

Specification of Competency Standards
for the Travel Industry
Unit of Competency

Functional Area - Operations management and administrative support

Title	Enhance the staff's compliance awareness
Code	110771L4
Range	This unit of competency involves good leadership and communication skills. Practitioners should be able to promote the importance of complying with the law, as well as understand the ethical and integrity challenges that may arise in the daily work environment and how to deal with them, so as to foster high standards of integrity and a culture of compliance with ethical principles.
Level	4
Credit	4 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Master the knowledge of improving employees' compliance awareness</p> <ul style="list-style-type: none"> • Understand the company's compliance policies and guidelines • Understand the values, requirements and behaviour of professional ethics, including: integrity, responsibility to the company and confidentiality, etc. • Understand the importance of complying with laws and professional ethics to the smooth functioning and healthy development of individuals, companies and society as a whole • Understand the knowledge related to ethical principles and employee codes • Understand the travel industry's codes of conduct and regulatory requirements for different departments <p>2. Implement policies to enhance employees' compliance awareness</p> <ul style="list-style-type: none"> • Promote compliance awareness to staff in all departments of the company through official and unofficial communication channels <ul style="list-style-type: none"> ○ Promote compliance awareness according to the company's management policies and related regulations ○ Prepare an employee handbook and explain the contents on compliance to employees ○ Liaise with different departments to promote the importance of compliance in their work processes ○ Work with different departments to identify potential violations and their causes in their daily work ○ Suggest ways to manage situations to avoid violations ○ Seek advice from relevant staff regarding failures to correct potential breaches • Invite regulatory personnel to organise relevant presentations and seminars for the company <p>3. Demonstrate professional skills and attitude</p> <ul style="list-style-type: none"> • Ensure not to act in any way that will harm the company's interests under any circumstances • Demonstrate high standards of personal integrity, as well as compliance with the law and ethics when carrying out work duties • Be aware of and proactive in addressing corruption incentives and ethical challenges that may arise in the working environment of the travel industry • Ensure that individual behaviour complies with the codes of conduct laid down by the company
Assessment Criteria	<p>The integrated outcome requirement(s) of this unit of competency is/are:</p> <ul style="list-style-type: none"> • Develop law-abiding staff who can effectively meet the requirements of anti-corruption legislation, "Trade Descriptions Ordinance", etc.; and

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	<ul style="list-style-type: none">• Demonstrate due standards of integrity and respond appropriately to ethical and integrity challenges
Remark	