

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

|                                    |  |  |   |  |                |                |
|------------------------------------|--|--|---|--|----------------|----------------|
| <b>TSC Category</b>                | Infocomm Technology Management   |  |   |  |                |                |
| <b>TSC</b>                         | Technology Application   |  |   |  |                |                |
| <b>TSC Description</b>             | Integrate technologies into operations of the organisation to optimise efficiency and effectiveness of processes |  |   |  |                |                |
| <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-TEM-2003-1.1</b>  | <b>TOU-TEM-3003-1.1</b>   | <b>TOU-TEM-4003-1.1</b>  |                |                |
|                                    |  | Adopt new technologies to enhance organisational operations or processes   | Implement technology plans and assess effectiveness of new technologies on work operations or processes   | Develop overall technology plans by analysing the practicality, feasibility and risks of new technologies  |                |                |
| <b>Knowledge</b>                   |  | <ul style="list-style-type: none"> <li>Operational technologies used in business activities such as Radio Frequency Identification (RFID), Global Positioning System (GPS) and Geographic Information System (GIS)</li> <li>Technology application and usage</li> </ul>  | <ul style="list-style-type: none"> <li>Technology integration tools, plans and approaches</li> <li>Technology installation and troubleshooting methods</li> <li>Risks involved with implementation of new technologies</li> <li>Performance metrics to measure effectiveness of new technologies</li> </ul>   | <ul style="list-style-type: none"> <li>Technology integration tools, plans and approaches</li> <li>Control procedures for technology integration</li> <li>Risk assessment methods and procedures to support business continuity and disaster recovery</li> </ul>   |                |                |
| <b>Abilities</b>                   |  | <ul style="list-style-type: none"> <li>Adopt new technologies to improve work operations or processes</li> <li>Conduct feasibility trials of new technologies for integration into work processes</li> <li>Support technology implementation plans</li> <li>Provide basic troubleshooting support and address user feedback</li> </ul> | <ul style="list-style-type: none"> <li>Assess performance of department to identify areas for change or improvement using technologies</li> <li>Generate ideas for the development of technology-enabled solutions to solve business problems</li> <li>Evaluate the effectiveness of new technologies to solve business problems</li> <li>Implement technology integration plans to meet business requirements</li> </ul> | <ul style="list-style-type: none"> <li>Design and present detailed approaches for adoption of new technologies</li> <li>Socialise new technologies with stakeholders for feedback</li> <li>Determine cost impact and risks associated with new technology applications</li> <li>Develop technology implementation approaches and schedules</li> <li>Develop optimisation plans to improve the</li> </ul> |                |                |

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|--|--|--|--|--|--|--|
|  |  |  | while adhering to risk management procedures | application of technologies in business operations |  |  |
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