

Specification of Competency Standards
for the Travel Industry
Unit of Competency

Functional Area - Customer service

Title	Arrange cancellation/transfer of tour group and refunds of tourism products
Code	110676L3
Range	This unit of competency involves data processing and communication skills. Practitioners should be able to arrange cancellations/transfers of tour group or refunds of tourism products for customers in accordance with the company's established policies and procedures.
Level	3
Credit	2 (For Reference Only)
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"> 1. Master the knowledge of cancellations/transfers of tour group and refunds of tourism products <ul style="list-style-type: none"> • Understand the company's policies and procedures for cancellations/transfers of tour group and refunds • Understand the industry's regulations regarding cancellations/transfers of tour group and refunds 2. Arrange cancellations/transfers of tour group or refunds of tourism products for customers in accordance with the company's established policies and procedures <ul style="list-style-type: none"> • Ensure that customers who request cancellations/transfers of tour group or refunds meet the required conditions (such as deadlines, reasons, etc.), and clearly communicate the handling fee involved in accordance with the contract or the terms of their registration • Understand whether a customer's travel insurance meets the compensation items for "trip cancellation" to reduce losses • Arrange refunds (if applicable) <ul style="list-style-type: none"> ○ Confirm the required time and method of refund with the customer, such as cash, cheque, credit card refund, online transfer, mail, or in-person collection ○ For company tour group cancellations <ul style="list-style-type: none"> ▪ Comply with the regulations of the relevant regulatory bodies and notify customers of the tour group cancellation arrangements before the deadline, so as to avoid the fine for overdue notifications ▪ Explain the reason for the cancellation and encourage customers to transfer to other tour groups ▪ Issue refunds for customers who decide to cancel the tour within the specified time, and in compliance with the regulations of the relevant regulatory bodies • Assist customers with filling out the relevant application forms, submit them for approval by a supervisor, and ensure that the refund or transfer applications are received by the appropriate department responsible for handling them 3. Demonstrate professional skills and attitude <ul style="list-style-type: none"> • Follow up on all refund or transfer cases in a timely manner to ensure customer satisfaction • Clearly inform customers of the time required for refunds, so as to maintain a positive relationship and encourage return business
Assessment Criteria	<p>The integrated outcome requirement(s) of this unit of competency is/are:</p> <ul style="list-style-type: none"> • Master the knowledge of cancellations/transfers of tour group and refunds of tourism products; • Arrange cancellations/transfers of tour group or refunds of tourism products for customers in accordance with the company's established policies and procedures; and

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	<ul style="list-style-type: none">• Ensure that customers are satisfied with the refund arrangement of tourism products or transfer arrangement of tour group
Remark	