

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

Functional Area - Information technology application and support

Title	Monitor and assess the effectiveness of outsourcing
Code	110753L5
Range	This unit of competency involves monitoring and evaluating abilities. Practitioners should be able to regularly assess the performance of subcontractors against the scope of services and standards specified in the contract, and require continuous improvement from the subcontractors.
Level	5
Credit	4 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Master the knowledge of monitoring and assessing an outsourced task</p> <ul style="list-style-type: none"> <li>• Understand the company's business objectives and operations</li> <li>• Understand the objectives and standards of outsourcing services</li> <li>• Understand the requirements, procedures and guidelines for tendering and contract preparation</li> <li>• Understand the management strategy and security risks of outsourcing</li> </ul> <p>2. Monitor and assess the effectiveness of an outsourced task according to the scope of services and standards specified in the contract</p> <ul style="list-style-type: none"> <li>• Collect service information from subcontractors, conduct regular independent reviews of subcontractors' service quality and performance, and take disciplinary actions for any breaches of contract</li> <li>• Assess whether the outsourcing company has provided adequate human resources and has been properly trained to perform the relevant task</li> <li>• Hold regular meetings with the outsourcing company to review and enhance services</li> </ul> <p>3. Demonstrate professional skills and attitude</p> <ul style="list-style-type: none"> <li>• Monitor subcontractors' performance in accordance with the established policies, procedures and guidelines of the company, and demand continuous improvement</li> <li>• Properly maintain subcontractor service records to review problems and resolution measures, etc.</li> </ul>
Assessment Criteria	<p>The integrated outcome requirement(s) of this unit of competency is/are:</p> <ul style="list-style-type: none"> <li>• Regularly assess the subcontractor's performance against the scope and standards of the contract, and require the subcontractor to make continuous improvement</li> </ul>
Remark	