

Specification of Competency Standards
for the Travel Industry
Unit of Competency

Functional Area - Risk and crisis management

Title	Formulate risk management for tourist group coaches and drivers
Code	110702L4
Range	This unit of competency involves critical and analytical skills. Practitioners should be able to master the knowledge of choosing tourist group coaches and drivers, formulate risk management guidelines for tourist group coaches and drivers for the company, and make regular reviews and adjustments.
Level	4
Credit	4 (For Reference Only)
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"> 1. Master the knowledge of choosing tourist group coaches and drivers <ul style="list-style-type: none"> • Understand the basic characteristics of general tourist group coaches • Understand the legal requirements for operating tourist group coaches in various places • Understand the requirements of tourist group coach drivers 2. Formulate risk management guidelines for tourist group coaches and drivers <ul style="list-style-type: none"> • Formulate guidelines for choosing a tourist group coach company <ul style="list-style-type: none"> ○ Choose a licensed tourist group coach company with a good reputation and third-party liability insurance ○ Make sure the company has the appropriate car licenses to pick up passengers ○ Confirm that the company conducts regular inspections and maintenance for the tourist group coaches, and can provide annual inspection records • Formulate guidelines for choosing a tourist group coach <ul style="list-style-type: none"> ○ The vehicle's age must not exceed the upper limit of the standard for the travel destination ○ The vehicle must have sufficient seating, and have a first aid kit and sufficient emergency medicine ○ The windows must be intact and undamaged, and windscreens must be equipped with anti-cold and anti-frost devices in winter ○ There should be no water leakage. The vehicle should have emergency exits for use in emergency situations ○ For tour groups whose driving route passes through rugged mountain roads, the tourist group coach must be appropriate for the driving conditions ○ The tires must be replaced regularly and the tire surface must not be damaged. Tourist group coaches that will drive on snow must use suitable tires and related auxiliary equipment • Formulate guidelines for choosing a tourist group coach driver <ul style="list-style-type: none"> ○ Possess a valid driving license ○ Possess rich experience in driving tourist group coaches and a good driving record ○ Possess good communication and language skills, such as English 3. Demonstrate professional skills and attitude <ul style="list-style-type: none"> • Regularly review the risk management guidelines for tourist group coaches and drivers, and make appropriate adjustments
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 tourist group coaches and drivers; and

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	<ul style="list-style-type: none">• Formulate risk management guidelines for tourist group coaches and drivers, and make regular reviews and adjustments
Remark	