

Specification of Competency Standards
for the Travel Industry
Unit of Competency

Functional Area - Operations management and administrative support

Title	Monitor the behaviour of subordinates to ensure the professionalism of employees
Code	110772L4
Range	This unit of competency involves careful observation and analytical ability. Practitioners should be able to monitor the performance of his/her subordinates and quickly alert relevant employees to avoid illegal activities and reduce the loss of the company. This competency applies to different types of job positions, including logistics, operations and frontline staff, etc.
Level	4
Credit	4 (For Reference Only)
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"> 1. Master the knowledge of supervising the implementation of regulations and staff management <ul style="list-style-type: none"> • Understand the business unit's operating processes and requirements • Understand the company's compliance policy • Understand regulatory requirements within the travel industry, including relevant legislation and regulations, guidelines and circulars issued by regulatory bodies, and industry standards, guidelines and codes of practice issued by industry bodies 2. Supervise the implementation of regulations by different departments and ensure the professionalism of employees <ul style="list-style-type: none"> • Establish a compliance supervising system <ul style="list-style-type: none"> ○ Assess the impact of regulatory requirements and regulations and requirements, etc. issued by relevant regulatory bodies on day-to-day operations ○ Introduce compliance requirements into daily operations ○ Set up a compliance inspection mechanism ○ Determine the frequency of compliance inspections for different units ○ Establish rules for reporting violations ○ Encourage units to report potential risks in their operations • Develop the professionalism of employees <ul style="list-style-type: none"> ○ Train employees on the company's compliance policy and latest regulatory requirements ○ Assist employees in resolving daily problems arising from the implementation of compliance requirements ○ Assist employees in identifying areas where meeting the compliance requirements can be improved ○ Recommend the optimisation of compliance guidelines and related monitoring mechanisms as appropriate • Supervise employees' compliance with legal and ethical requirements in their performance of duties 3. Demonstrate professional skills and attitude <ul style="list-style-type: none"> • Ensure that employees comply with ethical principles and compliance codes • Ensure that employees' behaviour conforms to the company's established employee policies • Ensure that employees maintain a fair, impartial and positive attitude in their daily work
Assessment Criteria	<p>The integrated outcome requirement(s) of this unit of competency is/are:</p> <ul style="list-style-type: none"> • Monitor and investigate employees' suspicious or illegal activities; and • Enhance employees' professionalism and performance in their daily operations through training

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Remark	
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