

導遊核證制度十問

Ten questions about Tourist Guide Accreditation System

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導遊核證制度已於今年七月一日生效。以下是十個關於核證制度的常見問題，讀者可藉此瞭解制度的內容和執行的情況：

1. 申請導遊證需要甚麼資格？

申請人必須取得議會認可的證書，並符合其他申請條件，才可向議會申請導遊證。詳情請參閱議會網站(www.tichk.org)「導遊」部份。

2. 是否只有議會開辦「在職導遊培訓課程」？

「在職導遊培訓課程」是教育統籌局「技能提升計劃」資助的課程，議會是培訓機構之一。有興趣報讀議會課程的人士，請瀏覽議會網站「課程概覽」部份。

3. 我從事導遊工作十多年，申請導遊證時，可否豁免修讀課程？

為確保導遊的服務素質，核證制度規定導遊必須接受培訓並通過考核才可獲發導遊證，即使導遊工作經驗豐富也必須考取認可的證書。

4. 我聽得懂中文和英文，但讀寫方面則有困難，可否用其他語言參加「在職導遊培訓課程」的筆試和實踐考試？

「在職導遊培訓課程」考試的指定語言為中文及英文，學員如以非指定語言應考，需要另外支付翻譯費及行政費給培訓機構。由於各培訓機構的收費不一，學員宜直接向各機構查詢。

5. 我是旅行社的兼職導遊，但公司最近已結業，難以提供工作證明。我怎樣申請導遊證？

申請人如因旅行社結業而未能提供工作證明，可提供中五或以上的學歷證明代替。申請人如曾在其他旅行

Since 1 July 2004, the Tourist Guide Accreditation System has been in place. Here are ten frequently asked questions, which should help readers gain a better understanding of the System and its implementation:

1. What are the requirements for applying for a Tourist Guide Pass?

Applicants for the Pass must obtain a certificate recognised by the TIC and fulfil other application requirements. For details, please visit the "Tourist Guide" section of the TIC website at www.tichk.org.

2. Is the TIC the only organiser of the In-Service Tour Guide Training Course?

The TIC is one of a number of training institutions organising the course, which is subsidised under the Skills Upgrading Scheme set up by the Education and Manpower Bureau. If you wish to enrol on the course organised by the TIC, please browse the "Course Information" section of its website.

3. I have been a tourist guide for over ten years. Can I apply for a Tourist Guide Pass without taking any training course?

To ensure quality service, all tourist guides are required to receive training and pass the relevant examinations before they are issued with the Pass. Therefore, veteran tourist guides also have to obtain a TIC-recognised certificate.

4. I can understand spoken Chinese and English but have difficulty reading and writing the two languages. Can I take the written and practical examinations of the In-Service Tour Guide Training Course in other languages?

The designated languages for the examinations of the In-Service Tour Guide Course are Chinese and English. As such, if you wish to take the examinations in other languages, you will have to pay extra translation and administration fees. Since the additional fees charged by different training institutions may vary, you should contact individual institutions for the details.

5. I am a part-time tourist guide, and the travel agent I have worked for has recently closed, leaving me unable to provide any proof of work experience. How then can I apply for a Tourist Guide Pass?

社工作，也可由前僱主證明已有一年或以上的導遊工作經驗。

6. 我剛中五畢業，對導遊工作很感興趣，有甚麼途徑考取導遊證？

你可報讀議會即將推出的「職前導遊培訓課程」。課程共一百八十九小時，有七家培訓機構承辦。學員完成課程後，需要參加由議會主辦的考試，考試合格就可申請導遊證。

7. 申請導遊證是否需要申報犯罪紀錄？

申請人必須申報是否曾被裁定干犯交通罪行以外的刑事罪行。如申請人曾被定罪，有關申請會交由導遊審核委員會審議，以決定是否接納申請。


8. 我申請導遊證被拒，可否上訴？

你可以向議會上訴委員會上訴。委員會會議的法定人數為五人，其中三人為獨立委員，由財政司長委任，其餘兩人則為業界委員。上訴委員會的決定是最終的。

9. 議會怎樣處理對導遊的投訴？有沒有處分導遊的機制？

議會辦事處接到投訴後會展開調查。假如有證據顯示該名導遊涉嫌行為不當或違反《導遊作業守則》，個案會轉交導遊審核委員會審理。如果投訴成立，委員會可施以不同處分，如暫停或撤銷導遊證，不為導遊證續期，或向持證人發出警告等。

10. 議會怎樣監察接待入境團的導遊，以確保他們都持有導遊證？

議會現已定期派員在多個景點巡查，如發現導遊沒有佩戴導遊證，就會發信給有關旅行社，要求提供該名導遊的資料。如該導遊已領有導遊證，議會會提醒旅行社，導遊工作期間必須佩戴證件；如該導遊仍未考取認可證書，議會會向旅行社發出警告信。此外，議會收到旅客的查詢或投訴時，會要求旅行社提供接待該團的導遊的資料，以查核有關導遊是否已領有導遊證。 

In your case, if you can provide a certificate showing that you have Secondary 5 education level or above, it may be used as a substitute for proof of work experience. If you were also employed by other travel agents, you may ask them to certify that you have at least one year's experience in tour guiding.

6. I have just completed Form 5 and want to become a tourist guide. How can I obtain a Tourist Guide Pass?

You can take the Pre-Service Tourist Guide Training Course to be launched by the TIC soon. The course lasts 189 hours and will be organised by seven training institutions under TIC supervision. After completing the course, you will have to pass the examinations organised by the TIC in order to apply for a Tourist Guide Pass.

7. Is it necessary to declare criminal records when applying for a Tourist Guide Pass?

Applicants for the Pass must declare whether they have been convicted of an offence other than a traffic offence. If they have been convicted, their applications will be referred to the Tourist Guide Deliberation Committee for consideration.

8. My application for the Tourist Guide Pass has been rejected. Can I lodge an appeal?

You may appeal to the TIC's Appeal Board. At each of its meeting, there must at least be five members, three of whom are independent members appointed by the Financial Secretary and two are trade members. Decisions of the Board are final.

9. How are complaints against tourist guides handled? Is there any disciplinary mechanism?

The TIC will conduct investigation when a complaint is received. The case will be referred to the Tourist Guide Deliberation Committee if there is evidence that the guide concerned is suspected of misconduct or having breached the Code of Conduct for Tourist Guides. If the case is substantiated, various kinds of disciplinary action may be taken, which include suspension, revocation or non-renewal of the Tourist Guide Pass, or the issuance of a warning.

10. How can the TIC make sure that all tourist guides receiving inbound tours have the Tourist Guide Pass?

The TIC now conducts regular spot checks at various attractions. If any tourist guides are found not wearing the Pass, the TIC will write to their travel agents to ask for information about them. If the guides concerned are Pass holders, their agents will be told to remind them to wear their Pass while on duty. If the guides have not yet obtained any recognised certificate, a warning letter will be sent to the agents concerned. Also, whenever an enquiry or a complaint is received, the TIC will check whether the guide of the tour group concerned has obtained the Pass. 