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TOGETHER

THROUGH PEAKS AND TROUGHS

2020-21
年度年報 ANNUAL REPORT



僱員再培訓局
Employees Retraining Board





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關於僱員再培訓局

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2020-21年度，本局提供140,000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鈎課程、跨行業適用的通用技能課程、協助在職人士提升技能的技能提升課程，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 2020-21, ERB provided 140,000 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 courses for people from all industries, skills upgrading 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



余鵬春, GBS, JP
YU Pang-chun, GBS, JP

主席 *Chairman*



2020-21年度是全港同心抗逆、迎難而上的一年。

新型冠狀病毒肆虐全球，對環球和香港造成前所未有的衝擊，經濟下滑、行業停擺、企業倒閉、失業飆升、人心虛怯。在這陰霾密布的年頭，每個界別、每位市民，都在各自崗位上咬緊牙關，胼手胝足，積極求變、尋找出路，僱員再培訓局（再培訓局）也不例外。

我相信每次逆境都是變革圖強的機會。遇上劃時代的挑戰，再培訓局做到更前瞻性和策略性，我們周詳部署、隨時應變，加速開發新課程和服務，在行動上做到靈活便民，在推廣上更進取創新，以迅速回應市場的急劇變化及需求。

The year 2020-21 witnessed the concerted efforts of Hong Kong people in fighting the virus and riding out adversities.

The COVID-19 pandemic ravaged the world and posed unprecedented repercussions globally, resulting in economic downturn, industry stagnation, business closure, soaring joblessness and shattered confidence. Against such a gloomy outlook, every sector and everyone have to rise to resilience and stand tall in seeking for options and ways out. The Employees Retraining Board (ERB) is no exception.

“In the midst of every difficulty lies opportunity”. This is my belief. Facing the epoch-making challenge, ERB was even more forward-looking and strategic-minded in formulating our work plans, and speedy in managing changes. We expedited the development of new courses and services, adopted more dynamic and user-oriented approach, and put more proactive and innovative effort in promotion to promptly cope with the rapid changes and demands of the market.



主席序言 Chairman's Message

特事特辦 破格創新

香港的失業率在年內一度攀升至17年新高，不少僱員處於失業、開工不足或被要求放取無薪假期的困境，焦慮不安。再培訓局先後推出三期「特別·愛增值」計劃（「特別計劃」），協助受經濟不景影響的市民透過培訓提升技能，務求儘快重投職場。

我們在2020-21年度推出的第二期及第三期「特別計劃」中持續加入優化措施，包括（一）放寬入讀資格至肄業或畢業後未能成功就業的人士；（二）大幅增加課程至約450項；（三）放寬每名申請人可報讀課程的上限；（四）完成修訂法例以提高每名學員每月再培訓津貼上限至5,800元；（五）降低發放津貼的出席率要求以便利學員同步求職；以及（六）推出「企業包班」服務，鼓勵僱主為其受影響的僱員安排培訓等。

截至2021年3月，三期「特別計劃」合共有逾150,000人次報讀，反映計劃能及時回應市民的需要，而社會各界亦對「特別計劃」表示認同和支持，令我們深感鼓舞。

我特別感謝政府為再培訓基金注資25億元以延續及優化「特別計劃」。財政司司長在2021-22年度《財政預算案》邀請再培訓局於2021年7月推出第四期「特別計劃」，為期半年，我們定當全力以赴，繼續擴闊課程選擇及增加網上課程，支援更多市民藉培訓找到新機遇。

Staying Versatile and Innovative

The unemployment rate of Hong Kong once rose to a 17-year high in the year, leaving many anxious employees in the predicament of being unemployed, underemployed, or required to take no pay leave. ERB has launched three phases of the Love Upgrading Special Scheme (Special Scheme) to assist those affected by economic downturn to attend training for upgrading skills and rejoining the workforce as soon as possible.

To optimise phase 2 and phase 3 of the Special Scheme launched in 2020-21, a host of enhancement measures was unveiled. They included (1) relaxing the eligibility requirements to cover those who have yet to engage in employment after finishing study or graduation; (2) substantially increasing the number of courses in offer to around 450; (3) relaxing the maximum number of courses each trainee may apply under the Special Scheme; (4) completing the legislative amendment to increase the maximum amount of retraining allowance to \$5,800 per month for each trainee; (5) lowering the attendance rate requirement for disbursing the special allowance to facilitate trainees to seek employment when attending training; and (6) offering “Enterprise-based Training” service to encourage employers to arrange training for their affected employees.

As of March 2021, over 150,000 applicants for three phases of the Special Scheme were recorded, indicating its timeliness in meeting the needs of the public. We were also overwhelmed by the appreciation and support of many sectors to the Special Scheme.

I wish to express my special gratitude to the Government for injecting \$2.5 billion into the Employees Retraining Fund for extending and enhancing the Special Scheme. In the 2021-22 Budget, the Financial Secretary invited ERB to launch phase 4 of the Special Scheme in July 2021 for another six months. We will do our utmost to continue providing more training options and online courses, thereby supporting more members of the public to embrace new opportunities through training.

以變應變 跨越挑戰

在年度內，疫情嚴峻並持續反覆，配合政府推行的防疫措施，再培訓局需三度全面暫停面授課堂累計達三個多月。有見市民的培訓需求急劇增加，我們必須急市民所急。課堂雖停，培訓服務卻不可停。我們改變策略，將網上培訓措施提前作為應變方案。

在培訓機構全力配合下，我們於2020年4月匆匆推出網上授課模式試點計劃，讓學員於防疫期間持續學習。我們不斷擴大課程名單，配套行政安排，亦有更多培訓機構加入網上授課行列。至年度結束時已推出約370項網上課程，並同步採用面授和網上授課的混合模式，增加學習的彈性。幸好疫情逐步回穩，我們於2021年3月初全面恢復面授課堂，並制訂防疫指引，要求培訓機構嚴格執行。

這次寶貴經驗充分展示再培訓局與培訓機構的高度應變能力，亦確立再培訓局發展網上學習模式的新方向，我們已成立專責工作小組，全力開展相關工作。

重點群組 加強支援

再培訓局緊貼政府的人口政策及施政重點，積極協助釋放潛在勞動力，在年內繼續重點支援「後50」（50歲或以上人士）培訓和就業。我們在2019年創新推出「後50·實習生計劃」，吸引不少「後50」參與，口碑載道。我們在2020年再度推出「後50·實習生計劃」，不但擴大了規模，亦提升了成效，同樣深受「後50」和僱主的歡迎。最欣喜的是，不少「後50」在完成實習後獲聘用為正式員工，學員重拾的不只是工作，更是自信和自尊。

Steering Changes to Rise to Challenges

The pandemic situation remained severe and unstable throughout the year. To follow the Government's anti-pandemic measures, ERB had to suspend its face-to-face classes thrice, spanning for more than three months. In view of the drastic surge of demand for training, it is imperative for us to address the needs of the people. Our training services should not come to a halt even classroom training was suspended. We therefore adjusted our strategy and advanced the online training as a contingency plan.

With the full support of training bodies, we managed to rush the online learning arrangement on a pilot basis in April 2020 for trainees to continue learning during infection control. We continued expanding the course list and putting administrative arrangements in place, and more training bodies joined in to provide online courses. Towards the end of the financial year, around 370 online courses were launched, whilst hybrid mode of classroom training and online learning was deployed to heighten the flexibility of study. Fortunately, the pandemic situation gradually stabilised and classroom training was fully resumed in early March 2021. Precautionary measures were formulated for the strict compliance by the training bodies.

This invaluable experience has thoroughly demonstrated the impeccable rapport between ERB and the training bodies, and our competency in tackling changes. In addition, the new direction of developing online training was established with a dedicated working group formed to implement related work in full swing.

Enhancing Support for Key Target Groups

To follow the Government's population policy and work priorities, ERB continues its work in the year to support "Post-50" (people aged 50 or above) in training and employment with a view to unleashing latent workforce. We pioneered the "Post-50 Internship Programme" in 2019, with enthusiastic participation of many "Post-50". In 2020, we launched for the second time the "Post-50 Internship Programme" with enhancements in its scale and effectiveness. Both the "Post-50" and employers expressed their appreciation. We were thrilled that quite many "Post-50" interns were offered employment after the internship, allowing them to regain not only a job, but also their own confidence and respect.

主席序言 Chairman's Message

青年人是社會的未來棟樑，這兩年青年人的失業率長期高企，需要再培訓局加強支援。我們推出全新的「青年啟迪培訓證書」課程、「物業管理客戶服務專員基礎證書」度身訂造課程、首辦「青年培訓及職業網上博覽」，並舉行「青年就業實戰系列」及「中學生職場體驗」活動系列，從不同層面協助青年人增強工作技能，鞏固個人素養，掌握市場資訊，提升就業競爭力，為未來發展做好準備。

利用科技 與時並進

「工業4.0」大趨勢及科技的迅速發展，為就業市場帶來結構性的改變。重複性的人力工作將會被取締，同時出現大量新工種，創新科技人才的需求將會大增。此外，這兩年疫情催生了各種工作及生活新常態，進一步推動各行各業數碼轉型。

再培訓局洞悉形勢，亦配合特區政府推動香港創新科技發展的政策，加強開發更多創新科技培訓課程，包括資歷級別第三級課程，以及專業認證課程和課程系列，培育更多資訊及通訊科技業人才，同時協助市民提升創新科技及數據應用的能力，應對就業市場的挑戰。

Young people are the future of our society. The youth unemployment rate remained high in the past two years, calling for strengthened support from ERB. We launched the brand new “Certificate in Youth Inspiration Training” course, the “Foundation Certificate in Customer and Concierge Service in Property Management (Tailor-Made Course)”, the first “Youth Training and Career Virtual Expo”, as well as the “Youth Employment Activity Series” and “Workplace Experience Activity Series for Secondary School Students”, assisting young people to enhance their job skills, improve personal attributes and master market information to prepare for future development.

Deploying Technology to Move with the Times

The Industry 4.0 megatrend and the rapid technological development have brought about structural changes to the employment market. Repetitive manual work will be replaced and meanwhile numerous new job types will emerge, in addition to the spurring demand for innovation and technology talents. Besides, the pandemic in the past two years gave birth to a wealth of new normal at work and in life, further magnifying digital transformation of all industries.

Foreseeing the macro trend and echoing the Government's policy of promoting the development of innovation and technology in Hong Kong, ERB has stepped up its efforts in developing more innovation and technology training courses, including courses at Qualifications Framework Level 3, professional certification courses and course series, with a view to nurturing more information technology professionals, and at the same time enhancing the literacy and ability of the general public in innovation and data applications in order to meet the challenges of the employment market.

任重道遠 無時或已

疫情衝擊香港經濟民生，磨蝕了不少人的信心與希望。然而，最困難時期往往最能彰顯人的鬥志與毅力，亦能達至更大的成就，更高的境界。

再培訓局在政府、勞工及福利局和勞工處的全力支持、全局委員的帶領、行業團體、培訓機構及再培訓局辦事處同事的同心協力下，得以順利完成多項工作。我在此特別向他們致以衷心的感謝。

再培訓局承諾堅守崗位，與各持份者齊心合力，竭盡所能，繼續提供適切到位的培訓課程和服務，支持香港市民跨過逆境，走出陰霾，開創新天。

僱員再培訓局
主席
余鵬春, GBS, JP

Greater Responsibilities through Thick and Thin

Pandemic has battered Hong Kong's economy and livelihood, shaking the confidence and hope of many people. Nevertheless, it is often during the most difficult times where there is the best opportunity to display one's perseverance, to attain greater achievements and to reach new horizons.

With the unfailing support of the Government, Labour and Welfare Bureau and Labour Department, leadership of the Board and concerted efforts of industry groups, training bodies and colleagues of the ERB Executive Office, we have accomplished many tasks in the year. I would like to extend my heartfelt gratitude to all of them.

By joining hands with all stakeholders, ERB is committed to continue providing appropriate training courses and services in supporting Hong Kong people to ride out the storm and head towards a better tomorrow.

YU Pang-chun, GBS, JP
Chairman
Employees Retraining Board

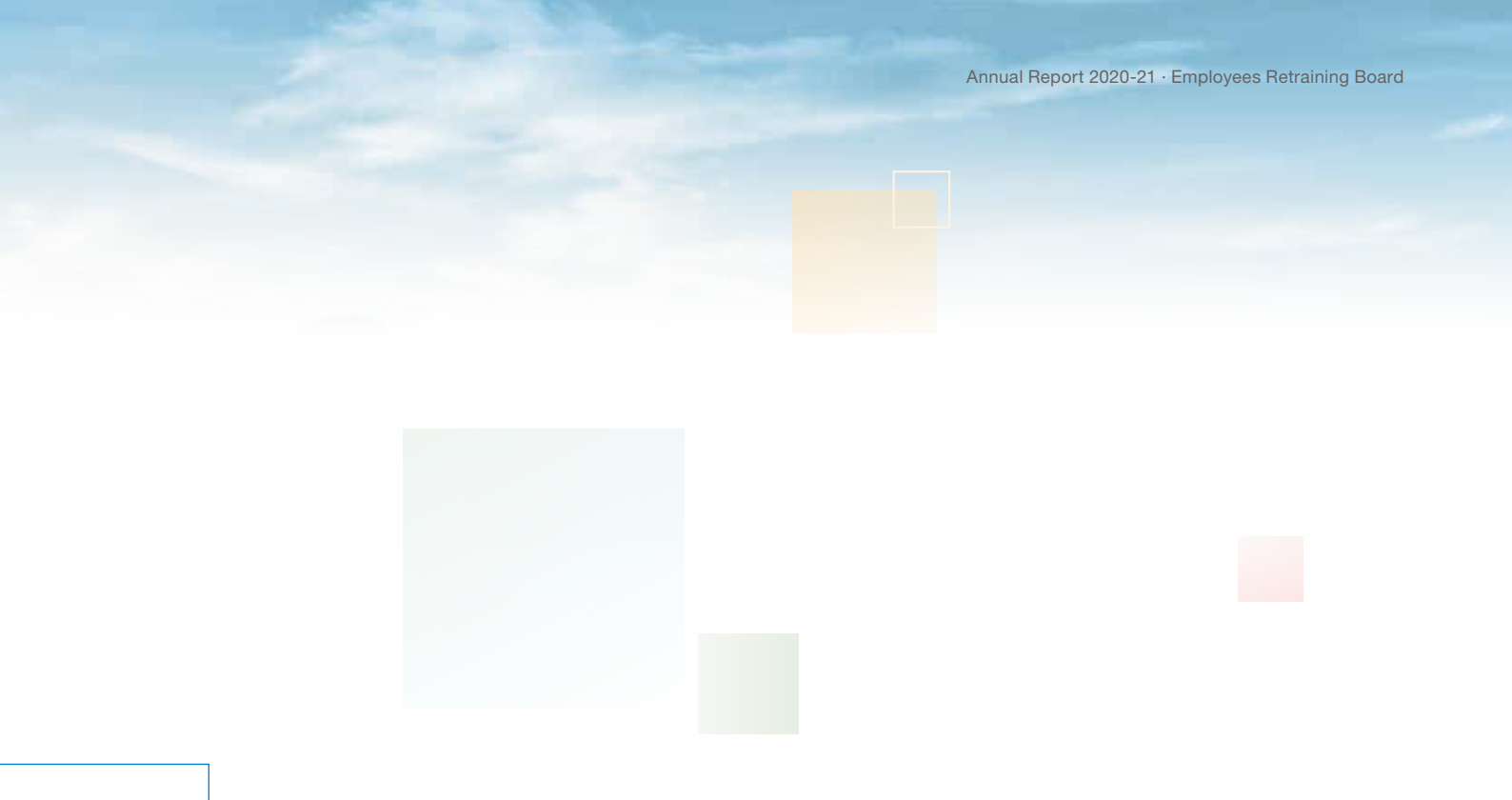
行政總監報告

Executive Director's Overview



吳國強, BBS
Byron NG Kwok-keung, BBS

行政總監 *Executive Director*



在2019-20年度年報工作報告的開首，我曾慨嘆：「2019-20年度是驚濤駭浪的一年」。一年過去，萬料不到，風起雲湧的日子非但沒有過去，2020-21年度更加風高浪急，一浪比一浪高。

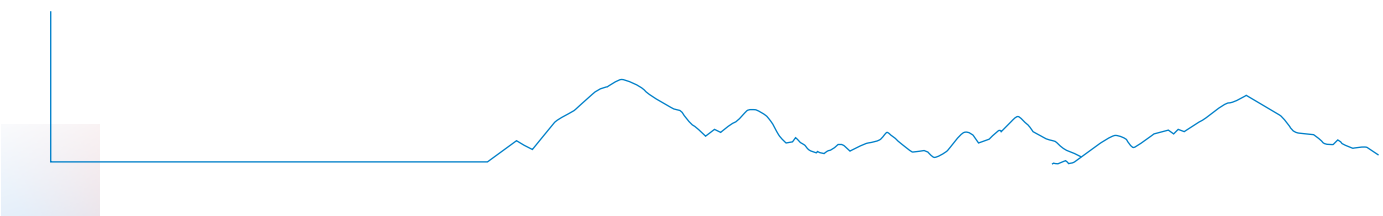
疫情籠罩全球，多國封城停擺，香港的經濟和就業市場受到嚴重衝擊。至年度結束時，第四波疫情才剛完結，經濟民生距離復蘇仍遠。

面對前所未有的挑戰，僱員再培訓局（再培訓局）嚴陣以待，夙夜不懈。我們加快規劃，加緊行動，加強培訓課程和支援服務，與香港市民和企業在逆境中並肩同行，努力化危為機。疫情打亂了我們的規劃，卻沒有打倒我們的信念，在2020-21年度，我們在多個重要的工作領域仍然取得突破和進展。

“2019-20 was a roller-coaster year.” This was my opening remarks in the Annual Report 2019-20. Little did I expect that after a year, the roller-coaster not only did not stop but went on to an even more furious track. 2020-21 saw greater crisis than ever.

Shrouded in the mist of COVID-19, many countries locked down their cities and brought almost everything to a standstill, while the economy and employment market of Hong Kong faced a heavy blow. When the year ended, Hong Kong just saw the fourth wave of pandemic tailing off, with recovery of economy and livelihood still far away.

Facing an unprecedented challenge, the Employees Retraining Board (ERB) stood ready and stayed vigilant. We sped up our planning and acted swiftly to enhance our training courses and support services, with a view to standing together with Hong Kong people and corporations in adversity, and turning crisis into opportunity. The pandemic might have messed up our plans, but not our faith. In 2020-21, we still achieved important breakthroughs and progress in many work areas.



行政總監報告 Executive Director's Overview

課程發展 從無間斷

培訓服務儘管因疫情反覆而在2020-21年度曾先後三度全面暫停面授課堂，全年入讀再培訓局課程人次仍高逾113,000，超過上個年度，反映處於就業市場寒冬的市民對培訓的殷切需求，而本局的課程正能協助解決燃眉之急。

再培訓局在年內推出約40項新課程，包括職業階梯課程、系列課程、創新科技課程、專業認證課程、「能力為本」課程等，讓不同背景的學員都能找到合適的培訓選擇。同時，我們為青年人、少數族裔人士、更生人士及戒毒人士、殘疾及工傷康復人士等有特別需要社群提供合共164項專設課程，適切回應他們的培訓需要。

疫情下不少市民面對就業困難，缺乏工作經驗的青年人更是首當其衝。我們相信培訓課程可以協助年輕人裝備就業技能，強化心理質素，增加競爭力。再培訓局於年內進行市場調查，了解青年人的培訓及就業需要，從而提供更配合他們興趣及發展的課程和服務。

年內，本局繼續擴展「先聘用、後培訓」計劃至更多行業、開辦「度身訂造課程」、發展「零存整付」證書計劃，以及舉辦行業專題工作坊等，以各種模式推動在職僱員持續進修，以及企業建立學習文化。此外，我們與香港城市大學專業進修學院合作，進一步擴展「學分累積及轉移」安排的涵蓋範圍，讓學員在進修時達至無縫接軌。

Continuing Course Development

Although face-to-face training was suspended thrice during 2020-21 owing to the unsettling pandemic situation, the year-round enrolment of ERB courses still reached 113,000, surpassing the number of the preceding year and reflecting the dire training demand of the public amidst the tough employment environment, where ERB courses were able to address their imminent needs.

ERB launched around 40 new courses in the year, including Vocational Qualifications Pathway courses, course series, innovation and technology courses, professional certification courses, Specification of Competency Standards-based courses, etc., allowing trainees of different backgrounds for sufficient choices. At the same time, we offered 164 dedicated courses for social groups with special needs, including young people, ethnic minorities, rehabilitated ex-offenders and ex-drug abusers, and persons with disabilities and persons recovered from work injuries, etc., to cater for their training needs.

The pandemic makes it harder for people to find jobs, in particular the young people who lack working experience. We believe that training courses could equip the youth with the skillsets, strengthen their mental readiness, and increase their competitiveness. ERB conducted market research in the year to gauge the training and employment needs of the young people, in order to provide courses and services that better suit their interest and development needs.

In the year, ERB continued to expand the “First-Hire-Then-Train” Scheme to cover more industries, launch the “Tailor-made Course”, develop the “Modular Certificates Accumulation Scheme”, and organise industry thematic workshops, etc., aiming to promote continuous learning among serving employees and establish a learning culture in corporations. In addition, ERB gradually expanded the coverage of the “Credit Accumulation and Transfer” arrangement in collaboration with the School of Continuing and Professional Education, City University of Hong Kong, to enable seamless integration in the learning pathway of our trainees.

隨機應變 優化服務

疫情直接影響支援服務和實體活動的推行，本局以變應變，引入網上服務和活動，以提高靈活性。年內，培訓顧問為有特別需要社群提供逾1,100節外展個人諮詢服務，當中超過800節是透過視像模式進行。培訓顧問亦利用網上平台為社區團體提供小組諮詢服務，協助有需要人士規劃進修和就業準備。此外，「ERB服務中心」及「ERB服務點」於年度內共舉辦了約960項行業講座、試讀班、「職場再出發實戰系列活動」及專設活動，當中約有230項為網上活動。

在就業支援方面，再培訓局在2020年3月推出「ERB助理搵工」流動應用程式，供完成「樂活一站」和「陪月一站」相關課程的學員搜尋及申請合適工作；至2021年3月，累計已有超過6,300名助理登記成為用戶。而開發「ERB家居服務」流動應用程式正如火如荼，計劃於2021年年底推出，供家居僱主直接登記及上載空缺，以及參閱助理履歷，進一步提升配對效率。

聯繫協作 創新推廣

再培訓局的工作就是面向公眾的工作，所以我們十分重視宣傳推廣，務求深入社區，聯繫市民，提供培訓資訊，鼓勵進修增值。在2020-21年度，我們特別加強網上宣傳工作，樂見《My ERB》Facebook專頁的讚好和互動人數節節上升。我們在專頁推出「ERB學員技能Show Hand Show」短片系列，由本局學員展示不同行業的專業知識和技能，以及製作「蔣媽教室」動畫短片系列，推廣「樂活一站」服務和本局相關課程。與此同時，我們透過網上平台及社交媒體，加強向青年人推廣他們感興趣的課程，以及在疫情下具穩定人力需求及發展前景的行業的相關課程等。

Managing Changes Optimising Services

The pandemic had made a direct impact on our support services and physical activities. ERB managed by steering changes, and introducing online services and activities for more flexibility. In the year, our training consultants provided over 1,100 sessions of outreaching individual consultation services for social groups with special needs, among which over 800 sessions were conducted via video conferencing. Training consultants also made use of online platform to provide small group consultation for local communities, assisting the people in need to plan ahead for further education and employment. Besides, the “ERB Service Centre” and “ERB Service Spots” organised around 960 industry seminars, taster courses, “Workplace Re-entry Activity Series” and dedicated activities, among which around 230 were conducted online.

On employment support side, ERB launched the “ERB Helper App” mobile application in March 2020 for graduates of courses relating to the “Smart Living” Scheme and “Smart Baby Care” Scheme to search and apply for suitable job vacancies. As of March 2021, over 6,300 helpers registered for the App. The development of the “ERB Home Services” mobile application has also been at full steam, planning to be launched by end of 2021. This App will allow employers to directly register and upload vacancies, and review the resume of helpers, further increasing job matching efficiency.

Collaborating for Partnership Introducing Innovative Promotion

ERB's work is all about serving the public, hence promotion is vital for us to penetrate into local communities and connect with members of the public, so as to provide training information and promote learning for upgrading. In 2020-21, we stepped up our online promotion and gratefully saw a sustained increase in “Like” and “Engagement” in “My ERB” Facebook Fan Page. We launched the “ERB Trainees’ Skills Show Hand Show” video series on our Facebook to showcase the professional knowledge and skills of our trainees from different industries, as well as the “Chiang Ma’s Classroom” animation series to promote the services of “Smart Living” Scheme and related ERB courses. In the meantime, we made use of our online and social media platforms to promote to the young people training courses that would be of interest to them and those courses related to industries with stable manpower requirement and development prospect under the pandemic.

行政總監報告 Executive Director's Overview

在地區層面，本局推出全新「ERB課程全接觸」活動，邀請市民參觀各區的培訓中心，親身體驗培訓設施和專業技能訓練，連同「課程及行業推廣計劃」下的活動，年度內合共資助培訓機構舉辦27項地區推廣活動，配合本局在全港共118個地點設置的ERB「培訓通」課程搜索終端機，為各區市民提供最新的課程、服務和活動資訊。

本局深信合作可以共贏，因此積極推動行業協作及僱主服務。我們於2020-21年度推出「WeShare推廣協作計劃2020-21」，擴大與培訓機構在宣傳推廣上的協作；擴展至20個「行業諮詢網絡」；持續發展「ERB中小企服務」，包括推出首個網上「中小企試讀班」及設立四個「中小企師友計劃」行業交流小組；繼續優化「網上招聘服務」及出版「僱主通訊」電子季刊，支援企業，包括中小企的招聘和培訓需要，並擴大本局的伙伴合作網絡。

提升質素 強化管治

完善的質素保證機制可有效確立課程的認受性和學員的市場價值。年內，再培訓局與香港學術及職業資歷評審局就「資訊及通訊科技」學科申請第二個「學科範圍評審」的資格簽訂服務合約，並將於2021-22年度啟動有關評審程序。我們持續安排課程評審，截至2021年3月，共有315項課程已通過評審上載至「資歷名冊」。「實務技能培訓及評估中心」在年度內為8,000多學員人次進行評估。我們繼續按「風險及表現為本」的原則，執行周年審計、突擊巡查、神秘顧客調查等各項質素保證措施。經過本局多年的推動，培訓機構在建立質素保證文化及落實執行的層面已有顯著進展及成效。

At the district level, ERB launched the brand new “ERB Courses Road Show” to invite members of the public to visit training centres in different districts for first-hand experience of training facilities and professional skills training. Together with activities under the “Funding Programme for Courses and Industries”, ERB had sponsored training bodies to organise a total of 27 district promotional activities in the year. “ERB Training Net” course search terminals were also set up at 118 locations across the territory, providing latest information of courses, services and activities to local residents of different districts.

ERB trusts in win-win collaboration, hence actively advocates industry collaboration and promotes employer services. In the year, we launched the “WeShare Promotion Collaborative Scheme 2020-21” to extend collaboration with training bodies on the promotion front; expanded to 20 Industry Consultative Networks; continually developed “ERB Services for SMEs”, including launching the first-ever online “Taster Course for SME” and establishing four industry groups under the “SME Mentorship Programme”; consistently optimised the “Online Recruitment Service” and published the quarterly electronic bulletin “Employer Newsletter”, supporting recruitment and training needs of corporations including SMEs, and expanding our partner network.

Uplifting Quality Strengthening Governance

A comprehensive quality assurance mechanism can help establish the recognition of courses and market value of trainees. In the year, ERB signed the service agreement with the Hong Kong Council for Accreditation of Academic and Vocational Qualifications on the application of the second “Programme Area Accreditation” status under the subject “Information & Communications Technology”, and the accreditation procedure will be kicked start in 2021-22. We carried on our course accreditation work, 315 courses were uploaded on the “Qualifications Register” as of March 2021. The Practical Skills Training and Assessment Centre assessed over 8,000 candidates in the year. We continued adopting the “Risk-and-performance-based” principle to administer various quality assurance measures including annual audits, surprise inspections and covert customer surveys. Upon ERB’s motivation over the years, our training bodies had already achieved significant progress in cultivating quality assurance culture and implementing related measures.

管治與機構的長遠發展密不可分。年內，我們已落實審計署就本局進行衡工量值審計報告的大部分建議、完成三項內部審計項目、理順本局委員會架構並修訂相關職權範圍、推動行政程序電子化及利用資訊科技提升服務成效、加強員工培訓，以及因應防疫考慮，引入網上會議安排及其他保障員工措施。這些都是重要的工作，我們會持之以恆，達至既深且廣，不斷進步。

胼手胝足 並肩同行

香港經濟和就業市場在未來數年仍將面對重重挑戰。再培訓局的使命是提升香港的人力資本質素，這是細水長流、深耕細作的工作，不可能一蹴而就。與此同時，環境瞬息萬變，市民需求迫切，再培訓局的支援實在刻不容緩。

無論前路是風平浪靜，抑或風高浪急，我們必定會緊貼社會需要，前瞻長遠發展的同時，亦做到靈活高效、創新變通，全力支援市民增值自強，養精蓄銳，待經濟復蘇時，能抓緊機遇，乘風破浪，振翅高飛。

僱員再培訓局
行政總監
吳國強, BBS

Governance is inseparable with the long-term development of a corporation. In the year, we put in place most of the recommendations from the value for money audit report of ERB conducted by the Audit Commission, completed three internal audit exercises, rationalised the structure of ERB committees and revised the relevant terms of reference, introduced digitisation of administrative procedures and adopted information technology to enhance service efficiency, strengthened staff training, and introduced online meetings and other measures to safeguard the health of employees under the pandemic. These are all important work which we will keep on going so as to achieve results with breadth and depth for continuous improvement.

Striving Hard Forging Ahead Together

In the upcoming years, Hong Kong would still face up to challenges in its economy and employment market. The mission of ERB is to enhance the quality of Hong Kong's human capital, which is a long drawn-out and ongoing initiative. After all, Rome cannot be built in one day. At the same time, in face of the rapidly changing environment and the pressing needs of members of the public, the support of ERB is undoubtedly imperative.

Whether the road ahead is smooth or bumpy, we will stay close to the needs of the society, keep planning for the long run while being flexible, effective, innovative and versatile, with a view to supporting members of the public to upgrade for enhancement and empowerment, and when the economy recovers, rise to grasp every opportunity and brave the future.

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

年度重點

Highlights of the Year

2020-21年度充滿挑戰。應對內外環境突如其來的轉變，僱員再培訓局以變應變，迅速行動，推出眾多特別項目和彈性措施，加強培訓及支援服務，協助市民在新常態下裝備自強，應對挑戰。

2020-21 has been a year of challenges. Meeting unexpected changes in the internal and external environment, the Employees Retraining Board (ERB) chose to steer changes and responded swiftly. A whole array of special programmes and flexible measures were rolled out, and training and support services were stepped up, with a view to supporting members of the public to upgrade for empowerment and meeting challenges under the new normal.

推出第二期及第三期「特別·愛增值」計劃，並持續優化有關安排

Launched phase 2 and phase 3 of the “Love Upgrading Special Scheme” and continued to enhance relevant arrangements

- 截至2021年3月31日，三期「特別·愛增值」計劃共有逾150,000人次報讀課程。
- As of 31 March 2021, more than 150,000 applications for courses under the “Love Upgrading Special Scheme” were received.



三度暫停面授課堂，試行網上授課

Face-to-face classroom training were suspended thrice, and online courses were on pilot run

- 暫停面授課堂超過100天，期間技能評估服務及個別支援服務亦須暫停；
- 截至2021年3月31日，本局已批出約370項課程可作網上授課。
- Face-to-face classes were suspended for over 100 days, meanwhile, skills assessment service and some support services were also suspended;
- As of 31 March 2021, ERB had approved some 370 courses which could be conducted online.



協助釋放「後50」潛在勞動力

Assisted in unleashing the potential workforce of “Post-50”



- 第二年推出「後50·實習生計劃」，協助「後50」重投職場；
- 「ERB服務中心」及「ERB服務點」舉辦「職場再出發實戰系列活動」及專設活動，協助「後50」掌握市場動向，體會工作實況。
- Launched the “Post-50 Internship Programme” for the second year to help “Post-50” re-enter the job market;
- “ERB Service Centre” and “ERB Service Spots” organised the “Workplace Re-entry Activity Series” and dedicated activities to assist “Post-50” to better understand the market trend and experience the work environment.

年度重點 Highlights of the Year

加強支援青年人培訓及就業

Strengthened training and employment support to the young people

- 推出全新「青年啟迪培訓證書」課程，以提供切合青年人興趣同時又具市場需求的培訓內容；
- 首次舉辦「青年培訓及職業網上博覽」，向青年人提供培訓及就業資訊，以及推出「物業管理客戶服務專員基礎證書」度身訂造課程，協助青年學員投身相關職位；
- 舉辦「中學生職場體驗」活動系列，協助青年人規劃未來進修及事業發展方向；
- 「ERB服務中心」推出「青年就業實戰系列活動」，協助青年人認識各行業的發展機會，為投入職場做好準備。
- A new “Certificate in Youth Inspiration Training” course was launched to provide training of interest to young people and with market demand as well;
- Organised the first “Youth Training and Career Virtual Expo” to provide training and employment information to young people, and launched the “Foundation Certificate in Customer and Concierge Service in Property Management (Tailor-Made Course)” to facilitate young trainees to land relevant jobs;
- Organised the “Workplace Experience Activity Series for Secondary School Students” to assist the young people in planning future learning and career direction;
- “ERB Service Centre” launched the “Youth Employment Activity Series” to help the young people understand the work opportunities of different industries so as to get well-prepared for employment.

再培訓局委港專辦課程 可選修日韓文化及科技 青少年啟迪通用技能促就業

針對青少年就業市場需求，再培訓局（ERB）為協助青少年掌握未來市場所需技能，特於今年推出全新「青年啟迪培訓證書」課程，為青少年提供切合市場需求的培訓內容。該課程為期12週，共24個學分，由ERB與香港專員訓練局（HKEP）聯合辦理工。課程內容包括：基礎通用技能、專業技能、軟實力及職業素養等。課程旨在提升青少年的就業競爭力，為他們進入職場做好準備。



此外，ERB亦為青少年提供多種就業支援服務，包括：就業輔導、面試技巧培訓、工作適應培訓等。ERB亦會為青少年提供就業資訊，包括：就業市場趨勢、行業發展前景等。ERB亦會為青少年提供就業支援服務，包括：就業輔導、面試技巧培訓、工作適應培訓等。ERB亦會為青少年提供就業資訊，包括：就業市場趨勢、行業發展前景等。

青年培訓及職業網上博覽 2021

日期：2021年3月9日至19日
對象：15至29歲，具副學位或以下教育程度人士

30個展位 — 免費展覽 實時互動 即時行動

立即登記 預留名額 費用全免

開辦更多創新科技課程

Launched more innovation and technology courses

- 推出四項創新科技新課程，內容包括人工智能、數據分析和數碼媒體，為學員開拓更廣闊事業發展空間。
- Four new innovation and technology courses, covering areas of artificial intelligence, data analysis and digital media were launched to broaden career horizon of trainees.



機構管治

Corporate Governance

管治架構

Management Structure

僱員再培訓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) 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.



機構管治 Corporate Governance

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。2020-21年度本局的成員如下：



主席
Chairman

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



副主席
Vice-Chairman

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



僱主代表
Employers' Representatives

陳珊珊女士
Ms. Cally CHAN
Shan-shan



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

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 2020-21 was as follows:



僱主代表

Employers' Representatives

謝小玲女士
Ms. Phoebe TSE
Siu-ling

吳傑莊議員, MH
Dr. Hon. Johnny NG
Kit-chong, MH

僱員代表

Employees' Representatives

鄭清發先生
Mr. CHENG Ching-fat

朱賢昌先生
Mr. Joe CHU
Yin-cheong

機構管治 Corporate Governance



僱員代表 Employees' Representatives

林振昇議員
Hon. LAM Chun-sing

李永富先生
Mr. LI Wing-foo

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

陳林詩女士
Mrs. Nancy CHAN
LAM See

陳淑嫻女士
Ms. Christina CHAN
Shuk-han



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

陳智軒教授
Professor Chetwyn CHAN
Che-hin

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

政府代表
Government Representatives

張琮瑤女士, GBS, JP
Ms. CHANG King-riu,
GBS, JP

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

孫玉菡先生, JP
Mr. Chris SUN
Yuk-han, JP

勞工處處長
Commissioner for Labour

由2020年12月21日起
From 21 December 2020

備註: 政府代表陳嘉信先生, JP (勞工處處長) (至2020年12月20日)
Remarks: Government Representative Mr. Carlson CHAN Ka-shun, JP
(Commissioner for Labour) (Until 20 December 2020)

機構管治 Corporate Governance

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
陳林詩女士	吳傑莊議員, MH 朱賢昌先生 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 吳宗麟先生 [#]	經理(課程發展)

[#] 增選委員

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
Mrs. Nancy CHAN LAM See	Dr. Hon. Johnny NG Kit-chong, MH Mr. Joe CHU Yin-cheong 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 Mr. Bosco NG Chung-lun [#]	Manager (Course Development)

[#] Co-opted Member

機構管治 Corporate Governance

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
陳淑嫻女士	蘇陳偉香女士, SBS 李永富先生 勞工及福利局常任秘書長代表 勞工處處長代表 陳俊濠先生 [#]	經理(課程行政)

[#] 增選委員

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
Ms. Christina CHAN Shuk-han	Mrs. Susan SO CHAN Wai-hang, SBS Mr. LI Wing-foo Representative of the Permanent Secretary for Labour and Welfare Representative of the Commissioner for Labour Mr. William CHAN Chun-ho [#]	Manager (Course Administration)

[#] Co-opted Member

機構管治 Corporate Governance

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
陳智軒教授	謝小玲女士 朱賢昌先生 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
Professor Chetwyn CHAN Che-hin	Ms. Phoebe TSE Siu-ling Mr. Joe CHU Yin-cheong Representative of the Commissioner for Labour Representative of the Executive Director of the Vocational Training Council	Manager (Quality Enhancement)

機構管治 Corporate Governance

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
陳珊珊女士	吳傑莊議員, MH 鄭清發先生 陳林詩女士 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
Ms. Cally CHAN Shan-shan	Dr. Hon. Johnny NG Kit-chong, MH Mr. CHENG Ching-fat Mrs. Nancy CHAN LAM See Representative of the Commissioner for Labour Mr. Chris LIU Kwok-wai [#]	Manager (Media and External Affairs)

[#] Co-opted Member

機構管治 Corporate Governance

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製，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
黃傑龍教授, BBS, JP	林振昇議員 陳智軒教授 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
Professor Simon WONG Kit-lung, BBS, JP	Hon. LAM Chun-sing Professor Chetwyn CHAN Che-hin Representative of the Permanent Secretary for Labour and Welfare Representative of the Commissioner for Labour	Manager (Finance and Accounts)

機構管治 Corporate Governance

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
余鵬春先生, GBS, JP	黃傑龍教授, BBS, JP 謝小玲女士 梁永祥教授, SBS, JP# 何柏泰先生# 王祖興先生, JP#	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
Mr. YU Pang-chun, GBS, JP	Professor Simon WONG Kit-lung, BBS, JP Ms. Phoebe TSE Siu-ling Professor William LEUNG Wing-cheung, SBS, JP [#] Mr. Patrick HO Pak-tai [#] Mr. Harold WONG Tsu-hing, JP [#]	Deputy Manager (Finance and Accounts)

[#] Co-opted Members

機構管治 Corporate Governance

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, SBS	陳珊珊女士 鄭清發先生 陳淑嫻女士 勞工及福利局常任秘書長代表	內部審計師

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, SBS	Ms. Cally CHAN Shan-shan Mr. CHENG Ching-fat Ms. Christina CHAN Shuk-han Representative of the Permanent Secretary for Labour and Welfare	Internal Auditor

機構管治 Corporate Governance

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.

研究及發展組
Research &
Development Section

市場及機構傳訊組
Marketing & Corporate
Communications
Section

傳媒及對外事務組
Media & External
Affairs Section

就業服務組
Placement Services
Section

服務計劃組
Service Schemes
Section

人力資源及行政組
Human Resources &
Administration
Section

資訊科技組
Information
Technology Section

機構管治 Corporate Governance

監管機制

成效指標

本局設立成效指標，以監察培訓機構的表現、培訓課程成效及資源效益。2020-21年度成效指標的表現如下：

範疇	成效指標	目標水平	表現水平
學額使用	學額使用率	85%	80%
完成培訓	課程出席率	80%	92%
	畢業率	80%	95%
就業情況(一般課程)	就業率	70%	83%

Monitoring Mechanism

Performance Indicators

ERB has established performance indicators for monitoring the performance of training bodies, effectiveness of training courses and cost-effectiveness. In 2020-21, the achievement of performance indicators was as follows:

Area for Monitoring	Performance Indicator	Benchmark	Achievement Level
Utilisation of training places	Capacity utilisation rate	85%	80%
Completion of training	Attendance rate	80%	92%
	Graduation rate	80%	95%
Placement (regular courses)	Placement rate	70%	83%

機構管治

Corporate Governance

服務承諾

本局已制定服務承諾以監察服務水平。2020-21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"> 就業掛鉤課程學員：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%	98%
	<ul style="list-style-type: none"> 非就業掛鉤課程學員：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%	97%
上課安排	<ul style="list-style-type: none"> 就業掛鉤課程學員：獲取錄後四個月內上課 	80%	56%
	<ul style="list-style-type: none"> 下列三項指定就業掛鉤課程： <ul style="list-style-type: none"> 標準保安及物業管理基礎證書 	85%	85%
	<ul style="list-style-type: none"> <ul style="list-style-type: none"> 陪月員基礎證書 	85%	59%
	<ul style="list-style-type: none"> <ul style="list-style-type: none"> 家務助理基礎證書 	85%	82%
	<ul style="list-style-type: none"> 非就業掛鉤課程學員：獲取錄後五個月內上課 	80%	66%
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%	96%

註：受2019冠狀病毒病影響，本局於2020-21年度內三度暫停面授課堂，部分服務承諾的表現水平因而受到影響。

Performance Pledges

ERB has established performance pledges to monitor the quality of service. In 2020-21, 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%	98%
	<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%	97%
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%	56%
	<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%	85%
	<ul style="list-style-type: none"> <ul style="list-style-type: none"> Foundation Certificate in Post-natal Care Worker Training 	85%	59%
	<ul style="list-style-type: none"> <ul style="list-style-type: none"> Foundation Certificate in Domestic Helper Training 	85%	82%
	<ul style="list-style-type: none"> Applicants of non-placement-tied courses: to commence training within five months upon notification of admission 	80%	66%
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%	96%

Remarks: In view of the COVID-19 pandemic, ERB had suspended its face-to-face training classes thrice in 2020-21, thus adversely affecting the achievement levels of some of the performance pledges.

機構管治

Corporate Governance

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%	98%

「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%	98%

「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%	99%

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%	88%
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%	98%

“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%	98%

“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%	99%

Hotline Services (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%	88%
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%

機構管治

Corporate Governance

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2020-21年度進行的服務評價調查，目標對象為於2019年10月至2020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	95%
工作態度／紀律良好	96%
人際溝通技巧良好	92%
技能符合工作所需	91%
能夠適應工作環境／變化	90%
工作效率高	87%

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(求職或工作上)有幫助	82%
引起持續進修的興趣	96%
提升職業技能 ⁽¹⁾	92%
改善軟性技巧 ⁽²⁾	92%
改善基礎技能 ⁽³⁾	92%
增強自信心	91%
加深對就業前景及工作環境的了解 ⁽¹⁾	88%
提高適應工作的能力	86%
增強對工作的投入感 ⁽¹⁾	85%
增加轉業機會	81%

註：

- (1) 只包括完成就業掛鉤課程或技能提升課程的受訪學員。
- (2) 只包括完成就業掛鉤課程或通用技能課程(與個人素養及求職技巧相關)的受訪學員。
- (3) 只包括完成通用技能課程的受訪學員。

Evaluation of Performance

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

For the performance evaluation survey conducted in 2020-21, the target respondents were trainees who had completed ERB training courses between October 2019 and September 2020 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	95%
Good working attitude / well-disciplined	96%
Good interpersonal skills	92%
Skills matching job requirements	91%
Adaptable to work environment / changes	90%
High efficiency	87%

Views of trainee respondents on the training courses and services of ERB:	Percentage
Beneficial to employment (finding jobs or working) as a whole	82%
Aroused interest in continuous learning	96%
Enhanced vocational skills ⁽¹⁾	92%
Improved soft skills ⁽²⁾	92%
Improved foundation skills ⁽³⁾	92%
Boosted self-confidence	91%
Better understanding of career prospects and work environment ⁽¹⁾	88%
Enhanced adaptability to work	86%
Strengthened commitment to work ⁽¹⁾	85%
Increased job mobility	81%

Remarks:

- (1) Only included trainee respondents who had completed placement-tied courses or skills upgrading courses.
- (2) Only included trainee respondents who had completed placement-tied courses or generic skills courses (related to training in personal attributes and job search skills).
- (3) Only included trainee respondents who had completed generic skills courses.





工作回顧 Operational Review

- 推動培訓 促進就業
Promoting Training
Facilitating Employment
- 伙伴協作 持續推廣
Strengthened Partnership
Sustained Promotion
- 確立質素 強化管治
Establishing Quality
Strengthening Governance
- 同心抗疫 靈活應變
Fighting the Virus Together
Staying Versatile and Responsive

工作回顧 Operational Review

培訓課程 Training Courses

推出第二期及第三期「特別·愛增值」計劃

受政府委託，僱員再培訓局在年度內推出第二期及第三期「特別·愛增值」計劃（「特別計劃」），加強支援受經濟不景影響的求職者及僱員提升技能。課程選擇增加至約450項，當中近半數可作網上授課。於年度內提供76,000個培訓名額。

「特別計劃」維持多項特別安排，包括對學員的行業或學歷不設限制、學費全免、發放每月最高5,800元特別津貼，以及提供「企業包班」服務等。

Launching phase 2 and phase 3 of the “Love Upgrading Special Scheme”

Entrusted by the Government, the Employees Retraining Board (ERB) launched phase 2 and phase 3 of the “Love Upgrading Special Scheme” (Special Scheme) in the year to enhance the support for job seekers and employees affected by the economic downturn for skills upgrading. The number of courses was increased to about 450, nearly half of them could be conducted online. A total of 76,000 training places were offered during the year.

The Special Scheme offered an array of special arrangements, including no restriction on industry or educational attainment of trainees, courses are offered free of charge, disbursement of special allowance at a ceiling of \$5,800 per month, and provision of “Enterprise-based Training”, etc.

推動培訓 促進就業

Promoting Training Facilitating Employment

試行網上學習安排

本局於2020年4月初試行網上學習安排，鼓勵培訓機構提交合適課程轉為網上授課的申請，讓學員在停課期間遙距學習，達至學員停課不停學的效果。在2020-21年度，本局共批准了47間培訓機構就約370項課程試行網上學習安排。

Piloting online learning arrangement

ERB piloted the online learning arrangement in April 2020, and encouraged training bodies to submit applications for switching suitable courses to online learning mode in order to support trainees in resuming studies through distance learning during the course suspension period. In 2020-21, ERB approved 47 training bodies to offer some 370 courses for online learning.

推出新課程

- 緊貼市場需求

本局緊貼市場需求，於2020-21年度推出約40項具就業潛力的新課程，包括「有機農務助理基礎證書」、「公廁清潔實務知識基礎證書(兼讀制)」、「青年啟迪培訓證書」、「機電業智慧城市與網路科技應用知識基礎證書(兼讀制)」、「職業英語(簡報技巧)證書(兼讀制)」等。

Launching new courses

- Staying abreast of market needs

ERB kept abreast of market needs and launched about 40 new courses with market potential in 2020-21. They included “Foundation Certificate in Organic Farming Assistant Training”, “Foundation Certificate in Practical Knowledge for Public Toilet Cleansing (Part-time)”, “Certificate in Youth Inspiration Training”, “Foundation Certificate in Application Knowledge of Network Technologies in Smart City for Electrical & Mechanical Industry (Part-time)”, “Certificate in Workplace English (Presentation Skills) (Part-time)”, etc.

工作回顧 Operational Review



本局推出「物業服務證書」課程，協助學員構建進修階梯。
ERB launched the “Certificate in Property Services” course to help trainees build progression pathway.

- **職業階梯課程**

於2020-21年度，本局參考教育局在「資歷架構」下為物業管理業發展的《職業資歷階梯》，並按照「物業服務助理」工作崗位的能力要求，在「物業管理及保安」行業範疇下推出「物業服務證書」課程，以助學員構建進修階梯，發展個人事業。

- **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2020-21年度，本局開發的新課程系列涵蓋數據分析技巧、頭髮及頭皮護理、婚禮花飾與宴會佈置等範疇。

- **Vocational Qualifications Pathway course**

In 2020-21, with reference to the “Vocational Qualifications Pathway” developed for property management industry under the “Qualifications Framework” (QF) of the Education Bureau, ERB launched the “Certificate in Property Services” course under the property management and security industry in accordance with the competency requirements of the job position of property services assistant so as to help trainees build progression pathway and support them in career planning and advancement.

- **Course series**

To help practitioners broaden their professional and generic skills, ERB spearheaded the development of various job-specific and generic skills course series. In 2020-21, ERB developed new course series covering skills areas such as data analysis, hair and scalp treatments, wedding and banquet floral decorations, 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2020-21年度，本局於商業、交通及支援服務、環境服務、地產代理等行業範疇推出相關專業認證課程。

- **創新科技課程**

為配合智慧城市的發展，本局在2020-21年推出四項創新科技課程，內容包括人工智能、數碼媒體和數據分析。

- **「能力為本」課程**

本局參照教育局為不同行業編製的《能力標準說明》，經諮詢相關「行業諮詢網絡」及持份者的意見後，發展「能力為本」新課程。在2020-21年度，本局在物業管理及保安和印刷及出版兩個行業範疇下開發共三項「能力為本」新課程。

- **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 2020-21, ERB developed relevant professional certification courses under different industry categories such as business, transportation & support services, environmental services, real estate agency, etc.

- **Innovation and technology courses**

In dovetailing the development of Smart City, ERB launched four innovation and technology courses in 2020-21, covering artificial intelligence, digital media and data analysis.

- **Specification of Competency Standards-based courses**

ERB made reference to the Specification of Competency Standards (SCS) of different industries compiled by the Education Bureau, and developed new “SCS-based” courses in consultation with the relevant Industry Consultative Networks (ICNs) and stakeholders. In 2020-21, ERB developed three new “SCS-based” courses under two industry categories, namely property management & security, and printing & publishing.

本局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。

ERB launched various professional certification courses to assist trainees in acquiring professional qualifications with industry recognition.



工作回顧 Operational Review

探討擴展「學分累積及轉移」的涵蓋範圍

配合教育局推行「學分累積及轉移」安排，本局與香港城市大學專業進修學院協作，並擴展「學分累積及轉移」安排的涵蓋範圍。持有本局「物業服務證書」課程的畢業學員，在申請修讀由香港城市大學專業進修學院舉辦的「設施管理證書」課程時，可申請豁免修讀「設施管理概論」指定單元。

為有特別需要社群提供培訓

- 青年人

在2020-21年度，本局為青年人開辦29項就業掛鉤課程及兩項非就業掛鉤課程，涵蓋髮型設計、化妝、美容護理、教育康體、餐飲、烘焙製作、寵物美容護理、影藝表演、保安服務等多個範疇。

本局在2020-21年度新推出「全方位演藝人員基礎證書」、「專業護衛基礎證書」、「青年啟迪培訓證書」、「洗吹及剪髮技巧基礎證書(兼讀制)」及「寵物寄養實務基礎證書(兼讀制)」等多項特色課程，以配合青年人的培訓需要。

- 少數族裔人士

在2020-21年度，本局為少數族裔人士提供13項就業掛鉤及30項非就業掛鉤的專設課程，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、機電等。

Expanding the coverage of “Credit Accumulation and Transfer” arrangement

To dovetail the “Credit Accumulation and Transfer” (CAT) arrangement promulgated by the Education Bureau, ERB expanded the coverage of CAT arrangement in collaboration with the School of Continuing and Professional Education, City University of Hong Kong (CityU SCOPE). Trainees having completed the “Certificate in Property Services” course of ERB will be eligible to apply for exemption of attending a designated module, namely “Introduction to Facility Management” of the “Certificate in Facility Management” course organised by CityU SCOPE.

Providing training to social groups with special needs

- Young people

In 2020-21, ERB offered 29 placement-tied courses and two non-placement-tied courses dedicated to young people, straddling skills areas of hairdressing, make-up, beauty therapy, education and recreation, catering, bakery, pet grooming and care, performing arts, security services, etc.

In 2020-21, ERB launched a number of featured courses, namely “Foundation Certificate in All-round Performer Training”, “Foundation Certificate in Professional Security Services Training”, “Certificate in Youth Inspiration Training”, “Foundation Certificate in Techniques in Blow, Dry and Hair Cut (Part-time)” and “Foundation Certificate in Practical Knowledge for Pet Boarding (Part-time)”, to address the training needs of young people.

- Ethnic minorities

In 2020-21, ERB offered 13 placement-tied and 30 non-placement-tied courses dedicated to ethnic minorities, covering vocational languages and straddling different industry categories including property management & security, beauty therapy, hairdressing, construction & renovation, hotel, business, catering, social services, electrical & mechanical services, etc.



本局為有特別需要社群，包括青年人及少數族裔人士提供專設課程，配合他們的培訓需要。

ERB offered dedicated courses for social groups with special needs, including young people and ethnic minorities, to address their training needs.

新推出的「LCCI Level 2簿記及會計考試備試基礎證書(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。

A new course on “Foundation Certificate in Preparation for LCCI Level 2 Bookkeeping and Accounting Examination (English Medium) (Part-time)” was launched to assist trainees in acquiring industry recognised professional qualifications so as to enhance their competitiveness.

• 更生人士及戒毒人士

本局為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2020-21年度，本局提供14項就業掛鉤及九項非就業掛鉤專設課程，涵蓋九個行業範疇及通用技能。新推出的課程有「四季色彩學I(化妝)基礎證書(兼讀制)」、「試算表II基礎證書(兼讀制)」及「職業普通話II基礎證書(兼讀制)」。

本局在2020-21年度繼續以全日制就業掛鉤模式，為社區成功戒毒人士開辦「朋輩輔導員基礎證書」課程，以協助學員重投勞動市場，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 2020-21, ERB offered 14 placement-tied and nine non-placement-tied dedicated courses, straddling nine industry categories and generic skills training disciplines. Newly launched courses included “Foundation Certificate in Colour Theory I (Seasonal Make-up) (Part-time)”, “Foundation Certificate in Spreadsheet Processing II (Part-time)” and “Foundation Certificate in Vocational Putonghua II (Part-time)”.

In 2020-21, ERB continued to offer the full-time placement-tied “Foundation Certificate in Career Planning” course dedicated to ex-drug abusers who had received treatment in premises other than residential treatment centres. This course aimed at helping trainees re-enter the employment market and integrate into the society.

工作回顧 Operational Review

• 殘疾及工傷康復人士

本局在2020-21年度為殘疾及工傷康復人士提供32項就業掛鉤及35項非就業掛鉤專設課程，涵蓋中醫保健、印刷及出版、物業管理及保安、社會服務、美容、家居服務、酒店、健康護理、商業、飲食、資訊及通訊科技、零售、環境服務等行業範疇。

新推出的課程包括「網上商業(社交網絡營銷)基礎證書(兼讀制)」及「常用英語語法II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。

推行「先聘用、後培訓」計劃

在2020-21年度，本局繼續致力推行「先聘用、後培訓」計劃，協助學員(主要為中年婦女及料理家務者)入職環境服務業和交通及支援服務業相關工作，包括樓盤潔淨員及隧道交通督導員(實習生)。

參與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49名學員透過參加計劃入職上述相關工作，當中44名完成指定培訓課程。

• Persons with disabilities and persons recovered from work injuries

In 2020-21, ERB offered 32 placement-tied courses and 35 non-placement-tied courses dedicated to persons with disabilities and persons recovered from work injuries. These courses straddled industry categories of Chinese healthcare, printing & publishing, property management & security, social services, beauty therapy, domestic services, hotel, healthcare services, business, catering, information & communications technology, retail, environmental services, etc.

New courses included “Foundation Certificate in Online Business (Social Media Marketing) (Part-time)” and “Foundation Certificate in Basic English Grammar II (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 related skills requirements for the target clients.

Implementing the “First-Hire-Then-Train” Scheme

In 2020-21, ERB continued its effort to implement the “First-Hire-Then-Train” Scheme for the environmental services, as well as transportation & support services industries to assist trainees (mainly middle-aged women and homemakers) to land relevant jobs such as property cleaning workers and tunnel traffic control officers (trainee).

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 49 trainees participated in the Scheme and landed the above-mentioned jobs, and 44 of them completed the designated training courses.

物業管理客戶服務專員基礎證書

度身訂造課程



學費 物業管理客戶服務專員

工作內容 在商場、餐館、康樂設施等地為僑胞提供服務
■ 客戶服務、客戶培訓、協助僑胞及社團的籌備及活動執行、支援
■ 他們的戶外活動及戶外管理、溝通管理、協助僑胞及工商業進行第一次英文工作

月薪 \$12,000起，另加\$1,000特設津貼（按時薪計算）

工作時間 每星期工作5天8小時，每日8小時（上午9:00至晚6:00）（包括國慶假期）

福利 20天假期

入讀資格 ■ 適合高中中5級以上，■ 適合中5或中6程度或以上，參加政府「非本地入學計劃」，獲發中學畢業證書或同等學力證書，■ 適合中5或中6程度或以上，■ 畢業證書

上課時間/地點 2020年1月13日至18日 / 2020年1月29日至4月1日（共36小時，約12天）

上課時間/地點 九龍新蒲崗340號永九龍中心51樓

簡介 ■ 為僑胞提供管理與客戶服務基礎知識的免費課程，■ 認識工作相關的英文類別及處理客戶查詢，■ 了解服務行業，■ 掌握客戶服務技巧及服務客戶服務技能及服務客戶服務技能

查詢 2020年1月13日至18日 / 2020年1月29日至4月1日（共36小時，約12天）
查詢：九龍新蒲崗340號永九龍中心51樓



課程費用全免



設有培訓津貼



完成短期培訓



獲主僑先聘用

SPIN 計劃

服務僑胞 服務社會

物業管理區保安員

專為18至24歲，中學畢業或
同等程度或同等學力證書

查詢詳情：香港地區總辦事處

查詢電話：2382 1522 www.erb.org "My ERB" Facebook專頁

主辦機構：



香港城市大學
City University of Hong Kong

合作機構：



多明我堂
Missionary Society of the Society of Jesus

ERB



僑務服務中心

[illegible]

ERB rolled out various training schemes and courses to assist social groups with special needs to engage in employment and pursue studying for upgrading.

Extending the “Modular Certificates Accumulation Scheme”

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, ERB continued to implement the “Modular Certificates Accumulation Scheme” covering the “Foundation Certificate in Post-natal Care Worker Training”, “Foundation Certificate in Care Worker Training”, “Foundation Certificate in Infant and Child Care Worker Training” and “Foundation Certificate in Occupational Therapist Assistant Training” courses, and expanded the scope of the Scheme to cover the “Foundation Certificate in Physiotherapist Assistant Training” course in 2020-21.

工作回顧 Operational Review

開辦「度身訂造課程」

本局在2020-21年度，與物業管理及保安業僱主合辦以青年人為對象的「物業管理客戶服務專員基礎證書」度身訂造課程，共有15名學員完成課程，整體就業率為100%。

舉辦行業專題工作坊

在2020-21年度，本局分別以「地產代理業解難技巧」、「院舍工作環境暴力事故的處理及預防」，以及「電子商貿應用」為題，為地產代理業、健康護理業及進出口業的從業員舉辦「行業專題工作坊」，協助他們提升專業知識及工作技巧。

進行市場調查

在2020-21年度，本局除進行恆常的市場調查項目外，亦進行了一項有關青年培訓需要的研究，以進一步了解青年人在培訓及就業方面的需求，從而提供更合適的培訓課程和服務。

Launching the “Tailor-made Course”

In 2020-21, ERB collaborated with employers of the property management & security industry to offer “Foundation Certificate in Customer and Concierge Service in Property Management (Tailor-Made Course)” for the young people. 15 trainees completed the course and the overall placement rate was 100%.

Organising industry thematic workshops

In 2020-21, ERB organised industry thematic workshops with the themes of “Problem Solving Skills in Real Estate Agency Industry”, “Prevention and handling of workplace violence at Residential Care Homes” and “E-Commerce Applications” for the real estate agency, healthcare services, and import & export industries respectively to assist practitioners in upgrading professional knowledge and work skills.

Conducting market surveys

In 2020-21, in addition to conducting regular market research projects, ERB also conducted a study on young people to further understand their training and employment needs so as to provide more appropriate training courses and services.



本局舉辦多個「行業專題工作坊」，提升從業員的專業知識及工作技巧。
ERB organised several industry thematic workshops to upgrade professional knowledge and work skills of practitioners.

支援服務 Support Services

培訓支援

- **加強培訓顧問服務**

本局於2020-21年度繼續加強培訓顧問服務，為有特別需要社群，包括少數族裔人士、殘疾及工傷康復人士等提供適切的培訓及就業資訊。

在疫情下，培訓顧問於年度內為有特別需要社群提供逾1,100節外展個人諮詢服務，當中超過800節是透過視像形式進行，適時提供培訓建議，同時保持社交距離。培訓顧問亦致力透過網上平台為社區團體提供小組諮詢服務，協助有需要人士為疫情後的事業規劃做好準備。

- **舉辦「認識有特別需要社群就業需要工作坊」**

本局於2020-21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、少數族裔人士和較年長人士的培訓及就業需要，以及與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。

Training support

- **Enhancing training consultancy service**

In 2020-21, ERB continued to step up its effort in enhancing the training consultancy service, with a view to providing suitable training and employment information to social groups with special needs, including ethnic minorities, persons with disabilities and persons recovered from work injuries, etc.

Under the pandemic situation, Training Consultants rendered over 1,100 sessions of out-reaching service in the year to social groups with special needs, with over 800 sessions through video conferencing, providing timely training advice while maintaining social distancing. Training Consultants also strived to provide group-based consultation to district organisations through online platform, assisting those in need to get prepared for post-pandemic planning.

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

In 2020-21, ERB organised workshops for employers and 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 them.

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, communication skills, etc. Experience-sharing sessions with employers and employees were also arranged.

工作回顧 Operational Review

就業支援

- 推出「後50·實習生計劃2020」

在2020-21年度，ERB推出「後50·實習生計劃2020」，協助已退休但仍有就業意欲或需要轉業的「後50」，透過一個月的實習，掌握就業市場的現況，建立信心和調整心態，以重投職場，同時推動企業聘用「後50」。計劃在推出宣傳首兩天已有約700名「後50」報名參加。

36間參與機構為計劃提供逾90個文職實習空缺，涵蓋約20個行業，共有69名「後50」完成實習，其中24名實習生在完成實習後獲參與機構聘用為正式全職或兼職員工。所有參與機構對「後50」實習生的表現給予正面評價。

Employment support

- Launching the “Post-50 Internship Programme 2020”

In 2020-21, ERB launched the “Post-50 Internship Programme 2020” to facilitate the retired “Post-50” who had the aspiration to work or needed to change job to understand the prevailing market circumstances, strengthen their self-confidence and mindset for re-entering to the workplace through the one-month internship, and in the meantime promoting employers to recruit “Post-50”. Around 700 “Post-50” had signed up for the programme in the first two days upon promotion.

Over 90 clerical intern vacancies were provided by 36 participating organisations straddling around 20 industries. A total of 69 “Post-50” interns completed the internship and 24 of them were offered full-time or part-time employment afterwards. All participating organisations gave positive comments on the performance of “Post-50” interns.



本局推出「後50·實習生計劃2020」，協助「後50」重投職場。

ERB launched the “Post-50 Internship Programme 2020” to help “Post-50” re-enter the workplace.



本局舉辦首個「青年培訓及職業網上博覽」，向青年人提供培訓及就業資訊。ERB organised the first “Youth Training and Career Virtual Expo” to provide training and employment information for young people.



- 首辦「青年培訓及職業網上博覽」

本局於2021年3月8日至19日舉辦首個「青年培訓及職業網上博覽」(「網上博覽」)，向青年人和其他有培訓及就業需要的市民提供培訓及就業資訊。

「網上博覽」提供10場不同主題的「行業講座」及「體驗工作坊」，以及設有30個僱主及培訓機構展位，介紹相關行業職位空缺及培訓課程，涉及約1,000個空缺及140項課程，涵蓋25個行業。「網上博覽」期間約有1,200人次登入，另約有1,500人次出席網上講座及工作坊。

- Pioneering the “Youth Training and Career Virtual Expo”

ERB organised the first “Youth Training and Career Virtual Expo” (Virtual Expo) from 8 to 19 March 2021 to provide training and employment information for the young people and those with training and employment needs.

The Virtual Expo staged a total of 10 “Industry Talks” and “Taster Courses” of different topics, and 30 exhibition booths for employers and training bodies to showcase around 1,000 vacancies and 140 training courses, straddling 25 industries. Around 1,200 people visited the Virtual Expo and 1,500 people attended the online activities.

工作回顧 Operational Review

- 加強工作體驗元素

「中學生職場體驗」活動系列

本局在2020-21年度以網上形式舉辦七場「學校職業講座」，約有620名高中學生(包括有特殊學習需要學生及家長)參與。機構代表向同學介紹行業概況、前景及發展機會，以及分享面試技巧及注意事項等。本局首次協調多間學校同時參與網上講座，提升活動成效。

「職場實戰系列活動」

「ERB服務中心」舉辦「職場實戰系列活動」，協助「後50」、婦女及新來港人士掌握市場動向，體會工作實況，為投入職場做好準備。在2020-21年度，本局擴展活動的目標對象至青年人(將離校的高中學生)，推出「青年就業實戰系列活動」，提供職涯規劃、行業講座、求職及面試工作坊等。約有1,000人次參加各項活動。



- Reinforcing work experience elements

“Work Experience Activity Series for Secondary School Students”

In 2020-21, ERB organised a total of seven online “Career Talks for Schools” with around 620 upper secondary students (including students with special educational needs and their parents) attended. Corporate representatives briefed the students on the industry overview, prospects and development opportunities, and shared job interview skills and tips as well. For the first time, ERB coordinated students from different schools to join the online school talks at the same time to enhance the effectiveness.

“Workplace Activity Series”

“ERB Service Centre” organised the “Workplace Activity Series” to assist “Post-50”, women and new arrivals to better understand the market trend, experience the work environment and well prepare for employment. In 2020-21, ERB extended the activity target to cover the young people (including upper-form school leavers) and launched the “Youth Employment Activity Series” which comprised career planning, industry seminars, job search and interview workshops, etc. Around 1,000 people participated in various activities.



「ERB服務中心」舉辦「職場實戰系列活動」，協助有特別需要社群掌握市場動向，為投入職場做好準備。

“ERB Service Centre” organised the “Workplace Activity Series” to assist social groups with special needs to understand the market trend and well prepare for employment.

「ERB服務點」專設活動

在2020-21年度，本局在37個「ERB服務點」舉辦39項專設活動，協助有特別需要社群了解就業市場及各類工種，以及提升他們報讀本局課程的動機，共有約1,000人次參加。

Dedicated activities at “ERB Service Spots”

In 2020-21, ERB organised 39 dedicated activities at 37 “ERB Service Spots” to equip social groups with special needs with knowledge of the employment market and different job types, as well as to arouse their interest in enrolling ERB courses. Around 1,000 participants joined the activities.



「ERB服務點」舉辦專設活動，協助有特別需要社群了解就業市場。

“ERB Service Spots” organised dedicated activities to equip social groups with special needs with knowledge of the employment market.

工作回顧 Operational Review

- ERB「培訓通」課程搜索終端機遍佈全港各區

ERB「培訓通」課程搜索終端機設於全港118個地點，包括勞工處就業中心、社會福利署社會保障辦事處及其委託提供服務的非政府機構、本局小西灣辦事處、「ERB服務中心」及「ERB服務點」，市民可透過「培訓通」搜尋及查閱本局課程、培訓中心、服務和活動資訊，以及預約培訓顧問服務。

- “ERB Training Net” course search terminals across the territory of Hong Kong

“ERB Training Net” course search terminals have been set up at 118 locations, including Labour Department Job Centres, Social Security Field Units of Social Welfare Department (SWD) and non-governmental organisations commissioned by SWD, ERB Siu Sai Wan Headquarters, “ERB Service Centre” and “ERB Service Spots”. Members of the public can obtain information on ERB courses, training centres, services and activities as well as register for the training consultancy service through the terminals.



本局於全港118個地點設置「培訓通」課程搜索終端機。
ERB set up the “ERB Training Net” course search terminals at 118 locations across the territory of Hong Kong.

- 開發「ERB家居服務」流動應用程式

本局於2020年3月推出「ERB助理搵工」流動應用程式，供完成「樂活一站」及「陪月一站」相關課程的學員登記成為助理、搜尋及申請合適工作。截至2021年3月，已有超過6,300名助理登記流動應用程式。

本局繼續開發供「樂活一站」及「陪月一站」僱主使用的「ERB家居服務」流動應用程式。家居僱主可透過流動應用程式直接登記及上載空缺，以及參閱助理履歷，進一步提升轉介效率。

- **Developing the “ERB Home Services” Mobile Application**

ERB launched the “ERB Helper App” mobile application in March 2020 for graduate trainees of courses relevant to “Smart Living” and “Smart Baby Care” to register as helpers, search and apply for jobs. As of March 2021, more than 6,300 helpers have registered.

ERB continued to develop the “ERB Home Services” mobile application for “Smart Living” and “Smart Baby Care” employers to directly register and upload vacancies, and review the resume of helpers, thereby further uplifting referral efficiency.



本局推出「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。

ERB launched the “ERB Helper App” mobile application for registered trainees of the “Smart Living” and “Smart Baby Care” referral platforms to search and apply for jobs.

工作回顧 Operational Review



行業協作及僱主服務 Industry Collaboration and Employer Services

優化「行業諮詢網絡」

在2020-21年度，本局在原有19個「行業諮詢網絡」的基礎上新增「商業服務業行業諮詢網絡」，以協助相關行業範疇的課程發展工作。除行業商會、工會、專業團體、職業培訓及人力資源相關的機構代表，本局更邀得業內具認受性的人士以個人身份加入成為「行業諮詢網絡」委員，令各個「行業諮詢網絡」更具代表性。成員除了在課程發展工作提供意見外，亦會協助在行業內宣傳和推廣本局的培訓課程及服務，促進業界的人才發展。

Enhancing Industry Consultative Networks

In 2020-21, on the basis of the existing 19 ICNs, ERB set up a new ICN on Business Services to assist the course development work of respective industry category. In addition to representatives of trade associations, trade unions, professional bodies, vocational training and human resources related organisations, veteran practitioners with high regard in the industry also joined as members of ICNs on an ad personam basis, making our ICNs with broader representativeness. Apart from providing assistance in course development, members of ICNs will also assist in publicity and promotion of training courses and services of ERB in respective industries with a view to fostering manpower development of various industries.



伙伴協作 持續推廣

Strengthened Partnership Sustained Promotion

「ERB人才企業嘉許計劃」特別安排

截至2020-21年度，約有550間來自超過30個行業的機構獲嘉許為「人才企業」，以表揚其在「人才培訓及發展」的持續成就。「人才企業」的有效期為兩年，每兩年續期一次。連續10年成功獲延續嘉許資格的「人才企業」會升格為「Super MD」，嘉許期延長至五年。

持續推廣「ERB中小企服務」

本局與「工業貿易署中小企業支援與諮詢中心」合辦兩場網上「中小企試讀班」，共約有530人參加，整體滿意度約80%。

在2020-21年度，本局在「中小企師友計劃」下成功配對了33對師友及新設立四個行業交流小組，協助中小企提升人力資源質素。本局亦定期向中小企僱主及商會發放本局服務資訊。

Special arrangements of the “ERB Manpower Developer Award Scheme”

Up to 2020-21, around 550 organisations from over 30 industries have been accredited as “Manpower Developers” (MDs) in recognition of their unceasing achievement in manpower training and development within a two-year validity period, subject to renewal every two years. MDs that have been granted the award status for 10 consecutive years will be acknowledged as “Super MDs” with the validity period extended to five years.

Continue to promoting the “ERB Services for SMEs”

ERB co-organised two online “Taster Courses for SME” with the “Support and Consultation Centre for SMEs” of the Trade and Industry Department, with around 530 participants. The overall satisfaction rate was around 80%.

In 2020-21, 33 pairs of mentors and mentees were matched and four industry connect groups were newly set up under the “SME Mentorship Programme” with a view to enhancing the human resources quality of SMEs. ERB also disseminated its service information to SME employers and associations on a regular basis.

工作回顧 Operational Review

與培訓機構的協作 Collaborating with Training Bodies

擴大「WeShare推廣協作計劃」

本局於2020-21年度再度推出「WeShare推廣協作計劃」，邀請培訓機構向其會員及學員推廣本局的資訊頻道和電子通訊，並引入新的參與形式，加強與培訓機構在宣傳推廣上的協作，共有29間培訓機構參與計劃。

在計劃推行期間，《My ERB》及《蔣知識(隊長)》Facebook專頁貼文的接觸面擴大至近120,000人次的用戶群。2020年7月至12月號《LOOK@erb》電子通訊的每月平均接觸人次增加約44%，而2020-21年度其中兩期「僱主通訊」的平均接觸人次提升至約為上一期的3.4倍。

此外，培訓機構於培訓中心或地區推廣活動中邀請學員及公眾人士讚好本局Facebook專頁及訂閱電子通訊，並向市民送贈紀念品，期間兩個Facebook專頁獲得約2,900名市民讚好。

本局為表現積極的培訓機構提供《My ERB》Facebook專頁的貼文回贈，以推廣培訓機構所提供的本局課程。

資助地區推廣活動

在2020-21年度，本局透過「課程及行業推廣計劃」資助培訓機構在年度內共完成18項地區推廣活動，超過9,000人次出席，約有130間僱主機構參與推廣活動。有49項活動受疫情影響而取消。

Expanding the “WeShare Promotion Collaborative Scheme”

ERB launched another series of “WeShare Promotion Collaborative Scheme” in 2020-21. Training bodies were invited to promote the ERB information channels and electronic bulletins to their members and trainees. New formats were introduced for stepping up collaboration with training bodies on the promotion front. A total of 29 training bodies participated in the scheme.

During the scheme period, the reach of feeds of “My ERB” and “Captain K” Facebook Fan Pages was extended to around 120,000 users. The average monthly number of readers reached for the July to December 2020 issues of the “LOOK@erb” electronic bulletin increased by 44%, while the average number of readers reached for two issues of the “Employer Newsletter” in 2020-21 was 3.4 times of the preceding issue.

Besides, training bodies invited trainees and members of the public to “Like” ERB Facebook Fan Pages and subscribe the electronic bulletin at training centres or district promotional activities, and receive souvenirs in return. Around 2,900 additional “Likes” for the two Facebook Fan Pages were recorded in the period.

ERB arranged complimentary feeds at “My ERB” Facebook Fan Page for the promotion of ERB courses organised by the training bodies with keen participation.

Sponsoring district promotional activities

In 2020-21, ERB sponsored training bodies to organise 18 activities under the “Funding Programme for Courses and Industries”, with over 9,000 people and about 130 employers participated. 49 activities were cancelled due to the pandemic.

首推「ERB課程全接觸」活動

在2020-21年度，本局首次推出「ERB課程全接觸」活動，資助培訓機構在培訓中心內舉辦課程體驗活動。為減低疫情對活動的影響，本局鼓勵培訓機構在適用環節引入網上參與或推廣元素。年度內共完成九項活動，超過1,200人次出席。有17項活動受疫情影響而取消。

加強交流合作

本局行政總監於2020年5月25日出席立法會內務委員會小組委員會會議，就《2020年僱員再培訓條例(修訂附表4)公告》向議員闡述提升再培訓津貼法定每人每月上限的考慮及回應議員的提問。

行政總監並出席於2020年6月12日舉行的立法會政府帳目委員會就《審計署署長第七十四號報告書》的簡短公開聆訊，回應報告書中對本局提出的改善建議及本局落實建議的安排。

Pioneering the “ERB Courses Road Show”

ERB newly launched the “ERB Courses Road Show” in 2020-21, sponsoring training bodies to organise ERB course experience activities in the training centres. To minimise the impact of the pandemic on the activities, ERB encouraged training bodies to introduce online participation and promotional elements in activities where applicable. A total of nine activities were organised in the year with over 1,200 people participated. 17 activities were cancelled due to the pandemic.

Stepping up exchanges and collaborations

On 25 May 2020, the Executive Director of ERB attended the subcommittee meeting of the House Committee of the Legislative Council (Legco) on scrutinising the “Employees Retraining Ordinance (Amendment of Schedule 4) Notice 2020” to outline the rationales to increase the statutory cap of retraining allowance payable monthly per trainee and address questions raised by the Legco members.

The Executive Director also attended the Short Public Hearing on the “Director of Audit’s Report No. 74” of the Legco Public Accounts Committee on 12 June 2020 to respond to the recommendations of the Report and introduce the implementation plans of ERB.

本局資助培訓機構舉辦地區推廣活動及課程體驗活動，超過10,000人次出席相關活動。
ERB sponsored training bodies to organise district promotional activities and ERB course experience activities, with over 10,000 people participated.



工作回顧 Operational Review

持續宣傳推廣 Unceasing Promotion and Publicity

推廣課程及服務

在2020-21年度，本局透過不同途徑推廣第二期及第三期「特別計劃」，包括製作專設網頁；印製宣傳品；於政府免費時段播放電視及電台廣告；推出報章、社交媒體及戶外廣告；以及透過本局的資訊頻道、培訓機構網絡、工會網絡、「行業諮詢網絡」等渠道進行宣傳。

本局推出宣傳廣告，向中年人士、「後50」及青年人推廣「先聘用、後培訓」計劃及「物業管理客戶服務專員基礎證書」度身訂造課程，協助他們投身環境服務業、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。

Promoting courses and services

In 2020-21, ERB promoted phase 2 and phase 3 of the Special Scheme through various channels, including the development of dedicated website, production of publicity materials, broadcasting of television and radio advertisements in the form of Announcements in the Public Interest of the Government, rolling out of advertisements in newspapers, social media and outdoor locations, as well as promoting through its information channels, networks of training bodies and trade unions, ICNs, etc.

ERB rolled out advertisements to promote the “First-Hire-Then-Train” Scheme and “Foundation Certificate in Customer and Concierge Service in Property Management (Tailor-Made Course)” to assist middle-aged persons, “Post-50” and young people to enrol in ERB courses and land jobs in the environmental services, transportation & support services, and property management & security industries.



本局推出課程宣傳廣告，推廣逆市中具發展前景的行業和相關課程，以及適合青年人報讀的課程。

ERB placed advertisements to promote industries with development prospect under the economic downturn and related courses, as well as courses suitable for young people.



本局出版課程總覽和製作課程及服務簡介單張，透過培訓機構及地區組織廣泛派發。

ERB published the Course Prospectus and produced the leaflet introducing ERB courses and services, which were widely distributed through training bodies and district organisations.

此外，本局推出課程宣傳廣告，推廣逆市中具穩定人力需求和發展前景的四個行業和本局相關課程，包括物業管理及保安、資訊及通訊科技、健康護理，以及機電、建造和裝修；以及向青年人推廣本局課程，提升他們對本局課程的認識和報讀興趣。

In addition, ERB placed advertisements to promote four industries with stable manpower demand and development prospect under the economic downturn, namely the property management & security, information & communications technology, healthcare services, electrical & mechanical services and construction & renovation industries, and related ERB courses; as well as promoting the ERB courses to the young people to arouse their awareness of and interest in enrolling ERB courses.

本局出版課程總覽、以不同種族語言製作課程宣傳單張、製作及更新了27個行業的「課程圖譜」、「青年課程圖譜」和本局的課程及服務簡介單張。

ERB published the Course Prospectus, produced course promotional leaflet in languages of different races, produced and updated the “Course Progression Charts” for 27 industries, “Course Progression Chart for Youths” and the leaflet introducing ERB courses and services.

本局推出宣傳品及廣告，推廣特別項目及服務，包括「後50·實習生計劃2020」、「青年培訓及職業網上博覽」及「樂活一站」農曆新年服務，鼓勵「後50」和青年人參加活動，以及市民使用服務。

ERB launched publicity materials and advertisements to promote special programmes and services, including the “Post-50 Internship Programme 2020”, “Youth Training and Career Virtual Expo” and the “Smart Living” Chinese New Year Services, to encourage “Post-50” and young people to participate in the programmes, and the public to use the services.

聯繫有特別需要社群

本局在2020-21年度更新了「後50」、青年人、新來港人士、少數族裔人士和殘疾及工傷康復人士專設宣傳單張，以及少數族裔人士宣傳海報，並透過社福機構及培訓機構廣泛派發。

Connecting with social groups with special needs

In 2020-21, ERB updated dedicated promotional leaflets for “Post-50”, youths, new arrivals, ethnic minorities, and persons with disabilities and persons recovered from work injuries, as well as dedicated promotional poster for ethnic minorities. The leaflets and poster were widely distributed through social service organisations and training bodies.

工作回顧 Operational Review

推行傳媒及機構傳訊工作

本局於2021年3月6日舉行「ERB年度頒獎禮2020-21」，由勞工及福利局局長、本局主席、副主席及行政總監主禮。頒獎禮合共頒發114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。頒獎禮是年度內本局在疫情下舉辦的首個大型公關活動，為保障出席人士的健康，本局限制出席人數及嚴格實施一系列防疫措施，共有約200名嘉賓出席。

Implementing media and corporate communications work

ERB organised the “ERB Annual Award Presentation Ceremony 2020-21” on 6 March 2021. The Secretary for Labour and Welfare, Chairman, Vice-Chairman and Executive Director of ERB officiated the ceremony. A total of 114 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. The ceremony was the first public relations event of ERB in the year under the pandemic, ERB limited the number of participants and strictly implemented a series of precautionary measures, with a view to safeguarding the health of the participants. Around 200 guests attended the ceremony.



本局舉行「ERB年度頒獎禮2020-21」，由勞工及福利局局長、本局主席、副主席及行政總監主禮。

ERB organised the “ERB Annual Award Presentation Ceremony 2020-21” which was officiated by the Secretary for Labour and Welfare, Chairman, Vice-Chairman and Executive Director of ERB.



本局行政總監接受網上平台《健康·旦》及「香港政府新聞網」訪問。

The ERB Executive Director was interviewed by online media "HiEggo" and new.gov.hk.

年度內，本局副主席、行政總監、高級經理（課程發展）及數名參與「特別計劃」的學員分別接受無綫電視《新聞透視》、「香港政府新聞網」及多份報章的訪問，介紹計劃詳情，以及由學員分享參與培訓的體會和找到事業新方向的經歷。

本局亦就新課程及特別項目安排傳媒活動，包括訪問「青年啟迪培訓證書」課程的導師及學員、「後50·實習生計劃2020」的參加者及參與機構代表等，以推廣相關課程及項目，並鼓勵市民參與。

In the year, "News Magazine" of TVB, news.gov.hk and several newspapers interviewed the ERB Vice-Chairman, Executive Director, Senior Manager (Course Development) and trainees of the Special Scheme, with ERB representatives introducing the features of the Special Scheme and trainees sharing their experiences in taking up training and charting their career pathway through training.

ERB also lined up media activities for new course and special programmes, including interviews with instructors and trainees of the "Certificate in Youth Inspiration Training" course, participant and representative of participating organisation of the "Post-50 Internship Programme 2020", etc., with a view to promoting the related course and programmes, and encouraging participation of the public.

工作回顧 Operational Review

加強數碼媒體宣傳

本局於2020-21年度在《My ERB》Facebook專頁推出一系列宣傳項目，深化專頁的形象，並加強以專頁代言人「蔣知識」及「蔣氏一家」卡通人物為主題，推出進修和就業相關的貼文，介紹培訓及行業實用資訊，軟性推廣本局的課程和服務。

本局推出「ERB學員技能Show Hand Show」短片系列，展示不同行業範疇學員的專業技能，並配合網上遊戲及廣告進行宣傳，吸引市民觀看短片。相關短片在網上頻道的觀看次數超過450,000，互動人次約為10,000。



本局推出「ERB學員技能Show Hand Show」短片系列，展示不同行業範疇學員的專業技能。

ERB launched the “ERB Trainees’ Skills Show Hand Show” video series to demonstrate the vocational skills of trainees of different industries.

Enhancing promotion on digital media

In 2020-21, ERB launched a series of promotional items on “My ERB” Facebook Fan Page to brand build the Fan Page. Riding on the cartoon character “Captain K” (Knowledge Chiang) and the Chiang’s family, spokespersons of the Facebook Fan Page, Facebook feeds related to learning and employment were posted to provide training and industry information, with a view to promoting ERB courses and services to members of the public and trainees in a soft manner.

ERB launched the “ERB Trainees’ Skills Show Hand Show” video series to demonstrate the vocational skills of trainees of different industries. Online games and advertisement were also rolled out to attract public viewing. The “View” and “Engagement” of all videos on online platforms amounted to over 450,000 and around 10,000 respectively.

本局亦推出「蔣媽教室」動畫短片系列，分享家居服務範疇的實用貼士，藉此推廣「樂活一站」服務及本局相關課程。動畫短片的觀看次數超過650,000，互動人次約為3,500。

在2020-21年度，本局累計發放209則貼文，互動人次約為37,000。截至2021年3月，累積約32,400人讚好《My ERB》Facebook專頁。

發放電子通訊

在2020-21年度，本局持續強化《LOOK@erb》電子通訊的內容，提供多元化的培訓及職場實用資訊，提升閱讀興趣，吸引公眾訂閱。年度內共出版了12期《LOOK@erb》，平均每期向約143,000人次的讀者介紹本局培訓課程及活動的最新資訊。

此外，本局在2020-21年度出版了四期「僱主通訊」電子季刊，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「企業包班」課程、招聘及推廣活動等最新資訊，每期平均接觸人次約為8,700。

Moreover, the “Chiang Ma’s Classroom” animation series on practical housekeeping tips was also launched to promote the “Smart Living” services and related ERB courses. Over 650,000 “View” and around 3,500 “Engagement” were received.

In 2020-21, ERB posted 209 feeds, and recorded around 37,000 “Engagement”. As at March 2021, an accumulative of around 32,400 users “Liked” the “My ERB” Facebook Fan Page.

Publishing electronic bulletin

In 2020-21, ERB enhanced the content of the electronic bulletin “LOOK@erb” to provide diversified information of training and workplace, with a view to attracting members of public to read and subscribe the bulletin. In the year, ERB published a total of 12 issues of “LOOK@erb” to disseminate the latest information of ERB courses and activities, reaching around 143,000 readers per issue.

Besides, ERB published four issues of the quarterly electronic bulletin “Employer Newsletter” in 2020-21 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. The average number of readers reached per issue was around 8,700.

本局推出「蔣媽教室」動畫短片系列，推廣「樂活一站」服務及相關課程。
ERB launched the “Chiang Ma’s Classroom” animation series to promote the “Smart Living” services and related courses.



工作回顧 Operational Review

質素保證 Assurance of Quality

提交「學科範圍評審」資格的申請

本局已與香港學術及職業資歷評審局(「評審局」)就「資訊及通訊科技」學科申請第二個「學科範圍評審」的資格簽訂服務合約，並已於2021年4月遞交申請文件。評審會議及實地視察已安排於2021年7月舉行。

執行監察及質素保證恆常工作

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、「樂活一站」及「陪月一站」神秘顧客調查及突擊巡查，以及「ERB服務中心」及「ERB服務點」突擊巡查。

Applying for “Programme Area Accreditation”

For the application of the second “Programme Area Accreditation” (PAA) status under the subject “Information & Communications Technology”, ERB signed the service agreement with the Hong Kong Council for Accreditation of Academic and Vocational Qualifications (HKCAAVQ). The application was submitted in April 2021. The panel meeting and site-visits were arranged in July 2021.

Regular monitoring and quality assurance work

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, assessment observations, covert customer surveys and surprise inspections for the “Smart Living” and “Smart Baby Care” Schemes, and surprise inspections for the “ERB Service Centre” and “ERB Service Spots”.



確立質素 強化管治

Establishing Quality Strengthening Governance

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，以提升培訓機構的整體質素保證表現。

「實務技能培訓及評估中心」（「評估中心」）負責執行本局17項課程的期末實務技能評估工作，涵蓋家居服務、中醫保健、健康護理、酒店、飲食及環境服務業共六個行業範疇。在2020-21年度，「評估中心」的總評估人次約為8,170。考生對「評估中心」整體服務的滿意度達99%。

課程評審工作

截至2021年3月，本局上載「資歷名冊」的課程共有315項（涉及2,495個課程紀錄）。

在2020-21年度，本局向「評審局」提交六項課程（涉及23個課程紀錄）進行評審；31項課程（涉及202個課程紀錄）進行覆審；以及1,086項「重大修改」申請。

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.

The Practical Skills Training and Assessment Centre (PSTAC) administers the practical assessments of 17 ERB courses, straddling six industries of domestic services, Chinese healthcare, healthcare services, hotel, catering and environmental services. In 2020-21, about 8,170 candidates were assessed in PSTAC, and 99% of candidates were satisfied with the overall services of PSTAC.

Course accreditation works

As at March 2021, ERB uploaded 315 courses (entailing 2,495 course entries) on the “Qualifications Register” (QR).

In 2020-21, ERB submitted to HKCAAVQ six courses (entailing 23 course entries) for accreditation, 31 courses (entailing 202 course entries) for re-accreditation and 1,086 applications for “substantial changes”.

工作回顧 Operational Review

為配合教育局推出「學分累積及轉移」中央資料庫，本局在2020-21年度共提供304項有效的資料庫紀錄供公眾人士查閱。

在取得「餐飲及食品服務」「子範疇」的「學科範圍評審」資格後，本局累計有52項相關課程（涉及285個課程紀錄）獲「資歷架構」認可及上載「資歷名冊」。

推出「資歷架構」認可課程網站搜尋功能

本局網站已推出新功能，讓公眾人士可於網站搜尋獲「資歷架構」認可的本局課程資料，亦可在搜尋課程時獲得有關「資歷名冊」的資料。

舉辦「質素保證增值日」

因受疫情影響，原訂舉辦的「質素保證增值日」改以電子方式與培訓機構分享有關資訊。

To tie in with the launch of the centralised database of CAT by the Education Bureau, ERB provided 304 valid records to the database in 2020-21 for public's viewing.

After obtaining the PAA status under the sub-area “Catering, Food and Beverage Services”, a cumulative of 52 related courses (entailing 285 course entries) were recognised by QF and uploaded onto the QR.

Launching of new website function for searching courses recognised by “Qualifications Framework”

A new function was launched on ERB website to allow members of the public to search ERB courses with QF recognition and obtain QR-related information of courses concerned.

Organising “QA Value-added Day”

Due to the pandemic, the format of “QA Value-added Day” was changed and related information was shared with training bodies through electronic means.



本局推出全新「資歷架構」認可課程網站搜尋功能。
ERB launched a new website function for searching courses recognised by “Qualifications Framework”.



試點引入由評估員進行觀課

「評估中心」於2020-21年度以試點形式，安排評估員到訪培訓中心觀課，觀察教授與護理及嬰幼兒照顧相關訓練的新導師，以協助他們更能掌握評估要求。

優化行政安排

- 檢討「特別·愛增值」計劃

汲取上年度第一期「特別計劃」的運作經驗，年內推行的第二期及第三期「特別計劃」新增了優化措施，包括增加修讀全日制「職業技能」課程的數目、提升學員每月最高津貼上限，以及增加課程選擇等。

- 執行新「入息抽查機制」

在2020-21年度，本局按新機制執行入息抽查工作，抽查分兩階段進行。於首階段，如違規的學員數目超過審查樣本數目1%，本局會啟動第二階段，額外抽查學員，以加強監察。此外，本局亦增設「入息抽查監察名單」，額外安排審查過往被發現違規學員再次報讀本局課程的情況，以監察學員有否再次違規。

Piloting class visits by assessors

In 2020-21, PSTAC introduced a pilot project of arranging assessors to conduct class visits at the training centres for observations of new instructors of healthcare and child-care related trainings, in order to assist them to better understand the assessment requirements.

Optimising administrative arrangements

- Reviewing the “Love Upgrading Special Scheme”

Having gained experience from running the first phase of the Special Scheme last year, new measures were introduced in the year for phase 2 and phase 3 of the Special Scheme, including increasing the number of full-time vocational skills course for enrolment, increasing the maximum monthly amount of retraining allowance, as well as expanding the choice of courses under the Special Scheme, etc.

- Implementing the new Income Surveillance Mechanism

In 2020-21, ERB implemented the new Income Surveillance Mechanism which comprises two-tier of surveillance. If the number of non-compliance in the first tier was over 1% of the sampled cases, the second tier surveillance would be activated and additional trainees would be checked to step up the monitoring. Besides, an “Income Surveillance Monitor List” was established. If previous non-compliance trainees applied for ERB courses again, they would be subject to further surveillance to monitor whether there would be non-compliance again.

工作回顧 Operational Review

- **檢討抽樣檢視學員出席紀錄的機制**

本局透過電腦系統比對於課堂突擊巡查獲得的學員點名紀錄及培訓機構於完班後於本局系統輸入有關學員的出席狀況是否相符，以確保培訓機構依從既定的指引準確匯報學員的出席紀錄。

在2020-21年度，本局檢討上述機制，將於2021-22年度起按「風險及表現為本」的原則，額外監察較高風險的情況，以及其他轉介的可疑個案。本局會抽選相關培訓中心的下一個班別的學員出席紀錄進行監察。

- **檢討審批成為培訓機構機制**

本局在考慮成為本局培訓機構的申請時，會考慮申請機構是否已通過「評審局」的「初步評估」資格、機構的背景、開辦培訓課程及提供就業服務的經驗、導師、場地及設備，以及對本局發展的貢獻等因素；並會按申請機構的培訓專長及經驗等，規限其可開辦的課程類別。本局已檢討有關機制，諮詢了各持份者的意見，並探討協助有關申請的支援措施。

- **Reviewing the mechanism on sample checking of trainees' attendance records**

ERB used computer system to cross check if the attendance records collected from surprise inspections matched with the records inputted by training bodies to the ERB system, in order to ensure that the trainees attendance reported by training bodies is accurate and in accordance with the ERB guidelines.

In 2020-21, ERB reviewed the aforesaid mechanism. By adopting the "Risk-and-performance-based" principle, additional monitoring of high-risk cases and other suspicious referral cases would be conducted since 2021-22. Attendance records of the next class of the concerned training centres would be checked.

- **Reviewing the mechanism on admission of training bodies**

In reviewing applications for becoming ERB training bodies, ERB would consider whether the organisation had passed the "Initial Evaluation" conducted by HKCAAVQ, background of the organisation, its experience in providing training and placement services, instructors, venue and facilities, and its contribution to the development of ERB, etc. Besides, categories of courses that the training bodies can organise would be regulated according to the training specialties and experiences of the organisation. ERB has reviewed the relevant mechanism, consulted various stakeholders and explored supportive measures conducive to the applications of the concerned organisations.

機構管治 Corporate Governance

落實「僱員再培訓局衡工量值審計」報告的建議

在2019-20年度，審計署就本局的工作進行衡工量值審計，以審查本局在履行職務時所達到的節省程度、效率和效益。

在2020-21年度，本局已落實推行審計署署長報告書提出的部分建議，亦已計劃按部就班落實其他的建議，以進一步提升運作成效，為市民大眾提供更適切的服務。

推行內部審計項目

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2020-21年度，內部審計組完成了「課程及行業推廣計劃」及「ERB人才企業嘉許計劃」、「發放課程撥款及再培訓津貼」，以及「辦公室用品存貨制度」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)。

行政程序電子化

本局繼續提升內部資訊系統的功能，以處理新服務發展，簡化工作流程，提升培訓服務、就業服務、質素保證及發放津貼等方面的服務和效率。本局修改系統，以自動化「特別計劃」的報讀申請、津貼發放等流程。

本局增加便利店及「轉數快」為學員繳交費用的途徑，以方便學員及提高效率。

Implementing the recommendations from value for money audit of ERB

In 2019-20, the Audit Commission conducted a value for money audit on the operations of ERB to examine economy, efficiency and effectiveness with which ERB has discharged its functions.

In 2020-21, ERB has implemented part of the recommendations stated in the Report of the Director of Audit and will also take appropriate follow-up actions on the remaining recommendations with a view to enhancing operation efficiency and providing appropriate services for the public.

Conducting internal audit reviews

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

In 2020-21, the Internal Audit Section completed three internal audit exercises respectively on “Funding Programme for Courses and Industries” & “ERB Manpower Developer Award Scheme”, “Disbursement of Training Fund and Retraining Allowance” and “Office supplies inventory items management”. Audit reports with improvement recommendations were submitted to the Audit Committee for consideration.

Digitising administrative procedures

ERB enhanced functions of our internal information systems to cater for new services, work flow automation and simplification, and improved the quality and efficiencies in respect of operations of training services, placement services, quality assurance and disbursement of retraining allowance. ERB enhanced its information systems to automate the course applications and disbursement of retraining allowance of the Special Scheme.

ERB introduced additional payment channels including convenience stores and Faster Payment System to enhance convenience and efficiency for trainees in making payment of fees.

工作回顧 Operational Review



本局的主網站及「ERB助理搵工」流動應用程式獲得「2020-21年度無障礙網頁嘉許計劃」中相關組別的金獎。
The main website of ERB and “ERB Helper App” mobile application obtained the Gold Awards in related streams of the “Web Accessibility Recognition Scheme 2020-21”.

利用資訊科技提升成效

本局持續改善資訊保安工作，更換或提升資訊科技設備及應用軟件，確保資料受保護。本局進行了資訊科技系統保安風險評估及審計，以辨識資訊科技系統漏洞及降低資訊保安風險。本局亦更新了文件管理系統及閉路電視等系統，以確保系統安全性及效能。

本局建立了資料庫實時復原系統，以縮短系統嚴重故障時的復原時間。

為讓用戶隨時隨地使用本局服務，本局持續優化「ERB助理搵工」流動應用程式，以及開發新的「ERB家居服務」流動應用程式。

Enhancing service effectiveness through information technology

ERB continued its effort to improve its IT security by replacing or upgrading IT equipment and software to ensure that data were properly protected. ERB conducted information system security risk assessment and audit to identify system vulnerabilities and reduce information security risks. ERB also upgraded its Document Management System and CCTV System to ensure system performance and security.

ERB set up real-time recovery of our internal information systems to reduce the recovery time in case of severe system failure.

To facilitate the public to conveniently use ERB services, ERB continuously enhanced the “ERB Helper App” mobile application and started to develop a new “ERB Home Services” mobile application.

本局的網站及流動應用程式採用無障礙設計。本局的主網站及「ERB助理搵工」流動應用程式在香港互聯網註冊管理有限公司舉辦的「2020-21年度無障礙網頁嘉許計劃」中的網站及流動應用程式組別取得金獎。

強化管治及員工培訓

因應2019冠狀病毒病疫情，本局舉辦了視訊會議軟件培訓，加深僱員對使用最新科技以舉行視訊會議的認識。本局亦舉辦了兩場有關採購政策及指引簡介會，讓僱員對有關程序有更深入的認識及瞭解。

此外，本局繼續安排或資助同事參加專項培訓工作坊、講座和研討會，以及由勞工處、個人資料私隱專員公署、資歷架構秘書處和「評審局」舉辦與《僱傭條例》、《個人資料(私隱)條例》、學科範圍評審及機構定期覆審有關的講座及簡介會。

ERB continued to adopt web accessibility principles in its websites and mobile applications. The main website of ERB and “ERB Helper App” mobile application obtained the Gold Awards in the Website Stream and Mobile App Stream of the “Web Accessibility Recognition Scheme 2020-21” organised by Hong Kong Internet Registration Corporation Limited.

Strengthening governance and staff training

In response to the COVID-19 pandemic, ERB organised training on video conferencing software for all staff to enhance their understanding on the use of latest technologies in arranging meetings and video conference. ERB also organised two briefing sessions on the procurement policies and guidelines to enhance understanding and awareness of staff in relevant procedures.

In addition, ERB continued to arrange or sponsor staff members to attend training workshops, seminars and symposium on various topics, as well as seminars and briefings related to Employment Ordinance, Personal Data (Privacy) Ordinance and accreditation standards organised by the Labour Department, Office of the Privacy Commissioner for Personal Data, QF Secretariat and HKCAAVQ.

工作回顧 Operational Review



政府的支持 Support from the Government

注資25億元以延續「特別·愛增值」計劃

政府於2020年6月向「僱員再培訓基金」注資25億元，以提供財政資源予本局以延續及優化「特別計劃」，為受經濟不景影響的僱員提供培訓及津貼。

Injecting \$2.5 billion to extend the “Love Upgrading Special Scheme”

ERB received from the Government an injection of \$2.5 billion into the Employees Retraining Fund in June 2020, for extending and enhancing the Special Scheme, in order to provide training and allowance for employees affected by the economic downturn.

提高再培訓津貼上限

在勞工及福利局的協助下，本局修訂了《僱員再培訓條例》的附表4，將每人每月最高的再培訓津貼額由4,000元增加至5,800元（增幅45%）。新的每月最高津貼額已於2020年5月25日起生效。

Increasing the statutory cap of retraining allowance

With the assistance of the Labour and Welfare Bureau, ERB has amended Schedule 4 of the “Employees Retraining Ordinance” to increase the maximum monthly rate of retraining allowance from \$4,000 to \$5,800 (increased by 45%). The new cap has taken effect since 25 May 2020.



同心抗疫 靈活應變 *Fighting the Virus Together Staying Versatile and Responsive*

培訓機構的配合 Assistance from Training Bodies

嚴格執行本局制訂的防疫指引

本局參照衛生署衛生防護中心就預防2019冠狀病毒病擬定健康指引制定「給培訓機構預防2019冠狀病毒病的健康指引」，培訓機構必須嚴格執行相關措施(包括保持良好個人及中心環境衛生、課室管理等)，以加強保障學員、導師、培訓機構職員及公眾人士的健康和安全。

本局職員同時加強巡查，於巡查時審視培訓機構的執行情況，如發現培訓中心未有按指引嚴格執行，或會暫停培訓機構於有關的培訓中心開辦本局課程的資格。

積極配合及推動網上授課安排

自本局推出網上授課安排，培訓機構一直積極響應及推動。截至2021年3月31日，共有47間培訓機構就合適轉作網上授課課程向本局遞交申請，合共批出約370項課程。

Strictly implementing the guidelines on prevention of COVID-19

With reference to the Guidelines on Prevention of COVID-19 from the Centre for Health Protection, Department of Health, ERB formulated the “Guidelines on Precautionary Measures against COVID-19 for Training Bodies”. Training bodies should strictly implement the guidelines (including to maintain good personal and environmental hygiene at training centres, classroom management, etc.), to safeguard the health and safety of trainees, instructors, staff of training bodies and members of the public.

ERB also strengthened inspections for checking the implementation of guidelines at training centres. If non-compliance was found, ERB would consider suspending the commencement of ERB courses at the concerned training centres.

Actively facilitating and promoting online learning arrangement

Since the launch of online learning arrangement, training bodies took an active role in facilitation and promotion. As of 31 March 2021, 47 training bodies submitted application on switching suitable courses to online learning, with some 370 courses approved.

工作回顧 Operational Review

本局的應變安排 Contingency Measures of ERB

暫停面授課堂、有序復課及恢復服務

年度內三度全面暫停面授課堂共超過100日，並按疫情的發展逐步恢復面授課堂，包括先恢復不涉及或較少涉及學員與學員或導師之間接觸的課程。

隨著疫情轉趨穩定，「評估中心」恢復評估服務，以協助學員盡快完成考核。本局亦於實施各種預防感染措施的情況下，有序恢復各項服務的正常運作。

Suspending face-to-face classes, arranging progressive resumption of classes and services

Face-to-faces classes were suspended thrice over the year for over a hundred days. While closely observing the development of the pandemic, face-to-face classes were resumed progressively by first resuming courses that had no or minimal physical contacts among trainees or instructors.

When the pandemic situation stabilised, PSTAC resumed the assessment service in order to help trainees complete the assessment as soon as possible. ERB also gradually resumed normal operation of its services on the condition that various infection control measures were in place.



本局按疫情的發展逐步恢復面授課堂，培訓機構須嚴格執行本局制訂的防疫指引。

While closely observing the development of the pandemic, ERB resumed face-to-face classes progressively and training bodies had to strictly implement the guidelines on prevention of COVID-19 formulated by ERB.



本局增加利用視像會議，提升虛擬私有網絡系統，以繼續在疫情下維持服務。

ERB increased the use of video conferencing and the capacity of its VPN systems to maintain services under the pandemic.



安排網上會議及活動

本局增加利用視像會議，提升虛擬私有網絡系統，以繼續在新型冠狀病毒病疫情下維持服務，以及應付在家工作的需求。

為配合政府公布的防疫措施，「ERB服務中心」、「ERB服務點」、「樂活一站」及「陪月一站」暫停以實體形式舉辦活動。為減少對服務對象的影響，本局在2020-21年度以試點形式推出網上活動安排，共舉辦約250場網上活動，包括工作坊、行業講座、試讀班等，約有6,000人次出席。

引入保障員工措施

因應疫情的最新情況及盡量減低疫情在社區擴散的風險，在平衡本局運作需要後，本局引入在家工作的特別措施。本局為有需要的員工提供口罩。此外，本局亦根據衛生防護中心指引，執行相關措施，以及安裝手部消毒裝置、體溫檢測設備、防護隔板等設施、增加公共設施及地毯的清潔次數及在有需要時對辦公室進行深度熏蒸消毒。

Arranging online meetings and activities

ERB increased the use of video conferencing and the capacity of its VPN systems to maintain services under COVID-19 and to cope with work-from-home arrangements.

To tie in with the preventive and control measures of the Government, “ERB Service Centre”, “ERB Service Spots”, “Smart Living” and “Smart Baby Care” suspended organising physical activities. In order to minimise the impact on the service targets, ERB piloted the online activity arrangement, around 250 online activities including workshops, industry seminars, taster courses, etc. were organised with around 6,000 participants.

Implementing measures to safeguard the health of employees

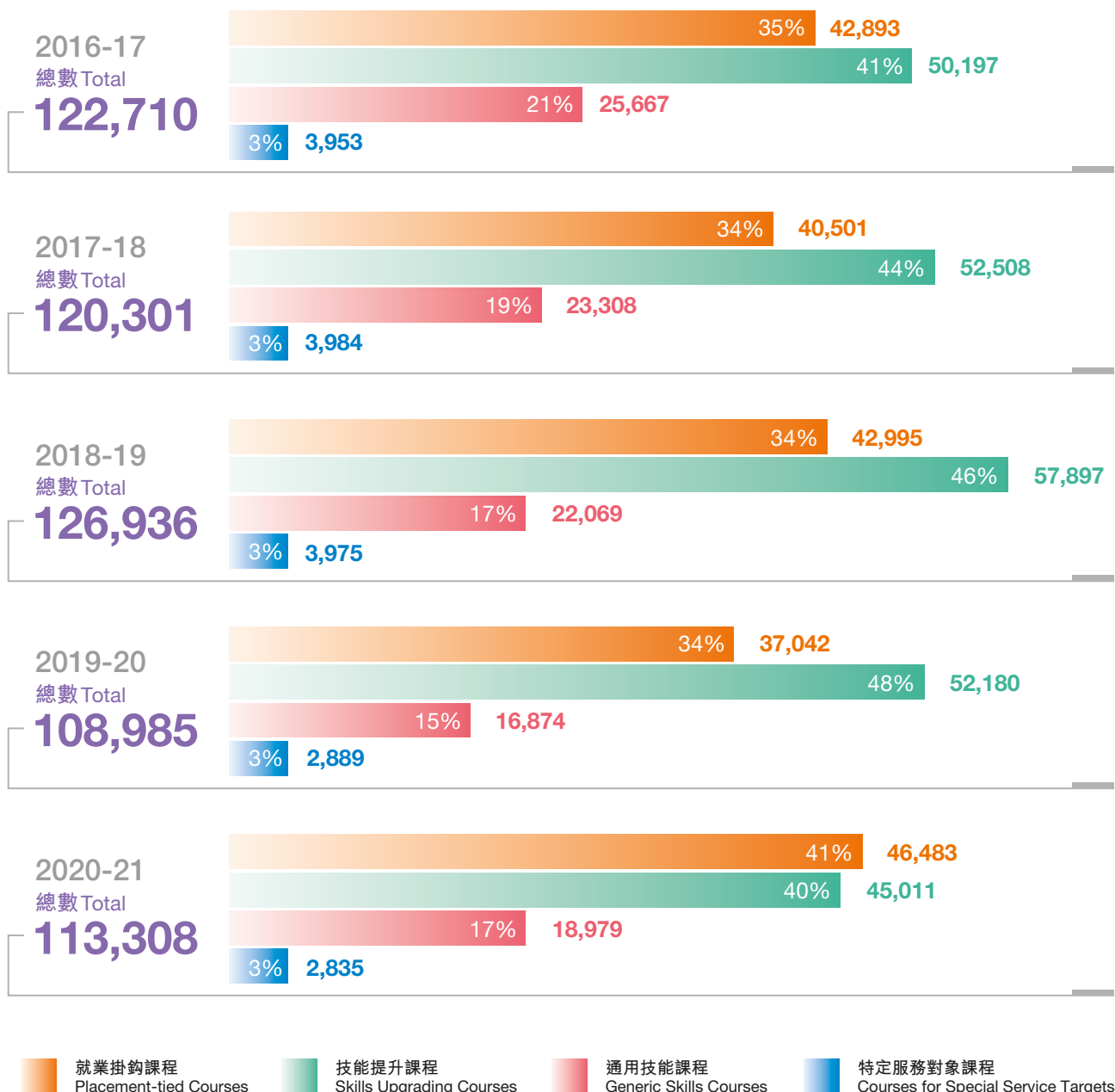
In view of the development of the pandemic and to reduce the risk of the spread of virus in the community, ERB implemented work-from-home arrangements after balancing operational needs. Face masks were provided to staff if necessary. Besides, ERB implemented health measures according to Guidelines issued by Centre for Health Protection, installed hand sanitising devices, body temperature measuring equipment, as well as protective partitions in the workplace. ERB also increased the frequency of disinfecting common facilities and carpet, and arranged deep fumigating disinfection when necessary.

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 Type



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。

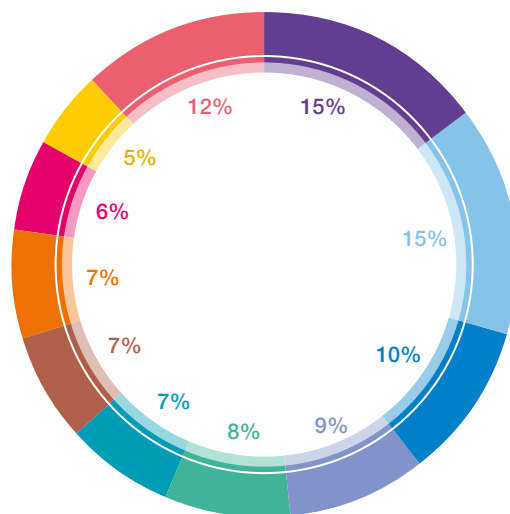
There may be a slight discrepancy between the sum of individual items and the total as shown in the above chart due to rounding.

註：受2019冠狀病毒病影響，僱員再培訓局於2020-21年度內三度暫停面授課堂。

Remarks: In view of the COVID-19 pandemic, the Employees Retraining Board had suspended its face-to-face training classes thrice in 2020-21.

按行業／通用技能範疇劃分的入讀人次 Number of Enrolled Trainees by Industry / Generic Skills Category

行業／通用技能範疇 Industry / Generic Skills Category	入讀人次 No. of Enrolled Trainees	百分比 %
物業管理及保安 Property Management & Security	17,071	15%
飲食 Catering	16,788	15%
職業語文及運算 Workplace Languages and Numeracy	10,959	10%
環境服務 Environmental Services	10,585	9%
電腦／資訊科技應用 Computer / Information Technology Application	8,794	8%
中醫保健 Chinese Healthcare	8,401	7%
健康護理 Healthcare Services	7,650	7%
家居服務 Domestic Services	7,565	7%
美容 Beauty Therapy	6,244	6%
商業 Business	5,141	5%
其他 Others	14,110	12%
總數 Total	113,308	100%



上述圖表顯示首10個最高入讀人次的行業／通用技能範疇。

The above chart lists the top 10 industry / generic skills 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。

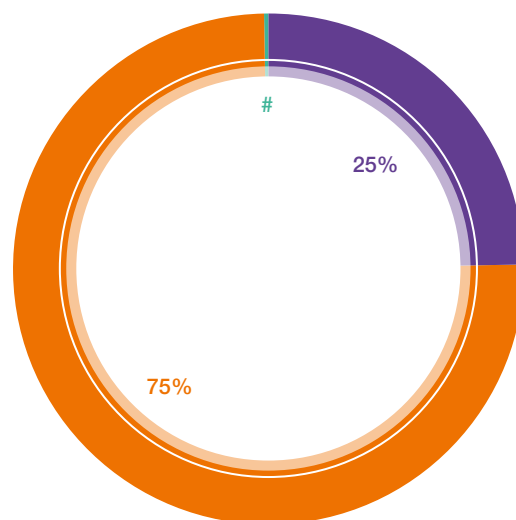
There may be a slight discrepancy between the sum of individual items and the total as shown in the above chart due to rounding.

主要統計資料 Major Statistics

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

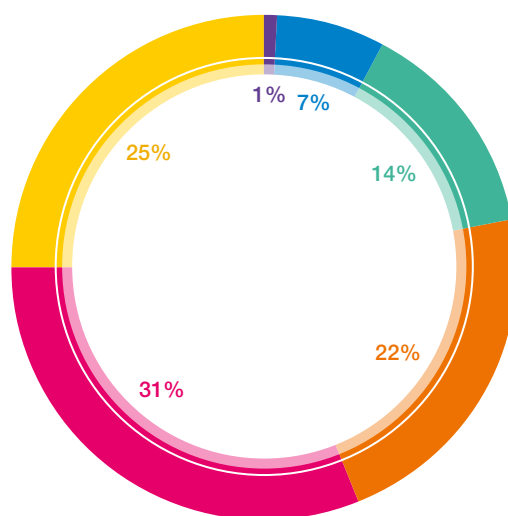
性別 Gender	入讀人次 No. of Enrolled Trainees	百分比 %
男 Male	28,207	25%
女 Female	85,098	75%
未有申報性別 No Information Provided	3	#
總數 Total	113,308	100%

少於0.5%
Less than 0.5%



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

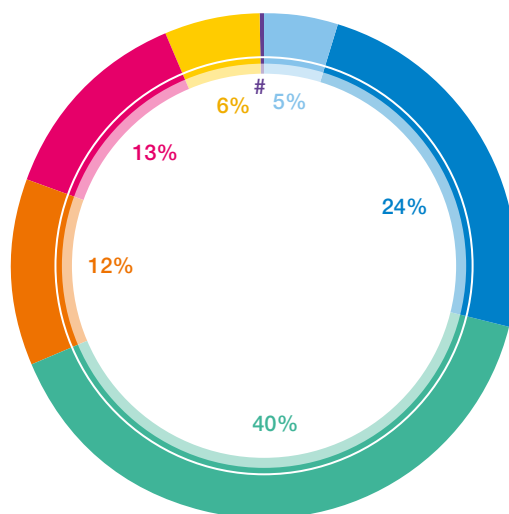
年齡 Age	入讀人次 No. of Enrolled Trainees	百分比 %
15-19	1,017	1%
20-29	8,476	7%
30-39	15,438	14%
40-49	24,774	22%
50-59	35,127	31%
60或以上 60 or Above	28,476	25%
總數 Total	113,308	100%



主要統計資料 Major Statistics

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	30	#
小學或以下 Primary Education or Below	5,244	5%
中一至中三 Secondary 1 to 3	27,545	24%
中四至中五 Secondary 4 to 5	45,178	40%
中六至中七 Secondary 6 to 7	13,362	12%
副學位 Sub-degree	14,924	13%
副學位以上 Above Sub-degree	7,025	6%
總數 Total	113,308	100%



少於0.5%
Less than 0.5%

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99頁至第130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2021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2021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 99 to 130, which comprise the statement of financial position as at 31 March 2021, 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 2021, 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 statement

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

2021年12月15日

Ernst & Young
Certified Public Accountants
Hong Kong

15 December 2021

收支表

INCOME AND EXPENDITURE ACCOUNT

截至2021年3月31日止年度

Year ended 31 March 2021

		附註 Notes	二零二一年 2021 港元 HK\$	二零二零年 2020 港元 HK\$
收入	INCOME			
徵款收入	Levy income		29,048,000	28,766,895
利息收入	Interest income		489,615,569	433,539,590
課程學費收入	Course fee income	4	3,098,268	4,704,652
其他收入	Other income	4	4,412,322	1,194,392
			526,174,159	468,205,529
支出	EXPENDITURE			
津貼	Allowances	5	(165,794,074)	(56,781,827)
培訓課程及計劃開支	Training courses and programme expenses	6	(875,190,276)	(693,689,528)
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		(869,854)	(938,732)
行政開支	Administrative expenses		(112,316,217)	(111,649,476)
財務費用	Finance cost	7	(125,469)	(158,854)
			(1,154,295,890)	(863,218,417)
稅前年內虧損	DEFICIT BEFORE TAX	9	(628,121,731)	(395,012,888)
所得稅	Taxation	8	—	—
年內虧損	DEFICIT FOR THE YEAR		(628,121,731)	(395,012,888)

財務報表

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資產負債表

STATEMENT OF FINANCIAL POSITION

於2021年3月31日

31 March 2021

		附註 Notes	二零二一年 2021 港元 HK\$	二零二零年 2020 港元 HK\$
非流動資產	NON-CURRENT ASSETS			
物業及設備	Property and equipment	11	4,362,908	6,718,999
使用權資產	Right-of-use assets	12	4,283,444	4,099,014
租金及公用設施按金	Rental and utility deposits	13	1,211,175	1,160,655
應收香港金融管理局之款項	Amount due from the Hong Kong Monetary Authority	14	9,600,000,000	9,600,000,000
非流動資產總額	Total non-current assets		9,609,857,527	9,611,978,668
流動資產	CURRENT ASSETS			
應收款項、按金及預付款	Receivables, deposits and prepayments	13	31,383,875	45,242,006
應收香港金融管理局之款項	Amount due from the Hong Kong Monetary Authority	14	1,586,744,522	1,162,560,943
應收培訓機構之款項	Amounts due from training bodies	15	222,089	703,502
應收入境事務處之款項	Amount due from the Immigration Department	15	1,238,400	374,400
銀行結餘及存款	Bank balances and deposits	16		
— 現金及現金等價物	– Cash and cash equivalents		2,765,460,155	3,018,294,253
— 原到期日逾三個月之定期存款	– Time deposits with original maturity over three months		2,409,947,476	639,418,731
流動資產總額	Total current assets		6,794,996,517	4,866,593,835
流動負債	CURRENT LIABILITIES			
應付款項及其他應付款	Accruals and other payables	17	119,548,542	26,571,626
應付防疫抗疫基金之款項	Amount due to the Anti-epidemic Fund	18	–	39,579,530
租賃負債	Lease liabilities	12	2,135,451	3,848,760
流動負債總額	Total current liabilities		121,683,993	69,999,916
淨流動資產	NET CURRENT ASSETS		6,673,312,524	4,796,593,919
資產總額減流動負債	TOTAL ASSETS LESS CURRENT LIABILITIES		16,283,170,051	14,408,572,587
非流動負債	NON-CURRENT LIABILITIES			
修復成本撥備	Provision for reinstatement costs	17	2,219,860	1,388,900
租賃負債	Lease liabilities	12	2,188,235	300,000
非流動負債總額	Total non-current liabilities		4,408,095	1,688,900
淨資產	Net assets		16,278,761,956	14,406,883,687
資金	FUND			
僱員再培訓基金	Employees Retraining Fund		16,278,761,956	14,406,883,687

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

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

資金變動表

STATEMENT OF CHANGES IN FUND

截至2021年3月31日止年度

Year ended 31 March 2021

		僱員再培訓基金 Employees Retraining Fund 港元 HK\$
於2019年3月31日	At 1 April 2019	14,801,896,575
年內虧損	Deficit for the year	(395,012,888)
於2020年3月31日及2020年4月1日	At 31 March 2020 and 1 April 2020	14,406,883,687
香港特別行政區政府注資	Funding injection by the Government of the HKSAR	2,500,000,000
年內虧損	Deficit for the year	(628,121,731)
於2021年3月31日	At 31 March 2021	16,278,761,956

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現金流量表

STATEMENT OF CASH FLOWS

截至2021年3月31日止年度

Year ended 31 March 2021

	附註 Notes	二零二一年 2021 港元 HK\$	二零二零年 2020 港元 HK\$
經營業務現金流量	CASH FLOWS FROM OPERATING ACTIVITIES		
年內虧損	Deficit for the year	(628,121,731)	(395,012,888)
經調整：	Adjustments for:		
財務費用	Finance cost	125,469	158,854
物業及設備折舊	Depreciation of property and equipment	2,583,040	2,759,596
使用權資產折舊	Depreciation of right-of-use asset	5,341,027	5,266,892
利息收入	Interest income	(489,615,569)	(433,539,590)
出售設備收益	Gain on disposal of equipment	—	(24,957)
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 receivables and other receivables	2,407,199	2,660,414
營運資金變動前之經營業務 現金流	Operating cash flow before movements in working capital	(1,107,280,565)	(817,731,679)
應收款項、按金及預付款之 減少／（增加）	Decrease/(increase) in receivables, deposits and prepayments	11,400,412	(36,231,883)
應收培訓機構之款項之減少	Decrease in amounts due from training bodies	481,413	255,178
應收入境事務處之款項之增加	Increase in amount due from Immigration Department	(864,000)	(124,800)
應付防疫抗疫基金之款項之 增加／（減少）	Increase/(decrease) in amount due to Anti-epidemic Fund	(39,579,530)	39,579,530
應付款項及其他應付款之 增加／（減少）	Increase/(decrease) in accruals and other payables	93,807,876	(34,292,663)
用於經營業務之現金	Cash used in operations	(1,042,034,394)	(848,546,317)
租賃負債之利息部分	Interest element of lease liabilities	(125,469)	(158,854)
用於經營業務之現金流量淨額	Net cash flows used in operating activities	(1,042,159,863)	(848,705,171)

	附註 Notes	二零二一年 2021 港元 HK\$	二零二零年 2020 港元 HK\$
投資活動現金流量	CASH FLOWS FROM INVESTING ACTIVITIES		
已收利息	Interest received	65,431,990	896,352,247
從香港金融管理局提取的 本金金額	Withdrawal of principal of amount due from the Hong Kong Monetary Authority	–	2,900,000,000
購買設備之款項	Purchase of equipment	(226,949)	(6,030,205)
出售設備所得款項	Proceeds from disposal of equipment	–	37,500
原到期日逾三個月之定期存款 之增加	Increase in time deposits with original maturity over three months	(1,770,528,745)	(313,400,875)
來自／（用於）投資活動之 現金流量淨額	Net cash flows generated from/(used in) investing activities	(1,705,323,704)	3,476,958,667
融資活動現金流量	CASH FLOWS FROM FINANCING ACTIVITIES		
租賃付款本金部份	Principal portion of lease payment	(5,350,531)	(5,217,146)
香港特別行政區政府注資	Funding injection by the Government of the HKSAR	2,500,000,000	–
來自／（用於）融資活動之 現金流量淨額	Net cash flows generated from/(used in) financing activities	2,494,649,469	(5,217,146)
現金及現金等值物 增加／（減少）淨額	NET INCREASE/(DECREASE) IN CASH AND CASH EQUIVALENTS	(252,834,098)	2,623,036,350
於年初的現金及現金等值物	Cash and cash equivalents at beginning of year	3,018,294,253	395,257,903
於年終的現金及現金等值物	CASH AND CASH EQUIVALENTS AT END OF YEAR	2,765,460,155	3,018,294,253
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	160,034,207	91,859,023
原定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	2,605,425,948	2,926,435,230
		2,765,460,155	3,018,294,253

財務報表 Financial Statements

財務報表附註

於2021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。

於2014年2月，香港特別行政區政府(「特區政府」)向再培訓局注資150億港元，為再培訓局提供持續及穩定的資金用作提升本地工人的生產力。於2020年6月，特區政府向再培訓局注資25億港元，以應付因提升每月津貼限額，以及於2019-20年度內推出的「特別·愛增值」計劃所預期增加的財務承擔。

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。

NOTES TO FINANCIAL STATEMENTS

31 March 2021

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.

In February 2014, the Government of the Hong Kong Special Administrative Region (“the SAR Government”) injected HK\$15 billion into the Employees Retraining Fund to provide sustained and stable financial support for the Board in order to continue to enhance the productivity of local workers. In June 2020, the SAR Government injected HK\$2.5 billion into Employees Retraining Fund to meet the anticipated financial commitment arising from the increase in the maximum amount of monthly allowance and the launch of the Love Upgrading Special Scheme in 2019-20.

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 編製基準

該等財務報表乃根據香港會計師公會頒佈之香港財務報告準則(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。

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

再培訓局已於本年度的財務報表首次採納二零一八年財務報告概念框架(「概念框架」)以及下列經修訂香港財務報告準則。

2.2 CHANGES IN ACCOUNTING POLICIES AND DISCLOSURES

The Board has adopted the *Conceptual Framework for Financial Reporting 2018* and the following revised HKFRSs for the first time for the current year’s 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 <i>Definition of a Business</i>
香港財務報告準則第9號、香港會計準則第39號及香港財務報告準則第7號(修訂本) Amendments to HKFRS 9, HKAS 39 and HKFRS 7	利率基準改革 <i>Interest Rate Benchmark Reform</i>
香港財務報告準則第16號(修訂本) Amendment to HKFRS 16	2019冠狀病毒病相關租金寬減(提早採納) <i>Covid-19-Related Rent Concessions (early adopted)</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	重要性的定義 <i>Definition of Material</i>

採納上述概念框架及經修訂的準則對該等財務報表並無重大財務影響。

The adoption of the *Conceptual Framework for Financial Reporting 2018* and revised standards has had no significant financial effect on these financial statements.

財務報表

Financial Statements

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 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	概念框架之提述 ² Reference to the Conceptual Framework ²
香港財務報告準則第9號、香港會計準則第39號、香港財務報告準則第7號、香港財務報告準則第4號及香港財務報告準則第16號（修訂本） Amendments to HKFRS 9, HKAS 39, HKFRS 7, HKFRS 4 and HKFRS 16	利率基準改革－第二階段 ¹ Interest Rate Benchmark Reform – Phase 2 ¹
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 Sale or Contribution of Assets between an Investor and its Associate or Joint Venture ⁴
香港財務報告準則第17號 HKFRS 17	保險合約 ³ Insurance Contracts ³
香港財務報告準則第16號（修訂本） Amendments to HKFRS 16	2021年6月30日之後新型冠狀病毒病相關租金優惠 ¹ COVID-19 – Related Rent Concessions beyond 30 June 2021 ¹
香港財務報告準則第17號（修訂本） Amendments to HKFRS 17	保險合約 ^{3, 6} Insurance Contracts ^{3, 6}
香港會計準則第1號（修訂本） Amendments to HKAS 1	負債分類為流動或非流動 ^{3, 5} Classification of Liabilities as Current or Non-current ^{3, 5}
香港會計準則第1號（修訂本） Amendments to HKAS 1	會計政策披露 ⁴ Disclosure of Accounting Policies ⁴
香港會計準則第8號（修訂本） Amendments to HKAS 8	會計估計定義 ⁴ Definition of Accounting Estimates ⁴
香港會計準則第12號（修訂本） Amendments to HKAS 12	與單一交易產生的資產和負債相關的遞延所得稅 ⁴ Deferred Tax related to Assets and Liabilities arising from a Single Transaction ⁴
香港會計準則第16號（修訂本） Amendments to HKAS 16	物業、廠房及設備：未作擬定用途前之所得款項 ² Property, Plant and Equipment: Proceeds before Intended Use ²
香港會計準則第37號（修訂本） Amendments to HKAS 37	虧損合約－達成合約之成本 ² Onerous Contracts – Cost of Fulfilling a Contract ²
香港財務報告準則2018-2020之年度改進 Annual Improvements to HKFRSs 2018-2020	香港財務報告準則第1號、香港財務報告準則第9號、香港財務報告準則第16號相應闡釋範例及香港會計準則第41號之修訂 ² Amendments to HKFRS 1, HKFRS 9, Illustrative Examples accompanying HKFRS 16, and HKAS 41 ²

- 1 於2021年1月1日或之後開始的年度期間生效。
- 2 於2022年1月1日或之後開始的年度期間生效。
- 3 於2023年1月1日或之後開始的年度期間生效。
- 4 強制生效日期尚未釐定，但可供採納。
- 5 作為香港會計準則第1號之修訂的結果，香港詮釋第5號財務報表的呈報－借款人對載有按要償還條款的定期貸款的分類已於2020年10月進行修訂，以使相應措詞保持一致而結論保持不變。
- 6 因應於2020年10月頒佈的香港財務報告準則第17號之修訂，香港財務報告準則第4號亦作出修訂，以延長允許保險人於2023年1月1日之前開始的年度期間，應用香港會計準則第39號而非香港財務報告準則第9號的暫時豁免。

- 1 Effective for annual periods beginning on or after 1 April 2021
- 2 Effective for annual periods beginning on or after 1 April 2022
- 3 Effective for annual periods beginning on or after 1 April 2023
- 4 No mandatory effective date yet determined but available for adoption
- 5 As a consequence of the amendments to HKAS 1, Hong Kong Interpretation 5 Presentation of Financial Statements – Classification by the Borrower of a Term Loan that Contains a Repayment on Demand Clause was revised in October 2020 to align the corresponding wording with no change in conclusion
- 6 As a consequence of the amendments to HKFRS 17 issued in October 2020, HKFRS 4 was amended to extend the temporary exemption that permits insurers to apply HKAS 39 rather than HKFRS 9 for annual periods beginning before 1 January 2023

再培訓局正在評估該等發展於初始應用期間預期造成的影響。迄今為止，再培訓局委員預期應用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。

The Board is in the process of making an assessment of the impact of these revised HKFRSs upon initial application. So far, the Board considered that these revised HKFRSs are unlikely to have a significant impact on the Board's results of operations and financial position.

2.4 主要會計政策概要

收益確認

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。

2.4 SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

Income recognition

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.

財務報表

Financial Statements

- 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

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。

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：

- Accreditation grant from Education Bureau is recognised when the right to receive payment is established.

Interest income

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.

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:

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。

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定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

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。

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.

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

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.

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(b) 減值

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。

(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。

(b) *Impairment*

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.

(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.

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。

金融負債

金融負債包括應付款項，其他應付款及應付防疫抗疫基金之款項。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，金融負債即終止確認。

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.

Financial liabilities

Financial liabilities include certain accruals and other payables, lease liabilities and amount due to Anti-epidemic Fund. 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.

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倘合約為換取代價而授出權利可控制已識別資產於一段期間內的用途，則該合約為租賃或包含租賃。倘客戶既有權可從使用已識別資產中獲得絕大部分經濟利益，亦有權主導已識別資產的用途，則表示擁有控制權。所有期限超過12個月的租賃均被確認為使用權資產（指使用相關資產的權利）及租賃負債（指租賃付款的責任），除非相關資產的價值較低。資產和負債均按現值進行初始計量。使用權資產按成本減任何累計折舊及任何減值虧損計量，並就任何重新計量之租賃負債作出調整。使用權資產於資產的租賃期及預計使用期（以較短者為準）按直線法折舊。租賃負債按照在租賃條件下應支付的租賃付款額的現值進行初始計量，其後根據租賃負債的利息和清算的影響，以及因租賃負債的重新評估而產生的重新計量而進行調整或租賃修改。

使用權資產於資產的租賃期及預計使用期（以較短者為準）按直線法折舊如下：

租賃樓宇
Buildings

於租賃期間
Over lease term

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」）。

Leases

A contract is, or contains, a lease if the contract conveys a right to control the use of an identified asset for a period of time in exchange for consideration. Control is conveyed where the customer has both the right to obtain substantially all of the economic benefits from use of the identified asset and the right to direct the use of the identified asset. All leases with a term of more than 12 months are recognised as assets representing the right of use of the underlying asset and liabilities representing the obligation to make lease payments, unless the underlying asset is of low value. Both the assets and the liabilities are initially measured on a present value basis. Right-of-use assets are measured at cost less any accumulated depreciation and impairment losses, and adjusted for any remeasurement of the lease liabilities. Right-of-use assets are depreciated on a straight-line basis over the shorter of the lease terms and the estimated useful lives of the assets. Lease liabilities are initially measured at the present value of lease payments to be made under the lease terms and subsequently adjusted by the effect of the interest on and the settlement of the lease liabilities, and the re-measurement arising from any reassessment of the lease liabilities or lease modifications.

Right-of-use assets are depreciated on a straight-line basis over the shorter of the lease terms and the estimated useful lives of the assets as follows:

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.

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。

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13。

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.

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 13 to the financial statements.

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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) 與學員的合約收益之分拆收益資料

		二零二一年 2021 港元 HK\$	二零二零年 2020 港元 HK\$
隨時間轉移的課程學費收入	Course fee income transferred over time	3,098,268	4,704,652

(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 trainees

(b) Performance obligations

Course fee income

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

Other income is analysed as follows:

		二零二一年 2021 港元 HK\$	二零二零年 2020 港元 HK\$
教育局的評審資助（附註）	Accreditation grant from Education Bureau (note)	2,800,210	134,100
雜項收入	Sundry income	1,612,112	1,060,292
		4,412,322	1,194,392

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. 津貼

再培訓津貼

根據《僱員再培訓條例》第21(4)條，有關參與再培訓局課程的學員，在符合《僱員再培訓條例》第20條所列條件，均可獲發再培訓津貼。於截至2021年3月31日止年度，再培訓局發放之再培訓津貼為28,758,096港元(2020年：49,823,487港元)。

特別津貼

2019年下半年，出現社會事件，經濟狀況急轉直下。再培訓局在2019-20年度受特區政府委託，推出「特別·愛增值」計劃。面對於2020年初爆發的新型冠狀病毒病，「特別·愛增值」計劃延長至2020-21年度。有關參與「特別·愛增值」計劃課程下的學員，在符合該計劃所列條件，均可獲發特別津貼。於截至2021年3月31日止年度，再培訓局發放之特別津貼為137,035,978港元(2020年：6,958,340港元)。

5. ALLOWANCES

Retraining allowances

In accordance with Section 21(4) of the ERO, a specified retraining allowance is payable to the trainees in respect of their attendance of training courses, subject to their eligibility as set out in Section 20 of the ERO. The Board had disbursed retraining allowance of HK\$28,758,096 (2020: HK\$49,823,487) for the year ended 31 March 2021.

Special allowances

The social incidents triggered the abrupt downturn of the economy in the second half of 2019. Commissioned by the SAR Government, the Board launched the Love Upgrading Special Scheme ("Special Scheme") in 2019-20. Due to the outbreak of COVID-19 pandemic in early 2020, the Special Scheme was extended in 2020-21. A special allowance is payable to the trainees in respect of their attendance of training courses, subject to their eligibility under the Special Scheme. The Board had disbursed special allowance of HK\$137,035,978 (2020: HK\$6,958,340) for the year ended 31 March 2021.

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6. 培訓課程及計劃開支

6. TRAINING COURSES AND PROGRAMME EXPENSES

		二零二一年 2021 港元 HK\$	二零二零年 2020 港元 HK\$
培訓課程	Training courses	825,670,960	634,057,226
ERB服務中心及ERB服務點	ERB Service Centre and ERB Service Spots	12,151,919	16,069,682
實務技能培訓及評估中心	Practical Skills Training and Assessment Centre	6,906,007	7,900,944
「樂活一站」、「陪月一站」及「起步站」	Smart Living, Smart Baby Care and Smart Starter	12,213,303	15,091,572
公關及推廣	Public relations and promotion	7,319,301	12,417,552
課程質素保證機制	Course quality assurance programmes	2,951,814	1,354,547
其他	Others	7,976,972	6,798,005
		875,190,276	693,689,528

7. 財務費用

7. FINANCE COST

		二零二一年 2021 港元 HK\$	二零二零年 2020 港元 HK\$
租賃負債之財務費用（附註12）	Interest on lease liabilities (note 12)	125,469	158,854

8. 所得稅

8. TAXATION

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。

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

9. 稅前年內虧損

9. DEFICIT BEFORE TAX

		二零二一年 2021 港元 HK\$	二零二零年 2020 港元 HK\$
年內虧損已扣除／（抵免）下列各項：	Deficit before tax has been arrived at after charging/(crediting):		
核數師酬金	Auditor's remuneration	240,000	230,000
物業及設備折舊（附註11）	Depreciation of property and equipment (note 11)	2,583,040	2,759,596
使用權資產折舊（附註12）	Depreciation of right-of-use assets (note 12)	5,341,027	5,266,892
出售設備收益	Gain on disposal of equipment	—	(24,957)
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	2,407,199	2,660,414
不計入租賃負債計量之租賃付款	Lease payments not included in the measurement of lease liabilities	6	1,282,593
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	95,522,272	94,001,605
– 退休福利	– retirement benefits scheme contribution	5,133,486	4,799,235
		100,655,758	98,800,840

10. 再培訓局委員會及主要管理層人員薪酬

10. 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（2020年：五位）總監級管理人員。他們的薪酬已包括在附註9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 (2020: 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 9. The emoluments of these individuals were as follows:

		二零二一年 2021 港元 HK\$	二零二零年 2020 港元 HK\$
薪酬及津貼	Salaries and allowances	9,130,255	9,043,967
退休福利	Retirement benefits scheme contributions	490,573	490,423
約滿酬金	Provision for gratuities	844,966	837,775
		10,465,794	10,372,165

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11. 物業及設備

11. 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2019年4月1日	At 1 April 2019	67,002,893	17,019,474	336,000	84,358,367
增加	Additions	98,000	5,447,985	484,220	6,030,205
處置	Disposals	(3,081,736)	(312,149)	(336,000)	(3,729,885)
於2020年3月31日及 4月1日	At 31 March and 1 April 2020	64,019,157	22,155,310	484,220	86,658,687
增加	Additions	66,950	159,999	–	226,949
於2021年3月31日	At 31 March 2021	64,086,107	22,315,309	484,220	86,885,636
累計折舊：	ACCUMULATED DEPRECIATION:				
於2019年4月1日	At 1 April 2019	66,291,816	14,269,619	336,000	80,897,435
年內折舊	Provided for the year	475,449	2,173,180	110,967	2,759,596
處置	Disposals	(3,081,737)	(299,606)	(336,000)	(3,717,343)
於2020年3月31日及 4月1日	At 31 March and 1 April 2020	63,685,528	16,143,193	110,967	79,939,688
年內折舊	Provided for the year	327,847	2,134,138	121,055	2,583,040
於2021年3月31日	At 31 March 2021	64,013,375	18,277,331	232,022	82,522,728
賬面值：	NET BOOK VALUE:				
於2021年3月31日	At 31 March 2021	72,732	4,037,978	252,198	4,362,908
於2020年3月31日	At 31 March 2020	333,629	6,012,117	373,253	6,718,999

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%

12. 租賃

12. LEASES

使用權資產

Right-of-use assets

		房屋 Buildings 港元 HK\$
2021年3月31日	31 March 2021	
於2020年3月31日：	At 31 March 2020:	
成本	Cost	9,365,906
累計折舊	Accumulated depreciation	(5,266,892)
賬面值	Net carrying amount	4,099,014
於2020年3月31日及2020年4月1日	At 31 March 2020 and 1 April 2020	4,099,014
增加	Addition	5,525,457
年內折舊	Depreciation provided during the year	(5,341,027)
於2021年3月31日，扣除累計折舊	At 31 March 2021, net of accumulated depreciation	4,283,444
於2021年3月31日：	At 31 March 2021:	
成本	Cost	12,846,362
累計折舊	Accumulated depreciation	(8,562,918)
賬面值	Net carrying amount	4,283,444
2020年3月31日	31 March 2020	
於2019年4月1日：	At 1 April 2019:	
成本	Cost	9,365,906
累計折舊	Accumulated depreciation	—
賬面值	Net carrying amount	9,365,906
於2019年4月1日	At 1 April 2019	9,365,906
年內折舊	Depreciation provided during the year	(5,266,892)
於2020年3月31日，扣除累計折舊	At 31 March 2020, net of accumulated depreciation	4,099,014
於2020年3月31日：	At 31 March 2020:	
成本	Cost	9,365,906
累計折舊	Accumulated depreciation	(5,266,892)
賬面值	Net carrying amount	4,099,014

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租賃負債

於2021年3月31日之租賃負債到期
情況

Lease liabilities

Maturity profile of lease liabilities

		二零二一年 2021 港元 HK\$	二零二零年 2020 港元 HK\$
一年內	Within one year	2,196,000	3,896,000
二至五年	After one year but within five years	2,212,000	300,000
租賃負債（未貼現）	Lease liabilities (undiscounted)	4,408,000	4,196,000
貼現金額	Discount amount	(84,314)	(47,240)
租賃負債（貼現）	Lease liabilities (discounted)	4,323,686	4,148,760
分析為：	Analysed into:		
流動部份	Current portion	2,135,451	3,848,760
非流動部份	Non-current portion	2,188,235	300,000

於2021年3月31日加權平均增量借貸
利率為2.00%（2020年：2.43%）。

The weighted average incremental borrowing rate applied to the lease liability recognised at 31 March 2021 was 2.00% (2020: 2.43%).

租賃負債賬面值之變動

Movements of carrying amounts of lease liabilities

		二零二一年 2021 港元 HK\$	二零二零年 2020 港元 HK\$
年初	At the beginning of the year	4,148,760	9,365,906
增加	Addition	5,525,457	—
付款	Payments	(5,476,000)	(5,376,000)
年內增加利息	Accretion of interest expense during the year	125,469	158,854
年末	At the end of the year	4,323,686	4,148,760

收支表中確認之金額

Amounts recognised in the income and expenditure account

		二零二一年 2021 港元 HK\$	二零二零年 2020 港元 HK\$
租賃負債利息	Interest on lease liabilities	125,469	158,854
使用權資產折舊	Depreciation charge of right-of-use assets	5,341,027	5,266,892
與短期租賃有關的費用	Expenses relating to short-term leases	—	1,282,587
與低價值資產租賃有關的費用	Expenses relating to low-value leases	6	6
於收支表中確認金額合計	Total amount recognised in the income and expenditure account	5,466,502	6,708,339

於截至2021年3月31日止年度，再培
訓局之租賃現金流出總額為5,476,006
港元（2020年：6,775,541港元）。

The Board had total cash outflows for leases of HK\$5,476,006 (2020: HK\$6,775,541) for the year ended 31 March 2021.

13. 應收款項、按金及預付款

13. RECEIVABLES, DEPOSITS AND PREPAYMENTS

		二零二一年 2021 港元 HK\$	二零二零年 2020 港元 HK\$
租金及公用設施按金	Rental and utility deposits	2,566,757	1,734,509
應收利息	Interest receivables	6,822,107	5,119,377
應收課程學費	Course fee receivables	2,993,485	3,713,842
預付款	Prepayments	21,744,849	38,080,326
應收收入	Income receivables	1,999,045	1,275,654
		36,126,243	49,923,708
減值撥備	Impairment allowances	(3,531,193)	(3,521,047)
		32,595,050	46,402,661
減：非流動租金及公用設施按金	Less: non-current rental and utility deposits	(1,211,175)	(1,160,655)
		31,383,875	45,242,006

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 course fee and income receivables are as follows:

		二零二一年 2021 港元 HK\$	二零二零年 2020 港元 HK\$
年初	At the beginning of the year	3,521,047	3,300,000
減值虧損（附註9）	Impairment losses (note 9)	2,407,199	2,660,414
不能收回而撇銷的金額	Amount written off as uncollectible	(2,397,053)	(2,439,367)
		3,531,193	3,521,047

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應收收入及應收課程學費的減值(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2021年3月31日及2020年3月31日時的信貸虧損如下：

Impairment of course fee and income receivables under HKFRS 9

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 2021 and 2020 are determined as follows:

		逾期 Past due				合共 Total
		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	
於2021年3月31日	As at 31 March 2021					
預期虧損比率(%)	Expected loss rate (%)	46	50	100	100	71
總賬面金額(千港元)	Gross carrying amount (HK\$'000)	984	1,852	1,999	158	4,993
預期虧損(千港元)	Expected credit losses (HK\$'000)	453	921	1,999	158	3,531
於2020年3月31日	As at 31 March 2020					
預期虧損比率(%)	Expected loss rate (%)	33	43	92	100	71
總賬面金額(千港元)	Gross carrying amount (HK\$'000)	3	2,218	2,591	177	4,989
預期虧損(千港元)	Expected credit losses (HK\$'000)	1	961	2,382	177	3,521

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2021年及2020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2021年及2020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 2021 and 2020. Their recoverability was assessed with reference to the credit status of the rental and utility deposits, interest receivables and the expected credit losses as at 31 March 2021 and 2020 were considered to be minimal.

14. 應收香港金融管理局之款項

應收香港金融管理局的9,600,000,000港元(2020年：9,600,000,000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2026年2月償還。

包含在應收款中1,586,744,522港元(2020年：1,162,560,943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。

15. 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。

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

該款項的賬面值與其2021年及2020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2021年及2020年3月31日的預期信貸虧損被視為微不足道。

14. AMOUNT DUE FROM THE HONG KONG MONETARY AUTHORITY

The amount of HK\$9,600,000,000 (2020: HK\$9,600,000,000) 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 six years and the average annual yield of three-year government bond for the previous year, and is repayable in February 2026.

The amount of HK\$1,586,744,522 (2020: HK\$1,162,560,943) represents interest receivable which is unsecured and repayable within one year.

15. 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 amount due from the Immigration Department did not contain balance which was past due as at the reporting date. No collateral was held over these balances.

The carrying amounts of these balances approximated to their fair value as at 31 March 2021 and 2020. Their recoverability was assessed with reference to the credit status, and the expected credit losses as at 31 March 2021 and 2020 were considered to be minimal.

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16. 銀行結餘及存款

銀行結餘及存款包括銀行餘額及原定到期日逾三個月之定期銀行存款合共2,409,947,476 港元 (2020年: 639,418,731 港元)，其年利率介乎0.36%至2.60% (2020年: 0.65%至2.86%)。

16. BANK BALANCES AND DEPOSITS

Bank balances and deposits comprise bank balances and time deposits with original maturity over three months amounting HK\$2,409,947,476 (2020: HK\$639,418,731) and carry interest at market rates which ranged from 0.36% to 2.60% (2020: 0.65% to 2.86%) per annum.

17. 應付款項及其他應付款

17. ACCRUALS AND OTHER PAYABLES

		二零二一年 2021 港元 HK\$	二零二零年 2020 港元 HK\$
應付款項及其他應付款	Accruals and other payables	63,933,272	24,214,391
應付培訓機構款項	Accruals for training bodies	55,615,270	1,526,275
修復成本撥備 (附註)	Provision for reinstatement costs (note)	2,219,860	2,219,860
		121,768,402	27,960,526
減：長期修復成本撥備	Less: non-current provision for reinstatement costs	(2,219,860)	(1,388,900)
		119,548,542	26,571,626

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2019年4月1日	At 1 April 2019	2,897,760
付款	Utilised	(677,900)
截至2020年3月31日及2020年4月1日及2021年3月31日	At 31 March 2020, 1 April 2020 and 31 March 2021	2,219,860

18. 應付防疫抗疫基金之款項

去年應付防疫抗疫基金之款項為無抵押、免息及須於要求時償還。

該款項的賬面值與其2020年3月31日的公平值相若。

18. AMOUNT DUE TO THE ANTI-EPIDEMIC FUND

In the prior year, the amount due to the Anti-epidemic Fund was unsecured, interest-free and repayable on demand.

The carrying amount of the balance approximated to its fair value as at 31 March 2020.

19. 現金流量表附註

19. NOTE TO THE STATEMENT OF CASH FLOWS

融資活動所產生之負債之變動

Changes of liabilities arising from financing activities

		租賃負債 Lease liabilities	
		二零二一年 2021	二零二零年 2020
		港元 HK\$	港元 HK\$
年初	At the beginning of year	4,148,760	9,365,906
增加	Addition	5,525,457	—
融資現金流之變動	Changes from financing cash flows	(5,350,531)	(5,217,146)
租賃負債之財務費用	Finance cost on lease liabilities	125,469	158,854
租賃負債之利息	Interest element on lease liabilities	(125,469)	(158,854)
年末	At the end of year	4,323,686	4,148,760

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20. 按類別劃分的金融工具

20. FINANCIAL INSTRUMENTS BY CATEGORY

截至報告期末，每類金融工具的賬面價值如下：

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

		以攤餘成本計量的金融資產 Financial assets at amortised cost	
		二零二一年 2021 港元 HK\$	二零二零年 2020 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	9,871,769	8,322,335
應收香港金融管理局之款項	Amount due from the Hong Kong Monetary Authority	11,186,744,522	10,762,560,943
應收培訓機構之款項	Amounts due from training bodies	222,089	703,502
應收入境事務處之款項	Amount due from the Immigration Department	1,238,400	374,400
現金及現金等價物	Cash and cash equivalents	2,765,460,155	3,018,294,253
原定到期日逾三個月之定期存款	Time deposits with original maturity over three months	2,409,947,476	639,418,731
		16,373,484,411	14,429,674,164

金融負債

Financial liabilities

		以攤餘成本計量的金融負債 Financial liabilities at amortised cost	
		二零二一年 2021 港元 HK\$	二零二零年 2020 港元 HK\$
包含在應付款項和其他應付款的金融負債	Financial liabilities included in accruals and other payables	108,633,702	15,837,683
應付防疫抗疫基金之款項	Amount due to the Anti-epidemic Fund	–	39,579,530
租賃負債	Lease liabilities	4,323,686	4,148,760
		112,957,388	59,565,973

21. 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。

21. 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.

22. 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2021年及2020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。

22. 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 2021 and 2020. The amounts presented are net carrying amounts for financial assets.

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		12個月的 預期信貸 虧損 12-month Expected credit losses 第1類	全期預期信貸虧損 Lifetime Expected credit losses 第2類 第3類 簡化方法 Stage 2 Stage 3 approach Simplified					
		Stage 1	Stage 2	Stage 3	approach		港元	HK\$
		港元	HK\$	港元	HK\$	港元	HK\$	港元
		HK\$	HK\$	HK\$	HK\$	HK\$	HK\$	HK\$
於2021年3月31日	31 March 2021							
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*	8,410,432	-	-	1,461,337		9,871,769	
應收香港金融管理局之款項	Due from the Hong Kong Monetary Authority							
— 正常**	— Normal**	11,186,744,522	-	-	-		11,186,744,522	
應收培訓機構之款項	Due from training bodies							
— 正常**	— Normal**	222,089	-	-	-		222,089	
應收入境事務處之款項	Due from the Immigration Department							
— 正常**	— Normal**	1,238,400	-	-	-		1,238,400	
銀行結餘及存款	Bank balances and deposits							
— 未逾期	— Not yet past due	5,175,407,631	-	-	-		5,175,407,631	
		16,372,023,074	-	-	1,461,337		16,373,484,411	
於2020年3月31日	31 March 2020							
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*	6,853,886	-	-	1,468,449		8,322,335	
應收香港金融管理局之款項	Due from the Hong Kong Monetary Authority							
— 正常**	— Normal**	10,762,560,943	-	-	-		10,762,560,943	
應收培訓機構之款項	Due from training bodies							
— 正常**	— Normal**	703,502	-	-	-		703,502	
應收入境事務處之款項	Due from the Immigration Department							
— 正常**	— Normal**	374,400	-	-	-		374,400	
銀行結餘及存款	Bank balances and deposits							
— 未逾期	— Not yet past due	3,657,712,984	-	-	-		3,657,712,984	
		14,428,205,715	-	-	1,468,449		14,429,674,164	

* 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13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 13 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".

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，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(見附註14及16)。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未結算之資產及負債金額於整個年度均未結算。50基點(2020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。

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 14 and 16 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 (2020: 50 basis points) increase or decrease is used, which represents members' assessment of the reasonable possible change in interest rates.

財務報表 Financial Statements

若利率上升50基點(2020年:50基點)，而其他變量均保持不變，再培訓局截至2021年3月31日止年度之年內虧損會減少81,802,000港元(2020年:72,041,000港元)。若利率下降50基點(2020年:50基點)，再培訓局年內虧損會帶來相等但相反的影響。

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特區政府注資維持。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。

If interest rates had been 50 basis points (2020: 50 basis points) higher and all other variables were held constant, the Board's deficit for the year ended 31 March 2021 would decrease by approximately HK\$81,802,000 (2020: HK\$72,041,000). 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 (2020: 50 basis points) lower.

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 SAR Government. 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.

23. 財務報表之批准

財務報表由再培訓局委員於2021年12月15日批准及授權發出。

23. APPROVAL OF THE FINANCIAL STATEMENTS

The financial statements were approved and authorised for issue by the Board on 15 December 2021.

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
香港美容業總會	Federation of Beauty Industry (H.K.)
聖迪斯哥中國分會 — 國際斯佳美容協會	CIDESCO SECTION CHINA – 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 (HK)
國際美容健康總聯合會有限公司	International Beauty & Health General Union Limited
國際美業評審總會	International Beauty Professionals Validation Association
亞洲髮型藝術家協會	Asia Hair Masters Association
國際香薰整全護療學會	International Federation of Holistic Aromatherapy
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
彭鷹揚先生	Mr. Alan PANG
鞠玲真女士	Ms. Cecilia KUK
陳美香校長	Ms. Cindy CHAN
楊漢聲先生	Mr. Stanley YEUNG

合作伙伴

Stakeholders

商業服務業	Business Services
召集人	Convenor
梁永祥教授, SBS, JP	Professor William LEUNG Wing-cheung, SBS, JP
副召集人	Vice-convenor
劉健華博士, MH, JP	Dr. Kevin LAU Kin-wah, MH, JP
委員	Members
香港總商會	The Hong Kong General Chamber of Commerce
香港中華總商會	The Chinese General Chamber of Commerce
香港中小型企業聯合會	Hong Kong Small and Medium Enterprises Association
香港社會企業總會	Hong Kong General Chamber of Social Enterprises
香港管理專業協會	The Hong Kong Management Association
香港人才管理協會	Hong Kong People Management Association
香港人力資源管理學會	Hong Kong Institute of Human Resource Management
香港華人會計師公會	The Society of Chinese Accountants & Auditors
香港財務會計協會	The Hong Kong Institute of Accredited Accounting Technicians
中小企可持續發展學會	The SME Sustainability Society
香港浸會大學商學院人力資源策略及發展研究中心	Centre for Human Resources Strategy and Development, School of Business, Hong Kong Baptist University
香港洋務工會	Hong Kong Union of Chinese Workers in Western Style Employment
香港文職及專業人員總會	Hong Kong Clerical and Professional Employees General Union
香港工會聯合會	The Hong Kong Federation of Trade Unions
香港會計人員總會	Hong Kong Accounting Professionals Association
蔡惠琴女士, JP	Ms. CHOI Wai-kam, JP
羅君美女士, MH, JP	Ms. Elizabeth LAW, MH, JP
陳勤業教授工程師	Ir. Sr. Cr. Professor Philip CHAN Kan-ip
梁嘉麗女士, MH	Ms. Carrie LEUNG Ka-lai, MH

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
香港餐務管理協會	The Association For Hong Kong Catering Services Management Ltd.
稻苗學會	Institution of Dining Art
職業訓練局國際廚藝學院	International Culinary Institute of Vocational Training Council
飲食業職工總會	Eating Establishment Employees General Union
香港飲食業職工會聯合會	The Federation of Hong Kong Food & Beverage Industries Trade Unions
飲食及酒店業職工總會	Catering and Hotels Industries Employees General Union
林佩英女士	Ms. Susan LAM Pui-ying
黃國凱先生	Mr. Alex WONG
楊位醒先生, BBS, MH	Mr. YEUNG Wai-sing, BBS, MH
創意產業	Creative Industries
召集人	Convenor
卓伯棠教授	Professor CHEUK Pak-tong
副召集人	Vice-convenor
司徒旭先生, MH	Mr. SE-TO Yok, MH
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

合作伙伴

Stakeholders

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
香港浸會大學電影學院	Academy of Film, Hong Kong Baptist University
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
向雪懷教授	Professor Jolland CHAN

機電及建造業

Electrical and Mechanical Services and Construction

召集人

Convenor

莊堅烈先生, BBS, MH

Mr. Paul CHONG Kin-lit, BBS, MH

副召集人

Vice-convenor

伍新華先生, MH

Mr. Lawrence NG San-wa, 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

香港註冊專門承建商(通風系統)協會

Hong Kong Registered Specialist Contractors (Ventilation) Association

香港建造商會

The Hong Kong Construction Association, Limited

香港工程師學會

The Hong Kong Institution of Engineers

英國特許水務工程師學會 — 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

香港建築信息模擬學會

The Hong Kong Institute of Building Information Modelling

香港建造學院

Hong Kong Institute of Construction

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	Hong Kong Marine, Electrical and Mechanical Service, Steel Fabrication Industry 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
香港機電工程助理人員工會	Union of Hong Kong Electrical and Mechanical Engineering Assistants
勞工處 — 職業安全及健康訓練中心	Labour Department – The Occupational Safety and Health Training Centre
機電工程署	Electrical and Mechanical Services Department

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
謝黃小燕女士	Ms. Elizabeth TSE WONG Siu-yin
委員	Members
環保工程商會	Environmental Contractors Management Association
香港清潔商會	Hong Kong Cleaning Association Limited
香港殺蟲業協會	Hong Kong Pest Management Association
香港廢物處理業協會	Hong Kong Waste Disposal Industry Association
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

合作伙伴

Stakeholders

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
食物環境衛生署	Food and Environment Hygiene Department
發展局	Development Bureau
林雪華女士	Ms. Josephine LAM
楊潤先生	Mr. Marcus YEUNG
文國興先生	Mr. Victor MAN

健康護理業	Healthcare Services
召集人	Convenor
林正財議員, SBS, JP	Dr. Hon. LAM Ching-choi, SBS, JP
委員	Members
香港社會服務聯會	The Hong Kong Council of Social Service
香港安老服務協會	The Elderly Services Association of Hong Kong
全港私營安老院同業會	Hong Kong Private Nursing Home Owners Association
香港浸信會醫院	Hong Kong Baptist Hospital
東華三院	Tung Wah Group of Hospitals
保良局	Po Leung Kuk
基督教香港信義會社會服務部	Evangelical Lutheran Church Social Service – Hong Kong
耆色園	Sik Sik Yuen
香港家庭福利會	Hong Kong Family Welfare Society
香港醫學會	The Hong Kong Medical Association
香港老年學會	Hong Kong Association of Gerontology
香港認知障礙症協會	The Hong Kong Alzheimer's Disease Association
醫院管理局	Hospital Authority
香港教育大學	The Education University of Hong Kong
東華學院	Tung Wah College
醫院診所護理業職工會	Hospitals, Clinics and Nursing Workers Union

香港工會聯合會	The Hong Kong Federation of Trade Unions
健康服務從業員協會	Association of Health Services Workers
社區及院舍照顧員總工會	Community Care and Nursing Home Workers General Union
衛生署	Department of Health
社會福利署	Social Welfare Department
謝偉鴻博士	Dr. Henry SHIE Wai-hung
梁永義先生, MH	Mr. LEUNG Wing-yu, MH

進出口及物流業	Import and Export and Logistics
召集人	Convenor
黃定光議員, GBS, JP	Hon. WONG Ting-kwong, GBS, JP
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
香港中華出入口商會	The Hong Kong Chinese Importers' and Exporters' Association
香港中小型企業總商會	The Hong Kong General Chamber of Small and Medium Business
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
香港物流協會	Hong Kong Logistics Association
香港物資採購與供銷學會	The Institute of Purchasing and Supply of Hong Kong
香港物流管理人員協會	Hong Kong Logistics Management Staff Association
香港運輸物流學會	The Chartered Institute of Logistics and Transport in Hong Kong
汽車交通運輸業總工會	Motor Transport Workers General Union
海港運輸業總工會	Harbour Transportation Workers General Union
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
香港航空貨運及速遞業工會	Hong Kong Air Freight Transport and Express Transport Employees Union
物流從業員工會	Logistics Practitioners Union

合作伙伴 Stakeholders

香港貿易發展局	The Hong Kong Trade Development Council
梁剛銳先生, BBS, JP	Mr. LEUNG Kong-yui, BBS, JP
馮家碧女士	Ms. Florence FUNG

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

香港數碼娛樂協會

Hong Kong Digital Entertainment Association Limited

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

香港工會聯合會

The Hong Kong Federation of Trade Unions

港九電子工業職工總會

Hong Kong And Kowloon Electronics Industry Employees' General Union

香港資訊科技界工會

Hong Kong Information Technology Workers' Union

關雁卿博士, MH

Dr. Edith KWAN Ngan-hing, MH

彭子傑先生

Mr. Gabriel PANG Tsz-kit

楊月波教授

Professor YEUNG Yuet-bor

保險及金融業	Insurance and Financial Services
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
香港保險中介人商會	Hong Kong Chamber of Insurance Intermediaries
香港總商會 — 金融及財資服務委員會	Hong Kong General Chamber of Commerce – Financial & Treasury Services Committee
香港專業保險經紀協會	Professional Insurance Brokers Association
香港保險師公會	Hong Kong Society of Certified Insurance Practitioners
香港一般保險業協會	Hong Kong General Insurance Affairs Association Ltd.
香港人壽保險從業員協會	The Life Underwriters Association of Hong Kong Ltd.
香港人壽保險經理協會	General Agents and Managers Association of Hong Kong Limited
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
香港證券業協會	Hong Kong Securities Association
香港銀行華員會	Chinese Bankers Club, Hong Kong
高峰進修學院	Institute of Professional Education And Knowledge
香港工會聯合會職業再訓練中心	The Hong Kong Federation of Trade Unions – Occupational Retraining Centre
香港保險業總工會	Hong Kong Insurance Practitioners General Union
工聯會金融專業委員會	HKFTU Finance Professionals Committee
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
強制性公積金計劃管理局	Mandatory Provident Fund Schemes Authority
證券及期貨事務監察委員會	Securities and Futures Commission
余健南先生	Mr. Allan YU

合作伙伴

Stakeholders

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
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
香港助產士會	Hong Kong Midwives Association
香港大學中醫藥學院	School of Chinese Medicine – The University of Hong Kong
職業安全健康局	Occupational Safety and Health Council
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
香港家務助理總工會	Hong Kong Domestic Workers General Union
衛生署(中醫藥規管辦公室)	Department of Health (Chinese Medicine Regulatory Office)
鍾偉楊先生	Mr. CHUNG Wai-yeung
鍾浩輝先生	Mr. CHUNG Ho-fai

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 Professional 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
電腦資訊科技人員協會	Computer Information Technology Employees Association
李家駒博士, BBS, JP	Dr. Elvin LEE Ka-kui, BBS, JP
陳家揚先生	Mr. Edmund CHAN Ka-yeung

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

保安業商會

Chamber of Security Industry

香港物業管理公司協會

The Hong Kong Association of Property Management Companies

香港保安專業學會

Hong Kong Institute of Security Professionals

國際專業保安協會(香港)

International Professional Security Association (Hong Kong)

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

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

香港護衛及物業管理從業員總會

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

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

物業管理業監管局

Property Management Services Authority

蔣世源博士

Dr. Aaron CHIANG Sai-yuen

合作伙伴

Stakeholders

湯淑芬女士

Ms. Shirley TANG Shuk-fan

陳廣志先生

Mr. Ronald CHAN Kwong-chi

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

高峰進修學院

Institute of Professional Education And Knowledge

香港工會聯合會職業再訓練中心

The Hong Kong Federation of Trade Unions –
Occupational Retraining Centre

香港文職及專業人員總會

Hong Kong Clerical and Professional Employees General Union

港九勞工社團聯會

The Federation of Hong Kong Kowloon Labour Unions

地產代理監管局

Estate Agents Authority

消費者委員會

Consumer Council

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
中國香港攀山及攀登總會	China Hong Kong Mountaineering and Climbing Union
中國香港挑戰網陣協會	Challenge Course Association of Hong Kong, China
香港教育大學健康與體育學系	Department of Health and Physical Education, The Education University of Hong Kong
香港浸會大學體育、運動及健康學系	Department of Sport, Physical Education and Health, Hong Kong Baptist University
香港康樂體育專業人員總會	Hong Kong Recreation And Sports Professionals General Union
香港體育學院職員工會	Hong Kong Sports Institute Staff Union
黃德森先生, MH	Mr. Sam WONG Tak-sum, MH

零售業	Retail
召集人	Convenor
余鵬春先生, GBS, JP	Mr. YU Pang-chun, GBS, JP
副召集人	Vice-convenor
謝邱安儀女士	Mrs. Annie YAU TSE
委員	Members
香港總商會 — 零售及旅遊委員會	Hong Kong General Chamber of Commerce – Retail & Tourism Committee
香港中華總商會	The Chinese General Chamber of Commerce, Hong Kong
港九百貨業商會有限公司	The Hong Kong & Kowloon General Merchandise Merchants' Association Limited
香港零售管理協會	Hong Kong Retail Management Association
香港商業專業評審中心	The Professional Validation Centre of Hong Kong Business Sector
優質旅遊服務協會	Quality Tourism Services Association
香港百貨、商業僱員總會	Hong Kong Department Stores & Commercial Staff General Union
商品推廣及零售業僱員總會	Commodities Promotion and Retailing Employees General Union

合作伙伴 Stakeholders

零售、商業及成衣業總工會	Retail, Commerce and Clothing Industries General Union
消費者委員會	Consumer Council
鄒惠儀女士	Ms. Winnie CHOW

旅遊及酒店業	Tourism and Hotel
召集人	Convenor
麥秀蘭女士	Ms. Keller MAK Sau-lan
副召集人	Vice-convenor
麥磊明博士	Dr. Barry MAK
委員	Members
香港旅遊業議會	Travel Industry Council of Hong Kong
香港旅行社協會	Hong Kong Association of Travel Agents
香港酒店業協會	Hong Kong Hotels Association
香港展覽會議業協會	Hong Kong Exhibition & Convention Industry Association
香港註冊導遊協會	Hong Kong Association of Registered Tour Co-ordinators
香港理工大學酒店及旅遊業管理學院	School of Hotel & Tourism Management, The Hong Kong Polytechnic University
香港旅遊聯業工會聯會	The Federation of Hong Kong Trade Unions in Tourism
香港工會聯合會	The Hong Kong Federation of Trade Unions
酒店及餐飲從業員協會	Hotels, Food & Beverage Employees Association
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
香港旅遊發展局	Hong Kong Tourism Board
梁志群先生, JP	Mr. Andrew LEUNG, JP

交通及支援服務業	Transportation and Support Services
召集人	Convenor
李耀培博士	Dr. Ringo LEE Yiu-pui
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
香港陸路客貨運輸業議會有限公司	Hong Kong Land Transport Council Limited
綠色專線小巴(綠專)總商會有限公司	G.M.B. Maxicab Operators General Association Limited
公共小型巴士總商會	PLB General Association
香港汽車工業學會	The Institute of The Motor Industry Hong Kong
香港的士業議會	Hong Kong Taxi Council
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
海港運輸業總工會	Harbour Transportation Workers General Union
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 and Container Truck Drivers Union
機電工程署	Electrical and Mechanical Services Department
馮寶美女士	Ms. Bobo FUNG
文婉玲女士	Ms. Ellen MAN Yuen-ling
張國偉先生	Mr. Demen CHEUNG Kwok-wai

合作伙伴 Stakeholders

鐘錶及珠寶業	Watch and Jewellery
召集人	Convenor
朱繼陶先生	Mr. Joseph CHU Kai-to
副召集人	Vice-convenor
莫偉基博士	Dr. Dominic MOK Wai-kei
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
香港珠寶製造業廠商會	Hong Kong Jewelry Manufacturers' Association
香港珠玉石器金銀首飾業商會	The Hong Kong Jewellers' and Goldsmiths' Association
九龍珠玉石器金銀首飾業商會	The Kowloon Pearls, Precious Stones, Jade, Gold and Silver Ornament Merchants Association
香港鑽石總會有限公司	Diamond Federation of Hong Kong, China
香港寶石學協會	The Gemmological Association of Hong Kong
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
香港生產力促進局	Hong Kong Productivity Council
王巧陽女士	Ms. WONG Hau-yeung
莫慕潔女士	Ms. Daisy MOK

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
香港華商織造總會	The Hong Kong Chinese Textile Mills Association
香港羊毛化纖針織業廠商會	Hong Kong Woollen & Synthetic Knitting Manufacturers' Association
香港洗衣商會	The Laundry Association of Hong Kong Limited
香港洗衣服務業聯會	Hong Kong Laundry Services Association
香港紡織及服裝學會	Hong Kong Institution of Textile and Apparel
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
香港知專設計學院	Hong Kong Design Institute
製衣服飾從業員協會	Garment Fashion Practitioners Association
梁嘉彥先生	Mr. Lawrence LEUNG Ka-yuen

以「行業諮詢網絡」英文名稱排列。

Listed in alphabetical order of Industry Consultative Networks.

合作伙伴 Stakeholders

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
LN	嶺南大學持續進修學院	Lingnan Institute of Further Education
LU	路德會真道堂有限公司營辦的 路德會真道堂青年中心	Youth Centre of The True Word Lutheran Church operated by The True Word Lutheran Church Limited

合作伙伴

Stakeholders

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
MT	港鐵學院(香港)有限公司	MTR Academy (HK) Company Limited
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.

合作伙伴 Stakeholders

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

技術顧問	Technical Consultant
香港品質保證局	Hong Kong Quality Assurance Agency
榮譽顧問名單	List of Honorary Advisors
趙其琨教授, MH 香港浸會大學榮休教授及 香港公開大學客座教授	Professor Randy CHIU, MH Professor Emeritus, Hong Kong Baptist University and Visiting Professor, The Open University of Hong Kong
蔡惠琴女士, JP 持續專業進修聯盟主席	Ms. Virginia CHOI, JP Chairperson Continuing Professional Development Alliance
范潔儀女士 香港中華煤氣有限公司 企業人力資源總監	Ms. Kit FAN Head of Corporate Human Resources The Hong Kong and China Gas Company Limited
廖家陞先生 仁愛堂 總監(人力、資訊及行政)	Mr. Brian LIU Controller (Human Resources, I.T. and Admin.) Yan Oi Tong
廖國泰先生 新世界發展有限公司 企業籌劃及人才發展部 總經理	Mr. Teddy LIU General Manager Corporate & Talent Development New World Development Company Limited
潘小紅女士 香港機場管理局 總經理－人力資源關係管理	Ms. Queena PUN General Manager HR Relationship Management Airport Authority Hong Kong
鄧明慧女士 美麗寶鞋業有限公司 (百麗國際成員) 董事	Ms. Mandy TANG Director Mirabell Footwear Limited, a member of Belle International Holdings Limited
阮博文教授 香港理工大學專業及持續教育學院院長	Professor Peter YUEN 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 Developers”.

2020-21得獎名單

Awardee List 2020-21

ERB年度頒獎禮2020-21

ERB Annual Award Presentation Ceremony 2020-21

ERB傑出僱主年度大獎	ERB Excellence Award for Employers
城市服務集團	City Services Group
康業服務有限公司 (新鴻基地產集團成員)	Hong Yip Service Company Ltd. (A Member of the Sun Hung Kai Properties Group)
偉邦物業管理有限公司 (恒基兆業地產集團成員公司)	Well Born Real Estate Management Limited (A Member of Henderson Land Group)

ERB傑出僱主獎	ERB Outstanding Award for Employers
機場保安有限公司	Aviation Security Company Limited
中原地產代理有限公司	Centaline Property Agency Limited
世紀21奇豐物業顧問行	Century 21 Goodwin Property Consultants
國民警衛有限公司	CNT Security Company Limited
大快活集團有限公司	Fairwood Holdings Limited
恒益物業管理有限公司 (恒基兆業地產集團成員公司)	Hang Yick Properties Management Limited (A Member of Henderson Land Group)
ISS Facility Services Limited	ISS Facility Services Limited
嘉雯美容護膚中心有限公司	Ka Man Beauty Center Limited
叙福樓集團有限公司	LH Group Limited
祥益地產代理有限公司	Many Wells Property Agent Limited
宏力保安服務有限公司 (恒基兆業地產集團成員公司)	Megastrength Security Services Co. Ltd. (A Member of Henderson Land Group)
紫雲間沁怡護養院	Oasis Nursing Home
安民警衛有限公司	Onward Security Company Limited
保良局	Po Leung Kuk
兆恆清潔服務有限公司	Shiu Hang Cleaning Services Co., Ltd.
信和護衛有限公司	Sino Security Services Limited
Spa Collection	Spa Collection
富城集團	Urban Group
威信停車場管理(控股)有限公司	Wilson Parking (Holdings) Limited

ERB優異僱主獎	ERB Merit Award for Employers
BreadTalk Concept Hong Kong Limited	BreadTalk Concept Hong Kong Limited
翡翠餐飲集團(大中華)有限公司	Crystal Jade Culinary Concepts Holding (Great China) Limited
天龍人力資源管理有限公司	DRACO Human Resources Management Limited
大眾安全警衛(香港)有限公司	General Security (H.K.) Ltd.
基督教靈實協會	Haven of Hope Christian Service
香港迪士尼樂園度假區	Hong Kong Disneyland Resort
盈健醫療(香港)有限公司	Human Health (H.K.) Limited
英格蜜兒有限公司	Ingrid Millet Limited
仲量聯行物業管理有限公司	Jones Lang LaSalle Management Services Ltd
啟勝管理服務有限公司	Kai Shing Management Services Limited
景樂集團	King Parrot Group
New Age Beauty Co. Ltd.	New Age Beauty Co. Ltd.
Pacific Coffee	Pacific Coffee
專業護衛有限公司	Professional Security Services Limited
莎莎化粧品有限公司	Sa Sa Cosmetic Co Ltd
第一太平戴維斯物業管理有限公司	Savills Property Management Limited
信和物業管理有限公司(九龍灣區)	Sino Estates Management Limited – Kowloon Bay District Office
太興環球發展有限公司	Tai Hing Worldwide Development Limited
翠華怡富管理有限公司	Tsui Wah Efford Management Limited
悅寶貝陪月服務有限公司	uBaby Maternity Services Ltd
偉裕(香港)有限公司	Well Fixed (HK) Limited

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

2020-21得獎名單

Awardee List 2020-21

ERB傑出學員獎		ERB Outstanding Award for Trainees	
得獎學員	完成的ERB課程	Awardee	ERB course completed
鄭蕙華女士	陪月員基礎證書及 家務助理基礎證書	Ms. CHENG Wai-wah	Foundation Certificate in Post-natal Care Worker Training and Foundation Certificate in Domestic Helper Training
鄺國樑先生	物理治療助理基礎證書	Mr. KONG Kwok-leung	Foundation Certificate in Physiotherapist Assistant Training
林佳琪女士	中醫診所助理基礎證書	Ms. LAM Kai-ki	Foundation Certificate in Assistant for Chinese Medical Clinic Training
梁潔儀女士	小丑藝術表演人員 基礎證書	Ms. LEUNG Kit-yee	Foundation Certificate in Clown Performer Training
李靜茹女士	護理員基礎證書及 保健員證書	Ms. LI Jingru	Foundation Certificate in Care Worker Training and Certificate in Health Worker Training
孟家明先生	醫護支援人員 (臨床病人服務)基礎證書	Mr. MANG Ka-ming	Foundation Certificate in Care-related Support Worker Training
黃銘雄先生	調酒員基礎證書	Mr. WONG Ming-hung	Foundation Certificate in Bartenders Training
葉志輝先生	樹藝管理證書	Mr. YIP Chi-fai	Certificate in Arboricultural Management

ERB優異學員獎		ERB Merit Award for Trainees	
得獎學員	完成的ERB課程	Awardee	ERB course completed
陳淑顏女士	地產代理 (地產代理資格考試) 基礎證書	Ms. CHAN Shuk-ngan	Foundation Certificate in Estate Agent Training (Estate Agents Qualifying Examination)
陳凱儀女士	簿記(LCCI Level 1 Bookkeeping Examination) 基礎證書	Ms. CHEN Heidi	Foundation Certificate in Bookkeeping (LCCI Level 1 Bookkeeping Examination)
鄭美娟女士	特種警衛基礎證書 (度身訂造課程)	Ms. CHENG Mei-kuen	Foundation Certificate in Specialised Security Services Training (Tailor-made course)
張以豪先生	髮型助理基礎證書	Mr. CHEUNG Yee-ho	Foundation Certificate in Hair Stylist Assistant Training
劉美斯女士	標準保安及物業管理 基礎證書	Ms. LAU Mei-sze	Foundation Certificate in Standard Security & Property Management

劉烜君先生	物理治療助理基礎證書	Mr. LIU Dajun	Foundation Certificate in Physiotherapist Assistant Training
胡慧儀女士	家務助理基礎證書	Ms. MUANGMATCHA Narintip	Foundation Certificate in Domestic Helper Training
冼敏怡女士	醫護支援人員 (臨床病人服務)基礎證書	Ms. SIN Man-yee	Foundation Certificate in Care-related Support Worker Training
黃健朗先生	物理治療助理基礎證書	Mr. WONG Kin-long	Foundation Certificate in Physiotherapist Assistant Training
黃媛妹女士	保健按摩基礎證書	Ms. WONG Wun-mui	Foundation Certificate in Healthcare Massage
肖楚如女士	中醫診所助理基礎證書	Ms. XIAO Churu	Foundation Certificate in Assistant for Chinese Medical Clinic Training
嚴惠珊女士	物理治療助理基礎證書	Ms. YIM Wai-shan	Foundation Certificate in Physiotherapist Assistant Training

ERB傑出導師獎

ERB Outstanding Award for Instructors

得獎導師	任教ERB課程的 行業／技能範疇	Awardee	Industry / skill discipline of ERB course taught
張仲銘先生	飲食(咖啡)	Mr. CHEUNG Chung-ming	Catering (Barista)
張浩南先生	飲食(咖啡)	Mr. CHEUNG Ho-nam	Catering (Barista)
馮惠儀女士	教育康體(幼兒教育)	Ms. Sandy FUNG Wai-yi	Education & Recreation (Early Childhood Education)
杜鴻文先生	環境服務(花藝)	Mr. TO Hung-man	Environmental Services (Floriculture)
唐永恆先生	飲食(西餅麵包)	Mr. TONG Wing-hang	Catering (Bread and Cakes)
余翠玉女士	家居服務(大妗員)	Ms. Yvonne YU Tsui-yuk	Domestic Services (Chinese Wedding Etiquettes)

2020-21得獎名單

Awardee List 2020-21

ERB優異導師獎

ERB Merit Award for Instructors

得獎導師	任教ERB課程的 行業／技能範疇	Awardee	Industry / skill discipline of ERB course taught
鄭錫霖先生	通用技能(資訊科技應用)	Mr. CHENG Sik-lam	Generic Skills (IT Applications)
周文亮先生	交通及支援(船隻操作)	Mr. CHOW Man-leung	Transportation & Support Services (Vessel Operator)
李春暉先生	教育康體(歷奇訓練)	Mr. LEE Chun-fai	Education & Recreation (Adventure Training)
鄧銳鏗先生	飲食(咖啡)	Mr. TANG Yui-hang	Catering (Barista)
徐笑芳女士	環境服務(花藝)	Ms. TSUI Siu-fong	Environmental Services (Floriculture)
黃智敏先生	中醫保健	Mr. WONG Che-mun	Chinese Healthcare
黃慧君女士	環境服務(花藝)	Ms. Regina WONG Wai-kwan	Environmental Services (Floriculture)

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

ERB課程發展獎

ERB Outstanding Award for Course Development

基督教勵行會	Christian Action
港專機構有限公司	HKCT Group Limited
葵協社區教育拓展中心有限公司	KCRA Community Education Enhancement Center Limited
循道衛理中心	Methodist Centre
香港職工會聯盟	The Hong Kong Confederation of Trade Unions
香港工會聯合會	The Hong Kong Federation of Trade Unions

ERB課程管理獎

ERB Outstanding Award for Course Management

香港人才培訓中心有限公司	Hong Kong Manpower Development Centre Limited
香港基督教女青年會	Hong Kong Young Women's Christian Association
聖雅各福群會	St. James' Settlement
基督教香港信義會	The Evangelical Lutheran Church of Hongkong
港九勞工社團聯會	The Federation of Hong Kong and Kowloon Labour Unions

工業福音團契有限公司

The Industrial Evangelistic Fellowship Limited

香港善導會

The Society of Rehabilitation and Crime Prevention, Hong Kong

香港基督教青年會

The Young Men's Christian Association of Hong Kong

**ERB就業服務獎
(一般對象課程組)****ERB Outstanding Award for Placement Service
(Courses for General Public)**

基督教勵行會

Christian Action

港專機構有限公司

HKCT Group Limited

新界社團聯會再培訓中心有限公司

New Territories Association Retraining Centre Limited

基督教香港信義會

The Evangelical Lutheran Church of Hongkong

香港職工會聯盟

The Hong Kong Confederation of Trade Unions

職業訓練局

Vocational Training Council

仁愛堂有限公司

Yan Oi Tong Limited

**ERB就業服務獎
(特定對象課程組)****ERB Outstanding Award for Placement Service
(Courses for Special Service Targets)**

葵涌醫院－醫院管理局

Kwai Chung Hospital – Hospital Authority

伊利沙伯醫院－醫院管理局

Queen Elizabeth Hospital – Hospital Authority

香港復康會

The Hong Kong Society for Rehabilitation

香港善導會

The Society of Rehabilitation and Crime Prevention, Hong Kong

ERB推廣宣傳獎**ERB Outstanding Award for Promotion and Marketing**

基督教勵行會

Christian Action

港專機構有限公司

HKCT Group Limited

香港基督教女青年會

Hong Kong Young Women's Christian Association

葵協社區教育拓展中心有限公司

KCRA Community Education Enhancement Center Limited

職業訓練局

Vocational Training Council

仁愛堂有限公司

Yan Oi Tong Limited

2020-21得獎名單 Awardee List 2020-21

ERB特別愛增值培訓獎	ERB Outstanding Award for “Love Upgrading Special Scheme”
港九勞工社團聯會	The Federation of Hong Kong and Kowloon Labour Unions
香港職工會聯盟	The Hong Kong Confederation of Trade Unions
香港工會聯合會	The Hong Kong Federation of Trade Unions

ERB網上培訓獎	ERB Outstanding Award for Online Training
港專機構有限公司	HKCT Group Limited
香港民主民生協進會	Hong Kong Association for Democracy and People's Livelihood
葵協社區教育拓展中心有限公司	KCRA Community Education Enhancement Center Limited
香港工會聯合會	The Hong Kong Federation of Trade Unions

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2020-21年度「尤德爵士紀念基金－在職人士自我增值獎」 Sir Edward Youde Memorial Awards for Self-improvement for Working Adults 2020-21

得獎學員	職業	Awardee	Occupation
林大偉先生	二級病人服務助理	Mr. LAM Tai-wai	Patient Care Assistant II
梁家偉先生	維修員	Mr. LEUNG Ka-wai	Semi-Skilled Artisan
伍珮珊女士	登記護士	Ms. NG Pui-shan	Enrolled Nurse
黃敏鎔女士	保健員	Ms. WONG Man-yung	Health Worker

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

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