

Specification of Competency Standards
for the Travel Industry
Unit of Competency

Functional Area - Risk and crisis management

Title	Perform risk management of transportation and vehicle operators
Code	110698L3
Range	This unit of competency involves judgement and communication skills. Practitioners should be able to choose compliant transportation and vehicle operators, and implement relevant risk management measures to minimise travel risks.
Level	3
Credit	3 (For Reference Only)
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"> 1. Master the knowledge of choosing transportation and vehicle operators <ul style="list-style-type: none"> • Understand the basic characteristics of general transportation • Understand the legal requirements for vehicle operators in various places • Understand the qualification requirements for vehicle operators 2. Implement risk management measures for transportation and vehicle operators to minimise travel risks <ul style="list-style-type: none"> • Choose vehicles that pass inspections and are equipped with safety facilities, including a suitable luggage storage space • Hire qualified vehicle operators <ul style="list-style-type: none"> ○ Possess a valid driving license ○ Possess rich driving experience and a good driving record • Hire vehicle operators who demonstrate a good driving attitude, including <ul style="list-style-type: none"> ○ Before departure, during the journey and at the end of the journey, regularly check the vehicle to ensure its normal operation ○ In the event of a mechanical failure, stop using the vehicle immediately and request a replacement ○ Familiar with and choose a safe driving route, and learn relevant traffic information in advance before driving on a new route ○ Always pay attention to the road and waterway conditions, and follow the safety rules of the vehicles ○ While driving, the vehicle operator must <ul style="list-style-type: none"> ▪ Stay alert at all times and refrain from drinking, smoking or taking drugs that can affect their mental state ▪ Avoid talking to staff and passengers ▪ Avoid using mobile phones. If necessary, use a hands-free device to talk on the phone ▪ Avoid speeding and driving for a long time, and take appropriate breaks in accordance with the driving hours regulations 3. Demonstrate professional skills and attitude <ul style="list-style-type: none"> • The tourist guide or tour escort should <ul style="list-style-type: none"> ○ While driving, remind the tour group members to fasten their seat belts and remain vigilant at all times ○ Supervise the tourist group coach's safety and the vehicle operator's driving attitude, handle any inappropriate situations that arise immediately, and report them to the company in a timely manner ○ In the event of a traffic accident, assist in handling the injured and the aftermath in accordance with traffic rules and safety control regulations

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Assessment Criteria	The integrated outcome requirement(s) of this unit of competency is/are: <ul style="list-style-type: none">• Master the knowledge of choosing transportation and vehicle operators; and• Implement risk management measures for transportation and vehicle operators to minimise travel risks
Remark	