

Specification of Competency Standards
for the Travel Industry
Unit of Competency

Functional Area - Risk and crisis management

Title	Handle unexpected incidents
Code	110710L4
Range	This unit of competency involves thinking and evaluation skills. Practitioners should be able to master the knowledge of handling unexpected incidents and implement the company's risk management measures in the event of an unexpected incident, so as to minimise the company's losses and the impact on tourists.
Level	4
Credit	3 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Master the knowledge of handling unexpected incidents</p> <ul style="list-style-type: none"> • Understand the company's risk management measures • Master the severity of unexpected incidents, such as car accidents • Understand that the procedures for handling unexpected incidents are based on the nature, location, time, environment, and people involved in the incident • Understand the difference between liable incidents and non-liable incidents <ul style="list-style-type: none"> ○ Liable incidents are caused by the negligence of the travel agency, such as: <ul style="list-style-type: none"> ▪ Delays and missed pick-ups, such as flights, trains, and sightseeing ships, etc. ▪ Insufficient seats ▪ Tourist group coach breakdowns ▪ Changes in itinerary activities, catering and accommodation caused by insufficient communication with the reception agency at the travel destination ○ Non-liable incidents are caused by weather changes or natural disasters, such as earthquakes and typhoons <p>2. Implement the company's risk management measures to handle unexpected incidents, so as to minimise the company's losses and the impact on tourists</p> <ul style="list-style-type: none"> • In the event of a traffic accident, carefully explain to tourists the backup arrangements due to delays or cancellations in the itinerary • If a tourist is found to be missing, immediately call the police for assistance, and settle other tourists • In the event of natural disasters during the journey (such as earthquakes and typhoons), call on the tourists to stay calm and find a safe place to take shelter • In the event of a public security incident (such as fraud, theft, robbery or loss of property), immediately report to the local police station and obtain a police report, so that a compensation claim can be made to the insurance company after returning to Hong Kong • In the case of insufficient hotel rooms, take the initiative to explain the situation to the tourists and make appropriate arrangements, such as arranging to stay in another hotel • In the case of tourist disputes, maintain an objective and neutral attitude, and try to mediate • If tourists make a complaint, explain patiently and promise to follow-up • If tourists become ill or have food poisoning, arrange a doctor for consultation and treatment as soon as possible • Adjust the itinerary activities and activity time based on the special circumstances at that time, and take the initiative to explain the reasons to the tourists

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	<ul style="list-style-type: none"> • In the event of travel document loss, assist tourists in contacting the local consulate to complete the reissue procedures, and report the situation to the company • If an accidental injury occurs during the journey, immediately report to the police for assistance, call an ambulance to take the injured to a hospital for treatment, and then report the situation to the company and the insurance company. • In the unfortunate event of a tourist's death, calm the emotions of tour group members first and report the situation to the company, then contact the family of the deceased and seek assistance from the insurance company • Fill out the incident report and record the incident in detail so that the company can follow-up on and review it in the future • In the event of any difficulties encountered abroad, call the emergency contact agencies in Hong Kong for assistance <p>3. Demonstrate professional skills and attitude</p> <ul style="list-style-type: none"> • Accurately judge the priority order of crisis management, and keep everyone calm • Patiently comfort the tour group members and report the situation to the company in a timely manner • Always remember to put the safety of customers first, stay calm and wait for rescue • Comply with the principles of professional ethics and employee codes of conduct to establish a professional image
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 handling unexpected incidents; and • Implement the company's risk management measures to handle unexpected incidents, so as to minimise the company's losses and the impact on tourists
Remark	