

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

Functional Area - Operations management and administrative support

Title	Handle non-compliance cases
Code	110774L4
Range	This unit of competency involves the ability to judge and evaluate. Practitioners should be able to take appropriate actions in response to subordinates' non-conforming performance. This competency applies to all types of disciplinary actions against employees of different grades, functions and positions.
Level	4
Credit	3 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Master the knowledge of commercial law and compliance monitoring</p> <ul style="list-style-type: none"> <li>• Understand the regulatory requirements within the travel industry, including relevant legislation, regulations, guidelines and circulars issued by regulatory bodies, and industry standards, guidelines and codes of practice issued by industry bodies</li> <li>• Equip with the knowledge of regulatory review</li> <li>• Understand the company's compliance policies and guidelines</li> <li>• Understand the business operations of different departments</li> <li>• Understand the knowledge of writing internal and external compliance reports</li> </ul> <p>2. Handle non-compliance cases</p> <ul style="list-style-type: none"> <li>• Collect up-to-date regulatory records from all departments in daily operations</li> <li>• Comprehensively collate the compliance investigation results</li> <li>• Provide improvement proposals for addressing violations</li> </ul> <p>3. Demonstrate professional skills and attitude</p> <ul style="list-style-type: none"> <li>• Understand and respond to causes of corruption and ethical challenges that may arise in the work environment</li> <li>• Judge violations and handle each case in a fair and objective manner</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>• Provide appropriate guidance to employees and monitor subordinates' performance;</li> <li>• Enforce disciplinary action which is commensurate with the seriousness of the misconduct; and</li> <li>• Collect sufficient information and evidence to write a compliance performance report</li> </ul>
Remark	