

Specification of Competency Standards
for the Travel Industry
Unit of Competency

Functional Area - Operations management and administrative support

Title	Develop sustainable operational plans based on performance data
Code	110777L5
Range	This unit of competency involves critical analysis, evaluation, and creative skills. Practitioners should be able to analyse the characteristics of the company's operations, and develop business continuity strategies and implementation plans most suitable for the company, so as to meet the future development trends of the travel industry.
Level	5
Credit	5 (For Reference Only)
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"> 1. Master the knowledge of developing sustainable operational plans <ul style="list-style-type: none"> • Understand the future trends of the travel industry • Understand the legislative and regulatory requirements of the travel industry • Equip with the knowledge of developing sustainable business operations 2. Develop sustainable business operation plans <ul style="list-style-type: none"> • Analyse the operational performance data from each department • Review the company's internal business procedures and operational efficiency • Examine external events/crises and other factors that may affect business operations, including changes in the political, economic and cultural environment, etc. • Develop a set of sustainable business strategies based on the evaluation results that are in line with the development direction, actual operations, operating procedures and resources of the company • Develop internal communication policies to coordinate work related to sustainable operational strategies • Forecast the impact of the business continuation and alternative operations plans on cost • Provide necessary resources to facilitate the implementation of a sustainable operational business strategies • Conduct in-depth research and evaluations of major and fundamental management issues, and regularly revise the strategies and policies of the company accordingly 3. Demonstrate professional skills and attitude <ul style="list-style-type: none"> • Ensure that the interests of the company and its stakeholders are taken into account when developing a business continuity strategy • Prevent any abuse of authority or fraud in a professional manner
Assessment Criteria	<p>The integrated outcome requirement(s) of this unit of competency is/are:</p> <ul style="list-style-type: none"> • Ensure that the business continuity strategy is developed to protect the long-term interests of the company; and • Monitor and review the business continuity plan to ensure that it is in line with the company's development requirements and the future development trends of the travel industry
Remark	