

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

Functional Area - Operations management and administrative support

Title	Conduct management in accordance with travel industry regulations
Code	110773L4
Range	This unit of competency involves the ability to judge and evaluate. Practitioners should be able to monitor the performance of subordinates for violations and quickly alert the relevant employees, so as to reduce loss to the company.
Level	4
Credit	3 (For Reference Only)
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"> <li>1. Master the knowledge of managing travel business regulations and management <ul style="list-style-type: none"> <li>• Understand the operating processes of tourism products and services, equip with the knowledge of analysing potential compliance risks</li> <li>• Regularly supervise various departments , master the knowledge of assessing the risk of fraud or other illegal activities</li> <li>• Understand the knowledge of monitoring the business of service providers to ensure compliance with statutory and regulatory requirements</li> </ul> </li> <li>2. Implement compliance management <ul style="list-style-type: none"> <li>• Understand the business model of different parts of the travel industry and introduce compliance requirements into daily operations, including competition laws, the "Trade Descriptions Ordinance" and the "Personal Data (Privacy) Ordinance", etc.</li> <li>• Establish guidelines for dealing with and reporting violations</li> <li>• Recommend solutions to cope with compliance risks</li> <li>• Investigate potential suspicious and illegal activities by employees and report violations</li> <li>• Analyse the potential damage and severity of violations</li> <li>• Identify potential irregularities in the day-to-day operations of each department</li> <li>• Use appropriate methods to investigate possible regulatory violations related to the sales of tourism products or business activities</li> <li>• Review and analyse customer complaints</li> <li>• Take remedial action to correct acts of violation</li> <li>• Follow-up on incidents to ensure violation conditions are resolved</li> <li>• Analyse non-compliance records to assess and adjust compliance monitoring systems</li> </ul> </li> <li>3. Demonstrate professional skills and attitude <ul style="list-style-type: none"> <li>• Minimise the negative impact of violations on the company's reputation and legal status</li> <li>• Actively accept recommendations from regulators and implement measures to strengthen supervision</li> </ul> </li> </ol>
Assessment Criteria	<p>The integrated outcome requirement(s) of this unit of competency is/are:</p> <ul style="list-style-type: none"> <li>• Monitor abnormal conditions and identify the cause of the problem; and</li> <li>• Propose corrective actions based on violation conditions</li> </ul>
Remark	