

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

Functional Area - Risk and crisis management

Title	Improve the knowledge of crisis management and first aid among tourism practitioners
Code	110694L4
Range	This unit of competency involves judgment and adaptability skills. Practitioners should be able to master the basic knowledge of crisis management and first aid, as well as formulate and implement the company's travel safety and preventive measures.
Level	4
Credit	4 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Master the basic knowledge of crisis management and first aid</p> <ul style="list-style-type: none"> <li>• Understand common infectious diseases, such as: <ul style="list-style-type: none"> <li>○ Cholera</li> <li>○ Rat plague</li> <li>○ Yellow fever</li> </ul> </li> <li>• Understand the principles of artificial respiration and cardiopulmonary resuscitation</li> <li>• Understand various common symptoms and first aid methods, such as: <ul style="list-style-type: none"> <li>○ Motion sickness/seasickness</li> <li>○ Fainting</li> <li>○ Heat stroke</li> <li>○ Mountain sickness</li> <li>○ Sunburn/frostbite</li> </ul> </li> </ul> <p>2. Formulate and implement the company's travel safety and preventive measures</p> <ul style="list-style-type: none"> <li>• Preventive measures for infections caused by diet</li> <li>• Preventive measures for droplet-borne diseases</li> <li>• Preventive measures for diseases transmitted by insects or animals</li> <li>• Preventive measures for food allergy</li> <li>• Emergency procedures (such as political and social events), such as helping customers in emergency evacuation, and assisting the injured in first aid</li> </ul> <p>3. Demonstrate professional skills and attitude</p> <ul style="list-style-type: none"> <li>• In the event of an accident, stay calm, seek help immediately, and arrange for the injured to be sent to the hospital</li> </ul>
Assessment Criteria	<p>The integrated outcome requirement(s) of this unit of competency is/are:</p> <ul style="list-style-type: none"> <li>• Master the basic knowledge of crisis management and first aid; and</li> <li>• Formulate and implement the company's travel safety and preventive measures</li> </ul>
Remark	