

導遊和領隊需要達到更高服務水平

Higher service standards for guides and escorts

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為了進一步提升導遊和領隊行業整體的水平，議會最近修訂了導遊和領隊申請證件及續證的處理方法。除了原有情況外，如導遊證 / 領隊證申請或續證申請屬於以下情況，也需要交由導遊及領隊審核委員會作特別考慮：

1. 申請人的證件曾被撤銷或被拒續證；
2. 申請人在沒有證件期間或在證件無效期間，曾擔任導遊或領隊；或
3. 申請人在證件無效期間，因違反導遊或領隊的作業守則而被導遊及領隊審核委員會或規條委員會處分，但由於證件已經無效，因此有關處分暫時記錄在案。

在頭兩種情況下，申請人必須提交詳細履歷、僱主推薦信、由申請人的親戚或朋友填寫的指定推薦表格，以便導遊及領隊審核委員會決定是否批准其申請。在第三種情況下，委員會會按處分的嚴重程度而決定是否批准申請；如批准申請，先前記錄在案的處分將在續證後即時執行。

此外，由於導遊和領隊的工作性質相近，而同時持有兩張證件的人越來越多，議會認為如持證導遊要申請領隊證，也應考慮他們任職導遊時的表現，以全面評估他們是否適合擔任領隊；持證領隊申請導遊證的情況也是一樣。因此，如證件申請人在持有另一張證件期間曾經涉及嚴重操守問題(即上述三種情況，或曾被撤銷證件而沒有在七天期限內向議會交還證件)，其申請將交由導遊及領隊審核委員會作特別考慮。

關於上述詳情，請往議會網站查閱相關的委員會準則(www.tichk.org → 「議會」 → 「組成」 → 「委員會」)。 

To further improve the overall standard of the professions of tourist guides and tour escorts, the TIC has recently revised the ways in which Tourist Guide Pass/Tour Escort Pass applications and renewal applications are handled. **Any such applications that fall into any of the following situations, apart from the existing ones, will be subject to special deliberation by the Tourist Guide and Tour Escort Deliberation Committee (TGTEDC):**

1. the applicant's Pass has been revoked, or his/her application for Pass renewal has been rejected;
2. the applicant has worked as a tourist guide or tour escort without a Pass or with an invalid Pass; or
3. the applicant has violated the codes of conduct for tourist guides or tour escorts while holding an invalid Pass and the TGTEDC or the Compliance Committee has imposed a penalty, which has been recorded but not yet enforced at the moment because of the invalidity of the Pass.

In the first two situations, the applicant will be required to submit a detailed curriculum vitae, a reference from his/her employer and a designated reference form completed by his/her relative or friend, so as to help the TGTEDC decide whether to approve the application or not. In the third situation, the TGTEDC will consider the severity of the penalty and decide whether to approve the application or not; and if approval is granted, the penalty previously recorded will be enforced immediately after the Pass is renewed.

Additionally, since the job nature of tourist guides and tour escorts is similar and there is an increasing number of people holding both Passes, the TIC has decided that when Tourist Guide Pass holders apply for a Tour Escort Pass, their conduct as a tourist guide will be taken into account so as to fully assess their suitability to become a tour escort. Tourist Guide Pass applicants who are Tour Escort Pass holders will also be similarly handled. As such, **if a Pass applicant has been involved in serious problems of conduct** (the three situations mentioned above, or the situation where the applicant's Pass has been revoked and he/she has failed to return it to the TIC within the seven-day time limit) **while holding another Pass, his/her application will be referred to the TGTEDC for special deliberation.**

For details of the above, please refer to the relevant committee guidelines at the TIC website (www.tichk.org → "The Council" → "Composition" → "Committees"). 