

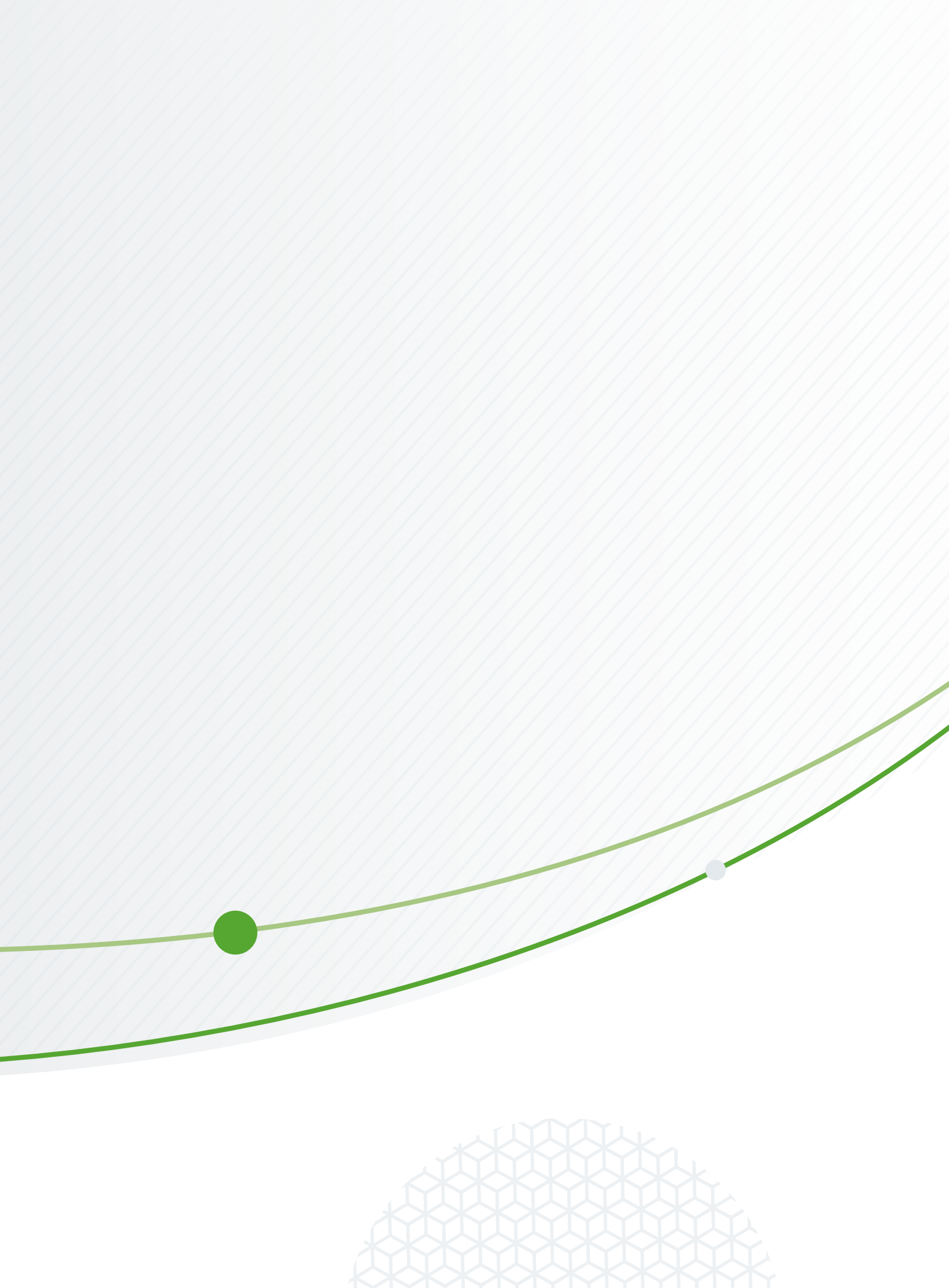


僱員再培訓局

Employees Retraining Board

多元・創新・進取
Diverse • Innovative • Forward

2018-19
年度年報 Annual Report



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關於我們

About ERB

僱員再培訓局屬法定組織，根據《僱員再培訓條例》於1992年成立，透過統籌、撥款和監察，委任培訓機構提供培訓課程和服務，服務對象為15歲或以上、具副學位或以下教育程度的人士。

在2018-19年度，本局提供13萬個培訓學額，並委任約80間培訓機構，提供約700項具市場需求及事業前景的培訓課程，為學員構建進修階梯，為各行各業培育人才。

為配合不同服務對象的需要，本局提供多元化的培訓課程，包括為失業人士而設的就業掛鉤課程、跨行業適用的通用技能培訓課程、協助在職人士提升技能的「新技能提升計劃」課程，以及為特定服務對象而設的「青年培育計劃」、殘疾及工傷康復人士課程、住院式戒毒人士及更生人士課程、以英語授課的少數族裔人士課程及新來港人士課程。

The Employees Retraining Board (ERB) is a statutory body established in 1992 under the Employees Retraining Ordinance. ERB co-ordinates, funds and monitors training courses and services offered by the appointed training bodies. The service targets of ERB are people aged 15 or above with educational attainment at sub-degree level or below.

In 2018-19, ERB provided 130,000 training places and appointed about 80 training bodies to provide around 700 training courses that are market-driven and employment-oriented. ERB helps trainees map out progression ladders and nurtures more talents for various industries.

ERB provides a diverse range of training courses, including placement-tied courses for the unemployed; generic skills training courses for people from all industries; “Skills Upgrading Scheme Plus” courses with skills enhancement training for employees; and courses for special service targets such as “Youth Training Programme” for non-engaged young people, courses for persons with disabilities and persons recovered from work injuries, courses for rehabilitated ex-drug abusers and ex-offenders, courses conducted in English for ethnic minorities, and courses for new arrivals.





主席序言

Chairman's Message

梁永祥教授, SBS, JP
Professor William LEUNG
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主席 *Chairman*



在人類歷史上，每一次的工業革命，都帶來石破天驚的改變。18世紀第一次工業革命，人類走進了「蒸汽時代」；19世紀的第二次工業革命，開創了「電氣時代」；20世紀的第三次工業革命，帶來了「數碼時代」。到了今日21世紀，已迎來第四次工業革命，人稱「智能時代」。

過去十多年，科技以幾何級數高速發展，並正席捲全球，其影響之廣度和深度前所未見。ABCD（人工智能、區塊鏈、雲端運算及大數據）等技術大熱和普及應用，徹底顛覆人類的生活、工作和聯繫模式，就業市場亦變得不一樣。工種的更替更形頻繁，技能的要求趨向多樣性，勞動人口在不經意間已經進入變革漩渦中。邁進這個新時代，縱使不是站在科技最前線，也不代表可以置身事外，因為創新科技的力量無遠弗屆。有研究指出，「再培訓」和「終身學習」將是應對科技發展衝擊的不二法門。

我對「再培訓」的力量深信不疑，個人亦是「終身學習」的擁護者。就是這個強大信念，驅使我在參與僱員再培訓局工作超過10個年頭的日子裡，不斷向前，不斷創新，與時代同步。僱員再培訓局的工作是為香港市民提供適切的培訓課程和服務，也就是推動「再培訓」和「終身學習」的尖兵，肩負著重大的社會責任。

In human history, every industrial revolution brought about changes that shook the world. In the 18th century, the first Industrial Revolution drove mankind into the “Steam Age”. The second Industrial Revolution in the 19th century unveiled the “Age of Electricity”. The third Industrial Revolution in the 20th century inaugurated the “Digital Era”. And now we are in the 21st century, seeing the emergence of the fourth Industrial Revolution or the “Smart Era”, as people have named it.

In the last decade, technology has been growing exponentially and took the world by storm, engendering impacts that are unprecedentedly broad and deep. The widespread adoption of the red hot “ABCD” (Artificial Intelligence, Blockchain, Cloud Computing and Big Data) technologies have overturned the way we live, work and connect with each other, and the employment market is no longer the same. The cycle of replacement of job types has become more rapid and skill set requirements more diversified than ever. The working population is already in the whirl of change before they even realise. In this new era when the influence of innovation and technology are far and wide, even those not in the frontier of technology cannot stand aloof. A study indicates that “retraining” and “lifelong learning” are keys to overcome the challenges posed by technological development.

I firmly believe in the power of “retraining” and am an ardent admirer of “lifelong learning” myself. Such a belief motivates me to stride forward, make a difference and keep pace with the times in the past decade when serving the Employees Retraining Board (ERB). The work of ERB is to provide appropriate training courses and services for Hong Kong people, featuring our role as a warrior in promoting “retraining” and “lifelong learning” and the great social responsibilities we shoulder.

主席序言 Chairman's Message

要達到願景，我們要有遠大的視野，明確的目標，以規劃和開展工作。在2018-19年度，再培訓局制訂了2018-19至2020-21年度全新的「三年策略計劃」。在政策層面以「推動培訓，促進就業」為目標，凸顯本局「從培訓到就業」的一條龍服務特色，並貫徹「市場主導，就業為本」的工作理念。在執行層面，我們採用「縱橫策略」，在「一橫一縱」的規劃框架下，「橫」向擴展服務的廣度，「縱」向優化服務的深度，致力提升資源效益，達至既廣且深、服務創新的成效。


在2018-19年度，再培訓局開展了「三年策略計劃」第一年的工作，樂見碩果初現。在年度內，合共約有127,000人次入讀再培訓局課程，創下本局的歷史新高，當中入讀技能提升課程的學員人次高達58,000人，同樣刷新紀錄，反映市民大眾對培訓增值的殷切需求，亦代表再培訓局的課程和服務能有效回應就業市場的需要。

在此，「縱橫策略」發揮了舉足輕重的成效。在「橫」向發展，我們引入3C概念：Create（開發），Connect（聯繫）及Collaborate（協作），擴展課程和服務的涵蓋面及多元性，加強宣傳推廣，以及強化協作和服務網絡，讓更多市民認識和使用本局的課程及服務。

To fulfill the vision, we must have broad outlook and clear objective in planning and implementation. In 2018-19, ERB formulated its new “Three-year Strategic Plan” for 2018-19 to 2020-21. On policy level, we have adopted “Promoting Training and Facilitating Employment” as our objective, highlighting our “from training to employment” through-train service feature, and upholding the “market-driven and employment-oriented” work principle. On execution level, we have adhered to a horizontal cum vertical framework and modus operandi under the “T Strategy” to expand service spectrum and optimise service quality with a view to enhancing cost effectiveness, achieving results with breadth and depth as well as gearing towards service innovation.

In 2018-19, we kick-started the first-year work of the “Three-year Strategic Plan” with notable outcomes. In the year, a record high of about 127,000 trainees have admitted to ERB courses, among whom, another record high of some 58,000 trainees pursued skills upgrading courses, evidencing the increasing demand of the public towards training and upgrading, and that our courses and services can effectively respond to the needs of the employment market.

In this regard, the “T Strategy” plays a pivotal role. Horizontally, we introduce the 3Cs concept: Create, Connect and Collaborate, to extend the coverage and diversity of training courses and services, to step up promotion and publicity, and to foster our collaborative and service networks, thereby raising people's awareness of and participation in our training courses and services.



在發展新課程和新服務方面，我們的投入從未間斷。在年度內，我們合共開辦了55項新課程、推出全新「培訓顧問視像服務」、發展網上自學教材、開發「ERB助理搵工」流動應用程式，並擴展「先聘用、後培訓」、「零存整付」證書計劃、「兼職工度身訂造課程」等彈性培訓計劃，推動市民參與培訓及投入職場。

我們推行「行業為本、聚焦地區」的宣傳策略，全方位推廣本局的課程及服務。在中央層面，我們推出電視特輯及地區宣傳短片系列，在電視及社交媒體的觀看次數超過550萬，令人鼓舞。在地區層面，我們優化地區服務，擴展「ERB服務點」至九龍西區。22個「ERB服務點」，連同本局在全港各區約400間培訓中心、兩間「ERB服務中心」、八間「樂活中心」、「陪月一站」及兩間「起步站」，組成覆蓋全港的地區資源網絡，更適切支援地區居民的培訓及就業需要。

行業的支持和參與對推動再培訓局的工作尤為重要。我們持續擴大與各界的協作網絡，與持份者保持緊密聯繫，透過19個「行業諮詢網絡」匯聚意見，開發切合市場需求的課程。再培訓局的僱主服務及活動一向得到業界支持，當中「ERB人才企業嘉許計劃」及「ERB中小企服務」已建立認受性，「伙伴周年聚會」更是大家期待的年度活動。此外，我們舉辦各類研討會及工作坊、優化「網上招聘服務」，加強支援企業的人力和培訓需要，同時提升本局學員的就業機會。

In developing new courses and service development, our commitments are boundless. In the year, we have developed a total of 55 new training courses, launched the new “Video Conferencing Training Consultancy Service”, developed online self-learning materials and “ERB Helpers Mobile App”, and expanded flexible training programmes like the “First-Hire-Then-Train”, “Modular Certificates Accumulation Scheme” and “Tailor-made Course for Part-timers” etc., with a view to encouraging people to engage in training and enter the employment market.

By adopting the “Industry-based, District-focused” promotional strategy, we publicised the ERB courses and services in full swing. At central level, we were thrilled that the TV Show and district video series launched in the year recorded over 5.5 million views on TV and social media. At district level, we optimised our district services by extending the “ERB Service Spots” to Kowloon West district. The 22 “ERB Service Spots” together with around 400 training centres over the territories, two “ERB Service Centres”, eight “Smart Living” regional service centres, the “Smart Baby Care” platform and two “Smart Starter” referral centres formed a territory-wide district resources network to aptly address the training and employment needs of local residents.

The support and participation of industries are of vital importance to the development of ERB. We have continued to expand the collaborative network with various sectors and strengthen our connection with stakeholders. We have also consolidated the views of 19 “Industry Consultative Networks” in developing market-driven training courses. We are indeed indebted to the unfailing support of industries to our employer services and activities, among which, our “ERB Manpower Developer Award Scheme” and “ERB Services for SMEs” have established their images, and our “Annual Partners Luncheon” has become a much expected annual event. In addition, we have organised a host of seminars and workshops, enhanced the “Online Recruitment Service”, all in all to strengthen our support to the manpower and training needs of enterprises on one hand, and to enhance the employment opportunities of our trainees on the other.

主席序言 Chairman's Message

在「縱」向發展，我們引入3E概念：Empower（支援）、Enhance（提升）及Excel（優化），重點支援有特別需要社群、檢討和優化行政措施，以及提升課程和服務質素。


香港正面對人口老化和勞動力不足的雙重挑戰，持續發展人力資源及釋放潛在勞動力已是刻不容緩。在年度內，我們為有特別需要社群開發更多專設課程、舉辦「認識有特別需要社群工作坊」，以及加強「外展培訓顧問服務」。我們同時擴展「工作體驗」活動系列、舉辦多元化的專設活動、推出「中學生暑期實習計劃」、舉辦「學校職業講座」、「少數族裔學生求職及面試技巧講座」，增強不同社群的行業知識、工作技巧及心理質素，為投入職場做好準備。

優質課程與質素保證的關係密不可分，因此，我們十分重視質素保證的工作。在2018年5月，再培訓局在「餐飲及食品服務」範疇成功取得「學科範圍評審」資格，是本局課程質素保證工作的一個新里程，也印證了本局開發課程的堅實能力。我們在2019年3月舉辦了首個「實務技能培訓及評估中心」開放日，邀請公眾人士及傳媒參觀評估中心，認識中心設施及各項課程的評估內容和要求，以確立評估中心的專業形象及相關課程的認受性。當天出席人士填滿了整個評估中心，反應非常熱烈。

Vertically, we implement the 3Es concept: Empower, Enhance and Excel, with emphasis to support social groups with special needs, to review and optimise administrative arrangements and to uplift course and service quality.

Hong Kong is facing the dual challenges of aging population and manpower shortage. Hence, promoting sustainable development of manpower resources and unleashing potential workforce are imperative. In the year, to further support social groups with special needs, we are committed to developing more dedicated training courses, organising workshops for enhancing the awareness towards social groups with special needs, and expanding the “Outreaching Training Consultancy Service”. In parallel, we have expanded the “Work Experience” activity series, organised a wealth of dedicated activities, launched the “Summer Internship Programme”, “Career Talks for Schools” and “Job Searching and Interviewing Skills Workshops for Secondary School Ethnic Minority Students” with a view to equipping different social groups with industry knowledge, work skills and mindset for entering the world of work.

The quality of courses and quality assurance are inextricably related to each other, hence we accord great importance to our work on quality assurance. In May 2018, ERB was granted the “Programme Area Accreditation” status under the sub-area of “Catering, Food and Beverage Services”, laying a major cornerstone of our quality assurance work and demonstrating our competence in course development. We organised the first “Open Day of the Practical Skills Training and Assessment Centre” (PSTAC) in March 2019. Members of the public and media were invited to visit the facilities of PSTAC and learn about the assessment scope and requirements of respective training courses with a view to promoting the professional image of PSTAC and recognition of ERB courses. The response was overwhelmingly positive with a full house of visitors on the event day.



儘管工作取得初步成果，我們不敢怠慢，辦事處在各個工作範疇持續進行檢討，推出優化措施，配合內部審計工作，強化機構管治，以提升服務質素和效率。作為推動「終身學習」的機構，再培訓局積極鼓勵員工持續進修，於2018-19年度推出一系列培訓項目，包括工作專題培訓、領導才能及督導技巧工作坊，以及首個太極班，提升同事的工作技巧之餘，亦推動身心平衡發展。

我在2008年4月獲委任為再培訓局委員，2011年4月出任副主席，2013年1月接任為主席。2018-19年度是我卸任前的最後一年，亦標誌着到了功成身退的時候。回顧服務再培訓局這十一年，環球及香港經濟出現過不少劃時代的重大事件。還記得2008年，金融海嘯席捲全球，恒生指數在2008年10月27日錄得10,670點的低位，在十年間逐步攀升，至2018年1月29日到達33,484點新高。在就業市場方面，失業率由2009年的5.3%高位回落近半至近年2.8%的低水平，接近全民就業。

Despite some initial success, we would never be complacent. The Executive Office continues to review the operation of key work areas with improvement measures introduced. Riding on the recommendations of the internal audit reports and with strengthened corporate governance, we strived for the best service quality and efficiency. As an organisation dedicated to promoting “lifelong learning”, we also act on this belief ourselves by actively promoting continuous learning among staff members. In 2018-19, a series of training programmes including topical training, workshops on leadership and supervisory skills, and the first-ever Tai Chi class were organised to upgrade staff work skills and also promote body and mind wellness.

I was appointed as a member of ERB in April 2008, the Vice-Chairman in April 2011 and the Chairman in January 2013. 2018-19 marked the last year of my chairmanship, and also the completion and handing over of responsibilities. Looking back on the past eleven years serving ERB, I see the world and Hong Kong economies experience several epoch-making events. I could still remember in 2008 when the financial tsunami swept over the world, the Hang Seng Index plunged to the lowest 10,670 on 27 October 2008, and gradually ascended to a historical peak at 33,484 on 29 January 2018 in ten years. As for the employment market, the unemployment rate tumbled by almost 50% from as high as 5.3% in 2009 to the low level of 2.8% in recent years, approaching a full employment.


主席序言 Chairman's Message

在這高高低低，上上落落的期間，再培訓局亦經歷了關鍵性的變革。2008年，再培訓局擴大服務對象，重新出發；到了2014年，政府向僱員再培訓基金注資150億元，再培訓局的功能和貢獻得到肯定。有了持久而穩定的財政支持，我們作出長遠規劃，在開拓服務的領域上更加進取前瞻。與2008年前比較，截至2019年3月，累計入讀課程人次已經翻了一翻，達240萬；開辦課程由100多個增至約700項；培訓機構由近60間增至約80間；還有上載「資歷名冊」的課程由零起步，增至超過300項。到了今天，我們的服務及協作網絡遍布全港各區，可以說有市民的地方，就有再培訓局的課程和服務。

我與再培訓局一同跨過20周年及25周年的重要時刻。在政府的支持、歷屆委員的積極投入，以及各同事、培訓機構和僱主的通力合作下，我們昂首闊步，以嶄新的思維、進取的態度，不斷嘗試，推陳出新。我一直強調再培訓局的工作需要做到「貼地」，還要有創意。即使是傳統或基層工種，只要注入新技能培訓，再做好形象包裝，就會變成智慧型的工作，學員便有更高的議價能力。我們一直持之以恆推動「基層工種專門化」，創造特色工種，表現突出。例如有價有市的陪月員、創意出眾的特種警衛，還有家務助理、護理員、按摩師、美容師、美甲師、咖啡沖調師、健身教練等，很多從業員都是再培訓局的畢業學員，他們都透過修讀課程，認清目標，努力學習，找到事業方向，令人驕傲。

Amid these periods of ups and downs, ERB also went through major transformations. In 2008, ERB expanded its service targets and embarked on a new era. In 2014, the government injected \$15 billion into the Employees Retraining Fund, signifying its recognition of the functions and contributions of ERB. With sustainable and stable financial support, we formulated our long-term plans, assuming a more proactive and forward approach in service development. When comparing the March 2019 results with respective performance before 2008, the accumulative number of enrolled trainees had nearly doubled to reach 2.4 million, the number of training courses offered increased from some 100 to around 700, the number of training bodies surged from about 60 to around 80, and the number of courses uploaded on the "Qualifications Register" had exceeded 300 all from scratch. As at today, our service and collaborative networks have extended across Hong Kong territory wide, per se, where there are local residents, there are ERB courses and services.

I was with ERB at its momentous 20th and 25th anniversaries. With the support of the government, devotion of board members, as well as the collective efforts of ERB colleagues, training bodies and employers, we forged ahead with new thinking, proactiveness, courage and innovation. The work of ERB must be "down to earth" and value-added with creativity. This is the philosophy I underscore all along. With new skills training, coupled with conscientious packaging, even very traditional or front line jobs could be revamped to become intelligence jobs, and trainees' bargaining power could be boosted. We have been taking active steps to promote "professionalisation of front-line jobs" and create featured jobs with outstanding results. For example, the post-natal care helpers are on high market demand and well paid; the specialised security service squad is original and creative indeed. Down the list of ERB graduate trainees are domestic helpers, care workers, masseurs, beauty therapists, manicurists, baristas, physical trainers, etc. We are so proud to witness our trainees stay focused, dedicate to learn and chart their career pathway through training.



再培訓局的工作要「貼地」，我亦要求自己做個「貼地」的主席，因此經常與同事走在最前線，身體力行，學剪髮、做健身教練、Rap歌表演、扮演機長、拍攝短片，每次都盡力做到最好。不會忘記我們探訪獨居長者，為他們免費提供農曆新年大掃除服務；還有為了拍攝「ERB名人堂」試讀試工真人Show，帶着傷患苦練健身，教導一群老人家做健身操。可喜的是，老人家非常熱情投入，而真人Show更獲得三個國際和本地重要獎項。當然少不了與800多名基層市民一起欣賞「逆流大叔」電影，全場血脈沸騰。這些都是我的珍貴回憶，尤其看到市民對再培訓局的認識日增，我們提供的課程和服務得到認同、信任和支持，作為再培訓局的一份子，實在與有榮焉。在未來的日子裡，我一定會繼續關心和支持再培訓局的工作。

「知之、好之、樂之」，只要大家明白與時並進的重要性，積極追求學問，投入進修增值，「終身學習」必會成為普及的社會文化，推動個人和社會持續進步。祝願再培訓局在下任主席余鵬春先生的英明領導下，不斷突破，再創高峰，支持香港人應對時代挑戰，分享「智能時代」的成果，在個人和事業上取得更大發展。

僱員再培訓局
主席
梁永祥教授, SBS, JP

The work of ERB must be “down to earth”, and same for me as the ERB Chairman. Together with my ERB colleagues, I constantly went to the front-line and walked the talk. I learnt hair dressing, role-played a fitness instructor, a rapper, a captain, and participated in microfilm production. Every time, I did my best. The memory of visiting a singleton elderly and offering her free house cleaning in Chinese New Year lingered in my mind always. Noteworthy was also the tough fitness training with my injured knee for shooting the “VIP Trainee and Employee” Reality Show in that I had to lead an elderly exercise class. It was gratifying to see the hard work paid off. The elderlies were very enthusiastic and committed to learning, and the Reality Show won three major international and local awards. Also unforgettable was the film screening of “Men On The Dragon” when I was among an audience of over 800 public members enjoying the film together in utmost high spirits. These were all precious memories for me, in particular when seeing people’s heightened acquaintance with ERB, and that our courses and services were increasingly recognised, entrusted and supported. I took deep pride in being a member of ERB. In future, I will pledge my continued thoughts for ERB and my full support to its endeavours, as always.

“Know it, Love it, Enjoy it”. When everyone is appreciative of the importance of keeping up with the pace of the society, active in the pursuit of knowledge, and committed to training and upgrading, “lifelong learning” will definitely become a common social culture conducive to the sustainable development of individuals and the society. I would like to convey my heartfelt wishes to ERB, under the astute leadership of Mr. P. C. YU, incoming Chairman of ERB, in achieving new breakthroughs and scaling new heights, in supporting Hong Kong people to embrace every future challenge, share the fruits of the “Smart Era”, and achieve greater success in personal and career development.

Professor William LEUNG Wing-cheung, SBS, JP
Chairman
Employees Retraining Board


行政總監滙報

Executive Director's Overview



吳國強, BBS
Byron NG
Kwok-keung, BBS

行政總監
Executive Director



2017年8月，我接任僱員再培訓局行政總監，同年亦是再培訓局邁進25周年的新里程。在這特別時刻開展事業新篇章，對我來說實在別具意義，亦感任重道遠。

推動培訓，促進就業

我秉持着「以人為本」的信念投入新崗位，首項工作是協助全局制定了再培訓局在2018-19至2020-21年度的「三年策略計劃」，落實以「推動培訓，促進就業」為政策目標，「縱橫策略」為規劃框架。在全局委員的帶領、各持份者與同事的同心協力下，順利完成了2018-19首年的工作。這是我加入再培訓局後第一個完整年度的工作報告，很高興在不同工作領域均取得理想的成績。

在2018-19年度，受惠於環球經濟持續改善，香港經濟整體維持良好勢頭，不少行業的業績均有所增長，勞動市場基本上已是全民就業。然而，利好的宏觀環境背後不乏暗湧。外圍政經環境充滿變數，影響本地的經濟的穩定性。此外，人口老化與勞動力萎縮對就業市場帶來的陰霾仍然揮之不去。

面對種種不明朗的因素，我與團隊竭盡所能，迎難而上。在2018-19年度，合共約有127,000人次入讀再培訓局課程，創下歷史新高，當中技能提升課程入讀人次高達58,000，同樣是歷年之冠，反映市民認同培訓增值對個人及事業發展的重要性，亦是對本局課程及服務的質素和價值予以肯定。

In August 2017, a milestone year for the Employees Retraining Board (ERB) in entering its 25th anniversary, I took office as the Executive Director of ERB, unveiling a new chapter of my career in this moment of significance, and realising the important responsibility entrusted to me.

Promoting Training and Facilitating Employment

Adhering to the “people-oriented” work philosophy, I started the new endeavor. My first task was to assist the Board to formulate the ERB “Three-year Strategic Plan” for 2018-19 to 2020-21 with the policy objective of “Promoting Training and Facilitating Employment” under the framework and modus operandi of “T Strategy”. Under the leadership of the Board and with the concerted efforts of all stakeholders and my fellow colleagues, we have fully accomplished the tasks for the first year in 2018-19. This is my first full-year work report after joining ERB. I am gratified to see promising results in different work aspects.

In 2018-19, thanks to the steady improvement of global economy, Hong Kong economy generally maintained its momentum. Many industries recorded stronger performance and the labour market witnessed full employment. Notwithstanding the favourable external environment, underlying threats could not be undermined. The ever-changing macro sociopolitical situations have posed threats to the stability of local economy. In addition, aging population and shrinking workforce continue to cast shadows of doubt over the employment market.

In the face of uncertainties, my team and I did our utmost to rise to the challenges. In 2018-19, a historical high of about 127,000 trainees were admitted to ERB courses, among whom, another record high of some 58,000 trainees pursued skills upgrading courses, denoting public awareness of the benefits of training and upgrading to their personal and career development, as well as the recognition of the quality and value of ERB courses and services.

本局制訂了主要成效指標，以及透過參考僱主及學員對本局課程和服務的滿意度，持續監察及評估工作成效。在2018-19年度，有關培訓課程的各項主要成效指標的實際表現均高於相應的指標水平。此外，獨立調查機構的調查結果顯示，分別有約九成的受訪學員及僱主同意本局課程「整體對就業有幫助」及本局學員「整體工作表現良好」，顯示課程有效增強學員的工作技能及就業競爭力，成為僱主歡迎的人力資源。

To monitor and assess the effectiveness of our work on a continuous basis, we formulate a set of key performance indicators (KPIs) and gauge satisfaction levels of employers and trainees towards our training courses and services. In 2018-19, all KPIs pertaining to training courses have outperformed their respective targets. Furthermore, according to a survey conducted by an independent research organisation, about 90% of trainee and employer respondents reckon that ERB courses are “beneficial to employment as a whole”, and the “overall work performance (of ERB trainees) is good”, evidencing the effectiveness of our courses in equipping trainees with skill sets and work competencies, making them the sought-after manpower resources for employers.

年度重點工作

在策略層面，我們聚焦發展，積極推展以下四項重點工作：

(一) 重點培訓對象 — 安老服務專業人才


隨着人口老化，社會對護理相關服務的需求大幅增加。為協助安老服務業招聘及培育更多人才，我們雙管齊下。在吸引潛在勞動力方面，本局自2015-16年度於健康護理業推出「先聘用、後培訓」試點計劃，每年協助不少中年婦女及料理家務者入職成為護理員，而試點計劃亦成為安老服務業招聘人手的信心保證。在2018-19年度，我們引進更多安老服務業僱主參與，同時擴展目標工種至安老院舍的其他前線職位。此外，經深入磋商，部分僱主同意引進兼職聘用模式，讓學員有更彈性的上班時間選擇，吸引他們入職。我們亦就「醫護支援人員（臨床病人服務）基礎證書」課程編寫英文教材，協助能聽講廣東話的少數族裔人士修讀現時為一般人士而設的課程，從而取得入職資格。

Work Highlights of the Year

On policy level, we focus on development and actively implement our work in the following four major areas:

(1) Key Training Target – Elderly care professionals

Ageing population has resulted in greater demand for care services. In order to assist the elderly care industry in recruiting and nurturing more talents, we adopted a two-pronged approach. In the front of unleashing latent workforce, we piloted the “First-Hire-Then-Train” Programme in the healthcare industry in 2015-16. Since then, many middle-aged women and homemakers landed jobs as care workers through the programme each year. The programme has as well become a reliable recruitment channel for the elderly care industry. In 2018-19, more elderly care employers joined and at the same time, we extended the programme to cover more front-line positions in elderly homes. Besides, some employers, after in-depth discussion, agreed to offer part-time employment mode in that trainees could have greater flexibility in working hours and hence higher motivation to enter the workplace. Separately, we developed English training materials of the “Foundation Certificate in Care-related Support Worker Training” course to facilitate ethnic minorities who can understand and speak Cantonese to attend the course for general public in meeting the entry requirements of the job post.



我們致力為從業員構建晉升階梯，並取得重要進展。在年度內，本局發展的「護理員進階訓練基礎證書（兼讀制）」課程，已通過香港學術及職業資歷評審局的評審，以及獲社會福利署（社署）認可及批准開辦，意味着未具中五學歷程度的護理員在修畢該課程後，可以符合入讀「保健員證書」課程的資格及社署訂定的保健員牌照發牌條件，入職成為保健員，逐步發展事業。

（二）重點培訓模式 — 彈性培訓及就業

本港就業市場漸趨零散化，潛在勞動力亦多傾向選擇兼職工作。為鼓勵他們接受培訓，投入職場，在2018-19年度，我們與九間僱主機構合作，擴展「先聘用、後培訓」試點計劃至涵蓋四個行業的六個工種，協助超過200名中年婦女及料理家務者入職人手短缺的行業。我們再接再厲，在年度內首推「兼職工度身訂造課程」試點計劃，提供短期訓練，配合僱主提供的靈活工作模式，吸引婦女及較年長人士投身酒店業及物業管理業的兼職工作。我們亦擴展「零存整付」證書計劃以涵蓋「職業治療助理基礎證書」課程，鼓勵因家庭崗位而未能修讀全日制課程的市民靈活安排進修及獲取認可資歷。

We are committed to mapping out progression ladder for care workers and have made great progress. In the year, our “Foundation Certificate in Progression Training for Care Workers (Part-time)” course was accredited by the Hong Kong Council for Accreditation of Academic and Vocational Qualifications and further approved by the Social Welfare Department (SWD), implying that care workers without an educational attainment of secondary five, upon completion of our course, could be qualified for enrolling in the “Certificate in Health Worker Training” course and registering as a health worker for the purposes of employment as regulated by SWD, thus developing their career progressively.

(2) Key Training Mode - Flexible training and employment

Fragmentation of work is becoming more prevalent in the local employment market and majority of potential workforce prefers part-time jobs. To motivate them to attend training and enter the job market, in 2018-19, we collaborated with nine employers and extended the “First-Hire-Then-Train” Pilot Programme to cover six job types in four industries, assisting more than 200 middle-aged women and homemakers to land jobs in industries encountering labour shortage. In this year, we stepped up our efforts to pioneer the “Tailor-made Course for Part-timers”. Short-term training coupled with flexible work pattern were offered to drive women and mature persons to work part-time in the hotel and property management and security industries. On a different front, we expanded the “Modular Certificates Accumulation Scheme” to cover the “Foundation Certificate in Occupational Therapist Assistant Training” course with a view to encouraging people who are unable to pursue training on full-time basis due to family commitments to make flexible study arrangement and acquire recognised qualifications.

(三) 重點宣傳策略 — 推出「六月愛增值」活動

有見2017-18年度的「全民愛增值」活動獲得市民的熱烈反應，我們於2018年6月推出另一新猷的「六月愛增值」特別項目，延續「愛增值」活動的品牌效應。我們首次以從未報讀本局課程的市民為對象，鼓勵他們免費報讀一項兼讀制技能提升或通用技能培訓課程，親身體驗本局課程的實用性。為期一個月的活動吸引了約1,800名市民參與，踏出增值進修的第一步。

(四) 重點發展範疇 — 「資歷架構」及「學科範圍評審」


在開發及管理課程上，我們致力配合「資歷架構」的最新發展。在2018-19年度，有12項課程通過評審，109項課程通過覆審，我們並開發了17項「能力為本」新課程及三項「通用能力為本」課程。我們就「餐飲及食品服務」範疇的「學科範圍評審」資格的成功申請完成檢討，總結經驗，審視成效，計劃在2019-20年度為「資訊及通訊科技」學科提交新一輪「學科範圍評審」資格申請，為發展相關工作制訂了策略性方向。

(3) Key Promotional Strategy - Launching the “Love Upgrading in June” Scheme

Riding on the overwhelming response of the public to the “We Love Upgrading” Scheme launched in 2017-18, we introduced an innovative “Love Upgrading in June” Scheme in June 2018 to reinforce the brand image of the “Love Upgrading” series. For the first time, we invited members of the public who have never attended ERB course before to enrol in one part-time skills upgrading or generic skills training course free of charge to experience personally the practical elements of our courses. During the one-month programme period, around 1,800 applicants responded and took their first step in training and upgrading.

(4) Key Development Areas - “Qualifications Framework” and “Programme Area Accreditation”

We work in tandem with the latest development of the “Qualifications Framework” to develop and manage training courses. In 2018-19, there were 12 and 109 courses successfully accredited and re-accredited respectively, while 17 new “Specifications of Competency Standards-based” courses and three “Specifications of Generic (Foundation) Competencies-based” courses were developed. We have reviewed and concluded the valuable experience in applying and attaining the “Programme Area Accreditation” status under the “Catering, Food and Beverage Services” sub-area, and a new application under the “Information & Communications Technology” sub-area in 2019-20 is on the drawing board, as such, the strategic development direction of the work area is all set.



四項重點外，我們緊貼就業市場的需要，持續發展培訓課程，在年度內合共開辦了55項全新課程及新課程系列，涵蓋眾多行業範疇，為學員提供更多進修選擇；亦推出專業認證課程及行業認可資格考試備試課程，協助學員考取行業認可的資歷，踏上專業之路。

我們的支援服務模式不拘一格。配合市民普遍以流動裝置獲取資訊的習慣，我們在2018-19年度推出「培訓顧問視像諮詢服務」，方便服務使用者以視像形式獲得個人化的進修建議；以及持續以短片形式製作網上自學教材，協助因工作關係難從課堂模式學習的從業員透過互聯網自學進修，受到市民普遍歡迎。此外，我們廣泛收集家居僱主及家務助理的意見，並參考家居服務市場的最新營運模式，在年度內積極開發「ERB助理搵工」流動應用程式，重點加強內容及功能。預計流動應用程式可於2019-20年度下半年推出，讓「樂活一站」及「陪月一站」登記學員使用，進一步提升服務效率。

為支援少數族裔人士、較年長人士、青年人、殘疾及工傷康復人士，以及更生人士等有特別需要社群接受培訓及就業，我們在年度內為他們合共提供168項專設課程，並透過「ERB服務中心」和「ERB服務點」舉辦多元化的專設活動，以及與不同行業的僱主合辦「工作體驗活動」，裝備有特別需要社群的行業知識和工作心態。此外，僱主、培訓機構及導師參與我們舉辦的多場「認識有特別需要社群工作坊」，了解該等社群的就業需要和特質，以及與他們相處和溝通的技巧。我們亦期望透過舉辦工作坊，鼓勵僱主積極聘用有特別需要社群，締造共融工作間。

Apart from the four major areas, we kept abreast of the market needs and continued to develop training courses. In the year, a total of 55 brand new courses and course series straddling an array of industry categories was developed to provide more training options for our trainees. Moreover, we delivered professional certification courses and preparatory courses for qualifying examinations to assist trainees in acquiring recognised qualifications and embarking on the professional pathway.

Our support services are always eclectic. To tie in with the inclination of public in accessing information through mobile devices, we launched the "Video Conferencing Training Consultancy Service" in 2018-19 for users to obtain personalised training advice in the mode of video conferencing. We also continued to develop self-learning materials in the form of short video to facilitate practitioners who have difficulties attending classroom training to learn online, an arrangement the public gladly received. In the year, with reference to the views amply collected from household employers and domestic helpers as well as the latest development of the domestic services market, we actively developed the "ERB Helpers Mobile App" with emphasis on enhancing both its content and functions. We plan to roll out the App in the second half of 2019-20 for the use of "Smart Living" and "Smart Baby Care" registered trainees to further uplift service efficiency.

In supporting the training and employment needs of social groups with special needs, including ethnic minorities, mature persons, young people, persons with disabilities and persons recovered from work injuries, as well as rehabilitated ex-offenders, in the year, we offered to them a total 168 dedicated courses and a wide array of dedicated activities at "ERB Service Centres" and "ERB Service Spots". We also partnered with employers of different industries in arranging "Work Experience Activities" to strengthen the industry knowledge and work attitude of these social groups. Likewise, several workshops for enhancing the awareness towards social groups with special needs were organised to raise the understanding of employers, training bodies and instructors of the employment needs and characteristics of these sectors as well as the skills in interacting and communicating with them. Through these activities, we hope to encourage employers to engage these social groups at work and develop an inclusive workplace.

內外兼備

在運作層面，我們力求「內外兼備」。

對「內」，我們以提升服務質素及資源效益為目標，在2018-19年度推行了多方面的工作，包括優化行政措施、完成檢討課程的收費安排，並簡化學費豁免及資助申請程序。我們按「風險及表現為本」的原則執行了約1,100項質素保證措施、持續協助培訓機構建立質素保證管治文化。我們亦為「實務技能培訓及評估中心」推出全新「考場虛擬導覽」，提升考生的應試準備及信心。

此外，我們加強運用資訊科技，強化資訊保安，持續改善工作流程。員工培訓是我們重視的一環，在年度內，我們重新規劃人才培訓策略，推出更多內部培訓項目，樂見同事踴躍參加及積極回應。同時，本局內部審計組完成了「學額分配機制」、「R-NetX系統資訊保安管理」及「採購物品及服務」三個大型審計項目，經落實的改善措施將有助進一步提升辦事處的工作成效。

對「外」，我們加大力度向市民推廣本局的課程和服務，在2018-19年度推出不少創新進取的宣傳推廣項目，包括「行業為本」電視特輯、九集地區宣傳短片、「逆流大叔」電影欣賞會及首個「實務技能培訓及評估中心」公眾開放日。我們又引入「網上先行」的概念，更廣泛利用本局資訊頻道、電子通訊及其他電子媒體進行推廣，以及資助培訓機構在全港各區舉辦約60項地區推廣活動。


Holistic Work Approach

On operational level, we adopt a holistic work approach.

Internally, to uplift service quality and cost effectiveness is our prime objective. Tasks accomplished in 2018-19 included the optimisation of administrative measures, the review of course fee charging system, and the simplification of application procedures for course fee waiver or subsidy. By adopting the “Risk-and-performance-based” principle, some 1,100 quality assurance measures were implemented to assist training bodies in developing a management culture conducive to quality assurance on a continuous basis. The new “Virtual Tour of Assessment Venues” of the Practical Skills Training and Assessment Centre (PSTAC) was published online to enhance candidates’ preparedness and confidence for the assessments.

In parallel, we made increasing use of information technology to strengthen information security and improve workflow. Staff training is a priority area for ERB. In the year, we redefined our manpower development strategy and more internal training programmes were organised. We are delighted to see the active participation and positive feedbacks of colleagues. In the meantime, our Internal Audit Section have completed three major audit exercises, namely “Training Places Allocation Process”, “Information Security Management for R-NetX” and “Goods and Services Purchase Processing”. Corresponding improvement measures were enforced to further enhance operational efficiency of the Executive Office.

Externally, we stepped up our efforts to promote the ERB courses and services to the public. In 2018-19, plentiful innovative and aggressive promotional programmes were launched. They included the “Industry-based TV Show”, nine episodes of district videos, film screening of “Men On The Dragon” and the first PSTAC Open Day. We spearheaded the “online goes first” concept to broaden the use of ERB information channels, electronic bulletins and other digital media in promotion. We also sponsored training bodies to organise some 60 district-based promotional activities throughout the territory.



在2018-19年度，透過各類平台獲得本局資訊者估計超過500萬人次，而參與本局各項活動的市民多達50,000人。更欣喜的是，本局的「ERB名人堂」試讀試工真人Show摘下三個國際及本地重要獎項，本局機構網站更獲得「無障礙網頁嘉許計劃(2018)」網站組別的金獎。我們看到《My ERB》Facebook專頁讚好人數節節上升，網上用戶給予不少正面留言，以及活動參加者、僱主及培訓機構等對本局的宣傳項目讚賞不絕。凡此種種，都是推動我們在推廣宣傳上不斷創新進步的強大力量。

承先啟後，繼往開來

2018年標誌着在2008年重新定位的再培訓局已經圓滿完成第一個十年的重要里程。這十年來，再培訓局上下一心，緊守崗位，努力不懈，力求突破。到了今天，再培訓局已成功蛻變。承先啟後，繼往開來，我有信心，亦有決心，再培訓局的下一個十年將會更豐盛、更充實，我們會發展更多切合就業市場需要而又創新的課程和服務，成為每位香港市民愛戴和信任的機構。就讓我們一起努力，擁抱希望，共迎機遇。

僱員再培訓局
行政總監
吳國強, BBS

In 2018-19, more than five million people obtained information on ERB through diverse platforms and over 50,000 community members attended our activities. We are thrilled that our “VIP Trainee and Employee” Reality Show won three major international and local awards, and the ERB corporate website was granted the Gold Award of Website Stream in the “Web Accessibility Recognition Scheme” 2018. The growing number of “Liked” users of the “My ERB” Facebook Fan Page, encouraging comments from online users as well as generous appreciation of participants, employers and training bodies to our promotional programmes, among other things, are forceful motivators for us to strive for greater innovation and excellence in promotion.

Build on the Past, Prepare for the Future

The year of 2018 marked a milestone of success for ERB in concluding its endeavours of the first decade since its repositioning in 2008. Over the past ten years, ERB has demonstrated solidarity, commitment, dedication and eagerness for breakthroughs. Today, ERB has a complete facelift. Build on the past, prepare for the future. I have full confidence and determination that the decade ahead will be even more flourishing and fulfilling for ERB. We will strive to develop more innovative courses and services geared towards the needs of the employment market, making ERB a beloved and credible organisation for every member of Hong Kong. Together let us go the extra mile in embracing hope and opportunities bestowed by the future.

Byron NG Kwok-keung, BBS
Executive Director
Employees Retraining Board

2018-19年度主要數字

Major Figures of 2018-19

創新高
Record
high

約 around **127,000**

全年入讀課程人次
Number of enrolled trainees

創新高
Record
high

約 around **58,000**

「新技能提升計劃」課程
入讀人次
Number of enrolled trainees for
“Skills Upgrading Scheme Plus”
(“SUS Plus”) courses

超過 over **2,600,000**

累計提供培訓學額
Accumulative number of
training places provided

培訓服務 Training Services

約 around **80** 間
培訓機構
Training bodies

約 around **400** 間
培訓中心
Training centres

約 around **700** 項
培訓課程
Training courses

55 項
新課程
New courses

28 個
涵蓋行業
Industries covered

超過 over **300** 項
上載「資歷名冊」課程
Courses uploaded on the “Qualifications Register”

質素保證 Quality Assurance

約 around **340** 次
課堂突擊巡查
Class surprise
inspections

約 around **90** 次
期末考試突擊巡查
Course-end
assessment
surprise inspections

約 around **210** 次
觀課
Class visits

約 around **50** 次
觀試
Assessment
observations

支援服務 Support Services

約 around **1,800** 節 sessions

培訓顧問服務
Training consultancy service

約 around **53,000**

「樂活一站」、「陪月一站」及「起步站」
累積登記學員數目
Accumulative number of registered trainees of
“Smart Living”, “Smart Baby Care” and “Smart Starter”

約 around **84%**

整體就業率
Overall placement rate

約 around **364,000**

「ERB服務中心」及「ERB服務點」累積服務人次
Accumulative number of service usages of
“ERB Service Centres” and “ERB Service Spots”

行業協作 Industry Collaboration

職場體驗活動
Workplace Experience
Activities

超過 over **50** 個

參與僱主
Participating
employers

網上招聘服務
Online Recruitment
Service

約 around **8,900** 人

學員用戶
Trainee users

超過 over **2,000** 人

參加者
Participants

約 around **3,100** 個

企業用戶
Enterprise users

約 around **470** 間

「人才企業」
“Manpower Developers”

約 around **350** 個

僱主參與地區推廣活動
Employers participating in
district-based promotional
activities

宣傳推廣 Publicity and Promotion

約 around **16,000,000**

機構網站累計瀏覽人次
Accumulative number of views of corporate
website

約 around **37,000**

地區推廣活動參與人次
Number of participants of district-based
promotional activities

《My ERB》Facebook專頁
“My ERB” Facebook Fan Page

約 around **19,200**

累計讚好人次
Accumulative number of “Liked” users

約 around **30,000**

互動人次
Number of engagements

年度重點

Highlights of the Year

重點培訓對象— 安老服務專業人才

Key Training Targets – Talents for the Elderly Care Service Industry

釋放潛在勞動力

Unleashing latent workforce



- 在2018-19年度，僱員再培訓局繼續於安老服務業推行「先聘用、後培訓」試點計劃，並物色更多僱主參與及擴展目標工種的涵蓋範圍，協助中年婦女及料理家務者入職成為安老院舍的護理員及清潔員。

In 2018-19, the Employees Retraining Board (ERB) continued its effort to implement the “First-Hire-Then-Train” Pilot Programme in the elderly care service industry by outreaching more employers to participate and extending the coverage

of target jobs to assist middle-aged women and homemakers to land jobs as care workers and cleaning workers in elderly care homes.

- 共有110名學員透過試點計劃入職安老院舍的相關職位，其中96名為護理員，14名則為清潔員。

A total of 110 trainees landed related jobs in elderly care homes by participating in the Pilot Programme, of which 96 were care workers whilst 14 were cleaning workers.

構建安老院舍護理員晉升階梯 Mapping out progression ladder for care workers in the elderly care homes

- 在2018-19年度，本局發展社會福利署(社署)認可的「護理員進階訓練基礎證書(兼讀制)」課程，協助未具中五學歷程度的護理員透過修讀認可課程，以符合入讀「保健員證書」課程的資格及社署訂定的保健員牌照發牌條件，從而入職成為保健員。

In 2018-19, ERB developed the “Foundation Certificate in Progression Training for Care Workers (Part-time)” course recognised by the Social Welfare Department (SWD) to assist care workers without an educational attainment of secondary



five to be qualified, upon completion of the recognised course, for enrolling in the “Certificate in Health Worker Training” course and for fulfilling the requirement for registration as a health worker as stipulated by SWD, and subsequently to secure employment as a health worker.



發展英文教材 Developing English training materials

- 為鼓勵能聽講廣東話的少數族裔人士投身健康護理業，本局已就「醫護支援人員(臨床病人服務)基礎證書」課程編寫英文教材，以協助他們修讀現有為一般人士而設的課程，從而取得入職所需資格。

To encourage ethnic minorities who can understand and speak Cantonese to work in the healthcare industry, ERB developed training materials of “Foundation Certificate in Care-related Support Worker Training” in English to facilitate them to attend the aforesaid training course currently provided for the general public so as to obtain the required entry qualification for the post.

重點
培訓模式
Key Training
Mode

擴展「先聘用、
後培訓」試點計劃
Extending the “First-Hire-
Then-Train” Pilot Programme

- 在2018-19年度，本局繼續於安老服務業、環境服務業及酒店業推行「先聘用、後培訓」試點計劃，並擴展試點計劃至交通及支援服務業，協助學員（主要為中年婦女及料理家務者）入職安老院舍護理員及清潔員、酒店房務員、餐具潔淨員，以及隧道交通督導員（實習生）。

In 2018-19, ERB continued its effort to implement the “First-Hire-Then-Train” Pilot Programme in the elderly care service industry, environmental services industry and hotel industry, and extended the Pilot Programme to cover the transportation industry to assist trainees (mainly middle-aged women and homemakers) to land jobs as care workers and cleaning workers in elderly care homes, hotel room attendants, dish washing workers, and tunnel traffic control officers (trainee).

- 參與試點計劃的僱主因應學員的家庭崗位需要，調整學員的工作時間及休假安排，並提供在職培訓和配套支援措施，鼓勵學員留職。共有212名學員參加試點計劃入職上述相關工作，當中185名完成指定培訓課程。

Participating employers suitably adjusted the working hours and leave arrangements to cater for the family commitments of trainees and provided on-the-job training and other related support measures to encourage trainees to stay in employment. A total of 212 trainees participated in the Pilot Programme and landed the above-mentioned jobs, of whom 185 completed the designated training courses.



擴展「零存整付」證書計劃 Extending the “Modular Certificates Accumulation Scheme”

- 在2018-19年度，除「陪月員基礎證書」、「護理員基礎證書」及「嬰幼兒照顧員基礎證書」課程外，本局擴展「零存整付」證書計劃的範圍以涵蓋「職業治療助理基礎證書」課程，鼓勵更多因照顧家庭而未能修讀本局全日制課程的人士靈活安排進修及獲取認可資歷。

To encourage more people who are unable to pursue ERB courses on full-time basis due to family commitments to make flexible study arrangement and acquire recognised qualifications, on top of the “Foundation Certificate in Post-natal Care Worker Training” course, “Foundation Certificate in Care Worker Training” course and “Foundation Certificate in Infant and Child Care Worker Training” course, ERB expanded the scope of the “Modular Certificates Accumulation Scheme” to cover the “Foundation Certificate in Occupational Therapist Assistant Training” course in 2018-19.



首推「兼職工度身訂造課程」試點計劃

Pioneering the “Tailor-made Course for Part-timers” Pilot Programme

- 在2018-19年度，本局推出「兼職工度身訂造課程」試點計劃，提供短期訓練，鼓勵面對人手短缺的行業僱主，以靈活模式聘用有特別需要社群入職相關兼職空缺，協助釋放潛在勞動力。

In 2018-19, ERB piloted the “Tailor-made Course for Part-timers” to encourage employers in face of labour shortage to offer part-time vacancies and flexible employment terms for social groups with special needs to take up related part-time jobs after completing short-term training, and hence assisted in unleashing potential workforce.

- 本局分別為物業管理及保安業和酒店業僱主共舉辦兩班「兼職工度身訂造課程」，以較年長人士及料理家務者為對象，共有31名學員入讀課程，整體就業率為93%。

In collaboration with employers from the property management & security and hotel industries, ERB organised two classes targeting mature persons and homemakers with 31 trainees admitted. The overall placement rate was 93%.



發展「特種警衛基礎證書 度身訂造課程」

Developing Tailor-Made Course on “Foundation Certificate in Specialised Security Services Training”

- 為協助年青人入職高端物業管理及保安業，本局於2018-19年度合共開辦了三班「特種警衛基礎證書度身訂造課程」，共有47名學員入讀課程，整體就業率為98%。

With a view to assisting young people to enter the high-end property management & security industry, ERB conducted three classes of Tailor-Made Course on “Foundation Certificate in Specialised Security Services Training” in 2018-19, with 47 trainees admitted. The overall placement rate was 98%.



強勢推出 報名從速
特種警衛基礎證書(度身訂造課程)
投身高端物業及保安工作

月薪由\$17,000元起
(薪金由\$14,000元起並獲特別獎金)⁽¹⁾
僱主承諾優先聘用
課程費用全免、設有培訓補貼
適合15至24歲、中學畢業生
副學位程度的兩年修業課程

學員須通過面試及體能測試
暫定於2018年9月至10月開課
名額65個
訓練期320小時，內容包括：
特種訓練、要人保護技巧、
體能及步操訓練、自衛術、
保安系統操作

簡介會及招生日 (詳情請電：2783 7611 查詢詳情)
日期：2018年9月4日及5日
參政處主：● 長江集團中心物業管理有限公司
● 香港物業管理有限公司
● 萬能物業管理有限公司
● 萬能物業有限公司
● 萬能物業有限公司
查詢熱線：2783 7611 傳真：2783 7611

ERB熱線：182 182 www.erb.org "My ERB" Facebook專頁



重點

宣傳策略

Key Promotional Strategy

「六月愛增值」 特別項目 Launching the “Love Upgrading in June” Scheme

- 本局在2017-18年度首推「全民愛增值」特別項目，讓合資格市民免費報讀本局課程，反應熱烈。本局在2018-19年度推出「六月愛增值」活動，延續「愛增值」活動的品牌效應，以及鼓勵市民持續增值和提升技能。

ERB launched the “We Love Upgrading Scheme” in 2017-18 for eligible employees to enrol in ERB courses free of charge. Due to overwhelming response and to sustain the brand of “Love Upgrading”, ERB launched the “Love Upgrading in June” Scheme in 2018-19 for promoting lifelong learning and skills enhancement.



- 從未報讀本局課程的合資格人士，可於2018年6月免費報讀本局一項半日或晚間制非就業掛鉤課程。

Eligible employees who have not enrolled any ERB course before could enrol in one half-day or evening non-placement course free of charge in June 2018.

- 本局透過不同途徑向市民推廣活動，包括推出一系列宣傳品和廣告，以及透過本局的行業諮詢網絡、僱主網絡和資訊頻道進行推廣。

ERB promoted the Scheme to the public through various channels, including launching a series of publicity materials and advertisements, and promoting through its Industry Consultative Networks, employer network and information channels.

- 活動成功吸引約1,800名從未報讀本局課程的市民參與。

The Scheme has successfully attracted around 1,800 participants enrolled in ERB courses for the first time.

“LOVE UPGRADING IN JUNE” SCHEME

Free Enrolment for one ERB Course in June 2018

Eligible Courses: Electrical & Mechanical Services, Information Technology, Tourism, Property Management & Services

Enrol 1 half-day or evening “Skills Upgrading Scheme Plus” Course or Generic Skills Training Course free of charge

Application period: 1 to 30 June 2018

Admission criteria:

- eligible employees in Hong Kong who have not enrolled any ERB course before
- aged 15 or above with educational attainment at sub-degree level or below
- other requirements specified for individual courses

Training period: training course commences from 1 June 2018 to 31 March 2019

For more information, please visit www.erb.org and call ERB Hotline 182 182

ERB Hotline: 182 182 | www.erb.org | My ERB Facebook Page

erb

重點
發展範疇
Key Areas of
Development

配合「資歷架構」發展
Dovetailing the development of
“Qualifications Framework”

- 在2018-19年度，本局向香港學術及職業資歷評審局（「評審局」）提交了12項課程（涉及65個課程紀錄）進行評審；109項課程（涉及1,136個課程紀錄）進行覆審；以及483項「重大修改」申請。

In 2018-19, ERB submitted to the Hong Kong Council for Accreditation of Academic and Vocational Qualifications (HKCAAVQ) 12 courses (entailing 65 course entries) for accreditation, 109 courses (entailing 1,136 course entries) for re-accreditation and 483 applications for “substantial changes”.



- 本局參照教育局為不同行業編制的《能力標準說明》及《通用（基礎）能力說明》，經諮詢相關「行業諮詢網絡」及持份者的意見後，重點發展「能力為本」及「通用能力為本」新課程。

ERB made reference to the Specifications of Competency Standards (SCS) of different industries and the Specifications of Generic (Foundation) Competencies (SGC) compiled by the Education Bureau, and developed new “SCS-based” and “SGC-based” courses in consultation with the relevant Industry Consultative Networks and stakeholders.

- 在2018-19年度，本局在商業、美容、機電、飲食、零售、物流、進出口、健康護理、鐘錶及珠寶和印刷及出版10個行業範疇下開發共17項「能力為本」新課程，並在職業語文的通用技能培訓課程範疇下發展三項「通用能力為本」新課程。此外，本局把一項健康護理業現有課程修訂為「能力為本」課程。



In 2018-19, ERB developed 17 new “SCS-based” courses under 10 industry categories, namely business, beauty therapy, electrical & mechanical services, catering, retail, logistics, import & export, healthcare services, watch & jewellery, and printing & publishing, and three new “SGC-based” generic skills training courses on vocational languages. In addition, ERB revamped one course under healthcare services industry as “SCS-based” course.

- 本局在訂定課程入讀資格及導師資歷要求時，按需要引入「過往資歷認可」機制，令更多具相關技能及工作經驗的從業員經「資歷架構」確認其資歷水平後，可以修讀本局較高「資歷級別」的課程或受聘成為導師。

ERB introduced the “Recognition of Prior Learning” (RPL) mechanism to the requirements of trainee admission and trainer qualifications of some courses, thereby enabling practitioners with relevant skills and industry experience to enrol in ERB courses at higher “Qualifications Framework” (QF) level or be appointed as trainers upon confirmation of their qualifications under the QF.

- 在2018-19年度，本局於89項課程引入「過往資歷認可」機制，涵蓋物流、零售、美容、美髮、機電、飲食、健康護理、教育康體、印刷及出版、鐘錶及珠寶、物業管理及保安和交通及支援服務共12個行業範疇。

In 2018-19, ERB introduced the RPL mechanism to 89 courses covering 12 industry categories, namely logistics, retail, beauty therapy, hairdressing, electrical & mechanical services, catering, healthcare services, education & recreation, printing & publishing, watch & jewellery, property management & security, and transportation & support services.

正式獲得 「學科範圍評審」資格 Obtaining the “Programme Area Accreditation” status

- 本局於2018年4月獲「評審局」通知已符合就資歷級別第三級的「餐飲及食品服務」子範疇的「學科範圍評審」資格申請的「先設條件」，並於2018年5月正式獲得有關資格，有效期為五年。本局已完成審視申請「學科範圍評審」資格的成效，以及積極計劃為其他合適的學科範疇提交申請。

In April 2018, ERB was informed by HKCAAVQ that ERB has fulfilled the “pre-condition” for the application of “Programme Area Accreditation” status at QF level three under the sub-area of “Catering, Food and Beverage Services”, and was formally granted the status in May 2018 with a validity period of five years. ERB

also completed the review of the effectiveness of the first application and has started planning for next round of application for other suitable programme areas.



機構管治

Corporate Governance

管治架構

Management Structure

僱員再培訓局是一個根據《僱員再培訓條例》於1992年成立的法定組織。本局設有六個專責委員會及一個投資小組處理不同範疇的工作，協助局方制訂各項相關政策，並監察行政辦事處的工作表現。

The Employees Retraining Board (ERB) is a statutory body established in 1992 under the Employees Retraining Ordinance. ERB has established six Committees and an Investment Group to carry out different functions, to assist in policy formulation, and to monitor the performance of the Executive Office.



主席及委員

本局的成員由政府委任。成員包括僱主、僱員和政府的代表，以及與職業培訓及再培訓或與人力統籌有關的人士共16名，並由主席領導。2018-19年度本局的成員如下：

主席
Chairman



梁永祥教授, SBS, JP
Professor William LEUNG
Wing-cheung, SBS, JP

副主席
Vice-Chairman



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

僱主代表
Employers' Representatives



陳珊珊女士
Ms. Cally CHAN
Shan-shan



蘇陳偉香女士, BBS
Mrs. Susan SO
CHAN Wai-hang, BBS

Chairman and Board Members

Members of ERB are appointed by the Government. Under the leadership of the Chairman, the Board comprises 16 members appointed from representatives of employers and employees, government officials, and vocational training and retraining or manpower planning professionals. Membership of the Board in 2018-19 was as follows:

僱主代表 Employers' Representatives



謝小玲女士
Ms. Phoebe TSE
Siu-ling

黃傑龍教授, JP
Professor Simon WONG
Kit-lung, JP

僱員代表 Employees' Representatives



吳慧儀女士, MH, JP
Ms. NG Wai-yee,
MH, JP

鄭少佳先生
Mr. Allen CHENG
Siu-kai

僱員代表
Employees' Representatives

與職業培訓及再培訓或與人力統籌有關的人士
Persons connected with Vocational Training
and Retraining or Manpower Planning



林淑芬女士, MH
Ms. LAM Suk-fun, MH



鄭清發先生
Mr. CHENG Ching-fat



呂汝漢教授, MH
Professor LUI
Yu-hon, MH



陳林詩女士
Mrs. Nancy CHAN
LAM See

與職業培訓及再培訓或與人力統籌有關的人士
Persons connected with Vocational Training
and Retraining or Manpower Planning

政府代表
Government Representatives



陳淑嫻女士
Ms. Christina CHAN
Shuk-han



尤曾家麗女士, GBS, JP
Mrs. Carrie YAU
TSANG Ka-lai, GBS, JP

職業訓練局執行幹事
Executive Director of the
Vocational Training Council



張琮瑤女士, JP
Ms. CHANG King-yiu, JP

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



陳嘉信先生, JP
Mr. Carlson CHAN
Ka-shun, JP

勞工處處長
Commissioner for Labour

委員會職能及成員名單

課程及服務發展委員會

職權範圍

- (一) 根據本港的經濟及勞動力市場情況，發掘具市場潛力的行業和工種，制訂及定期檢討培訓課程及服務計劃的發展路向和策略；
- (二) 根據各類培訓服務對象的培訓及就業需要、行業的需求，以及「行業諮詢網絡」的意見，發展配合市場需要的培訓課程及服務計劃；
- (三) 審批新培訓課程及服務計劃的建議，以及監察新服務計劃的開展進度；
- (四) 審議修訂現有培訓課程及服務計劃的建議，以確保其貼近市場及行業需要；及
- (五) 審批與服務計劃有關的大型投標項目及其他建議。

成員名單

召集人	成員	秘書
鄭少佳先生	陳林詩女士 黃傑龍教授, JP 勞工及福利局常任秘書長代表 勞工處處長代表 職業訓練局執行幹事代表	經理(課程發展)

Functions and Membership of Committees

Course and Service Development Committee

Terms of Reference

- (1) To explore, in light of the development of the economy and labour market of Hong Kong, industries and occupations with market potential, and to formulate and regularly review the directions and strategies for the development of training courses and services;
- (2) to develop market-oriented training courses and services according to the training and employment needs of the service targets and the demand of the industries, and pursuant to the advice of the Industry Consultative Networks;
- (3) to scrutinise proposals pertaining to new training courses and services, and to monitor the progress of implementation of new services;
- (4) to consider proposed revisions to existing training courses and services to gear with the needs of the market and industries; and
- (5) to scrutinise the outcomes of tendering exercises and other proposals in relation to the development of services.

Membership

Convenor	Members	Secretary
Mr. Allen CHENG Siu-kai	Mrs. Nancy CHAN LAM See Professor Simon WONG Kit-lung, JP Representative of the Permanent Secretary for Labour and Welfare Representative of the Commissioner for Labour Representative of the Executive Director of the Vocational Training Council	Manager (Course Development)

課程審批委員會

職權範圍

- (一) 根據課程及服務發展委員會制訂的培訓課程及服務計劃的發展路向和策略，向全局建議全年培訓學額及各類課程的學額分布；
- (二) 根據學額分配機制及其他相關準則，審議各培訓機構提交的年度培訓規劃及撥款申請，並向全局建議各培訓機構可獲得分配的學額；
- (三) 制訂及檢討各項課程行政相關政策；及
- (四) 監察辦事處審議培訓機構提交的續辦課程建議書及相關預算，以及按季度審視培訓課程的開辦情況。

成員名單

召集人	成員	秘書
呂汝漢教授, MH	林淑芬女士, MH 蘇陳偉香女士, BBS 勞工及福利局常任秘書長代表 勞工處處長代表	經理(課程行政)

Course Vetting Committee

Terms of Reference

- (1) To recommend to the Board the annual training places and their distribution among various training courses in light of the directions and strategies for development of training courses and services as determined by the Course and Service Development Committee;
- (2) to consider the annual training plans and funding applications submitted by training bodies, and to recommend to the Board the allocation of training places among them in accordance with the prescribed Training Places Allocation Mechanism and other relevant criteria;
- (3) to formulate and review the course administration policy; and
- (4) to oversee the Executive Office in scrutinising the applications and funding proposals submitted by training bodies for the continued organisation of training courses, and to monitor the progress of training on a quarterly basis.

Membership

Convenor	Members	Secretary
Professor LUI Yu-hon, MH	Ms. LAM Suk-fun, MH Mrs. Susan SO CHAN Wai-hang, BBS Representative of the Permanent Secretary for Labour and Welfare Representative of the Commissioner for Labour	Manager (Course Administration)

質素保證及覆核委員會

職權範圍

- (一) 審批成為本局新培訓機構的申請及取消現有培訓機構開辦課程資格的建議；
- (二) 制訂培訓課程及服務計劃的質素保證策略和執行機制；
- (三) 釐訂培訓課程及服務計劃的成效指標及監察整體表現成效(包括學員的就業及留職情況)，並按需要進行檢討；
- (四) 監察及評核培訓機構開辦培訓課程的教學質素、成本效益及行政安排；
- (五) 監察培訓課程統一評估工作的推行和發展狀況，並審視學員的評估成績；
- (六) 制訂學額分配機制及監察其成效，並按需要進行檢討；及
- (七) 監察公眾人士及學員對培訓課程及服務計劃作出的投訴，並在有需要時覆核個別投訴個案的調查結果。

成員名單

召集人	成員	秘書
陳淑嫻女士	鄭少佳先生 黃傑龍教授, JP 勞工處處長代表 職業訓練局執行幹事代表	經理(質素促進)

Quality Assurance and Review Committee

Terms of Reference

- (1) To scrutinise applications as new training bodies and recommendations to repeal the provision of training courses by existing training bodies;
- (2) to develop the quality assurance strategy and enforcement mechanism for training courses and services;
- (3) to determine the key performance indicators of training courses and services, to monitor overall performance level (including the placement and retention position of trainees), and to undertake reviews as and when necessary;
- (4) to monitor and assess the training quality, cost-effectiveness, and administrative arrangements of training bodies in the delivery of training courses;
- (5) to monitor the implementation and development of standardised assessments for training courses as well as the performance of trainees in the assessments;
- (6) to develop the Training Places Allocation Mechanism, to monitor its effectiveness and undertake reviews as and when necessary; and
- (7) to monitor complaints on training courses and services lodged by members of the public and trainees, and to review the outcomes of investigation of individual cases as and when necessary.

Membership

Convenor	Members	Secretary
Ms. Christina CHAN Shuk-han	Mr. Allen CHENG Siu-kai Professor Simon WONG Kit-lung, JP Representative of the Commissioner for Labour Representative of the Executive Director of the Vocational Training Council	Manager (Quality Enhancement)

公關及推廣策略委員會

職權範圍

- (一) 審議辦事處擬定的公關及宣傳推廣策略，以及年度工作規劃；
- (二) 就提升本局公眾形象及品牌的宣傳推廣計劃，提供意見，並監察計劃的成效；
- (三) 審議辦事處建議的大型公關及宣傳推廣活動，並批核相關的投標項目；及
- (四) 監察培訓機構就培訓課程及服務計劃推行的公關及宣傳推廣活動的成效。

成員名單

召集人	成員	秘書
陳林詩女士	吳慧儀女士, MH, JP 陳珊珊女士 勞工處處長代表 廖國偉先生 [#]	經理(傳媒及對外事務)

[#] 增選委員

Public Relations and Promotion Committee

Terms of Reference

- (1) To consider the public relations and promotion strategies and annual plan prepared by the Executive Office;
- (2) to monitor and advise on the effectiveness of promotional campaigns in enhancing the image and branding of ERB;
- (3) to consider large-scale public relations and promotional activities proposed by the Executive Office, and scrutinise the results of concerned tendering exercises; and
- (4) to monitor the effectiveness of public relations and promotional activities undertaken by training bodies.

Membership

Convenor	Members	Secretary
Mrs. Nancy CHAN LAM See	Ms. NG Wai-yee, MH, JP Ms. Cally CHAN Shan-shan Representative of the Commissioner for Labour Mr. Chris LIU Kwok-wai [#]	Manager (Media and External Affairs)

[#] Co-opted Member

財務及行政委員會

職權範圍

- (一) 審議辦事處僱員的聘用和薪酬福利政策及提交全局通過，並制訂其他人事政策；
- (二) 監察辦事處的職員編制，並向全局建議副行政總監級別人員的任免；
- (三) 審議年度財政預算草案和年度財務報告及提交全局通過；
- (四) 監察本局的收支及財務狀況；
- (五) 就「僱員再培訓基金」的投資策略向全局提交建議，並監察基金的投資活動和表現；
- (六) 制訂及檢討本局的採購政策，並批核大型投標項目（培訓課程及服務計劃和公關及宣傳推廣項目除外）；及
- (七) 制訂及檢討本局的資訊科技政策，包括資訊科技保安政策，並監察其推行進度。

成員名單

召集人	成員	秘書
余鵬春先生, SBS, JP	林淑芬女士, MH 呂汝漢教授, MH 勞工及福利局常任秘書長代表 勞工處處長代表	經理(財務及會計)

Finance and Administration Committee

Terms of Reference

- (1) To consider and submit to the Board for approval the appointment, compensation and benefits policies of the Executive Office, and to formulate other personnel policies;
- (2) to monitor the staff establishment of the Executive Office and recommend to the Board the appointment and termination of staff at the Deputy Executive Director level;
- (3) to consider and submit to the Board for approval the annual budget and annual financial report;
- (4) to monitor the income, expenditure and financial positions;
- (5) to advise the Board on the investment strategy of the Employees Retraining Fund and monitor the investment activities and performance of the Fund;
- (6) to formulate and review the procurement policy and scrutinise large-scale tendering exercises (except those pertaining to training courses and services, and public relations and promotion projects); and
- (7) to formulate and review the IT policies, including IT security policies, and monitor the progress of implementation.

Membership

Convenor	Members	Secretary
Mr. YU Pang-chun, SBS, JP	Ms. LAM Suk-fun, MH Professor LUI Yu-hon, MH Representative of the Permanent Secretary for Labour and Welfare Representative of the Commissioner for Labour	Manager (Finance and Accounts)

財務及行政委員會轄下投資小組

職權範圍

- (一) 就「僱員再培訓基金」的投資目標、策略及指引，提供意見及按需要提交建議；
- (二) 因應投資市場的情況及本局的需求，提供投資建議；及
- (三) 就辦事處經辦的日常投資事宜，提供意見。

成員名單

召集人	成員	秘書
梁永祥教授, SBS, JP	余鵬春先生, SBS, JP 謝小玲女士 俞漢度先生# 何柏泰先生#	副經理(財務及會計)

增選委員

Investment Group under the Finance and Administration Committee

Terms of Reference

- (1) To advise on the investment objectives, strategies and guidelines of the Employees Retraining Fund, and to make recommendations as and when necessary;
- (2) to offer advice on investment options in accordance with circumstances of the prevailing investment market and the requirements of the Board; and
- (3) to advise on the day-to-day investment activities of the Executive Office.

Membership

Convenor	Members	Secretary
Professor William LEUNG Wing-cheung, SBS, JP	Mr. YU Pang-chun, SBS, JP Ms. Phoebe TSE Siu-ling Mr. David YU Hon-to [#] Mr. Patrick HO Pak-tai [#]	Deputy Manager (Finance and Accounts)

[#] Co-opted Members

審計委員會

職權範圍

- (一) 監察辦事處的營運及財務系統以確保其符合本局相關政策、程序、指引，以及相關法例的規定，並檢討辦事處在資源運用方面是否達致應有的效益、效率及符合經濟原則；
- (二) 審閱內部審計組提交的報告，並建議改善措施；
- (三) 按需要或全局的要求，指示辦事處進行特定的檢討或調查工作；及
- (四) 監察辦事處內部審計職能的成本效益。

成員名單

召集人	成員	秘書
蘇陳偉香女士, BBS	吳慧儀女士, MH, JP 陳珊珊女士 鄭清發先生 勞工及福利局常任秘書長代表 俞漢度先生 [#]	內部審計師

[#] 增選委員

Audit Committee

Terms of Reference

- (1) To monitor the operational and financial systems of the Executive Office to ensure their compliance with the relevant policies, procedures and guidelines of the Board and relevant legislative provisions, and to review the effectiveness, efficiency and economy in the use of resources by the Executive Office;
- (2) to scrutinise reports submitted by the Internal Audit Section and recommend improvement measures;
- (3) to direct the performance of specific reviews or investigations by the Executive Office as and when necessary or as directed by the Board; and
- (4) to monitor the cost-effectiveness of the internal audit function of the Executive Office.

Membership

Convenor	Members	Secretary
Mrs. Susan SO CHAN Wai-hang, BBS	Ms. NG Wai-yee, MH, JP Ms. Cally CHAN Shan-shan Mr. CHENG Ching-fat Representative of the Permanent Secretary for Labour and Welfare Mr. David YU Hon-to [#]	Internal Auditor

[#] Co-opted Member

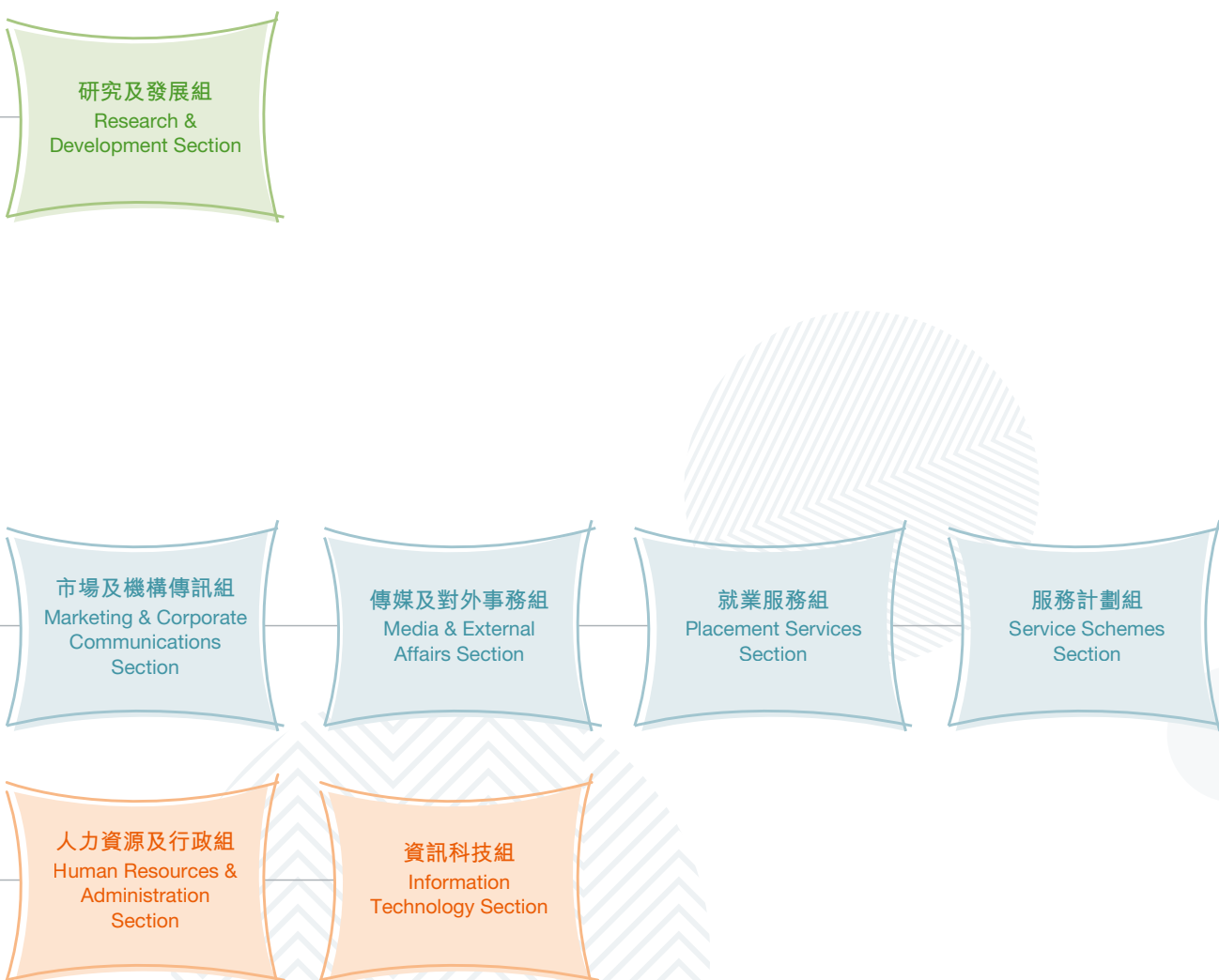
辦事處行政架構

本局辦事處由行政總監領導，由四個部門及獨立的內部審計組組成。當中，四個部門各由一名副行政總監負責統籌相關工作；內部審計組直接向審計委員會負責。



Organisation Structure of the Executive Office

The Executive Office is under the leadership of the Executive Director, who is underpinned by four Divisions and an independent Internal Audit Section. Each Division is headed by a Deputy Executive Director, who is responsible for the day-to-day operation of the Division. The Internal Audit Section reports directly to the Audit Committee of the Board.



監管機制

本局已制訂全面的監管機制，並就不同工作範疇設立成效指標。2018-19年度採用的成效指標如下：

監管目標	範疇	成效指標	目標水平
培訓課程成效			
<ul style="list-style-type: none"> 衡量培訓課程的效益 監察培訓機構的表現 	就業情況	就業率 <ul style="list-style-type: none"> 一般課程就業率* 與培訓課程相關就業率** 持續就業率** 	70% 60% 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 	監察變動趨勢
	學習成效	課程評估成績	監察變動趨勢
成本效益			
<ul style="list-style-type: none"> 衡量資源運用的效率 衡量培訓課程的效益 監察培訓機構的表現 	學額使用	學額使用率*	85%
	完成培訓	課程出席率* 畢業率*	80% 80%
	培訓成本	單位成本 <ul style="list-style-type: none"> 每名學員每個課時的培訓成本 	監察變動趨勢
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	意見調查結果、投訴個案及調查結果	監察變動趨勢
	僱主滿意程度	意見調查結果、投訴個案及調查結果	監察變動趨勢

上述數據按整體及班別／課程／培訓機構／課程分類作出評估。

* 主要成效指標

** 參考指標

Monitoring System

ERB has put in place a comprehensive monitoring system and established performance indicators for different functional areas. The performance indicators for 2018-19 were as follows:

Objective of Evaluation	Area for Monitoring	Performance Indicator	Benchmark
Effectiveness of Training Courses			
<ul style="list-style-type: none"> Measure effectiveness of training courses Monitor performance of training bodies 	Placement	Placement rate <ul style="list-style-type: none"> Placement rate* of regular courses Relevancy rate to training** Continuous employment rate** 	70% 60% 60%
	Retention	Retention rate** <ul style="list-style-type: none"> Percentage of trainees still in employment six months after the completion of the placement follow-up period 	To closely monitor the trend
	Learning outcome	Result of course assessments	To closely monitor the trend
Cost Effectiveness			
<ul style="list-style-type: none"> Measure efficiency in the utilisation of resources Measure cost effectiveness of training courses Monitor performance of training bodies 	Utilisation of training places	Capacity utilisation rate*	85%
	Completion of training	Attendance rate* Graduation rate*	80% 80%
	Training cost	Unit cost <ul style="list-style-type: none"> Training cost per trainee per hour 	To closely monitor the trend
User Satisfaction			
<ul style="list-style-type: none"> Measure satisfaction of users towards training courses 	Satisfaction of trainees	Results of opinion surveys, number of complaints reported and results of investigation	To closely monitor the trend
	Satisfaction of employers	Results of opinion surveys, number of complaints reported and results of investigation	To closely monitor the trend

The above figures were analysed as a whole and by class/course/training body/course type.

* Key performance indicator

** Reference indicator

服務承諾

本局已制定服務承諾以監察服務水平。2018-19年度各項服務承諾的推行情況如下：

培訓服務			
服務項目	承諾標準	目標水平	推行水平
報讀安排	<ul style="list-style-type: none"> 就業掛鈎課程學員：於遞交課程申請表及報讀所需文件後20個工作天內獲通知結果(期間包括進行面試及入學試) 	85%	99%
	<ul style="list-style-type: none"> 非就業掛鈎課程學員：於遞交課程申請表及報讀所需文件後10個工作天內獲通知結果 	85%	99%
上課安排	<ul style="list-style-type: none"> 就業掛鈎課程學員：獲取錄後四個月內上課 	80%	92%
	<ul style="list-style-type: none"> 下列三項指定就業掛鈎課程： <ul style="list-style-type: none"> 標準保安及物業管理基礎證書 	85%	94%
	<ul style="list-style-type: none"> <ul style="list-style-type: none"> 陪月員基礎證書 	85%	95%
	<ul style="list-style-type: none"> <ul style="list-style-type: none"> 家務助理基礎證書 	85%	93%
	<ul style="list-style-type: none"> 非就業掛鈎課程學員：獲取錄後五個月內上課 	80%	83%
發放畢業證書	<ul style="list-style-type: none"> 學員可於完班及獲通知評估及格後20個工作天後到培訓機構領取畢業證書(以公開考試作為期末考核的課程除外) 	85%	97%

Performance Pledges

ERB has established performance pledges to monitor the quality of service. In 2018-19, the achievement of performance pledges was as follows:

Training Services			
Service	Performance Pledge	Target Level	Achievement Level
Application and admission	<ul style="list-style-type: none"> Applicants of placement-tied courses: to be notified of application results within 20 working days (inclusive of time for admission interview and entry test) upon receipt of course application forms and required supporting documents 	85%	99%
	<ul style="list-style-type: none"> Applicants of non-placement-tied courses: to be notified of application results within 10 working days upon receipt of course application forms and required supporting documents 	85%	99%
Commencement of training	<ul style="list-style-type: none"> Applicants of placement-tied courses: to commence training within four months upon notification of admission 	80%	92%
	<ul style="list-style-type: none"> The following three specified placement-tied courses: <ul style="list-style-type: none"> Foundation Certificate in Standard Security and Property Management 	85%	94%
	<ul style="list-style-type: none"> <ul style="list-style-type: none"> Foundation Certificate in Post-natal Care Worker Training 	85%	95%
	<ul style="list-style-type: none"> <ul style="list-style-type: none"> Foundation Certificate in Domestic Helper Training 	85%	93%
	<ul style="list-style-type: none"> Applicants of non-placement-tied courses: to commence training within five months upon notification of admission 	80%	83%
Issue of graduation certificate	<ul style="list-style-type: none"> Graduation certificates to be available for collection at the training bodies within 20 working days upon completion of classes and fulfillment of graduation requirements (not applicable to courses with course-end assessment in the form of public examination) 	85%	97%

發放再培訓津貼			
服務項目	承諾標準	目標水平	推行水平
向就業掛鈎課程的合資格學員發放再培訓津貼	<ul style="list-style-type: none"> 課程完結後25個工作天內 	95%	99%

「樂活一站」服務計劃			
服務項目	承諾標準	目標水平	推行水平
與僱主確認登記	<ul style="list-style-type: none"> 於收到僱主填妥的登記表格後兩個工作天內 	95%	100%
與僱主跟進配對及轉介	<ul style="list-style-type: none"> 於確認登記後三個工作天內 	95%	99%

「陪月一站」服務計劃			
服務項目	承諾標準	目標水平	推行水平
與僱主確認登記	<ul style="list-style-type: none"> 於收到僱主填妥的登記表格後兩個工作天內 	95%	100%
與僱主跟進配對及轉介	<ul style="list-style-type: none"> 於確認登記後三個工作天內(若上工日期是在確認登記後一個月內) 於確認登記後七個工作天內(若上工日期是在確認登記後一個月或以上) 	95%	100%

熱線服務(公眾查詢及意見)			
服務項目	承諾標準	目標水平	推行水平
接聽熱線182 182	<ul style="list-style-type: none"> 於辦公時間內選擇與客戶服務代表對話：於12秒內接聽 	80%	98%
回覆留言	<ul style="list-style-type: none"> 於工作天上午9時至下午6時內留言：即日回覆 於其他時間內留言：下一個工作天回覆 	95%	100%

Disbursement of Retraining Allowance			
Service	Performance Pledge	Target Level	Achievement Level
Disbursement of retraining allowance to eligible trainees of placement-tied courses	<ul style="list-style-type: none"> Within 25 working days upon completion of course 	95%	99%

"Smart Living" Scheme			
Service	Performance Pledge	Target Level	Achievement Level
Confirmation of registration with employer	<ul style="list-style-type: none"> Within two working days upon receipt of completed registration form from employer 	95%	100%
Follow-up on matching and referral with employer	<ul style="list-style-type: none"> Within three working days upon confirmation of registration 	95%	99%

"Smart Baby Care" Scheme			
Service	Performance Pledge	Target Level	Achievement Level
Confirmation of registration with employer	<ul style="list-style-type: none"> Within two working days upon receipt of completed registration form from employer 	95%	100%
Follow-up on matching and referral with employer	<ul style="list-style-type: none"> Within three working days upon confirmation of registration (if the report duty date is within one calendar month upon confirmation of registration) Within seven working days upon confirmation of registration (if the report duty date is more than one calendar month upon confirmation of registration) 	95%	100%

Hotline Services for Public Enquiries and Opinions			
Service	Performance Pledge	Target Level	Achievement Level
Answer to calls received through hotline 182 182	<ul style="list-style-type: none"> For enquirers who wish to speak with hotline staff: answer within 12 seconds during office hour 	80%	98%
Reply to messages left in voice-mail	<ul style="list-style-type: none"> For messages received during 9:00am – 6:00pm of a working day: reply within the same day For messages received otherwise than above: reply in the following working day 	95%	100%

服務評價

本局委託獨立調查機構以電話訪問形式收集僱主及學員對本局課程和服務的意見。

在2018-19年度進行的服務評價調查，目標對象為於2017年10月至2018年9月期間完成本局課程的學員及曾聘請該等學員的僱主。調查結果如下：

受訪僱主認為學員有以下的表現：	百分比
整體工作表現良好	89%
工作態度／紀律良好	93%
人際溝通技巧良好	88%
能夠適應工作環境／變化	86%
技能符合工作所需	84%
工作效率高	84%

受訪學員認為本局的課程和服務能達致以下效果：	百分比
整體對就業有幫助	86%
引起持續進修的興趣	94%
增強自信心	92%
提升職業技能	91%
改善軟性技巧	90%
提高適應工作的能力	88%
加深對就業前景及工作環境的了解	88%
增強對工作的投入感	87%
增加轉業機會	81%
改善基礎技能	81%

Evaluation of Performance

ERB commissioned the service of independent research organisation to collect the opinions of employers and trainees towards its training courses and services through telephone surveys.

For the performance evaluation survey conducted in 2018-19, the target respondents were trainees who had completed ERB training courses between October 2017 and September 2018 as well as employers who had engaged these trainees. Findings of the survey were as follows:

Views of employer respondents on the performance of trainees:	Percentage
Overall work performance was good	89%
Good working attitude/well-disciplined	93%
Good interpersonal skills	88%
Adaptable to work environment/changes	86%
Skills matching job requirements	84%
High efficiency	84%

Views of trainee respondents on the training courses and services of ERB:	Percentage
Beneficial to employment as a whole	86%
Aroused interest in continuous learning	94%
Boosted self-confidence	92%
Enhanced vocational skills	91%
Improved soft skills	90%
Enhanced adaptability to work	88%
Better understanding of career prospects and work environment	88%
Strengthened commitment to work	87%
Increased job mobility	81%
Improved foundation skills	81%

政策目標及工作規劃

Policy Objectives and Work Framework

政策目標

- 推動培訓，促進就業
- 市場主導，就業為本
- 重點支援有特別需要社群，促進潛在勞動力投入就業市場

工作規劃

- 「縱橫策略」：引入3C及3E概念
一橫一縱 既廣且深 服務創新

「橫」向－
擴展服務廣度 (3Cs)
*Horizontal Development -
Expanding the Width
of Services (3Cs)*

開發 聯繫 協作
Create Connect Collaborate

- 擴展課程和服務的涵蓋面及多元性，加強宣傳推廣，以及強化協作及服務網絡，令更多市民認識和使用本局的課程及服務

To extend the coverage and diversity of training courses and services, to step up promotion and publicity, and to strengthen our collaborative and service networks, thereby raising public members' awareness of and participation in our training courses and services

Policy Objectives

- Promoting Training and Facilitating Employment
- Market-driven and employment-oriented
- Placing special emphasis on supporting social groups with special needs and encouraging latent workforce to enter into the employment market

Work Framework

- “T Strategy”: Incorporating the 3Cs and 3Es concept
A horizontal cum vertical framework and modus operandi
Expanding the width and optimising the depth of services
Gearing to new initiatives

「縱」向－
優化服務深度 (3Es)
*Vertical Development -
Optimising the Depth
of Services (3Es)*

支援 提升 優化
Empower Enhance Excel

- 優化現有行政措施，提升課程和服務質素，並重點支援有特別需要社群的培訓及就業需要，促進潛在勞動力投入就業市場

To streamline administrative arrangements, to uplift course and service quality, to place special emphasis on supporting social groups with special needs in training and employment, so as to encourage latent workforce to enter into the employment market





「橫」向－擴展服務廣度

Horizontal Development – Expanding the Width of Services



開發新課程 增加新服務
*Developing New Courses
Initiating New Services*



新課程開發

緊貼市場需求

僱員再培訓局於2018-19年度推出多項具就業潛力的新課程，包括「電動及手動輪椅維修助理基礎證書(兼讀制)」、「社會服務業手語應用基礎證書(兼讀制)」、「金融服務(內地經濟發展)證書(兼讀制)」、「隧道交通督導知識基礎證書(兼讀制)」等。

Developing New Courses

Staying abreast with market needs

In 2018-19, the Employees Retraining Board (ERB) launched a number of new courses with market potential. They included “Foundation Certificate in Electric & Manual Wheelchair Maintenance Assistants Training”, “Foundation Certificate in Sign Language Application for Social Services Industry (Part-time)”, “Certificate in Financial Services (Perspective on China’s Economy) (Part-time)”, “Foundation Certificate in Knowledge of Tunnel Traffic Supervision (Part-Time)”, etc.



專業認證課程

本局因應行業發展推出多項專業認證課程，協助學員獲取行業認可的專業資格，以提升他們的就業競爭力。

在2018-19年度，本局於機電、建造及裝修、金融財務等行業範疇推出相關行業認可資格考試備試課程。

Launching new professional certification courses

In tandem with industry development, ERB launched various professional certification courses to assist trainees in acquiring professional qualifications with industry recognition and enhance their competitiveness in employment.

In 2018-19, ERB developed relevant preparatory courses for qualifying examinations/tests under different industry categories such as electrical & mechanical services, construction & renovation, financial services, etc.

「橫」向－擴展服務廣度

Horizontal Development – Expanding the Width of Services



新服務模式

培訓顧問視像服務

本局於2018-19年度推出「培訓顧問視像服務」，讓有特別需要社群可於自己熟悉的環境下諮詢培訓顧問，亦可讓未能親身到「ERB服務中心」的市民，例如少數族裔人士、殘疾及工傷康復人士，以及新來港人士透過視像諮詢形式使用培訓顧問服務，適時掌握本局的培訓資訊及獲得課程建議。

網上自學教材

鑑於透過互聯網提供學習支援的安排日趨普及，而不少僱員因工作關係難以安排固定時間以課堂學習形式持續進修，本局於2018-19年度以零售業商品展示技巧為主題，以短片形式製作網上自學教材，協助市民大眾掌握於零售店舖展示商品的基本知識及技巧。

New Mode of Service Delivery

Training Consultancy Service through Video Conferencing

In 2018-19, ERB launched the “Training Consultancy Service through Video Conferencing” to facilitate social groups with special needs to meet our Training Consultant in a familiar environment as well as to assist users, for instance, the ethnic minorities, persons with disabilities and persons recovered from work injuries, and new arrivals, who could not visit the “ERB Service Centres” in person to use the training consultancy service through video conferencing to obtain training information and advice in a timely manner.

Developing online self-learning materials

In view of the popularity of internet in the support of learning and that a significant portion of the working population finds it difficult to arrange regular time to pursue continuous learning through classroom mode, ERB developed self-learning material in the form of a short video with the theme of commodity display skills for the retail industry in 2018-19, to assist members of the public to learn the basic knowledge and skills of displaying commodity in retail shops.



行業專題工作坊

在2018-19年度，本局分別以「地產代理業解難技巧」，以及「院舍工作環境暴力事故的處理及預防」為題，為地產代理業及健康護理業的從業員舉辦「行業專題工作坊」，協助他們提升專業知識及工作技巧。

發展「ERB助理搵工」流動應用程式

在2018-19年度，本局開發「ERB助理搵工」流動應用程式，供「樂活一站」及「陪月一站」轉介平台的登記學員搜尋及申請工作，並同時開發響應式網頁供僱主登記空缺，以提升服務效率。流動應用程式及響應式網頁預計於2019-20年度推出。



Organising industry thematic workshops

In 2018-19, ERB organised thematic workshops for the real estate agency and healthcare services industries with the themes of “Problem Solving Skills in Real Estate Agency Industry” and “Prevention and Handling Workplace Violence at Residential Care Homes” respectively to assist practitioners to upgrade their professional knowledge and work skills.

Developing “ERB Helpers Mobile App”

To uplift service efficiency, ERB has been developing an “ERB Helpers Mobile App” for registered trainees of the “Smart Living” and “Smart Baby Care” referral platforms to search and apply for jobs. Meanwhile, the development of a responsive web for employers to register vacancies was actively underway. The mobile app and responsive web were scheduled to roll out in 2019-20.

「橫」向－擴展服務廣度

Horizontal Development – Expanding the Width of Services



聯繫市民 認識ERB

Connecting the Public Raising Awareness of ERB



全港層面宣傳推廣

「行業為本」電視特輯

本局在2018年11月及12月推出「行業為本」電視特輯——「職業『試』工隊」，多名藝人參與試做不同職業，並由本局畢業學員和課程導師分享行業知識和技能，以推廣本局相關培訓課程，鼓勵市民進修增值。四集電視特輯於無線電視翡翠台播出，平均收視率為16.3點，總觀看人次超過420萬。

Territory-wide Publicity and Promotion

Industry-based TV Show

ERB launched an industry-based TV Show titled the “Work Trial Team” in November and December 2018 with artists working in different industries and ERB graduate trainees and instructors sharing industry knowledge and vocational skills with a view to promoting related training courses and encouraging the public to pursue continuous upgrading. The four episodes of TV Show were broadcast at Jade Channel of Television Broadcasts Limited (TVB) with an average of 16.3 rating point representing over 4.2 million viewers.



本局將電視特輯、節目預告及精華片段上載《My ERB》Facebook專頁及本局其他資訊頻道，並推出Facebook有獎遊戲，吸引更多市民觀看電視特輯。相關短片在社交媒體的觀看次數約有99萬，互動人次約為6,700。

為加強整體宣傳效果，本局安排畢業學員及導師分別接受無線電視《兄弟幫》及《流行都市》節目的訪問。本局並以「主題贊助」形式，在《後生仔，傾吓偈》節目中推廣本局課程和服務。

The video clips of TV Show, promotional and highlight videos were uploaded to “My ERB” Facebook Fan Page and ERB information channels. Facebook game with incentive was also launched to attract public viewing. The “View” and “Engagement” of all videos amounted to around 990,000 and 6,700 respectively.

To enhance promotional effect, ERB graduate trainees and instructors attended the interviews of TVB programmes “Big Boys Club” and “Big City Shop”. ERB also title-sponsored the TVB programme “Young And Restless” to further promote ERB courses and services.

「橫」向－擴展服務廣度

Horizontal Development – Expanding the Width of Services



課程及服務推廣

本局於2018年8月至2019年2月期間推出宣傳廣告，向中年人士、較年長人士、料理家務者和青年人推廣「先聘用、後培訓」試點計劃、「兼職工度身訂造課程」試點計劃及「特種警衛基礎證書度身訂造課程」，協助他們投身健康護理業、環境服務業、旅遊業、酒店業、交通及支援服務業和物業管理及保安業，以及修讀本局相關課程。

本局在2018-19年度共出版了兩期課程總覽和以少數族裔語言製作的課程宣傳單張；更新了23個行業的「課程圖譜」、「青年課程圖譜」和本局的課程和服務簡介。

配合「ERB服務點」於2018年4月在九龍西區（包括油尖旺、深水埗及九龍城）全面投入服務，本局推出宣傳品及廣告，向地區市民介紹「ERB服務點」的服務。

Course and service promotion

ERB rolled out a series of advertising campaigns to promote the “First-Hire-Then-Train” Pilot Programme, “Tailor-made Course for Part-timers” Pilot Programme and Tailor-Made Course on “Foundation Certificate in Specialised Security Services Training” to assist middle-aged persons, mature persons, homemakers and young people to enrol in ERB courses and land jobs in the healthcare services, environmental services, tourism, hotel, transportation & support services, property management & security industries.

In 2018-19, ERB published two issues of Course Prospectus and produced course promotional leaflet in ethnic minority languages; updated the “Course Progression Charts” for 23 industries, “Course Progression Chart for Youths” and the leaflet introducing ERB courses and services.

To keep in pace with the full launch of “ERB Service Spots” in Kowloon West district, covering Yau Tsim Mong, Sham Shui Po and Kowloon City in April 2018, ERB launched publicity materials and advertisements to introduce the services of “ERB Service Spots” to district residents.



本局在2018-19年度製作了「樂活一站」動畫短片系列，以輕鬆有趣的方式推廣「樂活一站」的家居服務、長者照顧、保健按摩及農曆新年服務；並推出宣傳廣告、有獎遊戲及農曆新年WhatsApp貼圖，加強宣傳效果。

本局於2018年11月舉行「陪月一站」頒獎禮2018暨準父母講座，由本局行政總監主禮及頒發「優質服務獎」和「新晉服務獎」，嘉許有出色表現的陪月員及嬰幼照顧員。超過280人出席活動。

In 2018-19, ERB produced an animation series to promote the household services, elderly care, healthcare massage and Chinese New Year Services of “Smart Living” in an interesting approach. Advertisements, prize winning game and Chinese New Year WhatsApp stickers were also rolled out to reinforce the publicity impact.

ERB organised the “Smart Baby Care” Award Presentation Ceremony 2018 cum Seminar for Expectant Parents in November 2018. The Executive Director of ERB officiated the ceremony and presented the “Quality Service Award” and “New Service Award” to post-natal care workers, and infant and child care workers with outstanding performance. Over 280 persons attended the activity.

「橫」向－擴展服務廣度

Horizontal Development – Expanding the Width of Services



機構傳訊

本局於2019年1月5日舉行「ERB年度頒獎禮2018-19」，由勞工及福利局局長、常任秘書長、本局主席、副主席及行政總監主禮。頒獎禮合共頒發104個獎項，嘉許有傑出表現的學員和導師，以及積極支持本局工作的僱主和培訓機構。

頒獎禮同日舉行《逆流大叔》電影欣賞會，約800名嘉賓、本局學員及有特別需要社群出席電影欣賞會，免費欣賞一套富有香港精神的電影。樂隊RubberBand到場表演，《逆流大叔》團隊分享拍攝感受，並與本局學員對話交流，帶出堅毅努力、克服困難、逆流而上的精神。

Corporate communications

ERB organised the “ERB Annual Award Presentation Ceremony 2018-19” on 5 January 2019. The Secretary for Labour and Welfare, Permanent Secretary for Labour and Welfare, Chairman, Vice-Chairman and Executive Director of ERB officiated the ceremony. A total of 104 awards were presented to acknowledge trainees and instructors with outstanding performance, and pay tribute to employers and training bodies for their invaluable support to ERB.

Free film screening of “Men On The Dragon” was arranged on the same day of the ceremony. Around 800 guests, ERB trainees and social groups with special needs attended and appreciated a local film full of the Hong Kong spirit. RubberBand performed at the ceremony, and the film crew shared their feelings about the production and also had a sincere dialogue with an ERB trainee, thereby promoting the unyielding mindset in overcoming odds in life.



傳媒工作

本局主席和行政總監於2018年4月與傳媒聚會，總結本局在2017-18年度的工作進展，並介紹2018-19年度的重點工作規劃。

本局行政總監應資歷架構秘書處的邀請，接受《求職廣場》雜誌的訪問，於為餐飲業推出的資歷架構特刊中介紹本局飲食業課程及相關課程畢業學員的成功故事。

年度內，本局邀請傳媒採訪了「先聘用、後培訓」試點計劃及「兼職工度身訂造課程」試點計劃下的新課程、新一屆「特種警衛基礎證書度身訂造課程」等，亦為「陪月一站」和家務助理課程安排傳媒訪問，向公眾介紹相關資訊。

為配合2019年「樂活一站」農曆新年服務的推出，本局安排「樂活助理」接受傳媒訪問，分享家居清潔心得及進行示範。

Media activities

The ERB Chairman and Executive Director met the media in April 2018 to report the work progress of ERB in 2017-18 and introduce key initiatives of the 2018-19 Work Plan.

In response to the invitation of the Qualifications Framework (QF) Secretariat, the Executive Director of ERB attended an interview with the “Job Market” for a “QF Supplement on Catering Industry” to introduce ERB training courses under the catering industry and successful stories of ERB graduate trainees in related courses.

In the year, ERB invited the media to cover the “First-Hire-Then-Train” Pilot Programme, the “Tailor-made Course for Part-timers” Pilot Programme, the new intake of the Tailor-Made Course on “Foundation Certificate in Specialised Security Services Training”, the “Smart Baby Care” and domestic helper training course to provide information of the related training courses and services to the public.

To kick-off the 2019 Chinese New Year Services of “Smart Living”, media interview was arranged for a “Smart Helper” to share her experience and techniques in household cleaning.

「橫」向－擴展服務廣度

Horizontal Development – Expanding the Width of Services



本局亦安排「ERB年度頒獎禮2018-19」及「尤德爵士紀念基金第三十二屆頒獎禮」得獎學員，以及多名就讀不同課程的畢業學員接受傳媒專訪，透過他們的奮鬥故事和成功個案，建立本局學員的正面形象和發揮示範作用，鼓勵公眾人士透過「再培訓」發展事業。

本局一名「職業治療助理基礎證書」課程畢業學員與傳媒分享中年人士轉投健康護理業的經歷，推廣本局「零存整付」證書計劃已擴展至涵蓋該課程。

本局安排一名完成「起步站」舉辦的工作坊而重投職場的較年長學員接受傳媒採訪，帶出「起步站」已擴展服務對象至較年長人士。

本局主席於2019年3月與傳媒聚會，就卸任前回顧本局的工作進展，並為「實務技能培訓及評估中心」開放日主持開幕禮。

ERB lined up media activities to cover the “ERB Annual Award Presentation Ceremony 2018-19” and the “32nd Awards Presentation Ceremony of the Sir Edward Youde Memorial Fund”, and graduate trainees of different training courses were interviewed. Their successful stories reinforced the positive image of ERB trainees and they served as role model themselves to encourage the public to develop career through “retraining”.

ERB arranged a graduate trainee of the “Foundation Certificate in Occupational Therapist Assistant Training” course to share with the media her experience as a middle-aged person in joining the healthcare services industry, with a view to promoting the extension of the “Modular Certificates Accumulation Scheme” to cover the training course.

ERB arranged the media to interview a mature trainee who re-joined the workforce after completing the “Smart Starter” workshop, so as to disseminate the message that “Smart Starter” has expanded its service target to cover mature persons.

Officiating at the Open Day of the Practical Skills Training and Assessment Centre in March 2019, the Chairman of ERB met the media to review the work achievements of ERB during his tenure.



交流訪問

本局十分重視經驗和意見交流。年度內，本局行政總監接待了國務院人力資源和社會保障部就業促進司副司長尹建堃先生率領的訪問團、浙江省副省長王文序女士率領的訪問團、新加坡廚尊的創辦人兼執行董事，以及Korean Skills Quality Authority訪問團，交流工作經驗。

本局副總監人員先後接待來自重慶市就業服務管理局、安徽省人力資源和社會保障廳、武漢市勞動人事爭議仲裁院，以及上海市寶山區人力資源和社會保障局的訪問團及政府人員，介紹本局的培訓、質素保證和就業支援服務。



Exchanges and meetings

ERB put much emphasis on experience sharing and exchanges. In the year, the Executive Director of ERB received the delegation led by Mr. YIN Jian-kun, Deputy Director-General of the Department of Employment Promotion, the Ministry of Human Resources and Social Security of the State Council, the delegation led by Ms. WANG Wen-xu, Vice Governor of Zhejiang Province, Founder and Executive Director of the Project Dignity of Singapore, and the delegation of Korean Skills Quality Authority.

ERB directorate received delegations and government officials from the Chongqing Employment Services Bureau, Human Resources and Social Security Department of Anhui Province, Wuhan Court of Arbitration for Labor and Personnel Disputes, and Shanghai Municipal Human Resources and Social Security Bureau of Baoshan district, introducing to them the ERB training services, quality assurance and placement services and sharing experience.

「橫」向－擴展服務廣度

Horizontal Development – Expanding the Width of Services



廣泛使用電子媒體

在年度內，本局廣泛使用電子媒體（包括社交媒體及網上平台），透過多媒體及互動形式進行推廣，包括透過《My ERB》Facebook專頁，以影片、動畫、遊戲及創意貼文推廣本局的課程、服務及活動。截至2019年3月，累積約19,200人讚好《My ERB》Facebook專頁。在2018-19年度，本局累計發放266則貼文，互動人次約為30,000。

本局於2018-19年度共出版了12期《LOOK@erb》電子通訊，平均每期向約110,000名讀者介紹本局培訓課程及活動的最新資訊。

本局在2018-19年度出版了四期「僱主通訊」電子季刊，定期向行業商會、僱主組織及企業發放本局就業掛鈎課程的完班資料、熱門「包班」課程、招聘及推廣活動等最新資訊。

Stepping up the use of digital media

ERB made increasing use of digital media (including social media and online platforms) in promotion. Multimedia and interactive formats such as videos, animations, games and creative feeds in “My ERB” Facebook Fan Page were deployed to promote the training courses, services and activities of ERB. As at March 2019, an accumulative of around 19,200 users “Liked” the “My ERB” Facebook Fan Page. In 2018-19, ERB posted 266 feeds, and recorded around 30,000 “Engagement”.

In 2018-19, ERB published a total of 12 issues of the electronic bulletin “LOOK@erb” to an average of around 110,000 readers per issue to disseminate the latest information of the courses and activities of ERB.

In 2018-19, ERB published a total of four issues of the quarterly electronic bulletin “Employer Newsletter” to disseminate latest information on newly completed placement-tied courses, popular courses under the “Enterprise-based Training Scheme”, recruitment and promotional activities, etc. to trade associations, employer organisations and enterprises.



本局於2018年7月推出機構網站「學員登記」流動版面，本局學員可透過智能電話及流動裝置，登記成為網站用戶，免費使用一系列與培訓及求職相關的功能。本局推出宣傳品和有獎活動，並透過本局資訊頻道和培訓機構向學員進行推廣。

進行資訊頻道用家意見調查

本局於2018年9月及11月就《My ERB》Facebook專頁、《LOOK@erb》電子通訊，以及本局機構網站「學員用戶版面」進行用家意見調查，收集登記用戶的使用經驗和意見，並就收集到的數據進行分析，為本局的電子通訊及資訊頻道制訂優化措施及發展方向。



ERB launched the “Trainee Registration” mobile page in July 2018 to facilitate ERB trainees to register as website users through smart phones and mobile devices and make use of an array of training and job seeking related functions free-of-charge. Publicity materials and prize winning campaign were launched. Promotional messages were disseminated through various information channels of ERB and the network of training bodies to promote the mobile page to the trainees.

User surveys on ERB information channels

ERB conducted user surveys for the “My ERB” Facebook Fan Page, electronic bulletin “LOOK@erb” and “Online system for ERB trainees” on ERB website in September and November 2018 to understand user experience and opinions. The data collected were further analysed and made reference with in formulating improvement measures and development plan for the electronic bulletin and information channels.

「橫」向－擴展服務廣度

Horizontal Development – Expanding the Width of Services

ERB服務點 SERVICE SPOT 九龍西 KOWLOON WEST



地區層面服務及推廣

擴展「ERB服務點」

於2016-17年度，本局在葵青及荃灣區設立10個「ERB服務點」，於地區組織的營運地點設置特約展位。「ERB服務點」有統籌機構的職員定期當值，為區內人士提供課程查詢及報讀服務，舉辦行業講座和課程試讀班，以及預約培訓顧問服務。

由於運作模式具資源效益及可持續發展的優勢，本局於2018年4月起在九龍西區（包括油尖旺、深水埗及九龍城）增設了12個「ERB服務點」，在地區層面更廣泛推廣本局的課程和服務，提升市民報讀本局課程的興趣。

Service and Promotion at District Level

Extending “ERB Service Spots”

In 2016-17, ERB established 10 “ERB Service Spots” in Kwai Tsing and Tsuen Wan with consignment booths set up at the premises of district organisations. Staff of the operators of “ERB Service Spots” would be on duty on a regular basis to provide enquiry and enrolment services for ERB courses, organise industry seminars and taster courses, and offer advance booking of ERB training consultancy service for local residents.

In view of the cost effectiveness and sustainability in development of the “ERB Service Spots” model, 12 “ERB Service Spots” were set up in Kowloon West district (covering Yau Tsim Mong, Sham Shui Po and Kowloon City) since April 2018. Hence, ERB courses and services could be widely promoted to the public at district level to enhance their interest in enrolling ERB courses.



製作地區宣傳短片系列

本局以「穿梭18區・學習零距離」為主題，在2018-19及2019-20年度製作地區宣傳短片系列，以輕鬆手法介紹本局在全港18區的培訓資源及行業資訊。在2018-19年度，共製作了其中九集地區宣傳短片。

九集地區宣傳短片在網上頻道的觀看次數超過290,000，互動人次約為13,500。

優化「課程及行業推廣計劃」

在2018-19年度，本局透過「課程及行業推廣計劃」資助培訓機構合共完成了57項活動，超過37,000人次出席，約有350間僱主機構參與推廣活動。

本局於2018-19年度引入優化措施，推動培訓機構舉辦更多大型活動、加強與地區團體合作，以及為有特別需要社群舉辦更多專設活動。

Launching district video series

Adopting the theme of “Free Access to learning in 18 Districts” and with a view to introducing the ERB training resources and industry information of respective districts to the public in a lively approach, ERB undertook to produce a District Video Series covering 18 districts across the territory in 2018-19 and 2019-20.

A total of nine videos were produced in 2018-19 recording over 290,000 “View” and around 13,500 “Engagement” on all online platforms.

Optimising the “Funding Programme for Courses and Industries”

In 2018-19, ERB sponsored training bodies to organise 57 activities under the “Funding Programme for Courses and Industries”, with over 37,000 people and about 350 employers participated.

In the year, ERB introduced improvement measures to encourage training bodies to organise more large-scale activities, step up collaborations with district organisations, and organise more dedicated promotional activities for social groups with special needs.

「橫」向－擴展服務廣度

Horizontal Development – Expanding the Width of Services



擴大網絡 加強協作

Extending Networks Strengthening Collaboration



技術顧問網絡

本局自2008年起邀請具豐富行業經驗的業界人士擔任本局技術顧問，為本局課程發展及質素保證工作提供寶貴的意見。在2018-19年度，本局共有154位技術顧問，涵蓋28個行業範疇及通用技能課程範疇。

Technical Advisors Network

ERB has invited experienced practitioners in different industries to join ERB in the capacity of Technical Advisors since 2008. The Technical Advisors have made valuable contribution to our work of course development and quality assurance. In 2018-19, ERB engaged 154 Technical Advisors covering 28 industry categories and generic skills training disciplines.



企業協作網絡

ERB人才企業嘉許計劃

本局於2018年5月4日舉行「ERB人才企業嘉許計劃頒授典禮2017-18」，約400名僱主機構、行業商會、專業團體的代表出席，見證「人才企業」在推動人才培訓及發展工作的卓越成就。今屆頒授典禮共有99間機構新獲嘉許為「人才企業」，包括51間「一般企業」、32間「中小企」，以及16間「政府部門、公營機構及非政府機構」；另有261間「人才企業」獲延續嘉許資格。

在2018-19年度，有98間「人才企業」獲延續嘉許資格。

Enterprise Collaborative Network

ERB Manpower Developer Award Scheme

ERB organised the Presentation Ceremony of the “ERB Manpower Developer Award Scheme 2017-18” on 4 May 2018. Around 400 representatives of enterprises, industry associations and professional associations attended the ceremony, witnessing the outstanding achievements of “Manpower Developer” (MD) on manpower training and development. A total of 99 organisations, including 51 general enterprises, 32 SMEs, as well as 16 organisations from the category of “Government Department, Public Body and NGO”, were newly acknowledged as MD, while another 261 organisations renewed their status of MD.

In 2018-19, 98 organisations renewed their MD status.

「橫」向－擴展服務廣度

Horizontal Development – Expanding the Width of Services



「包團」參與企業招聘活動安排

在2018-19年度，本局以「包團」形式安排學員參與大型企業的招聘活動。企業會安排特定時段接待本局學員、就業講座，以及為有意應徵的學員提供即場面試。

本局分別與飲食、物業管理、零售、金融財務、交通及支援服務，以及旅遊業的僱主合共舉辦了九場「包團」，共有約240名學員參與活動。

擴展「ERB中小企服務」

在2018-19年度，本局繼續向中小企推廣「ERB中小企服務」，並增加「中小企試讀班」及「中小企師友計劃」名額，加強對中小企在招聘及培訓的支援。

本局與「工業貿易署中小企業支援與諮詢中心」合辦「中小企業研討會」及「中小企試讀班」，以及與「香港生產力促進局中小企一站通」合辦一場「中小企試讀班」。此外，2018-20年度第一期「中小企師友計劃」合共配對了38組師友，師友期由2018年10月至2019年9月。本局亦定期向中小企僱主及商會發放本局服務資訊。

“Packaged Tour” for enterprise recruitment activities

In 2018-19, ERB arranged “packaged tour” for trainees to participate in the recruitment activities of large-scale enterprises. Special arrangements including designated timeslots for ERB trainees, career talks and on-site interviews for interested candidates were provided by the enterprises.

In collaboration with employers of catering, property management, retail, finance services, transport & support services, and tourism industries, nine “Package Tours” were organised with around 240 trainees participated.

Extending “ERB Services for SMEs”

In 2018-19, ERB continued to promote the “ERB Services for SMEs”. Capacities of the “SME Seminar” and “SME Mentorship Programme” were increased to step up the support to SMEs in recruitment and staff training.

ERB co-organised one each of “SME Seminar” and “Taster Course for SME” with the “Support and Consultation Centre for SMEs” of the Trade and Industry Department. Another “Taster Course for SME” was organised with the “SME One” of Hong Kong Productivity Council. In addition, 38 pairs of mentors and mentees had been matched in the first phase of “SME Mentorship Programme” for 2018-20 spanning from October 2018 to September 2019. ERB also disseminated service information to SME employers and associations on a regular basis.



擴大協作網絡

在2018-19年度，本局持續擴大協作網絡，加強聯繫曾經參與本局地區推廣活動的地區團體，介紹本局於當區資源，探討更多合作。此外，本局向參與地區活動的僱主機構定期推廣僱主服務。

Expanding collaborative network

In 2018-19, ERB continued to expand its collaborative network, strengthen the connection with district organisations participated in the ERB district-based promotional activities to introduce the ERB district resources and explore collaborations. ERB also promoted the employer services to participating employers of district-based promotional activities on a regular basis.

加強僱主活動

本局在2018年10月舉辦「伙伴周年聚會」，介紹本局最新發展及僱主服務，以及促進培訓機構與僱主的合作，共有約300名企業、行業商會、僱主組織及培訓機構的代表出席。

Enhancing employer activity

ERB organised the “Annual Partners Luncheon” in October 2018 to introduce the new development and employer services of ERB and foster collaborations between training bodies and employers. Around 300 representatives of enterprises, trade associations, employer organisations and training bodies attended the luncheon.





「縱」向－優化服務深度

Vertical Development – Optimising the Depth of Services



支援有特別需要社群 *Supporting Social Groups with Special Needs*

專設課程

殘疾及工傷康復人士

僱員再培訓局在2018-19年度為殘疾及工傷康復人士提供32項就業掛鈎專設課程及32項非就業掛鈎專設課程，涵蓋物業管理及保安、美容、環境服務、零售、商業和飲食等行業範疇。

新推出的課程包括「咖啡拉花藝術基礎證書(兼讀制)」、「花藝設計及應用III證書(兼讀制)」、「常用英語語法I基礎證書(兼讀制)」、「常用英語詞彙應用I基礎證書(兼讀制)」及「電腦概念和鍵盤操作基礎證書(兼讀制)」。

本局與「殘疾及工傷康復人士培訓聚焦小組」緊密聯繫，共同探討殘疾及工傷康復人士的就業機會及相關技能要求。

Dedicated courses

Persons with disabilities and persons recovered from work injuries

In 2018-19, the Employees Retraining Board (ERB) offered 32 placement-tied courses and 32 non-placement-tied courses dedicated for persons with disabilities and persons recovered from work injuries. These courses straddled industry categories of property management & security, beauty therapy, environmental services, retail, business and catering, etc.

New courses included “Foundation Certificate in Latte Art (Part-time)”, “Certificate in Floral Design and Applications III (Part-time)”, “Foundation Certificate in Basic English Grammar I (Part-time)”, “Foundation Certificate in Basic English Vocabulary in Use I (Part-time)” and “Foundation Certificate in Computer Concepts and Keyboard Operation (Part-time)”.

ERB worked in close collaboration with the “Focus Group on Training for Persons with Disabilities and Persons Recovered from Work Injuries” to explore suitable employment opportunities and the related skills requirements for the target clients.



少數族裔人士

在2018-19年度，本局為少數族裔人士提供11項就業掛鉤專設課程及30項非就業掛鉤專設課程，內容涵蓋職業語文及各行業範疇，包括物業管理及保安、美容、美髮、建造及裝修、酒店、商業、飲食、社會服務、旅遊等。

新推出的「金屬棚架工中級工藝測試備試基礎證書(英語授課)(兼讀制)」及「普通焊工中級工藝測試備試基礎證書(英語授課)(兼讀制)」課程協助學員獲取行業認可的專業資格，以提升他們的就業競爭力。

青年人

在2018-19年度，本局為青年人開辦27項就業掛鉤課程，涵蓋資訊及通訊科技、影藝文化、教育康體、美容、美髮等行業範疇。

在2018-19年度，本局推出一項名為「寵物護理員基礎證書」的特色課程，在訓練內容加入工作體驗，旨在協助17至24歲、中五學歷程度或以上，但未具全職工作經驗的青年學員入職成為寵物護理員。

Ethnic minorities

In 2018-19, ERB offered 11 placement-tied courses and 30 non-placement-tied courses dedicated for ethnic minorities, covering vocational languages and straddling different industry categories including property management & security, beauty therapy, hairdressing, construction & renovation, hotel, business, catering, social services and tourism, etc.

New courses on “Foundation Certificate in Preparation for Intermediate Trade Test for Metal Scaffolder (English Medium) (Part-time)” and “Foundation Certificate in Preparation for Intermediate Trade Test for General Welder (English Medium) (Part-time)” were developed to assist trainees in acquiring industry recognised professional qualifications so as to enhance their competitiveness.

Young people

In 2018-19, ERB offered 27 placement-tied courses dedicated for young people, straddling industry categories of information & communications technology, entertainment & performing arts, education & recreation, beauty therapy, hairdressing, etc.

In 2018-19, ERB launched a featured course namely “Foundation Certificate in Pet Care Worker”, with work experience element incorporated in the training content, with a view to helping young people aged between 17 and 24 with secondary five education level or above but without full-time working experience to become pet care workers.

「縱」向－優化服務深度

Vertical Development – Optimising the Depth of Services



更生人士及戒毒人士

本局為在懲教院所在囚人士及住院式戒毒人士提供的專設課程，一般以半日或晚間制模式開辦，目標是協助學員重投就業市場，自力更生。

在2018-19年度，本局提供16項就業掛鉤專設課程及七項非就業掛鉤專設課程，涵蓋10個行業範疇及通用技能範疇。

新推出的課程有「裝修電腦繪圖基礎證書（兼讀制）」及「裝修鋪地板工（木地板）中級工藝測試備試基礎證書（兼讀制）」。

本局在2018-19年度為已出獄而未曾於在囚期間接受職業培訓或輔導的更生人士開辦「職業前路規劃基礎證書」課程，並繼續為社區成功戒毒人士開辦「朋輩輔導員基礎證書」課程，兩項課程均以全日制就業掛鉤模式推出，以協助學員重投就業市場，融入社會。

Rehabilitated ex-offenders and ex-drug abusers

ERB offered dedicated courses for persons in custody and persons receiving treatment in residential treatment centres. These courses were generally delivered in part-time mode, and aimed at helping trainees re-enter the employment market and achieve self-reliance.

In 2018-19, ERB offered 16 placement-tied dedicated courses and seven non-placement-tied dedicated courses, straddling 10 industry categories and generic skills training disciplines.

Newly launched courses included “Foundation Certificate in AutoCAD in Renovation Drawings (Part-time)” and “Foundation Certificate in Preparation for Intermediate Trade Test for Floor Layer (Timber Flooring) of Interior Renovation (Part-time)”.

In 2018-19, ERB offered “Foundation Certificate in Career Planning” course dedicated for discharged ex-offenders who had not received vocational training or counseling services when in custody, and continued to organise “Foundation Certificate in Peer Counselor Training” course dedicated for ex-drug abusers who had received treatment other than in residential treatment centres. These courses were delivered in full-time placement-tied mode, and aimed at helping trainees re-enter the employment market and integrate into the society.



培訓支援

舉辦「認識有特別需要社群工作坊」

本局於2018-19年度為僱主及培訓機構舉辦工作坊，協助他們認識殘疾及工傷康復人士、少數族裔人士、及較年長人士的培訓及就業需要，以及與這些有特別需要社群相處時的溝通技巧。

工作坊內容包括介紹有特別需要社群的就業需要和特質、與他們相處的原則、態度及溝通技巧等，並安排由僱主及僱員進行經驗分享。

加強外展培訓顧問服務

為進一步提升服務，本局於2016-17年度推出「外展培訓顧問服務」，由本局的培訓顧問到訪各社區團體和中學，透過個人或小組諮詢服務，為有特別需要社群提供適切的培訓及就業資訊。

培訓顧問於年度內為有特別需要社群提供逾450節外展諮詢服務，包括個人諮詢及小組諮詢。

Training Support

Organising workshops for enhancing the awareness towards social groups with special needs

In 2018-19, ERB organised workshops for employers and our training bodies to assist them in understanding the training and employment needs of persons with disabilities and persons recovered from work injuries, ethnic minorities, as well as mature persons, and also the communication skills required in getting along with these social groups with special needs.

The workshops covered an introduction of the characteristics and the employment needs of social groups with special needs, the principles and attitude when interacting with them as well as communication skills, etc. Experience-sharing sessions with employers and employees were also arranged.

Enhancing “Outreaching Training Consultancy Service”

To further enhance our service, ERB has launched the “Outreaching Training Consultancy Service” since 2016-17. Training Consultants of ERB reached out to district organisations and secondary schools to provide suitable information on the training and employment front to social groups with special needs through individual and group consultation.

In the year, the Training Consultants rendered over 450 sessions of outreaching consultation service, including individual and group-based consultations.

「縱」向－優化服務深度

Vertical Development – Optimising the Depth of Services



就業支援

擴展「職場再出發」實戰系列活動

本局在「ERB服務中心」為較年長人士舉辦「職場再出發」實戰系列活動，並在2018-19年度擴展活動形式至其他有特別需要社群（如婦女及新來港人士），協助他們掌握市場動向，體會工作實況，為投入職場做好準備。約有3,100人次參加各項活動。

「ERB服務點」增辦專設活動

在2018-19年度，本局在「ERB服務點」試辦工作坊系列，以及與企業合辦「工作體驗日」，提升較年長人士、新來港人士及少數族裔人士對就業市場及各類工種的認識，以及報讀本局相關課程的動機。合共約有950人次參加各項活動。

Employment Support

Extending the “Workplace Re-entry” activity series

ERB offered the “Workplace Re-entry” activity series at “ERB Service Centres” for mature persons and extended the mode of activity to the social groups with special needs, including women and new arrivals in 2018-19, assisting them to better understand the market trend, experience the work environment and well prepare to enter the employment market. The number of participants were around 3,100.

Launching more dedicated activities at “ERB Service Spots”

In 2018-19, ERB piloted the workshop series at the “ERB Service Spots” and organised “Work Experience Days” for mature persons, new arrivals and ethnic minorities to equip them with the knowledge of employment market and different job types, as well as to arouse their interest to enrol ERB courses. Around 950 participants were recorded for these activities.



支援學生「職涯規劃」

擴大「工作體驗」活動系列

「學校職業講座」

在2018-19年度，本局繼續與香港輔導教師協會合作，舉辦了14場「學校職業講座」，以高中學生、少數族裔學生、特殊學校學生及副學位學生為對象。企業主管人員與同學分享行業的前景、工作實況、入職要求等。本局職員亦向同學介紹適合青年人的培訓課程和服務。合共約1,800名學生參加。

Supporting students in “Career planning”

Expanding “Work Experience” activity series

“Career Talks for Schools”

In 2018-19, ERB continued the collaboration with “Hong Kong Association of Careers Masters and Guidance Masters” to organise a total of 14 “Career Talks for Schools” for upper secondary students, students of ethnic minority origin and special schools, and sub-degree students. Senior corporate executives were invited to brief students of the industry prospects, working environment and entry requirements of different industries, etc. Staff members of ERB also introduced to the students the courses and services of ERB suitable for young people. About 1,800 students attended the career talks.

「縱」向－優化服務深度

Vertical Development – Optimising the Depth of Services



「求職及面試技巧講座」

在2018-19年度，本局以試點形式為曾參與「學校職業講座」並有少數族裔學生就讀的學校舉辦兩場「求職及面試技巧講座」，內容涵蓋工作文化及態度，強化少數族裔同學的求職裝備。合共55名少數族裔學生參加。

「中學生工作體驗活動」

在2018-19年度，本局與政府部門，以及酒店、機電、保險、物流業僱主合辦了八次「中學生工作體驗活動」，安排高中學生參觀工作場所及設施，並擴大活動對象至少數族裔學生及特殊學校學生。僱主介紹機構的運作及不同崗位的入職要求和進修途徑，加深同學對相關行業的認識，作為日後選擇學科及規劃職業的參考。合共超過200名學生參加。

“Job Search and Interviewing Skills Workshops”

In 2018-19, ERB organised two “Job Search and Interviewing Skills Workshops” for secondary schools with ethnic minority students which had formerly participated in the “Career Talks for Schools” on pilot basis. The workshops covered training on work culture and attitude with a view to improving their readiness for employment. A total of 55 ethnic minority students attended.

“Work Experience Activities”

In collaboration with government departments, and employers from hotel, electrical & mechanical services, insurance, logistic industries, ERB organised eight “Work Experience Activities” in 2018-19 for upper secondary students to visit workplaces and facilities. Targets of the activities were also extended to students of ethnic minority origin and special schools. Employer representatives introduced the operation of their organisations, entry requirements and learning pathways for various positions to enhance the understanding of students towards respective industries and facilitate their future study and career planning. Over 200 students attended the activities.



「中學生暑期實習計劃」

在2018-19年度，本局繼續舉辦「中學生暑期實習計劃」，不同行業的「人才企業」為高中學生提供為期一至三星期的實習職位，並安排實習導師作指導及支援，讓學生體驗工作世界，協助他們進行生涯規劃。除2017-18年度提供的文職空缺外，2018-19年度亦提供更多切合學生的興趣及需要的職位。合共55名同學獲甄選入職不同崗位，從實習中提升對行業的認識及工作技巧。



“Summer Internship Programme”

In 2018-19, ERB continued to organise the “Summer Internship Programme”. “Manpower Developers” (MDs) from different industries provided one to three weeks’ internship opportunities and arranged mentors to provide on-the-job guidance and support for participating students, providing opportunities for upper secondary students to experience the real-life working environment and facilitating their life planning. In addition to clerical positions as offered in 2017-18, positions of diverse job nature were provided in 2018-19 to meet students’ interest and needs. A total of 55 students were selected to take up different positions. They have enhanced their understanding of the industries and working skills through the programme.

「縱」向－優化服務深度

Vertical Development – Optimising the Depth of Services



擴展「工作體驗日」

在2018-19年度，本局繼續與僱主合作，為料理家務者、新來港人士及較年長人士舉辦四次「工作體驗日」，涵蓋物業管理、零售及飲食等行業範疇。內容包括參觀工作場所及設施，體驗相關行業的工作情況，以及參與即場面試。合共105人次出席。

Extending “Work Experience Days”

In 2018-19, ERB continued to cooperate with employers of property management, retail and catering industries in organising four “Work Experience Days” for homemakers, new arrivals and mature persons. Visits to workplaces and facilities were arranged for participants to learn about the working environment of respective industries. Recruitment interviews were also offered. A total of 105 participants attended.



擴展「起步站」服務對象

「起步站」於2019年1月起以試行模式擴大服務對象至50歲或以上完成本局課程或「起步站」指定工作坊的較年長人士，以鼓勵及支援較年長人士以兼職工作為開始，逐步投入就業市場。

Expanding the service target of “Smart Starter”

In January 2019, ERB extended the service target of “Smart Starter” to cover persons aged 50 or above who have completed ERB courses or designated workshops of “Smart Starter” to encourage and support them to enter the employment market with part-time jobs as a starting point.

宣傳推廣

本局在2018-19年度印製了首份殘疾及工傷康復人士專設宣傳單張，並更新了為青年人、新來港人士及少數族裔人士印製的宣傳單張，透過社福機構及培訓機構廣泛派發。

Publicity and Promotion

In 2018-19, ERB published its first dedicated promotional leaflet for persons with disabilities and persons recovered from work injuries, and updated the leaflets for youths, new arrivals and ethnic minorities. The leaflets were widely distributed through social service organisations and training bodies.



提升
Enhance

提升質素 發揮效益
Enhancing Quality
Maximising Efficiency

提升課程及服務質素

Enhancing the Quality of Training Courses and Services

檢討「課程教材質素保證機制」

Reviewing the “Quality Assurance Mechanism for Course Materials”

在2014-15年度，本局設立「課程教材質素保證機制」，就非統一教材的編製、質素監控、檢討等設定規限及提供指引，並以抽樣審查方式，檢視培訓機構編製的非統一教材及相關質素保證機制文件。本局於2018-19年度檢討「課程教材質素保證機制」的運作，進一步加強本局課程的質素。

In 2014-15, ERB put in place a “quality assurance mechanism for course materials” and provided guidelines to training bodies for the development, vetting and review of course materials. ERB has been regularly scrutinising the non-standardised course materials developed by training bodies and the related quality assurance records on a sampling basis. In 2018-19, ERB reviewed the operation of the mechanism and tightened up measures to further enhance the quality of ERB courses.

恆常監察及質素保證工作

Regular monitoring and quality assurance work

本局繼續按「風險及表現為本」的原則，執行各項恆常質素保證措施，包括周年審計、課堂突擊巡查、期末考試突擊巡查、觀課及觀試；並為「樂活一站」及「陪月一站」兩項服務進行神秘顧客調查及突擊巡查，以及為「ERB服務中心」進行突擊巡查。

ERB continued to adopt the “Risk-and-performance-based” principle in administering regular quality assurance measures, including annual audits, class surprise inspections, course-end assessment surprise inspections, class visits and assessment observations. In addition, ERB conducted covert customer surveys and surprise inspections for the “Smart Living” and “Smart Baby Care” schemes, and surprise inspections for the “ERB Service Centre”.



本局以「個案管理」系統向表現欠理想的培訓機構提供支援，安排專責同事與機構管理層會面商討改善方法及定期監察其改善情況，以提升整體的質素保證表現。

提升統一實務技能評估表現

「實務技能培訓及評估中心」（「評估中心」）為嬰幼兒課程的評估製作「實務試參考資料資源夾」，以加強導師了解實務試評分準則及考生常犯錯誤。

「評估中心」推出「考場虛擬導覽」，讓學員能透過360°全景體驗考場的環境。



ERB rendered support to under-performing training bodies through the “Case Management” system. Designated staff members were arranged to review in conjunction with the management of the training bodies the progress of implementation of improvement measures on a periodic basis so as to enhance their overall performance in quality assurance.

Enhancing the performance of standardised practical assessment

The Practical Skills Training and Assessment Centre (PSTAC) prepared a resource kit for the assessment of infant and child care training courses to help the instructors better understand the marking criteria and common mistakes of the candidates.

The PSTAC launched a “Virtual Tour of Assessment Venues” to allow the trainees to get acquainted with the assessment venues through the 360° tour.

「縱」向－優化服務深度

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檢討協助培訓機構建立質素保證文化的措施

本局於2018-19年度檢討協助培訓機構建立質素保證文化的措施，為達到更佳效果，本局會就「個案管理」及周年審計與培訓機構跟進其表現時，一併與機構主管探討推動機構建立質素保證管治文化及持續執行改善質素保證的機制。

檢討「專項課題重點巡查」機制

本局已完成檢討「專項課題重點巡查」，並會把其整合於「個案管理」系統內，就共通問題開設個案，與所有培訓機構進行跟進，以提升培訓機構對有關課題的關注，以及督促表現欠理想的培訓機構作出改善。

Reviewing the measures of assisting training bodies in establishing quality assurance culture

In 2018-19, ERB reviewed the measures of assisting training bodies in establishing quality assurance culture. To enhance the effectiveness, ERB would discuss with the agency heads of training bodies when following up their performance under the “Case Management” system and during annual audit.

Reviewing the “Targeted Inspections on Specific Quality Assurance Subjects”

ERB completed the review of “Targeted Inspections on Specific Quality Assurance Subjects” which will be incorporated into the “Case Management” system in that follow up with all the training bodies on common areas requiring improvements were arranged to enhance the alertness of training bodies to specific items and monitor the under-performing training bodies in undertaking improvement actions.



制訂相關工作指引以持續提升課程質素

本局已就課程評審、覆審及申請「學科範圍評審」資格等制訂指引，更有系統地處理相關工作，以持續優化課程質素。

Formulating guidelines for enhancing course quality

With a view to further enhancing course quality, ERB formulated respective guidelines for preparing course accreditation, re-accreditation and application of “Programme Area Accreditation” status so that the related work could be systematically implemented.

培訓機構行政人員及導師培訓

本局於2018-19年度為培訓機構行政人員及導師舉辦了三個主題講座，內容包括歧視條例、處理學員衝突及如何準備觀課。

Training for administrative staff and instructors of training bodies

In 2018-19, ERB organised three thematic seminars on “Discrimination Laws”, “Handling of Trainees’ Conflict” and “Preparation for Class Visits” for the administrative staff and instructors of training bodies.

舉辦「質素保證增值日」

於2019年3月，本局舉辦「質素保證增值日」，促進培訓機構互相交流質素保證工作的實際經驗及加深其對本局行政程序的認識。

Organising the “QA Value Added Day”

In March 2019, ERB organised the “QA Value Added Day” to promote experience sharing among training bodies and enhance their understanding of the administrative procedures of ERB.

檢討及優化行政措施

檢討課程的收費安排

本局簡化學費豁免或資助申請程序，豁免學員在申請學費豁免或資助時提交入息證明文件的要求，以鼓勵更多市民報讀本局課程，亦可減省培訓機構的行政工作，令培訓資源更用得其所。

檢討防止學員違規措施

本局加強學員抽查及修訂抽查準則，以防止培訓資源被濫用。

提供實習職位

本局推行暑期實習生計劃，為大學本科生提供在職培訓機會，協助他們汲取經驗及擴闊視野，為日後投身職場作好準備。

在2018-19年度，共有三名大學本科生獲安排到本局不同部門參與為期約兩個月的實習工作。本局並派出經理級或以上的職員為實習生擔任導師。

支援有特別需要社群

在2018-19年度，本局為慈善機構的籌款活動統籌和收集內部捐款，並積極向社會企業採購物品及服務。

Reviewing and Enhancing Administrative Measures

Reviewing course fee payment arrangement

In order to encourage more people to pursue ERB courses while streamlining administrative measures to enhance effectiveness of retraining resources, ERB simplified the procedures with respect to application for course fee waiver or subsidy by waiving the submission of income proof.

Reviewing fraud prevention measures

To prevent possible abuse of retraining resources, ERB strengthened the sample check mechanism and revised the sampling criteria.

Offering internship opportunities

ERB offered summer internships for university undergraduate students. On-the-job training was provided to facilitate their acquisition of experience and broaden their outlook to better prepare for future employment.

In 2018-19, three university students were arranged to work in different divisions of ERB during their two months' internship. Staff members of ERB at manager rank or above were assigned as mentors of the interns.

Supporting social groups with special needs

In 2018-19, ERB helped collect donations from staff members for charity fund-raising events, and actively procured products and services from social enterprises.



環保措施

本局全力支持環保，已引入措施，在本局舉辦會議時以玻璃或其他可重用的容器提供飲用水，避免使用塑膠樽裝水及只用一次即棄的容器。辦事處設置回收箱，收集廢紙及印刷品以循環再造，並把更換的電腦設備捐贈慈善機構。

本局引進一系列措施，節約用電，以減少碳排放。

本局更廣泛使用電子通訊、社交媒體及網站推廣活動及傳播訊息。

進行市場調查加強研究

在2018-19年度，本局除進行恆常的市場調查項目外，亦完成了一項有關非在職婦女培訓需要的研究，以進一步了解她們的培訓及就業需要，從而提供更合適的培訓課程和服務。

Implementing environmental friendly measures

ERB rendered full support to environmental conservation. Measures were introduced to use glasses or other reusable containers instead of plastic bottled water or one-off containers when serving drinking water at meetings. Recycle bins were placed in the office to collect used papers and printed materials for reuse and recycling. Obsolete computer equipment was donated to charitable organisations.

ERB introduced a series of measures to conserve electricity and reduce carbon emissions.

ERB made fuller use of electronic communications, social media and website for promotion and dissemination of information.

Conducting Market Surveys and Strengthening Research

In 2018-19, in addition to conducting regular market research projects, ERB also completed a study on non-working women to further understand their training and employment needs so as to provide more appropriate training courses and services.

「縱」向－優化服務深度

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強化管治及員工培訓

本局推出一系列的培訓項目，為高級經理、經理及副經理職級的職員提供有關領導及管理技巧培訓，以配合辦事處管理層接任計劃。此外，本局亦安排或資助職員參加各專項培訓工作坊、講座和研討會，以及由香港學術及職業資歷評審局舉辦的各個學科範圍評審及機構定期覆審簡介會。

加強內部審計

內部審計組在審計委員會的領導下行使獨立的審核職能，進行各項內部審計。

在2018-19年度，內部審計組完成了「學額分配機制」、「R-NetX系統資訊保安管理」及「採購物品及服務」三項審計項目，並向審計委員會匯報審計結果(包括改善建議)。

Strengthening Governance and Staff Training

ERB launched a series of workshops on leadership and management skills training for Senior Managers, Managers and Deputy Managers, to enhance their skills and for facilitating succession planning of the management of the Executive Office. Besides, ERB also arranged or sponsored staff members to attend training workshops, seminars and symposium on various topics, as well as briefings related to accreditation standards organised by the Hong Kong Council for Accreditation of Academic and Vocational Qualifications.

Strengthening Internal Audit

The Internal Audit Section was established to carry out independent internal audits under the auspices of the Audit Committee.

In 2018-19, the Internal Audit Section completed three internal audit exercises respectively on “Training Places Allocation Process”, “Information Security Management for R-NetX” and “Goods and Services Purchase Processing”. Audit reports with improvement recommendations were submitted to the Audit Committee for consideration.



持續優化資訊科技系統

在2018-19年度，本局持續改善整體資訊保安工作，確保資料受保護，盡量減少資料外洩的機會。具體工作包括提升辦事處及數據中心的防火牆系統、升級端點防護系統及執行資訊保安系統風險評估及審計。

為提升服務質素及效率，本局對R-NetX系統執行了一共109項變更，以及已更換或提升老化的資訊科技設備及過時的應用軟件，以減低資訊保安運作風險。

Continuously Enhancing IT Systems

In 2018-19, ERB continued its effort to improve its overall IT security and ensuring that data were properly protected to minimise the likelihood of data leakage. Specific tasks included upgrading the firewall systems in Siu Sai Wan office and data centres, upgrading the Endpoint Protection system and carried out information security system risk assessments and audits.

To enhance service quality and efficiency, a total of 109 enhancement items were implemented in the R-NetX system. Outdated IT equipment and software were replaced or upgraded to reduce IT security risks.

「縱」向－優化服務深度

Vertical Development – Optimising the Depth of Services



強化優勢 持續發展 Reinforcing Competitive Edge Sustaining continuous Development

發展課程系列

本局就不同工種及範疇規劃課程系列，協助從業員擴闊其專業範疇及通用技能。

在2018-19年度，本局推出的課程系列涵蓋電腦輔助珠寶繪圖及設計、人力資源管理、幼兒健體、物理治療護理技巧等範疇。

Spearheading Course Series

To help practitioners broaden their professional and generic skills, ERB spearheaded various job-specific and generic skills course series.

In 2018-19, ERB developed new course series covering skills areas such as computer aided jewellery design, human resources management, early childhood fitness exercise, caring skills in physiotherapy, etc.

「評估中心」開放日

本局於2019年3月30日首度舉辦「評估中心」開放日，接待超過600名本局學員、公眾人士及傳媒參觀，透過導賞團、互動遊戲及技能示範，介紹「評估中心」的功能和設施，以及不同課程的評估流程，藉此推廣「評估中心」的專業形象及本局課程的認受性。

Open Day of the PSTAC for the Public

ERB organised the first Open Day of the PSTAC on 30 March 2019, over 600 ERB trainees, members of the public and media attended. The functions and facilities of PSTAC, and the assessment arrangement of various training courses were introduced through guided tours, interactive games and demonstration of practical skills, with a view to promoting the professional image of PSTAC and recognition of ERB courses.



「行業為本、聚焦地區」 宣傳策略

重點行業及地區推廣

在2018-19年度，本局推行「行業為本、聚焦地區」的宣傳策略，繼續以七個重點行業（包括家居服務、環境服務、物業管理及保安、飲食、健康護理、中醫保健和美容）為重心，再擴展至其他行業，以推廣本局的培訓課程，籌辦活動及推動行業協作。

本局於年度內在《My ERB》Facebook專頁每月介紹不同行業的工作實況、行業技能及本局相關的課程資訊。期間共推出51則貼文，互動人次約為11,000。

本局亦鼓勵培訓機構在規劃地區推廣活動時配合「行業為本、聚焦地區」的宣傳策略，推廣七個重點行業相關的培訓資訊和行業發展機會，以及加強與地區團體的合作。

“Industry-based and District-focused” Promotion Strategy

Key industries and district promotion

ERB adopted the “Industry-based, District-focused” promotion strategy in 2018-19 to focus on the seven key industries including domestic services, environmental services, property management & security, catering, healthcare services, Chinese healthcare and beauty therapy, and expand to cover more industries for concerted efforts in the promotion of training courses, organisation of promotional activities and collaboration with industries.

Monthly promotion on the working situation, vocational skills and related ERB courses of various industries was rolled out in “My ERB” Facebook Fan Page in the year. A total of 51 feeds were uploaded and the number of “Engagement” was around 11,000.

In addition, ERB encouraged training bodies to tie in with the “Industry-based, District-focused” promotion strategy to step up promotion of training courses and employment opportunities of the seven key industries and collaborate with district organisations when implementing the district-based promotional activities.

「縱」向－優化服務深度

Vertical Development – Optimising the Depth of Services



本局加強利用地區優勢網絡進行宣傳推廣，包括培訓中心、「ERB服務中心」、「ERB服務點」、「樂活一站」、「陪月一站」及「起步站」。

加強與地區組織的聯繫和合作

在2018-19年度，有27個地區團體參與培訓機構在「課程及行業推廣計劃」資助下舉辦的地區宣傳活動。透過培訓機構與更多地區團體合作，有助擴大大局的地區網絡，將培訓的理念深化到社區當中。

年度內，本局透過電郵向33個地區團體介紹本局課程和服務，以及向九個地區，超過800個地區培訓中心、區議員辦事處，以及社會福利署轄下相關的社福機構派發地區宣傳單張，介紹本局在區內的培訓課程和培訓機構資訊，方便他們在提供服務時，可為有需要的市民提供相關培訓資訊。

ERB stepped up promoting through a territory-wide district networks, including training centres, “ERB Service Centre”, “ERB Service Spots”, “Smart Living”, “Smart Baby Care” and “Smart Starter”.

Strengthening connection and collaboration with district organisations

In 2018-19, 27 district organisations joined the district-based promotional activities organised by training bodies under the “Funding Programme for Courses and Industries”. The collaboration of training bodies and district organisations helped expand the district network of ERB and disseminate the concept of training in the community.

In the year, ERB introduced the training courses and services to 33 district organisations through email, and distributed district leaflets to over 800 training centres, District Councilors Offices and social organisations under Social Welfare Department in nine districts, introducing training courses and training bodies available in respective districts and facilitating the organisations to provide relevant training information to local residents who are in need.



重點宣傳項目獲頒國際及本地獎項：「ERB名人堂」試讀試工真人Show

為慶祝本局成立25周年而於2017-18年度推出的「ERB名人堂」試讀試工真人Show屢獲國際及本地市場推廣的殊榮，包括國際傳訊評選機構MerComm, Inc.舉辦的「Mercury Excellence Awards 2018/2019」頒發的「Social Media: Integrated Concept – Online Platform & Print」和「Campaigns – Non Profit/Public Affairs: Marketing Communications」銅獎，以及本港專業刊物「Marketing」頒發的「PR Awards 2018」「Best PR Campaign (Public Services)」金獎。

Key Promotional Work – the “VIP Trainee and Employee” Reality Show Won the International and Local Awards

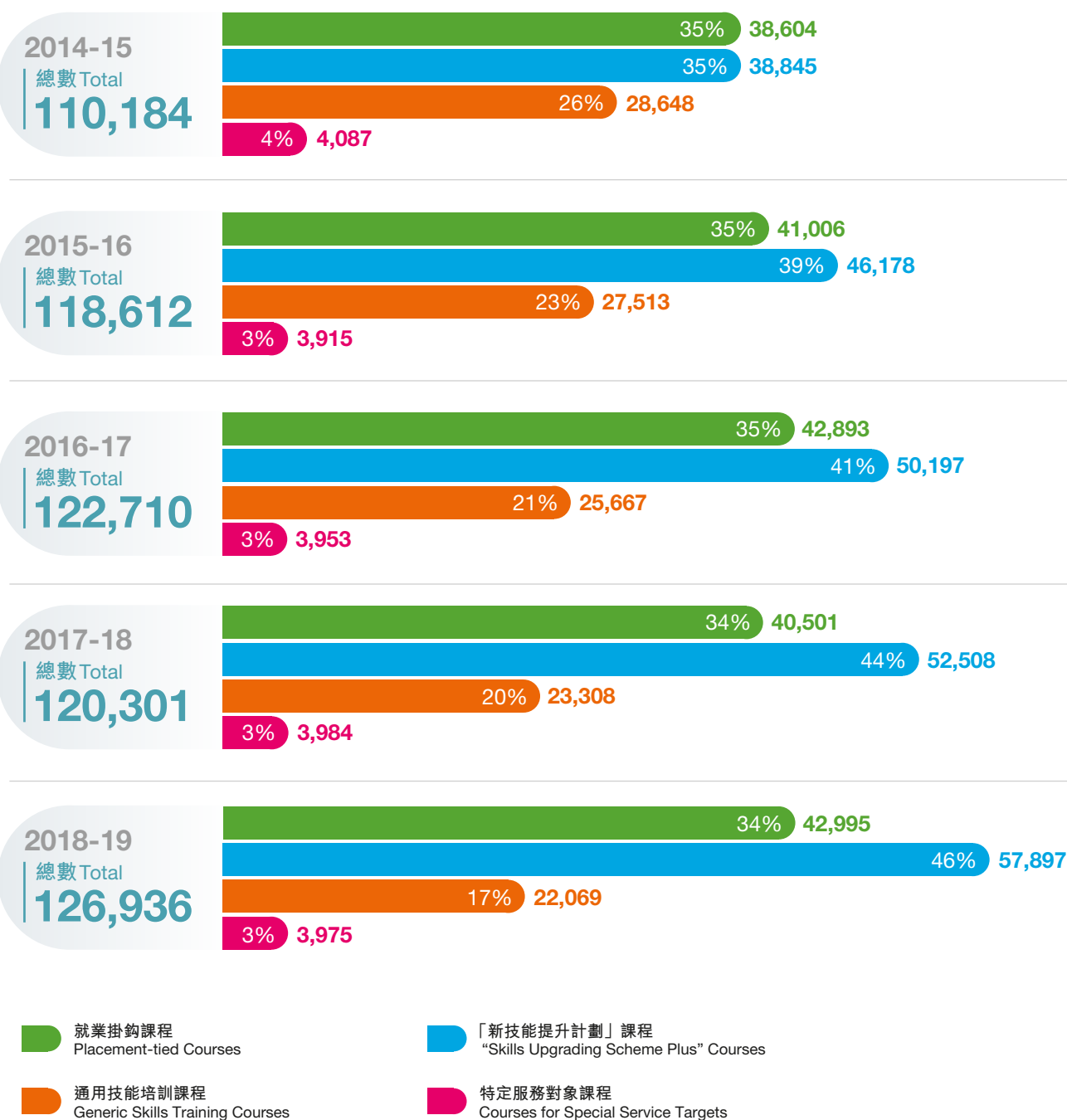
The “VIP Trainee and Employee” Reality Show (Reality Show) launched in 2017-18 to commemorate the 25th anniversary of ERB won several international and local marketing awards, including the Bronze Award in the categories of “Social Media: Integrated Concept – Online Platform & Print” and “Campaigns – Non Profit/Public Affairs: Marketing Communications” of “Mercury Excellence Awards 2018/2019” organised by MerComm, Inc., and the Gold Award in the category of “Best PR Campaign (Public Services)” of the “PR Awards 2018” organised by the professional publication “Marketing”.

主要統計資料

Major Statistics

按課程類別劃分的入讀人次

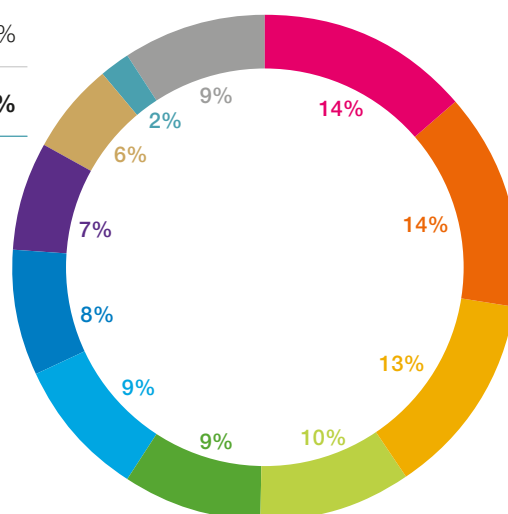
Number of Enrolled Trainees by Course Types



因四捨五入關係，上述圖表內個別項目的百分比加起來可能與總數略有出入。
 There may be a slight discrepancy between the sum of individual items and the total as shown in the above chart due to rounding.

按行業範疇劃分的入讀人次 Number of Enrolled Trainees by Industry Categories

行業範疇 / 通用技能範疇 Category	入讀人次 No. of Enrolled Trainees	百分比 %
● 家居服務 Domestic Services	17,988	14%
● 環境服務 Environmental Services	17,360	14%
● 飲食 Catering	15,937	13%
● 電腦／資訊科技應用 Computer/Information Technology Application	12,385	10%
● 職業語文及運算 Workplace Languages and Numeracy	11,045	9%
● 健康護理 Healthcare Services	11,012	9%
● 中醫保健 Chinese Healthcare	10,012	8%
● 物業管理及保安 Property Management & Security	9,212	7%
● 美容 Beauty Therapy	7,884	6%
● 商業 Business	2,397	2%
● 其他 Others	11,704	9%
總數 Total	126,936	100%

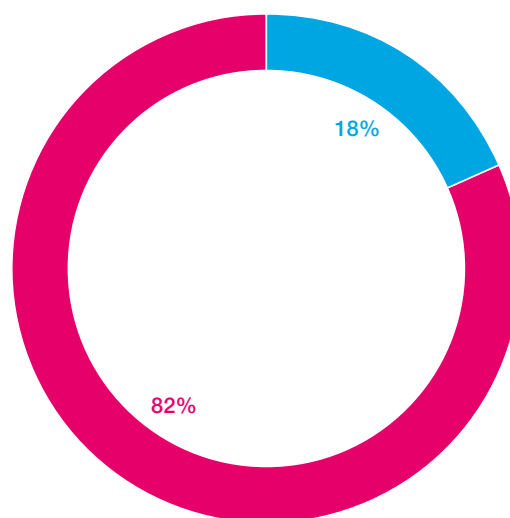


上述圖表顯示首10個最高入讀人次的行業範疇／通用技能範疇。
The above chart lists the top 10 categories according to the number of enrolled trainees.

因四捨五入關係，上述圖表內個別項目的百分比加起來可能與總數略有出入。
There may be a slight discrepancy between the sum of individual items and the total as shown in the above chart due to rounding.

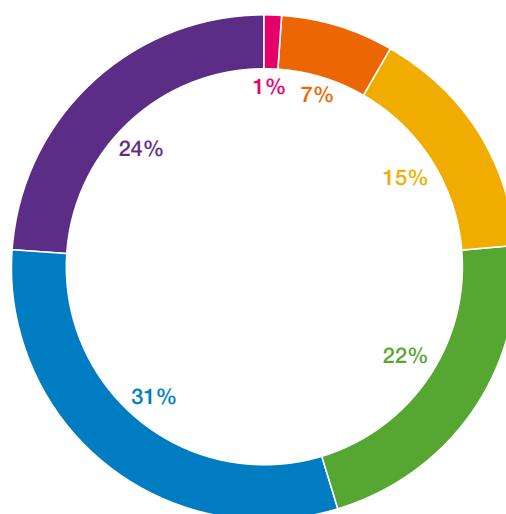
按性別劃分的入讀人次 Number of Enrolled Trainees by Gender

性別 Gender	入讀人次 No. of Enrolled Trainees	百分比 %
● 男 Male	22,652	18%
● 女 Female	104,284	82%
總數 Total	126,936	100%



按年齡劃分的入讀人次 Number of Enrolled Trainees by Age

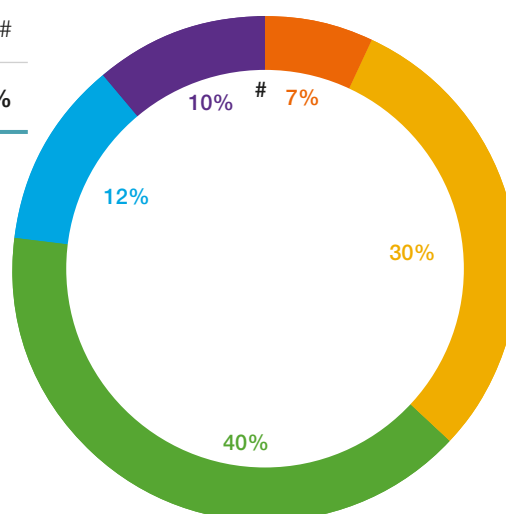
年齡 Age	入讀人次 No. of Enrolled Trainees	百分比 %
● 15-19	1,631	1%
● 20-29	9,064	7%
● 30-39	19,437	15%
● 40-49	27,574	22%
● 50-59	38,968	31%
● 60或以上 60 or Above	30,262	24%
總數 Total	126,936	100%



按學歷程度劃分的入讀人次 Number of Enrolled Trainees by Education Level

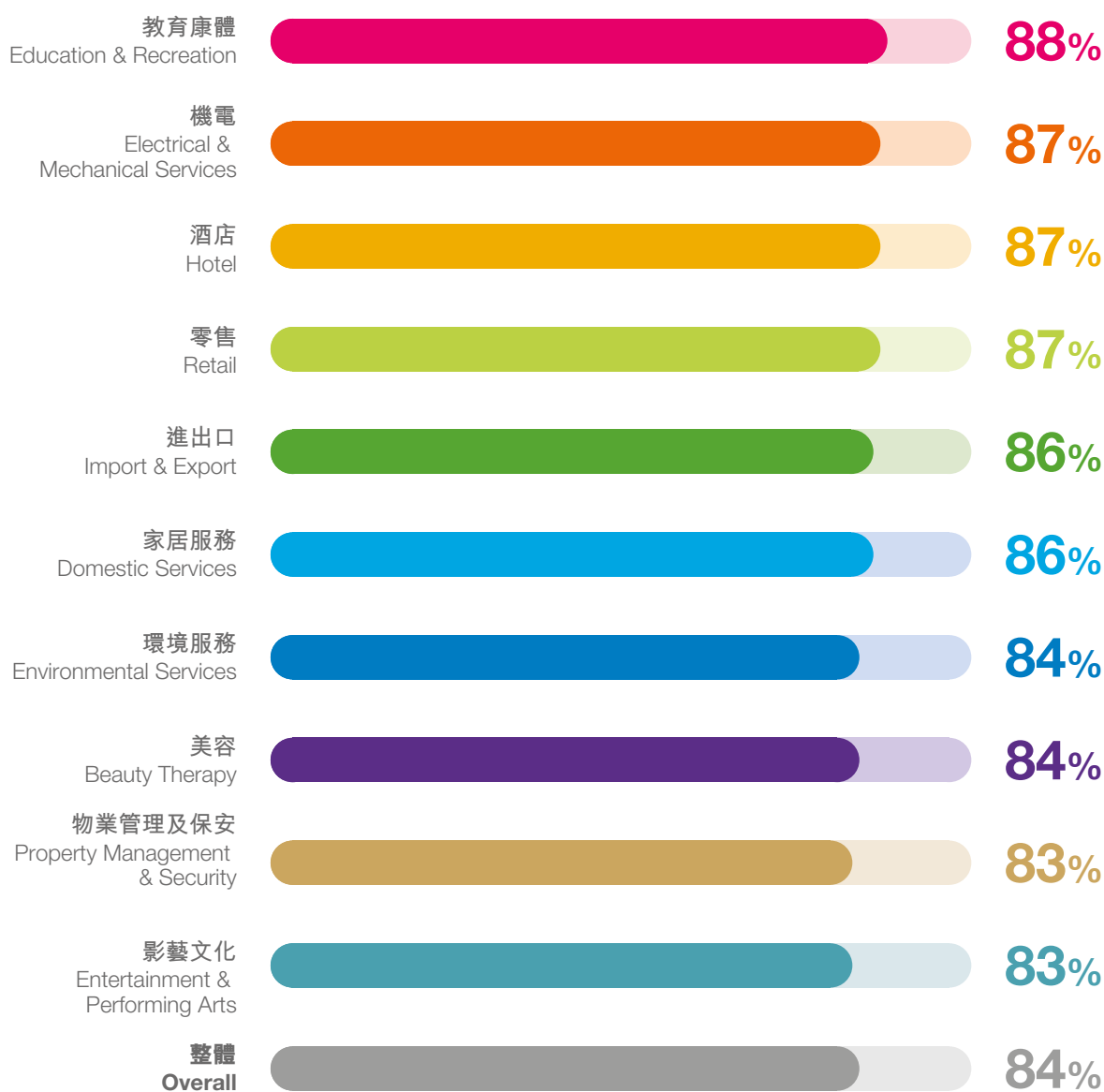
學歷程度 Education Level	入讀人次 No. of Enrolled Trainees	百分比 %
● 未曾入學 No Schooling	58	#
● 小學或以下 Primary Education or Below	8,842	7%
● 中一至中三 Secondary 1 to 3	38,055	30%
● 中四至中五 Secondary 4 to 5	51,382	40%
● 中六至中七 Secondary 6 to 7	15,358	12%
● 副學位 Sub-degree	13,218	10%
● 副學位以上 Above Sub-degree	23	#
總數 Total	126,936	100%

少於0.5%
less than 0.5%



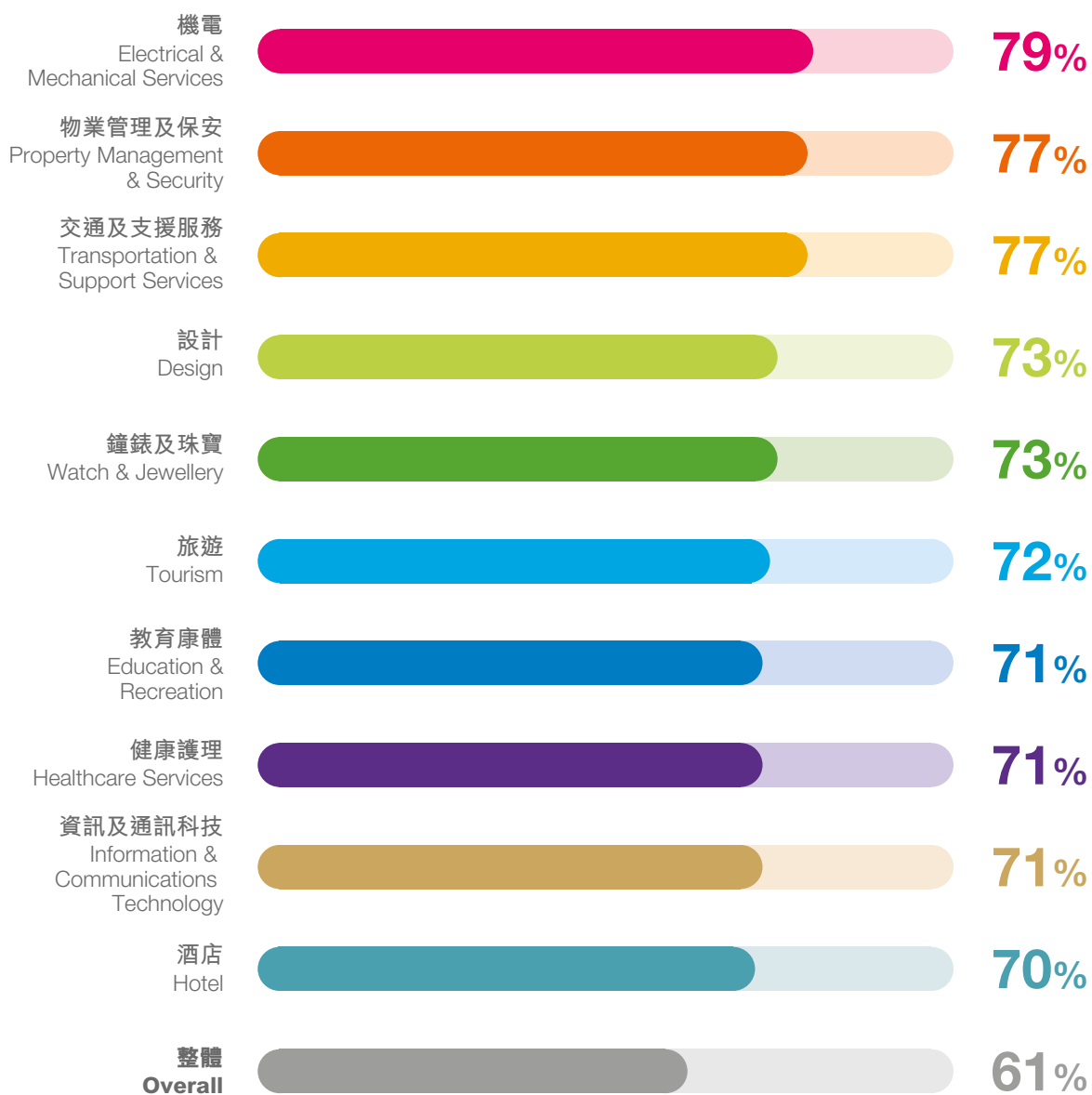
因四捨五入關係，上述圖表內個別項目的百分比加起來可能與總數略有出入。
There may be a slight discrepancy between the sum of individual items and the total as shown in the above chart due to rounding.

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



上述圖表顯示首10個最高就業率的行業範疇。
The above chart lists the top 10 industry categories according to the placement rate.

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



上述圖表顯示首10個最高留職率的行業範疇。
The above chart lists the top 10 industry categories according to the retention rate.

財務報表

Financial Statements

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)

意見

本核數師(以下簡稱「我們」)已審計列載於第123頁至第154頁之僱員再培訓局(「再培訓局」)的財務報表，此財務報表包括於2019年3月31日的資產負債表與截至該日止年度的收支表、資金變動表及現金流量表，以及財務報表附註，包括主要會計政策概要。

我們認為，該等財務報表已根據香港會計師公會頒佈的《香港財務報告準則》真實而中肯地反映了再培訓局於2019年3月31日的財務狀況及截至該日止年度的財務表現及現金流量。

意見的基礎

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。我們在該等準則下承擔的責任已在本報告「核數師就審計財務報表承擔的責任」部分中作進一步闡述。根據香港會計師公會頒佈的《專業會計師道德守則》(以下簡稱「守則」)，我們獨立於再培訓局，並已履行守則中的其他專業道德責任。我們相信，我們所獲得的審計憑證能充足及適當地為我們的審計意見提供基礎。

Independent Auditor's Report

To the members of Employees Retraining Board

(Established in Hong Kong under the Employees Retraining Ordinance)

Opinion

We have audited the financial statements of Employees Retraining Board (the "Board") set out on pages 123 to 154, which comprise the statement of financial position as at 31 March 2019, and the income and expenditure account, statement of changes in fund and statement of cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies.

In our opinion, the financial statements give a true and fair view of the financial position of the Board as at 31 March 2019, and of its financial performance and its cash flows for the year then ended in accordance with Hong Kong Financial Reporting Standards ("HKFRSs") issued by the Hong Kong Institute of Certified Public Accountants ("HKICPA").

Basis for opinion

We conducted our audit in accordance with Hong Kong Standards on Auditing ("HKSAs") issued by the HKICPA. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the Board in accordance with the HKICPA's *Code of Ethics for Professional Accountants* (the "Code"), and we have fulfilled our other ethical responsibilities in accordance with the Code. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

財務報表 Financial Statements

其他信息

再培訓局委員需對其他信息負責。其他信息包括刊載於年報內的信息，但不包括財務報表及我們的核數師報告。

我們對財務報表的意見並不涵蓋其他信息，我們亦不對該等其他信息發表任何形式的鑒證結論。

結合我們對財務報表的審計，我們的責任是閱讀其他信息，在此過程中，考慮其他信息是否與財務報表或我們在審計過程中所了解的情況存在重大抵觸或者似乎存在重大錯誤陳述的情況。基於我們已執行的工作，如果我們認為其他信息存在重大錯誤陳述，我們需要報告該事實。在這方面，我們沒有任何報告。

再培訓局委員就財務報表需承擔的責任

再培訓局委員需負責根據香港會計師公會頒佈的《香港財務報告準則》的披露要求擬備真實而中肯的財務報表，並對其認為為使財務報表的擬備不存在由於欺詐或錯誤而導致的重大錯誤陳述所需的內部控制負責。

在擬備財務報表時，再培訓局委員負責評估再培訓局持續經營的能力，並在適用情況下披露與持續經營有關的事項，以及使用持續經營為會計基礎，除非再培訓局委員有意將再培訓局清盤或停止經營，或別無其他實際的替代方案。

Other information

The members of the Board are responsible for the other information. The other information comprises the information included in the annual report, other than the financial statements and our auditor's report thereon.

Our opinion on the financial statements does not cover the other information and we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report the fact. We have nothing to report in this regard.

Responsibilities of the members of the Board for the financial statements

The members of the Board are responsible for the preparation of the financial statements that give a true and fair view in accordance with HKFRSs issued by the HKICPA, 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.

In preparing the financial statements, the members of the Board are responsible for assessing the Board's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the members of the Board either intend to liquidate the Board or to cease operation or has no realistic alternative but to do so.

核數師就審計財務報表承擔的責任

我們的目標，是對財務報表整體是否不存在由於欺詐或錯誤而導致的重大錯誤陳述取得合理保證，並按照雙方同意的受聘條款，僅向再培訓局委員提出包括我們意見的核數師報告。除此以外，本報告並無其他用途。我們不會就核數師報告的內容向任何其他人士負上或承擔任何責任。

合理保證是高水平保證，但不能保證按照香港審計準則進行的審核，在某一重大錯誤陳述存在時總能發現。錯誤陳述可由欺詐或錯誤引起，如果合理預期它們單獨或匯總起來可能影響財務報表使用者依賴財務報表所作出的經濟決定，則有關的錯誤陳述可被視作重大。

根據香港審計準則進行審核的過程中，我們運用了專業判斷，保持了專業懷疑態度。我們亦：

- 識別及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、設計及執行審核程序以應對這些風險，以及獲取充足及適當的審核憑證，作為我們意見的基礎。由於欺詐可能涉及串謀、偽造、蓄意遺漏、虛假陳述，或凌駕於內部控制之上，因此未能發現因欺詐而導致之重大錯誤陳述之風險高於未能發現因錯誤而導致重大錯誤陳述的風險。
- 瞭解與審核相關的內部控制，以設計適當的審核程序，但目的並非對再培訓局內部控制的有效性發表意見。

Auditor's responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Our report is made solely to you, as a body, in accordance with our agreed terms of engagement, and for no other purpose. We do not assume responsibility towards or accept liability to any other person for the contents of this report.

Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with HKSAs will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

As part of an audit in accordance with HKSAs, we exercise professional judgement and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit 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 Board's internal control.

財務報表 Financial Statements

- 評價再培訓局委員所採用會計政策的恰當性以及所作出會計估計及相關披露的合理性。
- 對再培訓局委員採用持續經營會計基礎的恰當性作出結論。根據所獲取的審核憑證，確定是否存在與事項或情況有關的重大不確定性，從而可能導致對再培訓局的持續經營能力產生重大疑慮。如果我們認為存在重大不確定性，則有必要在核數師報告中提請使用者注意財務報表中之相關披露。假若有關披露不足，則我們應當發表非無保留意見。我們的結論是基於核數師報告日期止所取得的審核憑證。然而，未來事項或情況可能導致再培訓局不能持續經營。
- 評價財務報表的整體列報方式、結構及內容，包括披露，以及財務報表是否中肯反映交易及事項。
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the management of the Board.
- Conclude on the appropriateness of the management of the Board's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Board's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the Board to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

除其他事項外，我們與再培訓局委員溝通了計劃的審核範圍、時間安排、重大審核發現等，包括我們在審核中識別出內部控制的任何重大缺陷。

We communicate with the members of the Board regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

安永會計師事務所
執業會計師
香港

2019年12月13日

Ernst & Young
Certified Public Accountants
Hong Kong

13 December 2019

收支表

INCOME AND EXPENDITURE ACCOUNT

截至2019年3月31日止年度
Year ended 31 March 2019

		附註 Notes	二零一九年 2019 港元 HK\$	二零一八年 2018 港元 HK\$
收入	INCOMES			
徵款收入	Levy income		28,665,902	25,351,774
利息收入	Interest income		599,088,514	472,444,142
課程學費收入	Course fee income	4	5,503,167	5,373,807
其他收入	Other income	4	4,016,963	1,447,306
			637,274,546	504,617,029
支出	EXPENDITURES			
再培訓津貼	Retraining allowances	5	(61,531,411)	(59,854,274)
培訓課程及計劃開支	Training courses and programme expenses	6	(778,723,351)	(729,234,033)
向入境事務處繳交徵款 行政費	Administrative fees charged by the Immigration Department for the collection of levy		(727,240)	(822,439)
行政開支	Administrative expenses		(108,363,595)	(106,512,884)
			(949,345,597)	(896,423,630)
稅前年內虧損	DEFICIT BEFORE TAX		(312,071,051)	(391,806,601)
所得稅	Taxation	7	—	—
年內虧損	DEFICIT FOR THE YEAR	8	(312,071,051)	(391,806,601)

資產負債表 STATEMENT OF FINANCIAL POSITION

於2019年3月31日
Year ended 31 March 2019

	附註 Notes	二零一九年 2019 港元 HK\$	二零一八年 2018 港元 HK\$
非流動資產	NON-CURRENT ASSETS		
物業及設備	Property and equipment	10	3,460,932
租金及公用設施按金	Rental and utility deposits	11	1,160,655
應收香港金融管理局之款項	Amount due from the Hong Kong Monetary Authority	13	–
非流動資產總額	Total non-current assets		4,621,587
流動資產	CURRENT ASSETS		
應收款項、按金及預付款	Receivables, deposits and prepayments	11	11,670,537
應收香港金融管理局之款項	Amount due from the Hong Kong Monetary Authority	13	14,125,373,601
應收培訓機構之款項	Amounts due from training bodies	14	958,680
應收入境事務處之款項	Amount due from the Immigration Department	14	249,600
銀行結餘及存款	Bank balances and deposits	12	
– 現金及現金等價物	– Cash and cash equivalents		395,257,903
– 原到期日逾三個月之定期存款	– Time deposits with original maturity over three months		326,017,856
流動資產總額	Total current assets		14,859,528,177
流動負債	CURRENT LIABILITIES		
應付款項及其他應付款	Accruals and other payables	15	60,033,329
淨流動資產	NET CURRENT ASSETS		14,799,494,848
資產總額減流動負債	TOTAL ASSETS LESS CURRENT LIABILITIES		
			14,804,116,435
非流動負債	NON-CURRENT LIABILITY		
修復成本撥備	Provision for reinstatement costs	15	2,219,860
淨資產	Net assets		14,801,896,575
資金	FUND		
僱員再培訓基金	Employees Retraining Fund		14,801,896,575

余鵬春, SBS, JP
YU Pang-chun, SBS, JP
主席
Chairman

吳國強, BBS
Byron NG Kwok-keung, BBS
行政總監
Executive Director

余鵬春先生, SBS, JP於2019年4月1日獲委任為僱員再培訓局主席。

Mr. YU Pang-chun, SBS, JP has been appointed as the Chairman of the Employees Retraining Board with effect from 1 April 2019.

資金變動表 STATEMENT OF CHANGES IN FUND

截至2019年3月31日止年度
Year ended 31 March 2019

		僱員再培訓基金 Employees Retraining Fund 港元 HK\$
於2017年3月31日	At 1 April 2017	15,505,774,227
年內虧損	Deficit for the year	(391,806,601)
於2018年3月31日及2018年4月1日	At 31 March 2018 and 1 April 2018	15,113,967,626
年內虧損	Deficit for the year	(312,071,051)
於2019年3月31日	At 31 March 2019	14,801,896,575

現金流量表 STATEMENT OF CASH FLOWS

截至2019年3月31日止年度
Year ended 31 March 2019

		二零一九年 2019 港元 HK\$	二零一八年 2018 港元 HK\$
經營業務	CASH FLOWS FROM OPERATING ACTIVITIES		
年內虧損	Deficit for the year	(312,071,051)	(391,806,601)
經調整：	Adjustments for:		
物業及設備折舊	Depreciation of property and equipment	2,163,082	2,585,717
利息收入	Interest income	(599,088,514)	(472,444,142)
出售設備收益	Gain on disposal of equipment	(90,063)	—
應收課程收入及其他應收款減值虧損	Impairment losses recognised in respect of course fee income receivables and other receivables	3,300,000	2,504,810
營運資金變動前之經營業務現金流	Operating cash flow before movements in working capital	(905,786,546)	(859,160,216)
應收款項、按金及預付款之減少／（增加）	Decrease/(increase) in receivables, deposits and prepayments	(3,524,253)	1,498,905
應收培訓機構之款項之減少／（增加）	Decrease/(increase) in amounts due from training bodies	(652,370)	343,792
應收入境事務處之款項之減少	Decrease in amount due from Immigration Department	163,200	38,400
應付款項及其他應付款之增加／（減少）	Increase/(decrease) in accruals and other payables	13,962,232	(7,391,049)
用於經營業務之現金淨額	Net cash flows used in operating activities	(895,837,737)	(864,670,168)
投資活動	CASH FLOWS FROM INVESTING ACTIVITIES		
已收利息	Interest received	1,069,716,421	12,576,685
購買設備之款項	Purchase of equipment	(1,008,850)	(2,330,510)
出售設備所得款項	Proceeds from disposal of equipment	96,000	—
原到期日逾三個月之定期存款之減少／（增加）	Decrease/(increase) in time deposits with original maturity over three months	(53,880,056)	405,785,000
來自投資業務之現金淨額	Net cash flows generated from investing activities	1,014,923,515	416,031,175
現金及現金等值物增加／（減少）淨額	NET INCREASE/(DECREASE) IN CASH AND CASH EQUIVALENTS	119,085,778	(448,638,993)
承前現金及現金等值物	Cash and cash equivalents at beginning of year	276,172,125	724,811,118
現金及現金等值物	CASH AND CASH EQUIVALENTS AT END OF YEAR	395,257,903	276,172,125
現金及現金等值物分析：	Analysis of cash and cash equivalents:		
銀行結餘及現金	Bank balances and cash	97,836,189	43,392,925
原到期日等於或少於三個月之定期存款	Time deposits with original maturity three months or less	297,421,714	232,779,200
		395,257,903	276,172,125

財務報表附註

於2019年3月31日

1. 機構組織與事務

僱員再培訓局(「再培訓局」)是一個獨立法定組織，根據《僱員再培訓條例》於1992年成立。再培訓局透過統籌、撥款和監察提供培訓課程及服務，並以市場為導向，就業為本，靈活配合市場變化。再培訓局的服務對象涵蓋15歲或以上、具副學位或以下教育程度的人士。

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」而引入的外來僱員繳付一項名為「僱員再培訓徵款」(「徵款」)的款項，僱主就輸入每名僱員預先繳付徵款，金額為400港元乘以僱傭合約期內的月數(以24個月為上限)計算。

為提供持續及穩定的資金用作提升本地工人的生產力，香港特別行政區政府於2014年2月向再培訓局注資150億港元。

再培訓局的辦事處地址為香港柴灣小西灣道10號3樓至6樓。

2.1 編製基準

該等財務報表乃根據香港會計師公會(「香港會計師公會」)頒佈之香港財務報告準則(「香港財務報告準則」)(包括所有香港財務報告準則、香港會計準則(「香港會計準則」)及詮釋)規定編製。

該等財務報表乃按歷史成本慣例編製。除另有說明，財務報表以港元(「港元」)列示。

NOTES TO FINANCIAL STATEMENTS

31 March 2019

1. ORGANISATION AND ACTIVITIES

The Employees Retraining Board (the “Board”) is an independent statutory body established in 1992 under the Employees Retraining Ordinance (“ERO”). The Board co-ordinates, funds and monitors training courses and services that are market-driven and employment-oriented so as to meet the changing needs of the employment market. Service targets of the Board are people aged 15 or above and with an education attainment at sub-degree or below.

In accordance with Section 14(1), Section 14(2) and Schedule 3 of the ERO, a specified levy known as Employees Retraining Levy (the “levy”) was imposed on those employers importing employees under the Labour Importation Scheme. The levy payable for each imported employee is HK\$400 multiplied by the number of months covered by the employment contract up to a maximum of 24 months.

To provide sustained and stable financial support for the Board so that it can continue to enhance the productivity of local workers, Government injected HK\$15 billion into the Board in February 2014.

The address of registered office of the Board is 3/F to 6/F, 10 Siu Sai Wan Road, Chai Wan, Hong Kong.

2.1 BASIS OF PREPARATION

These financial statements have been prepared in accordance with Hong Kong Financial Reporting Standards (“HKFRSs”) (which include all Hong Kong Financial Reporting Standards, Hong Kong Accounting Standards (“HKASs”) and Interpretations) issued by the Hong Kong Institute of Certified Public Accountants (the “HKICPA”).

These financial statements have been prepared under the historical cost convention and are presented in Hong Kong dollars (“HK\$”) and all values are rounded to the nearest dollar except where otherwise indicated.

2.2 會計政策及披露的變動

再培訓局已就本年度的財務報表首次採納以下新訂及經修訂香港財務報告準則：

香港財務報告準則第2號修訂本 Amendments to HKFRS 2	以股份為基礎付款的交易的分類及計量 <i>Classification and Measurement of Share-based Payment Transactions</i>
香港財務報告準則第4號修訂本 Amendments to HKFRS 4	應用香港財務報告準則第4號保險合約時一併應用香港財務報告準則第9號財務工具 <i>Applying HKFRS 9 Financial Instruments with HKFRS 4 Insurance Contracts</i>
香港財務報告準則第9號 HKFRS 9	財務工具 <i>Financial Instruments</i>
香港財務報告準則第15號 HKFRS 15	客戶合約收益 <i>Revenue from Contracts with Customers</i>
香港財務報告準則第15號修訂本 Amendments to HKFRS 15	澄清香港財務報告準則第15號客戶合約收益 <i>Clarifications to HKFRS 15 Revenue from Contracts with Customers</i>
香港會計準則第40號修訂本 Amendments to HKAS 40	轉撥投資物業 <i>Transfer of Investment Property</i>
香港（國際財務報告詮釋委員會） — 詮釋第22號 HK(IFRIC)-Int 22	外幣交易及墊付代價 <i>Foreign Currency Transactions and Advance Consideration</i>
2014年至2016年週期之年度改進 Annual Improvements 2014-2016 Cycle	香港財務報告準則第1號及香港會計準則第28號之修訂 Amendments to HKFRS 1 and HKAS 28

除下文所述外，採納上述新訂及經修訂的香港財務報告準則及註譯對該等財務報表並無重大財務影響。

香港財務報告準則第9號金融工具

於本年度，再培訓局已應用香港財務報告準則第9號金融工具。香港財務報告準則第9號引入金融資產的預期信貸虧損（「預期信貸虧損」）。

再培訓局已按香港財務報告準則第9號所載的過渡條文應用香港財務報告準則第9號，即對於2018年4月1日（初次

2.2 CHANGES IN ACCOUNTING POLICIES AND DISCLOSURES

The Board has adopted the following new and revised HKFRSs for the first time for the current year's financial statements.

Except as mentioned below, the adoption of these new and revised HKFRSs and interpretation has had no material impact on the financial statements.

HKFRS 9 Financial Instruments

In the current year, the Board has applied HKFRS 9 Financial Instruments. HKFRS 9 introduces new requirements for expected credit losses ("ECL") for financial assets.

The Board has applied HKFRS 9 in accordance with the transition provisions set out in HKFRS 9, i.e. applied the classification and measurement requirements (including impairment under ECL model)

應用日期)並無終止確認的工具追溯應用分類及計量規定(包括預期信貸虧損模式下的減值)，而並無對已於2018年4月1日終止確認的工具應用有關規定。除財務報表內作出的披露外，採納香港財務報告準則第9號並無重大財務影響。對於2018年4月1日的僱員再培訓基金亦無累計影響。

應用香港財務報告準則第9號導致的會計政策之資料於附註2.4披露。

初次應用香港財務報告準則第9號產生的影響概述

下文闡述於初次應用日期(2018年4月1日)受香港財務報告準則第9號項下預期信貸虧損規限的金融資產及負債以及其他項目的分類及計量。

(a) 應收款項

再培訓局過往根據香港會計準則第39號將包括在應收款項、按金及預付款、應收香港金融管理局、培訓機構、入境事務處之款項及銀行結餘及存款內的金融資產分類為貸款及應收款項，於應用香港財務報告準則第9號後重新分類為按攤銷成本計量之金融資產，原因是其於為收回合約現金流的業務模式內持有，並且該等現金流純粹包含支付本金及未償還本金金額的利息。

於2018年4月1日初步應用日期採納香港財務報告準則第9號時，並無計量影響。

retrospectively to instruments that have not been derecognised as at 1 April 2018 (date of initial application) and has not applied the requirements to instruments that have already been derecognised as at 1 April 2018. The adoption of HKFRS 9 has no material financial impact other than disclosures made in the financial statements. There is no cumulative effect affecting Employees Retraining Fund as at 1 April 2018.

Accounting policies resulting from application of HKFRS 9 are disclosed in note 2.4.

Summary of effects arising from initial application of HKFRS 9

Below illustrates the classification and measurement of financial assets and liabilities and other items subject to ECL under HKFRS 9 at the date of initial application, 1 April 2018.

(a) Receivables

The Board's financial assets included in receivables, deposits and prepayments, amount due from Hong Kong Monetary Authority, training bodies, Immigration Department, and bank balance and deposits previously classified as loans and receivables under HKAS 39 that were reclassified to financial assets at amortised cost upon the application of HKFRS 9 because they were held within a business model to collect contractual cash flows and these cash flows consist solely of payments of principal and interest on the principal amount outstanding.

There were no measurement impact to the carrying amount upon the adoption of HKFRS 9 at the date of initial application on 1 April 2018.

- (b) 預期信貸虧損模式項下的減值
再培訓局應用香港財務報告準則第9號的經簡化方法，使用全期預期信貸虧損就所有其他應收款項（應收收入及應收課程學費）計量預期信貸虧損。所有其他應收款項（應收收入及應收課程學費）已個別進行評估。

其他按攤銷成本計量的金融資產，包括在應收款項、按金及預付款、應收香港金融管理局、培訓機構、入境事務處之款項、銀行結餘及存款內的金融資產的預期信貸虧損乃按12個月預期信貸虧損基準進行評估，原因為信貸風險自初次確認以來並無顯著增加。

初次應用香港財務報告準則第9號對於2018年4月1日的僱員再培訓基金並無重大累計影響。

- (c) 金融負債的分類及計量
採納香港財務報告準則第9號對再培訓局金融負債的分類及計量並無影響。

- (b) Impairment under ECL model

The Board applies the HKFRS 9 simplified approach to measure ECL which uses a lifetime ECL for all other receivables (income receivables and course fee receivables). All other receivables (income receivables and course fee receivables) have been assessed individually.

ECL for other financial assets at amortised cost, including financial assets included in receivables, deposits and prepayments, amount due from Hong Kong Monetary Authority, training bodies, Immigration Department, and bank balance and deposits, are assessed on 12-month ECL basis as there had been no significant increase in credit risk since initial recognition.

The initial application of HKFRS 9 has had no material cumulative effect affecting Employees Retraining Fund as at 1 April 2018.

- (c) Classification and measurement of financial liabilities

The adoption of HKFRS 9 has had no impact on the classification and measurement of the Board's financial liabilities.

2.3 已頒佈但尚未生效的香港財務報告準則

再培訓局於該等財務報表中尚未應用以下已頒佈但未生效之新訂及經修訂香港財務報告準則。

2.3 ISSUED BUT NOT YET EFFECTIVE HONG KONG FINANCIAL REPORTING STANDARDS

The Board has not applied the following new and revised HKFRSs, that have been issued but are not yet effective, in these financial statements.

香港財務報告準則第3號修訂本 Amendments to HKFRS 3	業務的定義 ² <i>Definition of a Business²</i>
香港財務報告準則第9號修訂本 Amendments to HKFRS 9	具有負補償的預付款項特性 ¹ <i>Prepayment Features with Negative Compensation¹</i>
香港財務報告準則第10號及香港會計準則第28號(2011)修訂本 Amendments to HKFRS 10 and HKAS 28 (2011)	投資者與其聯營公司或合營企業之間之資產出售或注資 ⁴ <i>Sale or Contribution of Assets between an Investor and its Associate or Joint Venture⁴</i>
香港財務報告準則第16號 HKFRS 16	租賃 ¹ <i>Leases¹</i>
香港財務報告準則第17號 HKFRS 17	保險合約 ³ <i>Insurance Contracts³</i>
香港會計準則第1號及香港會計準則第8號修訂本 Amendments to HKAS 1 and HKAS 8	重大的定義 ² <i>Definition of Material²</i>
香港會計準則第19號修訂本 Amendments to HKAS 19	計劃修訂、縮減或結算 ¹ <i>Plan Amendment, Curtailment or Settlement¹</i>
香港會計準則第28號修訂本 Amendments to HKAS 28	於聯營公司及合營公司的長期權益 ¹ <i>Long-term Interests in Associates and Joint Ventures¹</i>
香港財務報告詮釋委員會詮釋第23號 HK(IFRIC)-Int 23	所得稅的不確定性的處理 ¹ <i>Uncertainty over Income Tax Treatments¹</i>
2015年至2017年週期之年度改進 Annual Improvements 2015-2017 Cycle	香港財務報告準則第3號、第11號及香港會計準則第12號及第23號的修訂本 ¹ <i>Amendments to HKFRS 3, HKFRS 11, HKAS 12 and HKAS 23¹</i>

- 1 於2019年1月1日或之後開始的年度期間生效。
- 2 於2020年1月1日或之後開始的年度期間生效。
- 3 於2021年1月1日或之後開始的年度期間生效。
- 4 尚未釐定強制生效日期，惟可提早採納。

- 1 Effective for annual periods beginning on or after 1 January 2019
- 2 Effective for annual periods beginning on or after 1 January 2020
- 3 Effective for annual periods beginning on or after 1 January 2021
- 4 No mandatory effective date yet determined but available for adoption

除下述者外，再培訓局委員預期應用新訂及經修訂香港財務報告準則及詮釋將不會對財務報表產生重大影響：

Except as mentioned below, the members of the Board anticipates that the application of the other new and amendments to HKFRSs and Interpretations will have no material impact on the financial statements.

香港財務報告準則第16號租賃

香港財務報告準則第16號於二零一六年五月頒布，取代香港會計準則第17號租賃、香港（國際財務報告詮釋委員會）－詮釋第4號釐定安排是否包括租賃、香港（準則詮釋委員會）－詮釋第15號經營租賃－優惠及香港（準則詮釋委員會）－詮釋第27號評估涉及租賃法律形式交易的內容。該準則載列確認、計量、呈列及披露租賃的原則，並要求承租人就大多數租賃確認資產及負債。該準則提供給予承租人兩項租賃確認豁免的選擇－低價值資產租賃及短期租賃（即租期為12個月或不足12個月）。

於租賃開始日期，承租人將確認於租賃期作出租賃付款為負債（即租賃負債）及代表可使用相關資產的權利為資產（即有使用權資產）。除非有使用權資產符合香港會計準則第40號投資物業的定義，或涉及應用重估模型的物業及設備類別，有使用權資產其後按成本減累計折舊及任何耗蝕虧損計量。租賃負債其後會就反映租賃負債利息而增加及因租賃付款而減少。承租人將須分別確認租賃負債的利息開支及有使用權資產的折舊開支。此外，香港財務報告準則第16號要求比香港會計準則第17號作出更廣泛披露。再培訓局預期於2019年4月1日採用香港財務報告準則第16號。

HKFRS16 Lease

HKFRS 16 was issued in May 2016 and replaces HKAS 17 Leases, HK(IFRIC)-Int 4 *Determining whether an Arrangement contains a Lease*, HK(SIC)-Int 15 *Operating Leases – Incentives* and HK(SIC)-Int 27 *Evaluating the Substance of Transactions Involving the Legal Form of a Lease*. The standard sets out the principles for the recognition, measurement, presentation and disclosure of leases and requires lessees to recognise assets and liabilities for most leases. The standard includes two recognition exemptions for lessees that they can elect as practical expedients – leases of low-value assets and short-term leases (i.e., where the lease term is 12 months or less).

At the commencement date of a lease, a lessee will recognise a liability to make lease payments (i.e., the lease liability) and an asset representing the right to use the underlying asset during the lease term (i.e., the right-of-use asset). The right-of-use asset is subsequently measured at cost less accumulated depreciation and any impairment losses unless the right-of-use asset meets the definition of investment property in HKAS 40 *Investment Property* or relates to a class of property and equipment to which the revaluation model in applied and the lessee elects to apply that model to the right-of-use asset. The lease liability is subsequently increased to reflect the interest on the lease liability and reduced for the lease payments. Lessees will be required to separately recognise the interest expense on the lease liability and the depreciation expense on the right-of-use asset. HKFRS 16 also requires lessees to make more extensive disclosures than under HKAS 17. The Board expects to adopt HKFRS 16 on 1 April 2019.

2.4 主要會計政策概要

收益確認(按香港財務報告準則第15號)

客戶合約收益

客戶合約收益於貨物或服務的控制權轉移予客戶時確認，而該金額反映再培訓局預期就提供該等貨物或服務有權獲得的代價。

- 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。
- 課程學費在課程期間內按比例基準確認。
- 教育局的評審資助在收取款項的權利確定時入賬。

利息收入採用實際利率法按應計基準，並採用將財務工具於其預計年期或較短期間(如適用)估計未來現金收入準確折現至財務資產賬面淨值的利率。

收益確認(按香港會計準則第18號)

收入代表在正常業務過程中提供服務的應收款項，並按已收款項或應收款項的公允價值計量。

- 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。
- 課程學費在課程期間內按比例基準確認，以預計完成課程總時段數的比例決定。
- 教育局的評審資助在收取款項的權利確定時入賬。

利息收入採用實際利率法按應計基準。

2.4 SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

Income recognition (under HKFRS 15)

Income from contracts with customers

Income from contracts with customers is recognised when control of goods or services is transferred to the customers at an amount that reflects the consideration to which the Board expects to be entitled in exchange for those goods or services.

- Levy income is recognised upon notification from the Immigration Department of its receipt from employers of imported labour.
- Course fee income is recognised by reference to the stage of completion of the course, determined as the proportion of the total time expected to complete the course at the end of the reporting period.
- Accreditation grant from Education Bureau is recognised when the right to receive payment is established.

Interest income is recognised on an accrual basis using the effective interest method by applying the rate that exactly discounts the estimated future cash receipts over the expected life of the financial instrument or a shorter period, when appropriate, to the net carrying amount of the financial asset.

Income recognition (under HKAS 18)

Income is measured at the fair value of the consideration received or receivable and represents amounts receivable for services provided in the normal course of business.

- Levy income is recognised upon notification from the Immigration Department of its receipt from employers of imported labour.
- Course fee income is recognised by reference to the stage of completion of the course, determined as the proportion of the total time expected to complete the course at the end of the reporting period.
- Accreditation grant from Education Bureau is recognised when the right to receive payment is established.

Interest income is recognised using the effective interest rate method.

物業及設備

於資產負債表中的物業及設備按歷史成本減累積折舊和減值虧損(如有)列賬。物業及設備項目的成本包括其購買價及任何令資產達致原訂用途所需操作狀況及位置所產生的直接應計成本。在物業及設備投入運作後產生的開支(如修理及保養費用)通常於產生有關開支之期間自收支表扣除。在符合確認標準的情況下,用於重大維修的開支將於該資產的賬面值撥充資本,作為重置。倘物業及設備的重要部分須不時替換時,再培訓局會將該等部分確認為一項擁有特定可使用年期的個別資產,並相應進行折舊。

折舊以直線法於各項物業及設備之估計可使用年期內撇銷其成本至其剩餘價值計算。就此採用之主要年率如下:

租賃物業裝修 Leasehold improvements	在餘下租賃期攤銷 Over the remaining terms of the leases
家具及設備 Furniture and equipment	25%
汽車 Motor vehicles	25%

物業及設備的出售或報廢所產生的損益(按出售所得款項淨額與相關資產的賬面值的差額)於資產終止確認的年度在收支表確認。

物業及設備之剩餘價值、可使用年限及折舊方法至少於每個財政年度結算日進行檢討,並在需要時作出適當調整。

Property and equipment

Items of property and equipment are stated at cost or valuation less accumulated depreciation and any impairment losses. The cost of an item of property and equipment comprises its purchase price and any directly attributable costs of bringing the asset to its working condition and location for its intended use. Expenditure incurred after items of property and equipment have been put into operation, such as repairs and maintenance, is normally charged to the statement of income and expenditure account in the period in which it is incurred. In situations where the recognition criteria are satisfied, the expenditure for a major inspection is capitalised in the carrying amount of the asset as a replacement. Where significant parts of property and equipment are required to be replaced at intervals, the Board recognises such parts as individual assets with specific useful lives and depreciates them accordingly.

Depreciation is calculated on a straight-line basis to write off the cost of each item of property and equipment to its residual value over its estimated useful life. The principal annual rates used for this purpose are as follows:

The gain or loss on disposal of items of property and equipment is the difference between the net sales proceeds and the carrying amount of the relevant asset and is recognised in the statement of income and expenditure account.

The assets' residual values, useful lives and the depreciation method are reviewed, and adjusted if appropriate, at least at each financial year end.

現金及現金等價物

就現金流量表而言，現金及現金等價物包括手頭現金，原定到期日為三個月或以下的定期存款及其他原到期時間不超過三個月（含三個月）的短期高流動性投資。

金融資產

不存有重大融資成分的其他應收款項（應收收入及應收課程學費），或再培訓局顧及實際情況及為求便利而不就任何重大融資成分調整交易價格的其他應收款項會以香港財務報告準則第15號釐定交易價格。除按公平值計入收支表的金融資產外，再培訓局的金融資產初步按公平值加收購該金融資產的直接應佔交易成本計量。以常規方式購買或出售金融資產按交易日期確認及終止確認。

(a) 分類及計量

- (i) 按香港財務報告準則第9號
若金融資產為收取合約現金流而持有而有關的合約現金流僅支付本金及利息，相關的債務工具之計量以實際利率法計算攤銷成本並需要進行減值評估。
- (ii) 按香港會計準則第39號
金融資產如持有進行交易，則分類為透過損益賬以公平值列賬之財務資產，或在初始確認時指定為透過損益賬以公平值列賬之財務資產。此類投資最初以公允價值確認，交易費用直接計入收支表，隨後以公允價值重新計量。公允價值變動損益於產生時在收支表中確認，同時計入相關利息收入，費用和股息。

Cash and cash equivalents

For the purpose of the statement of cash flows, cash and cash equivalents include cash on hand, time deposits with original maturity within three months, and other short term highly liquid investments with original maturity of three months.

Financial assets

Other receivables (income receivables and course fee receivables) that do not contain a significant financing component or for which the Board has applied the practical expedient of not adjusting the effect of a significant financing component are measured at the transaction price determined under HKFRS 15. All the other financial assets are initially recognised at fair value plus transaction costs that are attributable to the acquisition of the financial assets, except in the case of financial assets recorded at fair value through income and expenditure account. Regular way purchases and sales of financial assets are recognised on the trade date, that is, the date when the Board commits to purchase or sell the assets.

(a) Classification and measurement

- (i) Under HKFRS 9
Debt instruments are measured at amortised cost using the effective interest rate method, subject to impairment if the assets are held for the collection of contractual cash flows where those contractual cash flows represent solely payments of principal and interest.
- (ii) Under HKAS 39
Financial assets are classified as financial assets at fair value through profit or loss if held for trading, or upon initial recognition are designated as at fair value through profit or loss. Such investments are recognised initially at fair value, with transaction costs taken directly to the statement of income and expenditure account, and are subsequently remeasured at fair value. Gains and losses from changes in the fair value are recognised in the statement of income and expenditure account as they arise, together with the related interest income and expenses and dividends.

(b) 減值

- (i) 按香港財務報告準則第9號
再培訓局對所有的金融資產採用香港財務報告準則第15號下的預期信貸虧損模式並需要進行減值評估。不存有重大融資成分的其他應收款項(應收收入及應收課程學費)，再培訓局採用簡化方法，要求使用全期預期虧損計量預期信貸虧損撥備。

對於其他金融資產，減值準備按一般方法確認，其中預期信用損失分兩個階段確認。若初步確認以來信貸風險並無大幅增加的信貸敞口而言，會為未來十二個月可能發生的違約事件計提預期信貸虧損撥備。就初步確認以來信貸風險大幅增加的信貸敞口而言，不論違約的時間，須就預期於敞口的餘下年期產生的信貸虧損計提減值撥備。

- (ii) 按香港會計準則第39號
再培訓局按客觀證據為一項或一組出現減值的貸款確認減值。評估減值撥備時以一項重大金融資產或一組具相近信貸風險特性的金融資產，包括該組資產以每項作評估並沒有撥備減值作基準。

如於確認減值後，因事件發生令預期減值增加或減少，過往確認的減值需於撥備中作調整。如沖銷於往後收回，該收回款項將計入收支表的其他收入。

(b) Impairment

- (i) Under HKFRS 9
The Board applies the expected credit loss model on all the financial assets that are subject to impairment under HKFRS 15. For income receivables and course fee receivables included in other receivables without a significant financing component, the Board applies the simplified approach which requires impairment allowances to be measured at lifetime expected credit losses.

For other financial assets, impairment allowances are recognised under the general approach where expected credit losses are recognised in two stages. For credit exposures where there has not been a significant increase in credit risk since initial recognition, the Board is required to provide for credit losses that result from possible default events within the next 12 months. For those credit exposures where there has been a significant increase in credit risk since initial recognition, a loss allowance is required for credit losses expected over the remaining life of the exposure irrespective of the timing of the default.

- (ii) Under HKAS 39
The Board recognises losses for impaired loans promptly where there is objective evidence that an impairment of a loan or a portfolio of loans has occurred. Impairment allowances are assessed either individually for individually significant loans or collectively for loan portfolios with similar credit risk characteristics including those individually assessed balances for which no impairment provision is made on an individual basis.

If, in a subsequent period, the amount of the estimated impairment loss increases or decreases because of an event occurring after the impairment was recognised, the previously recognised impairment loss is increased or reduced by adjusting the allowance account. If a write-off is later recovered, the recovery is credited to other income in the statement of income and expenditure.

(c) 終止確認

當自投資收取現金流量的權利已屆滿或已轉讓，或再培訓局已轉讓該項金融資產絕大部分風險及回報，或已失去控制權時，金融資產即終止確認。

非金融資產減值

再培訓局在每個報告期末評估是否有資產可能發生減值的跡象。如果存在這種跡象，再培訓局將對資產的可收回金額進行估計。

資產的可收回金額是其公允價值減去處置費用和使用價值中的較高者。在評估使用價值時，使用稅前折現率將估計的未來現金流量折現為其現值，該折現率反映了當前市場對貨幣時間價值和資產特定風險的評估。如果一項資產產生的現金流入在很大程度上不依賴於其他資產的現金流入，則為可獨立產生現金流入的最小資產組（即現金產生單位）確定可收回金額。

當資產或資產所屬的現金產生單元的賬面價值超過其可收回金額時，減值損失會在收支表中確認。如果用於確定可收回金額的估計發生有利的變化，則會轉回減值損失。減值損失的轉回限於前幾年未確認減值損失時的資產賬面價值。減值虧損之撥回於其產生年度計入收支表。

(c) Derecognition

Financial assets are derecognised when the rights to receive cash flows from the assets have expired; or where the Board has transferred its contractual rights to receive the cash flows of the financial assets and has transferred substantially all the risks and rewards of ownership; or where control is not retained.

Impairment of non-financial assets

The Board assesses at the end of each reporting period whether there is an indication that an asset may be impaired. If such an indication exists, the Board makes an estimate of the asset's recoverable amount.

The recoverable amount of an asset is the higher of its fair value less costs of disposal and its value in use. In assessing value in use, the estimated future cash flows are discounted to their present value using a pre-tax discount rate that reflects current market assessments of the time value of money and the risks specific to the asset. Where an asset does not generate cash inflows largely independent of those from other assets, the recoverable amount is determined for the smallest group of assets that generates cash inflows independently (i.e., a cash-generating unit).

An impairment loss is recognised in the statement of income and expenditure account whenever the carrying amount of an asset, or the cash-generating unit to which it belongs, exceeds its recoverable amount. The impairment loss is reversed if there has been a favourable change in the estimates used to determine the recoverable amount. A reversal of the impairment loss is limited to the asset's carrying amount that would have been determined had no impairment loss been recognised in prior years. The reversal of the impairment loss is credited to the statement of income and expenditure account in the year in which it arises.

金融負債

其他金融負債包括應付款項及其他應付款。所有金融負債初始按公平值確認，扣除直接應佔交易成本。其後以實際利息法按攤銷成本計量。

當金融負債的責任已解除，取消或期滿時，即終止確認金融負債。

租賃

經營租賃支出，撇除放租人所收的任何優惠後，根據租期以直線法確認於收支表的支出。

不能在土地和建築物之間可靠分配的租賃付款列為土地和建築物的融資租賃及包含在土地和建築物的成本中。

退休福利成本

再培訓局為所有員工設立兩項退休福利計劃，即根據強制性公積金計劃條例訂立之強制性公積金退休福利計劃（「強積金計劃」）及根據職業退休計劃條例所界定之定額供款退休福利計劃（「職業退休計劃」）。

強積金計劃及職業退休計劃的資產於獨立管理基金與再培訓局的資產分開持有。

撥備

當再培訓局因已發生的事件而產生現有的責任（法律或推定），很可能需要再培訓局履行義務並且可以對債務的金額進行可靠的估計時，則確認撥備。

Financial liabilities

Financial liabilities include certain accruals and other payables. They are initially recognised at the fair value of the consideration received less directly attributable transaction costs. After initial recognition, they are subsequently measured at amortised cost using the effective interest rate method.

Financial liabilities are derecognised the obligation is discharged, cancelled, or expires.

Leases

Operating lease payments, net of any incentives received from the lessor, are recognised as an expense in the statement of income and expenditure account on a straight-line basis over the lease terms.

Lease payments which cannot be allocated reliably between the land and buildings elements are included in the cost of the land and buildings as a finance lease in property and equipment.

Retirement benefit costs

The Board operates two pension schemes in Hong Kong, namely the Mandatory Provident Fund retirement benefit scheme (the “MPF Scheme”) under the Mandatory Provident Fund Schemes Ordinance and a defined contribution retirement benefit scheme as defined in the Occupational Retirement Schemes Ordinance (the “ORSO Scheme”), for all of its employees.

The assets of the MPF and ORSO Schemes are held separately from those of the Board in independently administered funds.

Provisions

A provision is recognised when the Board has a present obligation (legal or constructive) as a result of a past event, it is probable that the Board will be required to settle the obligation, and a reliable estimate can be made of the amount of the obligation.

如果貼現的影響重大，則所確認的撥備金額為在報告期末預計需要清償債務的未來支出的現值。

3. 主要會計估計

估計不確定因素

以下為有關未来的主要假設，及於各報告期末的估計不確定因素的其他主要來源，其重大風險為會對下一個財政年度的資產及負債賬面值構成重大調整。

其他應收款項之減值

其他應收款項(應收收入及應收課程學費)之減值撥備是基於有關預期信貸虧損的假設。再培訓局在作出該等假設及選擇減值計算的數據時，根據個別未償還應收款的日數，再培訓局的過往經驗，及截至財政年度結束前的前瞻性資料作出估計。這些假設和估計的變化可能對評估結果產生重大影響，並可能需要於收支表進行額外減值支出。有關其他應收款項(應收收入及應收課程學費)的進一步詳情載於財務報表附註11。

When the effect of discounting is material, the amount recognised for a provision is the present value at the end of the reporting period of the future expenditures expected to be required to settle the obligation.

3. SIGNIFICANT ACCOUNTING ESTIMATES

Estimation uncertainty

The key assumptions concerning the future and other key sources of estimation uncertainty at the end of the reporting period, that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next financial year, are described below.

Impairment of other receivables

The impairment provision for other receivables (income receivables and course fee receivables) is based on assumptions about expected credit losses. The Board uses judgements in making these assumptions and selecting the inputs to the impairment calculation, based on the number of days that an individual receivable is outstanding as well as the Board's historical experience and forward-looking information at the end of each reporting period. Changes in these assumptions and estimates could materially affect the results of the assessment and it may be necessary to make an additional impairment charge to income and expenditure account. Further details of the other receivables (income receivables and course fee receivables) is given in note 11 to the financial statements.

4. 課程學費收入及其他收入

課程學費收入的確認是參照課程在報告期末的完成階段與整個課程的舉辦時段的比例計算。

(a) 與客戶的合約收益之分拆收益資料

		二零一九年 2019 港元 HK\$
隨時間轉移的課程學費收入	Course fee income transferred over time	5,503,167

(b) 履約責任

課程學費收入

履約責任在提供服務時履行。

其他收入如下：

4. COURSE FEE INCOME AND OTHER INCOME

Course fee income is recognised by reference to the stage of completion of the course, determined as the proportion of the total time expected to complete the course at the end of the reporting period.

(a) Disaggregated revenue information for revenue from contracts with customers

(b) Performance obligations

Course fee income

The performance obligation is satisfied over time as services are rendered.

Other income is analysed as follows:

		二零一九年 2019 港元 HK\$	二零一八年 2018 港元 HK\$
教育局的評審資助（附註）	Accreditation grant from Education Bureau (note)	3,066,410	623,900
雜項收入	Sundry income	950,553	823,406
		4,016,963	1,447,306

附註：

此項資助來自教育局根據「支援資歷架構的指定計劃」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。

Notes:

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

5. 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客戶，在符合《僱員再培訓條例》第20條所列條件，均可獲發再培訓津貼。

5. RETRAINING ALLOWANCES

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

6. 培訓課程及計劃開支

6. TRAINING COURSES AND PROGRAMME EXPENSES

		二零一九年 2019 港元 HK\$	二零一八年 2018 港元 HK\$
培訓課程	Training courses	715,678,637	657,332,255
ERB服務中心及ERB服務點	ERB Service Centres and ERB Service Spots	18,580,918	24,132,783
實務技能培訓及評估中心	Practical Skills Training and Assessment Centre	8,266,638	8,404,192
「樂活一站」、「陪月一站」及「起步站」	Smart Living, Smart Baby Care and Smart Starter	15,339,496	18,618,667
公關及推廣	Public relations and promotion	11,165,983	10,962,632
課程質素保證機制	Course quality assurance programmes	4,682,433	4,510,574
其他	Others	5,009,246	5,272,930
		778,723,351	729,234,033

7. 所得稅

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。

7. TAXATION

The Board is exempted from profits tax under the provision of Section 88 of the Inland Revenue Ordinance.

8. 年內虧損

8. DEFICIT BEFORE TAX

		二零一九年 2019 港元 HK\$	二零一八年 2018 港元 HK\$
年內虧損已扣除／(抵免)下列各項：	Deficit for the year has been arrived at after charging/(crediting):		
核數師酬金	Auditor's remuneration	220,000	240,000
折舊（附註10）	Depreciation (note 10)	2,163,082	2,585,717
出售設備收益	Gain on disposal of equipment	(90,063)	—
應收課程學費收入及其他應收款減值虧損	Impairment losses recognised in respect of course fee income and other receivables	3,300,000	2,504,810
經營租賃租金	Operating lease payments in respect of rented premises	8,302,774	10,236,022
員工成本，包括主要管理層人員薪酬	Staff costs, including key management personnel compensation		
– 薪金及其他福利	– salaries and other benefits costs	91,887,791	89,833,711
– 退休福利	– retirement benefits scheme contribution	4,627,008	4,689,710

9. 再培訓局委員會及主要管理層人員薪酬

9. MEMBERS AND KEY MANAGEMENT PERSONNEL COMPENSATION

再培訓局委員沒有收到任何薪酬。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五位(2018年：五位)總監級管理人員。他們的薪酬已包括在附註8內。以上總監級管理人員的薪酬如下：

No remuneration were received by the members of the Board. The key management of the Board refers to the five directorate officers (2018: five directorate officers) of the Board having authority and responsibility for planning, implementing and controlling the activities of the Board. The key management personnel's emoluments are included in note 8. The emoluments of these individuals were as follows:

		二零一九年 2019 港元 HK\$	二零一八年 2018 港元 HK\$
薪酬及津貼	Salaries and allowances	6,901,697	8,476,045
退休福利	Retirement benefits scheme contributions	272,244	368,101
約滿酬金	Provision for gratuities	662,653	744,938
		7,836,594	9,589,084

10. 物業及設備

10. PROPERTY AND EQUIPMENT

		租賃物業裝修 Leasehold improvement 港元 HK\$	家具及設備 Furniture, fixture and equipment 港元 HK\$	汽車 Motor vehicle 港元 HK\$	合共 Total 港元 HK\$
成本：	COST:				
於2017年4月1日	At 1 April 2017	73,788,945	15,464,406	336,000	89,589,351
增加	Additions	1,354,200	1,112,610	–	2,466,810
處置	Disposals	(8,140,252)	(391,409)	–	(8,531,661)
於2018年3月31日及4月1日	At 31 March and 1 April 2018	67,002,893	16,185,607	336,000	83,524,500
增加	Additions	–	1,008,850	–	1,008,850
處置	Disposals	–	(174,983)	–	(174,983)
於2019年3月31日	At 31 March 2019	67,002,893	17,019,474	336,000	84,358,367
折舊：	ACCUMULATED DEPRECIATION:				
於2017年4月1日	At 1 April 2017	73,725,384	10,787,959	336,000	84,849,343
年內折舊	Provided for the year	287,641	2,298,076	–	2,585,717
處置	Disposals	(8,140,252)	(391,409)	–	(8,531,661)
於2018年3月31日及4月1日	At 31 March and 1 April 2018	65,872,773	12,694,626	336,000	78,903,399
年內折舊	Provided for the year	419,043	1,744,039	–	2,163,082
處置	Disposals	–	(169,046)	–	(169,046)
於2019年3月31日	At 31 March 2019	66,291,816	14,269,619	336,000	80,897,435
賬面值：	NET BOOK VALUE:				
於2019年3月31日	At 31 March 2019	711,077	2,749,855	–	3,460,932
於2018年3月31日	At 31 March 2018	1,130,120	3,490,981	–	4,621,101

上述物業及設備以直線法按下列年率折舊：

The above items of property and equipment are depreciated over their useful lives using the straight-line method, at the following rates per annum:

租賃物業裝修 Leasehold improvements	在餘下租賃期攤銷 Over the remaining term of the leases
家具及設備 Furniture, fixtures and equipment	25%
汽車 Motor vehicle	25%

去年的物業及設備的增加中包含了136,300港元轉撥自購買設備的按金。

In the prior year included in the additions of property and equipment was an amount of HK\$136,300 transferred from deposits paid for acquisition of equipment.

11. 應收款項、按金及預付款

11. RECEIVABLES, DEPOSITS AND PREPAYMENTS

		二零一九年 2019 港元 HK\$	二零一八年 2018 港元 HK\$
租金及公用設施按金	Rental and utility deposits	2,736,843	2,579,398
應收利息	Interest receivables	3,302,995	1,481,178
應收課程學費	Course fee receivables	4,122,915	2,182,623
預付款	Prepayment	4,603,541	5,628,571
應收收入	Income receivables	1,364,898	735,169
		16,131,192	12,606,939
減值撥備	Impairment allowances	(3,300,000)	–
		12,831,192	12,606,939
減：非流動租金及公用設施按金	Less: non-current rental and utility deposits	(1,160,655)	(1,971,230)
		11,670,537	10,635,709

上述的應收款項、按金及預付款為無抵押、免息及於須於要求時償還。虧損撥備變動如下：

The amounts of receivables, deposits and prepayments are unsecured, interest-free and repayable on demand. The Board does not hold any collateral over these balances. Movements in the loss allowance for trade receivables are as follows:

		二零一九年 2019 港元 HK\$	二零一八年 2018 港元 HK\$
年初	At the beginning of the year	–	–
採用香港財務報告準則第9號的影響	Effect of adoption of HKFRS 9	3,300,000	–
減值虧損	Impairment losses	–	2,504,810
不能收回而撇銷的金額	Amount written off as uncollectible	–	(2,504,810)
		3,300,000	–

應收收入及應收課程學費的減值(2019年3月31日 根據香港財務報告準則第9號)

再培訓局應用香港財務報告準則第9號所訂明的簡化方法，就預期信貸虧損作出撥備，其中要求就所有應收收入及應收課程學費使用全期預期虧損計量預期信貸虧損撥備。計量預期信貸虧損時，應收收入及應收課程學費已因共享信貸風險特性及逾期日數而合併。金融資產的虧損撥備按違責風險及預期虧損率的假設釐定。於2019年3月31日及2018年3月31日時的信貸虧損如下：

		逾期 Past due				合共
		少於30日 Less than 30 days	30 - 365日 30 - 365 days	1 - 3年 1 - 3 years	3年以上 Over 3 years	Total
於2019年3月31日	As at 31 March 2019					
預期虧損比率 (%)	Expected loss rate (%)	23	47	85	100	60
總賬面金額 (千港元)	Gross carrying amount (HK\$'000)	917	2,185	2,244	142	5,488
預期虧損 (千港元)	Expected credit losses (HK\$'000)	213	1,030	1,915	142	3,300

其他應收款項的減值(2018年3月31日根據香港會計準則第39號)

再培訓局年前根據已發生的損失計量了應收賬款的減值。於2018年3月31日，賬面值為2,504,810港元的應收收入及應收課程學費已確定減值，並已全額計提2,504,810港元的準備。單獨減值的應收收入及應收課程學費與客戶信用質量轉變有關，據評估，預期該應收款項不會被收回。

Impairment of course fee and income receivables under HKFRS 9 for the year ended 31 March 2019

The Board applies the simplified approach to provide for expected credit losses prescribed by HKFRS 9, which permits the use of the lifetime expected loss for all income receivables and course fee receivables. To measure the expected credit losses, income receivables and course fee receivables have been grouped based on shared credit risk characteristics and the days past due. The expected credit losses have also incorporated forward looking information. The loss allowance as at 31 March 2019 is determined as follows:

Impairment of other receivables under HKAS 39 for the year ended 31 March 2018

In prior years, the Board measured impairment for trade receivables based on incurred losses. As at 31 March 2018, income receivables and course fee receivables with aggregate carrying amount of HK\$2,504,810 were determined to be impaired and a full provision of HK\$2,504,810 was made. The individually impaired income receivables and course fee receivables relate to customers with changes in credit quality and it was assessed that receivables was not expected to be recovered.

於2018年3月31日未根據香港會計準則第39號單獨或集體視為減值的其他應收款(應收收入及課程學費)的賬齡分析如下：

The ageing analysis of income receivables and course fee receivables included in other receivables as at 31 March 2018 that were neither individually nor collectively considered to be impaired under HKAS 39 was as follows:

		二零一八年 2018 港元 HK\$
未逾期也未有減值虧損	Neither past due nor impaired	142,498
逾期但未有減值虧損：	Past due but not impaired:	
少於30天	Less than 30 day	618,679
31天至不到1年	31 days to less than 1 year	1,863,734
1年至不到3年	1 year to less than 3 years	250,164
3年以上	Over 3 years	42,717
		<u>2,917,792</u>

既未過期也未減值的其他應收款項(應收收入及應收課程學費)屬大多數最近沒有違約歷史的客戶有關。

Income receivables and course fee receivables included in other receivables that were neither past due nor impaired related to a large number of diversified customers for whom there was no recent history of default.

其他逾期但未減值的其他應收款項(應收收入及應收課程學費)與眾多有良好往績的獨立客戶有關。根據過去的經驗，再培訓局成員認為，由於信用質量沒有顯著變化，並且仍被視為可完全收回，因此根據香港會計準則第39號，這些餘額無需計提減值準備。

Income receivables and course fee receivables included in other receivables that were past due but not impaired related to a number of independent customers that had a good track record with the Board. Based on past experience, the members of the Board were of the opinion that no provision for impairment under HKAS 39 was necessary in respect of these balances as there had not been a significant change in credit quality and the balances were still considered fully recoverable.

租金及公用設施按金及應收利息的減值

租金及公用設施按金及應收利息的賬面值與其2019年及2018年3月31日的公平值相若。其可收回程度乃參照債務人的信貸狀況進行評估，於2019年3月31日的預期信貸虧損被視為微不足道。

Impairment of rental and utility deposits and interest receivables

The carrying amounts of rental and utility deposits and interest receivables approximated to their fair value as at 31 March 2019 and 2018. Their recoverability was assessed with reference to the credit status of the debtors, and the expected credit loss as at 31 March 2019 was considered to be minimal.

截至2018年3月31日，上述資產並無逾期或減值及無違約歷史。

As at 31 March 2018, none of the above assets was either past due or impaired and there was no history of default.

12. 銀行結餘及存款

銀行結餘及存款包括銀行餘額及原到期日逾三個月之定期銀行存款合共326,017,856港元(2018年: 272,137,800港元)，其年利率介乎1.30%至2.90%(2018年: 0.01%至1.98%)。

13. 應收香港金融管理局之款項

應收香港金融管理局的12,500,000,000港元(2018: 12,500,000,000港元)為無抵押、按年利率取過往六年外匯基金投資組合的平均投資回報率及上一年度的三年期政府債券的平均年化收益之較高者，並將於2020年2月償還。

包含在應收款中1,625,373,601港元(2018: 2,096,001,508港元)之應收香港金融管理局利息款項為無抵押及於一年內償還。

12. BANK BALANCES AND DEPOSITS

Bank balances and deposits comprise bank balances and time deposits with original maturity over three months amounting HK\$326,017,856 (2018: HK\$272,137,800) and carry interest at market rates which ranged from 1.30% to 2.90% (2018: 0.01% to 1.98%) per annum.

13. AMOUNT DUE FROM THE HONG KONG MONETARY AUTHORITY

The amount of HK\$12,500,000,000 (2018: HK\$12,500,000,000) due from the Hong Kong Monetary Authority is unsecured, bears interest at the higher of the average investment return of the Exchange Fund's Investment Portfolio for the past six years and the average annual yield of three-year government bond for the previous year, and is repayable in February 2020.

The amount of HK\$1,625,373,601 (2018: HK\$2,096,001,508) represents interest receivable which is unsecured and repayable within one year.

14. 應收培訓機構之款項及 應收入境事務處之款項

應收培訓機構之款項及應收入境事務處之款項為無抵押、免息及須於要求時償還。

在應收培訓機構及應收入境事務處之款項中，並無包括已逾期但無減值的款項。有關款項並無持有任何抵押。

該款項的賬面值與其2019年及2018年3月31日的公平值相若。其可收回程度乃參照信貸狀況進行評估，於2019年3月31日的預期信貸虧損被視為微不足道。

截至2018年3月31日，上述資產並無逾期或減值及無違約歷史。

14. AMOUNTS DUE FROM TRAINING BODIES AND AMOUNT DUE FROM THE IMMIGRATION DEPARTMENT

The amounts due from training bodies and the amount due from the Immigration Department are unsecured, interest-free and repayable on demand.

Amounts due from training bodies and Immigration Department did not contain balance which was past due as at the reporting date, and no impairment loss was provided (2018: Nil). No collateral was held over these balances.

The carrying amounts of these balances approximated to their fair value as at 31 March 2019 and 2018. Their recoverability was assessed with reference to the credit status, and the expected credit loss as at 31 March 2019 was considered to be minimal.

As at 31 March 2018, none of the above assets was either past due or impaired and there was no history of default.

15. 應付款項及其他應付款

15. ACCRUALS AND OTHER PAYABLES

		二零一九年 2019 港元 HK\$	二零一八年 2018 港元 HK\$
應付款項及其他應付款	Accruals and other payables	27,110,605	24,795,679
應付培訓機構款項	Accruals for training bodies	32,244,824	20,547,268
修復成本撥備（附註）	Provision for reinstatement costs (note)	2,897,760	2,948,010
		62,253,189	48,290,957
減：長期修復成本撥備	Less: non-current provision for reinstatement costs	(2,219,860)	(2,948,010)
		60,033,329	45,342,947

附註:

修復成本撥備於本年度的變動如下:

Note:

The movement in provision for reinstatement costs during the year is as follows:

		港元 HK\$
截至2018年4月1日	At 1 April 2018	2,948,010
付款	Payment	(50,250)
截至2019年3月31日	At 31 March 2019	2,897,760

16. 經營租約

16. OPERATING LEASE COMMITMENTS

		二零一九年 2019 港元 HK\$	二零一八年 2018 港元 HK\$
一年內	Within one year	6,786,038	4,661,142
二至五年	In the second to fifth year inclusive	4,196,009	3,482,047
		10,982,047	8,143,189

經營租賃租金代表再培訓局為其若干辦公室及服務中心應付的租金。議定的租賃年限為一年至五年不等。

Operating lease payments represent rental payable by the Board for certain of its office premises and service centres. Leases are negotiated for lease terms ranging from one to five years.

17. 按類別劃分的金融工具

截至報告期末，每類金融工具的賬面價值如下：

17. FINANCIAL INSTRUMENTS BY CATEGORY

The carrying amounts of each of the categories of financial instruments as at the end of the reporting period are as follows:

金融資產

Financial assets

		二零一九年 以攤餘成本 計量的 金融資產 2019 Financial assets at amortised cost 港元 HK\$	二零一八年 貸款及 應收款 2018 Loans and receivables 港元 HK\$
包含在應收款項、按金及預付款 的金融資產	Financial assets included in receivables, deposits and prepayments	8,227,651	6,978,368
應收香港金融管理局之款項	Amount due from the Hong Kong Monetary Authority	14,125,373,601	14,596,001,508
應收培訓機構之款項	Amounts due from training bodies	958,680	306,310
應收入境事務處之款項	Amount due from the Immigration Department	249,600	412,800
現金及現金等價物	Cash and cash equivalents	395,257,903	276,172,125
原到期日逾三個月之定期存款	Time deposits with original maturity over three months	326,017,856	272,137,800
		14,856,085,291	15,152,008,911

金融負債

Financial liabilities

		二零一九年 以攤餘成本 計量的 金融負債 2019 Financial liabilities at amortised cost 港元 HK\$	二零一八年 以攤餘成本 計量的 金融負債 2018 Financial liabilities at amortised cost 港元 HK\$
應付款項和其他應付款中包含的 金融負債	Financial liabilities included in accruals and other payables	47,739,234	37,321,170

18. 金融資產及負債公平值層級

經管理層評估，現金及現金等價物、應收香港金融管理局、培訓機構、入境事務處之款項，應付款項及其他應付款與其賬面值相若，主要是由於有關工具的到期時間較短。

存款的非流動部分的公允價值是通過使用具有類似條款，信用風險和剩餘期限的工具的當前可用利率貼現預期的未來現金流量來計算的。

19. 財務風險管理目標及政策

信貸風險

再培訓局所承擔的信貸風險及流動性風險產生自再培訓局主要服務。再培訓局透過下文所述之財務管理政策及常規管理此等風險：

最高風險及年末階段最大信貸風險

信貸質素和最大信貸風險是基於再培訓局的信貸政策，主要基於逾期資料，除非其他資料在無需花費不必要成本或精力情況下可用，以及截至2019年3月31日及2018年3月31日的年末分期分類。呈列金額為金融資產的賬面值總額。

18. FAIR VALUE HIERARCHY OF FINANCIAL ASSETS AND LIABILITIES

Management has assessed that the fair values of receivables and deposits, bank balances and deposits, amounts due from the Hong Kong Monetary Authority, training bodies and the Immigration Department, accruals and other payables approximate to their carrying amounts largely due to the short-term maturities of these instruments.

The fair values of the non-current portion of deposits have been calculated by discounting the expected future cash flows using rates currently available for instruments with similar terms, credit risk and remaining maturities.

19. FINANCIAL RISK MANAGEMENT OBJECTIVES AND POLICIES

Credit risk

The Board's exposure to credit risk and liquidity risk arises in the normal course of its principal activities. These risks are managed by the Board's financial management policies and practices described below:

Maximum exposure and year-end staging

The credit quality and the maximum exposure to credit risk based on the Board's credit policy, which is mainly based on past due information unless other information is available without undue cost or effort, and year-end staging classification as at 31 March 2019 and 2018. The amounts presented are net carrying amounts for financial assets.

		12個月的 預期信貸 虧損	全期預期信貸虧損				
		12-month Expected credit losses	Lifetime	Expected credit losses		簡化方法 Simplified approach	港元 HK\$
		第1類	第2類	第3類	第3類		
		Stage 1	Stage 2	Stage 3	Stage 3		
		港元 HK\$	港元 HK\$	港元 HK\$	港元 HK\$		
於2019年3月31日	31 March 2019						
包含在應收款項、按金及預付款的金融資產*	Financial assets included in receivables, deposits and prepayments*	6,039,838	-	-	2,187,813		8,227,651
應收香港金融管理局之款項	Due from the Hong Kong Monetary Authority						
— 正常**	— Normal**	14,125,373,601	-	-	-		14,125,373,601
應收培訓機構之款項	Due from training bodies						
— 正常**	— Normal**	958,680	-	-	-		958,680
應收入境事務處之款項	Due from the Immigration Department						
— 正常**	— Normal**	249,600	-	-	-		249,600
銀行結餘及存款	Bank balances and deposits						
— 未逾期	— Not yet past due	721,275,759	-	-	-		721,275,759
		14,853,897,478	-	-	2,187,813		14,856,085,291

* 關於再培訓局就減值採用簡化法的應收款項、按金及預付款(應收收入及應收課程學費)，基於財務報表附註11所披露的撥備矩陣的資料。

** 計入應收香港金融管理局、培訓機構及入境事務處之款項，及銀行結餘及存款的金融資產的信貸質素在未逾期且沒有信息表明金融資產自初始確認以來信貸風險顯著上升時被視為「正常」。否則，金融資產的信貸質素被認為「可疑」。

* For income receivables and course fee receivables included in receivables, deposits and prepayments to which the Board applies the simplified approach for impairment, information based on the provision matrix is disclosed in note 11 to the financial statements.

** The credit quality of financial assets included in amount due from the Hong Kong Monetary Authority, the training bodies and the Immigration Department, bank balances and deposits are considered to be "normal" when they are not past due and there is no information indicating that the financial assets had a significant increase in credit risk since initial recognition. Otherwise, the credit quality of the financial assets is considered to be "doubtful".

於二零一八年三月三十一日最高風險

金融資產(包括銀行結餘及存款、應收款項、按金及預付款、及應收香港金融管理局、培訓機構、入境事務處之款項)之信貸風險來自對方不能歸還之款項，而最大風險等同該等工具之賬

Maximum exposure as at 31 March 2018

The carrying amounts of bank balances and deposits, receivables, deposits and prepayment and amounts due from the Hong Kong Monetary Authority, training bodies and the Immigration Department represent the Board's maximum exposure to credit risk in relation to financial assets. All the Board's bank balances and deposits

面值。再培訓局之所有銀行結餘及存款存放於香港的主要金融機構，再培訓局委員相信該等金融機構均為聲譽良好。再培訓局已製定政策來評估接受新業務時的信用風險並限制其對個別客戶的信用評估。因此再培訓局認為不存在信貸風險嚴重集中的問題。

市場風險

利率風險

再培訓局之現金流量利率風險主要來自浮動市場利率的銀行存款及應收香港金融管理局之款項(見附註12及13)，利率為按年利率取過往六年外匯基金投資組合的平均投資回報率及上一年度的三年期政府債券的平均年化收益之較高者。再培訓局並沒有透過衍生工具合約來對沖現金流量利率風險。但若有重大的現金流量風險，再培訓局委員會及時和有效地採取適當之措施以降低現金流量利率風險。

敏感度分析

以下敏感度分析乃以再培訓局之浮動銀行存款及應收香港金融管理局之款項的利率風險為基準釐定。此敏感度分析之編製乃假設報告期終末結算之資產及負債金額於整個年度均未結算。50基點(2018年：50基點)之增減指再培訓局委員就利率之可能合理變動而作出之評估。

若利率上升50基點(2018年：50基點)，而其他變量均保持不變，再培訓局截至2019年3月31日止年度之年內虧損會減少74,197,000港元(2017年：75,705,000港元)。若利率下降50基點(2018年：50基點)，再培訓局年內虧損會帶來相等但相反的影響。

are held in major financial institutions located in Hong Kong, which management believes are of high credit quality. The Board has policies in place to evaluate credit risk when accepting new business and to limit its credit exposure to individual customers. The directors consider that the Board does not have a significant concentration of credit risk.

Market risk

Interest rate risk

The Board is exposed to cash flow interest rate risk in relation to variable-rate bank deposits which carried at market interest rate and amount due from the Hong Kong Monetary Authority which carried interest at higher of the average investment return of the Exchange Fund's Investment Portfolio for the past six years and the average annual yield of three-year government bond for the previous year (see notes 12 and 13 respectively). The Board currently does not use any derivative contracts to hedge its exposure to interest rate risk. However, the members of the Board will consider appropriate measures to manage and monitor interest rate exposure should the need arise.

Sensitivity analysis

The sensitivity analysis has been determined based on the exposure to interest rate from the Board's variable-rate bank deposits and amount due from the Hong Kong Monetary Authority. The analysis is prepared assuming the bank deposits and amount due from Hong Kong Monetary Authority outstanding at the end of the reporting period were outstanding for the whole year. A 50 basis points (2018: 50 basis points) increase or decrease is used, which represents members' assessment of the reasonable possible change in interest rates.

If interest rates had been 50 basis points (2018: 50 basis points) higher and all other variables were held constant, the Board's deficit for the year ended 31 March 2019 would decrease by approximately HK\$74,197,000 (2018: HK\$75,705,000). An equal but opposite impact on the Board's deficit for the year would be resulted if the interest rates had been 50 basis points (2018: 50 basis points) lower.

流動資金風險

對於流動資金風險管理，再培訓局管理和監控及維持充足的資金，藉以減少現金流浮動的影響。

金融負債的賬面值是指再培訓局須於一年內支付和須於要求時償還的金融負債的未貼現現金流量。再培訓局的所有金融負債都是免息的。

資本風險管理

再培訓局的資本主要由僱員再培訓徵款及香港特別行政區政府注資維持。再培訓局的資本管理目標是保障再培訓局能夠持續經營。再培訓局的整體策略與上年度比較維持不變。

20. 比較金額

於資產負債表某些可比較的金額已重新分類和重述，以符合本年度的列報方式，披露和會計處理，並更準確反映再培訓局的財務表現及狀況。

21. 財務報表之批准

財務報表由再培訓局委員於2019年12月13日批准及授權發出。

Liquidity risk

In the management of the liquidity risk, the Board monitors and maintains a level of cash and cash equivalents deemed adequate by the management to finance the Board's operations and mitigate the effects of fluctuations in cash flows.

The carrying amounts of the Board's financial liabilities represent the undiscounted cash flows of the financial liabilities which are repayable on demand or within one year. All the financial liabilities are non-interest bearing.

Capital management

The Board is funded mainly by Employees Retraining Levy and funding injection by the Government of the Hong Kong Special Administrative Region. The members of the Board manage its funds to ensure that the Board will be able to continue as a going concern. The Board's overall strategy remains unchanged from prior year.

20. COMPARATIVE AMOUNTS

Certain comparative amounts in the statement of financial position have been reclassified to conform with the current year's presentation, disclosures and accounting treatment, to better reflect the financial position and performance of the Board.

21. APPROVAL OF THE FINANCIAL STATEMENTS

The financial statements were approved and authorised for issue by the Board on 13 December 2019.

工作前瞻

Corporate Outlook

僱員再培訓局制定了2019-20年度的工作綱領，繼續以「推動培訓，促進就業」為政策目標，推動本港人力資源持續發展，並重點支援有特別需要社群，協助釋放本地勞動人口潛力。

In its work plan for 2019-20, the Employees Retraining Board (ERB) continues to adopt the policy objective of “Promoting Training and Facilitating Employment” to promote sustainable development of Hong Kong human capital with emphasis on supporting social groups with special needs to assist in unleashing the potentials of local workforce.

I. 以「縱橫策略」為規劃 框架

- 再培訓局會在「一橫一縱」的規劃框架下，循「橫」向擴展服務的廣度，「縱」向優化服務的深度，推動各項工作，包括以下三項重點措施：

(一) 重點支援較年長人士培訓及 就業

- 推出「後50 • 形象工程」，建立「後50」作為這個群組的新稱號，推動社會認同「後50」的價值，以及提升僱主聘用他們的信心。
- 推出「後50 • 愛增值」特別項目，讓「後50」可免費報讀一項本局半日或晚間制非就業掛鉤課程。

I. Adopting the “T Strategy” Framework

- ERB will adopt a horizontal cum vertical framework and modus operandi under the “T Strategy” to expand the width and optimise the depth of our services. Three key initiatives were identified:

(1) Strengthening the training and employment support for mature persons

- To launch a “Post-50 Branding Campaign” and establish “Post-50” as the new title of the mature group, advocating public recognition to the value of the “Post-50”, and enhancing employers’ confidence in engaging the “Post-50” in the workplace.
- To launch a “Post-50 Love Upgrading Scheme” allowing “Post-50” to enrol free-of-charge in one ERB non-placement-tied half-day or evening course.

- 推出「後50 • 實習生計劃」，協助已退休但仍有就業意欲及能力，又或需要轉業的「後50」，透過參與短期實習，裝備工作技能和心態。

(二)開展「學科範圍評審」資格新申請

- 就提交新一輪的「學科範圍評審」資格申請展開前期工作，以提升本局課程的認受性，以及學員的就業機會及條件。

(三)探討擴展「學分累積及轉移」安排的涵蓋範圍

- 配合教育局推廣「學分累積及轉移」新措施的契機，擴展與其他院校協作「學分累積及轉移」安排的涵蓋範圍，積極促進更多本局課程與其他院校開辦的較高階的課程作「學分累積及轉移」安排的可行性。

- To launch a “Post-50 Internship Programme” to place the retired “Post-50” who have the aspiration and capability to work in short term internship, with a view to strengthening their skillset and mindset for work.

(2) Commencing another new application for the “Programme Area Accreditation” status

- To start the preliminary work for submitting a new round of application for the “Programme Area Accreditation” status, thereby enhancing public recognition of the ERB training courses as well as the employment opportunities and packages of ERB trainees.

(3) Expanding the coverage of “Credit Accumulation and Transfer” arrangement

- To ride on the opportunity of the Education Bureau in promoting its newly introduced “Credit Accumulation and Transfer” (CAT) arrangement, ERB planned to expand the coverage of CAT in collaboration with other education institutes, and actively explore the feasibility of having more ERB courses transferrable to higher-level courses offered by other education institutes.

II. 支援有特別需要社群

- 開辦更多專設課程。
- 加強「外展培訓顧問服務」及「培訓顧問視像服務」。
- 舉辦專題工作坊，加深僱主、培訓機構及導師了解有特別需要社群的就業需要和特質。

II. Supporting Social Groups with Special Needs

- To develop more dedicated training courses.
- To strengthen the “Outreaching Training Consultancy Service” and “Training Consultancy Service through Video Conferencing”.
- To organise thematic workshops to enhance the understanding of employers, training bodies and instructors of the characteristics and employment needs of social groups with special needs.

- 擴展「兼職工度身訂造課程」試點計劃及開拓具發展潛力的工種。
- 於「ERB服務站」舉辦「職場再出發」實戰系列活動、於「ERB服務點」舉辦專設活動、優化「工作體驗活動」及推出「中學生職場體驗」活動系列。

- To expand the “Tailor-made Course for Part-timers” and develop new job types with market potential.
- To organise the “Workplace Re-entry” activity series at “ERB Service Centre”, dedicated activities at “ERB Service Spots”, optimise the “Work Experience Activities” and launch the “Workplace Experience for Secondary Students” activity series.

III. 其他重點工作

培訓服務

- 配合安老服務業的發展，擴展於健康護理業推行的「先聘用、後培訓」計劃和「零存整付」證書計劃、開發新課程、進行專題市場調查、製作網上自學教材及舉辦行業專題工作坊。
- 加強行業協作，檢討「行業諮詢網絡」的運作模式，以及加強技術顧問網絡及支援，提升課程質素和認受性。
- 配合就業市場和「資歷架構」的發展，發展新課程、課程系列，以及專業認證課程。
- 優化課程行政措施，便利市民報讀本局課程。

III. Other Key Initiatives

Training Services

- To support the development of the elderly care service industry by expanding the “First-Hire-Then-Train” Programme and “Modular Certificates Accumulation Scheme”, developing new training courses, conducting thematic market surveys, developing online self-learning materials and organising industry thematic workshops.
- To step up collaboration with industries by reviewing the modus operandi of the “Industry Consultative Networks” and extending the support network of Technical Advisors with a view to uplifting the quality and recognition of our training courses.
- To keep pace with the latest development of the employment market and dovetail the development of “Qualifications Framework” (QF), developing new training courses, course series, and professional certification courses.
- To launch improvement measures pertaining to course administration with a view to facilitating the public to enrol in ERB training courses.

質素保證

- 制訂本局的「質素保證概覽」。
- 為「ERB服務點」訂定質素保證機制。
- 檢討為培訓機構進行周年審計的系統。

就業服務及傳訊

- 在九龍東區設立15個「ERB服務點」，優化地區窗口服務。
- 分階段推出「樂活一站」流動應用程式，以提升服務效率。
- 擴大地區宣傳工作，在全港各區約120個地點設置全新「培訓通」課程搜索終端機，方便地區人士搜尋及查閱本局的課程資訊；推出地區宣傳短片系列，以及強化地區聯繫及活動宣傳。
- 加強利用本局資訊頻道及電子通訊進行推廣，推出大型Facebook宣傳活動，加強電子通訊的內容，為市民提供更多進修及就業的實用資訊。

Quality Assurance

- To formulate the “ERB Quality Assurance Manual”.
- To formulate the quality assurance system for the “ERB Service Spots”.
- To review the annual audit system of training bodies.

Employment Services and Communications

- To set up 15 “ERB Service Spots” in Kowloon East district for optimisation of district service.
- To launch the “Smart Living” Mobile App by phases to uplift service efficiency.
- To step up promotion work in district level by installing a brand new ERB Training Net course search terminal at around 120 locations over the territory for the public to obtain course information of ERB at their fingertips, launch district video series and strengthen district liaison and promotion works.
- To make fuller use of information channels and electronic bulletin of ERB for publicity, execute large-scale Facebook promotional campaigns, and enrich the content of the electronic bulletin for dissemination of more useful training and employment information to the public.

合作伙伴

Stakeholders

行業諮詢網絡名單 List of Industry Consultative Networks

美容美髮業

Beauty Therapy and Hairdressing

召集人

Convenor

鄭明明教授, SBS, BBS

Professor CHENG Ming-ming, SBS, BBS

副召集人

Vice-Convenor

葉世雄先生

Mr. Nelson IP Sai-hung

委員

Members

香港美髮美容業商會

Hong Kong Hair & Beauty Merchants Association

香港化粧品同業協會

The Cosmetic & Perfumery Association of Hong Kong Ltd.

香港美容業總會

Federation of Beauty Industry (H.K.)

國際斯佳美容協會

International CICA Association of Esthetics

香港國際專業美容師協會

HK Association of Professional Aestheticians International

IPMA國際專業化粧品師協會(香港)

International Professional Make Up Artists Federation (Hong Kong)

香港工會聯合會

The Hong Kong Federation of Trade Unions

髮型化妝整體形象設計師總會

Hair and Make-up Stylish Image Designers General Union

香港美容保健業僱員總會

Union of Hong Kong Beauty and Health Care Employees

香港美容美髮職工會

Hong Kong Beauty and Hair Care Employees' Union

飲食業

Catering

召集人

Convenor

鍾偉平先生, BBS, MH, JP

Mr. CHUNG Wai-ping, BBS, MH, JP

副召集人

Vice-Convenor

陳家強先生

Mr. Tommy CHAN Ka-Keung

委員

Members

香港餐飲聯業協會

Hong Kong Federation of Restaurants & Related Trades

現代管理(飲食)專業協會

Association of Restaurant Managers

稻苗學會

Institution of Dining Art

合作伙伴 Stakeholders

香港餐務管理協會	The Association For Hong Kong Catering Services Management Ltd.
飲食業職工總會	Eating Establishment Employees General Union
飲食業管理專業人員協會	Food And Beverage Management And Professional Staff Association
飲食及酒店業職工總會	Catering and Hotels Industries Employees General Union

創意產業

Creative Industries

召集人

Convenor

卓伯棠教授

Professor CHEUK Pak-tong

委員

Members

香港總商會－數碼、資訊及電訊委員會

Hong Kong General Chamber of Commerce – Digital, Information & Telecommunications Committee

香港八和會館

The Chinese Artists Association of Hong Kong

香港電影後期專業人員協會

Hong Kong Association of Motion Picture Post Production Professionals

國際創意及科技總會

International Federation of Creativity and Technology

香港電影工作者總會

Federation of Hong Kong Filmmakers

港九勞工社團聯會

The Federation of Hong Kong and Kowloon Labour Unions

香港I.T.人協會

I.T. People Association of Hong Kong

西九文化區管理局

West Kowloon Cultural District Authority

機電業

Electrical and Mechanical Services

召集人

Convenor

莊堅烈先生, BBS, MH

Mr. Paul CHONG Kin-lit, BBS, MH

委員

Members

香港機電工程商聯會

The Hong Kong Federation of Electrical & Mechanical Contractors Ltd

電業承辦商協會

Association of Electrical Contractors

香港註冊通風系統承建商協會

Hong Kong Registered Ventilation Contractors Association

香港工程師學會

The Hong Kong Institution of Engineers

英國特許水務學會－香港分會

The Chartered Institute of Plumbing and Heating Engineering – Hong Kong Branch

屋宇設備運行及維修行政人員學會

Building Services Operation and Maintenance Executives Society

香港中華煤氣公司華員職工會

Hong Kong and China Gas Co. Ltd Chinese Employees Association

香港機電業工程專業人員協會	Hong Kong Electrical & Mechanical Engineering Professional Employees Association
香港氣體及燃料業從業員協會	The Hong Kong Gas And Fuel Practitioners Association
香港造船機電鋼鐵業總工會	H.K. Shipbuilding, Machinery Manufacturing, Electrical And Steel Industries Employees General Union
香港電梯業總工會	Hong Kong General Union of Lift and Escalator Employees
香港喉管從業員總會	Hong Kong Plumbing General Union
建築地盤職工總會	Construction Site Workers General Union
香港機電業工會聯合會	The Federation of Hong Kong Electrical & Mechanical Industries Trade Unions
建造業議會	Construction Industry Council

環境服務業

Environmental Services

召集人

Convenor

甄瑞嫻女士

Ms. Catherine YAN Sui-han

副召集人

Vice-Convenor

溫忠平先生

Mr. WAN Chung-ping

委員

Members

環保工程商會

Environmental Contractors Management Association

香港清潔商會

Hong Kong Cleaning Association Ltd

香港環境衛生業界大聯盟

Environmental Services Contractors Alliance (Hong Kong)

香港鮮花零售業協會

Hong Kong Flower Retailers Association

中國樹藝專業學會

The Professional Arboriculture Society of China

香港工會聯合會

The Hong Kong Federation of Trade Unions

香港環保物流及清潔從業員協會

Hong Kong Environmental Services, Logistics and Cleaning Employees Association

環保業職工會

Eco Industry Labour Union

清潔服務業職工會

Cleaning Service Industry Workers Union

康樂及文化事務署

Leisure and Cultural Services Department

健康護理業

召集人

林正財議員, SBS, BBS, JP

委員

香港社會服務聯會

香港安老服務協會

全港私營安老院同業會

香港家庭福利會

香港醫學會

香港老年學會

醫院診所護理業職工會

健康服務從業員協會

社區及院舍照顧員總工會

香港浸信會醫院

醫院管理局

衛生署

社會福利署

Healthcare Services

Convenor

Hon. LAM Ching-choi, SBS, BBS, JP

Members

The Hong Kong Council of Social Service

The Elderly Services Association of Hong Kong

Hong Kong Private Nursing Home Owners Association

Hong Kong Family Welfare Society

The Hong Kong Medical Association

Hong Kong Association of Gerontology

Hospitals, Clinics and Nursing Workers Union

Association of Health Services Workers

Community Care and Nursing Home Workers General Union

Hong Kong Baptist Hospital

Hospital Authority

Department of Health

Social Welfare Department

進出口業

召集人

黃定光議員, GBS, JP

委員

香港中華出入口商會

香港中小型企業總商會

香港出口商會

香港物流協會

香港物資採購與供銷學會

香港物流管理人員協會

Import and Export

Convenor

Hon. WONG Ting-kwong, GBS, JP

Members

The Hong Kong Chinese Importers' and Exporters' Association

The Hong Kong General Chamber of Small and Medium Business

The Hong Kong Exporters' Association

Hong Kong Logistics Association

The Institute of Purchasing and Supply of Hong Kong

Hong Kong Logistics Management Staff Association

香港洋務工會	Hong Kong Union of Chinese Workers in Western Style Employment
香港進出口貿易從業員協會	Hong Kong Import & Export Trade Employees Association
香港貿易發展局	The Hong Kong Trade Development Council

資訊及通訊科技業

Information and Communications Technology

召集人

Convenor

麥鄧碧儀女士, MH, JP

Mrs. Agnes MAK TANG Pik-yee, MH, JP

委員

Members

香港無線科技商會

Hong Kong Wireless Technology Industry Association

香港資訊科技商會

Hong Kong Information Technology Federation

香港互聯網供應商協會

Hong Kong Internet Service Providers Association

香港電腦學會

Hong Kong Computer Society

香港通訊業聯會

Communications Association of Hong Kong

專業資訊保安協會

Professional Information Security Association

香港資訊科技網絡工程人員協會

Hong Kong Information Technology & Network Engineering
Employees Association

香港I.T.人協會

I.T. People Association of Hong Kong

香港學術及職業技能導師協會

Hong Kong Association of Academic and Vocational Skills Tutors

電腦資訊科技人員協會

Computer Information Technology Employees Association

通訊業總工會

Communications Workers General Union

保險業

Insurance

召集人

Convenor

梁頌恩女士, MH

Ms. Juan LEUNG Chung-yan, MH

委員

Members

香港保險業聯會

The Hong Kong Federation of Insurers

香港保險顧問聯會

The Hong Kong Confederation of Insurance Brokers

香港專業保險經紀協會

Professional Insurance Brokers Association

合作伙伴 Stakeholders

香港保險師公會	Hong Kong Society of Certified Insurance Practitioners
香港財務策劃師學會	Institute of Financial Planners of Hong Kong
註冊理財師學會	Society of Certified Financial Organizer
香港工會聯合會	The Hong Kong Federation of Trade Unions
香港保險業總工會	Hong Kong Insurance Practitioners General Union
保險及理財策劃人員協會	Insurance and Financial Planners Association
保險及金融從業員權益分會	Insurance & Finance Practitioners Solidarity Sector
保險業監管局	Insurance Authority

個人保健及家居服務業

Personal Healthcare and Domestic Services

召集人	Convenor
梁榮能教授	Professor Albert LEUNG Wing-nang
委員	Members
香港中文大學中醫學院	School of Chinese Medicine – The Chinese University of Hong Kong
香港助產士會	Hong Kong Midwives Association
商業機構及家居服務從業員協會	Commercial Organization and Domicile Services Employees Association
香港中藥從業員協會	Hong Kong Chinese Medicine Employees Association
香港推拿理療專業人員總會	Hong Kong Massage & Physiotherapy Professional General Union
香港工會聯合會	The Hong Kong Federation of Trade Unions
國家推拿技能考評員香港總會	Hong Kong General Association of National Massage Skills Examiners
家庭服務從業員協會	Home Services Employees Association
香港家務助理總工會	Hong Kong Domestic Workers General Union
保良局	Po Leung Kuk
東華三院	Tung Wah Group of Hospitals
長者安居協會	Senior Citizen Home Safety Association
衛生署	Department of Health

印刷及出版業

Printing and Publishing

召集人

Convenor

梁兆賢先生

Mr. Jackson LEUNG Siu-yin

委員

Members

香港印刷業商會

The Hong Kong Printers Association

香港出版總會

Hong Kong Publishing Federation

香港數碼印刷協會

HK Digital Printing Association

香港出版學會

Hong Kong Publishing Professionals Society Ltd

香港印藝學會

Graphic Arts Association of Hong Kong

印刷媒體專業人員協會

Institute of Print-Media Professionals

香港印刷出版媒體業工會

Hong Kong Printing and Publishing Media Industry Workers Union

港九勞工社團聯會

The Federation of Hong Kong & Kowloon Labour Unions

物業管理及保安業

Property Management and Security

召集人

Convenor

袁靖罡(靖波)教授, MH

Professor Stephen YUEN Ching-bor, MH

委員

Members

香港物業管理公司協會

The Hong Kong Association of Property Management Companies

英國特許房屋經理學會亞太分會

Chartered Institute of Housing Asian Pacific Branch

香港房屋經理學會

The Hong Kong Institute of Housing

香港地產行政師學會

Hong Kong Institute of Real Estate Administrators

香港工會聯合會

The Hong Kong Federation of Trade Unions

香港護衛及物業管理從業員總會

The Hong Kong General Union of Security & Property Management Industry Employees

物業管理行政及文職人員協會

Property Management Administrative and Clerical Staff Association

香港物業管理及工程技術人員協會

Hong Kong Property Management & Technical Employees Association

香港物業管理及保安職工總會

Hong Kong Buildings Management and Security Workers General Union

香港樓宇管理僱員工會

Hong Kong Housing Management Employees Union

地產代理業

Real Estate Agency

召集人	Convenor
汪敦敬博士, MH	Dr. Lawrance WONG Dun-king, MH
委員	Members
香港專業地產顧問商會	Hong Kong Chamber of Professional Property Consultants Limited
香港房地產代理業聯會有限公司	Hong Kong Property Agencies Association Limited
香港地產代理商總會	Hong Kong Real Estate Agencies General Association
香港新界地產代理商聯會有限公司	Hong Kong New Territories Estate Agents & Merchants Association Limited
香港測量師學會	The Hong Kong Institute of Surveyors
香港地產代理專業協會	Society of Hong Kong Real Estate Agents Limited
地產代理管理協會有限公司	Estate Agents Management Association Limited
香港工會聯合會	The Hong Kong Federation of Trade Unions
香港文職及專業人員總會	Hong Kong Clerical and Professional Employees General Union
香港樓宇管理僱員工會	Hong Kong Housing Management Employees Union
地產代理監管局	Estate Agents Authority

康體及運動業

Recreation and Sports

召集人	Convenor
沈劍威教授	Professor Raymond SUM Kim-wai
委員	Members
香港基督教青年會	YMCA of Hong Kong
香港中華基督教青年會	Chinese YMCA of Hong Kong
中國香港體育協會暨奧林匹克委員會	Sports Federation & Olympic Committee of Hong Kong, China
中國香港體適能總會	Physical Fitness Association of Hong Kong, China
香港體育學院	Hong Kong Sports Institute
香港康樂體育專業人員總會	Hong Kong Recreation And Sports Professionals General Union
港九勞工社團聯會	The Federation of Hong Kong & Kowloon Labour Unions
康樂及文化事務署	Leisure and Cultural Services Department

零售業

召集人

余鵬春先生, SBS, JP

副召集人

鄭偉雄先生

委員

香港總商會－零售及旅遊委員會

香港中華總商會

港九百貨業商會有限公司

香港零售管理協會

香港商業專業評審中心

優質旅遊服務協會

香港百貨、商業僱員總會

商品推廣及零售業僱員總會

零售、商業及成衣業總工會

Retail

Convenor

Mr. YU Pang-chun, SBS, JP

Vice-Convenor

Mr. CHENG Wai-hung, Thomson

Members

Hong Kong General Chamber of Commerce - Retail & Tourism Committee

The Chinese General Chamber of Commerce, Hong Kong

The Hong Kong & Kowloon General Merchandise Merchants' Association Limited

Hong Kong Retail Management Association

The Professional Validation Centre of Hong Kong Business Sector

Quality Tourism Services Association

Hong Kong Department Stores & Commercial Staff General Union

Commodities Promotion and Retailing Employees General Union

Retail, Commerce and Clothing Industries General Union

旅遊及酒店業

召集人

麥秀蘭女士

委員

香港旅遊業議會

香港註冊導遊協會

香港理工大學酒店及旅遊業管理學院

香港旅遊聯業工會聯會

香港工會聯合會

酒店及餐飲從業員協會

Tourism and Hotel

Convenor

Ms. Keller MAK Sau-Lan

Members

Travel Industry Council of Hong Kong

Hong Kong Association of Registered Tour Co-ordinators

School of Hotel & Tourism Management, The Hong Kong Polytechnic University

The Federation of Hong Kong Trade Unions in Tourism

The Hong Kong Federation of Trade Unions

Hotels, Food & Beverage Employees Association

合作伙伴 Stakeholders

香港旅遊服務業員工總會	General Union of Hong Kong Tourism Services Industry Employees
飲食及酒店業職工總會	Catering and Hotels Industries Employees General Union
旅行代理商註冊處	Travel Agents Registry

交通及物流業

Transportation and Logistics

召集人	Convenor
李耀培博士	Dr. Ringo LEE Yiu-pui
副召集人	Vice-Convenor
何志盛博士工程師, JP	Ir. Dr. David HO Chi-shing, JP
委員	Members
香港汽車服務業聯會	Federation of Automobile Services Industry Hong Kong
汽車維修管理協會	Service Managers Association
香港貨櫃碼頭商會有限公司	Hong Kong Container Terminal Operators Association Limited
香港貨運物流業協會有限公司	Hong Kong Association of Freight Forwarding And Logistics Limited
香港航空業協會	Hong Kong Aviation Industry Association
香港陸路客貨運輸業議會有限公司	Hong Kong Land Transport Council Limited
香港運輸物流學會	The Chartered Institute of Logistics and Transport in Hong Kong
香港汽車工業學會	The Institute of The Motor Industry Hong Kong
物流從業員工會	Logistics Practitioners Union
海港運輸業總工會	Harbour Transportation Workers General Union
香港海員工會	Hong Kong Seamen's Union
汽車交通運輸業總工會	Motor Transport Workers General Union
香港民用航空事業職工總會	The Staffs and Workers Union of Hong Kong Civil Airlines
香港碼頭及港口業工會	Hong Kong Docks & Ports Industries Union
物流及貨櫃車司機工會	Logistics Industry & Container Truck Drivers Union
機電工程署	Electrical and Mechanical Services Department
運輸署	Transport Department

鐘錶及珠寶業

Watch and Jewellery

召集人

Convenor

朱繼陶先生

Mr. Joseph CHU Kai-to

委員

Members

香港鐘表業總會有限公司

The Federation of Hong Kong Watch Trades and Industries Ltd.

香港表廠商會有限公司

Hong Kong Watch Manufacturers Association Ltd.

香港珠寶玉石廠商會

Hong Kong Jewellery & Jade Manufacturers Association

香港金銀首飾工商總會

Hong Kong Gold & Silver Ornament Workers & Merchants General Union

香港寶石學協會

The Gemmological Association of Hong Kong

香港生產力促進局

Hong Kong Productivity Council

亞太寶石學家協會有限公司

Asia Pacific Gemmologist Society Co. Ltd

港九鐘錶業職工會

Hong Kong and Kowloon Clock and Watch Trade Workers Union

港九金飾珠寶業職工會

Hong Kong & Kowloon Gold Ornaments & Jewellery Trade Workers' Union

服裝製品及紡織業

Wearing Apparel and Textile

召集人

Convenor

楊國榮教授

Professor Philip YEUNG Kwok-wing

委員

Members

香港紡織業聯會

Textile Council of Hong Kong

香港中華廠商聯合會

The Chinese Manufacturers' Association of Hong Kong

香港工業總會

Federation of Hong Kong Industries

香港理工大學－應用科學及紡織學院

Faculty of Applied Science and Textiles, The Hong Kong Polytechnic University

香港紡織及服裝學會

Hong Kong Institution of Textile and Apparel

製衣服飾從業員協會

Garment Fashion Practitioners Association

以「行業諮詢網絡」英文名稱排列。

Listed in alphabetical order of "Industry Consultative Networks".

委任培訓機構名單 List of Appointed Training Bodies

AA	香港理工大學活齡學院	Institute of Active Ageing, The Hong Kong Polytechnic University
AE	機電工程協會(香港)有限公司	The Association of Electrical and Mechanical Engineering (Hong Kong) Limited
AG	香港老年學會	Hong Kong Association of Gerontology
AI	嶺南大學亞太老年學研究中心	Asia-Pacific Institute of Ageing Studies, Lingnan University
AK	香港仔街坊福利會有限公司	Aberdeen Kai-fong Welfare Association Limited
AP	香港民主民生協進會	Hong Kong Association for Democracy and People's Livelihood
AT	印刷科技研究中心有限公司	Advanced Printing Technology Centre Limited
BD	香港標準舞總會有限公司	Hong Kong Ballroom Dancing Council Limited
BK	浸信會愛羣社會服務處	Baptist Oi Kwan Social Service
CA	香港明愛	Caritas - Hong Kong
CH	香港護理學院	College of Nursing, Hong Kong
CL	製衣業訓練局	Clothing Industry Training Authority
CS	香港職業發展服務處有限公司	Hong Kong Employment Development Service Limited
CT	港專機構有限公司	HKCT Group Limited
CU	香港職工會聯盟	The Hong Kong Confederation of Trade Unions
DW	香港聖公會福利協會有限公司	Hong Kong Sheng Kung Hui Welfare Council Limited
EE	港九電器工程電業器材職工會	Hong Kong and Kowloon Electrical Engineering and Appliances Trade Workers Union
EL	基督教香港信義會	The Evangelical Lutheran Church of Hongkong
EM	工程及醫療義務工作協會	Association for Engineering and Medical Volunteer Services
FC	香港婦女中心協會	Hong Kong Federation of Women's Centres
FH	胡芬妮髮型美容教育中心	Farida Hair & Beauty Education Centre
FL	港九勞工社團聯會	The Federation of Hong Kong and Kowloon Labour Unions

FM	香港循理會	The Free Methodist Church of Hong Kong
FS	香港童軍總會童軍知友社	The Scout Association of Hong Kong - The Friends of Scouting
FU	香港工會聯合會	The Hong Kong Federation of Trade Unions
FW	香港各界婦女聯合協進會有限公司	Hong Kong Federation of Women Limited
FY	香港傷殘青年協會	Hong Kong Federation of Handicapped Youth
GO	港九金飾珠寶業職工會	Hong Kong and Kowloon Gold Ornaments and Jewellery Trade Workers' Union
HC	聖公會聖匠堂社區中心	S.K.H. Holy Carpenter Church Community Centre
HE	香港商業專科學校	Hongkong School of Commerce
HH	基督教靈實協會	Haven of Hope Christian Service
HK	基督教勵行會	Christian Action
HN	醫院診所護士協會	Hospital & Clinic Nurses Association
HS	星廚管理學校有限公司營辦的 星廚管理學校	Star Chef Management School operated by Star Chef Management School Company Limited
HT	香島專科學校	Heung To College of Professional Studies
IF	工業福音團契有限公司	The Industrial Evangelistic Fellowship Limited
IT	香港科技專上書院	Hong Kong Institute of Technology
IW	離島婦聯有限公司	OIWA Limited
KA	葵協社區教育拓展中心有限公司	KCRA Community Education Enhancement Center Limited
KC	葵涌醫院－醫院管理局	Kwai Chung Hospital – Hospital Authority
KE	香港機電專業學校(夜校)	Hong Kong Electrical & Mechanical College (Evening School)
LA	物流從業員工會	Logistics Practitioners Union
LF	李暉武術文化中心	Li Fai Centre of Wushu
LI	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

合作伙伴 Stakeholders

LN	嶺南大學持續進修學院	Lingnan Institute of Further Education
MC	循道衛理中心	Methodist Centre
MD	香港人才培訓中心有限公司	Hong Kong Manpower Development Centre Limited
MK	香港心理衛生會	The Mental Health Association of Hong Kong
ML	香港駕駛學院有限公司	The Hong Kong School of Motoring Limited
MO	蒙妮坦美髮美容學院	Monita Hair & Beauty Academy
NA	鄰舍輔導會	The Neighbourhood Advice-Action Council
NH	新家園協會有限公司	New Home Association Limited
NL	新生精神康復會	New Life Psychiatric Rehabilitation Association
NT	新界社團聯會再培訓中心有限公司	New Territories Association Retraining Centre Limited
NW	街坊工友服務處	Neighbourhood & Worker's Service Centre
OS	職業安全健康局	Occupational Safety and Health Council
PE	香港城市大學專業進修學院	School of Continuing and Professional Education, City University of Hong Kong
PM	瑪嘉烈醫院	Princess Margaret Hospital
PY	香港普通話研習社	Xianggang Putonghua Yanxishe
QE	伊利沙伯醫院－醫院管理局	Queen Elizabeth Hospital – Hospital Authority
RC	香港紅十字會	Hong Kong Red Cross
RE	香港復康力量	Hong Kong Rehabilitation Power
RI	皇家國際教育學院	Royal International College
RP	香港善導會	The Society of Rehabilitation and Crime Prevention, Hong Kong
SA	香港聖約翰救護機構	Hong Kong St. John Ambulance
SC	香港中文大學專業進修學院	School of Continuing and Professional Studies, The Chinese University of Hong Kong
SJ	聖雅各福群會	St. James' Settlement
SK	香港聖公會麥理浩夫人中心	Hong Kong Sheng Kung Hui Lady MacLehose Centre

SL	龍耳有限公司	Silence Limited
SR	香港復康會	The Hong Kong Society for Rehabilitation
TC	香港旅遊業議會	Travel Industry Council of Hong Kong
TG	香港導遊總工會	Hong Kong Tour Guides General Union
VM	華夏國際中醫學會有限公司	Vassar International Chinese Medical Society Limited
VT	職業訓練局	Vocational Training Council
WH	香港工人健康中心有限公司	Hong Kong Workers' Health Centre Limited
YC	青年會專業書院	YMCA College of Careers
YG	香港青年協會	The Hong Kong Federation of Youth Groups
YH	香港基督教青年會	The Young Men's Christian Association of Hong Kong
YM	循道衛理楊震社會服務處	Yang Memorial Methodist Social Service
YT	仁愛堂有限公司	Yan Oi Tong Limited
YW	香港基督教女青年會	Hong Kong Young Women's Christian Association

以機構編號排列

Listed according to organisation code.

ERB人才企業嘉許計劃 ERB Manpower Developer Award Scheme

技術顧問

Technical Consultant

香港生產力促進局

Hong Kong Productivity Council

榮譽顧問名單

List of Honorary Advisors

鄭惠貞女士

Ms. Margaret CHENG

香港人力資源管理學會會長

President, Hong Kong Institute of Human Resource Management

趙其琨教授, MH

Professor Randy CHIU, MH

香港浸會大學人力資源策略及
發展研究中心主任

Director, Centre for Human Resources Strategy and Development,
Hong Kong Baptist University

蔡惠琴女士, JP

Ms. Virginia CHOI, JP

持續專業進修聯盟主席

Chairperson, Continuing Professional Development Alliance

范建強教授

Professor Dennis FAN

前香港中文大學商學院副院長
(本科生課程)

Former Associate Dean (Undergraduate Studies), CUHK Business School,
The Chinese University of Hong Kong

林寶茵博士

Dr. Pamela LAM

香港公開大學李嘉誠專業進修學院
助理院長

Assistant Director, Li Ka Shing Institute of Professional and Continuing
Education, The Open University of Hong Kong

羅香儀女士

Ms. Nita LAW

渣打銀行(香港)有限公司人力資源主管
(東北亞洲區)

Regional Head of Human Resources, North East Asia,
Standard Chartered Bank (Hong Kong) Limited

羅左華先生

Mr. Richard LAW

沛賢有限公司董事

Director, Pei Xian Ltd

廖家陞先生

Mr. Brian LIU

洲際酒店集團區域人力資源總監
(香港及澳門區域)

Area Director of Human Resources, Hong Kong and Macau,
InterContinental Hotels Group

阮博文教授

Professor Peter YUEN

香港理工大學專業及持續教育學院院長

Dean, College of Professional and Continuing Education,
The Hong Kong Polytechnic University

以英文姓氏排列。
Listed in alphabetical order.

支持機構名單

List of Supporting Organisations

持續專業進修聯盟	Continuing Professional Development Alliance
香港僱主聯合會	Employers' Federation of Hong Kong
香港工業總會	Federation of Hong Kong Industries
香港優質顧客服務協會	Hong Kong Association for Customer Service Excellence
香港人力資源管理學會	Hong Kong Institute of Human Resource Management
香港市務學會	Hong Kong Institute of Marketing
香港人才管理協會	Hong Kong People Management Association
香港零售管理協會	Hong Kong Retail Management Association
優質旅遊服務協會	Quality Tourism Services Association
香港中華總商會	The Chinese General Chamber of Commerce
香港中華廠商聯合會	The Chinese Manufacturers' Association of Hong Kong
香港社會服務聯會	The Hong Kong Council of Social Service
香港中小型企業總商會	The Hong Kong General Chamber of Small and Medium Business
香港銀行學會	The Hong Kong Institute of Bankers
香港董事學會	The Hong Kong Institute of Directors

以機構英文名稱排列。
Listed in alphabetical order.

「人才企業」名單請參閱「ERB人才企業嘉許計劃」網站。

Please refer to the website of “ERB Manpower Developer Award Scheme” for the list of “Manpower Developer”.



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