

**Specification of Competency Standards**  
**for the Travel Industry**  
**Unit of Competency**

Functional Area - Risk and crisis management

Title	Formulate risk management for tourist guides or tour escorts
Code	110706L4
Range	This unit of competency involves critical and analytical skills. Practitioners should be able to master the basic qualifications and responsibilities of tourist guides and tour escorts, formulate professional and ethical requirements for tourist guides and tour escorts 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"> <li>1. Master the basic qualifications and responsibilities of tourist guides and tour escorts <ul style="list-style-type: none"> <li>• Understand the basic qualifications for tourist guides and tour escorts</li> <li>• Understand the responsibilities of tourist guides and tour escorts</li> </ul> </li> <li>2. Formulate professional and ethical requirements for tourist guides and tour escorts <ul style="list-style-type: none"> <li>• Must strictly abide by professional ethics.</li> <li>• Tourist guides and tour escorts whose age exceeds the general retirement age should submit a health certificate every year to ensure tourists' safety</li> <li>• Familiar with the language of the tour group member, and able to fluently use the language to explain</li> <li>• Must dress neatly and properly and pay attention to appearance</li> <li>• Be in good health condition, and refrain from operating a tour group when sick or injured, so as not to affect the service quality</li> <li>• Be punctual and responsible, and do not leave the tour group without permission</li> <li>• Be able to give a detailed introduction to each sightseeing spot, and take care of the tour group members attentively</li> <li>• 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</li> <li>• When escorting a tour group <ul style="list-style-type: none"> <li>○ Do not drink alcohol, abuse drugs or smoke</li> <li>○ Do not borrow from or discuss any financial-related matters with tour group members</li> <li>○ Do not disclose information about the travel agency or other tourists to any organisation or individual</li> <li>○ Do not treat or mock tour group members in a negative manner</li> <li>○ Do not change itinerary activities without authorisation to arrange additional self-paid activities, or force tour group members to participate in self-paid activities</li> <li>○ Do not arbitrarily collect, refuse or pursue tips, nor discriminate against tour group members who pay less</li> </ul> </li> </ul> </li> <li>3. Demonstrate professional skills and attitude <ul style="list-style-type: none"> <li>• Regularly review the professional and ethical requirements for tourist guides and tour escorts, and make appropriate adjustments</li> </ul> </li> </ol>
Assessment Criteria	<p>The integrated outcome requirement(s) of this unit of competency is/are:</p> <ul style="list-style-type: none"> <li>• Master the basic qualifications and responsibilities of tourist guides and tour escorts; and</li> <li>• Formulate professional and ethical requirements for tourist guides and tour escorts, and make regular reviews and adjustments</li> </ul>

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