

培訓是成功的必備條件

Training is a necessary condition for success



去年一、二月間，有少數入境業者發起所謂的不合作運動，企圖妨礙議會的監管工作。同樣在去年二月，有一家會員對議會興訟，質疑議會的三個指引。雖然法庭已於今年四月裁定該會員敗訴，但該會員卻於五月提出上訴(見「專題」)。向議會登記的內地入境團數目今年一至四月減少，五月增加，由此看來，不合作運動似乎已有所收斂，但願事實確是如此。

海關近日公佈與《商品說明條例》有關的投訴數字：由去年一月至今年四月，旅遊業是第三多投訴個案的行業，那些投訴多數涉及旅行社與航空公司。雖然投訴旅行社的個案有頗大比例是與會員無關的旅遊網站，但也有不少正是會員。議會在過去幾年逐步放寬對外遊業的監管，希望會員妥善運用新得到的經營空間，拓展業務。

政府為了多方面支援旅遊業，已撥出港幣五百萬元，藉以通過議會去資助旅遊從業員接受培訓。議會將成立「旅遊業培訓基金」，大部份款項會用來資助培訓機構舉行訓練課程，小部份則會直接資助議會開辦的一些課程。旅遊業可算是受到資訊科技衝擊較大的行業之一，從業員務須加緊接受培訓，以保持競爭力。培訓基金的詳情將於稍後公佈。

機場管理局為了支持本地旅遊行業的發展，計劃撥出港幣一千萬元設立「旅遊行業發展基金」，並由議會擔任秘書處。發展基金的資助範疇有二，一是資助會員提名的員工參加不同類型的培訓活動，二是資助官方旅遊機構為會員舉辦宣傳推廣活動。議會與機管局經過連番磋商後，發展基金的框架文件已有定案。希望早日可以向會員公佈發展基金的詳情。✎

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In January and February last year, a small band of inbound traders instigated what they called the non-cooperation campaign, aimed at putting up obstacles to the TIC's regulatory work. Also in February last year, a member filed a lawsuit against the TIC, challenging three directives. Although the court ruled in April this year against that member, it filed an appeal in May (see "Special Topic"). **With the number of mainland tours registered with the TIC having increased for the first time in May since the beginning of this year, it seems that the non-cooperation campaign may have shown some signs of abating. Let's hope this is what is actually happening.**

The Customs has recently released the complaint figures from January 2016 to April 2017 which were about the Trade Descriptions Ordinance: the travel industry ranked number three in terms of the number of complaints, most of which concerned travel agents and airlines. Whereas a significant proportion of such complaints were about travel websites unrelated to members, quite a number of them were about members. It is hoped that when exploring business opportunities, members will make proper use of the leeway they have gained following deregulation in the outbound industry during the past few years.

To provide multi-pronged support for the travel industry, the Government has allocated HK\$5 million for the training of industry members through the TIC. A Travel Industry Training Fund will be set up by the TIC, with most of the funding to be used to subsidise training courses organised by training institutions and a small portion reserved for direct subsidy of some courses organised by the TIC. Given that the travel industry may be among those industries most impacted by information technology, its practitioners are in dire need of training so as to stay competitive. Details of the Training Fund will be announced later.

The Airport Authority (AA) has offered HK\$10 million for the establishment of a Travel Industry Development Fund in order to support the development of the local travel industry, and the TIC will act as its secretariat. There will be two kinds of subsidy, one for employees nominated by members to take part in various kinds of training activity, and the other for official tourism bodies to organise promotion activities for members. After several rounds of negotiations, the TIC and the AA have finalised the framework document of the Development Fund. It is hoped that its details will be announced soon. ✎

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