

Unit of Competency**Functional Area: Operations Management**

Title	Formulate international crisis management strategies
Code	105349L6
Range	This unit of competency is applicable to practitioners in the import and export industry. It involves the formulation of effective international crisis management strategies to manage international business activities.
Level	6
Credit	9 (for reference only)
Competency	<p>Performance Requirement</p> <ol style="list-style-type: none"> 1. Possess knowledge of crisis management <ul style="list-style-type: none"> • Use a range of skills to establish systemic communication mechanisms and establish crisis management teams • Use a range of technique to identify, evaluate, and select methods to handle international crisis 2. Formulate international crisis management strategies <ul style="list-style-type: none"> • Identify company policy in crisis management • Establish awareness of crisis management in handling unexpected international crises of different natures (e.g., financial crisis, disease, war, and natural disasters) • Establish a systematic communication mechanism for the staff members of different positions • Establish a crisis management team and identify responsibilities of each member when a crisis occurs • Identify potential crises • Assess the chance for a crisis to occur and its impacts • Identify available options to handle crisis • Develop crisis management strategies • Establish crisis management plans • Compile reports to illustrate the crisis management strategies 3. Review and fine-tune the strategies <ul style="list-style-type: none"> • Critically review the strategies on a regular basis • Make effective recommendations for improvements
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • Capable of identifying company policy in crisis management • Capable of identify available options to handle crisis • Capable of developing crisis management strategies and establishing crisis management plans • Capable of reviewing crisis management strategies and providing recommendations for improvements
Remark	