

**SKILLS FRAMEWORK FOR WORKPLACE SAFETY AND HEALTH  
TECHNICAL SKILLS & COMPETENCIES (TSC) REFERENCE DOCUMENT**

<b>TSC Category</b>	Workplace Safety and Health Management					
<b>TSC</b>	Workplace Safety and Health Management in Service Industry					
<b>TSC Description</b>	Manage operational issues associated with the controls and put in place appropriate risk control measures in the service industry					
<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>WPH-WSH-2083-1.1</b>	<b>WPH-WSH-3083-1.1</b>	<b>WPH-WSH-4083-1.1</b>	<b>WPH-WSH-5083-1.1</b>	
		Identify common safety and health hazards and support appropriate control measures in the worksite	Identify common safety and health hazards in the workplace and take the appropriate control measures to ensure safety at work and free of risks to health	Mitigate operational issues associated with the controls and support implementation of control measures in the service industry	Handle operational issues associated with the controls and management of risk (including ergonomics) in the service industry	
<b>Knowledge</b>		<ul style="list-style-type: none"> <li>• Importance of Workplace Safety and Health (WSH)</li> <li>• Consequences of unsafe work practices and workplace conditions</li> <li>• Salient WSH legal and other requirements relevant to service industry</li> <li>• Overview of WSH management system</li> <li>• WSH duties and responsibilities in the service industry</li> <li>• Safety and health planning and organisation</li> <li>• Risk management process</li> <li>• Typical service activities</li> <li>• Permit-to-work for high-risk service works</li> </ul>	<ul style="list-style-type: none"> <li>• Importance of Workplace Safety and Health (WSH)</li> <li>• Consequences of unsafe work practices and workplace</li> <li>• Salient WSH legal and other requirements relevant to service industry</li> <li>• Overview of WSH management system</li> <li>• WSH duties and responsibilities of supervisor in the service industry</li> <li>• Risk management process</li> <li>• Types of higher risk occupations in service industry</li> <li>• Unsafe work practices and conditions</li> <li>• Fatigue at workplace</li> <li>• Typical WSH hazards including personal health issues in services industry</li> <li>• Methods for hazard identification</li> <li>• WSH control measures</li> <li>• Organisational WSH inspection procedure</li> <li>• WSH training and promotional programmes</li> </ul>	<ul style="list-style-type: none"> <li>• Key types of trades and working environment in the service industry</li> <li>• Applicable Workplace Safety and Health (WSH) legal and other requirements for the service industry</li> <li>• Types of WSH hazards including personal health issues and risks in the service industry</li> <li>• Control measures to address hazards including personal health issues and risks in the service industry</li> <li>• WSH training for service industry</li> <li>• Methods of monitoring implementation of control measures</li> <li>• Status report of an implementation plan</li> </ul>	<ul style="list-style-type: none"> <li>• Key types of business operations and working environment in the service industry</li> <li>• Types of higher risk occupations in service industry</li> <li>• Workplace Safety and Health (WSH) legal and other requirements for the service industry</li> <li>• WSH hazards including personal health issues and risks relating to working in service industry</li> <li>• Control measures to address WSH hazards including personal health issues and risks associated with working in service industry</li> <li>• Guidelines for sitting posture evaluation</li> <li>• Guidelines for tools and equipment evaluation</li> <li>• Manual handling risk evaluation</li> <li>• Methods for evaluating poor posture</li> <li>• Effects of shift work on workers</li> <li>• Methods of monitoring the implementation of control measures</li> </ul>	

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			<ul style="list-style-type: none"> <li>• Incident Investigation and reporting</li> </ul>		<ul style="list-style-type: none"> <li>• Status report of an implementation plan</li> </ul>	
<b>Abilities</b>		<ul style="list-style-type: none"> <li>• Support in safe work practices and risk control procedures</li> <li>• Participate in workplace safety and health management activities</li> <li>• Support workplace emergency response procedures</li> </ul>	<ul style="list-style-type: none"> <li>• Explain and interpret salient WSH legislations and other requirements relevant to the service industry</li> <li>• Describe WSH duties and responsibilities of a supervisor in service industry</li> <li>• Identify WSH hazards including personal health issues, evaluate and control risks in service industry in accordance with risk management process</li> <li>• Carry out WSH inspections in accordance with organisational inspection procedures</li> <li>• Implement WSH training and promotional programmes</li> <li>• Conduct incident investigation and prepare report</li> <li>• Conduct a WSH briefing to stakeholders</li> </ul>	<ul style="list-style-type: none"> <li>• Identify WSH hazards including personal health issues and assess the risks of key trades and daily work activities in the service industry</li> <li>• Support development of control measures to address the WSH hazards including personal health issues and risks identified</li> <li>• Carry out implementation plan in accordance to the organisational Risk Management Plan</li> <li>• Communicate WSH hazards including personal health issues and risks, proposed control measures and implementation plan to relevant stakeholders</li> <li>• Implement control measures in daily work activities</li> <li>• Assist in compilation of report to management on the status of implementation plan</li> </ul>	<ul style="list-style-type: none"> <li>• Identify WSH hazards including personal health issues and assess the risks of key types of business operations and working environment in the service industry</li> <li>• Develop control measures to address the WSH hazards including personal health issues and risks</li> <li>• Formulate implementation plan in accordance to the organisational Risk Management Plan</li> <li>• Communicate WSH hazards including personal health issues and risks, proposed control measures and implementation plan to relevant stakeholders</li> <li>• Monitor implementation of the control measures in daily activities</li> <li>• Report to management on the status of implementation plan</li> </ul>	