

**Specification of Competency Standards**  
**for the Travel Industry**  
**Unit of Competency**

Functional Area - Travel consultation and sales

Title	Maintain up-to-date information on local and international tourism products
Code	110620L3
Range	This unit of competency involves the ability to collect and maintain up-to-date information on tourism products. Practitioners should be able to identify and take out expired tourism products, and provide the latest information on tourism products to ensure timeliness and accuracy.
Level	3
Credit	3 (For Reference Only)
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"> <li>1. Master the knowledge of changes in local and international tourism products <ul style="list-style-type: none"> <li>• Understand new measures for inbound and outbound travellers in both local and overseas settings, including. visa arrangements and quarantine restrictions, etc.</li> <li>• Understand new changes in local and overseas transportation, including air flights, cruise ships, and high-speed railways, etc.</li> <li>• Keep abreast of new tourist attractions and facilities both locally and abroad, including theme parks, tourist attractions, hotels and resorts, etc.</li> <li>• Understand new trends in local and international tourism products, such as sightseeing and shopping, culinary tours, cultural experience activities, ecological tours and adventure tours, etc.</li> </ul> </li> <li>2. Use different channels to collect the latest information on local and international tourism products <ul style="list-style-type: none"> <li>• Check or receive information from overseas tourism boards, airlines, tourist attractions, cruise companies or other service providers</li> <li>• Effectively convey tourism information to relevant departments through the company's internal communication system</li> <li>• Collect the latest information on various tourism products and disseminate it to relevant departments and employees via the company's intranet database, emails, website links, mobile instant messaging applications, etc.</li> <li>• Update the existing information on the company's tourism products in a timely manner</li> </ul> </li> <li>3. Demonstrate professional skills and attitude <ul style="list-style-type: none"> <li>• Provide customers with accurate and up-to-date information on tourism products with a positive and proactive attitude</li> <li>• Constantly update information releases to showcase the image of a company that moves with the times</li> </ul> </li> </ol>
Assessment Criteria	<p>The integrated outcome requirement(s) of this unit of competency is/are:</p> <ul style="list-style-type: none"> <li>• Fully master the latest information about tourism products, and communicate it to relevant departments in a timely and effective manner; and</li> <li>• Positively and proactively provide employees with accurate, up-to-date tourism information that is consistent with the company's actual operational conditions</li> </ul>
Remark	