Functional Area: Strategic / General Management (Planning & Implementation)

1.	Title	Maximise support to regulatory environment
2.	Code	ITCSSG518A
3.	Range	Telecom regulator has a crucial effect on a telecom organisation operation and policies as it dictates the course the industry takes and ensures fair competition within the industry. Ultimately, operator must develop strategies and plans in order to comply with regulatory requirements and take a more active role in shaping future regulatory policies. This UoC applies to provide support to regulatory environment. Support means building effective communication channel with the regulatory body, submitting required reports, participating advisory committees, etc. Regulatory environment includes legislation, regulation, licensing, notices, orders, etc.
4.	Level	5
5.	Credit	3

6.	Competency	<table><tr><td colspan="2" align="center">Performance Requirement</td></tr><tr><td>6.1 Possess the knowledge in the subject area</td><td>• Knowledgeable of the organisation's business needs and strategies
		• Possess strong communication skills and be able to articulate in written and spoken words
		• Knowledgeable of telecom service providers, carriers and vendors business activities
		• Actively participate in industry's working committees
		• Extensively knowledgeable of telecom regulations and policies
		• Possess knowledge of basic local telecommunication laws
		• Competent in implementing compliance with regulatory policies, notices and orders
		• Possess experience in analysing impacts, challenges and opportunities which could result from regulatory environment and communicate it to the appropriate business units
		• Possess good analytical, organisational, and time management skills with aptitude for details and accuracy</td></tr><tr><td>6.2 Maximise support to regulatory environment</td><td>Be able to:
		• Identify the organisation's strategies, policies and standard procedures for providing support to regulatory environment
		• Identify official channels of communication with the regulatory body and understand standard protocols between operators and regulatory body
		• Establish good supportive relationship with the regulatory body by:
		  • proactively participating in advisory committees
		  • recognising and supporting effective policies
		  • complying with regulations, etc.
		• Identify required resources and budget to work with regulatory environment in terms of monetary, staff, skills, equipment, etc.
		• Analyse regulatory items to determine beneficiaries, risk to the organisation and make suitable recommendation. For complex regulatory items, separate dedicated teams may be required to perform the study, such as technology licensing (3G, 4G, etc.)
		• Formulate reports at regular intervals or ad-hoc</td></tr></table>

		basis on specific regulatory items to senior managers and other departments in order to keep them abreast with regulatory requirements and business opportunities
	6.3 Exhibit professionalism	• Always take into consideration and strike a proper balance among all related technological, political, social, environmental and legal factors • Always strike a proper balance among all stakeholders
7. Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: i. understand the organisation's commitment to support regulatory environment ii. identify and build good channels of communication and relationships with the regulatory body iii. derive support to regulatory environments which are beneficial to the organisation iv. keep the organisation aware of regulatory environment changes and identify risks to the organisation v. provide appropriate reports and presentations, when necessary, to stakeholders of the organisation	
Remark		