

**SKILLS FRAMEWORK FOR HOTEL AND ACCOMMODATION SERVICES
TECHNICAL SKILLS AND COMPETENCIES (TSC) REFERENCE DOCUMENT**

TSC Category	Business Management					
TSC	Resource Management					
TSC Description	Plan and manage resources to ensure optimisation of resources and sustainability of business operations					
TSC Proficiency Description	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
			HAS-SPI-3006-1.1-1	HAS-SPI-4006-1.1-1	HAS-SPI-5006-1.1-1	
			Implement resource plans to allocate and monitor resource usage	Evaluate suitability of resources and develop resource plans in support of business units	Formulate resource management and allocation strategies	
Knowledge			<ul style="list-style-type: none"> Principles of resource management Critical business functions Resource management key performance indicators Frameworks for assessing resource usage Methods to analyse resource usage 	<ul style="list-style-type: none"> Resource management, allocation, and optimisation tools and techniques Process to determine resource requirements for the organisation and the business unit Methods to optimise resource usage 	<ul style="list-style-type: none"> Industry best practices New innovation and technologies for resource management, allocation, and optimisation Components of resource allocation strategy 	
Abilities			<ul style="list-style-type: none"> Assess availability and suitability of resources Allocate resources in accordance with resource allocation plans Monitor and review resource usage to determine sufficiency and optimal utilisation Analyse resource allocation outcomes Perform re-allocation of resources to meet requirements of organisation and business unit Implement procedures and systems to monitor and evaluate resource usage 	<ul style="list-style-type: none"> Develop resource management and allocation strategies Develop resource allocation plans to support the achievement of strategies Determine resource needs to support resource allocation planning Develop resource allocation plans to support business unit activities Develop procedures and systems to monitor and evaluate resource usage Review resource usage to determine sufficiency and optimal utilisation 	<ul style="list-style-type: none"> Review resource management and allocation strategies Review critical business functions to determine resource management objectives Evaluate resource allocation plans to determine areas of wastage Review resource management key performance indicators Evaluate resource management performance against established key performance indicators Optimise the allocation of resources within the 	

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			<ul style="list-style-type: none"> • Generate resource utilisation reports 	<ul style="list-style-type: none"> • Propose improvements to optimise resource usage • Review resource management outcomes to ascertain refinements to resource allocation plan • Develop resource management key performance indicators 	<p>organisation to minimise waste and save costs</p> <ul style="list-style-type: none"> • Lead adoption of resource management technologies 	
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