



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

Incorporated with limited liability

CERTIFICATE COURSE FOR OUTBOUND TOUR ESCORTS June 2022



Applications will be processed upon the receipt of the following:

- a completed and signed enrolment form (2 pages);
- course fees by crossed cheques, in cash (payments should be made at the TIC Executive Office) or via cash deposit for online and offline enrolment;
- *photocopy of academic proof (Nationally or internationally recognised verification documents shall be required for non-local academic qualifications);
- *photocopy of a valid first aid certificate or attendance certificate (if applicable) 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 produced 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 : https://www.tichk.org E-mail : office@tichk.org	Office hours Mondays – Fridays 9:00 am – 1:00 pm 2:00 pm – 5:30 pm Saturday, 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 (<https://www.tichk.org/en/escorts/accreditation-system>) for the latest application requirements and relevant details.

II. Course Introduction

i) Target participants

People who intend to become an outbound tour escort.

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. Departure and Arrival Information
2. Travel Industry Compensation Fund, Package Tour Accident Contingency Fund Scheme and Levy
3. General information on travel insurance
4. Important Information
 - A. Relevant laws
 - i) Prevention of Bribery Ordinance
 - ii) Personal Data (Privacy) Ordinance
 - iii) Protection of endangered species and travel

- iv) The Trade Descriptions Ordinance
- B. Travel Health
 - i) Hong Kong Travel Health Services
 - ii) Common vaccinations and infectious diseases
 - iii) Chinese and English names for diseases and injuries, body parts and medicines
- C. Travel Safety
 - i) Tips on tourist's safety
 - ii) Safety of Outbound Package Tours
 - iii) Special notes for escorting a special interest tour
- D. Information on the Council
 - i) A brief introduction to the Travel Industry Council of Hong Kong (TICHK)
 - ii) General Code of Conduct for TIC Members and Directives issued by the Board
- E. Seeking Assistance
 - i) Use of IDD Hong Kong collect call service
 - ii) Guide to Assistance Services to Hong Kong Residents in the Mainland
 - iii) Transfer of Patients from the Mainland to Hong Kong
 - iv) Guide to Consular Protection and Services Outside Chinese Territory
- F. Ecotourism
- G. Accessible travel
- H. Service tips for silver travel
- 5. Basic principles and effective skills in handling crisis
- 6. How to deal with tour group members with uncontrollable emotions or abnormal behaviours
- 7. Handling of unexpected events
- 8. Observation and case study on crisis handling
- 9. Case study/group discussion
- 10. Role Play

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 organisation approved by the Commissioner for Labour[#].
- [#] The following list of first aid courses recognised 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 St. John Ambulance (Open to public)	a. "Certificate in First Aid" Course (Face-to-face mode) (FA) b. Certificate in First Aid (Blended Mode) - Elearning (EFAT) c. One day First Aid Refresher Course (ODRC) d. Half Day First Aid Refresher Course (HDRC)
2. Auxiliary Medical Services (Open to public)	a. Basic First Aid b. Refresher First Aid
3. Hong Kong Red Cross (Open to public)	a. Standard First Aid Certificate Course b. Standard First Aid Certificate Course (Blended Learning) c. Standard First Aid Certificate Refresher Course
4. Ruttonjee Hospital and Tang Shiu Kin Hospital A&E Training Centre (Open to public)	a. Practical First Aid Certificate Course b. Practical First Aid Certificate (Renewal) Course
5. Hong Kong Society of Professional Medical Care (Open to public)	a. Occupational First Aid Course b. Occupational First Aid Refresher Course c. Emergency Medical Responder Course
6. Hong Kong Underwater Association (Open to public)	a. Basic First Aid Certificate Course b. Refresher Basic First Aid Certificate Course
7. Scout Association of Hong Kong (Members)	a. First Aid Certificate Course b. Refresher Training for First Aid Certificate Course
8. First Aid International Ltd (Open to public)	a. First Aid at Work Course b. First Aid at Work Refresher Course
9. The Hong Kong Life Saving Society (Members)	a. First Aid Certificate Course b. First Aid Certificate Refresher Course
10. Emergency Medical Response Society (Open to public)	a. First Aid, CPR and AED Certificate Course b. First Aid, CPR and AED Certificate Refresher Course c. First Aid and Emergency Response Certificate Course d. First Aid and Emergency Response Certificate Refresher Course e. Advanced Emergency Incident Responder Certificate Course f. Advanced Emergency Incident Responder Certificate Refresher Course
11. Fire Services Department (Members)	a. Ambulance Officer Initial Training Course b. Ambulanceman/ ambulancewoman Initial Training Course c. Ambulance Officer Foundation Training Course d. Ambulanceman/ ambulancewoman Foundation Training Course e. Basic Ambulance Aid Course f. Advanced Ambulance Aid Training at First Responder Level for Firefighters
12. Civil Aid Service (Members)	a. Civil Aid Service First Aid Course
13. Occupational Safety and Health Council (Open to public)	a. Certificate of Competence in First-aid Course b. Certificate of Competence in Refresher First Aid Course

- c) Since the course fees are inclusive of the charge for the first aid talks, course students 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 10 of this course information.

v) *Class size*

17 – 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 produced)

- * This course is subsidised by the Development Fund for the Travel Industry. Staff members of travel agents / TG Pass holders / TE Pass holders who successfully completed the course will be subsidised with a maximum of 70% of the course fee. Application guide and form can be downloaded from the TIC's website: <https://www.tichk.org/en/subsidy-schemes/development-fund/training-activities>.

viii) *Payment methods*

Offline and Online Enrolment

Applicants can make a payment by a crossed cheque or in cash (payments should be made at the TIC Executive Office) or via cash deposit. It is applicants' responsibility to ensure that

1. sufficient money is available in their current account at the time of making the payment by a crossed cheque or
2. the TIC's bank account number is correctly entered for cash deposit.

ix) *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>re-take the part(s) with inadequate attendance and pay fees of the relevant part(s) in order to be eligible to take the Examination **.</u>
Part II	100%	
Part III	100%	

****Repeat and Re-sit Fees**

Repeat / Re-sit	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 working days in advance</u> for business commitment; or a medical certificate (original copy) issued by a registered medical practitioner or Chinese medicine practitioner (Chinese herbal medicine prescription will NOT be accepted)
Part II	HK\$ 1,400	HK\$ 1,050	
Part III (First Aid Talk)	HK\$ 100	HK\$ 100	
Re-sit	HK\$ 300	HK\$ 200	

			<u>within 3 working days after the class or the examination</u> or for sick leave. Otherwise, they have to pay for the repeat or re-sit fees.
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- x) *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 applicants.
- Course materials are available both in Chinese version and English version. A set of course materials **either in Chinese version or English version** is provided to applicants **during enrolment**. Applicants are required to pay HK\$100 for an extra set of course materials. Students may answer an examination paper in English provided that they make such request **during enrolment**.

- xi) *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 advance notice or a certificate issued by a registered 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. the original of 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

- When Tropical Cyclone No. 8 or above, or Black Rainstorm Warning Signal is in force, all classes (including talks) / examinations[#] will be postponed.
- 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 6:00 am or before	All classes (including talks) and examinations will be held as scheduled
At 11:00 am or before	All classes (including talks) starting at or after 2:00 pm will be held as scheduled

At 11:15 am or before	All examinations starting at or after 2:15 pm will be held as scheduled
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#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.
 4. Students should notify the TIC by phone on 2807-1199 or e-mail training@tichk.org as soon as possible if they have practical difficulties in attending class/examination (such as road blockage, required means of transport being affected, flooding, landslip, etc).

VI. Enrolment Procedures

1. All applications for the Certificate Course for Outbound Tour Escorts will be handled on a first-come-first-served basis.
2. The TIC reserves the right to accept or reject any applications.
3. Offline Enrolment

Applicants are required to complete and return P.1 – 2 of the enrolment form together with the following documents to the TIC Executive Office **by post** or **in person** (**Applications by facsimile or by e-mail or on phone cannot be accepted**) :

- course fees (payment by crossed cheques / in cash (payments should be made at the TIC Executive Office) / via cash deposit);
- photocopy* of academic proof;
- photocopy* of a valid first aid certificate or attendance certificate (if applicable) and
- photocopy* of Document of Identity for Visa Purposes / passport (**for non-permanent HK residents only**)

*The original of supporting documents must be presented for information checking and verification before the examination at the latest.

4. Online Enrolment

Applicants can enrol in the course online via <https://www.tichk.org/en/course-listing>. Documents stated in paragraph 3 of Section VI except Document of Identity for Visa Purposes / passport (**for non-permanent residents only**) are required to be uploaded.

Applicants who hold Document of Identity for Visa Purposes / passport (**for non-permanent HK residents only**) are required to present the original of their identity documents for information checking and verification before the examination at the latest.

5. Any loss arising from errors or omissions caused by applicants per offline payment transaction shall be borne by applicants. In case of cheque bouncing, the TIC has the right to disqualify the applicant from the course immediately.
6. Any bank charges or expenses incurred per offline payment transaction shall be borne by applicants. Bank charges or expenses will not be refunded regardless of class cancellation due to inadequate number of

applicants;

7. The payment of course fee must be made **within 3 working days** after applicants have been notified of approval for online enrolment by the TIC. Non-payment after the specified period of time will be regarded as giving up the course.
8. Applicants' place on the course is secured once applicants' payment by a crossed cheque or in cash (payment should be made at the TIC Executive office) or via cash deposit has been confirmed by the TIC.
9. 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.
10. Bank account for cash deposit: Bank of China (HK) Ltd 031-349-1-038340-4. **Applicant's name and course code** should be written on the back of the deposit slip (photocopy). Applicants who submit application by post are advised to keep the original of deposit slip for record in order to avoid the loss of payment evidence caused by delivery error. Applicants must make sure that the date and time of transaction must be shown clearly on the deposit slip.
11. Each applicant can submit ONE enrolment form only. Applications will NOT be processed for duplicate submission of form or incomplete information provided.
12. 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.**
13. 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 enrolment form.
2. Admitted applicants should take note of the class timetable, requirements on attendance rate, etc. **No reminder** will be given to individual students. Should the course be cancelled, students will be notified and fully refunded.
3. Course students must immediately inform the TIC of any changes in contact information.
4. The TIC reserves the right to amend at any time the details of the course information without prior notice and the right of final interpretation. Applicants or course students will be informed of any amendments of information. In case of any disputes, the decision of the TIC shall be final.
5. If there is any inconsistency or conflict between the English version and the Chinese version of the course information, the English version shall prevail.

VIII. Enquiries

For any enquiries, please contact the TIC Industry Training Department on 2807-1199 during office hours.

Office hours:

Monday – Friday 9:00 am – 1:00 pm
2:00 pm – 5:30 pm

(Closed on Saturdays, Sundays and public holidays)

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 enrolment;
 - (ii) to maintain course students' 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 June 2022



Part-time Course

Course Code	Part I (yyyy-dd-mm)	Part I Class Time (8 hrs)	Part II (yyyy-dd-mm)	Part II Class Time (16 hrs)	Role Play (yyyy-dd-mm)	Class Time (Role Play) (2.5hrs)	Part III First Aid Talks (yyyy-dd-mm)	Part III Class Time (3 hrs)	Exam Date (yyyy-dd-mm)	Exam Time (3 hrs)
2022003	2022-06-11	09:00 - 18:00	(1) 2022-06-12 (2) 2022-06-18 (3) 2022-06-19	(1) 09:00 - 18:00 (2) 14:00 - 18:00 (3) 09:00 - 13:00	2022-06-19	14:00 - 16:30	2022-06-18	09:30 - 12:30	2022-07-09	14:15- 17:15