

Specification of Competency Standards
for the Travel Industry
Unit of Competency

Functional Area - Risk and crisis management

Title	Perform risk management of tourist guides or tour escorts
Code	110701L3
Range	This unit of competency involves the human resources management skills. Practitioners should be able to master the basic qualifications and responsibilities of tourist guides and tour escorts, and hire qualified tourist guides and tour escorts to minimise travel risks.
Level	3
Credit	2 (For Reference Only)
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"> 1. Master the basic qualifications and responsibilities of tourist guides and tour escorts <ul style="list-style-type: none"> • Understand the basic qualifications for tourist guides and tour escorts • Understand the responsibilities of tourist guides and tour escorts 2. Hire qualified tourist guides and tour escorts to minimise travel risks <ul style="list-style-type: none"> • Maintain a strict compliance with professional ethics • Familiar with the language of the tour group members, and be able to fluently speak and make explanations in that language • Dress neatly and properly, and pay attention to appearances • Maintain a good state of health, and refrain from operating a tour group when injured or sick, so as not to affect the service quality • Be punctual and responsible, and do not leave the tour group without permission • Provide a detailed introduction at each sightseeing spot, and take care of the tour group members attentively • Must conduct the tour according to the contract terms, including arranging the itinerary activities and visiting the designated stores for shopping in accordance with the company's requirements • When escorting a tour group <ul style="list-style-type: none"> ○ Do not drink alcohol, abuse drugs or smoke ○ Do not borrow from or discuss any financial-related matters with tour group members ○ Do not disclose information about the company or other tourists to any organisation or individual ○ Do not treat or mock tour group members in a negative manner ○ Do not change itinerary activities without authorisation to arrange additional self-paid activities, or force tour group members to participate in self-paid activities ○ Do not arbitrarily collect, refuse or pursue tips, nor discriminate against tour group members who pay less 3. Demonstrate professional skills and attitude <ul style="list-style-type: none"> • Regularly arrange training activities for tourist guides and tour escorts, and manage those who do not meet the standards
Assessment Criteria	<p>The integrated outcome requirement(s) of this unit of competency is/are:</p> <ul style="list-style-type: none"> • Master the basic qualifications and responsibilities of tourist guides and tour escorts; and • Hire qualified tourist guides and tour escorts to minimise travel risks
Remark	