovery plans Plan the investigation of incidents 	<ul style="list-style-type: none"> Guide the development of incident recovery strategies Lead the reporting on train-, station- and 	<ul style="list-style-type: none"> Synergise incident prevention and recovery strategies with internal and/or external

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	<p>organisation service recovery SOPs</p> <ul style="list-style-type: none"> • Assist in the implementation of incident recovery plans • Follow instructions to conduct rail incident and/or service disruption investigations 	<p>according to organisation's SOPs</p> <ul style="list-style-type: none"> • Support the conduct of rail incident and/or service disruption investigations • Assess effectiveness of the recovery actions in accordance to established criteria 	<p>complaints or service lapses</p> <ul style="list-style-type: none"> • Deploy personnel in the investigation of incidents • Monitor and provide situation reports of service recovery status to higher management • Coordinate incident investigation with internal and external stakeholders • Analyse the effectiveness of service recovery actions 	<ul style="list-style-type: none"> • Review and assess different information and records of rail incidents • Recommend corrective and preventative measures for incidents • Evaluate effectiveness of incident recovery plans • Review reports on incidents and investigation outcomes 	<p>passenger-related incidents and investigation outcomes</p> <ul style="list-style-type: none"> • Provide rail service improvement recommendations based on rail incident reports and evaluations • Formulate rail incident recovery strategies according to the standards and requirements for safety, health and quality management • Integrate technological applications to aid in incident management plans • Lead incident preventive strategies as part of incident recovery plans • Formulate incident investigation, analysis and reporting processes • Initiate incident investigation with internal and external stakeholders • Lead incident investigations 	<p>stakeholders and agencies</p> <ul style="list-style-type: none"> • Guide the formulation of incident response strategies • Drive the use of new technology applications to aid in incident management and preventive strategies • Guide the formulation of incident management policies • Evaluate and endorse reports and investigation outcomes of incidents
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