





成就人才
開創未來
DEVELOPING TALENT
FORGING AHEAD





僱員再培訓局(ERB)的成功，建基於「人才發展計劃」下各持份者和策略伙伴的全面合作和共同努力。




ERB與各委任培訓機構攜手合作，建立全港最龐大的培訓網絡，為260萬名服務對象提供適切的培訓課程和服務，並在各行各業僱主的支持下，為畢業學員提供更多就業和發展機會，為勞動人口向上流動創造條件。

面對瞬息萬變的經濟環境和就業市場，ERB時刻保持靈活變通，推出適時到位的措施，並在質和量方面持續改善，以充分發揮資源的最大效益。

The success of the Employees Retraining Board (ERB) is the result of the seamless cooperation and collective efforts of all the stakeholders and strategic partners of the Manpower Development Scheme.

Working closely together with appointed training bodies, the ERB has established the largest training network in Hong Kong, offering suitable training courses and services for its 2.6 million service targets. With the support of employers of different industries, graduate trainees of the ERB are offered ample employment and development opportunities, facilitating the upward mobility of the working population.



To cope with the dynamic economic environment and employment market, the ERB strives to stay versatile and flexible, launching new initiatives on a timely manner, and improving the quality and quantity of services on a continuing basis, hence optimising the effectiveness of training resources.

目錄 Contents

- 3 僱員再培訓局架構
Structure of the Employees Retraining Board
- 4 僱員再培訓局委員名單
Membership of the Employees
Retraining Board
- 8 僱員再培訓局委員會成員名單
Membership of Committees of the
Employees Retraining Board
- 10 主席序言
Chairman's Message
- 14 行政總監簡報
Executive Director's Overview
- 19 辦事處行政架構
Organisation Chart of the Executive Office
- 20 工作回顧
Operational Review
- 55 財務報表
Financial Statements
- 83 監管機制
Monitoring Mechanism
- 85 統計資料
Statistics
- 95 委任培訓機構
Appointed Training Bodies

僱員再培訓局架構

Structure of the Employees Retraining Board



僱員再培訓局委員名單

Membership of the Employees Retraining Board



主席
伍達倫博士, SBS, JP
Chairman
Dr. NG Tat-lun, SBS, JP

副主席
梁永祥先生, BBS, JP
Vice-Chairman
Mr. William LEUNG
Wing-cheung, BBS, JP

僱主代表
莊堅烈先生, MH
Representative of
Employers
Mr. Paul CHONG
Kin-lit, MH

僱主代表
余鵬春先生, SBS, JP
Representative of
Employers
Mr. YU Pang-chun,
SBS, JP

截至2012年3月31日 As at 31 March 2012



僱主代表
伍穎梅女士

Representative of
Employers

Ms. Winnie NG



僱主代表
鍾偉平先生

Representative of
Employers

Mr. CHUNG Wai-ping



僱員代表
梁頌恩女士

Representative of
Employees

**Ms. Juan LEUNG
Chung-yan**



僱員代表
鄭啟明先生

Representative of
Employees

Mr. CHENG Kai-ming

僱員再培訓局委員名單

Membership of the Employees Retraining Board



僱員代表
冼啓明先生, MH

Representative of
Employees

Mr. SIN Kai-ming, MH

僱員代表
潘天賜先生

Representative of
Employees

Mr. PUN Tin-chi

與職業訓練及再培訓或
人力策劃有關的人士
黃錫楠教授

Person Connected with
Vocational Training
and Retraining or
Manpower Planning

**Professor Danny
WONG Shek-nam**

與職業訓練及再培訓或
人力策劃有關的人士

邱霜梅博士, SBS,
MBE, JP (職業訓練局執行幹事)

Person Connected with
Vocational Training
and Retraining or
Manpower Planning

**Dr. Carrie WILLIS, SBS, MBE,
JP** (Executive Director of Vocational
Training Council)

截至2012年3月31日 As at 31 March 2012



與職業訓練及再培訓或
人力策劃有關的人士
黃小萍博士

Person Connected with
Vocational Training
and Retraining or
Manpower Planning
**Dr. Christine WONG
Siu-ping**

與職業訓練及再培訓或
人力策劃有關的人士
簡金港生女士

Person Connected with
Vocational Training
and Retraining or
Manpower Planning
**Mrs. Mimi
CUNNINGHAM**

政府代表
鄧國威先生, JP
(勞工及福利局常任秘書長
至2012年6月30日)
(公務員事務局局長)

Government
Representative
**Mr. Paul TANG
Kwok-wai, JP**
(Permanent Secretary for Labour
and Welfare until 30 June 2012)
(Secretary for the Civil Service)

政府代表
卓永興先生, JP
(勞工處處長)
Government
Representative
**Mr. CHEUK
Wing-hing, JP**
(Commissioner for Labour)

僱員再培訓局委員會成員名單

Membership of Committees of the Employees Retraining Board

審計委員會

Audit Committee

- 召集人 **Convenor**

黃錫楠教授

Professor Danny WONG Shek-nam

- 成員 **Members**

余鵬春先生, SBS, JP

Mr. YU Pang-chun, SBS, JP

鍾偉平先生

Mr. CHUNG Wai-ping

勞工及福利局常任秘書長代表

Representative of Permanent Secretary for Labour and Welfare

- 增選委員 **Co-opted Member**

俞漢度先生

Mr. David YU Hon-to

課程及服務發展委員會

Course and Service Development Committee

- 召集人 **Convenor**

莊堅烈先生, MH

Mr. Paul CHONG Kin-lit, MH

- 成員 **Members**

梁頌恩女士

Ms. Juan LEUNG Chung-yan

黃錫楠教授

Professor Danny WONG Shek-nam

勞工及福利局常任秘書長代表

Representative of Permanent Secretary for Labour and Welfare

勞工處處長代表

Representative of Commissioner for Labour

職業訓練局執行幹事代表

Representative of Executive Director of Vocational Training Council

課程審批委員會

Course Vetting Committee

- 召集人 **Convenor**

黃小萍博士

Dr. Christine WONG Siu-ping

- 成員 **Members**

鄭啟明先生

Mr. CHENG Kai-ming

伍穎梅女士

Ms. Winnie NG

勞工及福利局常任秘書長代表

Representative of Permanent Secretary for Labour and Welfare

勞工處處長代表

Representative of Commissioner for Labour

財務及行政委員會

Finance and Administration Committee

- 召集人 **Convenor**

梁永祥先生, BBS, JP
Mr. William LEUNG Wing-cheung, BBS, JP

- 成員 **Members**

鄭啟明先生
Mr. CHENG Kai-ming

簡金港生女士
Mrs. Mimi CUNNINGHAM

勞工及福利局常任秘書長代表
Representative of Permanent Secretary for Labour and Welfare

勞工處處長代表
Representative of Commissioner for Labour

- 增選委員 **Co-opted Members**

俞漢度先生
Mr. David YU Hon-to

何柏泰先生
Mr. Patrick HO Pak-tai

公關及推廣策略委員會

Public Relations and Promotion Committee

- 召集人 **Convenor**

梁頌恩女士
Ms. Juan LEUNG Chung-yan

- 成員 **Members**

莊堅烈先生, MH
Mr. Paul CHONG Kin-lit, MH

簡金港生女士
Mrs. Mimi CUNNINGHAM

勞工處處長代表
Representative of Commissioner for Labour

- 增選委員 **Co-opted Members**

冼日明教授
Professor Leo SIN Yat-ming

廖國偉先生
Mr. Chris LIU Kwok-wai

質素保證及覆核委員會

Quality Assurance and Review Committee

- 召集人 **Convenor**

余鵬春先生, SBS, JP
Mr. YU Pang-chun, SBS, JP

- 成員 **Members**

冼啟明先生, MH
Mr. SIN Kai-ming, MH

黃小萍博士
Dr. Christine WONG Siu-ping

勞工處處長代表
Representative of Commissioner for Labour

職業訓練局執行幹事代表
Representative of Executive Director of Vocational Training Council

主席序言

Chairman's Message

社會是前進的、流動的、變化的，「求變」是成功的不二法門。ERB 緊貼市場形勢，持續改善課程和服務，我們一直伴隨市民成長，共同克服每個挑戰。ERB 會與各界人士加強合作，在培訓就業的廣闊領域開闢更多新天地。

Society is dynamic, moving ahead and evolving as always. Change is the key to success. The ERB gears to market trends and upgrades our courses and services on a continuing basis. We have shared weal and woe with Hong Kong people and overcome every challenge together. The ERB will strengthen its cooperation with various stakeholders, and open up new chapters for manpower training and employment.



不少人都抗拒轉變，害怕轉變帶來風險，而選擇穩定、安逸。不過，社會始終是前進的、流動的、變化的。所謂「逆水行舟，不進則退」；追求「安逸」難免放慢腳步，趕不上時代的步伐，最終便會被社會淘汰。經驗告訴我們，外圍環境無論是一帆風順還是驚濤駭浪，「求變」是成功的不二法門。

多年來，僱員再培訓局(ERB)一直鼓勵市民終身學習、持續提升。ERB對自己也有同樣的要求。我們要緊貼市場形勢，持續改善課程和服務，承先啟後；我們也要把握機會，主動出擊，創造形勢，為廣大市民開拓更多就業及發展機會。

ERB於2008年中重新定位，為「人才發展計劃」引入可持續發展元素，協助學員自我提升，適時尋求個人及事業上的突破，從而推動香港的就業人口在社會向上流動。這個轉變，體現了ERB支持學員求變，也印證了我們自身求變的決心。

Many people resist change and choose a life of stability and ease. They are uneasy with the risks that may come along with change. However, society is dynamic, moving ahead and evolving as always. As the old saying goes, "Either you are forging ahead or falling behind." Pursuit of stability and ease may slow down our pace of life, making us fall behind the times and finally weeding us out of society. Experience demonstrates crystal-clear that change is the key to success, whether in good times or bad times.

The Employees Retraining Board (ERB) has long been committed to encouraging life-long learning and continuous improvement. We also act on this belief ourselves by gearing to market trends and upgrading our courses and services on a continuing basis. We strive to be pro-active, grasping every opportunity to expand employment and development opportunities for Hong Kong people.

The ERB repositioned itself in mid-2008. Since then, the ERB has endeavoured to promote the Manpower Development Scheme to foster sustainable development of trainees, and motivate them to pursue self-enhancement and aspire to timely breakthroughs in areas of personal and career development. This will give impetus to the upward mobility of the working population of Hong Kong. The development bears evidence to our support for trainees to embrace change, and demonstrates our own determination to pursue change at the same time.

主席序言 Chairman's Message

過往四年，我們按部就班地推行改革。在2011-12年度，我們已全面落實「僱員再培訓局未來發展路向最後報告」的各項重點工作。在課程的規劃、配套、質素保證各方面，都取得了實質的進展。我們現已全面推行「新技能提升計劃」，為在職人士提供多元化的培訓選擇。我們也推出「星級試讀班」、「行業愛增值」、「TEEN試行動2012」等多項特別計劃，期望在課程的質和量都有所突破。

ERB明白服務必須真正惠及市民大眾。因此，在落實規劃和推展服務時，我們採用嚴謹的質素保證機制和有效的機構管治。在管理審計系統方面，除一貫的績效審計外，ERB已引進課程質素保證審計，藉此推動培訓機構提升其內部質素保證工作的水平。我很高興培訓機構在管理審計的整體表現相當理想，反映培訓機構對改善培訓課程和服務質素作出的承擔。

在機構管治方面，ERB年內的工作重點是強化內部監控制度。在審計委員會的領導下，內部審計組積極監察各部門的運作，確保在營運和財務上的各項安排均依法、有序地推行。

We embarked on the path of reform during the past four years and we accomplished all the major tasks in the “Final Report of the Strategic Review on the Future Directions of the Employees Retraining Board” in 2011-12. Significant progress has been achieved in all key areas, including course development, support services, and quality assurance. We have now fully rolled out the “Skills Upgrading Scheme Plus” to provide employees with a wide variety of training options. We have also launched a host of new initiatives, including the “Premium Taster Programme”, “Industry Loves Upgrading Scheme” and “Learn and Leap – Teen’s Action 2012”, with a view to enhancing the quality and quantity of our training programmes.

Good services must benefit people. The ERB knows it so well that we have put in place a robust quality assurance mechanism and an effective corporate governance system in formulating and delivering our services. For purposes of management audit and monitoring, a system of quality assurance audit has been introduced on top of the ongoing compliance audit. The objective is to encourage our training bodies to enhance their internal quality assurance standards. I am pleased to note the favourable performance of our training bodies in the management audit, which showcased their commitment to improve the quality of training courses and services.

For corporate governance, the focus of the ERB during the year was to strengthen our internal monitoring mechanism. Under the steer of the Audit Committee, the Internal Audit Section has played an active role in monitoring the functioning of different departments so as to ensure that the various operational and financial arrangements conform with related rules and regulations.

隨著各項重點工作的全面落實，我們著手規劃ERB的長遠路向，在改變中尋找更多發展機會。年內，我們訂定了2012-15年度「三年策略計劃」，為ERB的策略發展作出更長遠的部署。

在過去19個年頭，ERB一直伴隨香港市民成長，同呼吸，共患難，互相扶持，共同克服每個挑戰。在未來的日子，ERB會與各界人士加強合作，在培訓就業的廣闊領域開闢更多新天地。

未來，就掌握在我們手中！

僱員再培訓局
主席
伍達倫博士，SBS, JP

With the accomplishment of different major tasks, we put our heads together to develop the long-term direction of the ERB, and explore opportunities for further development. During the year, we formulated a "Three-year Strategic Plan" for 2012-15 to outline the directions of the strategic developments of the ERB in the longer term.

The ERB has shared weal and woe with Hong Kong people for the past 19 years. During these days, we together fought every battle and overcame every challenge. In future, the ERB will strengthen its cooperation with various stakeholders, and open up new chapters for manpower training and employment.

The future is indeed in our hands!

Dr. NG Tat-lun, SBS, JP
Chairman
Employees Retraining Board

行政總監簡報

Executive Director's Overview

ERB 秉承「市場導向、就業為本」的原則，適時因應社會及經濟的發展推出課程和服務，提升本港就業人口的質素。在人力資源培訓及發展的廣闊領域上，ERB 會努力不懈地改善各項課程和服務，倡導市民持續進修，在變化中尋找機遇。

The ERB upholds our “market-oriented, employment-driven” principle to offer courses and services to address market needs and enhance the quality of Hong Kong’s working population in a timely manner. The ERB will spare no efforts to improve its courses and services and promote manpower training and development. We will continue to foster a culture of life-long learning, and help Hong Kong people keep up with the times and search for opportunities in the ever-changing world.



2012年，僱員再培訓局(ERB)踏進第20個年頭。

ERB在1992年成立，其後因配合社會發展經歷多番改革。變幻原是永恆，「求變」一向是成功的關鍵。唯一不變的，就是我們的宗旨。ERB要與時俱進，秉承「市場導向、就業為本」的原則，適時因應社會及經濟發展推出課程和服務，提升本港就業人口的質素。

為提升僱主和市民大眾對ERB畢業學員技能水平的認受，我們致力優化課程和質素保證機制、確立課程的資歷水平、引進專業認證、強化內部監控等。我們的目標是為各行各業成就多元人才，協助學員打好基礎，進而尋求突破，開創未來。

ERB在2008年全新出發，服務對象範疇亦擴闊至涵蓋15歲或以上，具副學位或以下教育程度人士。ERB已重新定位，在照顧基層失業人士的培訓及就業需要以外，亦把服務擴展至其他待業、待學人士、弱勢社群，以及在職僱員，成為260萬名服務對象的飛躍平台。

2011-12年度是ERB鞏固及深化服務的一年。我們致力匯聚各方力量，全面提升ERB的服務效益，並為日後長遠發展奠定基礎。

The Employees Retraining Board (ERB) marks its 20th Anniversary in 2012.

Established in 1992, the ERB has undergone major reforms throughout the years. Change is constant, and pursuit of change has always been the key to success. But our belief has always remained unchanged – the ERB must keep up with the times and uphold our “market-oriented, employment-driven” principle to offer courses and services to address market needs and enhance the quality of Hong Kong’s working population in a timely manner.

To enhance public recognition of the skills level of our graduate trainees, we strive to enhance the quality of our training courses and the effectiveness of our quality assurance system, establish the qualification levels of our courses, adopt professional certification, and strengthen our internal monitoring mechanism. Our objective is to nurture multiple talents for our industries and trade sectors, and help our trainees establish a concrete foundation for future development and advancement.

The ERB embarked on a new journey in 2008 by expanding its target groups to include people aged 15 or above and with educational attainment of sub-degree or below. The ERB has since then repositioned itself. Other than catering for the training and employment needs of the unemployed, the ERB has extended its services to other non-engaged people, under-privileged groups and serving employees. It has demonstrated its function as a forward leaping platform for its 2.6 million service targets.

2011-12 was a year of consolidation and reinforcement for the ERB. We pooled the strengths of different sectors to enhance the effectiveness of our services and lay a solid foundation for our long-term development.

During the year, the ERB worked in close collaboration with 126 training bodies to offer altogether some 130,000 training places, complemented with placement follow-up and other support services. To cater for the training needs of different service targets, the ERB organised over 800 job-specific skills training courses and generic skills training courses (i.e. Workplace Languages,

年內，ERB透過126間培訓機構，提供合共超過13萬個培訓課程學額，並輔以就業跟進及其他支援服務。針對不同服務對象的培訓需要，ERB推出800多項職業技能和通用技能(即職業語文、商業運算、資訊科技應用，以及個人素養及求職技巧)課程，包括約300項新課程，涵蓋近30個行業範疇。

ERB年內推出多項嶄新計劃，以回應就業市場的變化。「新技能提升計劃」下的「星級試讀班」及「行業愛增值」兩個特別計劃，目標是提高市民對「新技能提升計劃」的認識及報讀ERB課程的興趣，鼓勵「全民進修」。在2012年初推出的「TEEN試行行動2012」，則旨在協助2012年中六及中七畢業生認識工作世界，裝備他們開展事業，審慎規劃將來。

香港已發展成為知識型經濟體系，僱員的專業資格日益重要。ERB致力強化專業認證的工作，提供近百項專業認證課程和備試課程，協助學員考取認可資格，踏上專業階梯。ERB亦為各項課程安排資歷評審，以得到資歷架構認可。

在確立課程的認受性方面，ERB積極執行質素保證工作，透過周年實地審計、突擊巡查及實務試突擊觀察及觀課等措施，推動培訓機構提高質素管理的水平。

在就業服務方面，ERB已全面推行「提升就業服務方案」，涵蓋大部分以「長工」為目標工種的就業掛鉤課程。我們要求各培訓機構為畢業學員提供為期六個月的提升就業及留職跟進服務，支援學員入職及持續就業。我們會在新方案實施一年後進行檢討。

Business Numeracy Skills, IT Applications, Personal Attributes and Job Search Skills), including 300 new courses straddling nearly 30 industries.

A host of new initiatives were also launched during the year in response to the changes in the employment market. The "Premium Taster Programme" and "Industry Loves Upgrading Scheme" were new initiatives under the "Skills Upgrading Scheme Plus" (SUS Plus). They aimed to advocate continuous learning, enhance public awareness of the SUS Plus and motivate the public to enrol in ERB courses. In early 2012, the "Learn and Leap – Teen's Action 2012" was organised with a view to deepening the understanding of young school-leavers of the employment market and better preparing them for career planning and future development.

Hong Kong as a knowledge-based economy is placing an increasing emphasis on professional qualifications. The ERB is committed to strengthening its work pertaining to professional certification. The ERB now offers nearly 100 professional certification courses and examination-preparatory courses to help trainees obtain recognised qualifications and move ahead in professional pathways. The ERB also takes active steps to arrange its courses for accreditation with a view to gaining recognition under the Qualifications Framework.

To ensure the credibility and recognition of its courses, the ERB accords importance to quality assurance work. A wide range of measures, including on-site annual audits, surprise inspections, surprise assessment inspections and class visits are undertaken to raise the level of quality management of the training bodies.

To boost the effectiveness of placement services, the ERB has fully rolled out the "Enhanced Placement Service Model", covering the majority of placement-tied courses targeting long-term employment. Training bodies are required to provide graduate trainees with six-month placement and retention follow-up services to support them in finding a job and sustaining employment. We will undertake a review of the new measure one year after its implementation.

ERB致力推行「人才發展計劃」，協助學員提升就業能力以配合僱主的期望和工作上的需要。自2009年中起，ERB分階段成立了不同行業範疇的「行業諮詢網絡」，由資深的商會、工會、專業團體等代表出任委員，就相關ERB課程的發展提供意見，以便更準確地掌握行業的人手要求及培訓需要，並為學員開拓更多就業機會。至2011-12年度，我們已成立了合共22個「行業諮詢網絡」，並委任了約340名委員。此外，我們也委任了百多名不同行業的資深人士為技術顧問，在課程發展及質素保證方面為我們出謀獻策。

為了在工商界倡導以「人才培訓及發展」為本的企業文化，並令其成為公認的社會價值，ERB推出了「ERB人才企業嘉許計劃」，表揚在「人才培訓及發展」工作有卓越成就的企業。在2011-12年度，ERB舉辦了第二屆「ERB人才企業嘉許計劃」頒授典禮。在兩屆的頒授典禮上，合共有137間機構獲嘉許為「人才企業」。

在增值服務方面，ERB繼續積極推廣「樂活一站」的服務。因應市場對陪月服務的殷切需求，我們舉行了一系列「陪月員實務工作坊」，以提升學員的技能及競爭力。我們也透過新穎的手法向市民宣傳，包括推出父親節及母親節家居上門按摩服務、農曆新年特別服務、「全能馬姐」廣告系列，以及舉辦「至惡搞家務選舉」等。

此外，我們於年內在天水圍開設第三間「ERB服務中心」，並與勞工處的「就業一站」加強協作，透過相互轉介安排，向市民提供一站式的培訓及就業服務。

The ERB is dedicated to promoting the Manpower Development Scheme to enhance the employability of trainees to match the expectations of employers and the requirements of jobs. Since mid-2009, the ERB has been setting up by phases "Industry Consultative Networks" (ICNs) for different industries. Members of ICNs comprise representatives of employer associations, trade unions, and professional bodies. They render very useful advice to the ERB in areas relating to course development, and facilitate the ERB to keep abreast of the latest manpower needs and skills requirements of the industries and explore new employment opportunities for trainees. By 2011-12, we have set up a total of 22 ICNs and appointed some 340 members. On top of this, the ERB has appointed more than 100 veteran practitioners of different industries as Technical Advisers to render professional assistance in its course development and quality assurance work.

To instil a corporate culture of embracing manpower training and development in the business sector and promulgate it as a common social value, the ERB has launched the "ERB Manpower Developer Award Scheme" to acknowledge organisations which have demonstrated outstanding accomplishments in manpower training and development. The 2nd "ERB Manpower Developer Award Presentation Ceremony" was held in 2011-12. In the two presentation ceremonies, a total of 137 organisations were accredited as "Manpower Developers".

Other than training and placement services, the ERB also actively provides value-added services to its service targets. Due to the increasing market demand for post-natal care services, we have organised under the "Smart Living" Scheme a series of workshops for post-natal care workers to enhance their skills and competitiveness. We have also adopted innovative approaches, e.g. "Home Massage Service at Mother's Day and Father's Day", "Special Service for the Chinese New Year", "All-rounded Domestic Helper" Advertising Campaign, and "Voting for the Most Difficult Housework", to promote our services to the public.

During the year, we established the third "ERB Service Centre" in Tin Shui Wai and strengthened our collaboration with the "Employment in One Stop" of the Labour Department to offer one-stop training and employment services for Hong Kong people.

行政總監簡報 Executive Director's Overview

ERB的「培訓課程及服務推廣計劃」和「行業服務計劃」，目的是資助培訓機構舉辦地區為本的課程及服務宣傳活動、行業展覽及僱主招聘會等。年內，有近五萬人次的市民參加了這些活動。我們也透過其他途徑，包括出版《活亮人生》通訊、電子通訊《LOOK@erb》，以及製作「培訓·入行」短片系列等，展示ERB「人才發展計劃」的課程及服務的多元資訊。

「十年樹木，百年樹人」。在人力資源培訓及發展的廣闊領域上，ERB會努力不懈地改善各項課程和服務，倡導市民持續進修，與時並進，在變化中尋找機遇。我們會致力加強與僱主、僱員、培訓機構、政府部門和其他相關團體的合作，匯聚伙伴力量，共同推動「人才發展計劃」。期望在邁進20年後，我們能繼續為香港的人才培訓發熱發光。

僱員再培訓局
行政總監
吳家光, BBS

The ERB's "Funding Programme for Training Courses and Services" and "Industry Service Programme" aim at sponsoring training bodies to organise district-based promotional activities, industry exhibitions and job fairs. During the year, nearly 50,000 people participated in these activities. Apart from the funding schemes, the ERB also makes use of other channels to publicise information of the courses and services under the Manpower Development Scheme. They include the ERB Newsletter, the e-bulletin "LOOK@erb", and the "Training · Enhancing your Career" video series, etc.

As the old proverb says, "It takes three generations to make a gentleman." The ERB will spare no efforts to improve its courses and services and promote manpower training and development. We will continue to foster a culture of life-long learning, and help Hong Kong people keep up with the times and search for opportunities in the ever-changing world. We will strive for closer and more active partnership with employers, employees, training bodies, government departments and other organisations to achieve synergy in promoting our Manpower Development Scheme. The ERB is entering its 20th anniversary and we shall, as always, continue to do our best for the manpower training and development of Hong Kong.

Stanley NG, BBS
Executive Director
Employees Retraining Board

辦事處行政架構

Organisation Chart of the Executive Office



「內部審計組」直接向「審計委員會」負責。

The Internal Audit Section reports directly to the Audit Committee.

發揮 培訓效益

**OPTIMISING
TRAINING EFFECTIVENESS**





課程 質素 Courses • Quality

ERB提供多元化及具就業前景的培訓課程，以回應不同服務對象的培訓需要和就業訴求。同時，ERB透過嚴密監管，確保培訓課程質素及培訓機構表現。

The ERB provides an array of training courses with employment prospects in response to the training needs and career aspirations of the different service targets. The ERB also undertakes close monitoring to ensure training quality and performance of training bodies.

工作回顧

Operational Review

匯聚各方力量 發揮培訓效益

僱員再培訓局(ERB)的成功，建基於「人才發展計劃」下各持份者和策略伙伴的全面合作和共同努力。

ERB與各委任培訓機構攜手合作，建立全港最龐大的培訓網絡，為260萬名服務對象提供適切的培訓課程和服務，並在各行各業僱主的支持下，為畢業學員提供更多就業和發展機會，為勞動人口向上流動創造條件。

面對瞬息萬變的經濟環境和就業市場，ERB時刻保持靈活變通，推出適時到位的措施，並在質和量方面持續改善，以充分發揮資源的最大效益。

網絡覆蓋全港 推動培訓進修

為配合260萬名服務對象的培訓需要，ERB鼓勵具備豐富培訓經驗的機構加入成為委任培訓機構。

截至2012年3月31日，ERB共有126間培訓機構，其轄下的410間培訓中心遍佈港、九、新界，方便市民報讀ERB課程。為配合「新技能提升計劃」的發展，ERB設立了「特定服務範圍」委任培訓機構類別，讓更多具備相關行業技能培訓經驗的機構加入ERB及參與「人才發展計劃」，為市民提供更多的ERB課程選擇。



Collaborate with Stakeholders to Optimise Effectiveness of Training

The success of the Employees Retraining Board (ERB) is the result of the seamless cooperation and collective efforts of all the stakeholders and strategic partners of the Manpower Development Scheme (MDS).

Working closely together with appointed training bodies, the ERB has established the largest training network in Hong Kong, offering suitable training courses and services for its 2.6 million service targets. With the support of employers of different industries, graduate trainees of the ERB are offered ample employment and development opportunities, facilitating the upward mobility of the working population.

To cope with the dynamic economic environment and employment market, the ERB strives to stay versatile and flexible, launching new initiatives on a timely manner, and improving the quality and quantity of services on a continuing basis, hence optimising the effectiveness of training resources.

Expand Network to Offer Territory-wide Training Services

In order to address the training needs of its 2.6 million service targets, the ERB encourages organisations with ample training experience to join its team of appointed training bodies.

As at 31 March 2012, there were 126 training bodies of the ERB, operating altogether 410 training centres situated throughout the territory and facilitating Hong Kong people to enrol in ERB courses. To cope with the implementation of the "Skills Upgrading Scheme Plus" (SUS Plus), the ERB has introduced a new category of appointed training bodies of "Specific Service Areas". This would allow organisations experienced in relevant vocational skills training to participate in the MDS, thereby broadening the selection of ERB courses available to Hong Kong people.

ERB與各委任培訓機構攜手合作，為260萬名服務對象提供適切的培訓課程和服務。

Working closely together with appointed training bodies, the ERB offers suitable training courses and services for its 2.6 million service targets.



ERB 為不同服務對象提供多元化及具就業前景的培訓課程。

The ERB provides an array of training courses with employment prospects in response to the needs of the different service targets.

ERB 為不同服務對象提供多元化及具就業前景的培訓課程，年內提供約 13 萬個培訓名額，以回應不同人士的培訓需要和就業訴求。

ERB 積極開辦課程。年內，入讀 ERB 課程的學員超過 10 萬人次。當中，約有六萬人次屬 ERB 的新服務對象（即年齡在 30 歲以下，學歷在副學位程度或以下的人士；以及年齡在 30 歲或以上，學歷在中四至副學位程度的人士）。根據相關的統計數字，ERB 的課程能適切地回應香港市民的期望和需要。

年內，完成 ERB 課程的學員約 97,000 人次，其中修讀就業掛鈎課程的約 47,000 人次，佔總學員人次的 48%。ERB 採用一系列的成效指標，持續監察各項課程的成效。年內，學額使用率為 89%、課程完成率為 93%、學員就業率為 83%；課程的整體成效令人滿意。

The ERB provides an array of training courses with employment prospects in response to the needs of the different service targets. During the year, the ERB offered some 130,000 training places to cater for the training needs and career aspirations of its wide-ranging clientele.

The ERB actively offers training courses. During the year, over 100,000 people enrolled in ERB courses, including around 60,000 people who belonged to our new service targets (i.e. people aged under 30 with an education attainment of sub-degree or below, and people aged 30 or above with an education attainment of Form 4 to sub-degree). According to relevant statistics, ERB courses have aptly addressed the expectation and needs of Hong Kong people.

During the year, some 97,000 trainees completed ERB courses, including about 47,000 trainees (48%) who attended placement-tied courses. The ERB has put in place a number of performance indicators to monitor the effectiveness of its training courses. During the year, the utilisation rate of training capacity, the completion rate of courses and the job placement rate were 89%, 93% and 83% respectively. The overall effectiveness of ERB courses was satisfactory.



ERB 合共成立了22個「行業諮詢網絡」，委任約340位來自各行各業的委員。

The ERB has set up a total of 22 ICNs and appointed some 340 members from different industries.

優化行政 方便報讀課程

年內，ERB 推出多項課程行政措施，提升處理課程申請的效率，令學員能盡快接受培訓並投入就業市場。

自2011-12年度起，ERB 簡化了報讀程序，學員可同時報讀兩個就業掛鉤課程或兩個非就業掛鉤課程，以縮短學員輪候入讀課程的時間。

ERB 課程的特色是「市場導向、就業為本」，緊貼各行各業的最新發展，為服務對象提供多元化的培訓課程。ERB 除邀請培訓機構提交新課程建議外，亦會諮詢業界的專業意見，發展新課程以回應市場的需求。

強化伙伴關係 掌握市場資訊

自2009年7月起，ERB 分階段為不同行業範疇成立「行業諮詢網絡」，邀請業內對培訓人力資源有承擔及對行業發展有遠見的熱心人士為委員，包括商會、工會、專業團體及政府部門的代表等，強化ERB 與業界的伙伴關係，加強彼此的溝通。「行業諮詢網絡」委員就有關行業範疇的ERB 課程，包括就業掛鉤課程和「新技能提升計劃」課程的發展方向，向ERB 提供專業意見，反映行業的市場需要及技能要求，並協助ERB 向業界宣傳及推廣課程。

Streamline Administrative Work to Facilitate Course Enrolment

During the year, the ERB rolled out a variety of administrative measures to enhance the efficiency in processing course applications, with a view to expediting enrolment and facilitating trainees to join the employment market as soon as possible.

Effective from 2011-12, the ERB has streamlined the procedures of course application. Trainees are able to enrol in two placement-tied courses or two non-placement-tied courses concurrently to shorten their waiting time.

The ERB adopts a “market-oriented, employment-driven” principle in offering its training courses. To provide a diversified training portfolio for its service targets, the ERB strives to keep itself abreast of the latest developments in different industries. Other than inviting new course proposals from training bodies, the ERB also consults industry practitioners with a view to developing new training courses to address market needs.

Strengthen Partnership to Gather Market Intelligence

Since July 2009, the ERB has been setting up Industry Consultative Networks (ICNs) for different industries to strengthen partnership and communication with strategic partners. Other than Government officials, representatives of employer associations, trade unions and professional bodies with insight and commitment to manpower development are invited to join the ICNs. Members of the ICNs render advice on the development of full-time placement-tied courses and SUS Plus courses. They also highlight the market demand and skills requirements of different industries, and publicise and promote ERB courses to the industries.

年內，ERB增設了三個「行業諮詢網絡」，包括「飲食業」、「交通及支援服務業」及「物流業」。加上早前成立的「行業諮詢網絡」，ERB合共成立了22個「行業諮詢網絡」，委任約340位來自各行各業的委員。

與業界攜手 提供全方位培訓

針對不同服務組群的培訓需要，ERB於年內推出約300項新課程，令課程總數超過800項，涵蓋近30個行業範疇，為服務對象提供多元化的培訓選擇。新課程中大部分為「新技能提升計劃」課程，協助在職人士提升職業技能。

ERB與業界人士、技術顧問、培訓機構及其他持份者保持緊密交流，定期檢討新課程的開辦情況，並持續提升課程質素。ERB亦不時檢討現有課程，適時作出修訂，以回應行業需要。

為確保課程質素，ERB為市場需求較大的課程，按部就班製作統一教材供培訓機構使用。同時，ERB亦為所有自行開發的課程編訂統一期末評估考卷，以確保畢業學員的技能水平。因應資訊及通訊科技業的發展，ERB亦不時檢討及更新課程的教學設施及教學軟件。

During the year, three new ICNs were set up respectively for the catering, transportation and support services, and logistics industries. Added to the ICNs already established, the ERB has set up a total of 22 ICNs and appointed some 340 members from different industries.

Partner with Industries to Offer Diversified Training

During the year, the ERB launched around 300 new training courses to meet the training needs of different target groups. The total number of ERB courses was over 800, straddling nearly 30 industries. The majority of the new courses are SUS Plus courses which aim at upgrading the vocational skills of serving employees.

The ERB works in close collaboration with industry practitioners, Technical Advisors, training bodies and other stakeholders to keep in view the organisation and quality of new training courses. The ERB also regularly reviews and improves existing training courses to assure that the needs of the industries are addressed in a timely manner.

To ensure the quality of training courses, the ERB has been taking steps to develop standardised training manuals for courses with substantial market demand for use by training bodies. At the same time, the ERB has been preparing standardised final assessment papers for ERB-developed courses to ensure the skills level of the graduate trainees. In the light of the development of the information and communication technology, the ERB regularly reviews and updates the requirements on training facilities and teaching softwares of the training courses.



「新技能提升計劃」課程協助在職人士提升職業技能。
SUS Plus courses aim at upgrading the vocational skills of serving employees.



緊貼市場 開發培訓課程

因應政府推出的「關愛長者」計劃及就業市場的變化，ERB在年內為在職的安老院舍護理員推出一系列技能培訓課程，協助從業員持續提升技能，優化服務質素，配合社會對長者照顧服務的需求。

配合環保產業的發展及推動綠色生活，ERB在年內開發了有關環保知識的課程。此外，隨著市民對社區保育意識的提升及香港國家地質公園的設立，ERB推出有關本地歷史文物古蹟導賞的課程，以及獲漁農自然護理署的香港地質公園導賞員推薦制度認可的課程，為業界培訓專業的地質公園導賞員。

因應綠色資訊科技的發展，ERB在相關課程引入「綠色科技」及「雲端服務」的訓練單元，並積極開發不同的流動裝置應用程式(如iPhone及Android等)的課程。



ERB在年內為在職的安老院舍護理員推出一系列技能培訓課程，協助從業員持續提升技能，優化服務質素。

The ERB has developed a series of new training courses for care workers of elderly homes during the year. These courses aim at upgrading the vocational skills of serving employees and enhancing their quality of service.

Develop New Courses to Address Market Needs

In response to the Government's policy on "Caring for the Elderly" and the changes in manpower demand, the ERB has developed a series of new training courses for care workers of elderly homes during the year. These courses aim at upgrading the vocational skills of serving employees, enhancing their quality of service, hence coping with the demand for elderly care services of the society.

To keep in pace with the development of environmental protection industry and to promote "Green Living", the ERB has developed during the year new training courses relating to environmental protection. Moreover, with the increased awareness of community conservation and the establishment of the Hong Kong Geopark, the ERB has offered new training courses relating to local heritage, historical and cultural tourism as well as geotourism. The course on geotourism targets at training professional geopark guides and is accredited by the Agriculture, Fisheries and Conservation Department and included in its Recommended Geopark Guide System.

In view of the advancement of "Green Technology", the ERB has introduced new training modules on "Green IT" and "Cloud Computing" in the relevant courses, and launched SUS Plus courses on mobile application programming such as iPhone, Android, etc.



年內，ERB在「新技能提升計劃」下推出約20項新課程，涵蓋多個行業範疇。

During the year, the ERB has developed some 20 new SUS Plus courses for various industries.

全面推行「新技能提升計劃」 倡導一專多能

ERB於2009年12月起開始陸續接手開辦勞工及福利局轄下的「技能提升計劃」課程。至2011-12年度，ERB已全面接辦「技能提升計劃」下26個行業範疇合共約600項課程，令ERB「新技能提升計劃」課程所涵蓋的行業範疇大幅擴展，為在職人士提供全方位的技能訓練，提升從業員的專業知識，邁向一專多能，為晉升或轉業作好準備。

年內，ERB在「新技能提升計劃」下推出約20項新課程，涵蓋10個行業範疇，包括中醫保健、物流、物業管理及保安、金融財務、家居服務、健康護理、商業、資訊及通訊科技、影藝文化及機電等，課程提供配合工作需要的持續專業發展機會。部分課程更針對行業內的專業資格考試要求，為在職人士提供相應的備試訓練，協助他們獲取具認受性的資歷。部分課程亦為計劃轉職的學員提供單元式的入門技能培訓。

為了配合法定最低工資生效，並回應就業市場的變化，ERB在年內以飲食業和物業管理及保安業的65項「新技能提升計劃」課程為基礎，以試點形式推出「行業愛增值」計劃，鼓勵僱主為其基層僱員提供以企業及行業為本的技能提升訓練。

Implement SUS Plus Full Steam to Advocate Multi-Dimensional Training

From December 2009 onwards, the ERB gradually took over the organisation of the “Skills Upgrading Scheme” courses under the Labour and Welfare Bureau (LWB). The transfer was completed in 2011-12, and some 600 courses straddling 26 industries were taken up by the SUS Plus of the ERB. The transfer has considerably expanded the scope of industries covered by SUS Plus courses, and provided serving employees with a wide variety of training opportunities for enhancing their professional knowledge, placing them in good stead for promotion and job change.

During the year, the ERB has developed some 20 new SUS Plus courses for 10 industries, namely Chinese Healthcare, Logistics, Property Management and Security, Financial Services, Domestic Services, Healthcare Services, Business, Information and Communications Technology, Entertainment and Performing Arts, as well as Electrical and Mechanical Services. These courses aim at upgrading the skills of trainees to cater for their job requirements. Some of the courses prepare trainees for external assessments leading to recognised professional qualifications, while some others provide modular training on basic job skills to facilitate trainees who are planning for a job change.

In response to the introduction of the Statutory Minimum Wage and the changes in the employment market, the ERB launched on a pilot basis the “Industry Loves Upgrading Scheme” during the year. The scheme encourages employers of the Catering and Property Management and Security industries to organise enterprise-based and industry-specific training for their front-line employees. It covers 65 SUS Plus courses for the two industries.

服務特定對象 提供專設課程

ERB 為特定服務對象，包括新來港人士、殘疾及工傷康復人士、少數族裔人士、待業待學青年、住院戒毒人士及更生人士提供適切的培訓及就業服務，協助他們融入社會。為特定服務對象專設的課程涵蓋職業技能、通用技能、就業規劃等訓練。

在 2011-12 年度，ERB 提供五項為新來港人士專設的課程。缺乏支援網絡和經濟困難的學員，在修讀其中「就業基礎技能證書課程」期間，更可透過社會福利署的「鄰里支援幼兒照顧計劃」免費獲得幼兒託管服務。隨著「鄰里支援幼兒照顧計劃」的覆蓋範圍於年內擴大，ERB 亦將該課程服務的地區範圍由八區擴展至 15 區，並擬於下一年度將服務進一步推展至全港各區。此外，為配合港人內地「超齡子女」申請來港定居安排的實施，ERB 已調整新來港人士課程的學額，以滿足新來港人士的培訓需要。

ERB 致力為殘疾及工傷康復人士提供適切的培訓課程，年內，ERB 為殘疾及工傷康復人士提供 39 項就業掛鉤課程及 12 項半日或晚間制的通用技能及「新技能提升計劃」課程。培訓機構會因應個別學員的健康狀況和學習能力，進行深入的工作能

Organise Specialised Training to Serve Specific Target Groups

The ERB provides specialised training and employment services for specific target groups, including new arrivals, persons with disabilities and persons recovered from work injuries, ethnic minorities, non-engaged youths, rehabilitated ex-drug abusers and ex-offenders, and assists them to integrate into the society. Courses provided for the specific target groups cover training on vocational skills, generic skills and career planning.

In 2011-12, the ERB offered five courses targeted at new arrivals. For new arrivals who were yet to have supportive network and who faced financial difficulties, they were offered free childcare services under the “Neighbourhood Support Child Care Project (NSCCP)” of the Social Welfare Department when they attended the “Certificate in Foundation Skills for Employment” course. With the extension of the NSCCP to more districts, the service area of the course was also extended from eight to 15 districts. It is planned that the course would be further extended to all districts over the territory in the coming year. Moreover, in response to the Government’s arrangements for “overage children” of Hong Kong residents in the Mainland applying for One Way Permits to come to Hong Kong for reunion with their parents, the ERB has adjusted the training capacity for relevant courses to ensure that the training needs of the new arrivals are adequately taken care of.

The ERB strives to provide suitable training courses for persons with disabilities and persons recovered from work injuries. During the year, the ERB offered 39 placement-tied courses and 12 generic



學員在修讀「就業基礎技能證書課程」期間，可透過社會福利署的「鄰里支援幼兒照顧計劃」免費獲得幼兒託管服務。

Trainees were offered free childcare services under the “Neighbourhood Support Child Care Project” of the Social Welfare Department when they attended the “Certificate in Foundation Skills for Employment” course.

力評估、技術訓練、工作適應、心態調整及就業輔導。ERB 並鼓勵培訓機構積極為殘疾及工傷康復人士開辦更多元化的課程，並為他們提供適切的就業跟進服務。年內，ERB 為殘疾及工傷康復人士新增了11項課程，涵蓋物業管理及保安、保險、美容、零售等行業範疇及通用技能培訓。

在2011-12年度，ERB 為少數族裔人士提供17項就業掛鉤課程，涵蓋九個行業範疇；以及22項半日或晚間制的通用技能及「新技能提升計劃」課程。年內，ERB 開發更多為少數族裔人士專設並以英語授課的課程，當中包括一項就業掛鉤新課程及四項「新技能提升計劃」新課程，涵蓋美容、物業管理及保安、機電、飲食等行業範疇，以擴闊少數族裔人士的課程選擇。此外，為加強少數族裔人士的中文訓練，ERB 亦為四項少數族裔人士中文課程發展了統一教材。

為加強推廣工作，提高少數族裔人士對ERB 的課程及服務的認知和信任，ERB 定期召開聚焦小組會議，了解少數族裔人士的培訓及就業需要，亦舉辦專題工作坊，加強ERB 及培訓機構的員工對少數族裔人士的文化及生活習慣的認識。

skills or SUS Plus training courses on half-day or evening basis for the target group. The training bodies will evaluate the health conditions and learning abilities of individual trainees, conduct in-depth assessments of their working abilities, undertake training on vocational skills, work adaptation and attitude reinforcement, and offer employment counseling. The ERB encourages training bodies to offer more varieties of training courses and provide placement follow-up services for persons with disabilities and persons recovered from work injuries. During the year, 11 new courses for this target group have been launched, covering the Property Management and Security, Insurance, Beauty Therapy and Retail industries, as well as generic skills training.

In 2011-12, the ERB provided 17 placement-tied courses straddling nine industries and 22 generic skills or SUS Plus training courses on half-day or evening basis for the ethnic minorities. During the year, the ERB continued to develop more courses with English as the medium of instruction to cater for the needs of the ethnic minorities. They included one new placement-tied course and four new SUS Plus courses covering the Beauty Therapy, Property Management and Security, Electrical and Mechanical Services, and Catering industries. Furthermore, as a continuing effort to strengthen the Chinese language training for the ethnic minorities, the ERB has developed standardised training materials for four Chinese language training courses specifically designed for the ethnic minorities.

To promote the awareness and trust of the ethnic minorities of the courses and services of the ERB, the ERB conducts regular focus group meetings to collect information on the training and employment needs of the ethnic minorities. The ERB also organises workshops for employees of the ERB and training bodies to enhance their understanding on the cultures and ways of life of the ethnic minorities.



ERB積極為15至20歲待業、待學青年提供培訓，重新啟動學員的學習及進修意欲，協助他們認識自己的興趣和志向及作出職業規劃。

The ERB actively provides training for non-engaged youths aged between 15 and 20, aiming to stimulate the desire of the young people to learn and to assist them to understand their own interests and aspirations and to plan for their careers.

ERB積極為15至20歲待業、待學青年提供培訓，於2011年初檢討「青年培育計劃」的成效並修訂培訓模式，目標是透過啟動元素、職業技能訓練及通用技能培訓，重新啟動學員的學習及進修意欲，協助他們認識自己的興趣和志向及作出職業規劃。年內，共有11間培訓機構提供53項具市場需求的「青年培育計劃」課程。

年內，ERB提供了11項就業掛鉤課程和四項通用技能課程，涵蓋七個行業範疇，協助更生人士重投就業市場，重建新生活。ERB亦為正接受康復療程的戒毒人士開辦一項就業掛鉤課程，擴闊他們的就業機會，協助他們重投社會。

專業資歷 提升學員認受

為了確保畢業學員資歷的認受性，ERB陸續提交課程予香港學術及職業資歷評審局(評審局)進行評審。現時，約有590項ERB課程已通過評審局的評審，獲得資歷架構認可。

年內，辦事處應教育局的邀請，參加了「資歷架構學分制度」的先導計劃，並為「社福活動助理證書」及「電腦圖像及多媒體製作單元證書」兩個課程訂定學分並遞交了參與計劃的經驗、觀察及相關建議的報告。

The ERB actively provides training for non-engaged youths aged between 15 and 20. The effectiveness of the Youth Training Programme (YTP) was reviewed in early 2011 and the training model was subsequently revised. With a combination of motivational factors and training in vocational skills and generic skills, the YTP aims to stimulate the desire of the young people to learn and to assist them to understand their own interests and aspirations and to plan for their careers. During the year, 11 training bodies offered a total of 53 courses with market demand under the YTP.

During the year, the ERB provided 11 placement-tied courses and four generic skills training courses covering seven industries to help rehabilitated ex-offenders re-enter the employment market and start a new life. The ERB also organised a placement-tied training course for rehabilitated ex-drug abusers to enhance their employment opportunities and help them re-integrate into the society.

Obtain Professional Qualifications to Promote Public Recognition

To promote recognition of the qualifications of the graduate trainees, the ERB submitted its training courses to the Hong Kong Council for Accreditation of Academic and Vocational Qualifications (HKCAAVQ) for accreditation. At present, around 590 ERB courses have been accredited by the HKCAAVQ for recognition under the Qualifications Framework (QF).

During the year, the ERB upon the invitation of the Education Bureau participated in a pilot exercise which aimed at developing operational guidelines on the assignment of QF credits to learning programmes. The ERB assigned credit values to two courses, namely, "Certificate in Social Services Programme Assistant Training" and "Module Certificate in Computer Graphics & Multimedia Production" and submitted a report summarising the experience, observations and recommendations in connection with participation in the exercise.

香港是知識型的經濟體系，僱主對專業資格日益看重。ERB 致力加強發展專業認證課程，協助學員考取資格，踏上專業階梯。年內，ERB 提供多項專業認證的課程，包括40多項獲行業認可、畢業學員可獲專業註冊或認證的課程。此外，ERB 亦提供20多項「一試兩證」的課程，學員通過專業認證考試，可同時獲頒ERB的畢業證書及有關的專業資格證書。ERB 也提供近30項備試課程，以半日或晚間制形式授課，協助在職人士準備應考相關行業的專業考試。

考取國家資格 開拓就業空間

香港與內地經濟融合，本港市民在內地就業的機會與日俱增。為協助拓展畢業學員的就業空間，增強他們的競爭力，ERB 於2007年5月與廣東省職業技能鑒定指導中心簽訂合作協議，在香港以試點形式展開國家職業技能鑒定和職業資格證書合作計劃。年內，ERB 提供六項「國家職業資格」的全日制就業掛鉤課程，包括「初級美容師證書」、「初級中式烹調師證書」、「初級中式麵點師證書」、「初級中式燒臘師證書」、「初級西式烹調師證書」及「初級營銷員證書」課程，為學員提供免費培訓、考核及認證的「一條龍」服務；課程亦備有就業跟進服務，協助學員入職。



Hong Kong is a knowledge-based economy, and professional qualifications are of increasing importance to employers. The ERB strives to develop professional certification courses to help trainees attain qualifications and move up their professional ladder. Of the professional certification courses offered by the ERB during the year, over 40 courses are recognised by the respective professions and graduate trainees are eligible to professional registration or certification. Besides, the ERB offered over 20 “one-test-two-certificates” courses under which trainees who have passed the relevant professional certification examinations would be awarded the ERB certificates on top of the professional certificates. The ERB also offered about 30 examination-preparatory courses on part-time or evening basis to assist serving employees to sit for relevant professional examinations.

Acquire National Occupational Qualifications to Expand Employment Opportunities

With the economic integration of Hong Kong and the Mainland, there are more chances for Hong Kong people to work across the border. With a view to expanding the employment opportunities and enhancing the competitiveness of the graduate trainees, the ERB signed a cooperation agreement with the Guangdong Occupational Skill Testing Authority in May 2007 to launch a pilot scheme to introduce the National Occupational Skills Assessment and National Occupational Qualification Certificate in Hong Kong. During the year, the ERB offered six full-time placement-tied National Occupational Qualification Certificate courses at Elementary Level for Beauticians, Chinese Cuisine Chefs, Dim Sum and Chinese Pastry Chefs, Chinese Roast Meat Chefs, Western Cuisine Chefs and Salesmen. Trainees of these courses received a “through-train” service encompassing free training, assessment and certification, and placement services to help them land on jobs.

ERB 提供「國家職業資格」的全日制就業掛鉤課程，包括「初級中式烹調師證書」，為學員提供免費培訓、考核及認證的「一條龍」服務。

The ERB offered full-time placement-tied National Occupational Qualification Certificate courses at Elementary Level for Chinese Cuisine Chefs. Trainees received a “through-train” service encompassing free training, assessment and certification.

工作回顧 Operational Review

自2007年5月至2012年3月，ERB舉辦了合共八項國家職業技能鑒定試，包括上述六項課程及「初級和中級保健按摩師課程」。考獲國家職業資格證書的學員共945名，合格率达92%。

技能評估 認證學員水平

為確保畢業學員的技能水平達到相關行業的要求，ERB成立了「實務技能培訓及評估中心」，統籌及提供ERB標準化課程的評估服務，以評核學員能否達致有關課程的學習成效。評估中心在2011-12年度為「家務助理」、「酒店房務員」、「酒店公眾地方清潔員」、「洗衣工場助理」、「起居照顧員」、「陪月員」、「嬰幼兒照顧員」、「家居長者照顧員」、「保健按摩員」、「環境潔淨服務員」、「餐飲及宴會服務員」、「長者護理」、「長者照顧」、「嬰兒護理」及「起居照顧員基礎技能」共15項課程提供技能評估服務。年內，評估中心為約14,800名學員進行評估，整體合格率超過90%。

評估中心持續加強統一技能評估的質素保證工作，包括：

- (i) 建立一套機制，定期檢視各培訓機構的學員在評估中心的統一技能評估的表現，透過與培訓機構的導師及行政人員討論評估結果，協助他們掌握統一技能評估的安排及要求，以持續提升其學員於評估方面的表現；以及



From May 2007 to March 2012, the ERB organised a total of eight National Occupational Skills Assessments for the above six National Qualification Certificate Courses as well as the Elementary and Intermediate Healthcare Massage Courses. Altogether 945 trainees obtained the National Occupational Qualification Certificate. The overall pass rate was 92%.

Administer Skills Assessment to Certify Learning Outcome

To ensure graduate trainees' attainment of the skills levels required by respective industries, the ERB set up the "Practical Skills Training and Assessment Centre" (PSTAC) to coordinate and conduct assessments for standardised ERB courses to ascertain whether the trainees achieve the intended learning outcomes of the courses. In 2011-12, the PSTAC conducted assessments for 15 courses respectively on domestic helpers, hotel room attendants, hotel public area cleaners, laundry assistants, personal care workers, post-natal care workers, infant and child care workers, elderly home care workers, healthcare masseurs, environmental hygiene and cleaning workers, banquet and catering workers, elderly nursing care, elderly caretakers, infant nursing care, and elementary skills for personal care workers. During the year, the PSTAC conducted assessments for some 14,800 trainees. The overall pass rate exceeded 90%.

The PSTAC continues to strengthen its quality assurance work in standardised skills assessments by:

- (i) setting up a mechanism to review on a regular basis the performance of trainees of different training bodies in the standardised skills assessments administered by the PSTAC, and to discuss the results with the instructors and administrative staff of the training bodies to deepen their understanding of the arrangements and requirements of the standardised skills assessments with a view to improving the performance of their trainees in the assessments; and

「實務技能培訓及評估中心」統籌及提供ERB標準化課程的評估服務，以評核學員能否達致有關課程的學習成效。

"Practical Skills Training and Assessment Centre" coordinates and conducts assessments for standardised ERB courses to ascertain whether the trainees achieve the intended learning outcomes of the courses.



ERB於年內舉行了一場質素保證經驗分享會，讓參與的培訓機構認識不同的質素保證措施。

The ERB organised a quality assurance experience-sharing session during the year. Participating training bodies were advised of different quality assurance measures.

(ii) 安排技術顧問為統一技能評估進行觀試。截至2012年3月底，技術顧問到訪了評估中心及33間培訓中心進行合共64次觀試，與86位評估員就評核技巧及準則交換意見，並就技能評估安排提供改善建議。

(ii) arranging Technical Advisers (TAs) to observe the conduct of standardised skills assessments. As at the end of March 2012, 64 on-site observations at the PSTAC and 33 training centres had been undertaken. The TAs exchanged views with 86 assessors over the techniques and standards of assessment, and made recommendations to improve the arrangements for skills assessments.

嚴密監管 確保培訓質素

自2008-09年度起，ERB邀請不同行業的資深業界人士出任技術顧問，就課程發展及質素保證工作提供專業意見。技術顧問負責參與課程發展會議、巡查培訓中心、審閱教材、視察實務試等。在2011-12年度，ERB共委任了104名技術顧問，分屬28個行業範疇及通用技能範疇。

ERB透過實地審計、突擊巡查、期末筆試及實務試突擊觀察及觀課，監察培訓機構的表現。年內，ERB完成對76間培訓機構、11間「樂活中心」及兩間ERB服務中心進行實地審計工作，以隨機抽樣形式進行了810次突擊巡查及就期末考試進行了180次突擊觀察，並安排教學顧問到不同的培訓中心進行了367次觀課。整體來說，培訓機構及導師的表現均符合ERB訂定的水平。

為持續提升課程的質素，ERB於年內舉行了一場質素保證經驗分享會，讓參與的培訓機構認識不同的質素保證措施，並藉討論和意見交流鼓勵培訓機構完善其內部質素保證機制。

Undertake Close Monitoring to Ensure Training Quality

From 2008-09, the ERB has been inviting veteran practitioners of different industries to serve as TAs to provide professional advice on course development and quality assurance. They are responsible for attending meetings on course development, inspecting training centres, reviewing course materials and observing skills assessments. In 2011-12, the ERB has appointed altogether 104 TAs, covering 28 industry categories and generic skills areas.

The ERB monitors the performance of training bodies through on-site annual audits, surprise inspections, surprise assessment inspections and class visits. During the year, on-site annual audits of 76 training bodies, 11 "Smart Living" Regional Service Centres and two ERB Service Centres were conducted. In addition, 810 surprise inspections and 180 surprise assessment inspections were carried out on a random basis, and TAs paid 367 class visits to different training centres. Generally speaking, the performance of the training bodies and instructors met the standards set by the ERB.

To further improve the quality of training courses, the ERB organised a quality assurance experience-sharing session during the year. Participating training bodies were advised of different quality assurance measures and encouraged, through discussion and exchange of views, to enhance their internal quality assurance mechanisms.

強化

就業支援

STRENGTHENING

EMPLOYMENT SUPPORT





服務 推廣 Services • Promotion

ERB 致力提升各項服務，支援學員就業及持續提升。為加深市民大眾對「人才發展計劃」的認識，ERB 年內推出多項大型推廣活動，同時透過廣告、通訊、傳媒工作等，持續強化 ERB 的正面形象。

The ERB strives to strengthen services to support placement and continuous upgrading of trainees. To enhance public understanding of the Manpower Development Scheme, the ERB launched a series of promotional campaigns during the year. We also promoted a positive image of the ERB through advertisements, newsletters, media works, etc.

提升服務 支援學員就業

在2011-12年度，ERB已全面推行「提升就業服務方案」。培訓機構會為畢業學員提供為期六個月的提升就業及留職跟進服務，支援畢業學員入職及持續就業。服務涵蓋的全日制就業掛鈎課程共72項，佔年內相關課程學額超過四成。

ERB正收集及整理培訓機構匯報學員持續就業的相關數據，為檢討「提升就業服務方案」的成效作好準備，並有助考慮是否把「學員留職率」引進成為ERB課程的主要成效指標。

推陳出新 提升「樂活一站」服務質素

「樂活一站」是ERB的一項就業增值服務，作為一站式的家居、健康及護理轉介平台，為有關課程的畢業學員開拓更多就業機會。

「樂活一站」於年內推出以人氣漫畫家馬仔設計的人物「全能馬姐」為主角的一系列全新廣告，並推出父親節及母親節家居上門按摩服務及農曆新年特別服務、舉辦「至惡搞家務選舉」，以不同形式將服務推廣至更多目標客群。

Strengthen Services to Support Placement of Trainees

In 2011-12, the ERB has fully rolled out the “Enhanced Placement Service Model”. Training bodies would provide graduate trainees with enhanced placement and retention follow-up services for a period of six months to help graduate trainees land on jobs and sustain in employment. 72 full-time placement-tied courses were covered, which accounted for over 40% of the training places for full-time placement-tied courses.

The ERB has been collecting and analysing service data on the continuous employment of trainees. This would facilitate the conduct of a review of the effectiveness of the “Enhanced Placement Service Model” and the consideration of whether “retention rate” should be introduced as one of the key performance indicators of ERB courses.

Introduce New Measures to Enhance Service Quality of “Smart Living”

The “Smart Living” Scheme is a value-added employment service provided by the ERB. It offers a one-stop referral platform for home, health and care services to increase the employment opportunities for graduate trainees of relevant training courses.

During the year, the “Smart Living” Scheme launched a brand new advertising campaign by adopting a special character “All-rounded Domestic Helper” created by popular cartoonist Maggie Lau. Three campaigns, namely, “Home Massage Service at Mother’s Day and Father’s Day”, “Special Service for the Chinese New Year” and “Voting for the Most Difficult Housework”, were organised to further promote the services to a wider range of target clientele in different formats.



「樂活一站」於年內推出以人氣漫畫家馬仔設計的人物「全能馬姐」為主角的一系列全新廣告。

During the year, the “Smart Living” Scheme launched a brand new advertising campaign by adopting a special character “All-rounded Domestic Helper” created by popular cartoonist Maggie Lau.

近年市場對陪月服務的要求殷切，「樂活一站」於年內首次舉行大型「陪月員實務工作坊系列」，透過專業導師的講解及經驗陪月員的分享，加深學員對行業的認識，提升競爭力。共有超過180名畢業學員參加工作坊，反應熱烈。

「樂活一站」在年內收到超過48,000個登記空缺，成功轉介空缺逾30,000個。「樂活助理」的平均時薪水平提升至63元。至於一年一度的「歲晚大掃除」活動共收到逾4,300個空缺，填補比率達92%。

為回應持續增加的服務需求，ERB會強化「樂活一站」網頁的功能，期望服務更多「樂活助理」和僱主，以及提升轉介效率及服務質素。

ERB 服務中心 發揮地區窗口角色

ERB的兩所資源中心於2011年4月起轉型以「ERB服務中心」模式運作，作為ERB培訓及服務的地區窗口，為有培訓及就業需要的人士，提供即時、到位及多元化的服務，並全面提供當區培訓課程的資訊。中心服務定位以「培訓」為主、「就業」為副，並提供一系列自助、支援及個人化服務。ERB服務中心的培訓顧問，會按服務使用者的意願和培訓及就業需要，提供個人化的支援及建議合適

In the face of rising demand for post-natal care service, a series of large-scale “Smart Living Workshops on Post-natal Care” was introduced during the year to increase the understanding of the trainees of the industry as well as their competitiveness. Professional instructors and experienced post-natal care workers were invited to share their knowledge and experience with the trainees during the workshops. The response was enthusiastic and over 180 graduate trainees attended the workshops.

During the year, over 48,000 job vacancies were registered under the “Smart Living” Scheme, and over 30,000 of which were successfully filled. The average hourly rate for Smart Helpers increased to \$63. As for the annual “Chinese New Year Cleansing Campaign”, over 4,300 job offers were recorded, and 92% of which were successfully filled.

In response to the ever-increasing demand for services, the ERB would enhance the functionalities of the “Smart Living Online Platform” to serve more Smart Helpers and employers and enhance referral efficiency and service quality.

Operate ERB Service Centres to Provide District-based Services

The two resource centres of the ERB were transformed into “ERB Service Centres” in April 2011. As the district-based window to ERB courses and services, the ERB Service Centres offer just-in-time and diversified services, and provide information on courses organised in the respective districts, to people with training and employment needs. “Training” is the focus of the ERB Service Centres, supplemented by services pertaining to “Employment”.



ERB服務中心的培訓顧問，會按服務使用者的意願和培訓及就業需要，提供個人化的支援及建議合適的ERB課程。

Training consultants at the Service Centres provide personalised service and recommend suitable ERB courses to clients in the light of their aspirations and training and employment needs.



ERB 推出了全新標誌，推廣「ERB 服務中心」。

The ERB has introduced a new logo to promote the ERB Service Centres.

的 ERB 課程。為配合中心轉型，ERB 推出了「ERB 服務中心」全新標誌及一系列宣傳品，並向市民重點推介全新的培訓顧問服務。

截至 2012 年 3 月，「ERB 服務中心(九龍西)」及「ERB 服務中心(九龍東)」的會員人數分別超過 11,000 及 5,200，服務人次逾 13 萬及 12 萬。

第三間「ERB 服務中心」位於天水圍，於 2012 年 1 月全面投入服務。該中心名為「僱員再培訓局服務站」，並與勞工處位於同一大樓的「就業一站」加強協作。根據既定的轉介機制，經勞工處評估有培訓需要的求職人士，可直接轉介予「僱員再培訓局服務站」，以安排入讀合適的 ERB 課程或提供其他服務，提升他們的入職機會。截至 2012 年 3 月，「僱員再培訓局服務站」的會員人數超過 1,000，並已為兩萬人次提供服務。

The Service Centres offer a range of self-help, supporting and personalised services. Training consultants at the Service Centres provide personalised service and recommend suitable ERB courses to clients in the light of their aspirations and training and employment needs. The ERB has prepared a new logo and a series of publicity materials to promote the ERB Service Centres, with particular emphasis on the newly-introduced training consultancy service.

As at March 2012, membership at the ERB Service Centre (Kowloon West) and ERB Service Centre (Kowloon East) exceeded 11,000 and 5,200 respectively. Over 130,000 and 120,000 people had made use of their services respectively.

The third ERB Service Centre in Tin Shui Wai has been operating in full swing since January 2012. The Service Centre has enhanced its collaboration with the “Employment in One Stop” of the Labour Department, which is situated in the same building as the Service Centre. According to established referral mechanism, job seekers assessed by the Labour Department to have training needs would be referred to the Service Centre for direct enrolment into suitable ERB courses or other services to enhance their employment opportunities. As at March 2012, membership at the ERB Service Centre (Tin Shui Wai) exceeded 1,000, and over 20,000 people had made use of its services.



位於天水圍的「僱員再培訓局服務站」，與勞工處「就業一站」於 2012 年 3 月聯合舉行開幕儀式。

The ERB Service Centre in Tin Shui Wai held the joint opening ceremony with “Employment in One Stop” of the Labour Department.



ERB 推出「TEEN 試行動2012」，協助2012年中六及中七畢業生認識工作世界。

The ERB launched the "Learn and Leap - Teen's Action 2012" to assist Form 6 and Form 7 secondary school leavers to understand the world of work.

配合雙學制年 首推「TEEN 試行動2012」

為協助2012年中六及中七畢業生認識工作世界，裝備他們開展自己的事業，更好地規劃未來，ERB在2012年2月推出「TEEN 試行動2012」。活動透過「人生規劃講座」、「行業試讀班」及「職場體驗項目」三個環節，讓參加者對各行業的入職要求、工作狀況、發展機會及行業前景等有初步認識；並藉著短期實習、企業探訪、行業講座、與管理層會面等活動，增加他們對行業的了解，同時明白自己的興趣和職業志向，以制訂未來進修及就業的目標。ERB將於2012-13年度舉行「畢業大典」，作為活動的總結。

推廣課程 鼓勵持續提升

在2011-12年度，ERB以「全民進修」為主題，推廣課程，鼓勵持續提升、積極向前的精神。

Launch the "Learn and Leap - Teen's Action 2012" to Tie in with the Double Cohort Year

The ERB launched the "Learn and Leap - Teen's Action 2012" in February 2012 to assist Form 6 and Form 7 secondary school leavers to understand the world of work, equip them for their careers and allow them better prepare for the future. The programme comprised three main parts, namely, "Career Planning Seminars", "Industry Taster Courses" and "Workplace Experience Programme", to enable participants to gain basic understanding on the entry requirements, work practices, developmental opportunities and prospects of different industries. Through joining short-term internship programmes, workplace visits, industry seminars and meeting with senior management, the participants will better understand the industries as well as their own interests and career aspirations, hence they will be able to better plan their training and employment goals. The ERB will organise a "Graduation Ceremony" in 2012-13 as a finale of the programme.

Promote Courses to Foster Continuous Upgrading

In 2011-12, the ERB adopted the theme of "Continuous Learning for All" for its course promotional activities with a view to advocating continuous upgrading and promoting a positive and forward-looking attitude.

工作回顧 Operational Review

為向少數族裔人士推廣以英語授課的ERB課程，ERB印製了以七國語言(英語、烏都語、印度語、尼泊爾語、印尼語、菲律賓語及泰語)編寫的宣傳單張，並透過以少數族裔人士為對象的報章刊登廣告及特輯，加強少數族裔人士對ERB課程的認識及提高他們報讀課程的興趣。

為增加市民大眾在選擇ERB課程前對行業的了解，ERB製作了「培訓·入行」短片系列，介紹不同行業的工作概況及發展機會。短片系列共10輯，涵蓋10個行業，內容包括畢業學員分享入行前應有的心理準備及入職後面對的工作挑戰；訪問ERB行業諮詢網絡代表及業內人士，介紹行業前景、晉升機會及進修途徑等，讓市民更具體地掌握行業資訊。此外，短片亦簡單介紹ERB課程資訊及報讀資格。



ERB製作了「培訓·入行」短片系列，介紹不同行業的工作概況及發展機會。

To allow members of the public to have a better understanding of the concerned industries, the ERB has produced a video series entitled "Training · Enhancing your Career".

推廣「新技能提升計劃」 增加市民認識

為回應就業市場的變化，ERB在「新技能提升計劃」下推出「星級試讀班」及「行業愛增值」兩個特別項目，鼓勵「全民進修」，提高社會人士對「新技能提升計劃」的認知及市民報讀ERB課程的興趣。

Promote SUS Plus Courses to Enhance Public Awareness

In response to market changes, the ERB launched two special programmes under the SUS Plus, namely, "Premium Taster Programme" and "Industry Loves Upgrading Scheme", to advocate "Continuous Learning for All" and increase public awareness of the SUS Plus and the interest of the public in enrolling into ERB courses.



「星級試讀班」推出後反應理想，個別受歡迎的試讀班加開新班，並延長登記日期。

The "Premium Taster Programme" met with enthusiastic response for enrolment. The original application deadline was extended and additional classes were provided for some popular taster courses.

「星級試讀班」推出後反應理想，個別受歡迎的試讀班加開新班，並延長登記日期，報名人次逾5,700。

「星級試讀班」共提供21項課程，合共38班試讀班，涵蓋10個行業，包括中醫保健、物業管理、美容、家居服務、旅遊、飲食、零售、機電、花藝和珠寶，供本局服務對象免費報讀。試讀班以靈活生動的方式，在兩至三小時內重點介紹「新技能提升計劃」課程的內容；並由星級嘉賓及講師介紹行業知識和技能、行業前景、發展機會等。

「行業愛增值」是ERB的另一項試點項目，以企業為單位，為「飲食業」和「物業管理及保安業」機構的員工開辦在職培訓課程，強化員工的職業技能，加強企業的競爭力。

The "Premium Taster Programme" met with enthusiastic response with over 5,700 registrations for enrolment. The original application deadline was extended and additional classes were provided for some popular taster courses.

21 different taster courses with 38 classes straddling 10 industries, including Chinese Healthcare, Property Management, Beauty Therapy, Domestic Services, Travel, Catering, Retail, Electrical and Mechanical Services, Floral Arrangement and Jewellery were offered free of charge to the service targets of the ERB. The taster courses covered in a lively manner the key aspects of the relevant SUS Plus courses in two to three hours, and celebrities and tutors would introduce general vocational knowledge and skills, industry prospects and developmental opportunities, etc.

The "Industry Loves Upgrading Scheme" is another pilot project of the ERB designed for establishments of the "Catering" and "Property Management and Security" industries. Training courses were organised on an establishment basis to enhance the vocational skills of the employees as well as the competitiveness of the establishments concerned.



試讀班以靈活生動的方式，重點介紹「新技能提升計劃」課程的內容；並由星級嘉賓及講師介紹行業知識和技能、行業前景、發展機會等。

The taster courses covered in a lively manner the key aspects of the relevant SUS Plus courses, and celebrities and tutors would introduce general vocational knowledge and skills, industry prospects and developmental opportunities, etc.

地區推廣 方便市民報讀課程

在2011-12年度，ERB繼續透過「培訓課程及服務推廣計劃」資助培訓機構舉辦地區課程及服務宣傳活動。本年度的推廣計劃以「自我裝備·迎接機遇」為主題，鼓勵市民做好準備，把握培訓機會，提升知識和技能，並向市民推廣各項「人才發展計劃」課程及服務。年內，共有18間培訓機構於全港各區合共舉辦了37項宣傳活動，形式包括社區宣傳攤位、課程及服務展覽、課程暨招聘資訊日、工作坊、就業講座、分享會及花車巡遊等，參加人數約四萬人。

年度頒獎禮 嘉許各界支持

「ERB人才發展計劃頒獎禮」是ERB的年度盛事，目的是嘉許表現卓越的學員、導師和培訓機構，以及表揚僱主及各界人士對ERB及畢業學員的支持。

ERB於2012年1月舉行第四屆頒獎禮，頒發的獎項包括傑出學員獎、傑出僱主獎、傑出導師獎，以及頒發給培訓機構的課程發展獎、課程管理獎、就業服務獎及推廣宣傳獎。各獎項表揚持份者在推動「人才發展計劃」的突出表現及貢獻。



Promote Courses and Services at District Level to Facilitate Access by the Public

During 2011-12, the ERB continued to fund training bodies to organise district-based activities to promote ERB courses and services under the “Funding Programme for Training Courses and Services”. The theme of the funding programme for the year was “Self-enhancement for Opportunity”, and promotional activities targeted at encouraging the public to better prepare themselves, to grasp opportunities for training, and to upgrade their knowledge and skills level were rolled out. The activities also enhance public awareness of the various courses and services under the Manpower Development Scheme (MDS). During the year, 18 training bodies organised altogether 37 promotional activities in various districts in the form of roadshows, courses and services exhibitions, recruitment-cum-course information days, workshops, career talks, sharing sessions and bus parades, etc. Around 40,000 people participated in the promotional activities.

Present Award to Pay Tribute to Stakeholders

The “ERB Manpower Development Scheme Award Presentation Ceremony” is a key annual event of the ERB to pay tribute to trainees, instructors and training bodies with outstanding achievements. It also aims to acknowledge the support rendered by employers and other stakeholders to the ERB and the graduate trainees.

The 4th Presentation Ceremony was held in January 2012, and featured the presentation of the Outstanding Awards for Trainees, the Outstanding Awards for Employers and the Outstanding Awards for Instructors. Training bodies with exemplary performance were awarded the Course Development Award, the Course Administration Award, the Placement Service Award and the Publicity and Promotion Award. The awards acknowledged the outstanding performance and contributions of different stakeholders in fostering the MDS.

ERB於2012年1月舉行第四屆「ERB人才發展計劃頒獎禮」，表揚持份者在推動「人才發展計劃」的突出表現及貢獻。

The 4th “ERB Manpower Development Scheme Award Presentation Ceremony” was held in January 2012, to acknowledge the outstanding performance and contributions of different stakeholders in fostering the MDS.

延續「走入群眾」的特色，第四屆頒獎禮繼續在戶外公眾場地舉行。由於時近農曆新年，同場特別設置多個具節日特色的攤位，既吸引公眾人士入場參觀，亦展示與課程相關的職業技能，包括咖啡沖調、包餅製作、花藝、繪本及漫畫及環保家居清潔等，向市民推廣「人才發展計劃」課程。

通訊連繫各界 推廣培訓訊息

為倡導「積極人生」，ERB出版了《活亮人生》通訊，帶出積極、正面、自強不息的訊息，期望市民活出發光發亮的人生。年內，ERB出版了第七期至第九期《活亮人生》，於港鐵站、「人才企業」網絡、培訓機構及ERB服務中心免費派發予公眾人士。

年內，ERB亦就第四期至第六期《活亮人生》進行讀者意見調查。調查結果相當正面，超過七成的讀者認為《活亮人生》整體訊息積極，有助帶出正向思維」及「整體可讀性高」；近七成的讀者認為「人物故事吸引」及「能增加對ERB的了解及認識」。

To stay close to the public, the 4th Presentation Ceremony was held in an outdoor public venue. As Chinese New Year was already near, dedicated booths with corresponding festive characters were set up to attract the public to participate in the event. The booths also featured the vocational skills that can be acquired from ERB courses, including coffee brewing, bakery, floral arrangement, comic drawing and “green” household cleaning, etc., with a view to promoting the MDS to the public.

Publish Newsletters to Connect with Different Sectors

To advocate positive life, the ERB publishes a Newsletter to encourage people to lead a positive and passionate life. During the year, the ERB published the seventh to ninth issues of the ERB Newsletter which were distributed free of charge to the public at MTR stations and through the networks of Manpower Developers, training bodies and the ERB Service Centres.

During the year, the ERB conducted a readers' survey on the fourth to sixth issues of the ERB Newsletter. The feedbacks were rather positive, with over 70% of the readers considered the ERB Newsletter “useful in encouraging positive thinking” and “highly readable”, while nearly 70% of the readers considered that “the stories of the interviewees were appealing” and “useful in enhancing public awareness and understanding of the ERB”.



為倡導「積極人生」，ERB出版了《活亮人生》通訊，帶出積極、正面、自強不息的訊息，期望市民活出發光發亮的人生。

To advocate positive life, the ERB publishes a Newsletter to encourage people to lead a positive and passionate life.

工作回顧 Operational Review



《LOOK@erb》內容包括ERB最新服務計劃、課程資訊、行業情報及活動預告等。

“LOOK@erb” features ERB service updates, latest course information, industry highlights and upcoming activities, etc.

ERB於2011年6月首度推出電子通訊《LOOK@erb》，旨在讓ERB的服務對象及持份者能透過更便捷的途徑，了解ERB的動向及掌握最新的培訓及就業資訊，並藉此與ERB建立恆常聯繫，促進溝通。《LOOK@erb》以電郵形式約每月出版一次，內容包括ERB最新服務計劃、課程資訊、行業情報及活動預告等。

加強傳媒工作 強化正面形象

為加深市民大眾對「人才發展計劃」的認識，ERB透過傳媒發放ERB課程和服務的成效，包括工作進度、天水圍「僱員再培訓局服務站」的服務範圍、「陪月員證書課程」和相關就業跟進服務，以及為新來港人士及弱勢社群提供的服務等。ERB亦透過傳媒介紹在不同比賽獲獎的學員的奮鬥故事，強化ERB學員的正面形象。

此外，ERB透過舉行多個新聞發佈會，分別介紹在「新技能提升計劃」下推出的「行業愛增值」及「星級試讀班」兩個特別項目，以回應就業市場的變化及鼓勵「全民進修」，以及ERB為配合高中雙學制年推出的「TEEN試行動2012」。

A new e-bulletin “LOOK@erb” was first published by the ERB in June 2011. It aims at providing convenient and timely information on training and employment as well as the latest developments of the ERB to the service targets and other stakeholders of the ERB. It also serves as a platform for the ERB to communicate with stakeholders and members of the public. “LOOK@erb” is published and circulated through emails about once a month, and features ERB service updates, latest course information, industry highlights and upcoming activities, etc.

Strengthen Relationship with Media to Promote A Positive Image

To enhance public understanding of the Manpower Development Scheme (MDS), the ERB organised press briefings on the effectiveness of its training courses and services. They included the work progress of the ERB, service offerings of the ERB Service Centre (Tin Shui Wai), Certificate in Post-natal Care Worker Training and the related placement follow-up services, and the services dedicated for the new arrivals and disadvantaged social groups. To reinforce the positive image of ERB trainees, the ERB also highlighted through the media the success stories of its outstanding trainees who received awards in various contests.

Moreover, the ERB organised press conferences to introduce to the public its new initiatives, including the launching of the “Industry Loves Upgrading Scheme” and “Premium Taster Programme” under the SUS Plus to cater for the changes in the employment market and promote the concept of “Continuous Learning for All”, and the “Learn and Leap - Teen’s Action 2012” to respond to the demand in the double-cohort year.

行業服務計劃 僱主學員兩得益

ERB透過「行業服務計劃」資助培訓機構舉辦地區為本的行業展覽及僱主招聘活動，宣傳與ERB課程相關行業的就業前景、晉升階梯及進修機會等，並安排僱主講座及即場面試，協助畢業學員及求職人士配對合適工作；同時提供培訓課程資訊及接受報讀申請，讓市民通過報讀ERB課程，投身具發展前景的行業或提升技能水平。計劃亦有助ERB促進與各行各業僱主的交流，推動「人才發展計劃」。

年內，ERB共資助了125項「行業服務計劃」推廣活動，近190間來自不同行業的機構參與，合共吸引了超過9,000人次參加。

嘉許「人才企業」 倡導企業培訓文化

ERB在2009年12月推出「ERB人才企業嘉許計劃」，嘉許在人才培訓及發展工作上卓有表現的機構為「人才企業」，倡導以「人才培訓及發展」為本的企業文化。

Administer Industry Service Programme to Benefit Employers and Trainees

The ERB sponsors training bodies to organise district-based industry exhibitions and recruitment activities through the “Industry Service Programme” in order to disseminate information on industry prospects, promotion ladder and opportunities for further study. Employers’ talks and on-site job interviews are arranged to match graduate trainees and job seekers with suitable job vacancies. Publicity of course information and on-site course enrolment facilitate members of the public to enter industries with good developmental potentials or upgrade their vocational skills by pursuing suitable ERB courses. These activities also enable the ERB to strengthen its communication with employers with a view to promoting the MDS.

During the year, the ERB sponsored a total of 125 activities under the “Industry Service Programme”. About 190 establishments from a wide cross-section of industries took part in these activities which attracted over 9,000 participants.

Accredit Manpower Developers to Cultivate Corporate Culture on Manpower Training and Development

The “ERB Manpower Developer Award Scheme” was established in December 2009 to acknowledge organisations which have demonstrated outstanding accomplishments in manpower training and development as Manpower Developers (MDs) and to cultivate a corporate culture conducive to manpower training and development.



第二屆「ERB人才企業嘉許計劃」頒授典禮由勞工及福利局張建宗局長，GBS, JP、鄧國威常任秘書長，JP，聯同ERB正、副主席及行政總監主禮。

The 2nd “ERB Manpower Developer Award Scheme Presentation Ceremony” was officiated by the Hon. Matthew CHEUNG Kin-chung, GBS, JP, Secretary for Labour and Welfare, Mr. Paul TANG Kwok-wai, JP, Permanent Secretary for Labour and Welfare, as well as the Chairman, Vice-chairman and Executive Director of the ERB.

工作回顧 Operational Review

為確保「嘉許計劃」的持續發展，ERB引進榮譽顧問及支持機構的參與。

12位來自學術及持續進修界別、專業團體及人力資源專業的卓越人士組成榮譽顧問團，協助ERB檢視「嘉許計劃」的認證機制及審議評審結果等。

此外，14間知名商會、行業組織、專業團體及學會成為支持機構，透過其龐大的會員網絡，協助推廣計劃。在2011-12年度，ERB與支持機構合辦了多項推廣活動，加強彼此的合作。

截至2011-12年度，共有137間(當中16間為中小企)來自28個行業的私營及公營機構獲嘉許為「人才企業」。

第二屆「ERB人才企業嘉許計劃」頒授典禮於2011年4月舉行，由勞工及福利局張建宗局長，GBS, JP、鄧國威常任秘書長，JP，聯同ERB正、副主席及行政總監主禮。

To ensure the sustainable development of the Scheme, the ERB has solicited the support of the Honorary Advisors and Supporting Organisations.

12 prominent figures in the academia and continuing education sector, professional bodies and human resources profession have been appointed as Honorary Advisors to advise the ERB on the accreditation mechanism and evaluation of the assessment results.

Moreover, 14 renowned chambers of commerce, trade associations, professional bodies and institutions have joined the list of Supporting Organisations to help promote the Scheme through their extensive members network. In 2011-12, the ERB strengthened its cooperation with the Supporting Organisations through the joint organisation of a number of promotional activities.

By 2011-12, a total of 137 private and public organisations (16 of which are SMEs) from 28 industries have been accredited as MDs.

The 2nd “ERB Manpower Developer Award Scheme Presentation Ceremony” was held in April 2011 and officiated by the Hon. Matthew CHEUNG Kin-chung, GBS, JP, Secretary for Labour and Welfare, Mr. Paul TANG Kwok-wai, JP, Permanent Secretary for Labour and Welfare, as well as the Chairman, Vice-chairman and Executive Director of the ERB.



截至2011-12年度，共有137間來自28個行業的機構獲嘉許為「人才企業」。

By 2011-12, a total of 137 organisations from 28 industries have been accredited as MDs.





專題研討會邀請多間「人才企業」的管理層分享企業策略及實戰經驗。

Thematic seminars were organised for sharing of strategies and practical experience among MDs.

年內，ERB為「嘉許計劃」推出一系列的延續活動，包括「人才企業 企業大獎」、專題研討會及出版「MD Magazine」電子刊物，以加強與「人才企業」的溝通和合作。

ERB設立「人才企業 企業大獎」，鼓勵「人才企業」積極支持「嘉許計劃」、參與延續活動，以及利用ERB課程及服務。在2011-12年度，共有六間「人才企業」獲頒授「企業大獎」。

年內，ERB分別以「通脹年代HR攻防戰」及「HR人員管理轉變之道」為主題，舉行了兩場專題研討會，邀請多間「人才企業」的管理層分享企業策略及實戰經驗。兩場研討會合共吸引超過600位培訓及人事管理人員出席。

“MD Magazine”以半年刊形式出版，分享「人才企業」在人才培訓及發展工作的成功策略及經驗。在2011-12年度，ERB共出版了兩期“MD Magazine”，每期向超過10,000名從業員發放。

During the year, the ERB organised a series of follow-up activities under the Scheme, including the “Grand Prize Award”, thematic seminars, as well as the e-publication of the “MD Magazine”, with a view to strengthening communication and collaboration with the MDs.

The “Grand Prize Award” aims at encouraging the MDs to actively support the Scheme, participate in the follow-up activities, and make use of the courses and services of the ERB. In 2011-12, six MDs were awarded the “Grand Prize Award”.

During the year, two thematic seminars, namely “HR Strategy in the Age of Inflation” and “Change Management for HR Professionals”, were organised for sharing of strategies and practical experience among MDs. The two seminars attracted the attendance of over 600 training and human resources practitioners.

“MD Magazine” is published on half-yearly intervals for sharing of strategies and best practices on manpower training and development. In 2011-12, two issues of “MD Magazine” were published and distributed to over 10,000 practitioners.

ERB與「人才企業」合作，於港鐵車站推出廣告系列，以吸引更多機構參與「嘉許計劃」。

The ERB launched an advertising campaign at MTR stations in collaboration with MDs to attract more establishments to participate in the Scheme.



為增加「嘉許計劃」的品牌效應，ERB為第二屆「人才企業嘉許計劃頒授儀式」推出報章特刊，亦與五間「人才企業」合作，於港鐵車站推出廣告系列，以吸引更多機構參與「嘉許計劃」。

主題行業推廣 展示多元化課程

ERB於年內舉辦「消費服務業」及「物業管理及保安業」兩個主題行業博覽，向業界及市民提供職位空缺，行業前景及相關ERB課程的資訊。

ERB於2011年5月舉辦「消費服務業-培訓·就業·新領域」博覽，是自法定最低工資推行以來全港首個培訓及就業博覽，共有14間培訓機構即場提供ERB課程資訊及接受報讀申請，並有90間機構提供超過7,700個職位空缺，參加人次超過2,000。

To further promote the brand name of the Scheme, the ERB published a newspaper supplement for the 2nd “ERB Manpower Developer Award Scheme Presentation Ceremony”. The ERB also launched an advertising campaign at MTR stations in collaboration with five MDs to attract more establishments to participate in the Scheme.

Organise Thematic Events to Promote the Diversity of Training Courses

During the year, the ERB organised two thematic events respectively on “Consumer Services Industry” and “Property Management and Security Industry” to disseminate information on job vacancies, prospects of industries, and relevant ERB courses.

The ERB organised a training and employment expo entitled “New Horizons of Consumer Service Industry” in May 2011. It was the first training and employment expo launched after the implementation of the Statutory Minimum Wage. 14 training bodies provided information on ERB courses and accepted on-site enrolments, and 90 establishments offered some 7,700 job vacancies. The event attracted over 2,000 visitors.



「消費服務業-培訓·就業·新領域」博覽提供超過7,700個職位空缺，參加人次超過2,000。

The training and employment expo entitled “New Horizons of Consumer Service Industry” offered some 7,700 job vacancies and attracted over 2,000 visitors.



ERB以「物管保安，齊齊Move On!」為主題舉辦培訓及就業博覽，同場舉行「最佳會所服務員比賽」，讓業界交流行業知識和技能。

The ERB organised the "Let's Move On Together with Property Management and Security Industry" training and employment expo. "Best Club-house Ambassador Contest" was held to facilitate exchange of knowledge and professional skills among practitioners.

行業專家於博覽上分享零售業從業員的晉升竅門及飲食業優質顧客服務之道。另外，活動同場舉行「零售新星挑戰賽」及「ERB技能大匯演」，藉此向市民展示ERB多元化和專業的培訓課程。

At the expo, industry experts were invited to share hints for career advancement in the retail industry and quality customer service in the catering industry. Besides, "New Retail Star Contest" and "ERB Skills Performance" were held to showcase the diversity and professional nature of ERB training courses.

ERB於2011年10月以「物管保安，齊齊Move On!」為主題，舉辦培訓及就業博覽。活動當日有16間培訓機構即場提供ERB課程資訊及接受報讀申請，並有54間機構提供超過2,400個職位空缺，吸引了超過2,000人次參加。

The ERB organised the "Let's Move On Together with Property Management and Security Industry" training and employment expo in October 2011. 16 training bodies provided information on ERB courses and accepted on-site enrolments, and 54 establishments offered some 2,400 job vacancies. The event attracted over 2,000 visitors.

是次博覽除邀請行業專家分享行業前景及入行要求外，同場亦舉行「最佳會所服務員比賽」，讓業界交流行業知識和技能。

At the expo, industry experts were invited to share information on industry prospects and entry requirements. Besides, "Best Club-house Ambassador Contest" was held to facilitate exchange of knowledge and professional skills among practitioners.



管治 伙伴 Governance • Partnership

ERB 將加強伙伴聯繫，以前瞻方式規劃我們的發展方向和新課程及服務，讓 ERB 的工作更系統化及有延續性，適時回應社會的需要，為本港的持續發展作出貢獻。

The ERB will foster partnership and outline the future directions of the ERB and highlights the focus of development as well as new initiatives on courses and services. It would facilitate systematic performance of work, ensure sustainability of courses and services, and allow the ERB to address the concerns of the society in a timely manner so as to contribute to the sustainable development of Hong Kong.

規劃 發展方向

OUTLINING
FUTURE DEVELOPMENT





ERB 重視辦事處職員的培訓及發展，於年內聘請專業顧問舉行了多個管理技巧工作坊。

The ERB attached great importance to the training and development of employees. During the year, the ERB commissioned the services of professional consultants to organise workshops on management skills.

重視交流培訓 提升服務質素

為了持續提升導師的教學質素及讓他們掌握優良的教學方法及技巧，ERB 鼓勵導師分享經驗及交換意見。年內，ERB 安排了一場導師經驗分享會，並舉辦了 10 場「編寫課堂教案工作坊」。

ERB 重視辦事處職員的培訓及發展，於年內聘請專業顧問舉行了多個管理技巧工作坊，包括與職務相關的講座，以及提升處理問題和督導下屬技巧的課程等。

強化行政規管 確保優質管治

內部審計組是 ERB 在 2011 年 1 月成立的一個專職內部審計機構，在審計委員會的授權下行使獨立的審核職能。內部審計組評估 ERB 內部控制的效益，監察各組別的運作，確保在有關營運及財務安排上依循相關的法例及既定的政策、程序和指引。

Train and Experience-share to Enhance Service Quality

To ensure the continuous improvement of the teaching quality of instructors and equip them with effective training methods and skills, the ERB encourages instructors to share experience and exchange views. During the year, the ERB organised for the instructors an experience-sharing session and 10 workshops on how to prepare lesson plans.

The ERB attached great importance to the training and development of employees. During the year, the ERB commissioned the services of professional consultants to organise workshops on management skills, including seminars on job skills and courses on problem-solving and supervisory skills, for its employees.

Strengthen Control to Ensure Sound Governance

In January 2011, the ERB established the Internal Audit Section which undertakes independent internal audits under the auspices of the Audit Committee. The Internal Audit Section evaluates the effectiveness of internal controls, and monitors the operation of various sections to ensure their compliance with the relevant statutory regulations, and established policies, procedures and guidelines of the ERB on operational and financial matters.

內部審計組按審計委員會制訂的審計計劃進行內部審計工作及提交審計報告。該組以獨立身份進行客觀及專業的考核和評估，並提出改善建議供全局和管理人員參考。

年內，內部審計組按「2011-12年度審計工作計劃」完成的審計項目包括「審批培訓機構及更新服務協議的機制和程序」以及「採購物品及服務」。內部審計組已向審計委員會及行政總監提交審計報告，並提出相關的改善建議。

加強伙伴聯繫 推動發展

ERB 致力與培訓機構發展長期及良好的伙伴關係。ERB 與培訓機構保持緊密溝通，並就課程發展、課程行政及質素保證的機制、系統、措施及工作流程進行全面的檢討。年內，ERB 與培訓機構代表舉行了七次工作會議，就雙方關注的範疇進行討論，提出改善建議。

在2011-12年度，ERB 與其他機構及專業團體亦加強了聯繫，互相借鑒經驗。年內，ERB 分別與國家商務部、人力資源和社會保障部職業技能鑒定中心、廣州市及深圳市人力資源和社會保障局、新加坡人力部、英國教育部等代表，在政策層面進行交流，並在工作層面與不同業界團體會晤，了解行業的培訓需要。

The Internal Audit Section conducts internal audit exercises in accordance with approved audit plan, and submits audit reports to the Audit Committee. The Section provides on an independent basis objective and professional assessments and makes recommendations on improvement measures to the Board and senior management for consideration.

During the year, the Internal Audit Section completed in accordance with the approved "2011-12 Annual Audit Plan" internal audit exercises on (i) Training Bodies Management and Renewal of Service Agreements; and (ii) Goods and Services Procurement. The relevant audit reports with improvement recommendations were submitted to the Audit Committee and the Executive Director for consideration.

Foster Partnership to Promote Development

The ERB endeavours to develop long-term and harmonious partnership relations with training bodies. The ERB maintains close and regular dialogue with training bodies to review the mechanism, system, measures and procedures regarding course development, course administration and quality assurance. During the year, the ERB held seven meetings with the representatives of training bodies to discuss issues of mutual concerns and explore possible improvement measures.

The ERB also strives to strengthen communication with other organisations and professional bodies to share experience. During the year, the ERB received delegations from the Ministry of Commerce, the Occupational Skill Testing Authority of the Ministry of Human Resources and Social Security, the Bureaux of Human Resources and Social Security of Guangzhou Municipality and of Shenzhen Municipality, the Ministry of Manpower of Singapore, and the Department for Education of the United Kingdom, and exchanged views on different policy areas. The ERB also met with different trade organisations to understand the training needs of various industries.

強化管治 規劃未來

在2011-12年度，ERB全面推行「新技能提升計劃」、「提升就業服務方案」和「ERB服務中心」的運作模式，以全面落實「僱員再培訓局未來發展路向最後報告」的各項建議。

年內，審計署完成對ERB的審計。本局會積極跟進和按部就班地落實審計報告的各項改善建議。配合已成立的審計委員會，ERB會進一步強化企業管治，提升行政及服務質素。

為了令「人才發展計劃」更有效地配合社會的轉變，ERB將於2012-13年度起，按年擬訂「三年策略計劃」，以前瞻方式規劃ERB的發展方向和新課程及服務，讓ERB的工作更系統化及有延續性，適時回應社會的需要，為本港的持續發展作出貢獻。

Strengthen Governance to Pave Way for the Future

In 2011-12, the ERB fully rolled out the SUS Plus, “Enhanced Placement Service Model” and the modus operandi of the “ERB Service Centre”. This marked the full implementation of the recommendations of the “Final Report of the Strategic Review on the Future Directions of the ERB”.

During the year, the Audit Commission completed an Audit Review on the ERB. The ERB would actively follow up and implement by phases the various improvement recommendations of the Audit Report. Together with the setting up of the Audit Committee, the ERB would strengthen its corporate governance with a view to enhancing the administrative and service quality.

To ensure that the Manpower Development Scheme gear up with the changing demands of the society, the ERB would formulate its “Three-year Strategic Plan” on a rolling basis with effect from 2012-13. The Strategic Plan outlines the future directions of the ERB and highlights the focus of development as well as new initiatives on courses and services. It would facilitate systematic performance of work, ensure sustainability of courses and services, and allow the ERB to address the concerns of the society in a timely manner so as to contribute to the sustainable development of Hong Kong.



ERB與其他機構及專業團體加強聯繫，互相借鑒經驗。

The ERB strives to strengthen communication with other organisations and professional bodies to share experience.

財務報表

Financial Statements

財務報表

截至2012年3月31日止年度

獨立核數師報告 致僱員再培訓局各委員

(根據《僱員再培訓條例》於香港成立)

本核數師(以下簡稱「我們」)已審計列載於第57頁至第82頁僱員再培訓局(「再培訓局」)的財務報表,此財務報表包括於2012年3月31日的資產負債表與截至該日止年度的綜合收益表、資金變動表及現金流量表,以及主要會計政策概要和其他附註解釋。

再培訓局委員就財務報表須承擔的責任

再培訓局委員須負責根據香港會計師公會頒佈的香港財務報告準則編製財務報表,以令財務報表作出真實而公平的反映,及落實其認為編製財務報表所必要的內部控制,以使財務報表不存在由於欺詐或錯誤而導致的重大錯誤陳述。

核數師的責任

我們的責任是根據我們的審計對該等財務報表作出意見,並按照《僱員再培訓條例》第11(2)條之規定,向僱員再培訓局各委員報告,除此之外本報告別無其他目的。我們不會就本報告的內容向任何其他人士負上或承擔任何責任。

REPORT AND FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31ST MARCH 2012

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF EMPLOYEES RETRAINING BOARD

(Established in Hong Kong under the Employees Retraining Ordinance)

We have audited the financial statements of Employees Retraining Board (the "Board") set out on pages 57 to 82, which comprise the balance sheet as at 31st March 2012, and the statement of comprehensive income, statement of changes in fund and statement of cash flows for the year then ended, and a summary of significant accounting policies and other explanatory information.

Responsibility of the members of the Board for the financial statements

The members of the Board are responsible for the preparation of financial statements that give a true and fair view in accordance with Hong Kong Financial Reporting Standards issued by the Hong Kong Institute of Certified Public Accountants and for such internal control as the members of the Board determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

Auditor's responsibility

Our responsibility is to express an opinion on these financial statements based on our audit and to report our opinion solely to you, as a body, in accordance with Section 11(2) of the Employees Retraining Ordinance and for no other purpose. We do not assume responsibility towards or accept liability to any other person for the contents of this report.

財務報表

Financial Statements

我們已根據香港會計師公會頒佈的香港審計準則進行審計。該等準則要求我們遵守道德規範，並規劃及執行審計，以合理確定財務報表是否不存在任何重大錯誤陳述。

審計涉及執行情序以獲取有關財務報表所載金額及披露資料的審計憑證。所選定的程序取決於核數師的判斷，包括評估由於欺詐或錯誤而導致財務報表存在重大錯誤陳述的風險。在評估該等風險時，核數師考慮與該機構編製財務報表以作出真實而公平的反映相關的內部控制，以設計適當的審計程序，但目的並非對機構內部控制的有效性發表意見。審計亦包括評價再培訓局委員所採用會計政策的合適性及作出會計估計的合理性，以及評價財務報表的整體列報方式。

我們相信，我們所獲得的審計憑證能充足和適當地為我們的審計意見提供基礎。

意見

我們認為，該等財務報表已根據香港財務報告準則真實而公平地反映再培訓局於2012年3月31日的事務狀況及截至該日止年度的虧損及現金流量。

羅兵咸永道會計師事務所
執業會計師

香港，2012年11月28日

We conducted our audit in accordance with Hong Kong Standards on Auditing issued by the Hong Kong Institute of Certified Public Accountants. Those standards require that we comply with ethical requirements and plan and perform the audit to obtain reasonable assurance about whether the financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditor's judgement, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation of financial statements that give a true and fair view in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the members of the Board, as well as evaluating the overall presentation of the financial statements.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

Opinion

In our opinion, the financial statements give a true and fair view of the state of the Board's affairs as at 31st March 2012, and of its deficit and cash flows for the year then ended in accordance with Hong Kong Financial Reporting Standards.

PricewaterhouseCoopers
Certified Public Accountants

Hong Kong, 28th November 2012

資產負債表

Balance Sheet

於3月31日
As at 31st March

		附註 Note	二零一二年 2012 港幣 HK\$	二零一一年 2011 港幣 HK\$
資產	Assets			
非流動資產	Non-current assets			
物業、機器及設備	Property, plant and equipment	5	8,107,621	5,953,456
非流動租金及公用設施按金	Non-current rental and utility deposits	7	1,156,469	1,299,755
			9,264,090	7,253,211
流動資產	Current assets			
按金、預付款及其他應收款	Deposits, prepayments and other receivables	7	45,810,571	30,413,104
應收入境事務處之款項	Amount due from the Immigration Department	8	–	14,400
應收培訓機構之款項	Amounts due from training bodies	8	1,196,056	188,268
原到期日超過三個月之短期銀行存款	Short-term bank deposits with original maturities over three months	9	2,170,360,000	3,405,529,700
現金及現金等價物	Cash and cash equivalents	10	665,346,172	159,637,432
			2,882,712,799	3,595,782,904
總資產	Total assets		2,891,976,889	3,603,036,115
資金	Fund			
僱員再培訓基金	Employees Retraining Fund		2,813,969,015	3,540,589,140
負債	LIABILITIES			
流動負債	Current liabilities			
應付入境事務處之款項	Amount due to the Immigration Department	8	4,283,200	–
應付培訓機構之款項	Amounts due to training bodies	8	2,431,522	1,684,928
應計款項及其他應付款	Accruals and other payables	11	71,293,152	60,762,047
總負債	Total liabilities		78,007,874	62,446,975
總資金及負債	Total fund and liabilities		2,891,976,889	3,603,036,115

第61至82頁的附註為財務報表的整體部份。

The notes on pages 61 to 82 are an integral part of these financial statements.

綜合收益表
Statement of Comprehensive Income

截至3月31日止年度
Year ended 31st March

	附註 Note	二零一二年 2012 港幣 HK\$	二零一一年 2011 港幣 HK\$
收入	Income		
徵款收入	Levy income	1,084,800	4,770,400
利息收入	Interest income	12 47,559,253	33,288,518
課程學費收入	Course fee income	5,325,214	4,357,592
其他收入	Other income	13 12,407,124	381,319
		66,376,391	42,797,829
支出	Expenditure		
再培訓津貼	Retraining allowances	14 72,440,711	74,210,853
培訓計劃及課程開支	Training programme and course expenses	15 613,150,579	585,544,274
向入境事務處就收取徵費而繳交的行政費	Administrative fees charged by the Immigration Department for the collection of levy	5,028,387	3,553,962
行政開支	Administrative expenses	16 101,912,322	94,016,592
其他開支	Other expenses	17 464,517	402,260
		792,996,516	757,727,941
年度虧損	Deficit for the year	(726,620,125)	(714,930,112)
年度其他綜合收益	Other comprehensive income for the year	-	-
年度綜合虧損總額	Total comprehensive loss for the year	(726,620,125)	(714,930,112)

第61至82頁的附註為財務報表的整體部份。

The notes on pages 61 to 82 are an integral part of these financial statements.

資金變動表

Statement of Changes in Fund

		僱員再培訓基金 Employees Retraining Fund 港幣 HK\$
於2010年4月1日	At 1st April 2010	4,255,519,252
綜合收益總額	Total comprehensive income	
年度虧損	Deficit for the year	(714,930,112)
其他綜合收益	Other comprehensive income	-
於2011年3月31日及2011年4月1日	At 31st March 2011 and 1st April 2011	3,540,589,140
綜合收益總額	Total comprehensive income	
年度虧損	Deficit for the year	(726,620,125)
其他綜合收益	Other comprehensive income	-
於2012年3月31日	At 31st March 2012	2,813,969,015

第61至82頁的附註為財務報表的整體部份。

The notes on pages 61 to 82 are an integral part of these financial statements.

現金流量表
Statement of Cash Flows

截至3月31日止年度
Year ended 31st March

	附註 Note	二零一二年 2012 港幣 HK\$	二零一一年 2011 港幣 HK\$
營運活動的現金流量			
Cash flows from operating activities			
營運活動使用的淨現金	20(a)	(764,985,650)	(730,216,816)
投資活動的現金流量			
Cash flows from investing activities			
利息收入		44,491,783	28,998,851
購買物業、機器及設備	5	(8,967,093)	(574,939)
原到期日超過三個月的短期銀行存款的減少		1,235,169,700	620,997,300)
投資活動產生的淨現金		1,270,694,390	649,421,212
現金及現金等價物淨增加 (減少)		505,708,740	(80,795,604)
Net increase/(decrease) in cash and cash equivalents			
年初現金及現金等價物		159,637,432	240,433,036
年終現金及現金等價物	10	665,346,172	159,637,432
Cash and cash equivalents at end of the year			

第61至82頁的附註為財務報表的整體部份。

The notes on pages 61 to 82 are an integral part of these financial statements.

財務報表附註

1 一般資料

僱員再培訓局(「再培訓局」)是一個由香港特別行政區政府(「政府」)根據1992年《僱員再培訓條例》成立的無股本法人實體。本局為一非牟利團體，旨在提供培訓和再培訓服務予15歲或以上、具副學位或以下教育程度的人士。本局的經費來自向僱主收取聘用外來僱員的徵款。

根據《僱員再培訓條例》第14(1)條、第14(2)條及附表三，僱主須為透過「輸入僱員計劃」而引入的外來勞工支付徵款，該徵款稱為僱員再培訓徵款(「徵款」)，並須於為期兩年的合約期開始前預先繳付。徵款費用為每名外來勞工每月HK\$400。由2003年10月1日起，僱用外籍家庭傭工或與外籍家庭傭工續約的僱主，也須繳付此項徵款。然而，由2008年8月1日起，僱用外地勞工的僱主在簽訂新合約或續訂合約時，獲暫時豁免繳付徵款的責任，為期五年，直至2013年7月31日止。在暫緩徵款期間內已收取或應收取的徵費為在2008年8月1日之前簽訂的合約。

再培訓局的辦事處地址為香港灣仔皇后大道東183號合和中心56樓5604-05室。

根據《稅務條例》第88條，再培訓局獲豁免繳付該條例下的所有稅項。

NOTES TO THE FINANCIAL STATEMENTS

1 General information

The Employees Retraining Board (the “Board”) is a legal entity incorporated by the Government of Hong Kong Special Administrative Region (the “Government”) under the Employees Retraining Ordinance (the “ERO”) of 1992 without a share capital. It is a non-profit-making organisation formed with the objective of providing training and retraining services for people aged 15 or above and with an education attainment at sub-degree or below. It is funded by levy payable by employers who employ imported employees.

In accordance with Section 14(1), Section 14(2) and Schedule 3 of the ERO, a specified levy known as the Employees Retraining Levy (the “levy”) is imposed on those employers importing employees under the Labour Importation Scheme and is payable in advance for the two-year contract period. The levy has been charged at a rate of HK\$400 per month for each imported employee. From 1st October 2003 onwards, employers who employ, or renew a contract with, a foreign domestic helper, would also have to pay the levy. However, effective from 1st August 2008, the obligation on employers of imported employees to pay the levy for new and renewed contracts has been suspended for a period of five years up to 31st July 2013. The levy received or receivable in the suspension period relates to contracts entered into before 1st August 2008.

The address of the Board is Rooms 5604 & 5605, 56/F, Hopewell Centre, 183 Queen’s Road East, Wanchai, Hong Kong.

The Board has been granted an exemption under Section 88 of the Inland Revenue Ordinance (“IRO”) and is therefore exempted from all taxes payable under the IRO.

財務報表

Financial Statements

除另有註明，本財務報表以港元列報。本財務報表已經由再培訓局全局委員於2012年11月28日批核。

2 重要會計政策摘要

編制本財務報表採用的主要會計政策載於下文。此等政策在所呈報的所有年度內貫徹應用。

2.1 編制基準

再培訓局的財務報表是按照歷史成本法並根據香港會計師公會(「會計師公會」)發佈的香港財務報告準則(「香港財務準則」)編制。

編制符合香港財務準則的財務報表需要使用若干關鍵會計估算。這亦需要管理層在應用再培訓局的會計政策過程中行使其判斷。涉及高度的判斷或高度複雜性的範疇，或涉及對財務報表屬重大假設和估算的範疇，於附註4中披露。

(a) 適用於再培訓局自2011年4月1日起會計年度生效的新訂香港財務準則、修訂及現有準則的詮釋

會計師公會已發佈多項新訂香港財務準則、修訂及現有準則的詮釋，必須在再培訓局於2011年4月1日開始的會計年度採用。此等新準則、修訂和詮釋對再培訓局的財務報表並無任何影響，因為其與再培訓局的營運無關。

These financial statements are presented in Hong Kong dollars, unless otherwise stated. They have been approved for issue by the members of the Board on 28th November 2012.

2 Summary of significant accounting policies

The principal accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all the years presented, unless otherwise stated.

2.1 Basis of preparation

The financial statements of the Board have been prepared under the historical cost convention and in accordance with Hong Kong Financial Reporting Standards ("HKFRS") issued by the Hong Kong Institute of Certified Public Accountants ("HKICPA").

The preparation of financial statements in conformity with HKFRS requires the use of certain critical accounting estimates. It also requires management to exercise its judgement in the process of applying the Board's accounting policies. The areas involving a higher degree of judgement or complexity, or areas where assumptions and estimates are significant to the financial statements, are disclosed in note 4.

(a) New standards, amendments and interpretations to existing HKFRS effective for the Board's accounting year commencing 1st April 2011

HKICPA has issued a number of new standards, amendments and interpretations to existing HKFRS which are mandatory for the Board's accounting year commencing on 1st April 2011. These new standards, amendments and interpretations do not have any impact on the Board's financial statements since they are not relevant to the Board's operations.

- (b) 仍未生效且再培訓局並無提早採納的新訂香港財務準則、修訂和現有準則的詮釋

若干新訂香港財務準則、修訂和現有準則的詮釋(統稱為「該等修訂」)經已公佈並必須在再培訓局於2012年4月1日或之後開始的會計期間採用。若干該等修訂與再培訓局有關和適用；但並無在本財務報表中提早採納。再培訓局已開始(但仍未完成)評估適用的該等修訂對其營運業績和財務狀況的影響。再培訓局委員認為除了須作出若干額外披露外，不會對財務報表產生重大的影響。

2.2 外幣匯兌

- (a) 功能和列賬貨幣

再培訓局的財務報表所列項目均以其營運所在的主要經濟環境的貨幣(「功能貨幣」)計量。財務報表以港幣呈報，港幣為再培訓局的功能及列賬貨幣。

- (b) 交易及結餘

外幣交易採用交易日或項目重新計量日的匯率換算為功能貨幣。結算此等交易產生的匯兌盈虧以及將外幣計值的貨幣資產和負債以年終匯率換算產生的匯兌盈虧在綜合收益表確認。

- (b) New standards, amendments and interpretations to existing HKFRS that are not yet effective and have not been early adopted by the Board

Certain new standards, amendments and interpretations to existing HKFRS (collectively, the “Amendments”) have been published that are mandatory for the Board’s accounting periods commencing on or after 1st April 2012. Some of the Amendments are relevant and applicable to the Board; however, they have not been early adopted in these financial statements. The Board has commenced, but not yet completed, an assessment of the impact of the applicable Amendments on its results of operations and financial position. The members of the Board are of the view that the impact on the financial statements would not be significant other than certain additional disclosures.

2.2 Foreign currency translation

- (a) Functional and presentation currency

Items included in the financial statements of the Board are measured using the currency of the primary economic environment in which the Board operates (the “functional currency”). The financial statements are presented in Hong Kong dollars, which is the Board’s functional and presentation currency.

- (b) Transactions and balances

Foreign currency transactions are translated into the functional currency using the exchange rates prevailing at the dates of the transactions or valuation where items are re-measured. Foreign exchange gains and losses resulting from the settlement of such transactions and from the translation at year-end exchange rates of monetary assets and liabilities denominated in foreign currencies are recognised in the statement of comprehensive income.

2.3 物業、機器及設備

物業、機器及設備按歷史成本減累積折舊和減值虧損列賬。歷史成本包括支出在HK\$50,000以上並與購買有關項目直接有關者。支出在HK\$50,000或以下者於其產生財政年度的綜合收益表支銷。

其後成本只有在與該項目有關的未來經濟利益很有可能流入再培訓局，而該項目的成本能可靠計量時，才包括在資產的賬面值或確認為獨立資產(按適用)。已更換零件的賬面值已被剔除入賬。所有其他維修及保養在產生的財政期間內於綜合收益表內支銷。

租賃樓宇改良工程按其剩餘租約時間或估計使用年期4年，取較短者作折舊期。傢具及設備的折舊方法則以4年為估計使用年期，將成本以直線法分攤至剩餘價值計算。

資產的剩餘價值及可使用年期在每個結算日進行檢討，及如有需要作出適當調整。

若資產的賬面值高於其估計可收回價值，其賬面值會即時撇減至可收回金額(附註2.4)。

出售盈虧按所得款與賬面值的差額釐定，並在綜合收益表內的行政開支中確認。

2.3 Property, plant and equipment

Property, plant and equipment are stated at historical cost less accumulated depreciation and impairment losses. Historical cost includes expenditure that is over HK\$50,000 and is directly attributable to the acquisition of the items. Expenditure of HK\$50,000 or below is charged to the statement of comprehensive income during the financial year in which it is incurred.

Subsequent costs are included in the asset's carrying amount or recognised as a separate asset, as appropriate, only when it is probable that future economic benefits associated with the item will flow to the Board and the cost of the item can be measured reliably. The carrying amount of the replaced part is derecognised. All other repairs and maintenance are charged to the statement of comprehensive income during the financial year in which they are incurred.

Leasehold improvements are depreciated over the unexpired lease period or the estimated useful lives of 4 years, whichever is shorter. Depreciation on furniture and equipment is calculated using the straight-line method to allocate their costs to their residual values over their estimated useful lives of 4 years.

The assets' residual values and useful lives are reviewed, and adjusted if appropriate, at the end of each reporting period.

An asset's carrying amount is written down immediately to its recoverable amount if the asset's carrying amount is greater than its estimated recoverable amount (note 2.4).

Gains and losses on disposals are determined by comparing the proceeds with the carrying amount and are recognised within administrative expenses in the statement of comprehensive income.

2.4 非財務資產減值

當有事件出現或情況改變顯示賬面值可能無法收回時，對資產進行減值檢討。減值虧損按資產之賬面值超出其可收回金額之差額確認。可收回金額以資產之公平值扣除銷售成本或使用價值兩者之較高者為準。於評估減值時，資產將按可分開識辨現金流量(現金產生單位)的最低層次組合。遭受減值的非財務資產於每個報告日期就是否可撥回減值進行檢討。

2.5 財務資產—貸款及應收款

(a) 分類

再培訓局將其財務資產分類為貸款及應收款。分類視乎財務資產購入的目的而定。管理層在初始確認時釐定其財務資產的分類。

貸款及應收款指有固定或可釐定付款且沒有活躍市場報價的非衍生財務資產。此等資產分類為流動資產，但不包括報告期末後超過12個月結算或預期結算的款項。此等資產列入非流動資產內。

(b) 確認及分類

貸款及應收款初始按公平值確認，其後利用實際利率法按攤銷成本列賬。

2.4 Impairment of non-financial assets

Assets that are subject to amortisation are reviewed for impairment whenever events or changes in circumstances indicate that the carrying amount may not be recoverable. An impairment loss is recognised for the amount by which the asset's carrying amount exceeds its recoverable amount. The recoverable amount is the higher of an asset's fair value less costs to sell and value in use. For the purposes of assessing impairment, assets are grouped at the lowest levels for which there are separately identifiable cash flows (cash-generating units). Non-financial assets that suffered an impairment are reviewed for possible reversal of the impairment at each reporting date.

2.5 Financial assets - loans and receivables

(a) Classification

The Board classifies its financial assets as loans and receivable. The classification depends on the purpose for which the financial assets were acquired. Management determines the classification of its financial assets at initial recognition.

Loans and receivables are non-derivative financial assets with fixed or determinable payments that are not quoted in an active market. They are included in current assets, except for the amounts that are settled or expected to be settled more than 12 months after the end of the reporting period. These are classified as non-current assets.

(b) Recognition and measurement

Loans and receivables are initially recognised at fair value and subsequently carried at amortised cost using the effective interest method.

財務報表

Financial Statements

2.6 應收款

如應收款的收回預期在一年或以內(或如較長時間,則在正常經營週期中),其被分類為流動資產;否則分類為非流動資產。

應收款初步以公平值確認,其後利用實際利息法按攤銷成本扣除減值撥備計量。

2.7 抵消金融工具

當有法定可執行權利抵消已確認數額以及有意圖按淨額基礎結算或同時變現資產和結算負債時,可將財務資產和負債抵銷,並將淨額在資產負債表中呈報。

2.8 以攤銷成本列賬的財務資產減值

再培訓局於每個報告期末評估是否存在客觀證據證明某一財務資產或某一財務資產組出現減值。只有當存在客觀證據證明於因為首次確認資產後發生一宗或多宗事件導致出現減值(「虧損事件」),而該宗(或該等)虧損事件對該項或該組財務資產的估計未來現金流量構成可以合理估計的影響,有關的財務資產或財務資產組才算出現減值及產生減值虧損。

減值虧損可包括顯示欠債人或一組欠債人遇上嚴重財政困難、逾期或拖欠償還利息或本金、欠債人有可能破產或進行其他財務重組,及有可觀察數據顯示估計未來現金流量有可

2.6 Receivables

If collection of receivables is expected in one year or less (or in the normal operating cycle of the business if longer), they are classified as current assets. If not, they are presented as non-current assets.

Receivables are recognised initially at fair value and subsequently measured at amortised cost using the effective interest method, less provision for impairment.

2.7 Offsetting financial instruments

Financial assets and liabilities are offset and the net amount reported in the balance sheet when there is a legally enforceable right to offset the recognised amounts and there is an intention to settle on a net basis, or realise the asset and settle the liability simultaneously.

2.8 Impairment of financial assets carried at amortised cost

The Board assesses at the end of each reporting period whether there is objective evidence that a financial asset or group of financial assets is impaired. A financial asset or a group of financial assets is impaired and impairment losses are incurred only if there is objective evidence of impairment as a result of one or more events that occurred after the initial recognition of the asset (a “loss event”) and that loss event (or events) has an impact on the estimated future cash flows of the financial asset or group of financial assets that can be reliably estimated.

Evidence of impairment may include indications that the debtors or a group of debtors is experiencing significant financial difficulty, default or delinquency in interest or principal payments, the probability that they will enter bankruptcy or other financial reorganisation, and where observable data indicate that there is a

計量的減少，例如與逾期還款相關連的拖欠或經濟狀況的改變。

虧損數額乃根據資產賬面值與按財務資產原實際利率貼現而估計未來現金流量(不包括仍未產生的未來信貸虧損)的現值兩者的差額計量。資產賬面值予以削減，而虧損數額則在綜合收益表確認。

如在較後期間，減值虧損數額減少，而此減少可客觀地與減值確認後發生的事件相關(例如欠債人的信貸評級改善)，則將之前確認的減值虧損在綜合收益表轉回。

2.9 現金及現金等價物

現金及現金等價物包括手頭現金、銀行通知存款、原到期日為三個月或以下的其他短期高流動性投資，以及銀行透支(如有)。

2.10 應付款

應付款為在日常經營活動中向供應商購買服務而應支付的責任。如應付款的支付日期在一年或以內(或如較長時間，則在正常經營週期中)，其被分類為流動負債；否則分類為非流動負債。

應付款初步以公平值確認，其後利用實際利息法按攤銷成本確認。

measurable decrease in the estimated future cash flows, such as changes in arrears or economic conditions that correlate with defaults.

The amount of the loss is measured as the difference between the asset's carrying amount and the present value of estimated future cash flows (excluding future credit losses that have not been incurred) discounted at the financial asset's original effective interest rate. The carrying amount of the asset is reduced and the amount of the loss is recognised in the statement of comprehensive income.

If, in a subsequent period, the amount of the impairment loss decreases and the decrease can be related objectively to an event occurring after the impairment was recognised (such as an improvement in the debtor's credit rating), the reversal of the previously recognised impairment loss is recognised in the statement of comprehensive income.

2.9 Cash and cash equivalents

Cash and cash equivalents include cash in hand, deposits held at call with banks, other short-term highly liquid investments with original maturities of three months or less, and bank overdrafts, if any.

2.10 Payables

Payables are obligations to pay for services that have been acquired in the ordinary course of business from suppliers. Payables are classified as current liabilities if payment is due within one year or less (or in the normal operating cycle of the business if longer). If not, they are presented as non-current liabilities.

Payables are recognised initially at fair value and subsequently measured at amortised cost using the effective interest method.

2.11 僱員福利

(a) 僱員可享年假及約滿酬金

僱員可享有的年假及約滿酬金在僱員累積該等假期或報酬時確認。已為僱員計算至結算日因所提供的服務而產生的年假及約滿酬金估計負債作出撥備。僱員可享有的病假及分娩假期則待僱員放取該等假期時才予以確認。

(b) 退休金責任

再培訓局向界定供款退休計劃供款。此等計劃的資產由獨立受託管基金持有。再培訓局於作出供款後，即無進一步付款責任。供款在應付時確認為僱員福利開支。預付供款按照現金退款或可扣減未來供款而確認為資產。

(c) 表現獎金

當存在合約性責任或當按過往慣例已產生推定性責任時，再培訓局會就表現獎金確認撥備和開支。

表現獎金有關的負債預期在12個月內結算，並按結算時預期將會支付的數額計量。

2.11 Employee benefits

(a) Leave and gratuity entitlements

Employee entitlements to annual leave and gratuities are recognised when they accrue to employees. A provision is made for the estimated liability for annual leave and gratuities as a result of services rendered by employees up to the balance sheet date. Employee entitlements to sick leave and maternity leave are not recognised until the time of leave.

(b) Pension obligations

The Board contributes to defined contribution plans. The assets of the plans are held in separate trustee-administered funds. The Board has no further payment obligations once the contributions have been paid. The contributions are recognised as staff costs when they are due. Prepaid contributions are recognised as an asset to the extent that a cash refund or a reduction in the future payments is available.

(c) Performance awards

The Board recognises a provision and an expense for performance award where contractually obliged or where there is a past practice that has created a constructive obligation.

Liabilities for performance awards are expected to be settled within 12 months and are measured at the amounts expected to be paid when they are settled.

2.12 撥備

當再培訓局因已發生的事件而產生現有的法律或推定責任；很有可能需要資源流出以償付責任；以及金額已被可靠估算時，即須確認撥備。撥備不就未來營運虧損作出確認。

如有多項類似責任，其需要在償付中流出資源的可能性，根據責任的類別整體考慮。即使在同一責任類別所包含的任何一個項目相關的資源流出的可能性極低，仍須確認撥備。

2.13 收益確認

(a) 徵款收入

徵款收入乃於收到入境事務處有關僱主就外來僱員繳費通知時確認入賬。

(b) 利息收入

利息收入採用實際利息法按時間比例基準確認。

(c) 課程學費

課程學費在課程期間內按比例基準確認。

(d) 教育局的評審資助

此項資助在收取款項的權利確定時入賬。

(e) 其他收入

其他收入以應計制確認。

2.14 營運租賃(作為承租人)

如租賃資產擁有權的重大部份風險和回報由出租人保留，分

2.12 Provisions

Provisions are recognised when the Board has a present legal or constructive obligation as a result of past events; it is probable that an outflow of resources will be required to settle the obligation; and the amount has been reliably estimated. Provisions are not recognised for future operating losses.

Where there are a number of similar obligations, the likelihood that an outflow will be required in settlement is determined by considering the class of obligations as a whole. A provision is recognised even if the likelihood of an outflow with respect to any one item included in the same class of obligations may be small.

2.13 Revenue recognition

(a) Levy income

Levy income is recognised upon notification from the Immigration Department of its receipt from employers of imported labour.

(b) Interest income

Interest income is recognised on a time-proportion basis using the effective interest method.

(c) Course fee

Course fee is recognised on a pro-rata basis over the duration of the course.

(d) Accreditation grant from Education Bureau ("EB")

Accreditation grant is recognised when the right to receive payment is established.

(e) Other income

Other income is recognised on an accrual basis.

2.14 Operating leases (as the lessee)

Leases in which a significant portion of the risks and rewards of ownership are retained by the lessor are

類為營運租賃。根據營運租賃支付的款項(扣除自出租人收取之任何獎勵金後)，於租賃期內以直線法在綜合收益表支銷。

3 財務及資本風險管理

3.1 財務風險因素

再培訓局的活動承受著多種財務風險因素所影響，包括外匯風險、信貸風險、流動資金風險及現金流量利率風險。再培訓局的整體風險管理計劃集中於維持可運用的現金流量和針對金融市場的難預測性，並尋求儘量減低對再培訓局財務表現和營運活動的潛在不利影響。

(a) 外匯風險

外匯風險來自並非以再培訓局的功能貨幣為單位的未來商業交易、已確認資產和負債。由於再培訓局大部份交易、已確認資產和負債均以港幣為單位，故此再培訓局委員認為再培訓局並無重大的外匯風險，因此亦沒有進行敏感性分析。

(b) 信貸風險

再培訓局的信貸風險主要來自存放在具信譽銀行的存款和一項應收政府之款項。流動資金的信貸風險有限，因為對方均是獲得國際信貸評級機構授予高信貸評級的銀行。再培訓局委員認為，此等存款的信貸風險頗低。

classified as operating leases. Payments made under operating leases (net of any incentives received from the lessor) are charged to the statement of comprehensive income on a straight-line basis over the period of the lease.

3 Financial and fund risk management

3.1 Financial risk factors

The Board's activities expose it to a variety of financial risks, including foreign exchange risk, credit risk, liquidity risk and cash flow interest rate risk. The Board's overall risk management programme focuses on the availability of cash flows and the unpredictability of financial markets and seeks to minimise potential adverse effects on the Board's financial performance and operating activities.

(a) Foreign exchange risk

Foreign exchange risk arises where future commercial transactions, recognised assets and liabilities are denominated in a currency that is not the Board's functional currency. As majority of the Board's transactions, recognised assets and liabilities are denominated in Hong Kong dollars, the members of the Board are of the opinion that the Board does not have significant foreign exchange risk. Accordingly, no sensitivity analysis is performed.

(b) Credit risk

The Board's credit risk is primarily attributable to the deposits in reputable banks and a receivable from the Government. The credit risk on liquid funds is limited because the counterparties are banks with high credit ratings assigned by international credit-rating agencies. In the opinion of the members of the Board, the credit risk in respect of these deposits is considered to be low.

(c) 流動資金風險

再培訓局的流動資金是透過維持充足的現金和銀行結餘與資金予以管理和監控，藉以應付其到期負債並在可見將來維持繼續營運。再培訓局委員因此認為，再培訓局並無重大的流動資金風險。

下表為再培訓局的財務負債按資產負債表日期至合約到期日的剩餘期間的相關到期組別分析。以下披露的數額為合約未折現現金流量。由於貼現的影響不大，故此一年內到期的結餘相等於其賬面值。

(c) Liquidity risk

The liquidity of the Board is managed and monitored by maintaining sufficient cash and bank balances and funding to meet its liabilities as and when they fall due and to continue its operations for the foreseeable future. Accordingly, the members of the Board are of the opinion that the Board does not have significant liquidity risk.

The table below analyses the Board's financial liabilities into relevant maturity groupings based on the remaining period at the balance sheet date to the contractual maturity date. The amounts disclosed in the table are the contractual undiscounted cash flows. Balances due within a year equal their carrying values as the impact of discounting is not significant.

		二零一二年 2012 港幣 HK\$	二零一一年 2011 港幣 HK\$
少於一年	Less than one year		
- 應付入境事務處款項	- Amount due to the Immigration Department	4,283,200	-
- 應付培訓機構款項	- Amounts due to training bodies	2,431,522	1,684,928
- 應計款項及其他應付款(附註11)	- Accruals and other payables (note 11)	61,755,082	51,777,618
		68,469,804	53,462,546

(d) 現金流量利率風險

再培訓局的利率風險來自按市場利率計算利息的銀行存款。

在2012年3月31日，
假若計息銀行存款的利率上升 下跌50個基

(d) Cash flow interest rate risk

The Board's interest-rate risk arises from the bank deposits which carry interest at market interest rates.

At 31st March 2012, had interest rates on interest-bearing bank deposits been 50 basis points higher/lower with all other variables held constant, deficit

財務報表

Financial Statements

點而所有其他變數維持不變，則該年度的虧損將會因為銀行存款的利息收入上升 下跌而因應減少 增加約 HK\$14,152,000 (2011 年：HK\$17,816,000)。

for the year would have been approximately HK\$14,152,000 (2011: HK\$17,816,000) lower/higher, as a result of higher/lower interest income on bank deposits.

3.2 資本風險管理

再培訓局的資本管理目標是保障再培訓局能夠持續經營，以為本地僱員提供培訓課程。再培訓局的整體策略與上年度比較維持不變。

3.2 Fund risk management

The Board's objectives when managing fund are to safeguard the Board's ability to continue as a going concern in order to provide training courses for local employees. The Board's overall strategy remains unchanged from prior years.

3.3 公平值估計

由於再培訓局在資產負債表中並沒有按公平值計量的金融工具，故此並無披露按層級架構列示的公平值計量。

3.3 Fair value estimation

Fair value measurement by level of hierarchy is not disclosed as the Board has no financial instruments measured at fair value in the balance sheet.

應收款及應付款的賬面值扣除減值撥備，為公平值的合理約數。作為披露目的，財務負債公平值的估計按未來合約現金流量以再培訓局類似金融工具可得的現有市場利率折現計算。

The carrying values less impairment provision of receivables and payables are a reasonable approximation of their fair values. The fair value of financial liabilities for disclosure purposes is estimated by discounting the future contractual cash flows at the current market interest rate that is available to the Board for similar financial instruments.

4 關鍵會計估算及判斷

估算和判斷乃根據過往經驗和其他因素持續進行評估，其他因素包括在有關情況下相信對未來事件的合理預測。

再培訓局對未來作出估算和假設。這些所得的會計估算正如其定義，很少會與其實際結果相同。然而，不存在很大機會導致下個財政年度的資產和負債賬面值作出重大調整的估算和假設。

4 Critical accounting estimates and judgements

Estimates and judgements are continually evaluated and are based on historical experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances.

The Board makes estimates and assumptions concerning the future. The resulting accounting estimates will, by definition, seldom equal the related actual results. However, there are no estimates or assumptions that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next financial year.

5 物業、機器及設備

5 Property, plant and equipment

		租賃樓宇改良工程 Leasehold improvements 港幣 HK\$	傢具及設備 Furniture and equipment 港幣 HK\$	合計 Total 港幣 HK\$
於 2010 年 4 月 1 日	At 1st April 2010			
成本	Cost	24,152,588	6,236,361	30,388,949
累計折舊	Accumulated depreciation	(13,755,672)	(4,223,162)	(17,978,834)
賬面淨值	Net book amount	10,396,916	2,013,199	12,410,115
截至 2011 年 3 月 31 日止年度	Year ended 31st March 2011			
期初賬面淨值	Opening net book amount	10,396,916	2,013,199	12,410,115
增添	Additions	495,939	79,000	574,939
出售	Disposals			
- 成本	- Cost	-	(8,834)	(8,834)
- 累計折舊	- Accumulated depreciation	-	7,792	7,792
折舊(附註 16)	Depreciation charge (note 16)	(5,774,469)	(1,256,087)	(7,030,556)
期終賬面淨值	Closing net book amount	5,118,386	835,070	5,953,456
於 2011 年 3 月 31 日	At 31st March 2011			
成本	Cost	24,648,527	6,306,527	30,955,054
累計折舊	Accumulated depreciation	(19,530,141)	(5,471,457)	(25,001,598)
賬面淨值	Net book amount	5,118,386	835,070	5,953,456
截至 2012 年 3 月 31 日止年度	Year ended 31st March 2012			
期初賬面淨值	Opening net book amount	5,118,386	835,070	5,953,456
增添	Additions	8,020,793	946,300	8,967,093
出售	Disposals			
- 成本	- Cost	(8,007,897)	(167,537)	(8,175,434)
- 累計折舊	- Accumulated depreciation	8,007,897	166,990	8,174,887
折舊(附註 16)	Depreciation charge (note 16)	(5,963,368)	(849,013)	(6,812,381)
期終賬面淨值	Closing net book amount	7,175,811	931,810	8,107,621
於 2012 年 3 月 31 日	At 31st March 2012			
成本	Cost	24,661,423	7,085,290	31,746,713
累計折舊	Accumulated depreciation	(17,485,612)	(6,153,480)	(23,639,092)
賬面淨值	Net book amount	7,175,811	931,810	8,107,621

折舊費用 HK\$6,812,381(2011 年 :
HK\$7,030,556)已計入行政開支中。

Depreciation expense of HK\$6,812,381 (2011: HK\$7,030,556) has been charged in administrative expenses.

財務報表

Financial Statements

6 金融工具—按類別

再培訓局的金融工具包括以下項目：

6 Financial instruments by category

The Board's financial instruments include the following:

		二零一二年 2012 港幣 HK\$	二零一一年 2011 港幣 HK\$
財務資產—貸款及應收款	Financial assets - loans and receivables		
按金及其他應收款(附註7)	Deposits and other receivables (note 7)	32,095,887	16,356,237
應收入境事務處款項	Amount due from the Immigration Department	–	14,400
應收培訓機構款項	Amounts due from training bodies	1,196,056	188,268
原到期日超過三個月的短期銀行存款(附註9)	Short-term bank deposits with original maturities over three months (note 9)	2,170,360,000	3,405,529,700
現金及現金等價物(附註10)	Cash and cash equivalents (note 10)	665,346,172	159,637,432
		2,868,998,115	3,581,726,037
財務負債—其他財務負債，按攤銷成本	Financial liabilities - other financial liabilities at amortised cost		
應付入境事務處款項	Amount due to the Immigration Department	4,283,200	–
應付培訓機構款項	Amounts due to training bodies	2,431,522	1,684,928
應計款項及其他應付款(附註11)	Accruals and other payables (note 11)	61,755,082	51,777,618
		68,469,804	53,462,546

7 按金、預付款及其他應收款

7 Deposits, prepayments and other receivables

		二零一二年 2012 港幣 HK\$	二零一一年 2011 港幣 HK\$
租金及公用設施按金	Rental and utility deposits	6,360,378	4,712,786
應收利息	Interest receivable	12,277,812	9,210,342
應收課程費用	Course fee receivables	1,393,500	2,109,986
應收教育局的評審資助	Accreditation grant receivable from EB	11,400,000	–
其他應收款	Other receivables	664,197	323,123
財務資產，信貸風險的最高承擔	Financial assets, maximum exposure to credit risk	32,095,887	16,356,237
預付款	Prepayments	14,871,153	15,356,622
		46,967,040	31,712,859
減：非流動租金及公用設施按金	Less: non-current rental and utility deposits	(1,156,469)	(1,299,755)
流動部份	Current portion	45,810,571	30,413,104

按金及其他應收款沒有包含逾期和減值資產。再培訓局並無持有任何抵押品。

The deposits and other receivables do not contain past due or impaired assets. The Board does not hold any collateral as security.

於2012年及2011年3月31日，按金及其他應收款的賬面值均與其公平值接近，並以港元為單位。

The carrying values of deposits and other receivables approximate their fair values as at 31st March 2012 and 2011 and are denominated in Hong Kong dollars.

財務報表

Financial Statements

8 應收 (應付)入境事務處及 應收 (應付)培訓機構之 款項

該等款項為無抵押、免息及按通知償還。

應收入境事務處及培訓機構款項沒有包含逾期或減值資產。

於報告日期信貸風險的最高承擔為於應收款結餘的賬面值。再培訓局並無持有任何抵押品。

於2012年及2011年3月31日，該等款項的賬面值均與其公平值接近，並以港元為單位。

8 Amount due from/(to) the Immigration Department and amounts due from/(to) training bodies

The amounts due are unsecured, interest-free and repayable on demand.

The amount due from the Immigration Department and the amounts due from the training bodies do not contain past due or impaired assets.

The maximum exposure to credit risk at the reporting date is the carrying value of the receivable balances. The Board does not hold any collateral as security.

The carrying values of the amounts due approximate their fair values as at 31st March 2012 and 2011 and are denominated in Hong Kong dollars.

9 原到期日超過三個月的短期 銀行存款

9 Short-term bank deposits with original maturities over three months

		二零一二年 2012 港幣 HK\$	二零一一年 2011 港幣 HK\$
原到期日超過三個月的短期銀行存款及 信貸風險的最高承擔	Short-term bank deposits with original maturities over three months and maximum exposure to credit risk	2,170,360,000	3,405,529,700

此等存款的實際利率為1.80%(2011年：1.03%)；此等存款的平均到期日為182日(2011年：182日)，並以港元為單位。

The effective interest rate on these deposits is 1.80% (2011: 1.03%); these deposits have an average maturity of 182 days (2011: 182 days) and are denominated in Hong Kong dollars.

10 現金及現金等價物

10 Cash and cash equivalents

		二零一二年 2012 港幣 HK\$	二零一一年 2011 港幣 HK\$
現金及銀行結存	Cash at banks and in hand	47,917,172	38,497,147
原到期日少過三個月的短期銀行存款	Short-term bank deposits with original maturities of three months or less	617,429,000	121,140,285
		665,346,172	159,637,432
信貸風險的最高承擔	Maximum exposure to credit risk	665,339,378	159,631,134

上述短期銀行存款的實際利率為1.53%(2011年:0.54%);此等存款的平均到期日為90日(2011年:63日)。

The effective interest rate on the above short-term bank deposits is 1.53% (2011: 0.54%); these deposits have an average maturity of 90 days (2011: 63 days).

現金及現金等價物以下列貨幣為單位：

Cash and cash equivalents are denominated in the following currencies:

		二零一二年 2012 港幣 HK\$	二零一一年 2011 港幣 HK\$
港幣	Hong Kong dollars	665,346,075	159,637,432
人民幣	Renminbi	97	-
		665,346,172	159,637,432

財務報表

Financial Statements

11 應計款項及其他應付款

11 Accruals and other payables

		二零一二年 2012 港幣 HK\$	二零一一年 2011 港幣 HK\$
應計款項及其他應付款	Accruals and other payables	61,755,082	51,777,618
預收課程學費	Course fees received in advance	641,910	377,429
未放取年假及長期服務金撥備	Provisions for unused annual leave and long service payments	6,050,000	4,569,000
樓宇復修成本撥備	Provision for premises reinstatement costs	2,846,160	4,038,000
		71,293,152	60,762,047

於2012年及2011年3月31日，應計款項及其他應付款的賬面值均與其公平值接近，並以港元為單位。

The carrying values of accruals and other payables approximate their fair values as at 31st March 2012 and 2011 and are denominated in Hong Kong dollars.

12 利息收入

12 Interest income

		二零一二年 2012 港幣 HK\$	二零一一年 2011 港幣 HK\$
培訓資金利息	Interest on training funds subsidies	8,334	4,493
銀行存款利息	Interest on bank deposits	47,550,919	33,284,025
		47,559,253	33,288,518

13 其他收入

13 Other income

		二零一二年 2012 港幣 HK\$	二零一一年 2011 港幣 HK\$
教育局的評審資助(附註)	Accreditation grant from EB (note)	11,400,000	–
雜項收入	Sundry income	1,007,124	381,319
		12,407,124	381,319

附註：

此項資助來自教育局根據「資歷架構支援計劃」下就再培訓局的培訓課程成功通過香港學術及職業資歷評審局的評審後，以發還款項形式發放。

Note:

The amount is granted by the Education Bureau to the Board, under the "Qualifications Framework Support Schemes" upon successful accreditation of the Board's training courses by the Hong Kong Council for Accreditation of Academic and Vocational Qualifications, on a reimbursement basis.

14 再培訓津貼

根據《僱員再培訓條例》第21(4)條，有關參與再培訓局課程的學員，在符合《僱員再培訓條例》第20(1)條所列條件，均可獲發再培訓津貼。

14 Retraining allowances

In accordance with Section 21(4) of the ERO, a specified retraining allowance is payable to the trainees in respect of their attendance of training courses, subject to their eligibility as set out in Section 20(1) of the ERO.

15 培訓計劃及課程開支

15 Training programmes and course expenses

		二零一二年 2012 港幣 HK\$	二零一一年 2011 港幣 HK\$
培訓課程	Training courses	552,739,059	530,995,928
ERB 服務中心	ERB service centres	18,587,246	14,672,136
實務技能培訓及評估中心	Practical Skills Training and Assessment Centre	5,802,600	6,148,232
「樂活一站」	Smart Living	10,973,294	10,795,852
宣傳及推廣計劃	Promotion and publicity programmes	10,130,731	10,637,302
課程質素保證機制	Course quality assurance programmes	10,768,005	7,686,643
其他	Others	4,149,644	4,608,181
		613,150,579	585,544,274

16 行政開支

16 Administrative expenses

		二零一二年 2012 港幣 HK\$	二零一一年 2011 港幣 HK\$
核數師酬金	Auditor's remuneration	206,880	199,690
折舊(附註5)	Depreciation (note 5)	6,812,381	7,030,556
僱員開支(附註18)	Staff costs (note 18)	77,444,472	71,861,145
辦事處營運租賃租金	Operating lease rentals in respect of office premises	7,724,353	7,473,317
辦事處管理及清潔費用	Office management and cleaning fees	837,771	778,244
資訊科技設施及保安	IT facilities and security	1,983,399	1,423,629
其他	Others	6,903,066	5,250,011
		101,912,322	94,016,592

財務報表

Financial Statements

17 其他開支

其他開支乃發展、運作及保養與培訓機構聯繫的電腦聯網系統的開支。

17 Other expenses

Other expenses represent the expenses incurred for the development, operation and maintenance of an on-line computer network system linking with training bodies.

18 僱員開支(包括主要管理層薪酬)

18 Staff costs (including key management personnel compensation)

		二零一二年 2012 港幣 HK\$	二零一一年 2011 港幣 HK\$
薪金、津貼及約滿酬金	Salaries, allowances and contract gratuities	74,244,256	68,800,787
退休金支出—界定供款計劃	Pension costs - defined contribution plans	3,200,216	3,060,358
		77,444,472	71,861,145

19 主要管理層薪酬

再培訓局的主要管理層乃負責策劃、執行及監控再培訓局事務的5位(2011年:5位)總監級管理人員。他們的薪酬已包括在僱員開支內,現分析如下:

19 Key management personnel compensation

The key management of the Board refers to the 5 Directorate officers (2011: 5 Directorate officers) having authority and responsibility for planning, implementing and controlling the activities of the Board. Their compensation included in staff costs is analysed as follows:

		二零一二年 2012 港幣 HK\$	二零一一年 2011 港幣 HK\$
薪金及津貼	Salaries and allowances	7,921,710	7,455,749
退休金支出	Pension costs	223,759	305,319
約滿酬金的準備	Provision for gratuities	721,745	592,036
		8,867,214	8,353,104

20 現金流量表附註

(a) 營運活動使用的現金淨額

		二零一二年 2012 港幣 HK\$	二零一一年 2011 港幣 HK\$
年度虧損	Deficit for the year	(726,620,125)	(714,930,112)
調整項目：	Adjustments for:		
- 折舊(附註5)	- Depreciation (note 5)	6,812,381	7,030,556
- 利息收入(附註12)	- Interest income (note 12)	(47,559,253)	(33,288,518)
- 物業、機器及設備的出售虧損(附註b)	- Loss on disposal of property, plant and equipment (note (b))	547	1,042
營運資金變動：	Changes in working capital:		
- 按金、預付款及其他應收款	- Deposits, prepayments and other receivables	(12,186,711)	4,041,869
- 應收 (應付)入境事務處款項	- Amount due from/(to) the Immigration Department	4,297,600	684,400
- 應收 (應付)培訓機構款項	- Amounts due from/(to) training bodies	(261,194)	370,232
- 應計款項及其他應付款	- Accruals and other payables	10,531,105	5,873,715
營運活動使用的現金淨額	Net cash used in operating activities	(764,985,650)	(730,216,816)

(b) 在現金流量表中，出售物業、機器及設備的所得款包括：

(b) In the statement of cash flows, proceeds from disposal of property, plant and equipment comprise:

		二零一二年 2012 港幣 HK\$	二零一一年 2011 港幣 HK\$
淨賬面值(附註5)	Net book amount (note 5)	547	1,042
出售物業、機器及設備的虧損	Loss on disposal of property, plant and equipment	(547)	(1,042)
出售物業、機器及設備的所得款	Proceeds from disposal of property, plant and equipment	-	-

財務報表

Financial Statements

21 營運租賃

(a) 營運租賃租金

年內已產生有關辦事處和培訓中心的營運租賃租金總額分析如下：

		二零一二年 2012 港幣 HK\$	二零一一年 2011 港幣 HK\$
包含在培訓計劃及課程開支內	Included in training programmes and course expenses		
- ERB 服務中心	- ERB service centres	4,639,484	3,694,433
- 實務技能培訓及評估中心	- Practical Skills Training and Assessment Centre	2,838,009	2,832,964
包含在行政開支內(附註16)	Included in administrative expenses (note 16)		
- 辦事處	- Office premises	7,724,353	7,473,317
		15,201,846	14,000,714

(b) 營運租賃承擔

於3月31日，再培訓局根據辦事處的不可撤銷營運租約有未來最低租賃付款總額如下：

		二零一二年 2012 港幣 HK\$	二零一一年 2011 港幣 HK\$
不超過1年	No later than one year	9,625,517	10,962,204
超過1年但不超過5年	Later than one year and no later than five years	12,042,416	7,374,289
		21,667,933	18,336,493

22 資本承擔

於結算日關於改建新辦事處而已訂約但仍未產生的資本開支如下：

		二零一二年 2012 港幣 HK\$	二零一一年 2011 港幣 HK\$
已訂約但未撥備	Contracted but not provided for	37,230,070	-

21 Operating leases

(a) Operating lease rentals

Total operating lease rentals in respect of office premises and training centres incurred during the year are analysed as follows:

(b) Operating lease commitments

At 31st March, the Board had future aggregate minimum lease payments under non-cancellable operating leases in respect of premises as follows:

22 Capital commitment

Capital expenditure contracted for in respect of the restructuring of the new office premises at the end of balance sheet date but not yet incurred is as follows:

監管機制

Monitoring Mechanism

評估目的	監察範圍	成效指標	要求水平
培訓課程成效			
<ul style="list-style-type: none"> • 衡量培訓課程的效益 • 監察各培訓機構的表現 	就業情況	就業率 * <ul style="list-style-type: none"> • 一般課程 • 度身訂造課程 • 與培訓課程相關就業率 ** 	70% 80% 60%
	留職情況	留職率 ** <ul style="list-style-type: none"> • 學員在就業跟進期完結六個月後仍然在職百分比 	
	學習成效	課程評估	學員必須於課程評估考獲整體合格分數，方獲頒畢業證書
成本效益			
<ul style="list-style-type: none"> • 衡量培訓資源運用的效率 • 衡量培訓課程的效益 • 監察各培訓機構的表現 	學額使用	學額使用率 *	85%
	完成培訓	課程出席率 * 課程完成率 **	80% 80%
	培訓成本	學員單位成本	以具競爭性的招標進行學額分配
服務對象滿意程度			
<ul style="list-style-type: none"> • 衡量使用者對培訓課程的滿意程度 	學員滿意程度	完班學員意見調查、投訴	
	僱主滿意程度	問卷調查結果、投訴	

上述數據將按班別 課程 培訓機構 課程分類及整體作出評估。

* 主要成效指標

** 只作為參考指標

監管機制 Monitoring Mechanism

Purpose of Evaluation	Performance Measure	Performance Indicator	Benchmark
Effectiveness of Training Courses			
<ul style="list-style-type: none"> Measure effectiveness of training courses Monitor performance of training bodies (TBs) 	Placement results	Placement rate* <ul style="list-style-type: none"> regular courses taylor-made courses relevancy to training** 	70% 80% 60%
	Retention results	Retention rate** <ul style="list-style-type: none"> trainees retained in employment after six months upon placement follow-up period 	
	Learning outcomes	Course assessment	For graduation, trainees must obtain an overall pass in the course assessments
Cost Effectiveness			
<ul style="list-style-type: none"> Measure efficiency in the utilisation of ERB resources Measure cost effectiveness of training courses Monitor performance of TBs 	Utilisation of training places	Capacity utilisation rate*	85%
	Completion	Attendance rate* Completion rate**	80% 80%
	Training cost	Cost per trainee per hour	Places allocation through competitive bidding
Customer Satisfaction			
<ul style="list-style-type: none"> Measure satisfaction of users towards training courses 	Satisfaction of trainees	Course-end evaluation / complaints	
	Satisfaction of employers	Survey results / complaints	

The above figures will be analysed by class / course / TB / course type and the whole.

* Key performance indicator

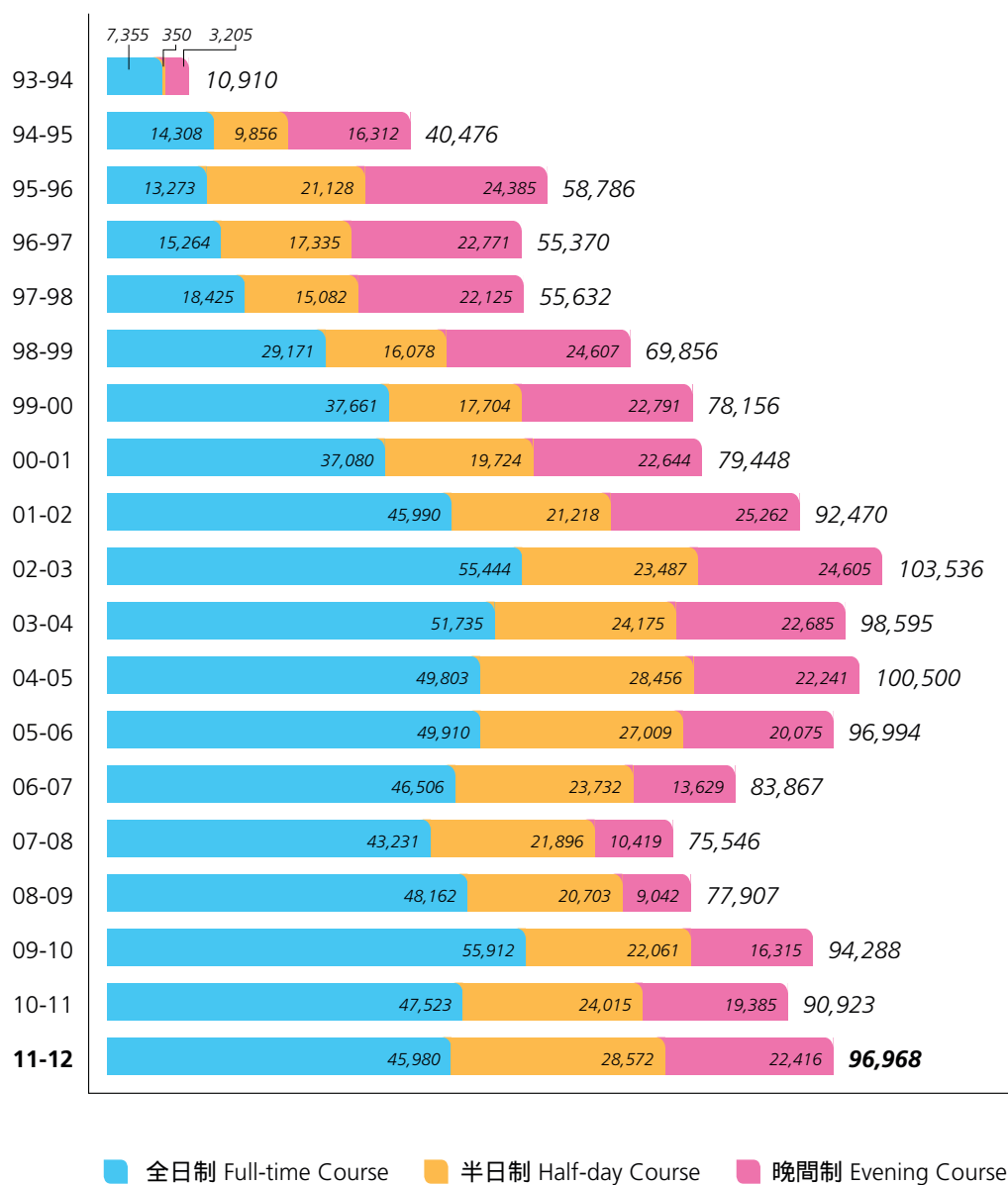
** Currently not used as key performance indicator

培訓課程統計資料

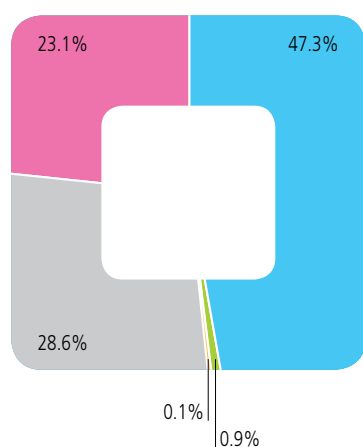
Statistics of Training Courses

各類培訓課程畢業學員人次

Number of Graduate Trainees



各類培訓課程畢業學員人次比例 Proportion of Graduate Trainees



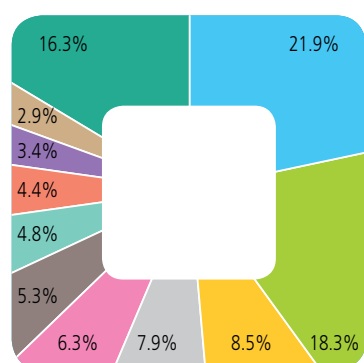
課程 Course Mode	人次 No. of Trainees	比例 Proportion %
全日制就業掛鉤課程 Full-time Placement-tied Course	45,930	47.3%
半日制就業掛鉤課程 Half-day Placement-tied Course	855	0.9%
全日制非就業掛鉤課程 Full-time Non-Placement-tied Course	50	0.1%
半日制非就業掛鉤課程 Half-day Non-Placement-tied Course	27,717	28.6%
晚間制非就業掛鉤課程 Evening Non-Placement-tied Course	22,416	23.1%
總數 Total	96,968	100%

就業掛鈎課程統計資料

Statistics of Placement-tied Courses

就業掛鈎課程畢業學員人次比例

Proportion of Graduate Trainees of Placement-tied Courses



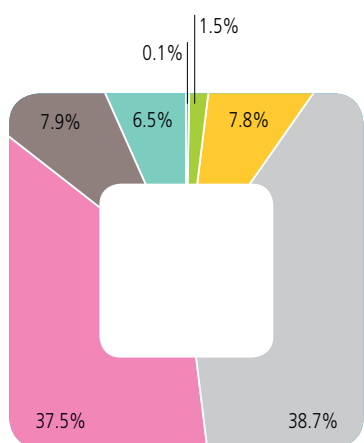
課程類別 Course Category	人次 No. of Trainees	比例 Proportion %
家居服務 Domestic Services	10,254	21.9%
物業管理及保安 Property Management & Security	8,560	18.3%
美容 Beauty Therapy	3,990	8.5%
健康護理 Healthcare Services	3,685	7.9%
酒店 Hotel	2,972	6.3%
飲食 Catering	2,462	5.3%
商業 Business	2,229	4.8%
中醫保健 Chinese Healthcare	2,069	4.4%
零售 Retail	1,578	3.4%
環境服務 Environmental Services	1,354	2.9%
其他 Others	7,632	16.3%
總數 Total	46,785	100%

上述圖表顯示首10個最多畢業學員人次的課程類別。

The above chart lists the top 10 course categories according to the number of trainees.

就業掛鈎課程畢業學員教育程度分布

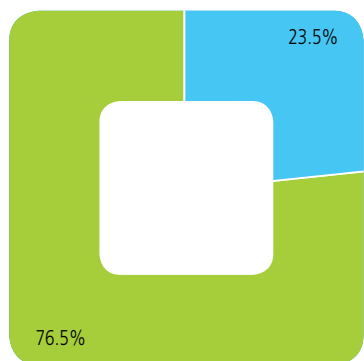
Graduate Trainees of Placement-tied Courses by Education Level



教育程度 Education Level	人次 No. of Trainees	比例 Proportion %
未曾入學 No Schooling	17	0.1%
未完成小學 Not Completed Primary Education	714	1.5%
小學畢業 Completed Primary 6	3,669	7.8%
中一至中三 Secondary 1 to 3	18,096	38.7%
中四至中五 Secondary 4 to 5	17,545	37.5%
中六至中七 Secondary 6 to 7	3,717	7.9%
高等教育 Tertiary Education	3,027	6.5%
總數 Total	46,785	100%

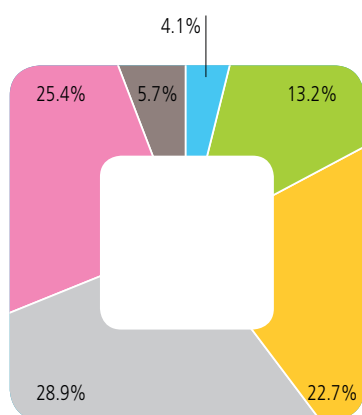
就業掛鈎課程畢業學員男女比例

Graduate Trainees of Placement-tied Courses by Gender



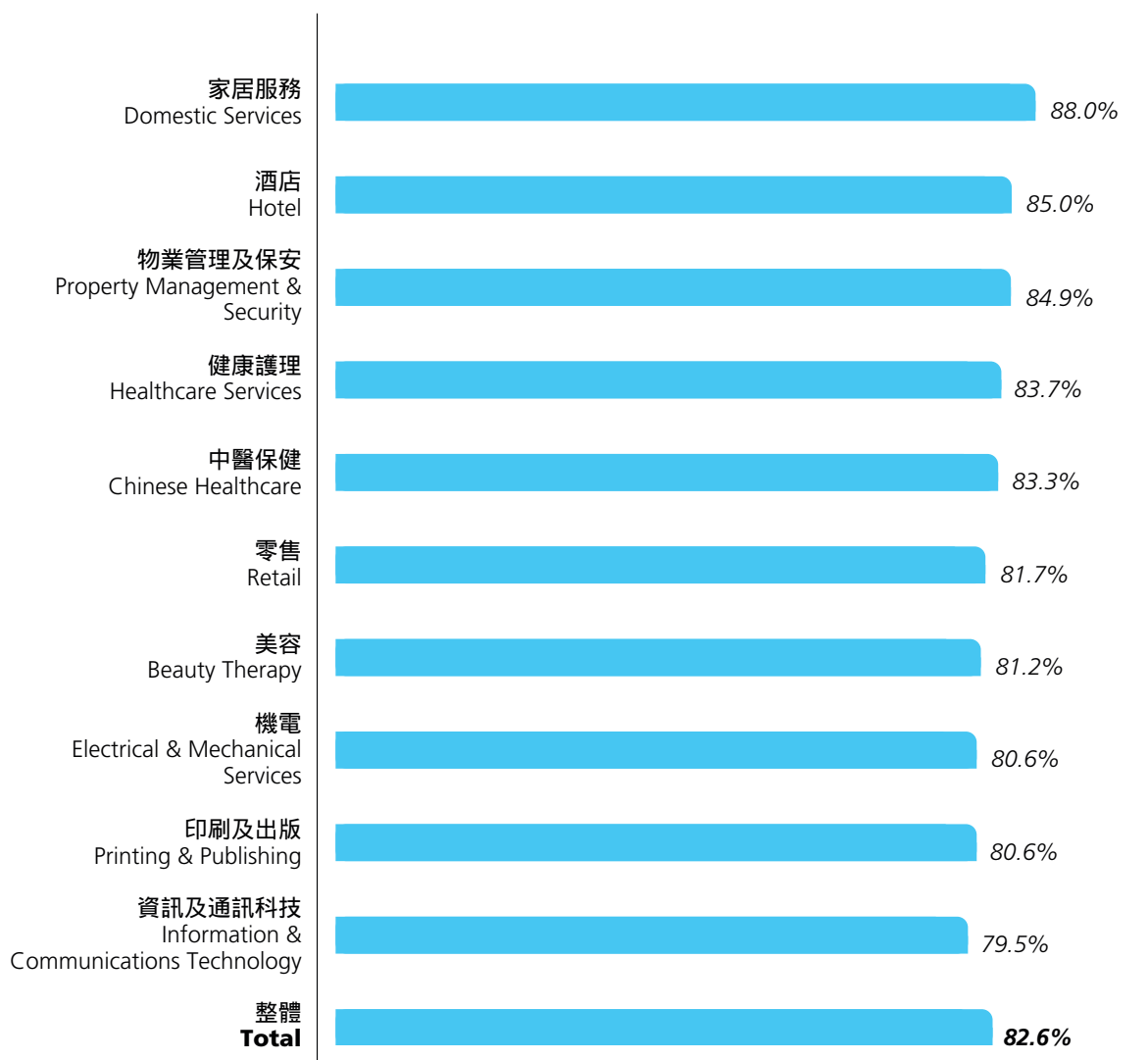
性別 Gender	人次 No. of Trainees	比例 Proportion %
男性 Male	11,004	23.5%
女性 Female	35,781	76.5%
總數 Total	46,785	100%

就業掛鈎課程畢業學員年齡分布 Graduate Trainees of Placement-tied Courses by Age



年齡 Age	人次 No. of Trainees	比例 Proportion %
15-19	1,948	4.1%
20-29	6,160	13.2%
30-39	10,608	22.7%
40-49	13,525	28.9%
50-59	11,867	25.4%
60或以上 60 or above	2,677	5.7%
總數 Total	46,785	100%

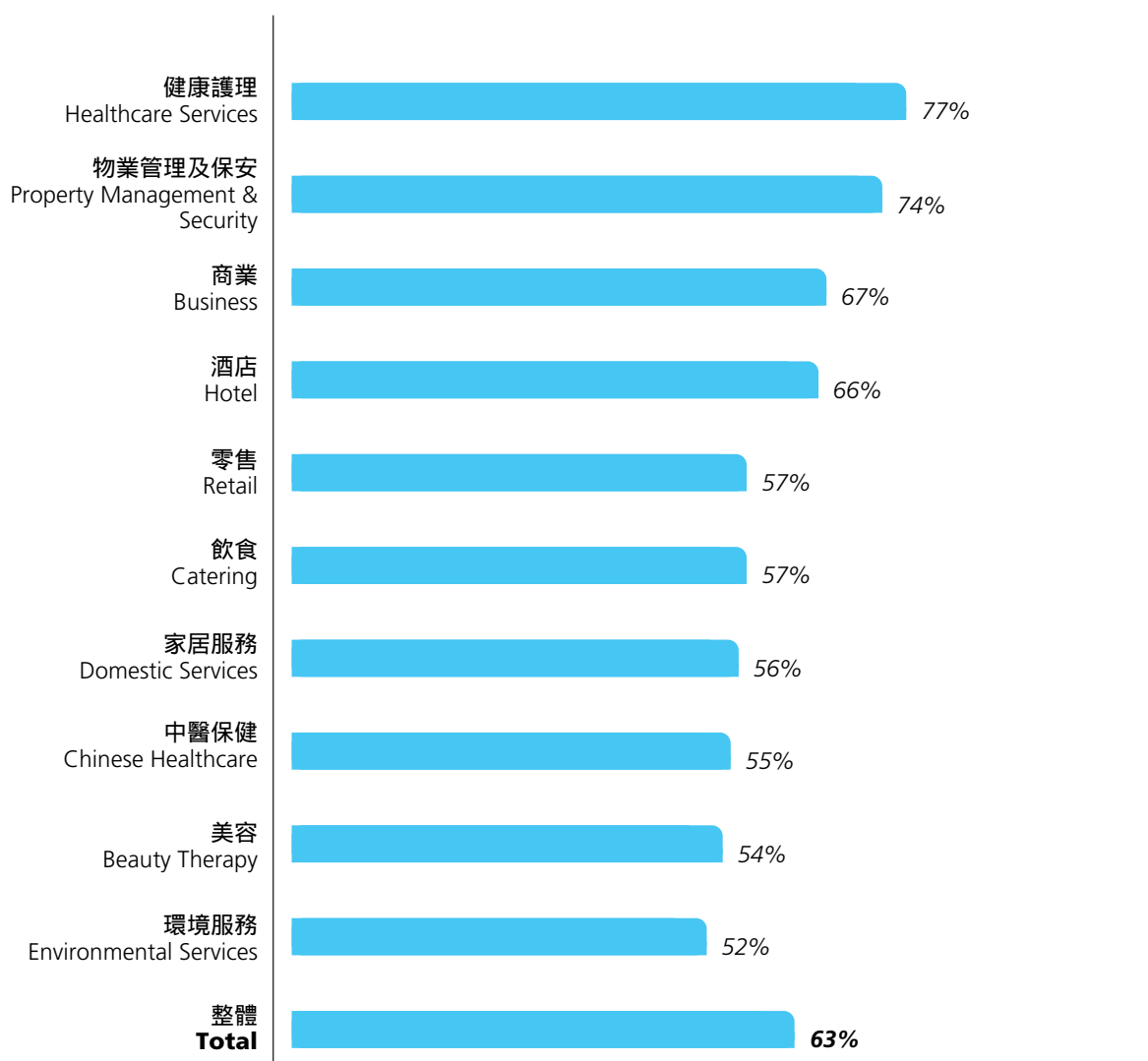
就業掛鈎課程就業率 Placement Rate of Placement-tied Courses



上述圖表顯示首10個最高就業率的課程類別。

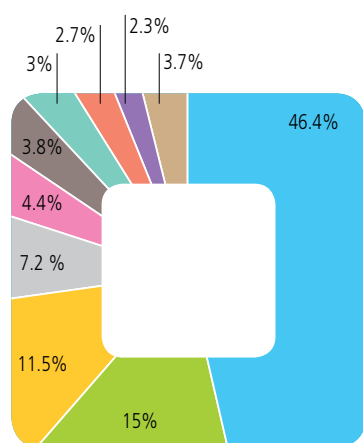
The above chart lists the top 10 course categories according to the placement rate.

就業掛鈎課程留職率 Retention Rate of Placement-tied Courses



上述圖表顯示首 10 個最多畢業學員人次的課程類別的留職率(就業跟進期完結六個月後)。
The above chart lists the retention rate (after six months upon placement follow-up period) of the top 10 course categories according to the number of graduate trainees.

就業掛鈎課程受聘畢業學員行業組別劃分 Industry Sector Profile of Graduate Trainees of Placement-tied Courses



行業組別 Industry Sector	人次 No. of Trainees	比例 Proportion %
社區、社會及個人服務業 Community, Social and Personal Services	17,803	46.4%
地產、物業管理及護衛業 Real Estate, Property Management and Security Services	5,753	15.0%
批發及零售業 Wholesale and Retail	4,401	11.5%
飲食業 Catering	2,768	7.2%
酒店業 Hotel	1,696	4.4%
金融、保險及商業服務業 Finance, Insurance and Business Services	1,440	3.8%
運輸、倉庫及通訊業 Transport, Storage and Communication	1,149	3.0%
進出口貿易業 Import and Export	1,039	2.7%
建造業 Construction	893	2.3%
其他* Others*	1,438	3.7%
總數 Total	38,380	100%

* 包括初級生產業、礦石開採業、能源業、紡織及製衣製造業，以及其他製造業。

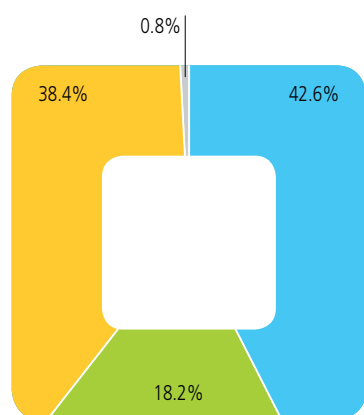
* Includes Primary Production, Mining and Quarrying, Power, Textiles and Garments Manufacturing, and other Manufacturing Industries.

非就業掛鈎課程統計資料

Statistics of Non-Placement-tied Courses

非就業掛鈎課程畢業學員人次比例

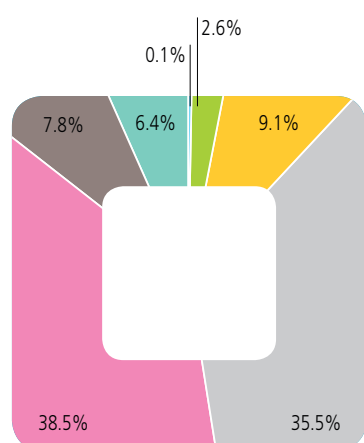
Proportion of Graduate Trainees of Non-Placement-tied Courses



課程類別 Course Type	人次 No. of Trainees	比例 Proportion %
通用技能訓練課程 - 資訊科技應用 Generic Skills Training Courses - IT Applications	21,372	42.6%
通用技能訓練課程 - 職業語文 Generic Skills Training Courses - Workplace Languages	9,118	18.2%
「新技能提升計劃」課程 “Skills Upgrading Scheme Plus” Courses	19,268	38.4%
其他 Others	425	0.8%
總數 Total	50,183	100%

非就業掛鈎課程畢業學員教育程度分布

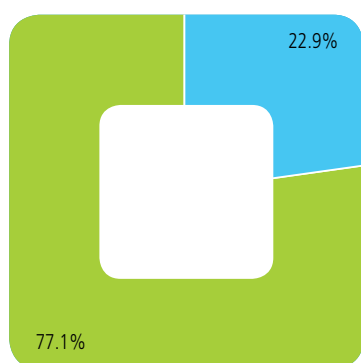
Graduate Trainees of Non-Placement-tied Courses by Education Level



教育程度 Education Level	人次 No. of Trainees	比例 Proportion %
未曾入學 No Schooling	33	0.1%
未完成小學 Not Completed Primary Education	1,326	2.6%
小學畢業 Completed Primary 6	4,596	9.1%
中一至中三 Secondary 1 to 3	17,811	35.5%
中四至中五 Secondary 4 to 5	19,300	38.5%
中六至中七 Secondary 6 to 7	3,905	7.8%
高等教育 Tertiary Education	3,212	6.4%
總數 Total	50,183	100%

非就業掛鉤課程畢業學員男女比例

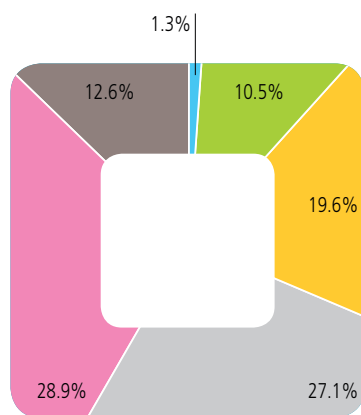
Graduate Trainees of Non-Placement-tied Courses by Gender



性別 Gender	人次 No. of Trainees	比例 Proportion %
男性 Male	11,504	22.9%
女性 Female	38,679	77.1%
總數 Total	50,183	100%

非就業掛鉤課程畢業學員年齡分布

Graduate Trainees of Non-Placement-tied Courses by Age



年齡 Age	人次 No. of Trainees	比例 Proportion %
15-19	670	1.3%
20-29	5,251	10.5%
30-39	9,844	19.6%
40-49	13,600	27.1%
50-59	14,475	28.9%
60或以上 60 or above	6,343	12.6%
總數 Total	50,183	100%

委任培訓機構

Appointed Training Bodies

1 八和粵劇學院有限公司	The Cantonese Opera Academy of Hong Kong Limited
2 工程及醫療義務工作協會	Association for Engineering and Medical Volunteer Services
3 工業福音團契有限公司	The Industrial Evangelistic Fellowship Limited
4 中西飲食業職工會	Chinese & Western Food Workers Union
5 仁愛堂有限公司	Yan Oi Tong Limited
6 天高管理發展有限公司	Tiptop Consultants Limited
7 伊利沙伯醫院 - 醫院管理局	Queen Elizabeth Hospital - Hospital Authority
8 印刷科技研究中心有限公司	Advanced Printing Technology Centre Limited
9 名髮廊有限公司	Ming Salon Limited
10 自動車工學會社	Vcare Information Centre
11 利民會	Richmond Fellowship of Hong Kong
12 扶康會培訓部	Fu Hong Society Training Department
13 李暉武術文化中心	Li Fai Centre of Wushu
14 亞洲運動及體適能專業學院有限公司	Asian Academy for Sports and Fitness Professionals Limited
15 協青社	Youth Outreach
16 物流理貨職工會	Logistics Cargo Supervisors Association
17 社會資源拓展學院	Social Resources Development Institute
18 青年會專業書院	YMCA College of Careers
19 建造業議會	Construction Industry Council
20 珍妮美容藝術學院	Jenny Beauty College
21 皇家國際教育學院	Royal International College
22 美亞樹藝服務有限公司	Asia Tree Preservation Limited
23 胡芬妮髮型美容教育中心	Farida Hair & Beauty Education Centre
24 英美插花學院	British & American Floral Art School
25 香島專科學校	Heung To College of Professional Studies

委任培訓機構 Appointed Training Bodies

26 香港大學專業進修學院	School of Professional And Continuing Education, The University of Hong Kong
27 香港工人健康中心有限公司	Hong Kong Workers' Health Centre Limited
28 香港工會聯合會	The Hong Kong Federation of Trade Unions
29 香港中文大學專業進修學院	School of Continuing and Professional Studies, The Chinese University of Hong Kong
30 香港中醫護理學院有限公司	Hong Kong College of Chinese Medicinal Nursing Limited
31 香港公開大學李嘉誠專業進修學院	Li Ka Shing Institute of Professional and Continuing Education, The Open University of Hong Kong
32 香港心理衛生會	The Mental Health Association of Hong Kong
33 香港仔街坊福利會有限公司	Aberdeen Kai-fong Welfare Association Limited
34 香港民主民生協進會	Hong Kong Association for Democracy and People's Livelihood
35 香港生產力促進局	Hong Kong Productivity Council
36 香港生產力促進局鐘表科技中心	Hong Kong Productivity Council - Hong Kong Watch & Clock Technology Centre
37 香港生態旅遊專業培訓中心	Hong Kong Eco-tourism & Travels Professional Training Centre
38 香港印藝學會有限公司	Graphic Arts Association of Hong Kong Limited
39 香港各界婦女聯合協進會有限公司	Hong Kong Federation of Women Limited
40 香港老年學會	Hong Kong Association of Gerontology
41 香港明愛	Caritas - Hong Kong
42 香港盲人輔導會	Hong Kong Society for the Blind
43 香港空調製冷業職工總會	Hong Kong Air-conditioning and Refrigerating Trades Workers General Union
44 香港青年協會	The Hong Kong Federation of Youth Groups
45 香港城市大學專業進修學院	School of Continuing and Professional Education, City University of Hong Kong
46 香港科技專上書院	Hong Kong Institute of Technology

47	香港紅十字會	Hong Kong Red Cross
48	香港倉庫運輸物流員工協會	Hong Kong Storehouses, Transportation & Logistics Staff Association
49	香港旅遊專業培訓中心有限公司	Hong Kong Travel & Tourism Training Centre Limited
50	香港旅遊業議會	Travel Industry Council of Hong Kong
51	香港浸會大學中醫藥學院持續及專業教育部	Division of Continuing and Professional Education, School of Chinese Medicine, Hong Kong Baptist University
52	香港珠寶製造業廠商會有限公司	Hong Kong Jewelry Manufacturers' Association Limited
53	香港商業專科學校	Hongkong School of Commerce
54	香港國際社會服務社	International Social Service (Hong Kong Branch)
55	香港基督教女青年會	Hong Kong Young Women's Christian Association
56	香港基督教青年會	The Young Men's Christian Association of Hong Kong
57	香港婦女中心協會	Hong Kong Federation of Women's Centres
58	香港推拿理療專業人員總會	Hong Kong Massage & Physiotherapy Professional General Union
59	香港教育學院持續專業教育學院有限公司	HKIEd School of Continuing and Professional Education Limited
60	香港理工大學工業中心	Industrial Centre, The Hong Kong Polytechnic University
61	香港理工大學企業經管人才發展中心	Management and Executive Development Centre, The Hong Kong Polytechnic University
62	香港復康力量	Hong Kong Rehabilitation Power
63	香港復康會	The Hong Kong Society for Rehabilitation
64	香港普通話研習社	Xianggang Putonghua Yanxishe
65	香港童軍總會童軍知友社	The Scout Association of Hong Kong - The Friends of Scouting
66	香港善導會	The Society of Rehabilitation and Crime Prevention, Hong Kong
67	香港註冊導遊協會有限公司	Hong Kong Association of Registered Tour Co-ordinators Limited

委任培訓機構 Appointed Training Bodies

68	香港雲石商會有限公司	The Hong Kong Marble & Granite Merchants Association, Limited
69	香港傷殘青年協會	Hong Kong Federation of Handicapped Youth
70	香港聖公會麥理浩夫人中心	Hong Kong Sheng Kung Hui Lady MacLehose Centre
71	香港聖公會福利協會	Hong Kong Sheng Kung Hui Welfare Council
72	香港聖約翰救護機構	Hong Kong St. John Ambulance
73	香港管理專業協會持續進修書院	HKMA College of Further Education
74	香港標準舞總會有限公司	Hong Kong Ballroom Dancing Council Limited
75	香港駕駛學院有限公司	The Hong Kong School of Motoring Limited
76	香港髮型協會	The Hong Kong Association of Hair Design
77	香港導遊總工會	Hong Kong Tour Guides General Union
78	香港機電工程助理人員工會	Union of Hong Kong Electrical and Mechanical Engineering Assistants
79	香港機電專業學校(夜校)	Hong Kong Electrical & Mechanical College (Evening School)
80	香港機電業工會聯合會	The Federation of Hong Kong Electrical & Mechanical Industries Trade Unions
81	香港職工會聯盟	The Hong Kong Confederation of Trade Unions
82	香港職業發展服務處有限公司	Hong Kong Employment Development Service Limited
83	香港離島婦女聯會有限公司	Hong Kong Outlying Islands Women's Association Limited
84	香港護理學院	College of Nursing, Hong Kong
85	消防保安工程從業員協會	Fire and Security Engineering Employees Association
86	酒店及飲食專業人員協會	Association of Professional Personnel (Hotels, Food & Beverage)
87	浸信會愛羣社會服務處	Baptist Oi Kwan Social Service
88	紐魯詩教育中心	Knowledge Education Centre
89	耆智有限公司	PA Company Limited
90	基督教香港信義會	The Evangelical Lutheran Church of Hongkong

91	基督教勵行會	Christian Action
92	培正專業書院	Pui Ching Academy
93	循道衛理中心	Methodist Centre
94	循道衛理楊震社會服務處	Yang Memorial Methodist Social Service
95	港九金飾珠寶業職工會	Hong Kong and Kowloon Gold Ornaments and Jewellery Trade Workers' Union
96	港九酒樓茶室總工會職業(日 夜)學校	Hong Kong & Kowloon Restaurant & Cafe Workers General Union Vocational (Day / Night) School
97	港九勞工社團聯會	The Federation of Hong Kong and Kowloon Labour Unions
98	港九電器工程電業器材職工會	Hong Kong and Kowloon Electrical Engineering and Appliances Trade Workers Union
99	港專機構有限公司	HKCT Group Limited
100	華夏國際中醫學會有限公司	Vassar International Chinese Medical Society Limited
101	街坊工友服務處	Neighbourhood & Worker's Service Centre
102	飲食業職工總會	Eating Establishment Employees General Union
103	群生飲食技術人員協會	Kwan Sang Catering Professional Employees Association
104	匯智技能培訓發展中心	Reach Profession Training Skills Development Centre
105	新生精神康復會	New Life Psychiatric Rehabilitation Association
106	新界社團聯會再培訓中心有限公司	New Territories Association Retraining Centre Limited
107	新家園協會有限公司	New Home Association Limited
108	聖公會聖匠堂社區中心	S. K. H. Holy Carpenter Church Community Centre
109	聖雅各福群會	St. James' Settlement
110	葵協社區教育拓展中心有限公司	KCRA Community Education Enhancement Center Limited
111	葵涌醫院 - 醫院管理局	Kwai Chung Hospital - Hospital Authority
112	電子通訊技術人員協會	Electronic Communication Technical Staff Union
113	瑪嘉烈醫院	Princess Margaret Hospital

委任培訓機構 Appointed Training Bodies

114	蒙妮坦美髮美容學院	Monita Hair & Beauty Academy
115	製衣業訓練局	Clothing Industry Training Authority
116	標榜髮型美容教育學院	Pivot Point College ... Hong Kong
117	歐美企業(香港)有限公司	Norray Enterprise (HK) Limited
118	鄰舍輔導會	The Neighbourhood Advice-Action Council
119	嶺南大學亞太老年學研究中心	Asia-Pacific Institute of Ageing Studies, Lingnan University
120	嶺南大學持續進修學院	Lingnan Institute of Further Education
121	職業安全健康局	Occupational Safety and Health Council
122	職業訓練局	Vocational Training Council
123	醫院, 診所, 護理業職工會	Hospitals, Clinics and Nursing Workers Union
124	醫院診所護士協會	Hospital & Clinic Nurses Association
125	麗奧美髮美容訓練中心	Leo Hair & Beauty Training Centre
126	觀塘職業訓練中心	Kwun Tong Vocational Training Centre

以培訓機構中文名稱筆劃排列。

Training bodies are listed according to the number of strokes in Chinese.

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