

業界將受惠於資歷架構

Industry will benefit from Qualifications Framework

幾年前議會曾經想在旅行社行業推行資歷架構，但因為業者對資歷架構認識不深，所以最後沒有繼續下去。去年理事會接納了訓練委員會的建議，向業者再次介紹設立資歷架構的好處；終於有七個屬會表示支持，認為資歷架構有助推動行業的長遠發展。理事會因此在今年七月的會議上，同意為行業設立資歷架構。在未來幾年，議會將與資歷架構秘書處緊密合作，為此事盡力。

在最近幾個月裡，南韓和泰國曼谷都因為保安局發出了紅色外遊警示，所以前往兩地的旅行團都被取消。對南韓發出的紅色外遊警示已於八月一日取消，所以旅行社已復辦南韓團；至於曼谷方面，紅色外遊警示已於九月二十二日降為黃色，加上當地的接待社表示曼谷的情況相當穩定，有不少旅客希望往曼谷旅遊，所以曼谷團的數目應會持續回升。今年頭八個月的外遊印花額按年增加了約百分之十二，顯示香港人外遊的興致沒有因上述事件及經濟放緩而減弱，實在值得慶幸。

今年七月和八月，有兩個郵輪旅行團因為天氣惡劣，所以更改了停泊港口。雖然郵輪公司已向乘客賠償，但他們仍然非常不滿。希望乘坐郵輪的旅客都明白，郵輪的船長有權以安全為由更改航程，而且在這種情況下是無須賠償的。議會已去信給香港保險業聯會，希望旅遊保險的保障範圍可以擴大，使旅客在這兩種情況下都會得到保障：郵輪因天氣而改變行程，以及前往紅色外遊警示生效的地方旅遊。

今年會員週年大會定於十一月二十四日舉行，而主席選舉則定於十二月八日的理事會會議上舉行（見「議會簡報」）。由於新主席將由新一屆理事會選出，所以會員切記出席大會，使手上的一票發揮最大作用。☞

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Several years ago, the TIC wanted to introduce a Qualifications Framework (QF) to the travel agent industry, but did not see the effort through as members of the industry did not know much about it then. Last year, the Board of Directors accepted the Training Committee's proposal to explain again to traders the benefit of setting up a QF, and finally, seven Association Members gave their support, believing that a QF would promote long-term development for the industry. **The Board therefore agreed at its July meeting to set up a QF for the industry. In the coming few years, the TIC will work closely with the QF secretariat in order to achieve that goal.**

During the past few months, package tours to South Korea and Bangkok, Thailand had been cancelled because of the red Outbound Travel Alerts (OTAs) issued for both places. After the red OTA for South Korea was lifted on 1 August, South Korea tours have already been organised again. As for package tours bound for Bangkok, with the red OTA lowered to an amber one on 22 September, the number of those tours should keep rising since the situation in Bangkok is rather stable according to the local receiving agents and not a few travellers have expressed a wish to go there. There was a year-on-year increase of about 12% in the outbound levy collected during the first eight months of this year, indicating that Hongkongers are still quite eager to travel in spite of the above two incidents and an economic slowdown, which is most gratifying.

The ports of call for two cruise tours were changed in July and August as a result of bad weather, with which the passengers were very dissatisfied despite compensation having been offered by the cruise company. **It is hoped that all cruise travellers understand that the captain has the authority to change the course of the cruise for safety reasons, for which no compensation needs to be paid.** The TIC has written to The Hong Kong Federation of Insurers, asking for the scope of cover of travel insurance to be expanded so that cruise passengers whose itineraries are changed because of bad weather and travellers who go to places with the red OTA in place would both be covered.

This year's Annual General Meeting (AGM) is scheduled for 24 November, and **the Chairman election is to be conducted at the Board of Directors meeting to be held on 8 December** (see "Council Bulletin"). Since the new Chairman will be elected by the new Board of Directors, members are reminded to make full use of their votes by attending the AGM. ☞

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