

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

Functional Area - Risk and crisis management

Title	Choose suitable tourism resource providers
Code	110692L4
Range	This unit of competency involves analytical and evaluation skills. Practitioners should be able to choose suitable tourism resource providers and establish service agreements.
Level	4
Credit	4 (For Reference Only)
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"> <li>1. Understand the considerations for choosing a suitable tourism resource provider, including <ul style="list-style-type: none"> <li>• Good reputation</li> <li>• Rich experience (such as operating for five years or more)</li> <li>• Good financial situation</li> <li>• Equipped with professional qualifications</li> <li>• Good past records, such as no serious accidents or major claims, etc.</li> </ul> </li> <li>2. Establish service agreements with suitable tourism resource providers in accordance with the company's established work procedures <ul style="list-style-type: none"> <li>• Providers must comply with regulatory requirements related to insurance, employment, licenses and safety, etc. and provide relevant supporting documents</li> <li>• Providers must appoint qualified tourist guides or tour escorts to accompany tour groups</li> <li>• When arranging services (such as transportation, hotels, catering, tourism and entertainment facilities, etc.), providers must comply with all relevant regulatory requirements</li> <li>• Providers must have standard procedures for handling customer complaints</li> </ul> </li> <li>3. Demonstrate professional skills and attitude <ul style="list-style-type: none"> <li>• Comply with the "Prevention of Bribery Ordinance" and choose suitable tourism resource providers in a fair manner</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>• Choose suitable tourism resource providers; and</li> <li>• Comply with the "Prevention of Bribery Ordinance" and establish service agreements with suitable tourism resource providers</li> </ul>
Remark	