

Specification of Competency Standards
for the Travel Industry
Unit of Competency

Functional Area - Risk and crisis management

Title	Perform risk management of itinerary activities and sightseeing spots
Code	110700L3
Range	This unit of competency involves judgement and planning skills. Practitioners should be able to arrange compliant itinerary activities and sightseeing spots, and implement relevant risk management measures to minimise travel risks.
Level	3
Credit	2 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Master the knowledge of choosing itinerary activities and sightseeing spots</p> <ul style="list-style-type: none"> • Understand the factors to consider when choosing itinerary activities and sightseeing spots, including legally operating service providers, as well as compliance with safety standards and other regulations <p>2. Implement risk management measures for itinerary activities and sightseeing spots to minimise travel risks</p> <ul style="list-style-type: none"> • Anticipate travel risks, including reviewing the latest situation at the travel destination, such as: <ul style="list-style-type: none"> ○ Natural disasters ○ Social disasters ○ Epidemic ○ Political events ○ Tourism accidents • Implement risk management measures for self-paid activities <ul style="list-style-type: none"> ○ Choose self-paid activity providers with valid commercial licenses ○ Before arranging self-paid activities, ensure that the tourist group coach driver has enough rest time and will not exceed the legal driving hours ○ Providers should provide proper arrangements for tour group members who do not participate in self-paid activities • Implement risk management measures for itinerary activities and sightseeing spots <ul style="list-style-type: none"> ○ Visit compliant theme parks and sightseeing spots ○ Ensure that amusement rides in theme parks are operated by qualified personnel, and safety or warning signs are displayed in appropriate locations ○ Arrange for tourist group coach drivers to let tour group members disembark at a safe location, such as at a sightseeing spot or at the entrance of a restaurant. When getting off the coach, the tourist guide or tour escort should stand next to the coach and assist all tour group members to leave safely before proceeding with other activities ○ Remind tour group members to obey the traffic rules when crossing the road ○ Remind tour group members to judge whether they are suitable for participating in certain activities based on their own health and physical condition, such as hot springs, skiing, rapids, amusement rides, and other high-risk activities, etc. ○ If tour safety is endangered due to sudden changes in weather (such as water activities), the tourist guide or tour escort should change the itinerary activity appropriately, and report this change to the company ○ Refuse entry to the coach to non-tour-group members, especially those who are not covered by the tourist group coach insurance ○ Distribute safety rules for itinerary activities

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	<ul style="list-style-type: none"> ○ Even if the tourists agree to sign the risk acceptance statement and the disclaimer, avoid arranging itinerary activities involving human fatalities, such as hot air balloon rides, etc. <p>3. Demonstrate professional skills and attitude</p> <ul style="list-style-type: none"> • When participating in activities, always remind tour group members to pay attention to safety • Adapt to changing circumstances to minimise travel risks, in accordance with the actual situation
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 choosing itinerary activities and sightseeing spots; and • Implement risk management measures for itinerary activities and sightseeing spots to minimise travel risks
Remark	