



香港旅遊業議會

TRAVEL INDUSTRY COUNCIL
OF HONG KONG

Incorporated with limited liability

香港北角英皇道 250 號北角城中心 1706 至 1709 室
Rooms 1706-1709, Fortress Tower,
250 King's Road, North Point, Hong Kong.
Tel: (852) 2807 1199 Fax: (852) 2510 9907
Web Site: <http://www.tichk.org>
E-mail address: office@tichk.org

Ref: 2010.03

票價計算及票務證書課程 2010

Fare Construction and Ticketing Certificate Course 2010

課程概覽及報名表格

Course Information and Application Form



上課地點

香港旅遊業議會
香港北角英皇道 250 號北角城中心 1809 室
(港鐵炮台山站 B 出口)

Class venue

Travel Industry Council of Hong Kong
Room 1809, Fortress Tower, 250 King's Road, North Point, HK
(Fortress Hill MTR Station Exit B)

辦公時間

星期一至五 上午九時至下午一時；
下午二時至五時三十分
星期六 上午九時至下午一時
星期日及公眾假期 休息

Office hours

Mondays – Fridays 9 a.m. – 1 p.m.;
2 p.m. – 5:30 p.m.
Saturdays 9 a.m. – 1 p.m.
Sundays & public holidays Closed

Ref: 2010.03

Course Information

(A) Introduction

This course aims to provide basic air ticketing training for travel agency staff. Participants will learn about various air fare construction techniques and concepts, as well as gaining a basic airline geographical knowledge.

(B) Entry requirements

1. Holders of the Hong Kong Permanent Identity Card, or holders of the Hong Kong Identity Card who are not subject to any condition of stay; and
2. Staff of TIC member agencies
(Employees of other sectors of the travel industry such as airlines and hotels may also apply. Acceptance of these applications is subject to the TIC's approval)

(C) Course contents

1. Airline Geography & Ticketing Terms
2. Fare Construction Systems
3. Fare Construction Principles
4. Fare Checks
5. Special Fares Ticketing
6. How to Read and Write Travel Documents
7. Other relevant information of ticketing
(e.g. Case Studies of Fare Construction, Concepts of Electronic Tickets, Nett Fare, Concepts of GDS, etc.)

(D) Course and Examination Timetable

Course code	Class dates	Class time	Exam date	Exam time
FCAT201001E	18/05/2010 – 27/07/2010 (Every Tue & Thu)	7 pm – 10 pm	27/07/2010 (Tue)	7 pm – 10 pm
FCAT201002E	27/09/2010 – 02/12/2010 (Every Tue & Thu)	7 pm – 10 pm	02/12/2010 (Thu)	7 pm – 10 pm

(E) Duration

60 hours in total (including a 3-hour examination)

(F) Class size

18 – 30 participants

(G) Class venue

TIC Training Centre

(H) Language

Training manual & exam in English;

Medium of instruction: Cantonese supplemented with English

Ref: 2010.03

(I) Course fee

HK\$2,000^(note)

Note: This course is subsidized by the Vocational Training Council (VTC). Participants meeting the following requirements are eligible to apply for a course fee subsidy. All applications are solely assessed and granted by the VTC.

- a. Having **LESS than three years'** work experience in ticketing;
- b. Achieving an attendance rate of 80% or above; and
- c. Passing the relevant examination.

(J) Conditions for examination sitting

1. Only participants who have completed the relevant course with an attendance rate of 80% or above are allowed to sit the 'Fare Construction and Ticketing Certificate Examination'. [**Note : Lateness or early leave for more than 30 minutes per lesson will be regarded as absence.**]
2. Candidates must attend the examination according to the date and time designated by the TIC. Absentees will be disqualified and will NOT be refunded, unless they can produce a certificate issued by a recognized medical practitioner for sick leave.
3. Candidates who cannot pass an examination may apply for a re-sit (Re-sit fee: HK\$100). The number of re-sits is unlimited.

(K) Award of certificate

1. Those who have passed the 'Fare Construction and Ticketing Certificate Examination' will be awarded an IATA recognized certificate issued by the TIC.
2. All certificates will NOT be re-issued. A transcript proving the completion of the course and passing the relevant examination may be issued upon request.

(L) Arrangement during bad weather

1. When Tropical Cyclone No. 8 or above, or Black Rainstorm Warning Signal is in force, all classes / examinations[#] will be postponed.
2. When Tropical Cyclone No. 8 or above, or Black Rainstorm Warning Signal is cancelled in the following time, all classes / examinations will be held as scheduled.

Cancellation of Tropical Cyclone No. 8 or above, or Black Rainstorm Warning Signal	Class or Examination to be held as scheduled	
At 6 a.m. or before	All classes and exams	
At noon or before	Afternoon classes / exam	2.00pm-6.00pm
At 4 p.m. or before	Evening classes / exam	6.30pm-9.30pm

[#]**Remarks**

- a) When Tropical Cyclone No. 8 or above is in force during class time, all classes will be suspended.
 - b) When Tropical Cyclone No. 8 or above is in force after the start of an examination, the examination will continue until the end.
 - c) When Black Rainstorm Warning Signal is in force, all classes or examination in progress will continue until the end.
3. When Tropical Cyclone No. 3 or below is in force, all classes and examinations will continue as scheduled.



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(M) Important notes on enrollment

1. Complete and return P.1 – 2 of the course enrollment form with the course fee (HK\$2,000) to the TIC executive office by post or in person on or before the enrollment deadline. For submission by post, the deadline is based on the stamp chop date.
2. Payment of course fee can be made by cash or cheques (only **crossed cheques** are accepted for submission by post). Cheques should be made payable to ‘**Travel Industry Council of Hong Kong**’ with applicant’s name written on the back.
3. Applicants who write a cheque should make sure that there is enough money in the bank account. The TIC will NOT bear any bank charges or expenses incurred as a result of bounced cheques.
4. Applicants who are admitted to the course and their employers will receive written confirmation from the TIC. Those who do not receive any notification **one week before the course commences** may contact the TIC Training Department.
5. **No refund** of course fee will be made once an applicant is admitted.
6. Admitted applicants who wish to **change the class or transfer the place to another applicant** must inform the TIC in writing **at least two weeks before the class starts**. Otherwise, such requests will NOT be handled and NO refund of course fee will be made.
7. Enrollment and class allocation will be handled on a first-come-first-served basis.
8. The TIC reserves the right to amend and interpret the details of the course information.

(N) Enquiries

For any further queries, please contact the TIC Training Department at 2807 1199 or 2969 8155 during office hours.



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票價計算及票務證書課程

FARE CONSTRUCTION AND TICKETING CERTIFICATE COURSE

課程報名表格 COURSE ENROLLMENT FORM

Cheque No. 支票號碼: _____ / Cash 現金 學費 Fee: HK\$2,000

由議會填寫 For Official Use Only
課程編號: FCAT2010 E

請以正楷填寫和留意第二頁的注意事項。 Please complete the form in **BLOCK LETTERS** and study the **notes on Page 2**.

甲部 Part A 個人資料 Personal Particulars

姓名 Name: (以身份證上登記為準 As printed on HKID card) *請將不適用者刪去 Delete where inappropriate

英文 In English _____
姓 Surname 名 First/Other name

中文 In Chinese _____ 出生日期 Date of Birth ____/____/____ * 性別 Sex: **M / F**
日 dd 月 mm 年 yy

身份證明文件類別 Type of Identification Document: (請參閱夾附的「個人資料收集說明」。 Please refer to "Notes on Collection of Personal Data" attached.)
請在適當方格上劃上「✓」號。 Please put a '✓' in the appropriate boxes.

<input type="checkbox"/> 香港永久性居民身份證 Hong Kong Permanent Identity Card [號碼 No.: _____]	
<input type="checkbox"/> 香港居民身份證 Hong Kong Identity Card [號碼 No.: _____]	<input type="checkbox"/> 不受逗留條件限制 Free from Condition of Stay
(受逗留條件限制者不可報讀本課程 Applicants subject to restrictive stay will NOT be admitted.)	
* 如非永久居民, 必須於遞交本表格時夾附「簽證身份書」(即 D.I.) 副本。 For non-permanent residents, a copy of the Document of Identity for Visa Purposes must be attached to this form.	

票務工作經驗
Work experience in ticketing: 由 From ____/____/____ 至 to ____/____/____ (總共 Total: ____年 years ____月 months)
月 mm 年 yy 月 mm 年 yy

教育程度 Education level: 小學 Primary 中學 Secondary 大專 Post-Secondary 大學 University
 其他 Others (請註明 Please specify) _____

通訊資料 Contact Information

任何香港以外之地址或郵政信箱皆不能作為申請人與議會通訊之用途。 Please note that addresses or mailboxes outside HK will NOT be accepted.
議會日後可能會以手機短訊、電郵、傳真或郵寄方式向學員發放議會資訊(包括課程資料)。為確保資訊有效傳遞, 下列通訊資料如有任何更改, 請於議會網頁下載「更改通訊資料申請表」, 填妥後交回議會訓練部。
The TIC may disseminate information (including course information) to students by SMS, email, fax or post in the future. In order to ensure effective transmission of information, students should notify the TIC of any changes in the contact information below by downloading the form "Application for Change of Contact Information" from the TIC's website, and completing and returning it to the TIC Training Department.

(此部份請以英文填寫 Please complete this section in English)

flat/room 室 floor (字)樓 block 座 phase/tower 期

name of building/lot number 大廈/地段號數

number and name of estate/street/village 街道名稱/屋村/鄉村及門牌號碼

_____ *HK 香港 / KLN 九龍 / N.T. 新界 *請刪去不適用者 Please delete if inappropriate.

district (e.g. Wanchai, Kwun Tong etc.) 地區(例如: 灣仔, 觀塘等...)

In Chinese 中文地址 _____

Tel. Nos. 電話號碼: Home(住宅) _____ Office(辦事處) _____ Mobile (手提電話) _____

Fax (傳真號碼) _____ E-mail(電郵) _____



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乙部 Part B 報讀課程 Course(s) Applied For

班別選擇 Class Choice	課程編號 Course Code	開課日期 Commencement Date
首選 First choice	FCAT _____ E	
次選 Second choice	FCAT _____ E	

★ 申請及編班以先到先得形式處理，如首選班別額滿，將編入次選班別。Applications and allocation of classes will be handled on a first-come-first-served basis. If the first choice class is full, the second choice class will be allocated.

丙部 Part C 公司推薦 Company Recommendation

(此欄必須由申請人僱主以英文填寫 This section MUST be completed by applicant's employer in **ENGLISH**)

公司名稱 Company name : 英文 (In English) : _____ 中文 (In Chinese) : _____	牌照號碼 License number : _____
公司蓋印 Company chop : <div style="border: 1px solid black; width: 250px; height: 150px; margin: 5px 0;"></div>	申請人職位 Applicant's position : _____ 服務年期 Year(s) of service : _____ 年 year(s) _____ 月 month(s)
	部門主管/公司負責人簽署 Authorized signature : _____
	英文姓名 English Name : (*Mr / Ms / Mrs) _____ <i>* 請將不適用者刪去 Delete where inappropriate</i>
	職銜及所屬部門 Title and Department : _____
	日期 Date : _____

丁部 Part D 注意事項 Important Notes

1. 本課程主要為議會會員旅行社的員工進修而設，並獲職業訓練局資助。擁有不超過三年的票務工作經驗、課堂出席率達八成或以上，以及通過有關考試的學員，可申請學費資助，惟所有申請均由職業訓練局作最後審批。This course is to provide on-the-job training for staff of TIC member agencies and is subsidized by the Vocational Training Council (VTC). Participants who have **LESS than 3 years'** work experience in ticketing, achieved an attendance rate of at least 80% and passed the relevant examination may apply for subsidy. All applications are subject to the VTC's approval.
2. 與旅遊有關行業如航空公司、酒店等的員工也可報讀，但只會在不影響旅行社職員報讀機會的情況下方會獲取錄，此類學員亦不能向職業訓練局申請學費資助。Employees of other sectors of the travel industry such as airlines and hotels may also enroll, but will be admitted only when the study chance of the TIC member agency staff is not affected. Non-member-agency-staff are **NOT** eligible to apply for course fee subsidy from the VTC.
3. 報名申請若獲本會接納，議會將以書面通知申請者及其僱主。Letter of acceptance will be issued to successful applicants and their employer.
4. 申請人請填寫表格的**第 1 至 2 頁，並連同學費(港幣\$2,000)**一併寄回或親身交回議會辦事處。支票抬頭請註明「香港旅遊業議會」，並在支票背面寫上申請人姓名。Only **pages 1-2 of this form are to be completed and submitted together with course fee (HK\$2,000)** to the TIC executive office by post or in person for application. Cheques should be made payable to 'Travel Industry Council of Hong Kong' with applicant's name written on the back.

聲明 DECLARATION

1. 本人(申請人)已細閱、明白並同意附於此報名表的「個人資料收集說明」及課程概覽。
I, the applicant, have read, understood and agreed to the 'Notes on Collection of Personal Data' and the course information that are attached to this application form.
2. 本人證明以上所填資料正確無誤。如本人之聲明有何失實之處，貴會有權取消本人之申請資格。
I hereby declare that the information provided in this form is true and correct. The TIC has the right to disqualify me if there is any inconsistency with the statements that I have made.

申請人簽署 Signature : _____

日期 Date : _____



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「個人資料收集說明」

此頁供申請人保存。
This page is to be kept by applicant.

- 課程報名表上所填報的個人資料，香港旅遊業議會(下稱“議會”)將用作如下用途：
 - 處理報讀課程的申請及登記事宜；
 - 儲存獲取錄的申請人的資料於議會；
 - 處理考試事宜；
 - 向考生發放考試成績、發出證書及發放相關資料；
 - 進行研究或統計分析；
 - 其他相關用途。
- 申請人請儘量提供足夠資料，否則議會不能有效處理閣下的申請。
- 申請人須親身出示香港身份證以供議會核實身份。議會職員只會於核對申請人身份證上的資料後，才於申請表上簽名作實。申請人如未能親身到議會核實身份，可用郵寄或傳真方式遞交身份證副本；該身份證副本將由議會保存，直至有關申請人親身出示身份證以供議會核實身份為止。在任何法例許可的情況下，議會均有權要求申請人出示身份證，複印申請人的身份證，並保存其身份證副本。
- 議會會將申請人的資料保密，但議會可能會將申請人的有關資料，提供給任何其他人士或其代表，以作第 1 段所列舉的用途。
- 根據《個人資料(私隱)條例》，申請人有權：
 - 查閱議會是否持有申請人的個人資料；
 - 要求獲得 5(i)段所述資料的複本；及
 - 要求議會改正有關申請人的個人資料。申請人必須提供足夠資料予議會辦事處以識別申請人的身份，否則辦事處有權拒絕申請人查閱資料的要求。議會可能就有關要求收取費用。
- 如欲查閱個人資料，申請人必須以書面向議會訓練部提出。議會地址如下：
香港北角英皇道 250 號北角城中心 1706-1709 室

Travel Industry Council of Hong Kong
Notes on Collection of Personal Data

- The personal data provided in this enrollment form will be used by the Travel Industry Council of Hong Kong (TIC) for the following purposes:
 - to process course applications and enrollment;
 - to maintain course participants' records in the TIC;
 - to administer the examination for this course;
 - to distribute examination results, issue course certificates and disseminate relevant information to candidates;
 - to conduct research or statistical analysis;
 - any other related purposes.
- Applicants are advised to provide sufficient information as far as possible, otherwise their applications may be unable to be processed.
- Applicants will be required to produce their HKID Card in person for verification purposes, and staff of the TIC will only sign the application form after verifying the contents of the applicant's HKID Card. If an applicant is unable to come to the TIC in person, the applicant may submit a copy of his/her HKID Card by post or by fax but any such copy shall be retained until such time as the applicant concerned is able to produce his/her HKID Card in person for verification purposes. The TIC reserves the right to require the production and to make and retain copies of an applicant's HKID Card in any circumstances which are permitted by law.
- The TIC will keep the personal data of applicants confidential but may provide such data to any other person or his/her representative for any one or more of the purposes set out in paragraph 1 above.
- According to the Personal Data (Privacy) Ordinance, applicants have the right to:
 - ascertain whether their personal data are held by the TIC;
 - obtain a copy of the data mentioned in paragraph 5(i); and
 - correct their personal data held by the TIC.Applicants should provide the TIC with sufficient information in order for their identity to be determined, otherwise their data access request may be rejected. The TIC may impose a fee on any such request.
- Any request for access to personal data should be made in writing and addressed to the TIC Training Department at:
Rooms 1706-09, Fortress Tower, 250 King's Road, North Point, Hong Kong