

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

TSC Category	People Management					
TSC	Work-Life Harmony					
TSC Description	Drive the practice of work-life initiatives to enhance employees' quality of life and optimise business performance					
TSC Proficiency Description	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
						HAS-PDV-6052-1.1
						Lead work-life balance and wellness measures to motivate staff and enhance productivity
Knowledge						<ul style="list-style-type: none"> • Types of lifestyle expectations • Negative behaviours affecting lifestyle expectations • Methods of identifying employees' satisfaction levels towards work-life harmony • Organisational guidelines for work-life harmony programmes and initiatives • Project management and types of efficiency tools available for programme implementation • Benefits and costs of wellness programmes • Communication systems applicable for communities of practice • Organisational guidelines for streamlining and implementing new processes and procedures • Organisation's establishment requirements for work goals, manpower availability and

						capability, and productivity goals • Guidelines for implementing work-life harmony action plans
Abilities						<ul style="list-style-type: none"> • Manage lifestyle satisfaction expectations • Review operational standards and workplace efficiency • Create value structure that incorporates work-life harmony programmes and projects • Create programmes for streamlining communications, increasing productivity, and reducing stress • Implement and monitor work-life harmony action programmes that celebrate successes and reward positive behaviours • Facilitate communities of practice to support professional and personal needs • Determine employees' satisfaction levels towards work-life harmony