



香港旅遊業議會
TRAVEL INDUSTRY COUNCIL
OF HONG KONG

Incorporated with limited liability

CERTIFICATE COURSE FOR OUTBOUND TOUR ESCORTS

May - August 2018



Applications are handled on a first-come-first-served basis.

Please sign up now!

Applications will be processed upon the receipt of the following:

- **a completed and signed enrollment form (2 pages);**
- **course and exam fees by crossed cheque or cash;**
- ***photocopy of academic proof (Nationally or internationally recognised verification documents shall be required for non-local academic qualifications); and**
- ***photocopy of Document of Identity for Visa Purposes or passport (for non-permanent Hong Kong residents only)**

*Remarks: The applicants will be further informed if their application is accepted. The original documents must also be provided for checking and verification.

Organised by Travel Industry Council of Hong Kong Rooms 1706-09, Fortress Tower, 250 King's Road, North Point, HK Tel : 2807 1199 Fax : 2510 9907 Website : http://www.tichk.org Email : office@tichk.org	Office hours Mondays – Fridays 9 a.m. – 1 p.m.; 2 – 5:30 p.m. Saturday 9 a.m. – 1 p.m. Sundays & public holidays Closed
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Certificate Course for Outbound Tour Escorts Course Information

I. Purpose

With a view to maintaining a high standard of service within the outbound travel industry, the TIC has decided that tour escorts assigned by member travel agents to lead outbound tours must hold a valid Tour Escort Pass. This course is designed to teach basic tour-escorting skills and to assist candidates in preparing for the Certificate Examination.

People having completed the Certificate Course and passing the Certificate Examination **are NOT necessarily fulfill all the requirements for the application for the Tour Escort Pass.** Those who wish to obtain the Tour Escort Pass may visit the TIC's website (<http://www.tichk.org>) for the latest application requirements and relevant details.

II. Course introduction

i) Target participants

People who intend to become tour escorts or escort guides.

ii) Entry requirements

1. 17 years old or above;
2. Secondary school graduates^[Note] or equivalent or above (Nationally or internationally recognised academic verification shall be required for non-local academic qualifications); and
3. 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 (*For non-permanent residents, both the original and photocopy of the **Document of Identity for Visa Purposes** or **passport** must be produced for verification.*)

Note:

Definition of "secondary school graduates":

- ▶ Completion of Form 5 or Year 11 under the old secondary education system (5-2-3 education system) of Hong Kong or the British-style education system; or
- ▶ Completion of Senior Secondary 3 or the 12th Grade under the new secondary education system (3-3-4 education system) of Hong Kong or the US-style education system.

iii) Course content

Part I (8 hours)

1. Requirements for an outstanding tour escort
2. Roles and duties of a tour escort
3. Effective skills in escorting a tour group

Part II (18.5 hours)

1. Useful guide for departure and arrival
2. Package Tour Accident Contingency Fund Scheme and information on levy
3. Travel insurance
4. Important information relating to the travel industry
5. Basic principles and skills in crisis management
6. Handling of emergencies
7. Case study/group discussion
8. Role-play exercise

Part III First Aid Talk (3 hours)

- a) This talk provides only some very basic first aid knowledge and skills. Therefore, attendants of the talk are NOT qualified first-aiders, and certificates will NOT be issued either.
- b) Those fulfilling one of the following requirements can be exempted from the above talk upon the presentation of the original and photocopy of the relevant supporting documents:
- in-service medical professionals or those having retired for not more than two years; or
 - holders of a valid first aid certificate or attendance certificate issued by one of the following six institutions: the Hong Kong Red Cross, Hong Kong St. John Ambulance, the Auxiliary Medical Service, The Hong Kong Life Saving Society, the Hong Kong Police Force and the Hong Kong Fire Services Department; or
 - those having completed a training course in first aid and holding a valid certificate to that effect issued by an organization approved by the Commissioner for Labour[#].

[#] The following list of first aid courses recognized by the TIC will be updated from time to time according to the latest list of first aid courses recognised by the Labour Department:

Name of organisation	Name of first aid course
1. Hong Kong Society of Professional Medical Care	Occupational First Aid Course
2. Maritime Services Training Institute	Elementary First Aid and Proficiency in Medical First Aid (Combined) Course
3. Occupational Safety and Health Council	Certificate of Competence in First Aid Course
4. Ruttonjee Hospital and Tang Shiu Kin Hospital A&E Training Centre	Practical First Aid Certificate Course
5. Scout Association of Hong Kong	First Aid Certificate Course
6. Hong Kong Underwater Association	Basic First Aid Certificate Course
7. First Aid International	First Aid at Work Course

- c) Since all the talks in Part III of the course are arranged by the TIC without extra charges, course participants who are absent or exempted from the above talks will NOT be granted a deduction of course fees.

iv) *Class and exam timetable*

Please refer to Pages 7 and 8 of this course information.

v) *Class size*

19 – 24 participants (*Private classes can be arranged upon request.*)

vi) *Venue*

TIC training centre (Fortress Tower, 250 King's Road, North Point, Hong Kong)

vii) *Course fees (including training manual and examination fee)*

HK\$ 2,500 (for non-travel agency staff)

HK\$ 1,875 (for travel agency staff, but proof must be provided)

viii) *Attendance rate requirements*

Course	Attendance rate	Remarks
Part I	100%	<u>Lateness or early leave will be regarded as absence.</u> ONLY students having a 100% attendance rate in ALL parts are allowed to attend the Certificate Examination. Otherwise, students are required to <u>retake the part(s) with inadequate attendance in order to be eligible to take the Examination **.</u>
Part II	100%	
Part III	100%	

****Repeat and Resit Fees**

Repeat / Resit	Fee		Remarks
	Non-travel agency staff	Travel agency staff	
Part I	HK\$ 800	HK\$ 625	Students who are absent for a class or an examination are entitled to a free make-up class or examination <u>only if</u> they can produce a company letter <u>3 days in advance</u> for official leave; or a certificate (original copy) issued by a recognized medical practitioner <u>within 3 days after the class or examination</u> for sick leave. Otherwise, they have to pay for the repeat or resit fees.
Part II	HK\$ 1,400	HK\$ 1,050	
Part III (First Aid Talk)	HK\$ 100	HK\$ 100	
Resit	HK\$ 300	HK\$ 200	

ix) *Medium of instruction ****

Cantonese (with some English) ; course materials and examination paper in Chinese

***** Remarks**

- Applicants who wish to take a course with English as the medium of instruction may contact the TIC Industry Training Department. English-medium courses can be run if there are adequate participants.
- English course materials can also be provided for participants of Cantonese-medium courses upon request. Candidates may also answer a Chinese exam paper in English provided that they make such request during enrollment.

x) *Course instructors*

All course instructors have rich tour escorting experience and have been trained.

III. Examination details

- ONLY students having a 100% attendance rate in ALL the three parts are allowed to attend the Certificate Examination. [**Important note : Lateness or early leave is regarded as absence.**]
- Students must attend the examination according to the date and time assigned by the TIC. Absence without advanced notice or a certificate issued by a recognized medical practitioner will be disqualified with no refund.
- Those who cannot pass the examination may apply for a re-sit.

IV. Conditions for issuance of certificate

- Students who completed the course and passed the certificate examination will be issued a certificate.
- Candidates who cannot produce documents required (e.g. academic proof) may be disqualified from the certificate examination or will NOT be awarded a certificate.
- Certificates will NOT be re-issued. A transcript can be provided, however, to prove the completion of the course upon the receipt of written request and administrative fee.

V. Bad weather arrangements

1. When Tropical Cyclone No. 8 or above, or Black Rainstorm Warning Signal is in force, all classes (including talks) / 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 (including talks) / examinations will be held as scheduled.

Cancellation of Tropical Cyclone No. 8 or above, or Black Rainstorm Warning Signal	Arrangements
At 6 a.m. or before	All classes and examinations will be held as scheduled.
At noon or before	All daytime classes remain cancelled; examinations or talks starting at or after 2 p.m. will be held as scheduled.
At 4 p.m. or before	All classes or examinations starting at or after 6 p.m. will be held as scheduled.

[#]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, Amber or Red Rainstorm Warning Signal is in force, all classes and examinations will continue as scheduled.

VI. Enrollment procedures

1. All applications for the Certificate Course for Outbound Tour Escorts will be handled on a first-come-first-served basis.
2. Applicants are required to complete and return P.1 – 2 of the enrollment form together with the following documents to the TIC executive office **by post** or **in person**:
 - a crossed cheque;
 - photocopy* of academic proof; and
 - photocopy* of Document of Identity for Visa Purposes / passport (*for non-permanent HK residents only*)

*The original supporting documents must be presented for information checking and verification.

3. Crossed cheques should be made payable to 'Travel Industry Council of Hong Kong' with **applicant's name and course code** written on the back. Please do **NOT** mail cash.
4. 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 so incurred. In case of cheque bouncing, the TIC has the right to disqualify the applicant from the course immediately.
5. Each applicant can submit ONE enrollment form only. Applications will NOT be processed for duplicate submission of form or incomplete information provided.
6. For applications by post, the date when the TIC executive office receives the documents will be counted as the submission date. Applicants will be notified of the result of application **within TWO WEEKS** since the mailing date. **The TIC will not be responsible for unsuccessful applications caused by mail delay or incomplete documents provided.**
7. Admitted applicants will receive the official receipt, course timetable and relevant information issued by the TIC as confirmation.

VII. Important notes

1. **Course / class changing or refund of course fee will NOT** be arranged once an applicant is admitted. Admitted applicants who wish to **transfer the place to another applicant** must inform the TIC **at least TWO WEEKS before the class starts**, and seek confirmation from the TIC. The transferee must complete and submit a new enrollment form.
2. Admitted applicants should take note of the class timetable, requirements on attendance rate, etc. **No reminder** will be given to individual participants. Should the course be cancelled, participants will be notified and fully refunded.
3. Course participants must immediately inform the TIC of any changes in contact information.
4. The TIC reserves the right to amend and interpret the details of the course information. Applicants or course participants will be informed of any amendments of information.

VIII. Enquiry

For any further queries, please contact the TIC Industry Training Department on 2807-1199.

IX. Notes on Collection of Personal Data

1. The personal data provided in this application form will be used by the Travel Industry Council of Hong Kong (TIC) for the following purposes:
 - (i) to process course applications and enrollment;
 - (ii) to maintain course participants' records in the TIC;
 - (iii) to administer the examination for this course;
 - (iv) to distribute examination results, issue course certificates and disseminate relevant information to candidates;
 - (v) to conduct research or statistical analysis;
 - (vi) any other related purposes.
2. Applicants are advised to provide sufficient information as far as possible, otherwise their applications may be unable to be processed.
3. 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.
4. 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.
5. According to the Personal Data (Privacy) Ordinance, applicants have the right to:
 - (i) ascertain whether their personal data are held by the TIC;
 - (ii) obtain a copy of the data mentioned in paragraph 5(i); and
 - (iii) 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.

6. Any request for access to personal data should be made in writing and addressed to the TIC Industry Training Department at:

Rooms 1706-09, Fortress Tower, 250 King's Road, North Point, Hong Kong

Certificate Course for Outbound Tour Escorts

Class and examination timetable for courses from May to August 2018



Full-time courses

Course Code	Part I (dd-mm-yyyy)	Part I Class Time (8 hrs)	Part II (dd-mm-yyyy)	Part II Class Time (16 hrs)	Role Play (dd-mm-yyyy)	Class Time (Role Play) (2.5hrs)	Part III First Aid Talks (dd-mm-yyyy)	Part III Class Time (3 hrs)	Exam Date (dd-mm-yyyy)	Exam Time (3 hrs)
2018016 FULL	05-05-2018	09:00-18:00	12, 19-05-2018	09:00-18:00	26-05-2018	14:00-16:30	26-05-2018	09:30-12:30	05-06-2018	14:15-17:15
2018017 FULL	07-05-2018	09:00-18:00	08, 09-05-2018	09:00-18:00	10-05-2018	10:30-13:00	10-05-2018	14:15-17:15	21-05-2018	14:15-17:15
2018018 FULL	15-05-2018	09:00-18:00	16, 17-05-2018	09:00-18:00	18-05-2008	10:30-13:00	18-05-2008	14:15-17:15	29-05-2018	14:15-17:15
2018019 FULL	29-05-2018	09:00-18:00	30, 31-05-2018	09:00-18:00	01-06-2018	10:30-13:00	01-06-2018	14:15-17:15	11-06-2018	14:15-17:15
2018020 FULL	05-06-2018	09:00-18:00	06, 07-06-2018	09:00-18:00	08-06-2018	10:30-13:00	08-06-2018	14:15-17:15	19-06-2018	14:15-17:15
2018021 FULL	09-06-2018	09:00-18:00	16, 17-06-2018	09:00-18:00	23-06-2018	14:00-16:30	23-06-2018	09:30-12:30	03-07-2018	14:15-17:15
2018022 FULL	12-06-2018	09:00-18:00	13, 14-06-2018	09:00-18:00	15-06-2018	10:30-13:00	16-06-2018	09:30-12:30	26-06-2018	09:30-12:30
2018023 FULL	19-06-2018	09:00-18:00	20, 21-06-2018	09:00-18:00	22-06-2018	10:30-13:00	23-06-2018	09:30-12:30	04-07-2018	09:30-12:30
2018024	25-06-2018	09:00-18:00	26, 27-06-2018	09:00-18:00	28-06-2018	10:30-13:00	28-06-2018	14:15-17:15	09-07-2018	14:15-17:15
2018025	04-07-2018	09:00-18:00	05, 06-07-2018	09:00-18:00	07-07-2018	14:00-16:30	07-07-2018	09:30-12:30	18-07-2018	09:30-12:30
2018026	09-07-2018	09:00-18:00	10, 11-07-2018	09:00-18:00	12-07-2018	10:30-13:00	12-07-2018	14:15-17:15	24-07-2018	09:30-12:30
2018027	18-07-2018	09:00-18:00	19, 20-07-2018	09:00-18:00	21-07-2018	14:00-16:30	21-07-2018	09:30-12:30	31-07-2018	09:30-12:30
2018028	25-07-2018	09:00-18:00	26, 27-07-2018	09:00-18:00	28-07-2018	14:00-16:30	28-07-2018	09:30-12:30	07-08-2018	09:30-12:30
2018029	31-07-2018	09:00-18:00	01, 02-08-2018	09:00-18:00	03-08-2018	10:30-13:00	03-08-2018	14:15-17:15	13-08-2018	09:30-12:30
2018030	06-08-2018	09:00-18:00	07, 08-08-2018	09:00-18:00	09-08-2018	10:30-13:00	09-08-2018	14:15-17:15	21-08-2018	09:30-12:30
2018031	13-08-2018	09:00-18:00	14, 15-08-2018	09:00-18:00	16-08-2018	10:30-13:00	16-08-2018	14:15-17:15	27-08-2018	14:15-17:15
2018032	20-08-2018	09:00-18:00	21, 22-08-2018	09:00-18:00	23-08-2018	10:30-13:00	23-08-2018	14:15-17:15	03-09-2018	14:15-17:15
2018033	29-08-2018	09:00-18:00	30, 31-08-2018	09:00-18:00	01-09-2018	14:00-16:30	01-09-2018	09:30-12:30	10-09-2018	14:15-17:15

Certificate Course for Outbound Tour Escorts

Class and examination timetable for courses from May to August 2018



Part-time courses

Course Code	Part I (dd-mm-yyyy)	Part I Class Time (8 hrs)	Part II (dd-mm-yyyy)	Part II Class Time (16 hrs)	Role Play (dd-mm-yyyy)	Class Time (Role Play) (2.5hrs)	Part III First Aid Talks (dd-mm-yyyy)	Part III Class Time (3 hrs)	Exam Date (dd-mm-yyyy)	Exam Time (3 hrs)
2018056 Cancelled	(1) 05, 07-06-2018 (2) 09-06-2018	(1) 19:00-21:30 (2) 15:00-18:00	(3) 12, 14, 19, 21-06-2018 (4) 16-06-2018	(3) 19:00-22:00 (4) 14:00-18:00	23-06-2018	14:00-16:30	16-06-2018	09:30-12:30	04-07-2018	14:15-17:15
2018057	02-07-2018	09:00-18:00	(3) 05, 10, 12, 17-07-2018 (4) 07, 14-07-2018	(3) 19:00-21:30 (4) 15:00-18:00	19-07-2018	19:00-21:30	21-07-2018	09:30-12:30	31-07-2018	14:15-17:15
2018058	(1) 09, 11-07-2018 (2) 13-07-2018	(1) 19:00-21:30 (2) 19:00-22:00	(3) 16, 18, 20, 23-07-2018 (4) 25, 27-07-2018	(3) 19:00-21:30 (4) 19:00-22:00	30-07-2018	19:00-21:30	28-07-2018	09:30-12:30	13-08-2018	14:15-17:15
2018059	(1) 02-08-2018 (2) 04-08-2018	(1) 19:00-22:00 (2) 15:00-21:00	(3) 09, 16-08-2018 (4) 11, 18-08-2018	(3) 19:00-22:00 (4) 15:00-21:00	23-08-2018	19:00-21:30	25-08-2018	09:30-12:30	04-09-2018	09:30-12:30
2018060	(1) 06, 08-08-2018 (2) 10-08-2018	(1) 19:00-21:30 (2) 19:00-22:00	(3) 13, 15, 17, 20-08-2018 (4) 22, 24-08-2018	(3) 19:00-21:30 (4) 19:00-22:00	25-08-2018	14:00-16:30	25-08-2018	09:30-12:30	04-09-2018	14:15-17:15



外遊領隊證書課程 (2018年5-8月課程)

CERTIFICATE COURSE FOR OUTBOUND TOUR ESCORTS (May - Aug 2018)

課程及考試報名表格 COURSE & EXAMINATION ENROLLMENT FORM

1. 在報讀本課程前，請先細閱最新的「領隊證」申請條件及程序。 Please study the latest requirements & procedures of application for the Tour Escort Pass before enrollment.
2. 請填妥本表格 (共兩頁)，連同費用、學歷證明文件副本及其他所需文件一併遞交。 Please complete this enrollment form (a total of 2 pages) and submit it together with fee, copy of academic proof and other necessary documents for application.
3. 請以**正楷**填寫，並在適當空格內劃上「✓」號。 Please complete the form in **BLOCK LETTERS** and put a tick (✓) in the appropriate box.

由議會填寫 For Official Use Only

課程編號: _____

收據號碼: _____

收據日期: _____

費用: \$2,500 (非旅行社職員 Non-travel agency staff)

付款方式: 現金 Cash 支票 Cheque

Fee: \$1,875 (旅行社職員 Travel agency staff)

Payment method: 支票號碼 Cheque no.: _____

甲部 Part A 個人資料 Personal particulars

英文姓名

English name: _____

姓 Surname

名 First/Other name

中文姓名

Chinese name: _____

姓名以身份證上登記為準 Name as printed on HKID card

出生日期

Date of Birth: _____ / _____ / _____

年 yyyy / 月 mm / 日 dd

性別 男 M

Gender: 女 F

香港身份證號碼

HKID card number: _____ ()

身份證類別 Type of ID card:

[請參閱課程概覽(IX)項的個人資料收集說明。
Please refer to Item IX "Notes on collection of personal data" in the course information.]

香港永久性居民身份證 HK Permanent Identity Card

香港居民身份證 Hong Kong Identity Card

✦ 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.) / 護照副本。 For non-permanent residents, a copy of the **Document of Identity for Visa Purposes / passport** must be attached to this form.

教育程度

中學 Secondary

大專 Post-Secondary

學士或以上 Bachelor degree or above

Education level: 其他 Others (請註明 Please specify) _____

乙部 Part B 通訊資料 Correspondence information

中文聯絡地址

Correspondence address in Chinese: _____

英文聯絡地址

Correspondence address in English: _____

手機號碼

Mobile phone: _____

(請填寫可接收短訊的號碼。)

(Please give a number that **can receive SMS messages.**)

電話 (住宅)

Phone (Home): _____

電郵地址

Email address: _____



丙部 Part C 報讀課程 Course(s) Applied For

班別選擇 Class Choice	課程及考試編號 Course & Exam Code	請在下列適當方格內劃上「✓」號。 Please check the appropriate boxes below.		開課日期 Commencement Date
		日間課程 Day Course	晚間課程 Evening Course	
首選 First choice		<input type="checkbox"/>	<input type="checkbox"/>	
次選 Second choice		<input type="checkbox"/>	<input type="checkbox"/>	
三選 Third choice		<input type="checkbox"/>	<input type="checkbox"/>	

- ★ 如申請人的首選班別報讀人數超額，將會被編入次選或三選班別。
- ★ If an applicant's first choice class is full, he/she will be allocated to the second or third choice class.

丁部 Part D 夾附文件清單 List of Documents Attached

夾附本報名表格的文件包括（請在下列適當方格內劃上「✓」號）：
Documents attached to this form include (Please check the appropriate boxes below):

- 學歷證明文件副本（共_____頁） Photocopy of academic proof (A total of _____ pages)
- 簽證身份書（即 D.I.）副本 Photocopy of Document of Identity for Visa Purposes
- 護照副本 Photocopy of passport
- 劃線支票 Crossed cheque（號碼 No. _____；銀碼 Amount: HK\$_____）
- 其他文件 Other document(s) (請註明 Please specify) : _____

戊部 Part E 只供旅行社職員用 For Travel Agency Staff Only

現職旅行社名稱 Name of travel agency employer :			
牌照號碼 License number :		申請人職位 Applicant's position :	
此部份必須由申請人的僱主填寫 This part MUST be completed by the applicant's employer			
負責人簽署 Authorised signature :			公司蓋印 Company chop :
簽署人姓名 Name of signatory :			
聯絡電話 Contact phone no. :			

己部 Part F 聲明 Declaration

- 本人(申請人)已細閱、明白並同意附於此報名表的課程概覽及「個人資料收集說明」。
I, the applicant, have read, understood and agreed to the **course information and "Notes on Collection of Personal Data"** that are attached to this application form.
- 本人同意讓會核實本人的學歷證明文件，並授權本人曾經就讀之教育/單位機構向議會透露有關本人學歷相關的資料作核實之用。
I agree that the Travel Industry Council of Hong Kong (TIC) shall verify the documents of my academic proof, and here **I authorize the education institutions/units that I used to attend to provide the TIC with my personal particulars for the verification of academic qualification(s) I attained.**
- 本人聲明以上所填報的資料及夾附的文件均真確無訛。如本人之聲明有任何失實之處，貴會有權取消本人之申請資格。本人亦知悉如議會發現任何虛假文件，定必報警處理。
I hereby declare that the information provided in this form and the documents attached are all accurate and authentic. The TIC has the right to disqualify me if there is any inconsistency with the statements that I have made. I also know that **the TIC shall report any cases of using false documents to the police.**

申請人簽署 Signature : _____

日期 Date : _____