

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

TSC Category	Meetings, Incentives, Conferences and Exhibitions (MICE) Operations					
TSC	Meetings, Incentives, Conferences and Exhibitions (MICE) Equipment Management and Venue Management					
TSC Description	Manage resources for operation and maintenance of equipment required for Meetings, Incentives, Conferences and Exhibitions (MICE) events, including venue facilities and audio visual equipment					
TSC Proficiency Description	Level 1	Level 2 TOU-MOP-2002-1.1	Level 3 TOU-MOP-3002-1.1	Level 4 TOU-MOP-4002-1.1	Level 5 TOU-MOP-5002-1.1	Level 6
		Perform equipment maintenance and documentation of clients' venue requirements	Supervise equipment maintenance and perform feasibility analysis of venue options	Develop equipment maintenance schedules and venue management procedures	Approve equipment maintenance and venue management procedures to maximise value, functionality and productivity	
Knowledge		<ul style="list-style-type: none"> Equipment specifications and operating procedures Inspection criteria of equipment Types of maintenance for equipment Workplace Safety and Health (WSH) Act 2011 Troubleshooting directive for equipment Common causes of equipment breakdown and abnormalities Maintenance records system 	<ul style="list-style-type: none"> Maintenance standards and procedures Procedures to manage breakdowns and emergencies Organisational Risk Assessment Management (RAM) system Maintenance providers' qualifications Equipment maintenance records Site infrastructure Types of venues and formats of venue set-ups 	<ul style="list-style-type: none"> Procedures for purchasing and leasing equipment Environment Protection and Management Act Building Control Act Components of service contracts Features, advantages and disadvantages of venues Venue and spatial requirements Venue-related licences, permits and guidelines for event organisation Multi-venue management Events concept and theme 	<ul style="list-style-type: none"> Venue and spatial constraints Operational management of venues and spaces Selection criteria for venues and spaces Emerging trends in venue management 	
Abilities		<ul style="list-style-type: none"> Inspect equipment to determine maintenance needs Prepare equipment for maintenance work Perform scheduled maintenance on equipment 	<ul style="list-style-type: none"> Coordinate maintenance needs and schedules Organise outsourcing of activities to qualified maintenance service providers Monitor quality of maintenance activities 	<ul style="list-style-type: none"> Develop equipment maintenance plans Review maintenance report and activities Manage equipment purchase and leasing procedures from vendors Develop service contracts with 	<ul style="list-style-type: none"> Approve equipment maintenance plans Approve equipment purchases and leasing Direct service contract development for maintenance service providers 	

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		<ul style="list-style-type: none"> Record maintenance problems for follow-up actions Document clients' event requirements for venue selection Prepare venue equipment and facilities in accordance to event plans 	<ul style="list-style-type: none"> Monitor adherence to Workplace Safety and Health (WSH) Act while conducting maintenance activities Analyse maintenance reports of equipment and facilities Identify environmental hazards at facilities Determine suitability of venues to event design and requirements Analyse best combination of venues to meet clients' requirements Set-up venue equipment and facilities according to event plans 	<p>maintenance service providers</p> <ul style="list-style-type: none"> Develop environmental action plans Develop site plans, space assignments and set-up configurations that optimises use of spaces and resources Facilitate multi-venue considerations into venue selection processes 	<ul style="list-style-type: none"> Drive environmental action plans within organisation Initiate novel solutions for designing or redesigning spaces, facilities or processes Drive venue management to maximise value, functionality and productivity 	
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