

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

<b>TSC Category</b>	Workplace Safety and Security Management					
<b>TSC</b>	Workplace Safety and Health Performance Management					
<b>TSC Description</b>	Establish and monitor indicators measuring effectiveness of the Workplace Safety and Health (WSH) policy and work procedures in preventing incidents and safeguarding employees					
<b>TSC Proficiency Description</b>	<b>Level 1</b>	<b>Level 2</b>	<b>Level 3</b>	<b>Level 4</b>	<b>Level 5</b>	<b>Level 6</b>
	<b>HAS-WSH-1035-1.1-1</b>	<b>HAS-WSH-2035-1.1-1</b>	<b>HAS-WSH-3035-1.1-1</b>	<b>HAS-WSH-4035-1.1-1</b>	<b>HAS-WSH-5035-1.1-1</b>	
	Comply with Workplace Safety and Health (WSH) guidelines by following safe work practices and risk control procedures	Support Workplace Safety and Health (WSH) inspections by conducting checks according to work plans and instructions	Perform Workplace Safety and Health (WSH) inspections to support the performance monitoring process	Develop Workplace Safety and Health (WSH) inspection plans and review outcomes to facilitate performance monitoring	Devise Workplace Safety and Health (WSH) performance management goals, measurements and parameters	
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>Financial losses due to work-related injuries</li> <li>Documentation procedures for reporting hazards</li> <li>Manufacturers' instructions on safe use and maintenance of equipment</li> <li>Use of appropriate Personal Protective Equipment (PPE)</li> <li>Methods to identify unsafe and faulty equipment</li> <li>WSH regulations and guidelines</li> </ul>	<ul style="list-style-type: none"> <li>Types of routine and non-routine work activities</li> <li>Types of compliance inspection processes</li> <li>Methods of hazard identification and risk assessment</li> <li>Types of risks associated with hazards, unsafe work practices and conditions</li> <li>Types of non-compliances, unsafe work conditions and practices</li> <li>Principles of the Hierarchy of Control</li> <li>WSH control measures and Personal Protective Equipment (PPE)</li> <li>Gaps in the existing control measures and actual practices</li> </ul>	<ul style="list-style-type: none"> <li>Types of WSH inspection processes</li> <li>Types of WSH reporting processes</li> <li>WSH policy performance requirements</li> <li>Types of data used to gain insight into WSH performance</li> <li>Methods of collecting WSH data</li> <li>Analysis WSH performance data</li> <li>Organisation's processes, policies and procedures</li> </ul>	<ul style="list-style-type: none"> <li>Processes to develop risk management plans</li> <li>Types of WSH conditions and practices to be monitored</li> <li>Types of WSH performance monitoring plans</li> <li>Selection criteria for WSH performance monitoring team</li> </ul>	<ul style="list-style-type: none"> <li>Organisation's strategies and goals relevant to WSH performance</li> <li>WSH performance indicators and measurement criteria</li> <li>Cost of incidents</li> <li>Intervention strategies to reduce WSH risks</li> <li>Types of WSH policies, regulations and legislations</li> </ul>	
<b>Abilities</b>	<ul style="list-style-type: none"> <li>Plan daily work to maintain safe work environment</li> <li>Identify and monitor workplace safety and security</li> <li>Use equipment according to safety</li> </ul>	<ul style="list-style-type: none"> <li>Adhere to WSH policies and procedures</li> <li>Assist in the conduct of compliance inspections within work area</li> <li>Identify non-compliances, unsafe</li> </ul>	<ul style="list-style-type: none"> <li>Intervene in the presence of unsafe behaviour and work practices</li> <li>Identify types of hazards using relevant information</li> <li>Analyse organisation's routine and non-routine</li> </ul>	<ul style="list-style-type: none"> <li>Establish the risk management plan workflow</li> <li>Establish the method of monitoring the implementation of risk management plan</li> </ul>	<ul style="list-style-type: none"> <li>Formulate the risk management plans</li> <li>Establish WSH performance measurement parameters based on relevant requirements and purposes</li> </ul>	

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	<p>instructions and guidelines</p> <ul style="list-style-type: none"> <li>• Follow organisational procedures to report safety hazards and security breaches observed</li> <li>• Follow organisational procedures to respond to emergencies</li> <li>• Seek advice from supervisor to get updates on changes to Workplace Safety and Health regulatory requirements</li> </ul>	<p>work conditions and practices</p> <ul style="list-style-type: none"> <li>• Monitor and review the effectiveness of the implemented control measures</li> <li>• Identify gaps in the existing control measures and report to management for appropriate corrective actions and preventive actions</li> <li>• Communicate the risks and control measures to the relevant stakeholders</li> </ul>	<p>processes and activities to establish the scope of risk assessment</p> <ul style="list-style-type: none"> <li>• Evaluate the impact of the hazards to safety and health of personnel, and prioritise the risk level using appropriate risk assessment methods</li> <li>• Formulate risk control strategies and implementation plans</li> <li>• Evaluate effectiveness of implemented control measures to identify residual risks</li> </ul>	<ul style="list-style-type: none"> <li>• Form risk management and risk assessment team</li> <li>• Identify deviations from the risk management plans and propose appropriate corrective actions</li> <li>• Revise risk management plans for continual improvement</li> <li>• Maintain the risk assessment documentation in accordance with legal and other requirements</li> </ul>	<ul style="list-style-type: none"> <li>• Review current WSH performance data against WSH standard conditions and practices from legal and other requirements</li> <li>• Determine WSH conditions and practices to be monitored</li> <li>• Develop WSH performance monitoring plans</li> <li>• Recommend appropriate intervention strategies based on monitoring results</li> </ul>	
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