

Specification of Competency Standards
for the Travel Industry
Unit of Competency

Functional Area - Operations management and administrative support

Title	Develop operational management policies
Code	110757L5
Range	This unit of competency involves the ability to critically analyse, reorganise, assess, and integrate various aspects of information. Practitioners should be able to effectively develop operational management policies to meet the changing business environment.
Level	5
Credit	5 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Master the company's operational management knowledge</p> <ul style="list-style-type: none"> • Understand the content and process of various tourism services • Understand the requirements and standards of various tourism products and services • Understand the company's operating systems • Understand the company's management culture • Understand the concept of quality assurance <p>2. Develop operational management policies for the company</p> <ul style="list-style-type: none"> • Formulate operational management policies and regulatory measures in accordance with the operations, business development strategies and external regulations of the company • Develop operational procedures standards that meet the company's operational management requirements including <ul style="list-style-type: none"> ○ Develop targets and performance pledges for each tourism product and service ○ Develop standard procedures for each service ○ Develop an implementation manual for each service ○ Develop appropriate templates and forms for each service ○ Ensure the company's operation is in compliance with regulatory and legislative requirements, such as certification requirements • Review the company's current operational management policies in light of tourism trends and identify areas for improvement • Compare various methods and select the most appropriate improvement solution according to the travel industry's current state • Master operational management principles and best practices <p>3. Demonstrate professional skills and attitude</p> <ul style="list-style-type: none"> • Ensure that the contents of standards for operational procedures and quality assurance are updated to meet regulatory and internal requirements
Assessment Criteria	<p>The integrated outcome requirement(s) of this unit of competency is/are:</p> <ul style="list-style-type: none"> • Establish an effective operating standard and management system in accordance with the company's operational management requirements, business development strategy and external regulations; and • Establish clear standards for operating procedures to ensure that they adhere to the company's operational objectives and service quality standards
Remark	