Specification of Competency Standards
for the Testing, Inspection and Certification Industry
Unit of Competency

Functional Area - Operations Management

Title	Implement crisis management plans
Code	105979L5
Range	This unit of competency (UoC) covers the abilities to generate and implement crisis management plans within the TIC organisation by incorporating organisational programmes such as emergency response (broken equipment, customer complaint, etc.), disaster recovery, risk management, and business continuity to maintain the reputation and brand image of the organisation.
Level	5
Credit	2 （For Reference Only）
Competency	Performance Requirements 1. Possess knowledge of crisis management • Handle crises associated with TIC industry, such as delays or deviations in the performance of the tests and/or calibrations, lack of resources or human errors. • Explain the business objectives and goals, business area and strategies, culture, practices and policies of the TIC organisation. • Anticipate potential crises within the organisation. • Critically evaluate possible risks and threats to the organisation, staff, and assets including information and intellectual issues. • Specify the regulatory and legal requirements for the TIC industry. • Describe business continuity planning of the organisation. • Explore and develop risk management and insurance programme. • Employ general management skills such as business communication, people management, change management, negotiation and business operations. 2. Generate and implement crisis management plans • Work with colleagues and use various crisis management techniques to identify possible crises and their effects on the organisation. • Determine the likely consequences and assess the risks of each eventuality. • Formulate risk strategy and procedures to prevent the crises from occurring and to deal with the crises. • Formulate business continuity plan that can bring the organisation / tests / calibrations / staff back to the normal operation. • Identify staff or teams which are responsible for handling each crisis. • Identify the best method to communicate the crisis handling procedures to internal and external stakeholders. • Identify resources and training required for staff to be prepared for handling the crises. • Manage the documentation of the plan for presentation to senior management for approval and adoption of the implementation of the crisis management plans. • Evaluate the effectiveness of the plans and review procedures that can modify the plans to be the most effective for the organisation. 3. Exhibit professionalism • Consider a proper balance among all related technological, political, social, environmental and legal factors in developing crisis management plans.
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: • identify possible crises and risks of the organisation, • implement mitigating procedures to handle each crisis which can minimise its effect on the organisation / customer / staff,

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	• implement suitable training and drilling plans to prepare the staff to handle crises in the most effective manner, • evaluate the effectiveness of the plans and review procedures that can modify the plans for continuous improvements.
Remark	The international standard relevant to this UoC is as follows: • ISO 22301 Societal Security – Business Continuity Management Systems – Requirements