

## RE: Review of the Operation and Regulatory Framework of the Tourism Sector in Hong Kong

I would support options 1 and 2 – with the non-trade TIC board members should be 50% or above – as there's less disruptions to the tourism organizations' operations and open up more transparency.

The following is also suggested to be implementing to raise the industry standard & code of conduct:

- As a concerned educator and long-term tourism practitioner; I would like to propose a **point-system for membership** to upgrade our practitioner's skills and educational level; as well as the awareness of governance and ethic. This will enable us to smooth out the skill variances, the different standards (e.g. customer services level such as tourist guide malpractice incidents that have tarnished the tourism industry image) with recognition for the improvements through continuous education. In this instance, it is a recognition not just for the work experiences; it is also part of staff development within an organization. Other industries/sector has done it already; why not HK TIC! To quote a few examples, Charter Institute for Marketing (CIM), Insurance Agents registration no., MPF registration no.; Institute of Hospitality, UK (MIH), CLIT for the logistic industry, etc...etc.
- Benefits to HKTIC – encourage more members to participate in various courses for self-improvement and upgrading their skills; to be an all-rounded tourism practitioner, membership fees (renewal every 5 or 10 years)
- Benefits to the Tourism Industry – generate peer encouragement & positive image; upgrading of professionalism in the tourism industry as a whole;
- Benefits to the Educator – courses being recognized in the tourism/hospitality industry

The following table is a suggestion only (HKTIC as the designation), please do feel free to amend/add or delete:

TERTIARY EDUCATION (related to tourism/hospitality)	Suggest Points	Points accumulated in each Section	Fellowship (Manager level)
MBA or higher			
Bachelor Degree			
Certificate			
<b>TIC COURSES</b>			
Inbound Tourist Guide			
Outbound Tour Escort			
English Language			
Fare Construction and Ticketing course			
Cruise Selling Course			
<b>OTHER INSTITUTIONS</b>			
<b>WORKING EXPERIENCES (TOURISM INDUSTRY)</b>			
Supervisor or Manager level			
Operational level			
Any Infringement (deducting points)			