

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

TSC Category	Meetings, Incentives, Conferences and Exhibitions (MICE) Operations					
TSC	Delegates and Participants Management					
TSC Description	Manage policies and procedures for the management, registration and engagement of participants, including participants' travel management					
TSC Proficiency Description	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
		TOU-MOP-2001-1.1	TOU-MOP-3001-1.1	TOU-MOP-4001-1.1	TOU-MOP-5001-1.1	
		Determine needs of participants' travel requirements and support registration processes	Propose procedures to meet travel requirements of participants and execute efficient registration processes	Develop procedures to manage participants	Endorse procedures to manage participants	
Knowledge		<ul style="list-style-type: none"> Legislations related to participants' travel Logistical issues involved in organising participants' travel Elements of registration processes Database administration for registrations Safety considerations for on-site registration areas Access issues for on-site registration areas Types of registration operations systems and software programmes Procedures to manage participants' requests 	<ul style="list-style-type: none"> Scheduling for participants' travel Information required for transportation arrangements for VIP participants Techniques of communicating information Technical requirements of registration operations systems and software programmes Follow-up processes for registrations 	<ul style="list-style-type: none"> Risk management planning for disruptions to travel arrangements Various forms of transport arrangements Communication strategies for groups Events manning and scheduling for events staff Safety policies related to registrations and queue management Queue management 	<ul style="list-style-type: none"> Evaluation processes and procedures Principles of business improvement Principles for global travel management 	
Abilities		<ul style="list-style-type: none"> Document accurate details of participants' travel schedules Identify travel requirements and needs of participants Identify risks associated with travel arrangements Prepare logistics of entertainment activities for participants 	<ul style="list-style-type: none"> Develop travel schedules of participants Liaise with vendors and suppliers to ensure fulfilment of travel requirements and needs Develop draft contingency plans to manage scheduling and travel risks 	<ul style="list-style-type: none"> Develop organisational procedures for participant's travel schedule Develop contingency plans for travel risks Facilitate acquisition of optimal agreements with vendors and suppliers 	<ul style="list-style-type: none"> Review existing vendor and supplier relationships to ensure optimal agreements Endorse organisational procedures for management of travel plans Endorse contingency plans for travel risks 	

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		<ul style="list-style-type: none"> • Prepare registration materials and equipment prior to events • Identify registration area safety and access issues • Carry out registration process • Process on-site payments • Support participants with diverse and special needs and expectations 	<ul style="list-style-type: none"> • Implement contingency plans to manage scheduling • Communicate travel-related information to relevant stakeholders • Troubleshoot malfunction of registration equipment • Implement registration process procedures • Support resolution of registration area safety and access issues • Review on-site payment procedures • Implement organisational procedures to manage participants with diverse and special needs and expectations 	<ul style="list-style-type: none"> • Develop communication strategies for distribution of travel information • Review travel arrangements based on feedback from participants • Review proposed recommendations for future travel • Develop registration procedures • Develop contingency plans to manage high volume of registrations • Develop registration area safety and access procedures • Review registration processes based on feedback from participants 	<ul style="list-style-type: none"> • Guide communication strategies for distribution of travel information • Initiate improvements to travel arrangements • Initiate recommendations for future travel • Initiate improvements to registration processes 	
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