

Specification of Competency Standards
for the Travel Industry
Unit of Competency

Functional Area - Tour Operations

Title	Perform student study and exchange tour operations
Code	110669L3
Range	This unit of competency involves the ability to perform student study and exchange tour operations
Level	3
Credit	5 (For Reference Only)
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"> 1. Master the knowledge of study and exchange tour operations <ul style="list-style-type: none"> • Understand the operation process for study and exchange tours • Understand the differences between study and exchange tours and general tourism products 2. Apply study and exchange tour knowledge to implement operating procedures and working details <ul style="list-style-type: none"> • Strictly select suitable partners or agents for the study tour • Recommend suitable study tours to different types of schools • Draft study tour proposals • Explain the content of the study tour proposals to customers • Conduct the tendering exercise • Prepare tender documents that meet the requirements • Confirm the winning bid and prepare the invoice to collect the deposit • Order tourism products from service providers, such as hotels, air tickets, and tourist coaches, etc. • Collect the emergency contact numbers from students and parents • Hold briefing sessions for students, teachers and parents • Collect information on the special needs of students, such as medicine and food allergies, etc. • Arrange for students to purchase suitable travel insurance • Arrange suitable tour guides and tour escorts • Arrange suitable transportation • Provide accompanying parents with travel arrangements (if applicable) • Provide services and emergency support for teachers leading the tour and student caregivers • Explain the fire escape procedures on each of the first night of stay at a hotel • Ensure compliance with all guidelines on student travel by regulatory agencies 3. Demonstrate professional skills and attitude <ul style="list-style-type: none"> • Carefully manage every detail of the work to ensure the personal safety of the participants as well as the physical and mental health of the people taking care of the participants, so that the parents of the participants can feel at ease • When performing duties, maintain a fair and just professional attitude • Comply with the principles of professional ethics and employee codes of conduct to establish a professional image
Assessment Criteria	<p>The integrated outcome requirement(s) of this unit of competency is/are:</p> <ul style="list-style-type: none"> • Understand the operational process of study and exchange tours, and the differences between study and exchange tours and general tourism products;

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	<ul style="list-style-type: none">• Apply study and exchange tour knowledge to implement operating procedures and work details; and• Comply with the principles of professional ethics and employee codes of conduct, and ensure the personal safety as well as the physical and mental health of the people taking care of the participants, so that the parents of the participants can feel at ease
Remark	