



Labour Department (Headquarters)

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15 May 2019

Mr Anthony CHU
Clerk to the Public Accounts Committee
Legislative Council
Legislative Council Complex
1 Legislative Council Road
Central
Hong Kong

Dear Mr CHU,

Public Accounts Committee
Consideration of Chapter 3 of the Director of Audit's Report No. 72
Employment services provided by the Labour Department

Thank you for your letter dated 2 May 2019 to the Secretary for Labour and Welfare on the captioned subject. This department has been authorised to reply. At the Committee's request, we provide the required information in the Annex.

Yours sincerely,

(Charles HUI)

for Commissioner for Labour

c.c. Secretary for Labour and Welfare (Attn: Mr Dominic CHOW)
Secretary for Financial Services and the Treasury
(Attn: Ms Kinnie WONG)
Director of Audit (Attn: Mr PANG Kwok-sing)

**Public Accounts Committee of the Legislative Council
Consideration of Chapter 3 of the Director of Audit's Report No.72
Employment Services provided by the Labour Department**

Information provided in response to the letter of 2 May 2019

Staffing of Labour Department (LD) providing employment services

(a) Number of staff members and expenditure

Information on the number of staff members and expenditure of the four Divisions of LD providing employment services from 2014-15 to 2018-19 is at Appendix 1.

(b) Number of employment service cases handled by frontline staff

Employment Information and Promotion Division (EIPD)

2. The Job Vacancy Processing Centre (JVPC) and the Telephone Employment Service Centre (TESC) of EIPD provide recruitment service for employers and telephone employment service for job seekers respectively.

3. JVPC provides free recruitment service for employers. Employers may send their vacancy information to JVPC by fax or through the Internet. After vetting, the vacancy information is disseminated through 13 job centres, 3 industry-based recruitment centres, Interactive Employment Service website and its mobile application, as well as vacancy search terminals. In the past five years, the total numbers of private-sector job vacancies processed and posted up by JVPC are as follows:

Year	No. of job vacancies processed by JVPC	No. of staff members as at 31 December of the year*
2014	1 220 405	52
2015	1 343 035	73
2016	1 347 613	73
2017	1 419 270	75
2018	1 468 394	74

* JVPC deployed outsourced agency workers to process job vacancies up to mid-July 2017. The number of outsourced agency workers was not included in the column.

4. TESC provides telephone employment service to job seekers. Registered job seekers may call TESC for job referral service. Through conference calls, staff of the centre can make arrangement for job seekers to talk to employers direct. In mid-July 2017, TESC also took over the JVPC hotline to answer telephone enquiries from employers. The statistics of TESC services in the past five years are as follows:

Year	No. of incoming calls handled			No. of staff members as at 31 December of the year
	From job seekers	From employers*	Total	
2014	37 990	N/A	37 990	14
2015	37 162	N/A	37 162	15
2016	41 567	N/A	41 567	14
2017	33 047	15 741	48 788	15
2018	21 193	30 332	51 525	15

* As TESC only took over the JVPC hotline fully since mid-July 2017, the number of calls handled before 2017 is not available.

Selective Placement Division (SPD)

5. There are now 20 employment consultants in SPD to provide personalised employment services including employment counselling, job-matching and referral services as well as post-placement follow-up service to persons with disabilities. The average numbers of cases handled by each employment consultant from 2014 to 2018 are as follows:

Year	2014	2015	2016	2017	2018
No. of employment consultants (as at 31 December of the year)	18	21	21	21	20
No. of cases (No. of registrants)	2 650	2 720	2 790	2 833	2 766
Average no. of cases handled by each employment consultant	147	130	133	135	138

Employment Services Division (ESD) and Youth Employment Division (YED)

6. Job centres of LD provide a wide range of employment and recruitment services to job seekers and employers, including employment advisory services, job referral service, employment briefings, implementation of employment programmes, job placement service and experience sharing

sessions for employers, online job interviews, district-based job fairs, canvassing job vacancies and providing follow-up services in respect of vacancies advertised through LD, etc. These employment services are of different nature and complexity. Some of the tasks, such as canvassing job vacancies, and ensuring the integrity of job vacancy and employment information that facilitates job seekers to find jobs and employers to recruit staff, cannot be quantified. As the staff of job centres discharge many other duties apart from handling cases of job seekers, we are unable to provide any meaningful number of employment service cases handled per frontline staff member.

7. YED of LD administers the Youth Employment and Training Programme (YETP) and Youth Employment Start (Y.E.S.) to provide young people with employment and self-employment support services. These services are all along rendered by service providers commissioned under service contracts with the Government. YED is mainly responsible for contract management, administration and monitoring as well as publicity and promotion work. Therefore, the relevant average number of employment service cases handled by frontline staff members is not applicable.

(c) New initiatives and enhancements in the employment services provided by LD

8. New initiatives and enhancements with respect to employment services launched by LD from 2014-15 to 2018-19 are at [Appendix 2](#).

(d) Number of new posts created for the Youth Pre-employment Training Programme (YPTP) and the Youth Work Experience and Training Scheme (YWETS)

9. YPTP and YWETS were launched by LD in 1999 and 2002 respectively. The two programmes were enhanced and integrated since September 2009 into a “through-train” programme – YETP.

10. When YPTP was first set up, the Programme Office was run with the support of staff through internal redeployment within LD and engagement of Non-Civil Service Contract (NCSC) staff, while the YWETS Office was run with the support of time-limited civil service staff and NCSC staff.

11. Throughout the years, to support the on-going implementation of YPTP and YWETS, some of the said time-limited civil service posts were made permanent while some of the NCSC posts were converted to civil service posts. Before the integration into YETP in September 2009, the number of staff members under YPTP and YWETS were 32 and 40 respectively. As at the end of March 2019, the number of staff members under YETP was 65.

Youth Employment and Training Programme

(e) Guidelines to training bodies issued by LD

12. Guidelines to training bodies on the minimum number of trainees for each training course under YETP are detailed in the Conditions of Contract/Service Specifications of the “Tender for the Provision of Pre-employment Training for Trainees of YETP” (in English only) and the “Operation Manual on Pre-employment Training for Training Bodies” (in Chinese only). The relevant provisions of the Conditions of Contract/Service Specifications and Operation Manual are at Appendix 3.

13. LD constantly reviews the Conditions of Contract/Service Specifications and Operation Manual and revises them as and when appropriate to better the services and operation of YETP. In addition, regular meetings were held with service providers to have exchanges with them for enhancing the attractiveness of courses and course arrangements.

14. To encourage more young people to participate in pre-employment training under YETP, LD raised the training allowance payable to trainees from \$50 to \$70 per training day with effect from September 2017. Starting from September 2018, LD allowed young trainees aged 15 to 19 to enrol on two elective courses before attending the core course both to boost enrolment and expedite the training process. With built-in flexibility in the existing contract provisions, service providers may conduct half-day courses, schedule courses on Saturdays and Sundays, adjust the training time and the number of training days so as to suit the needs of trainees and increase enrolment.

15. To further tackle the high class cancellation rate, LD proposed to revise the tender provisions under the new pre-employment training tender in September 2018 to allow the training bodies more flexibility in adjusting downwards the number of trainees required for commencement of classes so that more training classes may be held successfully. The proposal will be implemented under the new contract commencing in September 2019. Moreover, training bodies will be given more flexibility in hiring suitable trainers thereby offering more variety of classes for trainees’ choices. LD has also revised the content, module and training hours of different course types to cater for the needs of the youths and the rapid changing labour market.

(f) Costs for cancelled training courses

16. According to the Tender for the Provision of Pre-employment Training for Trainees of YETP, LD will only need to pay service fees to the service providers for successfully held courses, subject to the relevant contract terms and conditions. As such, no costs would be incurred by LD for

cancelled courses. LD does not have information on the cost to service providers on cancellation of courses under the circumstances.

(g) Breakdown on the profile of trainees with incomplete on-the-job training (OJT)

17. Profiles of trainees with incomplete OJT in Programme Year (PY) 2016/17 with breakdown by trainees' gender, age and education level are tabulated below:

By gender

Gender	Length of OJT / No. of incomplete OJT cases			Total
	6 months	9 months	12 months	
Male	106	51	581	738
Female	112	84	97	293
Total	218	135	678	1 031

By age

Age	Length of OJT / No. of incomplete OJT cases			Total
	6 months	9 months	12 months	
15 to 17	5	0	96	101
18 to 20	44	33	288	365
21 to 22	84	70	172	326
23 to 24	85	32	122	239
Total	218	135	678	1 031

By education level

Education level	Length of OJT / No. of incomplete OJT cases			Total
	6 months	9 months	12 months	
Form 3 or below	10	3	182	195
Form 4 to Form 6	152	81	398	631
Diploma to sub-degree	56	51	98	205
Total	218	135	678	1 031

18. LD has studied the 1 031 OJT cases of PY2016-17 with pre-mature termination. The numbers of resignation and dismissal cases were respectively 895 (87%) and 136 (13%). The underlining reasons for the

resignation cases were multi-faceted, e.g. unsuitable job nature, having found other jobs, looking for a change in work environment and further studies, while dismissal cases were often related to trainees' performance and attitude. For cases warranting special attention by the case managers, LD will relate the cases to them for rendering counselling and assistance as appropriate.

Review of employment services

(h) Performance indicators

ESD

19. For general employment services provided by LD, the number of able-bodied job seekers registered and the number of placements have been used as performance indicators in the Controlling Officer's Report (COR) of LD.

YED

20. The performance indicator of YETP stated in COR is the number of trainees enrolled. Meanwhile, Y.E.S. adopts the number of services provided to young people as its key performance indicator.

SPD

21. The performance indicators of SPD listed in COR are the number of registered job seekers with disabilities and the number of placements.

(i) Records of reviews on employment services

22. To meet the needs of different job seekers and employers, LD reviews its operation in providing employment services on a continuous basis, and carries out adjustments or enhancements in a timely manner. From 2014-15 to 2018-19, LD has conducted the following major reviews relating to employment services:

ESD

- Employment Services Ambassador Programme for Ethnic Minorities (EMs) – The review report is at Appendix 4 (in English only);
- Registration for services of ESD – The relevant report of the working group is at Appendix 5 (in English only); and

- Recruitment Centre for Retail Industry/ Recruitment Centre for Catering Industry – The review results are at Appendix 6 (in English only)

YED

- Records of LD's reviews on YETP in the past 5 years are at Appendix 7 (in English only).

23. Divisional targets of SPD are worked out every year by making reference to past experience and other factors like the prevailing labour market situation. Discussions on setting the targets were not recorded in minutes/notes.

(j) Employment status of job seekers

24. When job seekers/ trainees register for services, ESD, YED and SPD do not require them to provide information on whether they are unemployed.

(k) Management staff responsible for conducting reviews

25. As part of their routine duties, all Senior Labour Officers, Labour Officers, Assistant Labour Officers I and II working in the relevant divisions are involved in reviewing the employment services/ programmes under their purview.

Other issues

(l) Breakdown of unemployment rate by age groups

26. The breakdowns of labour force and unemployment rate (2008 to 2017) by age groups 15 to 19 and 20 to 24 are tabulated below:

Year	Unemployment rate by age group (Labour force)		
	15-19	20-24	15-24 Overall
2008	16.0% (8 900)	7.1% (21 700)	8.4% (30 600)
2009	21.8% (11 100)	11.0% (32 300)	12.6% (43 500)
2010	20.8% (8 600)	10.9% (29 800)	12.2% (38 400)
2011	15.8% (6 400)	8.4% (23 200)	9.3% (29 500)

***Note by Clerk, PAC: Appendix 7 not attached.**

Year	Unemployment rate by age group (Labour force)		
	15-19	20-24	15-24 Overall
2012	13.8% (5 800)	8.6% (24 200)	9.3% (29 900)
2013	14.5% (6 600)	8.7% (25 100)	9.5% (31 700)
2014	12.5% (5 700)	8.7% (24 000)	9.2% (29 700)
2015	14.3% (6 300)	9.9% (27 800)	10.5% (34 100)
2016	13.8% (5 900)	9.1% (25 200)	9.8% (31 100)
2017	11.1% (3 800)	8.2% (21 900)	8.5% (25 700)

Source: Census and Statistics Department

(m) Measures to help young people secure employment

27. Apart from the lack of work experience, other factors such as higher job mobility and more wait-and-search contribute to a higher youth unemployment rate than the overall figure. This phenomenon is also common in many economies.

28. Since 2009, LD has been administering the integrated YETP to provide one-stop pre-employment and OJT for young school leavers aged 15 to 24 with educational attainment at sub-degree level or below to enhance their employability. Through the provision of training allowance, LD encourages employers to employ young people under YETP and provide them with OJT.

29. YETP launched a new project named “Career Kick-start” in the second quarter of 2017, targeting at young people aged 15 to 24 with low educational attainment, emotional/ behavioural problems, learning difficulties or suffering from prolonged unemployment and in need of special assistance. Service providers of YETP are subsidised by the Government to employ targeted young people and offer them OJT of 12 months to enhance their employability. Under this project, service providers are encouraged to assist trainees in securing full-time jobs in the open market and are offered “Placement Incentive” for such employment.

30. Through the operation of two Y.E.S. resource centres, one-stop employment and self-employment support services including career assessments on members, career guidance, professional counselling service, recruitment activities and training programmes are rendered to young people

aged 15 to 29. Y.E.S. aims to enhance their employability and facilitate their access to the latest employment market information so that they can secure a firm footing in the employment market and sustain their development. Y.E.S. works closely with schools to assist students to understand the world of work and encourage them to make early and better career planning.

(n) Breakdown of the number of placements for EM job seekers through LD's referrals

31. Job seekers (including EMs) can secure employment either through LD's referrals or by direct application to employers after identifying suitable vacancies advertised through LD. Therefore, the number of placements achieved by LD consists of two components, namely direct placements through LD's referrals and indirect placements without going through LD's referrals. With the vast majority of vacancies advertised through LD providing employers' contact details and with the increasing number of job seekers using mobile devices to seek jobs, more and more job seekers may make job applications to employers directly, without going through LD's referrals.

32. In 2014, 2015, 2016, 2017 and 2018, there were respectively 65, 75, 82, 94 and 116 EM job seekers placed through LD's employment referral services, with breakdowns by industry and monthly earnings provided at Appendix 8. LD does not record the average starting salary of these placements.

Labour Department
May 2019

**Number of staff members and expenditure of the four Divisions of the Labour Department
providing employment services from 2014-15 to 2018-19**

Division	2014-15		2015-16		2016-17		2017-18		2018-19	
	No. of staff members (as at 1.3.2015)	Expenditure (\$ million)	No. of staff members (as at 1.3.2016)	Expenditure (\$ million)	No. of staff members (as at 1.3.2017)	Expenditure (\$ million)	No. of staff members (as at 1.3.2018)	Expenditure (\$ million)	No. of staff members (as at 1.3.2019)	Expenditure (\$ million)
Employment Information and Promotion Division	78	37.1	101	45.3	103	45.1	104	46.6	100	45.4
Employment Services Division	199	111.8	227	124.1	223	136.2	225	139.2	219	137.5
Selective Placement Division	38	35.5	41	37.2	41	39.4	40	40.3	39	40.8
Youth Employment Division	78	134.8	77	138.2	77	142.5	77	139.6	75	135.2
Total	393	319.1	446	344.7	444	363.1	446	365.7	433	359.0

Note: Individual figures may not add up exactly to the total owing to rounding.

**Major new initiatives and enhancements concerning
employment services provided by the Labour Department
from 2014-15 to 2018-19**

Year	New initiatives and enhancements
2014-15	<ul style="list-style-type: none"> • Implemented the Employment Services Ambassador (ESA) Programme for Ethnic Minorities (EMs) to engage trainees of the Youth Employment and Training Programme (YETP) who can communicate in EM languages as Employment Services Ambassadors in the job centres/ industry-based recruitment centres to strengthen employment services for EMs • Organised thematic job fairs to enhance the dissemination of employment market information • Strengthened YETP's collaboration with employers and various organisations and launched various pilot employment projects • Set up a job centre in Tung Chung to strengthen employment support to residents living in remote districts
2015-16	<ul style="list-style-type: none"> • Extended the Employment Programme for the Middle-aged (EPM), which originally covered only full-time employment, to cover part-time jobs to encourage employers to provide more suitable part-time employment opportunities and on-the-job training to the middle-aged and elderly job seekers • To give priority to local workers in employment, set up the Construction Industry Recruitment Centre to conduct on-the-spot job interviews and organise job fairs for local construction workers, and assist contractors in according priority to employing qualified local skilled workers • Enhanced the post-placement follow-up service provided for job seekers with disabilities by extending the service period from three months to six months

Year	New initiatives and enhancements
2016-17	<ul style="list-style-type: none"> • Set up the Higher Education Employment Information e-Platform to help job seekers with higher education better understand the Hong Kong employment market and facilitate them to search and apply for suitable job openings through the e-platform • Strengthened the employment support for job seekers with disabilities by engaging a non-governmental organisation under a pilot scheme to help job seekers with disabilities in need of emotional and psychological counselling service
2017-18	<ul style="list-style-type: none"> • Engaged two employment assistants proficient in EM languages to provide services at two selected job centres of LD on a pilot basis • Implemented “Career Kick-start” under YETP to strength employment support for young people with special employment needs
2018-19	<ul style="list-style-type: none"> • Enhanced the following three special employment programmes: <ul style="list-style-type: none"> (a) To reflect the new measures for promoting the employment of the elderly, EPM has been renamed as the Employment Programme for the Elderly and Middle-aged. Under the programme, employers engaging elderly job seekers aged 60 or above who have left the workforce or are unemployed are offered a monthly on-the-job training allowance up to \$4,000 per employee for a period of six to 12 months; (b) The training allowance under YETP has been raised to encourage employers to hire young people and provide them with quality on-the-job training. The maximum amount of monthly allowance payable to employers who engage young people and provide them with on-the-job training has been increased from \$3,000 to \$4,000 for a period of six to 12 months. Furthermore, to meet the needs of some youth, the scope of YETP has also been expanded to cover part-time on-the-job training; and (c) The work adaptation period under the Work Orientation and Placement Scheme has been extended from two months to three months. The ceiling of monthly

Year	New initiatives and enhancements
	<p>allowance has also been raised from \$5,500 to \$7,000 during the three-month work adaptation period and from \$4,000 to \$5,000 for the ensuing six months. With this enhancement, the maximum period within which allowance is payable is extended from eight to nine months, with maximum allowance payable to employers increased by \$16,000 to a total of \$51,000 for each person with disabilities with employment difficulties.</p> <ul style="list-style-type: none"> • Extended the on-the-job training period for ESAs from six months to one year to strengthen the training for EM trainees

with the terms and conditions of the Contract to the satisfaction of the Government Representative.

4.2 Without prejudice to the generality of Clause 4.1, the Service Provider shall:

- (a) comply with all manuals, guidelines and instructions in relation to the Services issued by the Government Representative from time to time;
- (b) maintain proper records including, without limitation, all course timetables, Deliverables, attendance records, course evaluation summaries and forms of all Services provided by the Service Provider for each and every Training Class; the Service Provider shall at all times make available all such records for inspection by the Government; and
- (c) attend all meetings convened by the Government Representative, advise and assist the Government on all matters, and provide such information relating to the provision of the Services as the Government Representative may require.

5. Service Provider's Premises

Where the Services are carried out at the Service Provider's premises, such premises shall be open to inspection by the Government Representative at all reasonable times and the Service Provider shall make any arrangements necessary for the inspection.

6. Rejection

Without prejudice to other rights and remedies the Government may have, in the event that the Government Representative finds any part of the Training Class has not been conducted in accordance with the requirements of the Contract or otherwise not to the satisfaction of the Government during the inspection, the Service Provider shall, forthwith upon demand by the Government, re-conduct such part of the Training Class at such time and in such manner, and where applicable amend the Deliverables, to the satisfaction of the Government. No Service Fee shall be payable until and unless the Service Provider has re-conducted the Training Class and/or amended the Deliverables to the satisfaction of the Government. No additional amount shall be chargeable by the Service Provider for re-conducting the Training Class or such part thereof or for amending the Deliverables.

7. Payment and Reimbursement

7.1 In consideration of the due and proper performance by the Service Provider of the Contract and strictly in accordance with the terms and conditions of the Contract, and subject always to any deductions the Government may be entitled under the provisions of the Contract, the Government shall pay the Service Provider the Service Fee at the rate as specified in the Price Schedule at Contract Schedule B in respect of each Training Class commenced pursuant to Clause 17 of the Service Specifications and as determined in the following manner. The Service Fee so determined is inclusive of

any training hours of a Training Class provided in addition to those set out in Clause 11 of the Service Specifications. For the purpose of calculating the Service Fee under this Clause 7.1, if the total number of training hours approved by LD under Clause 17.1(a), 17.2(b) and 17.3(b) of the Service Specifications is higher than (the upper limit of, if applicable) the minimum number of training hours per Training Class as specified in Clause 11 of the Service Specifications for the Course Type to which the Contract relates, the Service Provider shall provide the additional training hours at its own cost.

$$\begin{array}{l} \text{hourly rate per} \\ \text{Trainee as specified in} \\ \text{Contract Schedule B} \end{array} \times \begin{array}{l} \text{total number of training} \\ \text{hours per Training} \\ \text{Class as approved by} \\ \text{LD under Clause} \\ \text{17.1(a), 17.2(b) or} \\ \text{17.3(b) of the Service} \\ \text{Specifications for the} \\ \text{Course Type to which} \\ \text{the Contract relates and} \\ \text{subject to any approval} \\ \text{of LD under Clause} \\ \text{17.2(d) or 17.3(d) of the} \\ \text{Service Specifications} \end{array} \times \begin{array}{l} \text{number of Trainees} \\ \text{actually attended the} \\ \text{Training Class} \end{array}$$

- 7.2 (a) If the Contract relates to any of Course Types (1) to (30) and the number of Trainees actually attended the Training Class as referred to in Clause 7.1 above is less than six (6), the Government shall pay the Service Provider the Service Fee at the rate as specified in the Price Schedule at Contract Schedule B in respect of each Training Class commenced pursuant to Clause 17 of the Service Specifications and as determined in the following manner. The Service Fee so determined is inclusive of any training hours of a Training Class provided in addition to those set out in Clause 11 of the Service Specifications.

$$\begin{array}{l} \text{hourly rate per Trainee} \\ \text{as specified in} \\ \text{Contract Schedule B} \end{array} \times \begin{array}{l} \text{total number of training} \\ \text{hours per Training} \\ \text{Class as approved by} \\ \text{LD under Clause} \\ \text{17.1(a) or 17.2(b) of} \\ \text{the Service} \\ \text{Specifications for the} \\ \text{Course Type to which} \\ \text{the Contract relates and} \\ \text{subject to any approval} \\ \text{of LD under Clause} \\ \text{17.2(d) of the Service} \\ \text{Specifications} \end{array} \times \begin{array}{l} \text{six (6) Trainees} \end{array}$$

- (b) If the Contract relates to any of Course Types (31) to (34) and the number of Trainees actually attended the Training Class as referred to in Clause 7.1 above is less than five (5), the Government shall pay the Service Provider the Service

Fee at the rate as specified in the Price Schedule at Contract Schedule B in respect of each Training Class commenced pursuant to Clause 17 of the Service Specifications and as determined in the following manner. The Service Fee so determined is inclusive of any training hours of a Training Class provided in addition to those set out in Clause 11 of the Service Specifications.

hourly rate per Trainee as specified in Contract Schedule B x total number of training hours per Training Class as approved by LD under Clause 17.3(b) of the Service Specifications for the Course Type to which the Contract relates and subject to any approval of LD under Clause 17.3(d) of the Service Specifications x five (5) Trainees

- (c) For the avoidance of doubt, Clause 7.2 shall not apply to any Training Class commenced pursuant to Clauses 17.1(f), 17.2(h) or 17.3(i) of the Service Specifications. The Service Fee for such Training Class shall be determined in accordance with Clause 7.1 above.
- (d) For the purpose of calculating the Service Fee under Clauses 7.2(a) and (b) above, if the total number of training hours approved by LD under Clause 17.1(a), 17.2(b) and 17.3(b) of the Service Specifications is higher than (the upper limit of, if applicable) the minimum number of training hours per Training Class as specified in Clause 11 of the Service Specifications for the Course Type to which the Contract relates, the Service Provider shall provide the additional training hours at its own costs.

7.3 For the avoidance of doubt, Clauses 7.1 and 7.2 shall not apply to any training re-conducted by the Service Provider pursuant to Clause 6 hereof, or any Training Class cancelled pursuant to Clause 19 of the Service Specifications, or any make-up sessions provided pursuant to Clause 22 of the Service Specifications.

7.4 Any additional Training Classes assigned to the Service Provider pursuant to Clause 21 of the Service Specifications shall be subject to the same rate of Service Fee as stipulated in the Price Schedule at Contract Schedule B.

7.5 (a) If the Contract relates to any of Course Types (1) to (28), the Service Provider is required to submit its claim for the Service Fee in the form as specified by the Government Representative within three (3) months upon completion of a Training Class commenced pursuant to Clause 17 of the Service Specifications.

(b) If the Contract relates to any of Course Types (29) to (34), the Service Provider is required to submit its claim for the Service Fee in the form as specified by the Government Representative together with a copy of the Hong Kong Identity

Medium of Instruction

16. Other than Course Type (28) (i.e. vocational language usage), Course Types (32) and (34) (i.e. course for ethnic minority Young Persons and course for Young Persons with other special needs) and the vocational language training of Course Types (4) to (27) (i.e. elective III(A) and (B) courses), the Training Class shall be conducted mainly in Cantonese and supplemented by English, while handouts and training materials should be preferably written in Chinese and supplemented in English where necessary. For special occasions where the Training Class must be conducted in English, Putonghua or other languages, prior approval must be obtained from LD on the medium of instruction.

Enrolment of Trainees and Commencement of Training Class

17.1 Course Types (1) to (28) (i.e. core and elective courses)

- (a) The Service Provider shall prepare and submit a training schedule for each six-month period to LD in accordance with Clause 9 above. The training schedule shall specify all the modules under the relevant Course Type as stipulated in Annex II, the proposed training topics, the proposed class commencement date, time, Training Venue(s), total number of training hours, number of training hours per day, the maximum number of enrolment, details of innovative suggestion(s) and other details of the Training Classes to be organised during that six-month period. The training schedules shall be sent electronically and must be of the same file format and layout as prescribed by LD. Upon LD's approval of the training schedule, LD will refer Trainees for enrolment of a Training Class to the Service Provider.
- (b) Each Training Class is intended for enrolment of a maximum of fifteen (15) Trainees. The Service Provider may, at the time when submitting the training schedule, in writing seek LD's approval for extending the maximum enrolment to not exceeding twenty (20) Trainees. LD may grant or refuse such request at its sole discretion.
- (c) The Service Provider must admit all Trainees of the Programme applying for Pre-employment Training under Course Types (1) to (28) and must not prescribe any other admission criteria without prior approval of LD.
- (d) The Service Provider shall be notified in writing if the number of Trainees enrolled by LD is eight (8) or more at least seven (7) working days before the class commencement date as proposed in the training schedule. Upon receipt of the notification and subject to the fulfilment of the requirements and specifications as set out in the Contract, the Service Provider shall accordingly commence the Training Class.
- (e) Where the number of Trainees enrolled by LD for a Training Class is less than eight (8), the Service Provider may, at least ten (10) working days before the class commencement date as proposed in the training schedule, in writing seek LD's approval for commencing such Training Class. LD may grant or refuse such request at its sole discretion.

- (f) If LD grants written approval to the Service Provider to commence the Training Class under Clause 17.1(e) **and** the number of Trainees approved by LD for commencement of class is **less than** six, the Government shall only pay to the Service Provider the Service Fee in accordance with Clause 7.1 of the Conditions of Contract.
- (g) Under no circumstances shall the Service Provider commence a Training Class without receipt of LD's written notification or approval.

17.2 Course Types (29) and (30) (i.e. tailor-made training courses)

- (a) Before submitting a project proposal to LD for approval in accordance with sub-clause (b) below, the Service Provider must diligently search for employers who have considerable manpower needs, i.e. a minimum of ten (10) vacancies for a particular post from the same employer or a minimum of fifteen (15) vacancies for the same kind of post from different employers of the same industry, and invite such employers to co-organise "Tailor-made Training-cum-employment Project" under the Programme. LD may from time to time review the minimum number of vacancies required.
- (b) The Service Provider shall submit a project proposal in accordance with Clause 9 above. The project proposal shall specify the vacancy information, all the modules under the relevant Course Type as stipulated in Annex II, the proposed training topics, the proposed class commencement date, time, Training Venue(s), total number of training hours, number of training hours per day, the maximum number of enrolment, details of innovative suggestion(s) and other details of the Training Class to LD for approval. LD has the sole discretion to approve or reject such project proposal.
- (c) Each Training Class is intended for enrolment of a maximum of fifteen (15) Trainees. However, depending on the recruitment needs of the employers, the Service Provider may, at the time when submitting the project proposal, in writing seek LD's approval for extending the maximum enrolment to not exceeding twenty-five (25) Trainees.
- (d) The Service Provider may be permitted to adjust downward the minimum number of training hours. The Service Provider must submit the written request together with the project proposal to LD for approval. LD may grant or refuse such request at its sole discretion.
- (e) Upon LD's due approval on the project proposal, the Service Provider shall arrange a recruitment seminar for the employer(s). The Service Provider must admit all Trainees who have been selected by the employer(s) during the recruitment seminar.
- (f) The Service Provider shall be notified in writing if the number of Trainees enrolled by LD is eight (8) or more at least one (1) working day before the class commencement date as proposed in the project proposal. Upon receipt of the notification and subject to the fulfilment of the requirements and

specifications as set out in the Contract, the Service Provider shall accordingly commence the Training Class.

- (g) Where the number of Trainees enrolled by LD for a Training Class is less than eight (8), the Service Provider may, within three (3) working days after the recruitment seminar, in writing seek LD's approval for commencing such Training Class. LD may grant or refuse such request at its sole discretion.
- (h) If LD grants written approval to the Service Provider to commence the Training Class under Clause 17.2(g) **and** the number of Trainees approved by LD for commencement of class is **less than six**, the Government shall only pay to the Service Provider the Service Fee in accordance with Clause 7.1 of the Conditions of Contract.
- (i) Under no circumstances shall the Service Provider commence a Training Class without receipt of LD's written notification or approval.

17.3 Course Types (31) to (34) (i.e. Targeted Career Training Mission courses)

- (a) Before submitting a project proposal to LD for approval in accordance with sub-clause (b) below, the Service Provider must approach and refer eligible Young Persons with special needs as specified in sub-clauses (i) to (iv) below to join the Programme.
 - (i) Course Type (31) (i.e. course for Young Persons receiving outreaching services): the Young Persons must be referred by non-governmental organisations operating outreaching service for youth under the auspices of the Social Welfare Department;
 - (ii) Course Type (32) (i.e. course for ethnic minority Young Persons): the Young Persons must be ethnic minority youth and are legally employable in Hong Kong;
 - (iii) Course Type (33) (i.e. course for disabled and chronically ill Young Persons): the Young Persons must be those with disabilities or with chronic illness and are referred by healthcare professionals or medical social workers.
 - (iv) Course Type (34) (i.e. course for Young Persons with other special needs): the Young Persons must be those who need special attention and care from others. These Young Persons normally include:
 - Those Young Persons who have arrived Hong Kong from the Mainland for less than seven years on the date of application (i.e. the day on which LD received the application form) and are legally employable in Hong Kong;
 - the Young Persons referred by professional social workers, educational psychologists or teachers and who have been evaluated as having learning difficulties or special learning needs (including

those who were students of special schools or students with learning difficulties, or those who have received or been receiving psychiatric treatment);

- the Young Persons referred by the Probation and Community Service Orders Offices, professional social workers of residential drug treatment and rehabilitation centres, or healthcare professionals (including those who have a criminal record, or under a probation order, or have been cautioned under the Police Superintendent's Discretion Scheme, or those who are ex-drug abusers), etc.; and
 - other Young Persons who need special attention. Young persons under the category of Course Types (31), (32) and (33) should not be the service targets of this course type unless they have other problems which deserve special care.
- (b) The Service Provider shall submit a project proposal in accordance with Clause 9 above. The project proposal shall specify all the modules under the relevant Course Type as stipulated in Annex II, the proposed training topics, the proposed class commencement date, time, Training Venue(s), total number of training hours, number of training hours per day, the maximum number of enrolment, details of innovative suggestion(s) and other details of the Training Class to LD for approval. LD has the sole discretion to approve or reject such project proposal.
- (c) Each Training Class is intended for enrolment of a maximum of twelve (12) Trainees. The Service Provider may, at the time when submitting the project proposal, in writing seek LD's approval for extending the maximum enrolment to not exceeding fifteen (15) Trainees. LD may grant or refuse such request at its sole discretion.
- (d) The Service Provider may be permitted to adjust downward the minimum number of training hours. The Service Provider must submit the written request together with the project proposal to LD for approval. LD may grant or refuse such request at its sole discretion.
- (e) Upon LD's due approval on the project proposal, the Service Provider shall submit the application form together with a copy of the Hong Kong Identity Card of the Young Persons to be enrolled on the class for LD's screening. The Service Provider shall not admit Young Persons who are not enrolled as Trainees of the Programme by LD to attend Pre-employment Training under any Course Types of (31) to (34).
- (f) If the Service Provider is not contracted to provide case management and employment support services for Trainees of the Programme, the Service Provider shall liaise with those Case Management Organisations of the Programme, so as to facilitate the smooth delivery of services to the Trainees. Where necessary, LD will render assistance.
- (g) The Service Provider shall be notified in writing if the number of Trainees

enrolled by LD is six (6) or more at least one (1) working day before the class commencement date as proposed in the project proposal. Upon receipt of the notification and subject to the fulfilment of the requirements and specifications as set out in the Contract, the Service Provider shall accordingly commence the Training Class.

- (h) Where the number of Trainees enrolled by LD for a Training Class is less than six (6), the Service Provider may, at the time of submitting the application forms of the Young Persons, in writing seek LD's approval for commencing such Training Class. LD may grant or refuse such request at its sole discretion.
- (i) If LD grants written approval to the Service Provider to commence the Training Class under Clause 17.3(h) **and** the number of Trainees approved by LD for commencement of class is **less than five**, the Government shall only pay to the Service Provider the Service Fee in accordance with Clause 7.1 of the Conditions of Contract.
- (j) Under no circumstances shall the Service Provider commence a Training Class without receipt of LD's written notification or approval.

18. For all Course Types, upon receipt of LD's notification or approval issued under Clauses 17.1(d), 17.1(e), 17.1(f), 17.2(f), 17.2(g), 17.2(h), 17.3(g), 17.3(h) or 17.3(i) but before the commencement of the Training Class, the Service Provider shall download the enrolment list (showing the personal particulars of Trainees enrolled on the class) from the online system of the Programme. The Service Provider shall contact the Trainees on the enrolment list and confirm their attendance. Where appropriate, the Service Provider shall encourage the Trainees to attend the Training Class.

19. In case of any Trainees informing the Service Provider of their intention to drop out after the Service Provider has confirmed their attendance in accordance with Clause 18 such that the number of the remaining enrolled Trainees is less than five (5) for Course Types (1) to (28), the Service Provider may cancel the Training Class by applying to LD in writing for approval at least four (4) working days before the class commencement date. Upon obtaining such approval from LD, the Service Provider must inform all affected Trainees individually of the cancellation. For the avoidance of doubt, no Service Fee, charges or whatsoever will be payable to the Service Provider for any Training Class cancelled pursuant to provisions in this Clause.

20. Under no circumstances shall the Service Provider combine any Training Classes, or transfer Trainees to other Course Types or other Training Classes of the same Course Type, or cancel a Training Class without prior written approval of LD.

21. If in a particular Quarter, the Service Provider has commenced all of the Training Classes assigned, (i) LD may by notice in writing initiate to negotiate with the Service Provider for commencing additional Training Classes for the Course Type to which the Contract relates; or (ii) the Service Provider may apply in writing to LD for commencement of additional Training Classes provided that the Service Provider has through its own network referred Trainees to apply for Pre-employment Training under the Course Type to which the Contract relates. All additional Training Classes must comply with the requirements and

specifications as set out in the Contract.

Make-up Sessions

22. For Course Type (1), if so requested by LD, the Service Provider shall arrange a Trainee who fails to attain an attendance rate of at least 80% to attend make-up training sessions, so that after attending such sessions, the Trainee's attendance rate will add up to 80%. The Service Provider shall not charge LD for any Service Fee for the make-up sessions attended by such Trainee.

Qualification of the Major Trainer(s)

23. Notwithstanding the number of trainers involved for teaching a Training Class, the Major Trainer(s) must be Qualified Trainer(s). The Government requires that Qualified Trainer(s) must:

- (a) in the past three years immediately preceding the commencement of the Training Class, have either an aggregate of at least 60 hours of teaching experience in the same type of employment-related or vocational training as the Course Type to which this Contract relates or have an aggregate of at least 120 hours of teaching experience in any employment-related or vocational training irrespective of Course Type; and
- (b) immediately preceding the commencement of the Training Class, have at least two years of full-time relevant working experience in any of the job categories as set out in Annex III for the Course Type to which this Contract relates or a Diploma in any of the subjects as set out in Annex III for the Course Type to which this Contract relates.

Notwithstanding the foregoing, if the Service Provider has committed in Contract Schedule A that its Major Trainer(s) shall possess such minimum length of experience and/or minimum academic qualification over and above those of a Qualified Trainer, the Major Trainer(s) engaged by the Service Provider shall possess such minimum length of experience and/or minimum academic qualification as committed in Contract Schedule A. For the avoidance of doubt, the Service Provider may engage trainers who are not Qualified Trainer and who do not possess the minimum length of experience and/or minimum academic qualification as committed in Contract Schedule A to teach at most 40% of the total number of training hours of the Training Class.

24. If the Service Provider fails to comply with Clause 23 above, without prejudice to other rights and remedies (including the right to terminate the Contract pursuant to Clause 14.1 of the Conditions of Contract), the Government may withdraw the written notification or approval issued under Clause 17 for commencing Training Classes, suspend the referral of Trainees to the Service Provider under Clause 17.1(a), withdraw the approval given for the project proposal under Clauses 17.2(b) or 17.3(b), and/or to re-allocate the unused number of Training Classes of the Service Provider to another service provider(s), as it considers appropriate. The Government shall further be entitled to withhold payment of the Service Fee or any part thereof.

4.2.2 如機構並非計劃下的個案管理服務機構，應聯絡學員的個案經理，讓個案經理為學員報讀有關課程。若服務機構希望轉介其他合適但尚未成為計劃學員的青年人報讀課程，機構應盡快將有關青年人的申請表格遞交至計劃辦事處，以便計劃辦事處能盡快安排學員到個案管理服務機構接受前期評估。

5. 確定開辦課程

- 5.1 為配合全年收生，個案經理可在課程截止報名前，透過計劃網上系統為學員報讀課程。因此，服務機構應透過計劃網上系統密切留意課程的報讀情況。【有關服務機構登入計劃網上系統後的各項功能，請參閱附件 P2】
- 5.2 無論服務機構是否有按本章第 3.2 節向計劃辦事處申請上調課程的最高報讀名額，所有核心及選修課程的最低開班人數劃一為 8 人。
- 5.3 於課程開班日期前 7 個工作天（下稱：「**截數日**」），若課程的報讀人數已達最低開班人數（即 8 人），計劃辦事處會以書面通知服務機構，確認有關課程將如期開辦。按此情況開辦的課程（即服務規格第 17.1(d)條），其課程費用將以實際出席人數或 5 人計算，兩者以較高者為準。【請參閱本手冊第七章第 2.1 及 2.2 節】
- 5.4 若服務機構發現課程的報讀人數未達最低開班人數，但仍希望如期開辦有關課程，服務機構可於課程開班日期前不少於 10 個工作天，以書面向計劃辦事處提出申請，並同時調低該課程的最低開班人數。否則，若課程的報讀人數於截數日仍未達 8 人，該課程將因收生不足而取消，計劃辦事處不會另行通知。按此情況開辦的課程（即服務規格第 17.1(e)條），其課程費用將以實際出席人數計算。【請參閱本手冊第七章第 2.1 及 2.3 節】

- 5.5 服務機構有責任經常留意課程的報讀情況，以確定課程是否能如期開辦。不過，為協助服務機構監察課程的報讀情況，如課程的報讀人數在開班日期前 12 個工作天 仍未達最低開班人數，計劃辦事處會向有關服務機構發出電郵，提示收生情況未如理想。服務機構須按電郵指示在開班日期前 10 個工作天 作出回覆。
- 5.5.1 若服務機構未有如期回覆，而有關課程的報讀人數於截數日仍未達 8 人，該課程將因收生不足而取消，計劃辦事處不會另行通知。
- 5.5.2 若服務機構已如期回覆，並向計劃辦事處確認會如期開辦課程及調低最低開班人數，經計劃辦事處批准後，有關的課程費用將以實際出席人數計算。【請參閱本手冊第七章第 2.1 及 2.3 節】
- 5.6 請留意，上述的提示電郵只會發給在開班日期前 12 個工作天，報讀人數仍未達最低開班人數的課程的服務機構。故此，若課程的報讀人數於開班日期前 12 個工作天已達最低開班人數，但其後因學員退出或其他特殊理由，令課程的報讀人數於截數日跌至少於最低開班人數，此課程亦會因收生不足而取消，而計劃辦事處不會另行通知。因此，服務機構必須自行密切留意課程的報讀情況。
- 5.7 所有確定開辦的核心及選修課程均會繼續收生至額滿或開班前 2 個工作天。由於學員名單在開班前仍有可能更新，服務機構務必在開班前登入計劃網上系統下載最新的學員名單。
- 5.8 任何情況下，服務機構都不可在未接獲計劃辦事處的確認開班通知前，擅自舉行課程。否則，計劃辦事處有權不向服務機構發放有關班別的課程費用。
- 5.9 在接獲計劃辦事處的確認開班通知後，服務機構應主動聯絡學員名單內所列的學員，確定及提醒他們如期上課。若服務機構得悉有學員退出課程，服務機構應盡快登入計劃網上系統為該學員辦理退出課程手續，以騰出學位讓其他學員報讀。

- 5.10 服務機構不可擅自調動學員到其他班別或課程。如服務機構在未徵得計劃辦事處批准下擅自調動學員至其他班別或課程，計劃辦事處將不會發放有關學員的課程費用。
- 5.11 詳細的流程請參閱附件 P3A。

6. 取消課程

- 6.1 有關因收生不足而導致課程被取消的情況，請參閱本章第 5 節。
- 6.2 若課程的報讀人數於截數日已達最低開班人數，並獲計劃辦事處確認如期開辦，但其後卻因學員退出或其他特殊原因，以致課程的報讀人數跌至少於 5 人（即 4 人或以下），服務機構可於開班日期前最少 4 個工作天，向計劃辦事處遞交表格 P4，申請取消課程。
- 6.3 若課程早前已按本章第 5.4 或 5.5.2 節，獲計劃辦事處批准調低最低開班人數，則有關課程的報讀人數必須少於 5 人或已獲調低的最低開班人數，兩者以較低者為準，服務機構才可於開班日期前最少 4 個工作天，向計劃辦事處遞交表格 P4，申請取消課程。
- 6.4 所有按本章第 6.2 或 6.3 節取消的課程，必須獲計劃辦事處批准後方可作實。任何情況下，服務機構都不可在未獲計劃辦事處書面同意前，擅自取消課程，或將兩個或以上的課程合併舉辦。此外，服務機構在獲准取消課程後，務必立即通知所有已報讀有關課程的學員。
- 6.5 詳細的流程請參閱附件 P3A。

7. 增加課程班別

- 7.1 如服務機構於個別季段獲批核的課程班別不敷應用，而服務機構又成功透過其網絡招募了合資格的學員參加該課程，服務機構可向計劃辦事處申請增加課程班別。服務機構須在開班日期前不少於 8 個工作天向計劃辦事處提交申請（表格 P5A），並獲批准後方可作實。

4. 確定開辦課程

- 4.1 招聘講座結束後，計劃辦事處會審核已獲僱主揀選的青年人／計劃學員的入讀課程的資格，以確定合資格報讀相關度身訂造培訓課程的學員人數。
- 4.2 無論服務機構是否有按本章第 2.6 節向計劃辦事處申請上調課程的最高報讀名額，度身訂造培訓課程的最低開班人數劃一為 8 人。
- 4.3 若合資格報讀課程的人數已達最低開班人數（即 8 人），計劃辦事處會以書面通知服務機構，確認有關課程將如期開辦。按此情況開辦的課程（即服務規格第 17.2(f)條），其課程費用將以實際出席人數或 5 人計算，兩者以較高者為準。【請參閱本手冊第七章第 3.1 及 3.3 段】
- 4.4 若合資格報讀課程的人數未達最低開班人數，但服務機構仍希望如期開辦有關課程，服務機構可於招聘講座結束後 3 個工作天內，以書面向計劃辦事處提出申請，並同時調低該課程的最低開班人數。否則，課程將因收生不足而取消。按此情況開辦的課程（即服務規格第 17.2(g)條），其課程費用將以實際出席人數計算。【請參閱本手冊第七章第 3.1 及 3.4 段】
- 4.5 課程獲確認開辦後，計劃辦事處將在課程開班日期前最少 1 個工作天，向服務機構提供課程的學員名單（樣本見附件 P6）。服務機構應盡快聯絡及確認學員將出席課程。
- 4.6 由於學員名單在開班前仍有可能更新，服務機構務必在開班前登入計劃網上系統下載最新的學員名單。
- 4.7 任何情況下，服務機構都不可在未接獲計劃辦事處的確認開班通知前，擅自舉行課程。否則，計劃辦事處有權不向服務機構發放有關班別的課程費用。
- 4.8 服務機構亦不可擅自調動學員到其他班別或課程。如服務機構在未徵得計劃辦事處批准下擅自調動學員至其他班別或課程，計劃辦事處將不會發放有關學員的課程費用。
- 4.9 詳細的流程請參閱附件 P3B。

- 3.2.2 如現有第一類及第二類學員報讀課程，則只須遞交已填妥的學員申請表 - 附表（第三類申請人之服務機構適用）（樣本見附件 P7B），並於「職場特訓班 - 學員資料總表」（表格 P11）填上學員編號即可。
- 3.2.3 如現有第三類學員報讀課程，則無須再次遞交文件，請於「職場特訓班 - 學員資料總表」（表格 P11）填上學員編號即可。
- 3.2.4 職場特訓班課程，只可接受屬同一類服務對象的學員報讀。學員不得同時報讀兩個上課日子相同的課程。
- 3.2.5 如機構並非計劃下的個案管理服務機構，便須先與計劃的個案管理服務機構接洽，以確保新加入計劃的學員可在計劃下接受合適的個案管理服務。

4. 確定開辦課程

- 4.1 在收到服務機構遞交的資料後，計劃辦事處會審核由服務機構轉介的青年人的入讀課程的資格，以確定合資格報讀相關職場特訓班課程的學員人數。
- 4.2 無論服務機構是否有按本章第 2.4 節向計劃辦事處申請上調課程的最高報讀名額，職場特訓班課程的最低開班人數劃一為 6 人。
- 4.3 如合資格報讀課程的人數已達 6 人，按此情況開辦的課程（即服務規格第 17.3(g)條），其課程費用將以實際出席人數或 4 人計算，兩者以較高者為準。【請參閱本手冊第七章第 4.1 及 4.3 段】
- 4.4 如合資格報讀課程的人數未達 6 人，但服務機構仍希望如期開辦有關課程，服務機構可於遞交報讀課程的學員資料時，以書面向計劃辦事處提出申請，並同時調低該課程的最低開班人數。否則，課程將因收生不足而取消。按此情況開辦的課程（即服務規格第 17.3(h)條），其課程費用將以實際出席人數計算。【請參閱本手冊第七章第 4.1 及 4.4

段】

- 4.5 課程獲確認開辦後，計劃辦事處將在課程開班日期前最少 1 個工作天，向服務機構提供課程的學員名單（樣本見附件 P6）。服務機構應盡快聯絡及確認學員將出席課程。
- 4.6 由於學員名單在開班前仍有可能更新，服務機構務必在開班前登入計劃網上系統下載最新的學員名單。
- 4.7 任何情況下，服務機構都不可在未接獲計劃辦事處的確認開班通知前，擅自舉行課程。否則，計劃辦事處有權不向服務機構發放有關班別的課程費用。
- 4.8 服務機構亦不可擅自調動學員到其他班別或課程。如服務機構在未徵得計劃辦事處批准下擅自調動學員至其他班別或課程，計劃辦事處將不會發放有關學員的課程費用。
- 4.9 詳細的流程請參閱附件 P3C。

5. 增加課程班別

- 5.1 如服務機構獲批核的課程班別不敷應用，而服務機構又成功透過其網絡招募了合資格的青年人參加課程，服務機構可按本章第 2 節，先向計劃辦事處提交項目計劃書。
- 5.2 服務機構必須在不少於開班日期 8 個工作天前，利用表格 P5C 向計劃辦事處申請增加課程班別，並同時遞交報讀有關課程的學員資料。計劃辦事處會在批准服務機構的增加課程班別申請後，才向服務機構發出確認開班通知及提供課程的學員名單。
- 5.3 所有獲准增加的課程班別，其服務費用必須按合約附表 B 內所列的服務費用為計算單位，而課程亦必須符合所有合約的條款及要求。
- 5.4 請注意，所有按本章第 5.2 節增加的課程班別的服務費用均會被視作合約更改的累積價值。一般而言，有關的累積價值不應超過原來合約價值的 50%。

Review of Employment Services Ambassador Programme for Ethnic Minorities

Purpose

This report summarises and reviews the implementation and effectiveness of the pilot Employment Services Ambassador Programme for Ethnic Minorities (the Programme) since its launch in September 2014.

Background

2. The Labour Department (LD) launched in September 2014 the Programme, under which ethnic minority (EM) trainees¹ of the Youth Employment and Training Programme (YETP) are employed as employment services ambassadors (ESAs) for six months. The objectives of the Programme are to enhance the employability of EM young people through on-the-job training on one hand while helping LD to strengthen its provision of employment services to EM job seekers on the other.

3. As the response to the Programme has been positive so far, LD launched phase two and three of the Programme in March 2015 and September 2015 respectively. A total of 48 YETP trainees have been employed as ESAs under these three phases of the Programme. Background information of these ESAs is at *Appendix 1*.

4. The estimated expenditure on the Programme in 2015-16 is about \$1.65 million, which includes payment for the salary and benefits of ESAs, expenditure for training programmes, training allowance for the trainees, etc.

Scope of review

5. Having been put on trial for a year, we consider it should be the opportune time to conduct a review to look into the operation experience and evaluate the implementation and effectiveness of the Programme. The review

¹ Non-EM trainees who can communicate in EM language will also be considered.

covers the following aspects:

- I. Promotion of the programme among EM communities and recruitment of ESAs
- II. Pre-employment and in-service training
- III. On-the-job training
- IV. Difficulties encountered in implementation
- V. Effectiveness of the programme
- VI. Views from stakeholders

I. Promotion of the Programme and recruitment of ESAs

6. Employment Services Division (ESD) and the Youth Employment Division (YED) have made a joint effort in promoting the Programme among EM communities and sourcing suitable candidates for appointment. Apart from making use of the mass publicity channels such as the website and mobile app of LD's Interactive Employment Service (iES), YETP website/ Facebook, posters displayed at job centres/ selected housing estates/ YETP service providers, the two divisions have made special promotion efforts targeted specifically at EM communities.

7. For the past three recruitment exercises, we reached out to EMs through a variety of channels, including establishments/ non-governmental organisations (NGOs) serving EMs, dedicated web page for EMs at iES, SMS/ emails sent to eligible YETP trainees and ESD registrants, social and family networks of serving and former ESAs, publicity leaflets distributed at mosques/ grocery shops/ food establishments serving EMs, Chungking Mansions, etc. Continuous attempts have been made to identify new locations or channels to appeal to EM communities. In early 2015, LD was approached by TVB for identifying a suitable ESA to appear in their public affairs programme "Sunday Report" (星期日檔案), featuring as one of the cases on lives of EMs in Hong Kong. The story of the identified ESA, which was fairly and positively presented in the episode, has also helped enhance the popularity of the Programme.

8. ESD and YED collaborated to hold a recruitment day for each batch of ESAs. There were 31, 26 and 40 EMs attending the three recruitment days on 31 July 2014, 28 January 2015 and 10 July 2015 respectively. Selection interviews were conducted by Assistant Labour Officers or Clerical Officers of ESD. The entry requirements of ESAs are set out in *Appendix 2*.

II. Pre-employment and in-service training

9. To equip ESAs with relevant work knowledge and skills, a series of pre-employment and in-service training were provided for them.

Pre-employment training

10. Prior to the commencement of the on-the-job training, the trainees would undergo an 8-day (48-hour) pre-employment training arranged by YETP. The training covered self-understanding and career planning, work ethics, interpersonal communication and team building, stress and emotional management, job search/ interview skills, briefings on employment traps/ Employment Ordinance, etc.

In-service training

11. Having considered their background and work nature, a wide range of training courses on Chinese, vocational skills and anti-discrimination legislation were arranged for ESAs. Details are at **Appendix 3**. In general, ESAs showed positive responses to the training arrangements and found the training, in particular the Chinese courses useful in boosting their employability.

III. On-the-job training

12. During the six-month on-the-job training, ESAs were mainly responsible for facilitating effective communication with EM job seekers and handling general clerical duties. Their duty list, which took effect from September 2015 and is applicable to the third batch of ESAs, is at **Appendix 4**. Among other minor revisions, the scope of their duties has been expanded to incorporate a new task of publicising the Work Incentive Transport Subsidy (WITS) Scheme to EM visitors of the job centres².

² The A.I.M. Group of the Catholic Diocese of Hong Kong – Diocesan Pastoral Centre for Workers (Kowloon) made a submission to the Legislative Council (LegCo) Secretariat after the meeting of LegCo Manpower Panel on 10 February 2015, indicating the difficulties EMs faced when applying for WITS and requesting LD to implement improvement measures to facilitate EMs to make WITS applications. In this regard, duties of the third batch of the ESAs have been expanded to cover promotion of WITS Scheme to EM visitors in job centres.

13. Apart from other general clerical duties, ESAs offered effective assistance in organizing large-scale and district-based job fairs targeting at EMs. In addition to availing themselves of their own network to refer relatives and friends to participate in job fairs, ESAs assisted in promoting the job fairs among EM communities by establishing contacts with places of worship like Hindu/Sikh temples, masjids and mosques as well as grocery shops run by EMs. Some ESAs also assisted in translating the promotional materials into different EM languages and rendered on-site support in job fairs, in particular handling enquiries from EM job seekers.

14. To enrich their work portfolio, job centres also fine-tuned the work procedures to facilitate the ESAs who knew little Chinese to take up duties that involved reading Chinese such as updating job cards. Depending on individual ESA's level of Chinese proficiency, some job centres trained them to categorise the job cards by job codes, instead of job titles while other job centres assisted and taught the ESAs to identify common Chinese job titles.

IV. Difficulties encountered in implementation

15. With one year's operation experience in implementing the Programme, the following major difficulties have been identified:

- (a) sourcing sufficient number of candidates to participate in the Programme in view of the tendency of EM communities to find jobs through personal network;
- (b) arranging Chinese training for ESAs who have very diverse education background and levels of Chinese proficiency;
- (c) accommodating various cultural and religious customs of different ethnic groups which may cause disruption to ESAs' daily work³; and
- (d) the generally low Chinese standard of ESAs which may hinder their integration into the workplace and provision of services to the general public.

³ For instance, some ESAs who are devoted Muslims need to pray during office hours or to attend religious gatherings on Friday afternoons. Some female ESAs are hesitant about serving clients of opposite sex. Some have requested to take a long period of no-pay leave for joining pilgrimage trip to Mecca or attending funeral service of relatives in their home country.

16. Job centres endeavored to overcome the above challenges in a number of ways such as deploying special promotional tactics targeted at EM communities, motivating ESAs to attend training, exercising flexibility in making work arrangements and affording reasonable accommodation to address the needs of ESAs, translation of important internal reminders and documents into English, assignment of suitable mentors with good English standard to ESAs, arranging and organising cultural sensitivity training for the staff and training on work culture in Hong Kong for ESAs⁴, etc. While respecting the religious or cultural differences of EM staff, we are also mindful of the need to ensure a consistent supervisory standard among all staff regardless of their ethnic origin.

V. Effectiveness of the Programme

17. To evaluate how far the Programme has achieved its two-fold objectives, the review would focus on ESD's performance indicators in respect of EM registrants and the employment situation of the first two batches of ESAs who intended to seek further employment upon completion of the on-the-job training.

Strengthened services for EM job seekers

18. In terms of EM registrants, job referrals made and results of EM surveys, there are notable percentage increases after the implementation of the Programme, albeit the figures in absolute terms may not be very impressive. The major figures are as follows:

- (a) From September 2014 to August 2015, a total of 1 017 EM job seekers registered for LD's employment services (+19.8% when compared with the preceding 12 months, amidst the trend of a drop in the overall number of job registrants), of whom 80 secured employment through LD's referral services (+25.0% when compared with the preceding 12 months).
- (b) From September 2014 to August 2015, a total of 1 779 job referrals were made for EM job seekers (+42.0% when compared with the

⁴ Such training includes those staged by the Centre for Harmony and Enhancement of Ethnic Minority Residents (CHEER) of Hong Kong Christian Service, Civil Service Training and Development Institute and LD during the ESD/EIPD Seminar in January 2015.

preceding 12 months), of which 514 referrals were made at the district-based thematic job fairs (+170.5% when compared with the preceding 12 months⁵).

- (c) Job centres reached a total of 577 EM job seekers (who registered for ESD's services from Q3 2014 to Q2 2015⁶) to conduct questionnaire surveys and follow up on their employment situation, representing an increase of 16.8% when compared with the preceding four quarters.

19. The upward trends in the above indicators reflect to a certain extent both the efforts of job centres and positive outcome of the Programme in strengthening the promotion and provision of LD's employment services to EM job seekers.

Employability of ESAs

20. Before taking up this on-the-job training, it was observed that most ESAs did not have much clerical work experience and some ESAs were yet to develop a sense of work commitment. The six-month on-the-job training provided a real work setting for ESAs, not only to enrich their work profiles but also facilitate them to realize their own strengths and weaknesses so as to put up a more pragmatic career plan.

21. Among the first batch of 15 ESAs, 11 successfully completed the six-month on-the-job training⁷. For these 11 ESAs, eight had found work and the remaining ESAs either decided to leave Hong Kong for family matters or pursued further study. Among the 17 ESAs of the second batch, seven⁸ had found work while four would pursue further studies and six⁹ had no intention to find work for the time being due to personal or health reasons. In gist, all ESAs of the first and second batches who intended to enter the labour market had successfully found a job.

22. With intensive coaching and guidance of the mentors and other staff of

⁵ The first district-based thematic job fair for EMs was organised on 29 October 2013.

⁶ EM surveys are conducted among the EM job seekers who have registered for ESD's services one quarter after the time of their registration.

⁷ The remaining four ESAs resigned prematurely on grounds of taking up other jobs or pursuing further studies.

⁸ Including one who resigned prematurely

⁹ Including two who resigned prematurely

job centres, we are of the view that most ESAs enhanced their employability during the six-month on-the-job training. They built up self-confidence; acquired work skills by having hands-on experience in clerical/ customer service duties and cultivated proper work ethics.

Increased cultural sensitivity among staff of ESD

23. ESD has all along been providing cultural sensitivity training for its staff, mostly in the form of talk/ seminar. Implementation of the Programme has in effect broadened the staff's perspective on the culture and customs of different ethnic groups, bringing a more inclusive work culture in job centres and enhancing their sensitivity in serving EM job seekers.

VI. Views from stakeholders

24. LD has made continuous efforts to publicise the ESA Programme and engage the stakeholders such as NGOs serving EMs, EM groups and members of the Legislative Council (LegCo) in the course of its implementation. During the process, LD have received five submissions on relevant issues from the A.I.M Group of the Catholic Diocese of Hong Kong – Diocesan Pastoral Centre for Workers (Kowloon)(A.I.M. Group); and attended meetings arranged by the LegCo¹⁰, a LegCo member¹¹, Home Affairs Department (HAD)¹² and Hong Kong Council of Social Service (HKCSS)¹³ during which implementation of the Programme had been discussed. The major views and suggestions collected are consolidated as follows:

- (a) The stakeholders were generally supportive of the Programme.

¹⁰ The then AC(ES) attended a LegCo closed-door case conference, which had been set up in response to a submission of A.I.M. Group, on 23 July 2014 when the Programme was first introduced to the LegCo members. On 19 May 2015, CL and AC(ES) attended the LegCo Manpower Panel meeting to deliberate on the latest development of LD's employment services, during which Hon CHEUNG Kwok-che and Hon LEE Cheuk-yan urged LD to address the concerns over the employment support for EMs.

¹¹ Hon TANG Ka-piu and representatives of the A.I.M. Group met AC(ES) on 2 July 2015 to discuss the employment services of LD for EM job seekers, including implementation of the Programme.

¹² Representatives of LD gave a presentation on the Programme to members of the Committee on the Promotion of Racial Harmony of HAD on 21 July 2015.

¹³ Representatives of LD attended meetings of the EM Network of HKCSS (of which the A.I.M. Group was also a member) on 10 July 2014 and 6 August 2015 and gave briefings on LD's services for EMs and the Programme.

- (b) Some were of the view that LD should consider extending the period of the on-the-job training to one year, regularising the pilot Programme into a recurrent project, or converting the trainee posts to permanent ones.
- (c) Some reflected that the age limit of the ambassadors should be removed so that LD could engage those mature EMs to serve middle-aged EM job seekers.

25. On the other hand, we have received negative feedback and a query on the justifications of employing ESAs to serve job seekers who are mostly conversant with Chinese only¹⁴.

Assessment of the stakeholders' proposals

26. Regarding the duration of on-the-job training, we consider that a six-month period for the ESA post is appropriate in the light of its job nature and complexity. The duration is also on a par with similar training posts approved under YETP. More importantly, the current arrangement can allow more EM youngsters to join the Programme to gain work experience and exposure to local work culture, which are key to sustainable employment in the open market. With more EMs joining the Programme, we can also potentially reach out to more EM communities through these EMs' personal network.

27. Given the population of EMs¹⁵ in Hong Kong and the number of EM job seekers we are serving (which occupies around 1.5% of all registrants), it would be very difficult to justify the employment of additional EM staff in job centres. We need to be wary of the sentiments of other job seekers, especially those from the vulnerable groups such as new arrivals and persons with disabilities, over the seemingly unfair allocation of resources geared towards EM communities. As all job centres and recruitment centres have been stationed with ESAs, under the current labour market situation, if we are to employ permanent EM staff on non-civil service contract (NCSC) basis to work

¹⁴ An anonymous letter from a non-EM job seeker was received in October 2015, alleging that his/ her request for assistance had been denied by an ESA who could only speak English. The complainant was also perplexed by the employment of ESAs who could not communicate in Chinese to work in a job centre where the overwhelming majority of its visitors were Chinese.

¹⁵ Based on the 2011 Census, after discounting foreign domestic helpers, EMs accounted for 2.9% of Hong Kong's total population while South Asian EMs accounted for 0.9% only.

in these centres, we will have to reduce at least a corresponding number of ESAs engaged. While employing a permanent staff would ensure long-term employment for that individual EM and it would lighten LD staff's burden in providing on-the-job training to ESAs on a recurrent 6-month cycle basis, it will, on the other hand, reduce the number of EMs that can benefit from the Programme. As stated in paragraph 21 above, all ESAs who intended to enter the labour market after finishing the Programme successfully found a job. Therefore, employing a permanent EM staff would potentially reduce the chances of at least several EMs in gaining open employment.

28. It is anticipated that employing a permanent EM staff would not reduce NGOs' pressure on LD. There would still be continuous requests to employ more EM permanent staff (as the effect of having only one or two EM permanent staff in our 15 job centres/ recruitment centres could be minimal); to employ EMs of different ethnicity to serve job seekers of their respective EM groups; to convert the NCSC EM posts which offer no career prospect to the post holders to civil service posts, etc. Having considered that the launching of the Programme has already addressed to a large extent NGOs' concern over LD's capacity in serving EM job seekers and having carefully weighted the pros and cons of engaging EM staff on a permanent basis, we are of the view that we should continue to operate the Programme and not to pursue the employment of EM NCSC staff.

29. Likewise, we do not see the need to engage middle-aged EMs on top of the present staff line-up at job centres. The present mode of delivering services to EM job seekers is a three-pronged mechanism which comprises (1) ESAs who handle general enquiries of EM visitors to job centres or job fairs in their EM language, (2) local employment officers who are acquainted with local employment market and job search skills to offer personalised employment advisory service to EM job seekers in English, and (3) professional interpretation services provided by the CHEER or other relevant NGOs which are available through telephone or on site (during the inclusive job fairs targeting at EMs). Each constituent plays a complementary role and the arrangements are as a whole effective in meeting the needs of EM job seekers, regardless of their age, sex, education and employment history.

Conclusions and recommended way forward

30. To conclude, the above analyses of the stakeholders' views and evaluation on the effectiveness of the Programme provide good grounds for the furtherance of the Programme. We therefore do not recommend any major changes in the mode of engaging EMs for the provision of LD's employment services in the near future, in particular detachment from the on-the-job arrangements under YETP.

31. On the other hand, we have noted that quite a number of ESAs did not intend to join the labour market upon completion of the on-the-job training. In this regard, we would strengthen our efforts to encourage ESAs to make better use of the personalised employment advisory services available in job centres, such as meeting with the employment officers to obtain job search advice and information on training/ retraining courses, receiving career aptitude assessment, etc., so as to boost their confidence and motivation to obtain gainful employment in the open market.

Employment Services Division
November 2015

Gender and Nationality of ESAsFirst batch

Nationality	Male	Female	Total
Pakistani	5	8	13
Indian	1	-	1
Chinese*	1	-	1
Total	7	8	15

Second batch

Nationality	Male	Female	Total
Pakistani	6	6	12
Nepalese	3	1	4
Filipino	1	0	1
Total	10	7	17

Third batch

Nationality	Male	Female	Total
Pakistani	4	9	13
Filipino	0	1	1
Nepalese	0	1	1
Chinese*	0	1	1
Total	4	12	16

* The Chinese ESA can communicate in Thai.

**Entry Requirements of
Employment Services Ambassador for Ethnic Minorities**

	Requirement	Reason for such requirement
Education Attainment	Completing Form 5 Level or equivalent	Same educational requirement for existing Service Ambassador
Language Ability	Able to communicate in <u>either</u> English or Chinese in written and spoken forms	<ul style="list-style-type: none"> • To communicate with co-workers and non-EM job seekers • To read circulars/notices in the office or instruction manual for using facilities in JC • The applicant has to fill in application form when applying the job as a Service Ambassador and to assist members of the public in filling registration forms
	Be proficient in one of the following languages in written and spoken forms: <ul style="list-style-type: none"> • Hindi • Indonesian • Nepali • Tagalog • Thai • Urdu • Punjabi 	To communicate with EM and provide interpretation service

	Requirement	Reason for such requirement
	Ability to speak or write in a third language which is either Chinese or English will be an advantage	To provide additional channels of communication with job seekers
Computer Literacy	<ul style="list-style-type: none"> • General computer and internet knowledge • Having knowledge in word processing in English and South Asian language(s) 	<ul style="list-style-type: none"> • To teach members of the public to use iES • To assist in production of publicity materials in South Asian language(s)
Others	With initiative and patience to serve the public and communicate with people	<ul style="list-style-type: none"> • Same requirement for existing Service Ambassador
	Preference for those who understand EM culture/ practices	<ul style="list-style-type: none"> • Better understand and serve EM job seekers' needs
	May work in different locations and/or outdoor	<ul style="list-style-type: none"> • To assist in job fairs organized by other job centres or EIPD • To reach out to the EM communities

In-service Training for Employment Services Ambassadors

1. Chinese courses provided by Employees Retraining Board

To enable ESAs to be capable of understanding and communicating in simple Cantonese in daily life and the workplace, as well as reading and writing simple sentences in Chinese, day-time release (either whole day or half day) was granted to ESAs to attend a series of Chinese courses conducted by the training bodies of the Employment Training Board as follows:

- Foundation Certificate in Vocational Cantonese I (Daily Life) for Non-Chinese Speakers
- Foundation Certificate in Vocational Cantonese III (Workplace) for Non-Chinese Speakers
- Foundation Certificate in Workplace Chinese (Reading and Writing)I for Non-Chinese Speakers

ESAs would receive a certificate for each course on attaining an attendance of at least 80% and having a pass in the course assessment.

2. “Integrity at Work” by the Independent Commission Against Corruption

To promote integrity at work and equip ESAs with knowledge of the work of the Independent Commission Against Corruption (ICAC), ICAC was invited to give a talk to the first batch of ESAs on “Integrity at Work” on 8 October 2014.

3. “Anti-discrimination Legislation on Employment” by the Equal Opportunities Commission

To enrich ESAs’ knowledge on the anti-discrimination legislation in Hong Kong, the Equal Opportunities Commission (EOC) delivered a briefing to the second batch of ESAs on 28 July 2015 on “Anti-discrimination Legislation on Employment”, outlining the four anti-discrimination ordinances and the role of EOC.

4. ESD/EIPD Seminar

The annual ESD/EIPD Seminar serves as a platform for providing vocational training to all staff of both divisions. The first batch of ESAs attended the seminar in January 2015, in which three thematic talks were held, namely “Understanding Ethnic Minorities”, “Comprehending Personal Data (Privacy) Ordinance” and “Quality Sleep for Better Work Efficiency”.

Duty list of Employment Services Ambassadors

1. To assist in manning the reception counter, handling enquiries from job seekers, in particular ethnic minority (EM) job seekers, on employment services of ESD and assist members of the public in filling forms;
2. To assist members of the public, in particular EM job seekers, to use various facilities in JCs;
3. To assist in preparing or disseminating publicity materials on employment services of LD and publicising the Work Incentive Transport Subsidy (WITS) Scheme to the EM communities;
4. To render on-site assistance in job fairs by performing duties such as setting up venue, manning counter, distributing form/chit, performing crowd control, handling enquiries from the public, in particular EM job seekers, or facilitating communication with EM job seekers;
5. To assist in establishing contact and maintaining liaison with members of the EM communities to promote the employment service of the department;
6. To assist in discharging general clerical duties in office such as photocopying, data entry or filing matter; and
7. To assist in conducting questionnaire survey and telephone follow up with EM job seekers.

Report of the Working Group on Registration Study

Introduction

1. Job seeker (JS) registration was once a prerequisite for acquiring employment services of Labour Department (LD). Given the introduction of open-up vacancies, able-bodied JSs can get access to the pool of vacancies and arrange job interviews on their own without registration. Thus, the registration figure is becoming an illusive indicator to the actual JS population we served.
2. Against such background, a working group comprising LO(ES)(TM), ALOI(EOS)(TSW)2, ALOII(ES)(IS)2, ALOII(ES)(TM)1, ALOII(ES)(TW)1 and ALOII(ES)(TC)2 was formed to explore measures that can provide a more realistic representation of able-bodied JS population receiving employment services of LD. After reviewing the current registration system and the practices of Singapore and the United Kingdom, three options were identified.

Options Identified

Option I: Enhancing the existing “Online Application” function of iES to capture active online users who do not register before.

3. At present, online application is a function exclusively available to registered employer (ER) members of iES. ERs who accept online application can get access to registered JSs’ resume through iES if the registered JSs submitted application online. Considering the trend of job search by electronic means and making reference to prominent job search websites, the working group proposed to **enhance the online application services on iES, make it an convenient and effective mode of job application** by (i) opening online application function to all kinds of vacancies and (ii) introducing incentives to attract more online users to register on iES for using the function. The mechanism proposed is similar to the current function of ER selecting JS online that registered JS can apply for job online by clicking “online application”, after which the brief information of the JS will be extracted from the respective iES registration and made ready for download by ER.

4. To attract more JSs to use the enhanced online application function on iES, six incentives were suggested:

1	Application status check	Status of application, e.g. “Application sent”, “Application read”, “Successful”, can be checked.
2	“People also viewed” feature	A list of similar jobs viewed by other JSs will be displayed.
3	Other openings of the same company	Other current openings of the company will be shown.
4	Ask ER questions	Registrants can ask ER questions about the jobs or the company.
5	ER words	A brief description of the company prepared by the ER will be shown.
6	“Clip jobs” function	Registrants can clip a number of jobs they like and store them in “My clip jobs”.

Option II: Introducing a brand new “Two-tier Registration System”.

5. Stemmed from the study on the current registration system in which the functions of registration are (i) for targeted promotion, (ii) for job matching, (iii) for participation in employment programmes, it was proposed to stratify the registration in two tiers for encouraging JSs to register in a convenient manner.
6. For the first tier registration (a skeleton registration), “JobConnect” and “Telephone Registration” would be introduced. By giving very brief contact information via either a JobConnect card, iES or by phone, JSs could receive promotional information such as job fair information, vacancies send-for, and use the Telephone Employment Service (TES).
7. For the second tier registration (a full registration), a revamp of the JS registration form (LES1A) was proposed. A simplified and reorganised LES1A might make registration more user friendly and reconcile with the functions of registration. The concept of “Wish List” would also be introduced for more effective job matching.

Option III: Serving job seekers without job seeker registration.

8. Job centres (JCs) would act as a hub for providing self-help service to majority JSs in which registration would not be necessary at all. For JSs with special needs, transaction-based semi-self-help service would be provided and no information would be kept as registration record.

Consultation on options identified

9. A presentation cum consultation session was conducted on 16.10.2018 to canvass comments on the proposed options. The views and concerns shared by participants including AC(ES), SLO(ES)(O), SLO(ES)(P), SLO(ES)(OSS), SLO(ES)(C), SLO(EIP) and LOs of ESD are summarised as below:

Issues	Views and comments
Option I	
Opening online application to all vacancies	<ul style="list-style-type: none"> ● Online application would be convenient to JSs, by which more JSs might register for using such function. ● For EMJSs, applying jobs online would be particularly beneficial as language barrier has been a hindrance to them. ● Might consider requesting ERs receiving email applications to adopt online application mandatorily. ● It might be difficult to forecast the magnitude of increase in number of registration with the enhanced online application function.
The six incentives of online application	<p><i>Incentive 2 & 3: “People also viewed” & “Other openings of the same company”</i></p> <ul style="list-style-type: none"> ● JSs might compare vacancy information easily which would probably lead to more complaints and enquiries. <p><i>Incentive 4: “Ask ER questions”</i></p> <ul style="list-style-type: none"> ● More enquires and complaints would be expected for lateness or failure to respond or improper responses from ERs. ● ERs might not be able to cope with the overwhelming questions which in turn would undermine their willingness to use online application. ● Mechanism to avoid abuse of the functions should be considered. <p><i>Incentive 5: “ER words”</i></p> <ul style="list-style-type: none"> ● Workload implication was envisaged for vetting the brief description submitted by ERs.
Option II	
JobConnect	<ul style="list-style-type: none"> ● Given the incentives for joining JobConnect were for receiving promotional material and using TES, the attractiveness would be in doubt as people were not keen on receiving promotional information nor using TES nowadays. ● It would be difficult for staff to deliver job referral / job matching service for JobConnect registrants without the information such as qualifications, work experiences and job preferences. ● Information collected would not be sufficient for conducting

	<p>JPS and other targeted send-for, such as EPEM send-for, SMS send-for, etc. It was suggested capturing more information, such as date of birth, job preference, etc. on the JobConnect.</p> <ul style="list-style-type: none"> ● The effectiveness of altering the existing registration system enormously for acquiring limited number of new registrations should be prudently considered.
Telephone Registration	<ul style="list-style-type: none"> ● It would be challenging for staff to conduct registration by phone for the following reasons: <ul style="list-style-type: none"> ➢ It would be difficult to obtain the oral declaration from JSs that they were legally employable in Hong Kong as the issues involved were complicated. ➢ Given the lack of recording system in JCs and TESC, we could not retrieve record to verify JSs' declaration or any other information provided. In fact, there would be other operational concerns which required further deliberation if telephone recording systems were installed. ➢ The PDPO statement would be too lengthy for frontline staff to read it out at every registration, and JSs might not have the patience to listen through the PDPO statement to complete the registration. ● Work procedures needed to be refined and practicability of the proposal be further considered.
Revamp of LES1A	<ul style="list-style-type: none"> ● A simplified LES1A form would be more user-friendly and tie in better with the functions of registration.
Option III	
	<ul style="list-style-type: none"> ● Not feasible as most of the current services could not be delivered and no statistics could be captured to evaluate the effectiveness of our services.
Other comments	
	<ul style="list-style-type: none"> ● The number of registrants would fluctuate with the economic cycle. Adopting any measures to extend the valid period of registration solely for the purpose of increasing the number of live registrants would pose unnecessary burden to us, in particular, during economic downturn with soaring unemployment rate. ● Other performance indicators, such as page view of iES, could be adopted to replace the number of registrants as the one of the key performance indicators. ● Might explore the possibility of allowing online application without registration and capture the number of online applications as a performance indicator. ● All details of different proposed incentives under the enhanced online application services on iES should be studied thoroughly before its actual implementation.

Recommendations

10. Having regard to the comments gathered, the working group proposes to work further on “**Online Application**” and “**Revamp of the LES1A**” as detailed below, with a view to encouraging and facilitating active service users to register so that a more realistic representation of able-bodied JSs receiving our employment services could be captured.

Online Application

11. The working group shares the views that the enhanced online application function would be a convenient service to JSs and it could attract non-registrants to register on iES for such service. Major concerns are how effective it could be in reflecting the actual JS population we served, and the operational challenges brought by the proposed incentives to be introduced.
12. To ensure the number of registrations through the enhanced online application function is more close to the actual population of able-bodied JSs we served, the working group recommends **making online application become mandatory for those vacancy orders accepting applications through email by JSs.**
13. To allow the swift implementation of the enhanced online application function on the one hand and sufficient time for resolving the operational challenges of those more complicated and controversial issues on the other, the working group also recommends **launching the enhanced online application function by phases, namely putting in place the basic and less controversial items, i.e. incentives 1: “Application status check” and incentive 6: “Clip jobs” as soon as possible, leaving the remaining incentives 2 to 5 be launched after thorough deliberation at a later stage in which incentive 4: “Ask ER questions” and incentive 5: “ER words” would become optional.**

Revamp of LES1A

14. To make the JS registration form more user friendly and congruous to the functions of registration more effectively, the working group recommends **adopting the revised version of LES1A form as at Appendix.**

**Review on performance of
the Recruitment Centre for the Retail Industry (RCRI) and
the Recruitment Centre for the Catering Industry (RCCI)**

In view of the downward trend in the number of job seekers attending job fairs at RCs, we have mapped out a three-pronged strategy to tackle the situation. In what follows, we would try to dig out the reasons behind the downward trend and map out our strategy to tackle the situation in light of the tight labour market.

Discrepancies in the Number of Retail and Catering Vacancies between RCs and EIPD

The employers staging job fairs at RCs are large or medium-sized employers which have to meet the minimum threshold of offering at least 10 vacancies in each job fair. Thus, the statistics of RCs cannot reflect the whole picture of LD which also allows small employers to post job advertisements on iES.

General Observation

In 2017, there were decreases of 19.9% and 33.8% in the number of participants of job fairs at RCCI and RCRI respectively compared with the figures in 2016 while the number of participants at the district-based job fairs of JCs also dropped by 26.9%.

Age Profiles of Job Seekers at RCCI and RCRI

LESS statistics indicated that young job seekers aged 15 to 29 formed a significant proportion of job seekers at RCRI (71.2% in 2015, 69.3% in 2016, 60.7% in 2017) while young job seekers aged 15 to 29 formed a smaller proportion of total job seekers at RCCI (54% in 2015, 43.3% in 2016, 38.4% in 2017). As such, RCRI would be hardest hit if there was a drop in youth population coupled with the tight labour market situation in Hong Kong.

Analysis on the Downward Trend in the Number of Job Seekers Attending Job Fairs at RCCI and RCRI

The downward trend in the number of job seekers attending job fairs at RCCI and RCRI might be due to a number of factors, including the demographic change, increasing educational opportunities for the young, nature of jobs in the catering and retail sectors, tight labour market situation and the changing job-seeking behaviour of job seekers.

Demographic Change and Increasing Educational Opportunities for the Young

Statistics collected by the Census and Statistics Department in the 2016 Population By-census showed that youth population (persons aged 15-24) had been declining for 30 years from 1986 to 2016 (Table A below).

圖 3.1 1986 年至 2016 年的青年數目（不包括外籍家庭傭工）及比例
 Chart 3.1 Number and proportion of youths (excluding foreign domestic helpers), 1986-2016

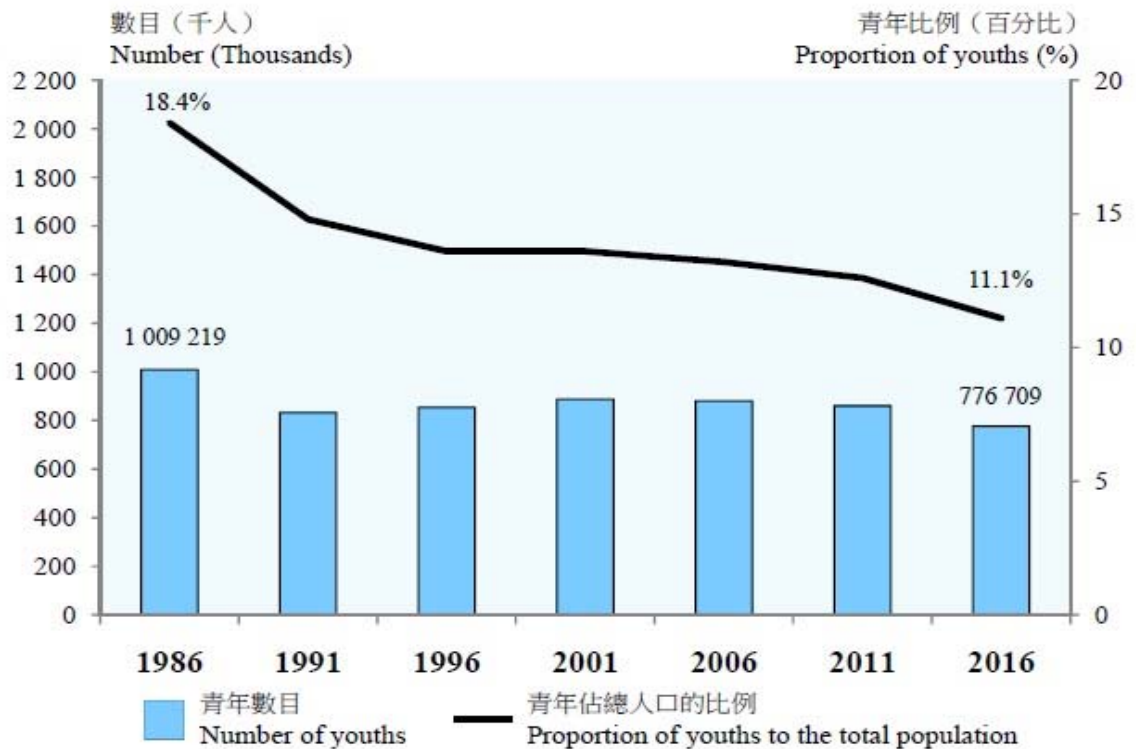


Table A

Moreover, with increasing educational opportunities for the young people, school attendance rate for the age group 17-18 increased from 82.9% in 2006 to 89.3% in 2016 while that for the age group 19-24 increased from 39.3% to 47.9% over the same period. Hence, youths tended to enter the labour market at a later age. The labour force participation rate of youths declined from 46% in 2006 to 43% in 2016. Youths in the labour force also decreased by 70 058 (17.3%) in the same period.

Since a large proportion of job seekers at RCRI were young people, RCRI would be particularly susceptible to the decline in youth population and later entry of youths into the labour market.

Last but not least, a higher education level of the youths also implied that they would be more reluctant to seek employment in low-paying sectors such as the catering and retail sectors than before.

Characteristics of Jobs in the Catering and Retail Industries

As shown in Table B below, while the median monthly wages of all industries, retail trade and restaurants has been increasing steadily, the median monthly wages of retail industry and restaurants remained at a level well below that of all industries in the same period. Besides being low-paying, jobs in the catering and retail industries are notorious for their long and unstable working hours and offering few holidays.

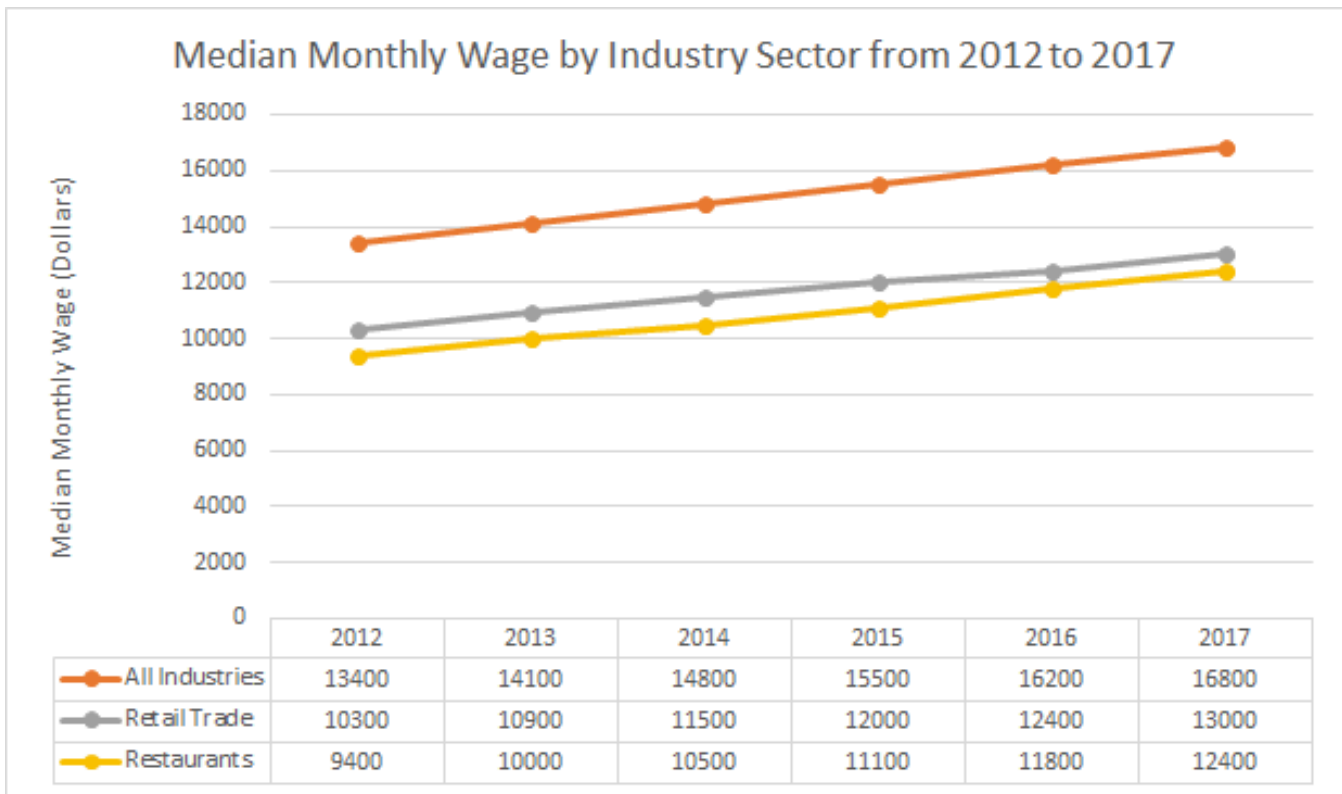


Table B

(Source: 2012 - 2017 Report on Annual Earnings and Hours Survey, Census and Statistics Department)

Tight Labour Market Situation

When the unemployment rate is low and different sectors are scrambling for the limited number of available workers, the two industries concerned would be more difficult to attract job seekers without offering significantly improved packages.

Changing Job-seeking Behaviour of Job Seekers

According to the views of some employers at RCs, job seekers have more ways to look for jobs nowadays with the advance of modern technology. Some job seekers might prefer to find jobs through recruitment webpages, mobile applications and social media platforms instead of approaching LD for job fairs. Such new ways of seeking jobs appear to be popular among young people. The number of job seekers approaching LD for employment services may decrease as a result.

New Initiatives to Boost the Number of Job Seekers at RCCI and RCRI

In view of the above, we have mapped out a three-pronged strategy to tackle the situation. We would take up new strategies to target the stakeholders of RCs, i.e. employers, training bodies and NGOs, and job seekers:

A. Adoption of a 'Merit Point' System in Selecting Employers to Participate in Job Fairs

Currently, only employers that are able to offer 10 or more vacancies are allowed to stage job fairs at the two centres. Besides, the scale of business and past performances (in terms of number of job fair participants) of employers would also be considered when allocating job fair time slots to them. Some very popular employers are allocated more job fair time slots in a month. To better evaluate the popularity of participating employers with a view to attracting more job seekers, we propose to adopt a 'Merit Point' system in selecting employers to participate in job fairs in the second half of 2018. We formed a working group to work out details of the new mechanism. In a gist, employers with better performances in terms of number of on-the-spot interviews would be invited to stage more job fairs.

The performances of participating employees would be evaluated from time to time so that we would adjust the number of interview time slots allocated to them. Meanwhile, we would continue to advise employers with a poor turnout of job seekers to improve their employment packages if need be.

B. 'Special Interview Time Slots' for Trainees of Training Bodies/NGOs

To foster our collaboration with relevant training bodies/ NGOs, we have implemented the new initiative of 'Special Interview Time Slots' for trainees of training bodies/ NGOs. Under the 'Special Interview Time Slots' arrangements, RCs would collaborate with relevant training bodies/ NGOs and reserve a special time slot for their trainees so that the interested trainees could come together to attend on-the-spot interviews at RCs without the need to make individual booking arrangements. For instance, Baptist Oi Kwan Social Service (浸會愛群社會服務處) had sent some trainees of their "Barista course" to attend job interviews in one go at RC.

In addition, RCs have been providing the latest job fair information to training bodies & NGOs on a weekly basis for their dissemination to their service users. Thanks to the efforts of colleagues at RCs, we have managed to establish contacts with new training bodies & NGOs. The number of training bodies & NGOs on our list has increased from 64 in January 2018 to 76 as at end of March 2018.

C. Publicity Targeting Job Seekers

We will step up our efforts in publicity in the new financial year targeting job seekers of different age groups. We plan to publicise our services on new online platforms which are more popular among the young generation and to display our new publicity materials at the public housing estates targeting job seekers of different age groups. We also plan to promote our services inside MTR trains to reach a larger number of potential job seekers.

Currently, most of the job seekers entering our centres would have interviews with their targeted employers only. In fact, other employers having job fairs on the same day might be doing similar businesses and offering similar positions but the job seekers might not know it. In order to attract more job seekers and arouse their interests to have interviews with other employers, we will display two easy-roll banners showing the lists of participating employers on that day in a conspicuous place outside RCCI and RCRI respectively.

In a nutshell, we would make every effort to boost the number of job seekers attending job fairs at RCs in light of the tight labour market with the implementation of new initiatives.

RCRI & RCCI

April 2018

**Ethnic minority job seekers placed through
the Labour Department's employment referral service from 2014 to 2018**

(i) By industry

Industry	2014	2015	2016	2017	2018
Manufacturing	5	2	3	9	1
Construction	3	6	4	6	5
Wholesale, retail and import/export trades	17	19	16	9	22
Restaurants and hotels	13	20	20	31	23
Transport, storage and communications	7	13	12	17	42
Financing, insurance, real estate and business services	12	5	21	7	11
Community, social and personal services	8	9	6	8	9
Others	0	1	0	7	3
Total	65	75	82	94	116

(ii) By monthly earnings

Monthly earnings	2014	2015	2016	2017	2018
Below \$4,000	4*	2*	3*	1*	-
\$4,000-below \$5,000	1*	-	2*	1*	1*
\$5,000-below \$6,000	1*	4*	2*	-	4*
\$6,000-below \$7,000	3	2	2*	2	2*
\$7,000-below \$8,000	2	4	3	-	3*
\$8,000-below \$9,000	5	3	6	5	4*
\$9,000-below \$10,000	13	14	8	2	6
\$10,000-below \$11,000	12	17	19	11	5
\$11,000-below \$12,000	8	8	8	9	17
\$12,000-below \$13,000	8	9	7	12	7
\$13,000-below \$14,000	2	1	7	16	16
\$14,000 or above	6	11	15	35	51
Total	65	75	82	94	116

* All placements were part-time jobs.