

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

<b>TSC Category</b>	Human Resource Management					
<b>TSC</b>	Employee and Labour Relations					
<b>TSC Description</b>	Manage relationships with employees and labour unions					
<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-HRM-5038-1.1</b>	<b>TOU-HRM-6038-1.1</b>
					Implement processes and plans to improve employee relations and engage with employee groups and labour unions	Inspire stronger employee relations by enabling strong employee relationship management through employment regulations and policies
<b>Knowledge</b>					<ul style="list-style-type: none"> <li>Measures to engage employees within organisation</li> <li>Techniques for resolving employee conflicts</li> <li>Techniques to increase employee retention</li> <li>Principles of employee engagement and team building</li> <li>Employment Act</li> <li>Work Injury Compensation Act</li> <li>Communication tools and techniques</li> <li>Industrial relations negotiation techniques</li> <li>Procedures to investigate employee claims</li> </ul>	<ul style="list-style-type: none"> <li>Employee conflict management models</li> <li>Employee retention strategies</li> <li>Employee motivation and empowerment techniques</li> <li>Implications of organisation vision and culture on employees</li> <li>Employee groups and labour union management techniques</li> </ul>
<b>Abilities</b>					<ul style="list-style-type: none"> <li>Lead adoption of human resource processes to engage employees within organisation</li> <li>Collaborate with human resource on department's employee engagement initiatives</li> </ul>	<ul style="list-style-type: none"> <li>Endorse human resource processes to engage employees within organisation</li> <li>Formulate organisational strategies for employee conflict resolution</li> </ul>

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					<ul style="list-style-type: none"> <li>• Lead conflict resolution between employees in accordance with organisational policies</li> <li>• Adapt human resources initiatives for employee retention, engagement and teambuilding</li> <li>• Implement plans to increase employee retention and enhance employee engagement</li> <li>• Lead compliance to regulatory requirements relevant to the organisation's employee relations and working conditions</li> <li>• Maintain communications with union representatives to prevent escalation of grievances and disputes</li> <li>• Represent organisation in union negotiations and tripartite mediations</li> <li>• Lead collaboration efforts with involved parties to investigate validity and credibility of employee claims</li> </ul>	<ul style="list-style-type: none"> <li>• Formulate organisational strategies to increase employee retention</li> <li>• Define organisation's vision and culture to employees to build commitment to the organisation</li> <li>• Strategise engagements with employee groups and labour unions</li> </ul>
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