

**SKILLS FRAMEWORK FOR TOURISM  
TECHNICAL SKILLS & COMPETENCIES (TSC) REFERENCE**

<b>TSC Category</b>	Enterprise Risk Management					
<b>TSC</b>	Accident and Incident Response Management					
<b>TSC Description</b>	Deploy tools, procedures and resources to respond to accidents and incidents efficiently					
<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>TOU-ICM-2011-1.1-1</b>	<b>TOU-ICM-3011-1.1-1</b>	<b>TOU-ICM-4011-1.1-1</b>	<b>TOU-ICM-5011-1.1-1</b>	
		Execute emergency response plans during accidents and incidents	Administer evacuation and first aid procedures at accident and incident sites	Oversee the management of accidents and incidents, from planning to command and control in emergency response centres	Drive strategies to enhance organisational readiness to respond to accidents and incidents	
<b>Knowledge</b>		<ul style="list-style-type: none"> <li>Types of emergency situations</li> <li>Notification processes for accidents and incidents</li> <li>Classification of accidents and incidents</li> <li>Lessons uncovered from past accidents and incidents</li> <li>Standard Operating Procedures (SOPs) to respond to accidents and incidents</li> <li>Emergency response plans and procedures</li> <li>Procedures to report accidents and incidents</li> <li>Documentation and records requirements for accidents and incidents</li> </ul>	<ul style="list-style-type: none"> <li>Classification of accidents and incidents</li> <li>Evacuation procedures</li> <li>Access control procedures</li> <li>First aid procedures</li> <li>Local and international guidelines for accident and incident response management</li> </ul>	<ul style="list-style-type: none"> <li>Formation and functions of an emergency response centre</li> <li>Roles and responsibilities of an incident commander</li> <li>Procedures to develop tactical plans during accidents and incidents</li> <li>Emergency operations strategies</li> <li>Emergency preparedness assessments</li> <li>Procedures for conducting exercises and reviews</li> <li>Procedures for conducting training and coaching</li> </ul>	<ul style="list-style-type: none"> <li>Accident and incident debriefing techniques</li> <li>Response strategies deployed for accidents and incidents in other countries</li> <li>New technologies to enhance emergency response readiness</li> <li>Procedures and techniques to respond to media during large-scale accidents and incidents</li> </ul>	
<b>Abilities</b>		<ul style="list-style-type: none"> <li>Identify appropriate agencies and organisations to respond to accidents and incidents</li> <li>Explain procedures for communication to stakeholders during accidents and incidents</li> </ul>	<ul style="list-style-type: none"> <li>Support the establishment of control zones and/or emergency response centre</li> <li>Evaluate the severity of accidents and incidents</li> <li>Identify stakeholders to be alerted during accidents and incidents</li> </ul>	<ul style="list-style-type: none"> <li>Establish control zones and/or emergency response centre to manage incidents and accidents</li> <li>Act as incident commander by applying relevant strategies of emergency operations</li> </ul>	<ul style="list-style-type: none"> <li>Formulate strategies to enhance the readiness of the organisation, agencies and stakeholders to respond to accidents and incidents</li> <li>Assemble the mobilisation of resources</li> </ul>	

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		<ul style="list-style-type: none"> <li>• Determine the classification of accidents and incidents</li> <li>• Communicate status of accidents and incidents to relevant stakeholders and departments</li> <li>• Compile and complete documentation for accidents and incidents</li> </ul>	<ul style="list-style-type: none"> <li>• Organise the orderly evacuation of people from accident and incident sites</li> <li>• Control access to accident and incident sites</li> <li>• Review law enforcement and security needs during large-scale accidents and incidents</li> <li>• Apply first aid procedures on injured parties</li> </ul>	<ul style="list-style-type: none"> <li>• Develop tactical plans to maintain control of emergency and incident sites</li> <li>• Evaluate on-site accident and incident response capabilities</li> <li>• Develop processes to coordinate accident and incident response plans with relevant stakeholders</li> <li>• Review incident summary reports to identify areas of improvement</li> <li>• Conduct training and coaching to employees on incident management procedures</li> <li>• Conduct regular exercises and reviews to maintain incident preparedness and responsiveness</li> </ul>	<p>to meet law enforcement and security needs during accidents and incidents</p> <ul style="list-style-type: none"> <li>• Communicate and present status of accidents and incidents to the media</li> <li>• Review effectiveness of emergency response centre operations during and after accidents and incidents</li> <li>• Lead de-briefing exercises after accidents and incidents</li> <li>• Drive the development of procedures and policies to manage threats</li> <li>• Devise coordinated plans with external agencies for large-scale accidents and incidents</li> </ul>	
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