

領隊監管制度更臻完備

An enhanced regulatory system for tour escorts

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一九九九年七月，外遊領隊證書制度正式實施，這是議會首次監管旅行社的前線職員。證書制度要求領隊必須先修讀課程、通過資格考試、取得領隊證，然後才可帶團外出，藉以提升領隊的專業水平，令參加外遊團的旅客更加放心。證書制度實施以來得到廣泛認同，議會其後更以此為藍本，於二零零四年推出監管入境團導遊的導遊核證制度。

證書制度實施已有八年，合共為三萬人左右提供在職或職前培訓(現在約有二萬二千人持有有效領隊證)。鑒於考獲領隊證的人數持續增加，而消費者的要求也越來越高，監管領隊的機制也需要更加完備，才能符合公眾的期望。因此，議會決定頒佈《外遊領隊作業守則》，並設立紀律處分機制。為了與導遊的監管機制相一致，外遊領隊證書制度已改稱為外遊領隊核證制度，而《守則》和紀律機制將於二零零八年一月一日起正式生效。

作業守則與紀律機制

《外遊領隊作業守則》將取代二零零二年發出的《外遊領隊服務指引》，所有持證領隊都必須遵守。《守則》強調領隊必須竭誠服務，並且注意以下方面：

- **具備職業道德**：行為端正；盡力維護團隊的整體利益；公平地對待所有團員；向團員提供正確的資料；尊重到訪地的風俗習慣；不可向團員推薦或推銷藥物。
- **注意團隊安全**：凡事以團隊的安全為先，提醒團員注意飲食、交通、住宿、觀光和進行活動時的安全。若發生意外，必須儘快安排受傷團員就醫，並向所屬旅行社報告。
- **履行服務承諾**：按照所屬旅行社的行程及旅遊服務合約提供服務。未經團員和旅行社同意，不可擅自更改行程

Put in place by the TIC in July 1999 as its first attempt to regulate front-line staff of travel agents, the Outbound Tour Escort Certification System sought to upgrade the professional skills of tour escorts and through that, enhance the confidence of tour participants by requiring tour escorts to receive training, pass a qualifying examination and obtain the Tour Escort Pass before taking up tour-escorting duties. Given its wide recognition, the Certification System was used as a model for the Tourist Guide Accreditation System launched in 2004.

Since its inception eight years ago, the Certification System has provided training for about 30,000 in-service or aspiring tour escorts (currently, there are about 22,000 holders of a valid Tour Escort Pass). As the number of Pass holders is steadily rising and consumers is more demanding, the existing system needs to be bettered so as to live up to higher public expectations. The TIC has therefore compiled a code of conduct and set up a disciplinary mechanism, both to take effect from 1 January 2008, and also renamed the system the Outbound Tour Escort Accreditation System to be in line with the one for tourist guides.

Code of conduct and disciplinary mechanism

All Tour Escort Pass holders will have to observe the Code of Conduct for Outbound Tour Escorts, which is to supersede the Service Guidelines for Outbound Tour Escorts issued in 2002. The Code stresses that tour escorts must provide the highest standard of service and pay attention to the following:

- **Professional ethics**: Tour escorts must be well-behaved; strive to uphold the interests of tour groups; treat all tour participants fairly; provide accurate information; respect local customs and habits; and must not recommend or sell medicine.
- **Safety of tour groups**: Tour escorts must give priority to the safety of tour groups and remind the tour participants to pay attention to the safety of food, transport, accommodation, sightseeing and other activities. In case of accidents, they must arrange medical treatment for the injured participants

安排。

- **服務費**：不可強迫團員支付服務費。
- **自費活動**：安排自費活動前，要確保團員清楚活動的內容、所需時間、收費等，並讓團員選擇是否參加。
- **購物活動**：不可誤導團員購物，也不可因團員拒絕購物而影響服務態度。
- **離團費**：不可向中途離團的團員索取離團費。

涉嫌違反《守則》的個案將交由規條委員會處理。若個案成立，有關領隊會被紀律處分，情節嚴重者更會被暫停或撤銷領隊證，或在領隊證到期後不獲續證。領隊如不服規條委員會的處分決定，可以向上訴委員會上訴。

領隊證的新發證條件

為了劃一領隊證與導遊證的安排，領隊證的發證和續證條件也會由明年起有所更改。完成外遊領隊證書課程並通過資格考試的學員，只會獲發證書；他們需要在議會發出考試及格通知書後的六個月內，自行向議會申請領隊證。有關申請如要特別考慮，則會交由導遊及領隊審核委員會處理。

此外，議會新增了以下發證條件：領隊證申請人須中五畢業或具同等學歷，聲明身體健康和行為良好，適宜擔任領隊工作，並要申報在香港或其他地區除交通違例以外的罪行。領隊續證時，需要再次聲明和申報，但無須再提交學歷證明。

領隊比導遊更早邁向專業化，服務水平又向來都令人滿意，現在《外遊領隊作業守則》雖然定出了一些新標準，但類似的規定其實導遊已遵行多時，相信領隊也必定可以符合新標準的要求，為外遊旅客提供更優良的服務。TTC

without delay, and report the accidents to their travel agent.

- **Honouring service pledges**: Tour escorts must provide services according to the itinerary and the travel service contract, and must not alter the itinerary at will.
- **Service charges**: Tour escorts must not force the tour participants to pay service charges.
- **Self-pay activities**: Before arranging such activities, tour escorts must explain their content, duration and fee, and let the tour participants decide whether to join them.
- **Shopping activities**: Tour escorts must not mislead the tour participants into buying anything, nor must their service be affected because the tour participants are unwilling to do so.
- **Tour-departure fees**: Tour escort must not solicit any fees from the tour participants for leaving the tour in the middle of the trip.

Suspected violations of the Code will be referred to the Compliance Committee. Disciplinary action will be taken against the tour escort concerned if the case is substantiated, and if it is of a serious nature, his/her Pass may even be suspended or revoked, or refused renewal when it expires. Appeals against punishments may be lodged with the Appeal Board.

New issuance conditions

Starting from 2008, the issuance and renewal conditions for the Tour Escort Pass will also be revised to make them consistent with those for the Tourist Guide Pass. Students having completed the Certificate Course for Outbound Tour Escorts and passed the qualifying examination will only be issued with a certificate, and they will have to apply to the TIC for the Pass in six months. Applications that require special consideration will be handled by the Tourist Guide and Tour Escort Deliberation Committee.

New issuance conditions for the Pass have also been laid down. Applicants must be Form 5 graduates or equivalent, and declare that they are physically fit and of good behaviour, and whether they have been convicted in Hong Kong or elsewhere of an offence other than a traffic offence. When renewing their Pass, they have to make the declaration again but do not need to submit proof of academic qualifications.

Leading tourist guides in professionalisation and with good service records, tour escorts will certainly be able to rise to the new standards set by the Code, a similar version of which has been observed by tourist guides for quite a while, and deliver even better services. TTC