

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

TSC Category	Executive Leadership					
TSC	Business Ethics and Values Management					
TSC Description	Identify impact of organisational values on corporate performance and formulate strategies and programmes to advocate organisational values and ethical code of conduct					
TSC Proficiency Description	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
						HAS-PVE-6014-1.1
						Establish values and ethics strategies to advocate organisational values and ethical code of conduct
Knowledge						<ul style="list-style-type: none"> • Organisation core values and philosophy • Fundamental differences between 'right' and 'wrong' • Principles governing decision-making in relations to ethical behaviour in organisation • Ethical frameworks in decision-making • Organisation's priorities in ethics- and values-based programmes • Societal norms pertaining to values-based ethical behaviours of organisation and organisation members • Guidelines for compliance to regulatory and legal frameworks for ethical behaviours • Principles of communicating ethics- and values-based information and knowledge • Steps in reviewing ethics or values-based programmes
Abilities						<ul style="list-style-type: none"> • Recognise positive and negative impact of

						<p>organisation values on organisation's performance</p> <ul style="list-style-type: none">• Develop value-oriented ethics programmes• Implement value-oriented ethics programmes• Conduct reviews of value-oriented ethics programmes• Facilitate communication of ethical behaviours to stakeholders
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