

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

TSC Category	Risk and Compliance Management					
TSC	Legal Compliance Management					
TSC Description	Manage organisation's compliance with relevant legislative and regulatory requirements					
TSC Proficiency Description	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
	HAS-CGP-1019-1.1		HAS-CGP-3019-1.1	HAS-CGP-4019-1.1	HAS-CGP-5019-1.1	HAS-CGP-6019-1.1
	Demonstrate working knowledge to ensure adherence to relevant legislative and regulatory requirements when carrying out day-to-day work activities		Analyse and interpret information on relevant legislation and compliance requirements and facilitate integration of organisational policies and procedures to ensure compliance	Manage compliance monitoring including liaising with regulatory agencies to acquire and keep licences and permits up-to-date	Evaluate and review a business unit's compliance with applicable legislative and regulatory requirements, including identifying and addressing areas of non-compliance	Endorse organisation's compliance programmes and oversee organisational compliance in accordance with relevant legislative and regulatory requirements
Knowledge	<ul style="list-style-type: none"> Legislative and regulatory requirements for the industry and operating environment Objectives of legislative and regulatory compliance Information sources on legislative and regulatory requirements 		<ul style="list-style-type: none"> Legislative and regulatory requirements for the industry and operating environments Objectives of legislative and regulatory compliance Organisational policies and procedures for adhering to legislative and regulatory requirements 	<ul style="list-style-type: none"> Methodologies for compliance monitoring Data on compliance tracking Importance of liaising with regulatory agencies Importance of keeping licences and permits up-to-date Importance of complying with regulations Importance of keeping up with changes to relevant legislative requirements 	<ul style="list-style-type: none"> Relevant legislation and regulations applicable to industry Appropriate sources of information on internal and external compliance requirements Methodologies for both internal and external monitoring and evaluation Data on compliance tracking Relevant stakeholders Implications of non-compliance with relevant legislation and regulations 	<ul style="list-style-type: none"> Regulatory frameworks applicable to the organisation and global leading practices Roles, accountabilities and responsibilities of management team Processes for operationalising compliance policies Internal and external compliance controls Operational plans for monitoring and internalising compliance in the organisation
Abilities	<ul style="list-style-type: none"> Comply with internal and regulatory organisations' policies and procedures to ensure compliance when carrying out daily work Identify and document possible areas of non-compliance in business activities in accordance with information format requirements Seek clarifications on legislative and regulatory 		<ul style="list-style-type: none"> Identify legislative and regulatory requirements applicable to the organisation Communicate key legislative and regulatory requirements and related management systems to relevant stakeholders to facilitate legislative compliance Assess internal policies and procedures to ensure compliance 	<ul style="list-style-type: none"> Liaise with regulatory agencies in accordance with organisational procedures Acquire licences and permits, in line with regulatory procedures Identify and apply regulations applicable to business operations Monitor compliance with regulations in accordance with legislative requirements 	<ul style="list-style-type: none"> Access appropriate sources of information to analyse relevant compliance requirements applicable to business units Interpret relevant legislation and regulations, legal documents, standards and codes of practice relevant to business units to identify possible areas of non-compliance 	<ul style="list-style-type: none"> Define roles, accountabilities and responsibilities of top management team in complying and monitoring compliance with relevant legislative and regulatory requirements Provide guidance for operationalising organisational compliance policies Evaluate operational plans to monitor and

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	requirements when needed		<ul style="list-style-type: none"> • Identify and document possible areas of non-compliance in business activities in accordance with information format requirements to facilitate follow-up actions • Assist in the integration of procedures to ensure adherence to legislative and regulatory requirements in daily scope of work • Prepare management reports for follow-up actions • Assist in compliance reviews in accordance with organisational guidelines and policies to identify areas for improvement 	<ul style="list-style-type: none"> • Identify new approaches and strategies to enhance legal compliance monitoring 	<ul style="list-style-type: none"> • Evaluate and report data on compliance to relevant stakeholders according to information format requirements to ensure stakeholders are updated and consulted • Formulate recommendations and obtain sign-offs to address areas of non-compliance with legal and other requirements in consultation with relevant stakeholders 	internalise compliance management in the organisation for endorsement
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