

Malaysian Tourist Guides Council

**MTGC Affiliates Meeting
24th July 2023**



**Dorsett Grand Subang
Hosted by Selangor Tourist Guides Association**



Objective of Affiliates Meetings

Updating current affairs of the guiding and tourism industry and decisions proposed and adopted by the Board of the Malaysian Tourist Guides Council for all Affiliates.

MTGC Constitution Clauses:

- 6.7 Each Affiliate or Chapter shall be entitled to send a minimum of two (2) or a maximum of four (4) representatives to take part in the activities of the Council. Each Affiliate or Chapter is entitled to one (1) vote only.**
- 6.8 Nominations of their representatives shall be submitted to the Council in writing. Any nominated representative of an Affiliate or a Chapter may be replaced by written notice from the Affiliate or Chapter to represent their respective Affiliate or Chapter at any meetings.**
- 6.9 It shall be the duty of each Affiliate and Chapter to be represented at all meetings called upon by the Board of MTGC. Such representative(s) shall have the mandate to vote on each proposal submitted for determination.**



Malaysian Tourist Guides Council



**MTGC online Board Meeting
13th July 2023**



Management

The Board Members – Term 2021-24

- President** – Jimmy Leong Wie Kong, Johor
- 1st Vice President** – Abg Azahari, Sarawak
- 2nd Vice President** – Pan Chen Nam, Kuala Lumpur
- Hon. Secretary General** – Anne Molly Camoens, Johor
- Hon. Treasurer General** – Belinda Lim Jit Ngoh, Johor
- Hon. Public Relations Officer** – Roselyn Lim, Perak
- Project Coordinator** – Mohd Firdaus Abu Bakar, Kedah
- Committee Members:**
- Abdul Latif Abdul Majif, Sabah
 - Peremal Maruthamuthu, Selangor
 - Juana binti Razalli, Mutiara Penang
 - Shirley Ho Lee Choo, Melaka
 - Clement Liang Chow Ming, Penang
- Executive Secretary** – Diana Lee Geok Chin
- CTRE Director** – S. Vicky



Malaysian Tourist Guides Council

Who are MTGC's Affiliates ?



tourist guides associations

Johor
Kedah
Kuala Lumpur
Langkawi
Melaka Historic City
Pahang
PBB Sabah
Perak
Sarawak
Selangor
Negeri Sembilan
Mutiara Penang
Penang

Non-Affiliates

WTGA
BTGA
Kelantan TGA
MANAGA
STGA (De-affiliated)*
Terengganu (De-affiliated)

State with no TGA

Perlis

Tourist Guides with Affiliates Year 2022 - 5049

Tourist Guides with Affiliates Year 2023 - **5415**

Malaysian Tourist Guides Council (MTGC) Per Capita Dues Schedule

NB: In calculating the non participating amount ie multiply 5 times...from 2019 on, the insurance premium of RM20 must be deducted from the RM50

	Year 2007	Year 2008	Year 2009	Year 2010	Year 2011	Year 2012	Year 2013	Year 2014	Year 2015	Year 2016	Year 2017	Year 2018	Year 2019	Year 2020	Year 2021	Year 2022	Year 2023
	0.00	200.00	200.00	200.00	300.00	300.00	300.00	300.00	400.00	400.00	400.00	400.00	400.00	400.00	0.00	0.00	400.00
	40.00	40.00	40.00	40.00	40.00	40.00	40.00	40.00	40.00	50.00	50.00	50.00	50.00	50.00	20.00	20.00	50.00
	First Year	2nd Year	3rd Year	4th Year	5th Year	6th Year	7th Year	8th Year	9th Year	10th Year	11th Year	12th Year	13th year	14th Year	15th Year	16th Year	17th Year
2007	2,000.00	2,200.00	2,400.00	2,600.00	2,900.00	3,200.00	3,500.00	3,800.00	4,200.00	4,600.00	5,000.00	5,400.00	5,800.00	6,200.00	6,200.00	6,200.00	6600.00
		First Year	2nd Year	3rd Year	4th Year	5th Year	6th Year	7th Year	8th Year	9th Year	10th Year	11th Year	12th Year	13th Year	14th Year	15th Year	16th Year
2008		2,000.00	2,200.00	2,400.00	2,700.00	3,000.00	3,300.00	3,600.00	4,000.00	4,400.00	4,800.00	5,200.00	5,600.00	6,000.00	6,000.00	6,000.00	6400.00
			First Year	2nd Year	3rd Year	4th Year	5th Year	6th Year	7th Year	8th Year	9th Year	10th Year	11th Year	12th Year	13th Year	14th Year	15th Year
2009			2,000.00	2,200.00	2,500.00	2,800.00	3,100.00	3,400.00	3,800.00	4,200.00	4,600.00	5,000.00	5,400.00	5,800.00	5,800.00	5,800.00	6200.00
				First Year	2nd Year	3rd Year	4th Year	5th Year	6th Year	7th Year	8th Year	9th Year	10th Year	11th Year	12th Year	13th Year	14th Year
2010				2,000.00	2,300.00	2,600.00	2,900.00	3,200.00	3,600.00	4,000.00	4,400.00	4,800.00	5,200.00	5,600.00	5,600.00	5,600.00	6000.00
					First Year	2nd Year	3rd Year	4th Year	5th Year	6th Year	7th Year	8th Year	9th Year	10th Year	11th Year	12th Year	13th Year
2011					2,000.00	2,300.00	2,600.00	2,900.00	3,300.00	3,700.00	4,100.00	4,500.00	4,900.00	5,300.00	5,300.00	5,300.00	5700.00
						First Year	2nd Year	3rd Year	4th Year	5th Year	6th Year	7th Year	8th Year	9th Year	10th Year	11th Year	12th Year
2012						2,000.00	2,300.00	2,600.00	3,000.00	3,400.00	3,800.00	4,200.00	4,600.00	5,000.00	5,000.00	5,000.00	5400.00
							First Year	2nd Year	3rd Year	4th Year	5th Year	6th Year	7th Year	8th Year	9th Year	10th Year	11th Year
2013							2,000.00	2,300.00	2,700.00	3,100.00	3,500.00	3,900.00	4,300.00	4,700.00	4,700.00	4,700.00	5100.00
								First Year	2nd Year	3rd Year	4th Year	5th Year	6th Year	7th Year	8th Year	9th Year	10th Year
2014								2,000.00	2,400.00	2,800.00	3,200.00	3,600.00	4,000.00	4,400.00	4,400.00	4,400.00	4800.00
									First Year	2nd Year	3rd Year	4th Year	5th Year	6th Year	7th Year	8th Year	9th Year
2015									2,000.00	2,400.00	2,800.00	3,200.00	3,600.00	4,000.00	4,000.00	4,000.00	4400.00
										First Year	2nd Year	3rd Year	4th Year	5th Year	6th Year	7th Year	8th Year
2016										2,000.00	2,400.00	2,800.00	3,200.00	3,600.00	3,600.00	3,600.00	4000.00

RM 6,200.00

Benevolent Scheme – Estimates Benefit Payout

RM571,050.00
TOTAL AMOUNT PAYOUT

166 10.3 DEATH PER YEAR
DEATH SINCE 2007

RM473,650.00 **137**
PARTICIPATING DEATH SINCE 2007

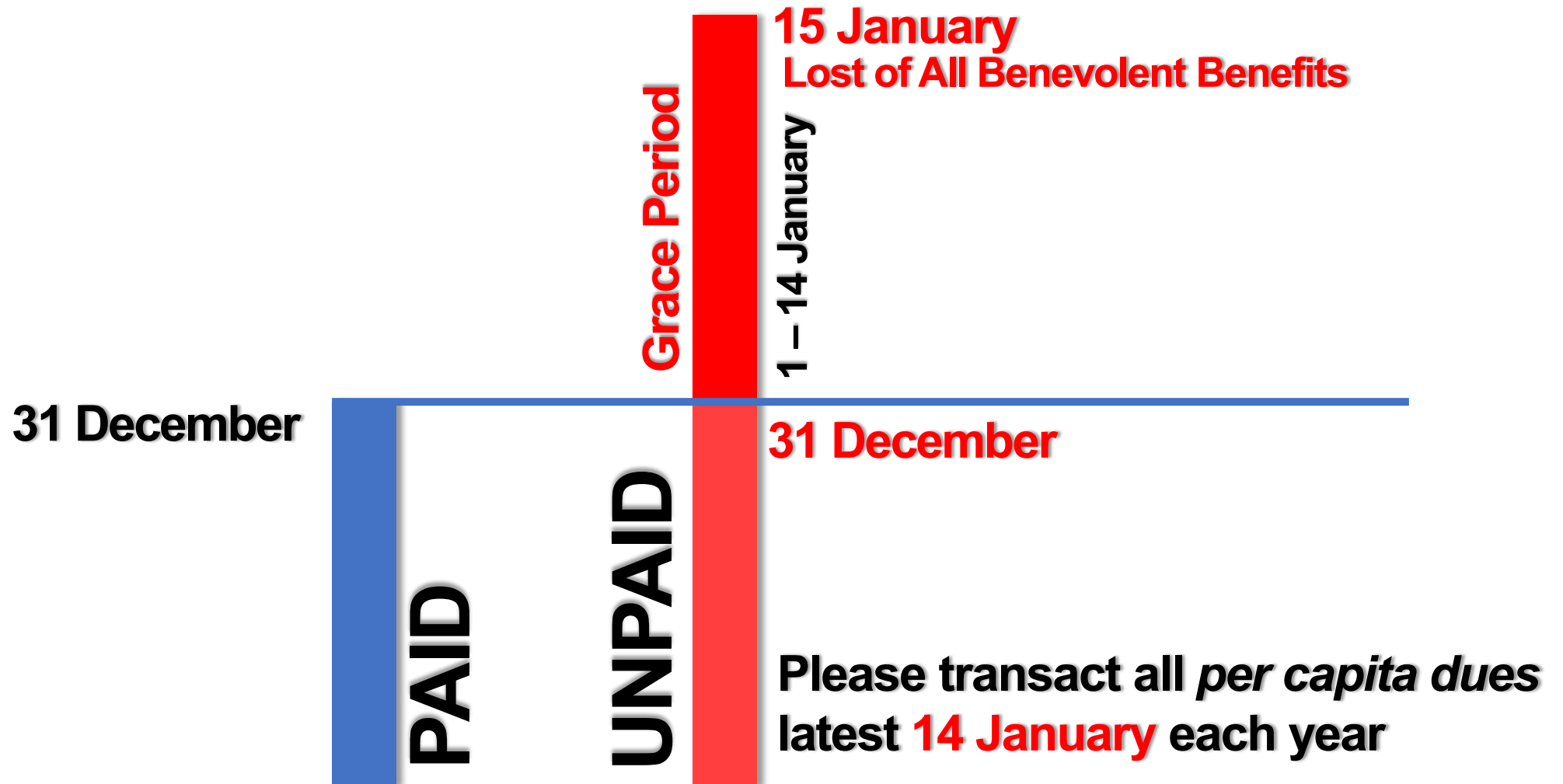
RM30,600.00 **29**
NON-PARTICIPATING DEATH SINCE 2007

RM504,250.00
AMOUNT PAYOUT TILL 2023 DEATH



RM66,800.00
35 cases
MEDICAL ASSIST

Payment of 'Per Capita Dues'



Termination of Website Project

Board Decision adopted 15 March 2023

Affiliates Meeting Decision Tabled, Discussed and Adopted 20 March 2023

12-14 June Asean Tourism Crisis Communication seminar held in Melaka which was attended by President.

9. WEBSITE

9.1 President announced that at the Board Meeting held at Perak in 2015 ago it was proposed and agreed by the Affiliates that a MTGC Website be set up. Over the years despite many training workshops conducted for the respective TGA's Website Co-ordinator, the Website was not used. Technical issues encountered and the recommended upgrades by the contractor which was costly did not solve the issues. The initial 3-tier system i.e. MTGC/TGA/Individual TG was eventually reduced to a 2-tier system making it a tool for only for MTGC and TGA to use the site as a broadcast tool and search engine for tourist guides by tourism partners. This was also found to be ineffective as reported by the IT Coordinator that the lock in numbers was small.

9.2 At the 6th Board meeting held on 15th March 2023, it was finally tabled that the Website project be terminated and that the appointed IT Co-Ordinator Mr. Lawrence Cheong relinquish his position. A letter of thanks and appreciation was sent to recognise the time and effort put in to attempt revitalizing the Website amongst the Affiliates. The said letter was posted on the Board's WhatsApp thread on March 17th 2023. This decision was even discussed, adopted and announced at the Affiliates meeting held in Penang on the 20th March 2023.

9.3 MTGC was questioned on the rationale for the termination of the IT Coordinator by KLTGA's Hon. Secretary and sought clarification as to why this termination was not made known to all Affiliates via the WhatsApp communication chat link. President responded that it was the duty of the Affiliates representatives attending the Affiliates Meeting to inform their respective TGA Exco of matters which were discussed at the physical meetings. Further updates will be forthcoming at the upcoming meeting in Selangor in July 2023.

9.4 President will update the Board accordingly of the other options especially using Apps as he was still waiting for updates from Tourism Planning Nexus (TPN) under the Malaysia Productivity Corporation (MPC) with MDEC and will revert to the Board on any feasible proposal or outcome.

10 HON. PUBLIC RELATIONS OFFICER REPORT

Minutes Board Meeting Dated 28 March 2016

10. WEBSITE

- 10.1 Natalia briefly updated all on the login procedures i.e. www.mtgc.my.
- 10.2 To facilitate TGs first login bulk data must be uploaded by TGA Administrator.
- 10.3 Generic Format of how data should be compiled was provided.
- 10.4 Advise on not to use yahoo account. Preferred *gmail* account to be created.
- 10.5 If TGs have 2 TG licenses, then 2 profiles should be created by Admin.
- 10.6 CTRE programs can also be uploaded using PDF file.
- 10.7 All TGA Administrators mobile contact given to create a WhatsApp thread to facilitate easier communication.
- 10.8 Some TGA Administrator do not respond to Natalia.
- 10.9 Natalia will check on possibility to link data with PCD yearly data submission.
- 10.10 CTRE programs conducted by ILP will not be given advertisement access thru the website.
- 10.11 National Fact Sheets can also be uploaded on main page by Natalia and a search engine based on product/state/city will be created.
- 10.12 ILP and Non-Affiliated TGAs will not be able to access info on fact sheet.
- 10.13 Yearly maintenance fees RM500.00 + RM500.00 + RM300.00. Approximately RM2,000.00 per year to maintain the website reported.

11 OTHER MATTERS

- 11.1 Abang on RSTG conversion completed and now awaiting examinations.
- 11.2 Abang also reported that due to RSTG conversion there was a 30% loss in membership renewals.

Second Vice President:
Hon. Project Coordinator:

Wong Hing Tuck
Ambarasu Sundram

Minutes Board Meeting Dated 9 July 2016

- 8.4 PATA wants to resume but no response from TM as yet.
- 8.5 Medical Tourism training for TGs discussion to be revived after Hari Raya Puasa.

9. WEBSITE

- 9.1 Natalia was not present and her report was delivered by Eileen Chung.
- 9.2 Interface for Kelantan and Perlis included.
- 9.3 TG Guide search – pull down menu.
- 9.4 Cancellation function for CTRE Programs also incorporated.
- 9.5 Sorting accordingly to date of program done.
- 9.6 TG Data can be sorted according to TG No. through drop down menu.
- 9.7 Language field interface also incorporated.
- 9.8 Amendment to members' profile – code in the process.
- 9.9 As at 21st. July 2016 only 109 members have logged in.
- 9.10 President proposed that a card with login procedures be given to all members. After the cards are issued all Affiliates, they will be given a month or a month and a half time frame to encourage their members to login and they will be required to present an activity report at a later stage.
- 9.11 Reported that Sarawak, Kedah, Perak and Pahang had not yet initiated their internal members' login as of July 2016.

10 OTHER MATTERS

REGIONAL SPECIFIC TOURIST GUIDE (RSTG)

- 10.1 Abang on RSTG conversion reported completed. New course 11 failures. Required to re-sit in

Second Vice President:
Hon. Project Coordinator:

Wong Hing Tuck
Ambarasu Sundram

Minutes Board Meeting

(TIA1992) which was only at governmental level now. Terms of references to the TIA 1992 Act its background and amendments must be understood fully.

9. WEBSITE

Lawrence presented an updated chronology report accordingly.

9.1 Every TGA can login and post events/CTRE programs.

9.2 He will discuss with developer to discuss MTGC requirements and follow up in dealing with outdated elements in the system. Deleting of old data will require an additional function which will be an additional cost.

9.3 President reiterated that MTGC had already decided that the website will only be 2 tier which is MTGC and TGA and TGs only as users. They will not be able to advertise their services. The website will only serve as a search engine for industry stakeholders and platform for effective broadcast for MTGC and TGAs.

9.4 President reminded all that with the current TIA 1992, TGs and its restrictions to TG advertising their services. Until the amendments to the Act are tabled and approved, TGs are bound to assign themselves to travel agencies as middle man to market their services.

9.5 Lawrence apologized for his oversight and will arrange for a meeting with the developer which he requested that President be available so that all issues could be ironed out and we could move forward.

10 HON. PUBLIC RELATIONS OFFICER REPORT

Arasu had no reports to be tabled at this meeting.

Second Vice President:
Hon. Project Coordinator:

Wong Hing Tuck
Ambarasu Sundram

MOVING FORWARD ACTION

Digital	Sustainable Tourism	DMM & AE
<p>Objective: Towards Smart Tourism</p> <p>Focus Area: Data</p> <p>Strategy: Super Apps (TG Apps, Trail, Check-in system)</p>	<p>Objective: Sustainability as the economy driver</p> <p>Focus Area: Catalyst of circular economy</p> <p>Strategy: Advanced community-based tourism</p>	<p>Objective: Innovation tourism and integrated marketing approach</p> <p>Focus Area: High-yield tourism</p> <p>Strategy: Create collaborative event</p>

WG DIGITALISATION

	Issues and Challenges	Recommendations	Progress	Next
1	Unaccounted supply-demand data	Establish live on-demand centralised tourism data platform	Data/Content	Plan A
2	Tourist database	Adopt open data initiative	Data/Content	Plan A
3	One-stop-centre / platform for promotion Digital Platform for Operators	Grant and promotion for operators platform, e.g. homestays, tour guides, spa, adventure etc.	Pending for Government decision	Pending
4	TM Website and social media campaign	TM Website can be a one-stop-centre but must be more interactive and encourage more digital onboarding. Social media marketing will need a strategic marketing plan	Apps / product	Plan C
5	Digital innovation	Establish digital innovation grant to encourage more digital innovation for tourism industry among companies and students	Apps / product	Plan C
6	Low digitalisation	Digital Roadmap	Published Tourism Accommodation Digital Roadmap	Intervention /Rosa Hotel / Digital Solution Provider Directory

○ Continuing
Tourism Related
Education

CTRE



Policies and Procedures

Policies

Ministry of Tourism, Arts & Culture, Malaysia

Procedures

Malaysian Tourist Guides Council



Continuing Tourism Related Education (CTRE)

- Official Adoption of the CTRE Manual of Policies and Procedures (CTRE MOPP)
- CTRE Workshop – Certified Facilitators (CF)
- Certified Facilitators are certified up to two (2) years
- Administration Processing Fee of RM50.00 per topic for submission
- Approved CTRE code validity up to three (3) years

Continuing Tourism Related Education
Manual of Policies and Procedures
(CTRE MOPP)



Malaysian Tourist Guides Council
Majlis Pemandu Pemandu Pelancong Malaysia

Continuing Tourism Related Education Manual of Policies and Procedures **CTRE MOPP**

system to manage

Planning of CTRE (Continuing Tourism Related Education)



MANAGEMENT

Planning
Establishing Policies
Monitoring
Reporting



ADMINISTRATION

Informing
Promoting
Taking Reservation
Confirming Session
Confirming Participants
Confirming Payment



IMPLEMENTATION

CTRE Session
Session Administrator
Certified Facilitator
Presenter



DATO' ABU SAMAH BIN SHABUDIN
CHIEF EXECUTIVE OFFICER
Our Ref : MyCC(ED)700/1/2/4/2016
Date : 11 October 2016

Majlis Pemandu-Pemandu
Pelancong Malaysia (MTGC)
7B, Jalan Awan Kelari
58200, Taman Yari
KUALA LUMPUR

**BY A.R. REGISTERED AND
EMAIL**

Y.Bhg. Dato'/Tuan/Puan,

**THE DISMANTLEMENT OF MALAYSIAN TOURIST GUIDES
COUNCIL (MTGC) TOURIST GUIDES' FEES**

We refer to the above matter.

2. The Competition Act 2010 ("the Act") contains two main prohibitions, namely the anti-competitive agreements which include cartel arrangements to fix prices, the division of markets, the rigging of bids and the limiting of supply or production. The second prohibition regulates any abuse of a dominant position by an enterprise which covers abuses such as predatory pricing, the refusal to deal and implementing unfair or excessive purchase or selling prices.

3. The Malaysia Competition Commission ("the Commission") has recently conducted and concluded an assessment of the setting of fixed fees for services rendered by tourist guides under MTGC. From the assessment conducted, it has been found that MTGC has been

prescribing a scale of fees for its members although MTGC has not been empowered by any law.

4. As mentioned in paragraph 2 above, the prohibition of price fixing agreements under Section 4 of the Act applies to all commercial activities and this includes all professional services. Accordingly, MTGC's conduct of prescribing a scale of fees for its members raises a competition concern as the conduct may be an infringement of section 4(2) of the Act.

5. Following this, the Commission would like to request for MTGC to dismantle its scale of tourist guides' fees with immediate effect.

6. In order for the Commission to satisfactorily close this matter, the Commission requires MTGC to:

- provide proof of the communication disseminated to MTGC members informing them of its decision to dismantle the tourist guides' fees; and
- publish a statement on MTGC's website that the scale of tourist guides' fees has been dismantled and no reference should be made to it;

7. MTGC is required to provide the above documents and/or information to the Commission by 15th November 2016. Kindly treat this letter as the final warning and should there be any complaints received against you in relation to the said fees in future, the Commission will not hesitate to proceed with the next course of action.

8. Should there be any enquiries on this matter, please do not hesitate to contact the Commission at 03-2273 2277 or via email enquiries@mycc.gov.my.

Thank you.

**"PROMOTING COMPETITION, PROTECTING YOU"
"BETTER GOVERNANCE, BETTER FUTURE"**

(DATO' ABU SAMAH BIN SHABUDIN)

c.c **YBhg. Tan Sri Dr. Ong Hong Peng**
Secretary General
Ministry of Tourism and Culture Malaysia
No. 2, Tower 1, Jalan P5/6, Presint 5
62200 PUTRAJAYA

Hussain bin Moh
Secretary Division
Industry Development Division
Ministry of Tourism and Culture Malaysia
No. 2, Tower 1, Jalan P5/6, Presint 5
62200 PUTRAJAYA

MINIMUM TOURIST GUIDES PROFESSIONAL FEES (effective 1st. January, 2016)

CENTRAL ZONE – KUALA LUMPUR, SELANGOR, PERAK, NEGERI SEMBILAN AND PUTRAJAYA

CENTRAL ZONE Kuala Lumpur, Selangor, Perak, Negeri Sembilan & Putrajaya	City Guide		Nature Guide Level 1-3	
	Local Languages	Foreign Languages	Local Languages	Foreign Languages
Overland	RM 350	RM 450	RM 300	RM 450
Half Day Tour (max 4 hrs)	RM 250	RM 300	RM 150 (Level 2)	RM 220 (Level 2)
Heritage Tour (max 4 hrs)	RM 300	RM 450		
Full Day Tour (max 8 hrs)	RM 400	RM 450	RM 220 (Level 2)	RM 300 (Level 2)
Transfer (max 3 hrs)	RM 180	RM 250	RM 180 (Level 3)	RM 250 (Level 3)
Educational / Specialization / MegaFam / Technical / Model Guide	RM 380	RM 480		
Empty Run / Return	RM 150	RM 150	RM 150 (Level 3)	RM 150 (Level 3)
Additional hour charges (per hour)	RM 40	RM 50	RM 40	RM 50
Extended Night Activities before midnight (additional charge to an evening tour, dinner transfer etc.)	RM 100	RM 150	RM 100	RM 150

Recommended Tourist Guides Professional Fees

To be changed to Recommended Tourist Guides Professional Fees

MINIMUM TOURIST GUIDES PROFESSIONAL FEES *(effective 1st. January, 2016)*
CENTRAL ZONE – KUALA LUMPUR, SELANGOR, PERAK, NEGERI SEMBILAN AND PUTRAJAYA

CENTRAL ZONE Kuala Lumpur, Selangor, Perak, Negeri Sembilan & Putrajaya	City Guide		Nature Guide Level 1-3	
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**Call for Revalidating the
Recommended Tourist
Guides Professional Fees**

TG Tahap 3 – Question Bank Workshop

17-19 May 2023 Hotel Melia, Kuala Lumpur



TG Tahap 3 – Question Bank Workshop

17-19 May 2023 Hotel Melia, Kuala Lumpur



TG Tahap 3 – Question Bank Workshop

17-19 May 2023 Hotel Melia, Kuala Lumpur



Workshop Briefing

1



Formulating Questions

2



Recording Questions

3

Tourism Malaysia Promotion & Publicity Committee

25 May 2023 Putrajaya



Tourism Malaysia Promotion & Publicity Committee

25 May 2023 Putrajaya



Eco Host Program for Malim Gunong Guides

by Ministry of Tourism, Arts and Culture Malaysia



1.3 BENEFITS OF ECOTOURISM

ECONOMY

- Increased revenue and work opportunities, from the increased number of tourist

SOCIAL

- Benefits to rural communities in many different locations around the country, through job creation, better facilities, and consequential developments

ENVIRONMENTAL

- Support for conservation and environmental management



Licensing of Malim Gunong Guides

by Ministry of Tourism, Arts and Culture Malaysia

Licensing of Malim Gunong Guides

By Ministry of Tourism, Arts and Culture

In collaboration with
Jabatan Perhutaan Negeri

1st Fact

2nd Fact

1428
Malim Gunong Guides

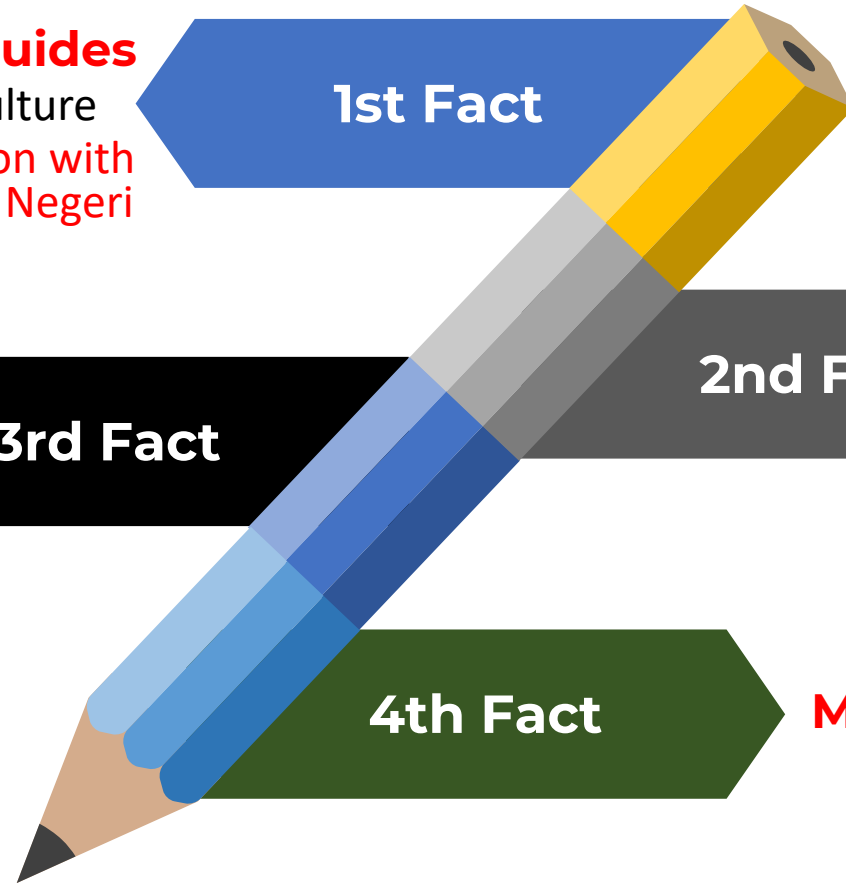
Eco Host Training

Compulsory
Attending and
Passing

3rd Fact

4th Fact

Malim Gunong Guides
Peninsula Malaysia



Training of Malim Gunong Guides

by Ministry of Tourism, Arts and Culture Malaysia



Eco Host Modules

22-25 June 2022



TTT Session

13-15 April 2023



Physical Training

June 2023

Asean Tourism Crisis Communication

12-14 June 2023 by Tourism Malaysia @ Melaka

A S E A N
TOURISM CRISIS COMMUNICATION
A S E A N

12TH - 14TH JUNE 2023 | MELAKA, MALAYSIA



Asean Tourism Crisis Communication

12-14 June 2023 by Tourism Malaysia @ Melaka



MTGC
Participation



6 Papers Presented



Closing

What is the CTRE Manual of Policies and Procedures (MOPP) ?

- 1 The Manual guides **how and why decisions are made and done.**
 - 2 The written policies and procedures **increase accountability and transparency** and are fundamental to the quality assurance and quality improvement to the **planning, organizing, managing** and the **implementation** of the CTRE programs.
-

Storytelling Workshop @ Sabah

1 – 2 August 2023



Illegal Guiding



KLIA Issues and Minister of Tourism, Arts & Culture

2 July 2023 Press Statement



Alleged corruption: Malaysian Tourist Guides Council applauds Tiong's action

By YEE XIANG YUN

NATION

Sunday, 02 Jul 2023 4:56 PM MYT

JOHOR BARU: The Malaysian Tourist Guides Council has applauded Tourism, Arts and Culture Minister Datuk Seri Tiong King Sing for stepping in to assist the Chinese national who was detained on arrival at KL International Airport (KLIA) recently.

The council's president Jimmy Leong Wie Kong supported the minister's actions, saying it was crucial for the man appointed to spearhead the tourism industry to