

Specification of Competency Standards
for the Travel Industry
Unit of Competency

Functional Area - Tour Operations

Title	Perform the preparatory work for MICE tour
Code	110670L3
Range	This unit of competency involves the ability to perform preparatory work for MICE tour.
Level	3
Credit	3 (For Reference Only)
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"> 1. Master the knowledge of preparatory work for MICE tour <ul style="list-style-type: none"> • Understand the operation process and team's division of labour for the preparatory work of MICE travel 2. Apply MICE tour operational experience and knowledge to perform detailed preparatory procedures and arrangements <ul style="list-style-type: none"> • Contact service providers (such as transportation, hotels, and conference venues, etc.) to confirm the booking information is correct • Arrange preliminary inspections • Collect information to provide arrangements for additional pro and post conference sightseeing activities • Register and collect participant information • Verify participant information and itinerary activities • Assist clients with applying for visas, and immigration documents • Conduct site inspections on the eve of the event, such as arrange venue setup a day before the event • Arrange the production of venue setup and transportation • Perform a pre-banquet assessment, such as arrange venue setup in the morning • Assess the safety of activities, such as crowd control, safety of special effects, etc. • Contact and make arrangements for participants to attend the event • Arrange appropriate labour to meet relevant work needs, such as simultaneous interpreters and security , etc. • Arrange a live broadcast of events if requested • Provide multimedia technical support, such as arrange virtual meetings and QR codes for pre-registration, etc. 3. Demonstrate professional skills and attitude <ul style="list-style-type: none"> • Carefully supervise the quality of service providers to ensure the activities are conducted smoothly • Manage important information provided by different stakeholders based on the company's principles of confidentiality • Comply with the principles of professional ethics, employee codes of conduct and related laws and regulations (such as the "Prevention of Bribery Ordinance" and "Personal Data (Privacy) Ordinance") 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 operation process and team's division of labour for the preparatory work of MICE tour; • Apply MICE tour operational experience to perform preparatory procedures and arrangements; • Carefully supervise the quality of service providers to ensure the activities are conducted smoothly;

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	<ul style="list-style-type: none">• Comply with the principles of professional ethics, employee codes of conduct and related laws and regulations to establish a professional image
Remark	