

Specification of Competency Standards
for the Travel Industry
Unit of Competency

Functional Area - Risk and crisis management

Title	Formulate crisis prevention and control plans
Code	110696L5
Range	This unit of competency involves planning, analytical and judgment skills. Practitioners should be able to understand the risks posed by different types of events, and formulate crisis prevention and control plans to minimise the company's risks.
Level	5
Credit	6 (For Reference Only)
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"> 1. Understand the risks posed by different types of events <ul style="list-style-type: none"> • Master the potential risks of travel destinations in advance, including extreme weather, political disturbances, terrorist attacks, earthquakes, tsunamis, and incidents related to personal safety • Understand that the above events have significant negative impact on travel destinations and tourism activities 2. Formulate crisis prevention and control plans to minimise the company's risks <ul style="list-style-type: none"> • Formulate crisis prevention and control plans based on the data and information collected by the company <ul style="list-style-type: none"> ○ Identify the cause, frequency, rate of outbreak, scope of impact, and potential destructive power of the crisis ○ Identify the types of potential crises, such as natural disasters, accidents, itinerary arrangements, food poisoning, social movements, and political events, etc. ○ Draw up crisis prevention and control plans to avoid a crisis as early as possible, and if a crisis occurs, enable employees to follow the guidelines to handle the incident ○ Review whether the company should purchase professional liability insurance to achieve risk transfer • Train employees to execute crisis prevention and control plans in a professional manner <ul style="list-style-type: none"> ○ Ensure that employees are familiar with the plan details, such as crisis types, impact, resources and labour arrangements, response methods, timelines, reporting and monitoring processes, etc. ○ Require employees to understand how to communicate with other company employees, travel destination governments and support departments when a crisis occurs • Repeatedly evaluate the effectiveness of crisis prevention and control plans 3. Demonstrate professional skills and attitude <ul style="list-style-type: none"> • Formulate effective crisis prevention and control plans with a rigorous attitude
Assessment Criteria	<p>The integrated outcome requirement(s) of this unit of competency is/are:</p> <ul style="list-style-type: none"> • Understand the risks posed by different types of events; and • Formulate crisis prevention and control plans to minimise the company's risks
Remark	