



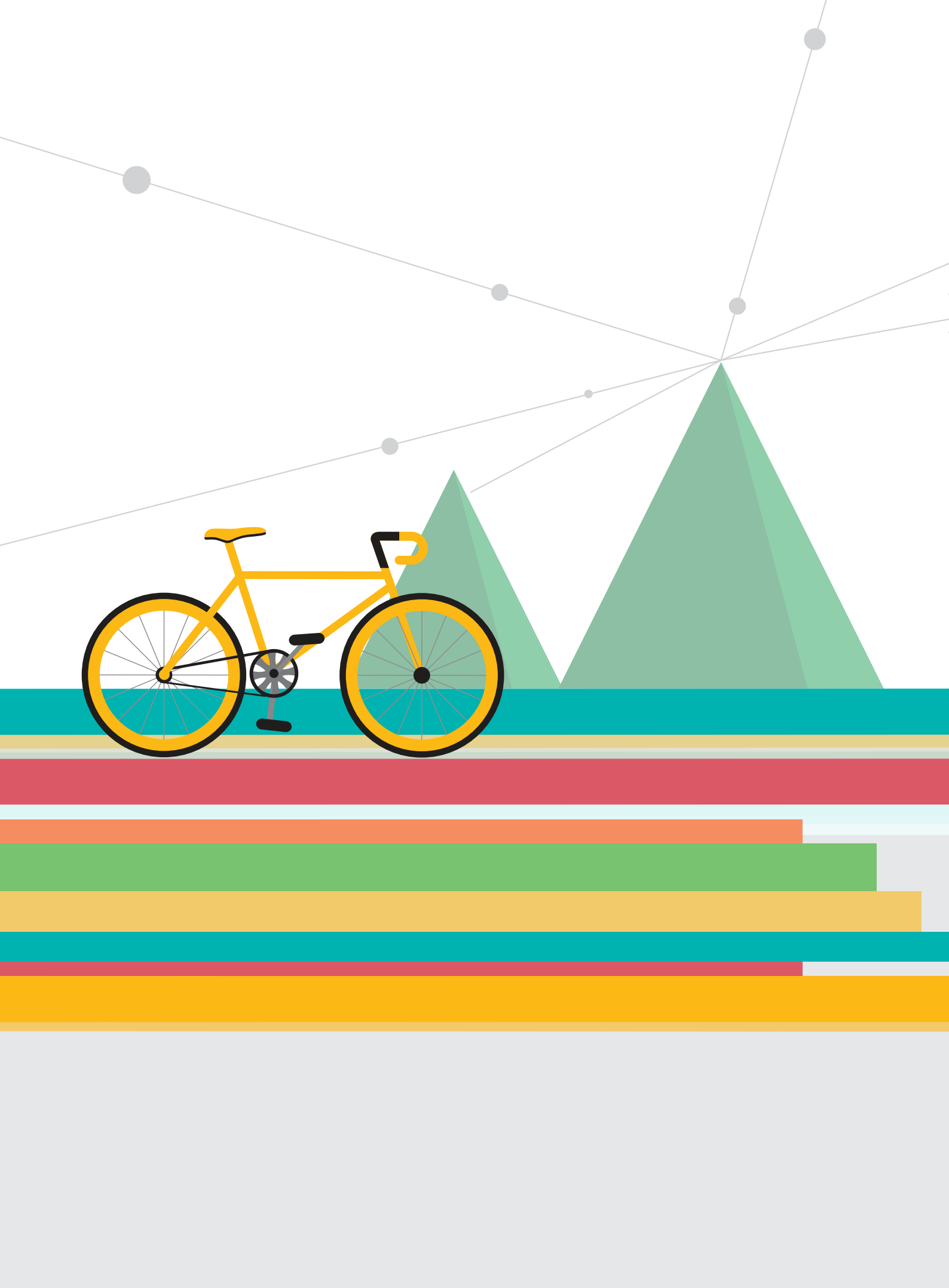
僱員再培訓局

Employees Retraining Board

高瞻遠矚 · 幹練踏實

Keep Eyes on the *Stars* and
Feet on the *Ground*

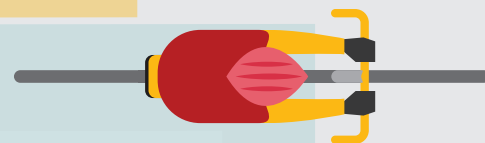




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主席序言 *Chairman's Message*



「抱最好的希望，作最壞的準備。」

在2016-17年度，外圍政治及經濟局勢不穩定，香港不能獨善其身，就業市場一度瀰漫悲觀情緒，憂慮可能出現大規模的裁員或倒閉潮。另一方面，不同行業仍持續面對人手短缺的問題。同時，有預測本港勞動人口自2018年起會出現萎縮，為香港經濟的長遠發展帶來挑戰。

僱員再培訓局在規劃2016-17年度工作計劃時，一方面未雨綢繆，為可能出現的經濟逆轉訂定應變準備；另一方面亦要提早部署，透過加快推展新課程和服務，積極應對勞動市場的變化，尤其加強對有特別需要社群的支援，協助釋放潛在勞動力。

我們於2015-16年度首創「先聘用、後培訓」試點計劃，在2016-17年度獲得理想的進展。於是我們加大力度推行「先聘用、後培訓」安排，與三間安老院舍合作培訓護理員，並擴展計劃至酒店業，為一間主題樂園酒店培訓房務員，成功協助一群因照顧家庭而未能工作的中年婦女和料理家務者投身職場，再完成一系列指定的培訓課程。不少其他行業的僱主亦對「先聘用、後培訓」的安排表示興趣，顯示計劃能有效釋放婦女的潛在勞動力，以及協助有招聘困難的行業填補空缺。我們會積極探討進一步把計劃推展至其他行業的可行性。

“Hope for the best, prepare for the worst.”

In 2016-17, the macro political and economic circumstances were characterised by uncertainties, and Hong Kong was no exception. The employment market was once overcast with negative sentiment and people were wary of large scale retrenchments or closures. On the other hand, some industries were still facing the problem of manpower shortage. The working population of Hong Kong was also anticipated to decline from 2018 onwards, posing challenges to the long-term development of our economy.

In formulating its work plan for 2016-17, the Employees Retraining Board (ERB) drew up measures to tackle possible economic downturn on one hand, and expedited the development of new courses and services to proactively respond to market changes on the other. In particular, we strengthened our support to social groups with special needs with a view to unleashing potential workforce.

We piloted the “First-Hire-Then-Train” Programme in 2015-16 and achieved favourable progress in 2016-17. We partnered with three elderly care homes to continue the training of care workers, and also extended the Programme to cover the hotel industry for training room attendants for a theme park hotel. A group of middle-aged women and homemakers who used to be refrained from working due to family commitments were able to land on jobs and then completed a series of designated training courses. Employers of many other industries also expressed interests in the “First-Hire-Then-Train” arrangements, indicating that the Programme was effective in unleashing latent women workforce while assisting industries with recruitment difficulties to fill vacancies in parallel. We will actively examine the feasibility of further extending the Programme to other industries.

主席序言 Chairman's Message

我們在2015-16年度以儲蓄的概念推出「零存整付」證書計劃，讓因照顧家庭而未能以全日制形式修讀本局課程的婦女，可在完成修讀數個指定的半日或晚間制課程後申請相等於全日制課程的證書。首階段以「陪月員基礎證書」課程作為試點，取得良好的進展。在2016-17年度，再培訓局擴展「零存整付」證書計劃至適用於「護理員基礎證書」課程。我們會持續檢討計劃的推行進度和成效，期望為婦女及料理家務者提供更多培訓選擇。

為推動較年長人士重投勞動市場，在2016-17年度，再培訓局推出「職場再出發（入職裝備）基礎證書」及「意見調查訪問員基礎證書」兩項新課程，協助較年長人士掌握市場動向，重整心態和建立自信，為再就業作好準備。

在支援服務方面，我們亦推出多項新猷。在2016年4月，我們以試點形式推出「起步站」兼職空缺轉介平台，在九龍東及九龍西設立兩間「起步站」，為完成本局課程的新來港學員，提供兼職空缺轉介、跟進，以及一系列增值服務，協助他們投入職場及持續就業。截至2017年3月，已有約3,100名新來港學員登記使用「起步站」服務。我們並已完成初期檢討，落實於2017-18年度推出多項優化措施，以更適切回應新來港人士的就業需要。

In 2015-16, we introduced the “Modular Certificates Accumulation Scheme” basing on the concept of “saving account”, facilitating women who were unable to pursue our full-time training courses due to family commitments to apply for a certificate of a corresponding full-time course after completing a number of specified half-day or evening courses. We piloted the Scheme for the “Foundation Certificate in Post-natal Care Worker Training” course with satisfactory outcomes. In 2016-17, the Scheme was extended to cover the “Foundation Certificate in Care Worker Training” course. We will continuously review its progress and effectiveness, with a view to providing more training options for women and homemakers.

To encourage mature persons to re-enter the labour market, ERB introduced two new courses in 2016-17, namely the “Foundation Certificate in Workplace Re-entry (Career Preparation)” and the “Foundation Certificate in Survey Interviewer Training”, to help mature persons understand the prevailing market circumstances, adjust their mindset and build confidence so as to prepare for re-employment.

We also kick-started a number of new initiatives on the front of support services. In April 2016, we launched the “Smart Starter” Scheme on a pilot basis. Two “Smart Starter” job referral centres were set up in Kowloon East and Kowloon West respectively to provide part-time job referral and follow-up, as well as a host of support services for new arrival graduate trainees, with a view to assisting them to land on jobs and sustain in employment. As at March 2017, about 3,100 trainees have registered with the “Smart Starter”. We have also conducted a preliminary review, and would put forward enhancement measures in 2017-18 to better meet the employment needs of the new arrivals.

在2016年8月，再培訓局以試點形式在葵青及荃灣區設立10個「ERB服務點」，於地區組織的營運地點特約展位，為區內人士提供課程查詢及報讀服務、舉辦行業講座及課程試讀班，以及預約培訓顧問服務。當中有五個「服務點」設於為少數族裔人士、新來港人士及青年人提供服務的地區組織，以加強對有關社群的支援。「ERB服務點」的初步表現能達致預期目標。由於「ERB服務點」的模式具資源效益及可持續發展的優勢，本局會在2017-18年度探討進一步拓展「ERB服務點」，在地區層面更廣泛推廣本局的課程和服務。

在2016-17年度，我們引進「工作體驗」的元素，分別與酒店業及餐飲業的機構合辦兩項「工作體驗日」活動，安排婦女及較年長人士參觀企業，與背景相近的現職從業員會面交流，從而加深對行業的認識及入職興趣，並推動企業聘用本局畢業學員。

我們與各持份者的努力已取得一定成果。在2016-17年度，全年合共約有123,000人次入讀本局的培訓課程，是再培訓局成立以來的新高。女性學員和較年長學員所佔的比例，亦創下歷年新高，顯示市民大眾，包括有特別需要社群對培訓增值的殷切需求，亦反映本局提供的課程和服務能回應社會的需要，這是值得欣慰的。不過，我們絕對不會因此自滿，更會加倍努力支援廣大市民的培訓和就業需要。

In August 2016, ERB piloted 10 “ERB Service Spots” in Kwai Tsing and Tsuen Wan to provide enquiry and enrolment services for ERB courses, organise industry seminars and taster courses, and offer advance booking of the training consultancy service for local residents. Consignment booths were set up at the premises of district organisations, among which, five organisations were providing services to the ethnic minorities, new arrivals and young people, thereby enhancing our support for these social groups. Initial review indicated that the performance of “ERB Service Spots” was able to achieve the stipulated targets. In view of the cost effectiveness and sustainability in development of the “ERB Service Spots” model, ERB would consider expanding its coverage in 2017-18 to step up our promotion of courses and services at the district level.

In 2016-17, we introduced the element of “work experience” and two “Work Experience Days” were organised in collaboration with employers of the hotel and catering industries respectively. Women and mature persons were arranged to visit workplaces and meet practitioners of similar backgrounds. The activities aimed at enhancing participants’ knowledge of and interest to work in the industries, and motivating employers to recruit our graduates at the same time.

Our collective efforts with stakeholders have yielded notable results. In 2016-17, around 123,000 persons enrolled in our training courses, a record high in the history of ERB. The proportions of women and mature persons in the overall trainee population also reached their all-time high, indicating the strong demand of the public, including social groups with special needs, for training and upgrading. It was gratifying to know that our courses and services have succeeded in gearing towards the needs of the society. Nevertheless, we would never get complacent. We would work even harder to address the training and employment needs of the public.

主席序言 Chairman's Message

預見本港經濟存在暗湧，再培訓局早在年度初已規劃了「技能增值培訓計劃」，以備經濟環境一旦出現逆轉時可以迅速推出，為受結業及裁員事件影響的市民提供培訓課程及就業跟進服務，讓他們善用短暫失業的時間自我增值，掌握求職技巧及職場通用技能，於就業情況改善時能盡快重投職場。幸好香港經濟在年度內逐步回穩，我們無需全面啟動計劃。然而，這次的工作規劃正體現再培訓局居安思危，審時度勢，積極回應市場變化的進取態度。

2017年是再培訓局成立25周年。我們在2017年3月舉行了「ERB 25周年開展禮」，隨即開展一系列25周年機構傳訊及推廣工作，包括在2017-18年度舉辦「全民愛增值」和「ERB學員服務日」兩項特定活動，以深化本局的品牌形象，提升市民對本局課程和服務的認識和支持，並加強與社會各界的伙伴關係。

In the light of the underlying threats to our economy, ERB had formulated the “Skills Enrichment Training Scheme” at the beginning of the year. In the event of economic downturn, the Scheme would be launched to provide training courses and placement services for those affected by business closures or layoffs, allowing them to make good use of their temporary availability to upgrade themselves with job search skills and generic skills in the workplace, and to prepare for re-joining the job market once the employment situation recovered. Fortunately, the economy of Hong Kong was stabilising in the year and did not warrant the launch of the Scheme in full swing. The experience of managing the Scheme rightly illustrated that ERB always stayed vigilant, focused and proactive in responding to market changes.

2017 marked the 25th anniversary of ERB. In March 2017, we organised the “ERB 25th Anniversary Opening Ceremony” to kick-start a series of ERB 25 corporate communications and promotional activities, including the “We Love Upgrading Scheme” and “ERB Trainee Service Days” special programmes, to reinforce the corporate image of ERB, enhance the understanding and support of the public to our training courses and services, and strengthen partnership with different sectors of the community.

走過四分一個世紀，再培訓局一直與市民並肩同行，經歷大小變遷，跨越時代起跌。在困難時，我們沉著應變，駕馭危機；在順境時，我們抓緊勢頭，爭分奪秒。展望未來，一如既往，我們會緊守崗位，發展具就業潛力的課程，持續強化質素保證機制，推出嶄新的支援服務，保持靈活、高效、與時並進的優勢，在社會各界的支持下，走得更遠，做得更好。

Over the past quarter century, ERB has been standing shoulder to shoulder with the Hong Kong people. Together we witnessed a series of ups and downs. In hard times, we remained composed in rising to the challenges; in good times, we seized every moment and opportunity to forge ahead. In the days to come, we will continue to do our utmost in developing new training courses with employment potential, strengthening the quality assurance mechanism, and implementing innovative support services. We shall uphold our strengths of being dynamic, efficient and prompt in action. With the continued support of different sectors of the community, we pledge to look beyond and strive for the best.

僱員再培訓局
主席
梁永祥博士, SBS, JP

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

行政總監報告 Executive Director's Overview



對僱員再培訓局來說，2016-17年度特別值得懷念；這是多姿多采的一年，也是成果豐碩的一年。

在2016-17年度，入讀再培訓局課程的學員人次達122,710，同比上升3.5%，創下歷史新高。當中，入讀「新技能提升計劃」課程的學員人次同比增加9%，反映在職人士對持續進修的殷切需求。越來越多市民明白培訓課程的增值作用，有助裝備自己在事業上尋求突破。

女性學員和較年長學員分別佔總入讀人次的82%及51%，也是歷史新高。年齡及家庭崗位不再是培訓和就業的絆腳石；婦女及較年長人士透過培訓學習技能和強化心態後，一樣可以在職場大展身手。

再培訓局自2014-15年度起把「支援有特別需要的社群」納入為工作重點，加大力度吸引更多婦女、料理家務者及較年長人士投身就業市場，並積極以培訓協助新來港人士、殘疾及工傷康復人士、少數族裔人士等社群入職。我們發展一系列專設課程，裝備學員的技能和心態，並強化就業支援服務，協助他們踏進工作世界、改善家庭收入，在社會向上流動。

在2016-17年度，我們擴展「零存整付」證書計劃以涵蓋「護理員基礎證書」課程，鼓勵更多婦女及料理家務者靈活安排時間進修及獲取認可資歷。同時，我們在安老服務業及酒店業推行「先聘用、後培訓」計劃，推動僱主提供彈性工作時間和休假安排、在職培訓、支援配套等具吸引力的聘用條件，成功協助不少中年婦女及料理家務者入職成為安老院舍的見習護理員及酒店的房務員。

2016-17 was a milestone year for the Employees Retraining Board (ERB). This was a year full of excitements and achievements.

In 2016-17, a record high of 122,710 trainees enrolled in ERB courses, representing an year-on-year increase of 3.5%. Among them, the number of trainees who pursued "Skills Upgrading Scheme Plus" (SUS Plus) courses grew by 9% when compared with 2015-16, demonstrating the rising demand for continuous learning of serving employees. People have become increasingly aware of the benefits of training and upgrading in helping them realise career breakthroughs.

The proportions of women and mature persons in the overall trainee population were 82% and 51% respectively, both being record high in the history of the ERB. Age and family commitments are no longer posing obstacles to training and employment. Women and mature persons are certainly able to prove their capability at work after acquiring adequate vocational skills and developing the right mind set.

Since 2014-15, the ERB has been placing its work priority on supporting social groups with special needs. We strove to encourage more women, homemakers and mature persons to join the employment market, and to assist new arrivals, persons with disabilities and persons recovered from work injuries as well as ethnic minorities to land on jobs through training. We developed a wide variety of dedicated training courses to equip them with vocational skills and proper work attitude. We strengthened our placement follow-up services to assist them to enter the world of work, thereby improve their family income and achieve upward social mobility.

In 2016-17, we extended our "Modular Certificates Accumulation Scheme" to include the "Foundation Certificate in Care Worker Training" course so as to encourage more women and homemakers to make flexible study arrangements and acquire recognised qualifications. In parallel, we rolled out the "First-Hire-Then-Train" Programme in the elderly care and hotel industries. Participating employers were encouraged to offer employee-friendly employment terms including flexible working hours and leave arrangements, on-the-job training, as well as other support measures. These terms were conducive to attracting middle-aged women and homemakers to take up employment as care assistants in elderly care homes and hotel room attendants.

行政總監報告

Executive Director's Overview

在支援較年長人士方面，我們在2016-17年度推出「職場再出發(入職裝備)基礎證書」課程，協助較年長人士掌握電腦應用和職業英語基本知識；並開辦「意見調查訪問員基礎證書」課程，培訓較年長人士入職較具彈性的兼職工作。此外，我們也提供一系列支援服務，包括於三間「ERB服務中心」舉辦「職場再出發」實戰系列活動、與企業合辦工作體驗活動、舉辦「認識較年長人士就業需要工作坊」及僱主交流會等，協助較年長人士認識各行各業的入職要求和發展機會，並推動僱主及培訓機構同心協力支援較年長人士就業。

持續提升課程和服務質素一向是我們的工作目標。我們積極開發課程系列，提升課程涵蓋的職業技能的深度和闊度；並推出更多專業認證課程，令本局頒授的資歷更為社會廣泛接受。配合「資歷架構」的發展，我們在2016-17年度於九個行業範疇下開發了16項「能力為本」新課程及四項「通用能力為本」新課程。在2017年3月，本局共有317個課程已上載「資歷名冊」，得到資歷架構的認可。

另一方面，我們進一步強化課程質素保證工作，推動培訓機構提升服務質素。除了各項恆常監察措施外，我們引進了「專項課題重點巡查」機制，按培訓機構在各項質素保證課題的表現水平制定「專項課題」清單，對所有培訓機構進行重點巡查，並責成表現欠佳的培訓機構作出改善。

Insofar as support for mature persons was concerned, we pioneered the “Foundation Certificate in Workplace Re-entry (Career Preparation)” course in 2016-17 to assist mature persons to acquire knowledge on basic computer applications and workplace English. We also developed the “Foundation Certificate in Survey Interviewer Training” course to train mature persons to take up relatively flexible part-time jobs. Moreover, we put in place a range of support services, including the “Workplace Re-entry” activity series at the three ERB Service Centres, work experience activities organised in collaboration with employers, “Workshops on Enhancing the Awareness Towards the Employment Needs of Mature Persons” and employer sharing sessions. The objective was to increase the understanding of mature persons on the job requirements and developmental opportunities of different industries, and to foster collaborative efforts of employers and training bodies in facilitating the employment of mature persons.

Continuous improvement of the quality of training courses and services is always one of our work priorities. We actively developed new course series on different industries and occupations to enhance the breadth and depth of the vocational skills contents of our courses, and offered an increasing number of professional certification courses to improve the degree of public recognition. To dovetail with the development of the “Qualifications Framework”, we introduced 16 new “SCS-based” courses under nine industry categories and four new “SGC-based” generic skills training courses in 2016-17. As at March 2017, 317 ERB courses have been accredited by the “Qualifications Framework” and uploaded on the “Qualifications Register”.

In another vein, we stepped up our quality assurance work to encourage our training bodies to uplift their service quality on a continuing basis. Regular monitoring measures aside, we piloted a system of targeted inspections on designated subjects. An inspection list was formulated with reference to the performance of training bodies on designated subject areas and targeted inspections covering all training bodies were conducted to review their compliance level. Active follow-up work was undertaken to ensure remedial actions on the part of under-performing training bodies.

為鼓勵有特別需要的社群使用本局的課程和服務，我們引進了多項嶄新措施，包括設立「培訓支援服務資助金」，資助培訓機構發展輔助教材及提供教學支援，令能聽及講廣東話的少數族裔人士可以選擇入讀本局為一般人士而設的課程。另外，我們放寬了殘疾及工傷康復人士專設課程發放再培訓津貼的準則，以較為彈性的方法計算學員出席率，鼓勵更多殘疾及工傷康復人士報讀。我們也通過於2017-18年度把「青年培育計劃」的入讀年齡由15至20歲擴闊至15至24歲，令更多青年人可以修讀該計劃下的專設課程。

鑑於不少僱員因全職工作關係難以安排時間接受課堂式的培訓，我們以試點計劃形式製作網上自學教材，供市民大眾於工餘時間在網上自修學習。首套自學教材以物業管理及保安業緊急事故處理為主題，透過情境化的表達方式，協助學員掌握應變技巧及處理方法。我們會密切注意市民對自學教材的反應，再制訂長遠發展方向。

在2016-17年度，我們開展了多項新服務，包括推出「起步站」兼職空缺轉介平台，支援新來港學員透過從事兼職認識工作世界；以試點形式在葵青及荃灣區設立10個「ERB服務點」，在地區層面向市民推廣本局的課程和服務；推出「外展培訓顧問服務」，由培訓顧問到訪各地區組織及社福機構向有特別需要的社群提供培訓及就業資訊；與僱主合作舉辦「工作體驗日」，安排有特別需要的社群參觀工作場地及與從業員座談等。

We implemented new measures to encourage social groups with special needs to make use of our training courses and services. Among them, "Training Support Services Subsidies" are provided to facilitate training bodies to develop supplementary training materials and provide learning support services so that ethnic minorities who could speak and comprehend Cantonese are able to attend ERB courses open for application by the general public. The attendance threshold for payment of retraining allowance to persons with disabilities and persons recovered from work injuries has been relaxed to provide more incentives for the service targets to enrol in ERB courses. Effective from 2017-18, the "Youth Training Programme" would benefit young people aged 15 to 24, vis-à-vis the current age threshold of between 15 and 20.

We acknowledged the difficulties faced by some serving employees in finding time from their hectic schedule for classroom training. In response, we prepared on a pilot basis online self-learning materials so that members of the public can pursue learning on an online basis during their spare time. The first set of self-learning material on handling of emergency situations in the property management and security industry adopted a situational approach in the dissemination of relevant skills and techniques. We would closely monitor the feedbacks on the self-learning materials and decide on our future direction at a later stage.

In 2016-17, we spearheaded a number of new initiatives on different fronts. A "Smart Starter" part-time job referral platform was set up to connect graduate trainees of new arrival status to the world of work through landing on part-time jobs. 10 "ERB Service Spots" were established in the Kwai Tsing and Tsuen Wan areas to strengthen the promotion of ERB courses and services at the district level. Our Training Consultants were deployed under the "Outreaching Training Consultancy Service" to visit district and social services organisations and provide training and employment information to social groups with special needs. We also worked hand in hand with employers to organise "Work Experience Days" for social groups with special needs to visit workplaces and exchange dialogue with practitioners.

行政總監報告

Executive Director's Overview

為提升學員的就業和發展機會，並支援行業的招聘和培訓需要，我們致力發展多元化的僱主服務。在2016-17年度，我們舉辦了多項相關活動，包括「ERB人才企業嘉許計劃」頒授典禮、「僱主周年聚會」、「SUS+推介會」、「中小企員工試讀班」、「僱主招聘交流會」等。另一方面，我們強化了「中小企師友計劃」，提升了「網上招聘服務」的功能，並出版了「僱主通訊」電子季刊，與持份者加強聯絡，構建更緊密的夥伴關係。

在宣傳推廣上我們一向與時並進。在2016-17年度，我們更廣泛使用電子媒體及社交媒體以連繫市民。我們於《My ERB》Facebook專頁推出五項大型宣傳活動，透過短片、動畫、遊戲、投票等形式，推廣本局的課程、服務和新措施。《My ERB》Facebook專頁的瀏覽、讚好及互動人次持續上升：多則短片在社交媒體上的總瀏覽次數超過380萬，並有約7,800人次參加各項遊戲。

在2016-17年度，我們出版了12期《LOOK@erb》電子通訊，向超過100萬人次介紹本局的最新動態。在「課程及行業推廣計劃」下，我們資助培訓機構舉辦了約70項地區推廣活動，向市民提供培訓和就業資訊。我們也與多個區議會構建協作關係，期望能進一步深化本局的地區服務。

2017年是本局成立25周年。我們在3月11日舉行了「ERB 25周年開展禮」，並同場舉行了「ERB學員技能大賽」及「ERB學員服務日2017」。活動當天有超過5,000名市民入場，而學員亦向市民提供了約6,700節免費服務，發揚本局倡導學員「自助助人」的精神。

We spared no effort in improving and diversifying our employer services to enhance the employment and developmental opportunities of our trainees on the one hand and address the recruitment and training needs of different industries on the other. In 2016-17, we organised the "ERB Manpower Developer Award Scheme" Presentation Ceremony, an annual employer luncheon, "SUS+ Briefing Sessions", taster courses for employees of SMEs, and an employer sharing session. At the same time, we further developed the "SME Mentorship Programme", improved the functions of the "Online Recruitment Service", and published on a quarterly basis the electronic "Employer Newsletter" with a view to fostering our liaison and partnership with different stakeholders.

In promotion and publicity work, there is always a need to move in tandem with the society. In 2016-17, we made increasing use of social media and online platforms to connect with the public. We launched five large-scale promotional campaigns at the "My ERB" Facebook Fan Page to promote our courses, services and new initiatives by means of short videos, animations, games, and online polling. We witnessed an encouraging increase in the number of "View", "Like" and "Engagement": a total of 3.8 million views of our short videos on different social media platforms were recorded, and some 7,800 people participated in our various Facebook games.

In 2016-17, 12 issues of "LOOK@erb" electronic bulletin were published and sent to well over one million readers to keep them updated of our latest work and activities. Under the "Funding Programme for Courses and Industries", we sponsored about 70 district-based promotional activities to disseminate training and employment information to the public. We also cultivated partnership relations with several District Councils to pave the way for further development of our range of district services.

2017 marked the 25th Anniversary of the ERB. We held the "ERB 25th Anniversary Opening Ceremony" concurrently with the "ERB Trainee Skills Contest" and "ERB Service Day 2017" on 11 March 2017 and recorded an attendance of over 5,000 people. On the occasion, ERB graduate trainees provided around 6,700 sessions of free services to the public, showcasing the spirit of "helping oneself as well as others" advocated by the ERB.

我在2010年10月獲委任為再培訓局行政總監。過去七年，在主席和各委員的英明領導，以及各同事和培訓機構同工的通力合作下，再培訓局成功克服了不少困難，並交出了理想的成績。能夠成為再培訓局的一分子，我實在感到光榮。我在2017年10月將離任，但我一定會以市民身分，繼續全力支持再培訓局的工作，並期望再培訓局能再接再厲，屢創佳績。

高瞻遠矚，幹練踏實。祝願再培訓局有更美好的明天。

I was appointed the Executive Director of the ERB in October 2010. Over the past seven years, under the leadership of the Chairman and Members, and with the concerted efforts of colleagues and training bodies, the ERB has overcome many difficulties and delivered good results. It is indeed my honours to be part of the ERB team during this period. I will be leaving the ERB in October 2017, but I shall pledge my full support, as always, to the ERB in my capacity as a member of the public. I am confident that the ERB will continue to scale new heights.

Keep eyes on the stars and feet on the ground. May I wish the ERB every success in its future endeavours.

僱員再培訓局
行政總監
吳家光, BBS

Stanley NG Ka-kwong, BBS
Executive Director
Employees Retraining Board


機構管治

Corporate Governance



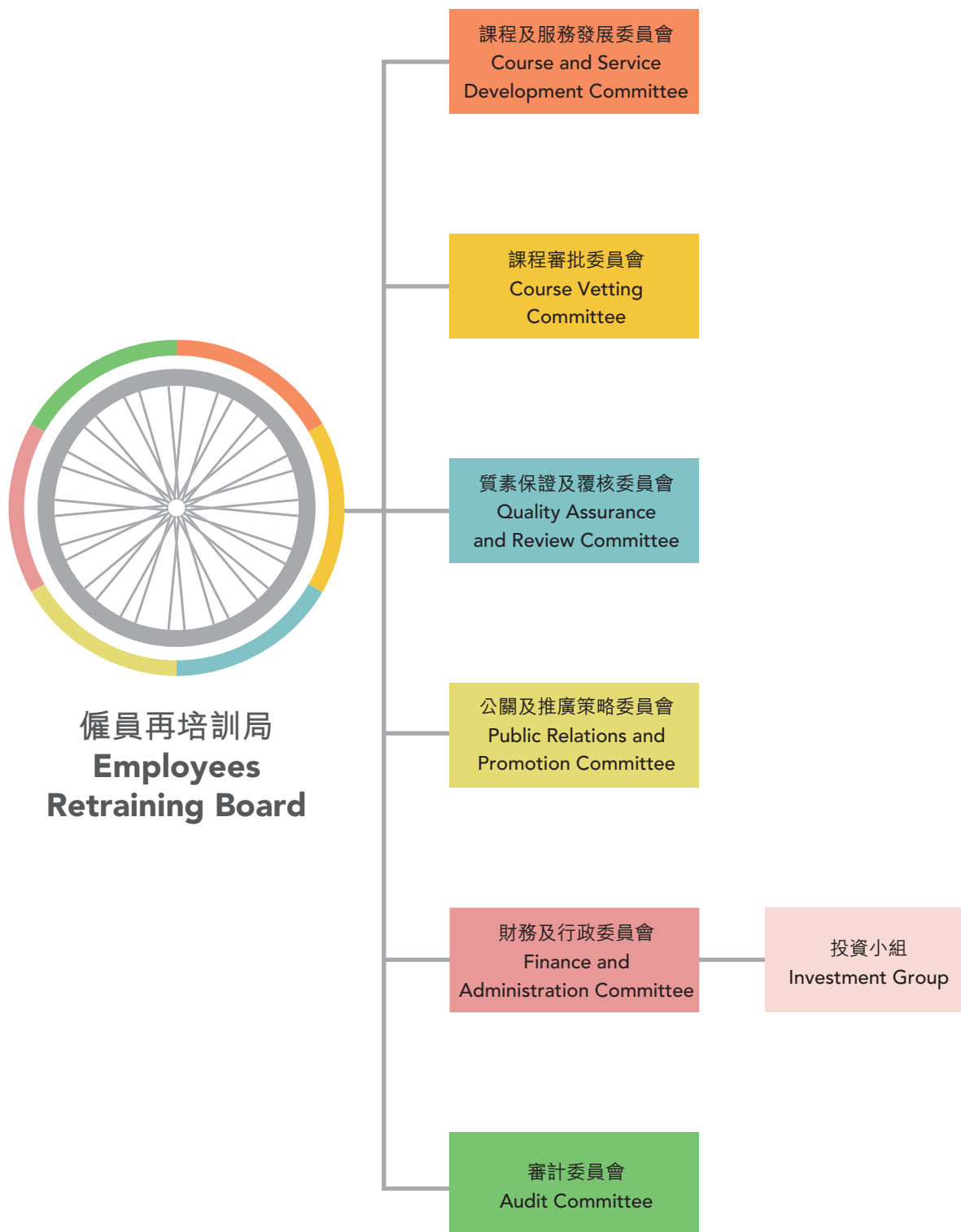


管治架構 Management Structure



僱員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。本局設有六個專責委員會及一個投資小組處理不同範疇的工作，協助局方制訂各項相關政策，並監察行政辦事處的工作表現。

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



主席及委員

Chairman and Board Members

本局的成員由政府委任。成員包括僱主、僱員和政府的代表，以及與職業培訓及人力資源有關的人士共16名，並由主席領導。2016-17年度本局的成員如下：



主席
梁永祥博士, SBS, JP

Chairman
Dr. William LEUNG
Wing-cheung, SBS, JP



副主席
余鵬春先生, SBS, JP

Vice-Chairman
Mr. YU Pang-chun,
SBS, JP



僱主代表
伍穎梅女士, JP

Employers'
Representative
Ms. Winnie NG, JP



僱主代表
鍾偉平先生, MH, JP

Employers'
Representative
Mr. CHUNG
Wai-ping, MH, JP

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 human resources professionals. Membership of the Board in 2016-17 was as follows:



僱主代表
汪敦敬博士, MH

Employers'
Representative
Dr. Lawrance WONG
Dun-king, MH

僱主代表
黃進達先生

Employers'
Representative
Mr. Jason WONG
Chun-tat

僱員代表
潘天賜先生

Employees'
Representative
Mr. PUN Tin-chi

僱員代表
吳慧儀女士, MH, JP

Employees'
Representative
Ms. NG Wai-yee,
MH, JP

主席及委員

Chairman and Board Members



僱員代表
鄭少佳先生

Employees'
Representative
Mr. Allen CHENG
Siu-kai



僱員代表
林淑芬女士, MH

Employees'
Representative
Ms. LAM Suk-fun,
MH



與職業培訓及再培訓或
與人力統籌有關的人士
黃小萍博士

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



與職業培訓及再培訓或
與人力統籌有關的人士
尤曾家麗女士, GBS, JP
(職業訓練局執行幹事)

Person connected with
Vocational Training and
Retraining or Manpower
Planning
Mrs. Carrie YAU TSANG
Ka-lai, GBS, JP
(Executive Director of the
Vocational Training Council)



與職業培訓及再培訓或
與人力統籌有關的人士
呂汝漢教授, MH

Person connected with
Vocational Training and
Retraining or Manpower
Planning
**Professor LUI Yu-hon,
MH**



與職業培訓及再培訓或
與人力統籌有關的人士
陳林詩女士

Person connected with
Vocational Training and
Retraining or Manpower
Planning
**Mrs. Nancy CHAN
LAM See**



政府代表
譚贛蘭小姐, GBS, JP
(勞工及福利局常任秘書長)

Government
Representative
**Miss Annie TAM
Kam-lan, GBS, JP**
(Permanent Secretary for
Labour and Welfare)



政府代表
陳嘉信先生, JP
(勞工處處長)
(由2016年10月6日起)

Government
Representative
**Mr. Carlson CHAN
Ka-shun, JP**
(Commissioner for Labour)
(From 6 October 2016)

備註 : 政府代表唐智強先生, JP (勞工處處長) (至2016年9月18日)
Remarks : Government Representative **Mr. Donald TONG Chi-keung, JP**
(Commissioner for Labour) (Until 18 September 2016)

委員會職能及成員名單

Functions and Membership of Committees

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。

委員名單

召集人	委員	秘書
汪敦敬博士, MH	吳慧儀女士, MH, JP	經理(課程發展)
	陳林詩女士	
	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	

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
Dr. Lawrance WONG Dun-king, MH	Ms. NG Wai-yee, MH, JP	Manager (Course Development)
	Mrs. Nancy CHAN LAM See	
	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	

委員會職能及成員名單

Functions and Membership of Committees

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。

委員名單

召集人	委員	秘書
伍穎梅女士, JP	林淑芬女士, MH	經理(課程行政)
	呂汝漢教授, MH	
	勞工及福利局常任秘書長代表	
	勞工處處長代表	

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. Winnie NG, JP	Ms. LAM Suk-fun, MH	Manager (Course Administration)
	Professor LUI Yu-hon, MH	
	Representative of the Permanent Secretary for Labour and Welfare	
	Representative of the Commissioner for Labour	

委員會職能及成員名單

Functions and Membership of Committees

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。

委員名單

召集人	委員	秘書
黃小萍博士	汪敦敬博士, MH	經理(質素促進)
	鄭少佳先生	
	勞工處處長代表	
	職業訓練局執行幹事代表	

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
Dr. Christine WONG Siu-ping	Dr. Lawrance WONG Dun-king, MH	Manager (Quality Enhancement)
	Mr. Allen CHENG Siu-kai	
	Representative of the Commissioner for Labour	
	Representative of the Executive Director of the Vocational Training Council	

委員會職能及成員名單

Functions and Membership of Committees

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。

委員名單

召集人	委員	秘書
黃進達先生	潘天賜先生	經理(傳媒及對外事務)
	陳林詩女士	
	勞工處處長代表	
	廖國偉先生#	

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
Mr. Jason WONG Chun-tat	Mr. PUN Tin-chi	Manager (Media and External Affairs)
	Mrs. Nancy CHAN LAM See	
	Representative of the Commissioner for Labour	
	Mr. Chris LIU Kwok-wai #	

Co-opted Member

委員會職能及成員名單

Functions and Membership of Committees

財務及行政委員會

職權範圍

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

委員名單

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

Finance and Administration Committee

Terms of Reference

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

Membership

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

委員會職能及成員名單

Functions and Membership of Committees

財務及行政委員會轄下的投資小組

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。

委員名單

召集人	委員	秘書
梁永祥博士, SBS, JP	余鵬春先生, SBS, JP	副經理(財務及會計)
	鍾偉平先生, MH, JP	
	俞漢度先生 #	
	何柏泰先生 #	

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
Dr. William LEUNG Wing-cheung, SBS, JP	Mr. YU Pang-chun, SBS, JP	Deputy Manager (Finance and Accounts)
	Mr. CHUNG Wai-ping, MH, JP	
	Mr. David YU Hon-to #	
	Mr. Patrick HO Pak-tai #	

Co-opted Members

委員會職能及成員名單

Functions and Membership of Committees

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。

委員名單

召集人	委員	秘書
鍾偉平先生, MH, JP	伍穎梅女士, JP	內部審計師
	汪敦敬博士, MH	
	勞工及福利局常任秘書長代表	
	俞漢度先生#	

增選委員

Audit Committee

Terms of Reference

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

Membership

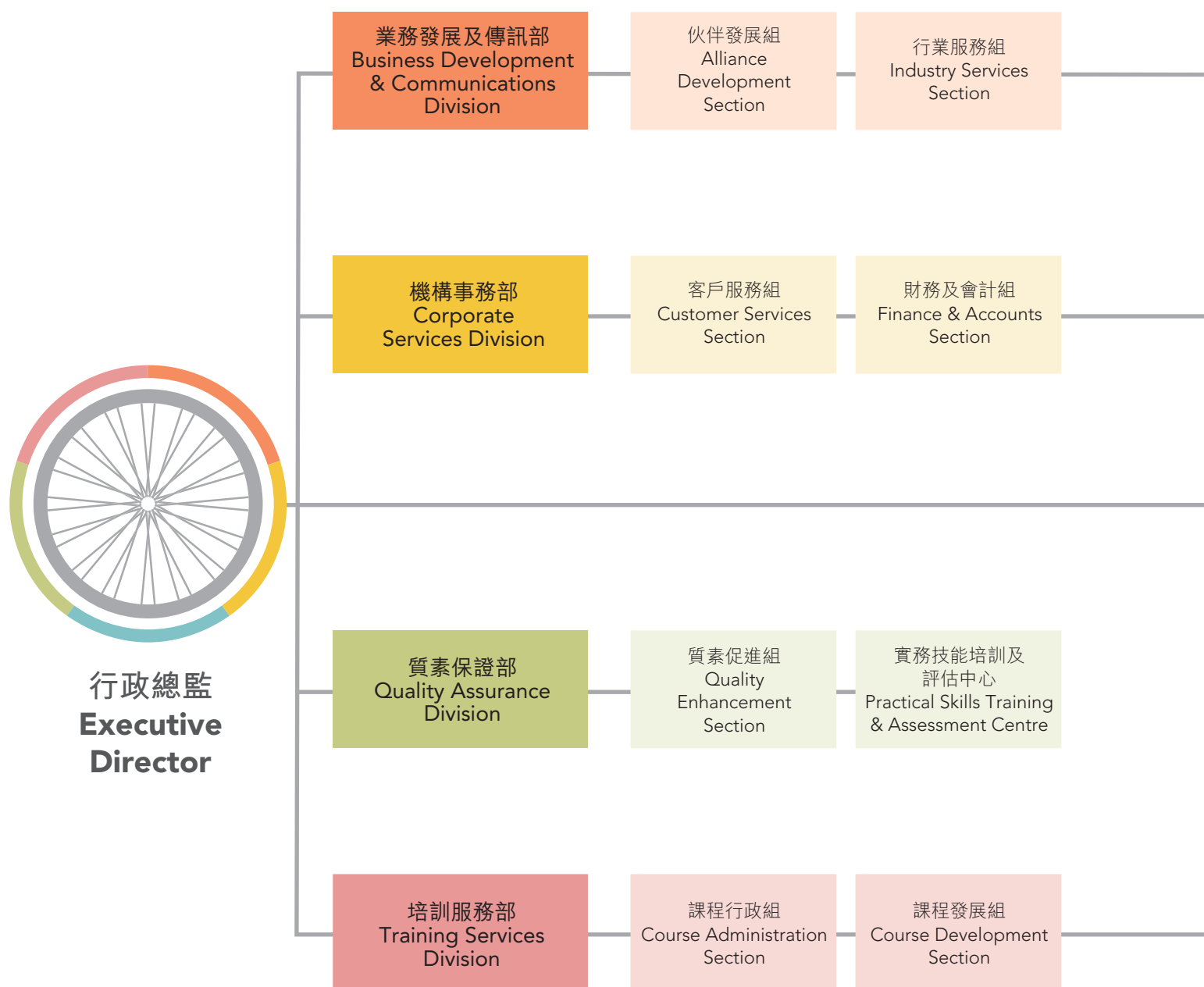
Convenor	Members	Secretary
Mr. CHUNG Wai-ping, MH, JP	Ms. Winnie NG, JP	Internal Auditor
	Dr. Lawrance WONG Dun-king, MH	
	Representative of the Permanent Secretary for Labour and Welfare	
	Mr. David YU Hon-to #	

Co-opted Member

辦事處行政架構

Organisation Structure of the Executive Office

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。



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.

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

內部審計組
Internal Audit Section

研究及發展組
Research &
Development Section

監管機制

Monitoring System

本局已制訂全面的監管機制，並就不同工作範疇設立成效指標。2016-17年度採用的成效指標如下：

監管目標	範疇	成效指標	目標水平
培訓課程成效			
<ul style="list-style-type: none"> 衡量培訓課程的效益 監察培訓機構的表現 	就業情況	就業率 <ul style="list-style-type: none"> 一般課程就業率* 與培訓課程相關就業率** 持續就業率** 	70% 60% 60%
	留職情況	留職率** <ul style="list-style-type: none"> 學員在就業跟進期完結六個月後仍然在職百分比 	監察變動趨勢
	學習成效	課程評估成績	監察變動趨勢
成本效益			
<ul style="list-style-type: none"> 衡量資源運用的效率 衡量培訓課程的效益 監察培訓機構的表現 	學額使用	學額使用率*	85%
	完成培訓	課程出席率* 畢業率*	80% 80%
	培訓成本	單位成本 <ul style="list-style-type: none"> 每名學員每個課時的培訓成本 	監察變動趨勢
服務對象滿意程度			
<ul style="list-style-type: none"> 衡量使用者對培訓課程的滿意程度 	學員滿意程度	意見調查結果、投訴個案及調查結果	監察變動趨勢
	僱主滿意程度	意見調查結果、投訴個案及調查結果	監察變動趨勢

上述數據按整體及班別／課程／培訓機構／課程分類作出評估。

* 主要成效指標

** 參考指標

ERB has put in place a comprehensive monitoring system and established performance indicators for different functional areas. The performance indicators for 2016-17 were as follows:

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

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

* Key performance indicator

** Reference indicator

服務承諾

Performance Pledges

本局已制定服務承諾以監察服務水平。2016-17年度各項服務承諾的推行情況如下：

培訓服務			
服務項目	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%	99%
	<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%	99%
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%	92%
	<ul style="list-style-type: none"> 三項指定就業掛鉤課程的上課安排： <ul style="list-style-type: none"> 標準保安及物業管理基礎證書 	85%	96%
	<ul style="list-style-type: none"> <ul style="list-style-type: none"> 陪月員基礎證書 	85%	96%
	<ul style="list-style-type: none"> <ul style="list-style-type: none"> 家務助理基礎證書 	85%	92%
	<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%	85%
發放畢業證書	<ul style="list-style-type: none"> 學員可於完班及獲通知評估及格後20個工作天後到培訓機構領取畢業證書（以公開考試作為期末考核的課程除外） 	85%	97%

ERB has established performance pledges to monitor the quality of service. In 2016-17, the position of achievement of performance pledges was as follows:

Training Services			
Service	Performance Pledge	Target Level	Achievement Level
Application and admission	• Applicants of placement-tied courses: to be notified of application results within 20 working days (inclusive of time for admission interview and entry test) upon receipt of course application forms and required supporting documents	85%	99%
	• Applicants of non-placement-tied courses: to be notified of application results within 10 working days upon receipt of course application forms and required supporting documents	85%	99%
Commencement of training	• Applicants of placement-tied courses: to commence training within four months upon notification of admission	80%	92%
	• Commencement of training of three specified placement-tied courses:		
	– Foundation Certificate in Standard Security and Property Management	85%	96%
	– Foundation Certificate in Post-natal Care Worker Training	85%	96%
	– Foundation Certificate in Domestic Helper Training	85%	92%
	• Applicants of non-placement-tied courses: to commence training within five months upon notification of admission	80%	85%
Issue of graduation certificate	• Graduation certificates to be available for collection at the training bodies within 20 working days upon completion of classes and fulfillment of graduation requirements (not applicable to courses with course-end assessment in the form of public examination)	85%	97%

服務承諾

Performance Pledges

發放再培訓津貼服務

服務項目	標準	目標水平	推行水平
向一般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	標準	目標水平	推行水平
與僱主確認登記	<ul style="list-style-type: none"> 於收到登記表格後兩個工作天內 	95%	99%
與僱主跟進配對及轉介	<ul style="list-style-type: none"> 於確認登記後的三個工作天內 	95%	98%

「陪月一站」服務計劃

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

Disbursement of Retraining Allowance

Service	Performance Pledge	Target Level	Achievement Level
Disbursement of retraining allowance to eligible trainees of placement-tied courses	<ul style="list-style-type: none"> Within 25 working days upon completion of course 	95%	98%

"Smart Living" Scheme

Service	Performance Pledge	Target Level	Achievement Level
Confirmation of registration with employers	<ul style="list-style-type: none"> Within two working days upon receipt of completed registration forms from employers 	95%	99%
Follow-up on matching and referral with employers	<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 employers	<ul style="list-style-type: none"> Within two working days upon receipt of completed registration forms from employers 	95%	100%
Follow-up on matching and referral with employers	<ul style="list-style-type: none"> Within three working days upon confirmation of registration (when the report duty date is within one calendar month upon confirmation of registration) Within seven working days upon confirmation of registration (when the report duty date is more than one calendar month upon confirmation of registration) 	95%	99%

Hotline Services for Public Enquiries and Opinions

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

服務評價

Evaluation of Performance

- 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2016-17年度進行的服務評價調查，目標對象為於2015年10月至2016年9月期間完成本局課程的學員及曾聘請該等學員的僱主。調查結果如下：

受訪僱主認為學員有以下的表現：	百分比
整體工作表現良好	89%
工作態度／紀律良好	91%
人際溝通技巧良好	89%
技能符合工作所需	86%
能夠適應工作環境／變化	86%
工作效率高	83%

受訪學員認為本局的課程和服務能達致以下效果：	百分比
整體對就業有幫助	87%
引起持續進修的興趣	92%
提升職業技能	90%
增強自信心	89%
改善軟性技巧	88%
提高適應工作的能力	86%
加深對就業前景及工作環境的了解	86%
增強對工作的投入感	85%
增加轉業機會	80%
改善基礎技能	79%

- ERB commissions 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 2016-17, the target respondents were trainees who had completed training courses of ERB between October 2015 and September 2016 as well as employers who had engaged these trainees. Findings of the survey were as follows:

Views of employer respondents on the performance of trainees:	Percentage
Overall work performance was good	89%
Good working attitude / well-disciplined	91%
Good interpersonal skills	89%
Skills matching job requirements	86%
Adaptable to work environment / changes	86%
Remarkable efficiency	83%

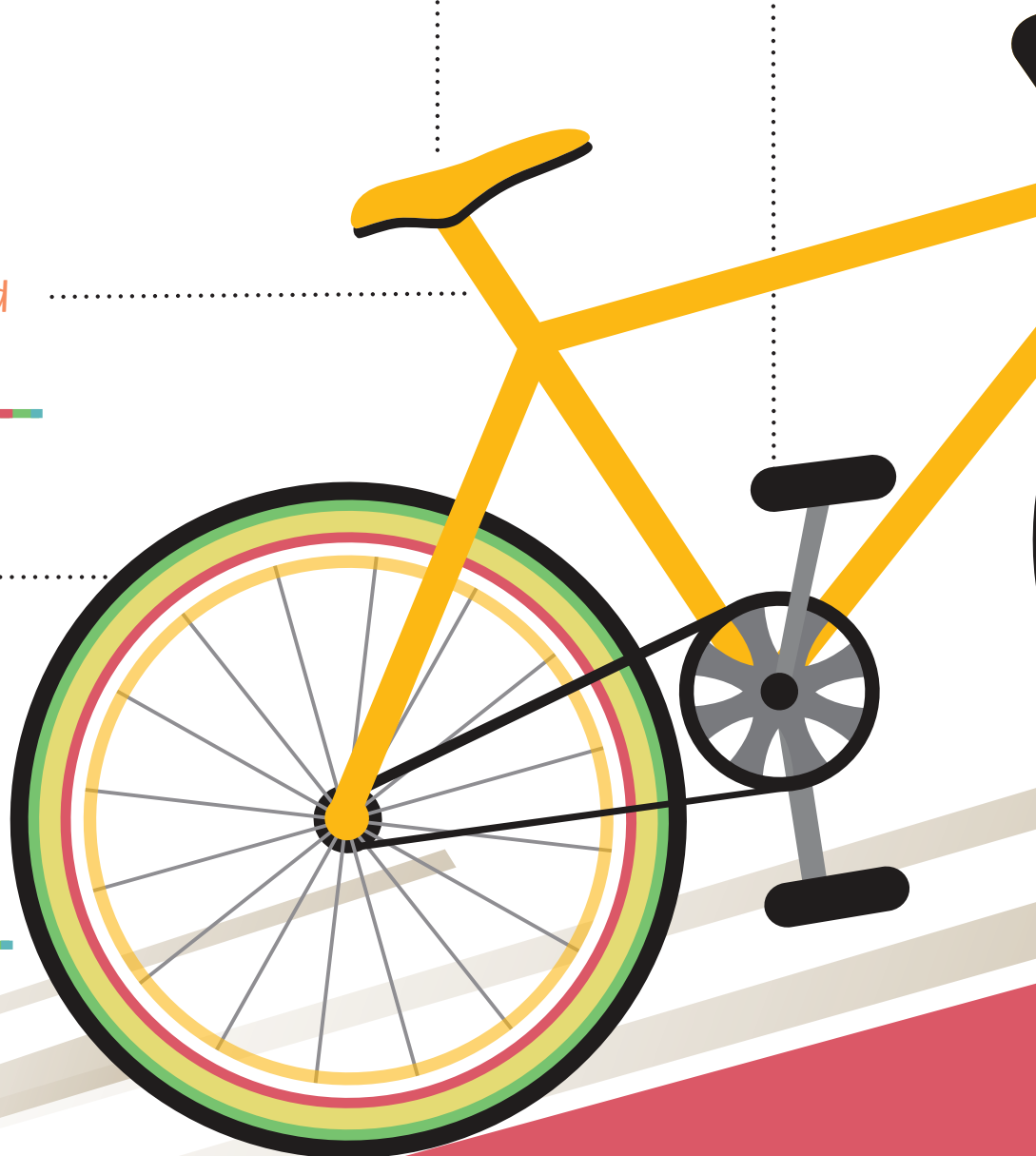
Views of trainee respondents on the training courses and services of ERB:	Percentage
Beneficial to employment as a whole	87%
Aroused interest in continuous learning	92%
Enhanced vocational skills	90%
Boosted self-confidence	89%
Improved soft skills	88%
Enhanced adaptability to work	86%
Better understanding of career prospects and work environment	86%
Strengthened commitment to work	85%
Increased job mobility	80%
Improved foundation skills	79%

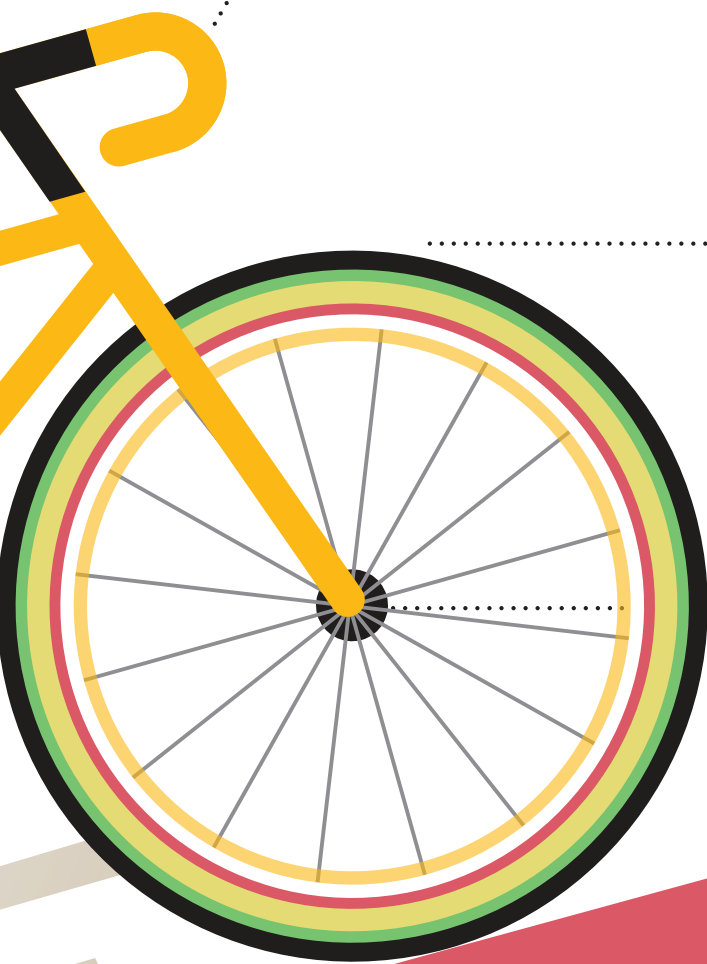
培訓服務
Training Services

就業支援
Employment Support

行政及發展
Administration and
Development

行業協作
Collaboration with
Industries





宣傳推廣
Publicity and
Promotion



質素保證
Quality
Assurance



內部審計
Internal Audit



工作報告 Report on Work Undertaken

工作報告

Report on Work Undertaken

支援有特別需要的社群

婦女及料理家務者

- 擴展「零存整付」證書計劃
 - 本局擴展「零存整付」證書計劃的涵蓋範圍，除「陪月員基礎證書」課程外，於2016-17年度把計劃推展以涵蓋「護理員基礎證書」課程，鼓勵更多因照顧家庭而未能修讀本局全日制課程的市民靈活安排時間進修及獲取認可資歷。
 - 在計劃下，學員在成功完成指定的半日或晚間制課程後，可申領與相應的全日制課程具同等資歷，並獲「資歷架構」認可的證書。
- 擴展「先聘用、後培訓」試點計劃
 - 在2016-17年度，本局加大力度於安老服務業推行「先聘用、後培訓」試點計劃，並擴展試點計劃至酒店業，目標是協助失業的中年婦女及料理家務者入職成為安老院舍的見習護理員及酒店房務員。
 - 參與計劃的僱主包括「保良局」、「基督教靈實協會」、「博愛醫院」及「香港國際主題樂園有限公司」（「香港迪士尼樂園度假區」），因應學員的家庭崗位需要，調整學員的工作時間和休假安排，並提供在職培訓和配套支援措施，鼓勵學員留職。

Supporting Social Groups with Special Needs

Women and Homemakers

- Extended the “Modular Certificates Accumulation Scheme”
 - To encourage more members of the public who are unable to pursue ERB courses on full-time basis due to family commitments to make flexible study arrangements and acquire recognised qualifications, ERB expanded the scope of the “Modular Certificates Accumulation Scheme”. Besides the “Foundation Certificate in Post-natal Care Worker Training” course, ERB extended the Scheme to cover the “Foundation Certificate in Care Worker Training” course.
 - Under the Scheme, trainees on completion of specified half-day or evening courses could apply for a certificate recognised by the “Qualifications Framework” (QF) and with qualifications equivalent to the corresponding full-time course.
- Extended the “First-Hire-Then-Train” Pilot Programme
 - In 2016-17, ERB strengthened its effort to implement the “First-Hire-Then-Train” Pilot Programme in the elderly care service industry and extended the Programme to cover the hotel industry to assist unemployed middle-aged women and homemakers to land on jobs as care assistants in elderly care homes and hotel room attendants.
 - Participating employers, including Po Leung Kuk, Haven of Hope Christian Service, Pok Oi Hospital and Hongkong International Theme Parks Limited (Hong Kong Disneyland Resort), suitably modified 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.

- 共有65名學員參加試點計劃入職安老院舍，其中54名於完成課程後正式成為護理員。另有18名學員參加試點計劃投身酒店業，全部學員均完成課程及成為酒店房務員。
- 舉辦「工作體驗日」活動
 - 在2016-17年度，本局為婦女（包括料理家務者）舉辦「工作體驗日」，內容包括參觀「香港金域假日酒店」客房及餐廳設施，並由部門主管介紹房務部及廚務部的運作，以及相關工作實況和要求等，活動後並為有意入職酒店兼職工作的參加者進行面試。
- A total of 65 trainees participated in the Pilot Programme and worked in elderly care homes, 54 of them worked as care workers upon completion of the Pilot Programme. Besides, another 18 trainees participated and all of them completed the Pilot Programme and worked as room attendants in the hotel industry.
- Organised the “Work Experience Day”
 - In 2016-17, ERB organised a “Work Experience Day” for women (including homemakers) to visit hotel guest rooms and restaurants of the Holiday Inn Golden Mile Hong Kong. Respective supervisors briefed the participants of the operation of the housekeeping and catering departments, and also working environment and work requirements, etc. After the activity, interviews were arranged for participants who were interested to take up part-time jobs in the hotel.

較年長人士

- 推出「職場再出發（入職裝備）基礎證書」及「意見調查訪問員基礎證書」課程
 - 本局於2016-17年度推出「職場再出發（入職裝備）基礎證書」及「意見調查訪問員基礎證書」兩項全日制就業掛鉤課程，以配合中年人士及較年長人士的就業需要，協助他們建立自信心，為重投就業市場做好準備。

Mature Persons

- Launched the “Foundation Certificate in Workplace Re-entry (Career Preparation)” and “Foundation Certificate in Survey Interviewer Training” courses
 - In 2016-17, ERB introduced two full-time placement-tied courses, namely “Foundation Certificate in Workplace Re-entry (Career Preparation)” and “Foundation Certificate in Survey Interviewer Training” to cater for the employment needs of the middle-aged and mature persons, help them build confidence, and prepare for re-entering the employment market.

工作報告

Report on Work Undertaken

- 「職場再出發(入職裝備)基礎證書」課程的培訓內容包括新興電腦設備簡介、文書處理及互聯網的應用入門、職場常用英語，以及職場溝通、求職及面試技巧等；「意見調查訪問員基礎證書」課程的培訓內容則包括不同意見調查方法的介紹、進行意見調查的技巧，以及進行意見調查時常見的困難及解決方法等，目標工種主要為兼職性質，工作時間較具彈性，配合較年長人士的就業需要。
- 舉行「認識較年長人士就業需要工作坊」
 - 本局於2016-17年度舉行「認識較年長人士就業需要工作坊」，目標是協助僱主及培訓機構了解較年長人士的特性和就業需要。
 - 工作坊內容包括介紹較年長人士就業需要和特質、協助較年長僱員適應工作環境的支援措施、為較年長僱員投購僱員補償保險的安排等，並安排由僱主及僱員進行經驗分享。
- 舉辦「職場再出發」實戰系列活動
 - 在2016-17年度，本局於三間「ERB服務中心」推出「職場再出發」實戰系列活動，透過職志分析、行業講座及工作體驗等活動及安排招聘會，協助較年長人士認識各行各業的入職要求及發展機會。約有2,100人次參加各項活動。
- The “Foundation Certificate in Workplace Re-entry (Career Preparation)” course covered an introduction of the latest computer facilities, word processing software and internet application, workplace English, workplace communication as well as job seeking and interview skills, etc. The training content of the “Foundation Certificate in Survey Interviewer Training” course included opinion survey methodologies, techniques of conducting survey interviews, common problems encountered and ways to deal with them, etc. In matching the employment needs of mature persons, targeted job types were basically of part-time nature with flexible working hours.
- Organised the “Workshop on Enhancing the Awareness Towards the Employment Needs of Mature Persons”
 - In 2016-17, ERB organised the “Workshop on Enhancing the Awareness Towards the Employment Needs of Mature Persons” to assist employers and training bodies to understand the characteristics and the employment needs of mature persons.
 - The workshop covered an introduction of the characteristics and the employment needs of mature persons, an overview of support measures in helping mature employees adapt to workplace environment, arrangements pertaining to the acquisition of employees’ compensation insurance cover for mature employees, etc. It also included an experience-sharing session among employers and mature employees.
- Organised the “Workplace Re-entry” activity series
 - In 2016-17, ERB offered the “Workplace Re-entry” activity series at the three “ERB Service Centres”. Workshops on career interests and planning, industry seminars, work experience activities and job fairs were organised to assist mature persons to better understand the entry requirements and development opportunities for various jobs. Some 2,100 persons participated in the activities.

- 進行主題調查及舉辦交流會

- 在2016-17年度，本局以「聘用較年長人士概況」為題進行了「主題調查」，以了解企業在招聘、培訓及管理較年長員工的概況；並舉行了「僱主招聘交流會」，由僱主及培訓機構代表分享推動和支援較年長人士就業的經驗。

- 舉辦「工作體驗日」活動

- 在2016-17年度，本局為較年長人士舉辦「工作體驗日」，內容包括參觀「麥當勞有限公司」餐廳和廚房、參與「咖啡工作坊」，以及與現職的較年長員工會面，了解飲食業的工作實況；僱主並為有意入職的參加者安排面試。

- Conducted survey and organised sharing session

- In 2016-17, ERB conducted a thematic survey on "Recruiting Mature Persons" to collect up-to-date information on considerations of enterprises in the recruitment, training and management of mature employees. An "Employer Sharing Session" was also organised to facilitate sharing of experience in promoting and supporting the employment of mature persons.

- Organised the "Work Experience Day"

- In 2016-17, ERB organised a "Work Experience Day" for mature persons, including visit to the restaurant and kitchen of the McDonald's Restaurant (HK) Ltd. and meeting a mature serving employee to know more about the working environment of catering industry. The employer also arranged recruitment interviews for interested participants.

新來港人士及少數族裔人士

- 強化新來港人士專設課程

- 在2016-17年度，本局為新來港人士提供一項就業掛鈎及四項非就業掛鈎專設課程，內容涵蓋求職技巧、基礎廣東話及英語、認識繁體字、資訊科技應用、認識社區資源、交通網絡、就業市場現況等。
- 本局優化新來港人士專設課程，加入中文繁體字輸入法，以讓學員更容易掌握繁體字；並開發「新來港人士職場廣東話基礎證書(兼讀制)」課程，讓新來港人士掌握職場廣東話及英語夾雜的對話。

New Arrivals and Ethnic Minorities

- Strengthened the dedicated courses for new arrivals

- In 2016-17, ERB offered one placement-tied and four non-placement-tied courses dedicated for new arrivals. These courses covered job search skills, basic usage of Cantonese and English, understanding of traditional Chinese characters, information technology applications, knowledge on community resources, transportation network, and employment market situations.
- To assist new arrivals to improve understanding of traditional Chinese characters, ERB enhanced the courses dedicated for new arrivals by supplementing their training contents with computer input techniques of Chinese characters. In addition, ERB developed "Foundation Certificate in Cantonese in Workplace for New Arrivals (Part-time)" to assist new arrivals in understanding the code-switching between Cantonese and English in the workplace.

工作報告

Report on Work Undertaken

- 為少數族裔人士開辦更多專設課程
 - 在2016-17年度，本局為少數族裔人士提供12項就業掛鉤及26項非就業掛鉤專設課程，內容涵蓋職業語文及物業管理及保安、美容、美髮、酒店、商業、飲食、社會服務、旅遊等行業範疇。新推出的課程包括「Android流動裝置應用程式開發I證書(英語授課)(兼讀制)」及「非華語人士職業普通話II基礎證書(兼讀制)」。
 - 本局繼續與民政事務總署合作，在2016-17年度，於三個「少數族裔人士支援服務中心」開辦六項少數族裔人士專設課程，以外展方式直接連繫更多少數族裔人士，鼓勵和協助他們接受培訓。
- 設立「培訓支援服務資助金」
 - 本局在2016-17年度設立「培訓支援服務資助金」，資助培訓機構發展輔助教材及提供教學支援，令能聽及講廣東話的少數族裔人士可以選擇入讀本局為一般人士而設的500多項課程。
- 與地區組織緊密溝通
 - 本局在2016-17年度開辦「外展培訓顧問服務」，由培訓顧問到訪各地區組織及社福機構，為有特別需要社群提供個人或小組諮詢服務，為他們提供適切的培訓及就業資訊。
- Developed more dedicated courses for ethnic minorities
 - In 2016-17, ERB offered 12 placement-tied and 26 non-placement-tied courses dedicated for ethnic minorities. These courses covered workplace languages and industry categories of property management and security, beauty therapy, hairdressing, hotel, business, catering, social services, and tourism, etc. New courses introduced included “Certificate in Android Mobile Application Development I (English Medium) (Part-time)” and “Foundation Certificate in Vocational Putonghua II for Non-Chinese Speakers (Part-time)”.
 - To encourage and assist ethnic minorities to receive training, ERB continued to join hands with the Home Affairs Department to offer six dedicated courses on an outreaching basis at its three Support Service Centres for Ethnic Minorities in 2016-17.
- Introduced “Training Support Services Subsidies”
 - In 2016-17, ERB introduced “Training Support Services Subsidies” to subsidise training bodies to develop supplementary training materials and provide learning support services. The objective was to facilitate ethnic minorities who could speak and comprehend Cantonese to attend some 500 ERB training courses provided to members of the general public.
- Liaised closely with district organisations
 - ERB launched the “Outreaching Training Consultancy Service” in 2016-17. Training Consultants visited different district organisations and social service organisations to provide individual and group-based training consultancy services to social groups with special needs, with a view to providing them with suitable training and employment information.

- 培訓顧問於年度內積極連繫不同機構，為有特別需要社群(包括新來港人士及少數族裔人士)提供逾220節外展個人諮詢服務，以及近40次外展小組諮詢服務。
- 推出「起步站」試點計劃
 - 本局於2016-17年度推出「起步站」試點計劃，在九龍東及九龍西各設立一間「起步站」，為完成本局課程的新來港學員，提供各行各業兼職空缺的登記、轉介、跟進及增值服務。
 - 截至2017年3月，約有3,100名新來港學員登記服務。兩間「起步站」合共舉辦了62個工作坊，約有1,300人參加。
- 更新宣傳單張及推出廣告
 - 本局更新了以新來港人士及少數族裔人士為目標對象的宣傳單張，並透過民政事務總署「大使計劃」支援服務下的義工探訪活動及社福機構派發，增加他們對本局課程和服務的認識。
 - 本局以七種語言(英語、烏爾都語、印度語、尼泊爾語、印尼語、菲律賓語及泰語)製作課程宣傳單張，以及在以英語、烏爾都語和尼泊爾語出版的報章刊登廣告，推廣適合少數族裔人士報讀的課程。
- Training Consultants actively liaised with different organisations in the year, provided over 220 sessions of outreaching personalised consultancy service and around 40 sessions of outreaching group consultancy service to social groups with special needs (including new arrivals and ethnic minorities).
- Launched the "Smart Starter" pilot scheme
 - In 2016-17, ERB launched the "Smart Starter" pilot scheme by setting up two "Smart Starter" job referral centres respectively in Kowloon East and Kowloon West, to provide registration, referral, follow-up and value-added services on part-time jobs from various industries for graduates of new arrival status.
 - As at March 2017, about 3,100 trainees of new arrival status registered with the "Smart Starter". The two "Smart Starter" job referral centres organised a total of 62 workshops, some 1,300 persons participated in these activities.
- Updated the promotional leaflets and launched advertisements
 - ERB updated the promotional leaflets for new arrivals and ethnic minorities, and distributed them through home visits under the "Ambassador Scheme" of the Home Affairs Department and social service organisations so as to enhance the understanding of new arrivals and ethnic minorities of ERB courses and services.
 - ERB produced leaflets in seven languages (English, Urdu, Hindi, Nepali, Indonesian, Tagalog and Thai), and launched advertisements in newspapers in English, Urdu and Nepali to promote training courses for ethnic minorities offered by ERB.

工作報告

Report on Work Undertaken

青年人

- 為青年人開辦更多專設課程

- 本局在2016-17年度為青年人開辦28項就業掛鈎專設課程，涵蓋資訊及通訊科技、影藝文化、教育康體、美容、美髮等行業範疇，並推出「電機與空調裝配基礎證書－青年培育計劃(Teen才再現)」新課程。

- 修訂「青年培育計劃」入讀年齡

- 在2016-17年度，本局把「青年培育計劃」的入讀年齡由15至20歲擴闊至15至24歲，以協助較年長的隱蔽青年重投社會。有關安排於2017-18年度落實推行。

- 舉行「學校職業講座」

- 在2016-17年度，本局繼續與「香港輔導教師協會」合作，舉辦了11場「學校職業講座」，以高中學生、少數族裔學生、特殊學校學生，以及副學位學生為對象，邀請企業的主管人員與同學分享不同行業的前景、工作實況、入職要求等；本局職員亦向同學介紹適合青年人的培訓課程和服務。合共超過1,700名學生參加。

- 更新宣傳單張

- 本局更新了以青年人為目標對象的宣傳單張，介紹適合他們的本局課程和服務，並透過社福機構向青年人派發，增加他們對本局的認識。

Young People

- Developed more dedicated courses for young people

- In 2016-17, ERB offered 28 placement-tied courses dedicated for young people. These courses straddled industry categories of information & communications technology, entertainment & performing arts, education & sports, beauty therapy, hairdressing, etc. ERB also launched a new course "Foundation Certificate in Electrical and Air-conditioning Installation – Youth Training Programme (Teen's Programme)".

- Amended the entry age requirement of the "Youth Training Programme"

- In 2016-17, ERB extended the entry age requirement of the "Youth Training Programme" from aged 15 to 20 to 15 to 24, in order to assist those more mature socially withdrawn youths to reintegrate into the society. Such arrangement will be in place in 2017-18.

- Organised the "Career Talks for Schools"

- In 2016-17, ERB continued the collaboration with the "Hong Kong Association of Careers Masters and Guidance Masters" to organise a total of 11 "Career Talks for Schools" for upper secondary students, students of ethnic minority origin and special schools, and sub-degree students. Senior corporate executives were invited to brief students of the industry prospects, working environment and entry requirements of different industries. Staff members of ERB also introduced to the students the courses and services of ERB suitable for young people. Over 1,700 students attended the career talks.

- Updated promotional leaflet

- ERB updated promotional leaflet to introduce to young people the training courses and services suitable for them, and enhance their understanding of ERB. The leaflet was distributed through social service organisations.

更生人士

- 檢討「朋輩輔導員基礎證書」課程
 - 本局在2016-17年度與持份者共同檢討為社區成功戒毒人士專設的全日制「朋輩輔導員基礎證書」就業掛鉤課程的成效，並繼續開辦課程以協助完成培訓的學員入職朋輩輔導員或相關工作。
- 在懲教院所開辦更多課程
 - 本局為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2016-17年度，本局提供18項就業掛鉤及六項非就業掛鉤專設課程，涵蓋11個行業範疇及通用技能培訓課程範疇。
 - 新推出的課程包括「花店實務及花藝設計助理基礎證書」和「裝修防水助理基礎證書」。

Rehabilitated Ex-offenders

- Reviewed the “Foundation Certificate in Peer Counselor Training” course
 - In 2016-17, ERB, in consultation with stakeholders, reviewed the full-time placement-tied “Foundation Certificate in Peer Counselor Training” course dedicated for ex-drug abusers who had received treatment other than in residential treatment centres, and continued to offer the course to help trainees secure employment as a peer counselor or other related positions upon completion of the course.
- Organised more courses in correctional institutions
 - Dedicated courses offered for persons in custody and persons receiving treatment in residential treatment centres were generally delivered in part-time mode. These courses aimed at helping trainees re-enter the employment market and achieve self-reliance.
 - In 2016-17, ERB offered 18 placement-tied and six non-placement-tied dedicated courses, straddling 11 industry categories and generic skills training.
 - New courses introduced included “Foundation Certificate in Florist and Floriculture Assistant Training” and “Foundation Certificate in Decorative Waterproof Worker Training for Renovation”.

工作報告

Report on Work Undertaken

殘疾及工傷康復人士

- 開辦更多專設課程

- 本局在2016-17年度為殘疾及工傷康復人士提供37項就業掛鉤及28項非就業掛鉤專設課程，涵蓋物業管理及保安、美容、環境服務、零售、商業和飲食等行業範疇。
- 新推出的課程包括「陪診員基礎證書」、「咖啡調製員基礎證書」、「職業普通話II基礎證書(兼讀制)」、「節日及禮儀花藝設計基礎證書(兼讀制)」和「網上商業保安的認識基礎證書(兼讀制)」。
- 本局檢視現有專設課程的訓練內容，並於四項課程加入自僱創業的訓練內容，以擴闊學員的就業選擇；四項課程包括「禮品製作及包裝(禮物籃、花束及盆栽)基礎證書」、「數碼攝影及影視製作基礎證書」、「網頁設計及製作基礎證書」和「電腦桌面排版基礎證書」。
- 本局與「殘疾及工傷康復人士培訓聚焦小組」緊密聯繫，共同探討適合殘疾及工傷康復人士的就業機會及相關技能要求。

- 檢討再培訓津貼的發放準則

- 在2016-17年度，本局就再培訓津貼的發放準則引進具彈性的學員出席率要求，以鼓勵和支援殘疾及工傷康復人士接受培訓。

Persons with Disabilities and Persons Recovered from Work Injuries

- Organised more dedicated courses

- In 2016-17, ERB offered 37 placement-tied and 28 non-placement-tied courses dedicated for persons with disabilities and persons recovered from work injuries. These courses straddled industry categories of property management and security, beauty therapy, environmental services, retail, business, and catering, etc.
- New courses introduced included "Foundation Certificate in Escort Service for Out-patient Visit Training", "Foundation Certificate in Barista Training", "Foundation Certificate in Vocational Putonghua II (Part-time)", "Foundation Certificate in Occasional Flower Design (Part-time)" and "Foundation Certificate in Understanding Internet Security for Business (Part-time)".
- In broadening employment options of trainees, ERB reviewed existing dedicated courses and enhanced four of them with training contents of self-employment. The four courses included "Foundation Certificate in Gifts Making and Packaging (Hamper, Bouquet, Potted Plant)", "Foundation Certificate in Digital Photography and Video Production", "Foundation Certificate in Homepage Design and Production" and "Foundation Certificate in Desktop Publishing".
- 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 for the target clients and the related skills requirements.

- Reviewed criteria for disbursement of retraining allowance

- In 2016-17, ERB introduced flexible attendance requirement on criteria for disbursement of retraining allowance to encourage and assist persons with disabilities and persons recovered from work injuries to receive training.

各個營運範疇的重點工作

培訓服務

- 發展具就業潛力的新課程
 - 本局於2016-17年度推出多項具就業潛力的新課程，包括「電機工程助理基礎證書」、「專業的士司機培訓(溝通技巧及顧客服務)基礎證書(兼讀制)」、「牙科手術助理基礎證書」、「電腦輔助珠寶繪圖及設計JewelCAD II證書(兼讀制)」等。
- 開發「能力為本」新課程
 - 為配合「資歷架構」的發展，本局參照教育局為不同行業編製的《能力標準說明》及《通用(基礎)能力說明》，經諮詢相關「行業諮詢網絡」及持份者的意見後，重點發展「能力為本」及「通用能力為本」新課程。
 - 在2016-17年度，本局在美容、美髮、物流、進出口、零售、機電、健康護理、鐘錶及珠寶和物業管理及保安九個行業範疇下開發共16項「能力為本」新課程，並在職業語文的通用技能培訓課程範疇下發展四項「通用能力為本」新課程。

Highlights of Major Work Areas

Training Services

- Introduced new courses with market potential
 - In 2016-17, ERB launched a number of new courses with market potential. They included "Foundation Certificate in Electrical Engineering Assistant Training", "Foundation Certificate in Professional Taxi Driver Training (Communication Skills and Customer Service) (Part-time)", "Foundation Certificate in Dental Surgery Assistant Training", "Certificate in CAD in Jewellery with JewelCAD II (Part-time)", etc.
- Developed new "Specifications of Competency Standards-based" courses
 - To dovetail with the development of the QF, ERB made reference to the Specifications of Competency Standards (SCS) of different industries and the Specifications of Generic (Foundation) Competencies (SGC) compiled by the Education Bureau, and developed new "SCS-based" and "SGC-based" courses in consultation with the relevant Industry Consultative Networks and stakeholders.
 - In 2016-17, ERB developed 16 new "SCS-based" courses under nine industry categories, namely beauty therapy, hairdressing, logistics, import and export, retail, electrical and mechanical services, healthcare services, watch and jewellery, and property management and security, and four new "SGC-based" generic skills training courses of workplace languages.

工作報告

Report on Work Undertaken

- 發展課程系列

- 本局就不同工種規劃課程系列，協助從業員擴闊其專業技能範疇。
- 在2016-17年度，本局開發的課程系列涵蓋「長者健體操演示技巧」、「職場通用技能」、「焊接實務技能」、「精品酒店管理」、「社會企業營運」等範疇。

- 發展專業認證課程

- 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2016-17年度，本局推出營務運作相關課程、機電和建造及裝修業相關的技能測試(大工)備試課程、保險中介人資格考試相關備試課程等。

- 推出「技能增值培訓計劃」

- 本局在2016-17年度推出「技能增值培訓計劃」，以在經濟環境出現逆轉時可以盡快回應市民的培訓及就業需要。

- *Spearheaded course series*

- To help practitioners broaden their professional skills, ERB spearheaded various job-specific course series.
- In 2016-17, ERB developed course series covering skills areas such as demonstration skills for fitness exercise for the elderly, generic skills in workplace, practical skills in welding, management of boutique hotel and social enterprise operation, etc.

- *Launched new professional certification courses*

- In tandem with industry development, ERB launched various professional certification courses to assist trainees acquiring professional qualifications with industry recognition and enhance their competitiveness in the employment market.
- In 2016-17, ERB developed a course related to campsite operation, and relevant examination preparatory courses for trade or qualifying tests under electrical and mechanical services, construction and renovation industry, and the insurance intermediaries, etc.

- *Rolled out the “Skills Enrichment Training Scheme”*

- In 2016-17, ERB introduced the “Skills Enrichment Training Scheme” with the aim of addressing the training and employment needs of the public timely in case of economic downturn.

- 發展網上自學教材

- 鑑於透過互聯網提供學習支援的安排日趨普及，而不少僱員因工作關係難以安排固定時間以課堂學習形式持續進修，本局於2016-17年度以物業管理及保安業緊急事故處理為主題，以短片形式製作網上自學教材，並上載於本局網站，供市民大眾於工餘時間自修學習。該項網上自學教材透過情境化的表達方式，協助學員掌握應變技巧及處理方法。

- 審查非統一教材

- 本局推行「課程教材質素保證機制」，就培訓機構編製的非統一教材提供指引，確保教材內容符合課程大綱的要求及緊貼市場的發展，並適時更新。培訓機構亦須建立及完善內部機制以審批教材及進行定期檢討。
- 本局於2016-17年度，按「風險及表現為本」的原則抽樣審查由培訓機構編製的非統一教材及相關質素保證工作紀錄，涉及約40間培訓機構。

- *Developed online self-learning materials*

- In view of the popularity of internet in the support of learning and that a significant portion of the working population finds it difficult to arrange regular time to pursue continuous learning through classroom mode, ERB developed and uploaded onto the ERB's corporate website self-learning material in the form of a mini-movie with the theme of emergency handling for property management and security. The online self-learning material adopted a situational presentation approach and allowed members of the public to upgrade their vocational skills in their spare time, in particular, the emergency handling skills.

- *Scrutinised non-standardised course materials*

- ERB put in place a "quality assurance mechanism for course materials" and provided guidelines to training bodies to ensure that non-standardised course materials they developed were in line with the requirements stipulated in the course outlines and were periodically updated to cater for market circumstances. Training bodies were also required to implement internal quality assurance mechanisms for the vetting and regular review of course materials.
- In 2016-17, ERB scrutinised on a sampling basis non-standardised course materials developed by training bodies and the related quality assurance records in accordance with the "risk-and-performance-based" principle. About 40 training bodies were involved in the exercise.

工作報告

Report on Work Undertaken

質素保證

- 執行及檢討「風險及表現為本」的質素保證機制
 - 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、課堂及期末考試突擊巡查、觀課、觀試、統一實務技能評估等，並安排周年審計表現優良的培訓機構進行「自行評審」，以提升資源效益。
 - 本局以「個案管理」系統，跟進表現有欠理想的培訓機構，並向改善進度欠佳的培訓機構提供支援，安排專責同事定期與機構的管理人員商討改善措施，以提升整體的質素保證表現。
- 訂定「資歷學分」及引入「過往資歷認可」機制
 - 本局在2016-17年度繼續為課程訂定「資歷學分」及學員自修時數。截至2017年3月，本局已為約320項課程訂定「資歷學分」。
 - 本局在訂定課程入讀資格及導師資歷要求時，按需要引入「過往資歷認可」機制，令更多具相關技能及工作經驗的從業員經「資歷架構」確認其資歷後，可以修讀本局較高「資歷級別」的課程或受聘成為導師。

Quality Assurance

- Operated and reviewed the “risk-and-performance-based” quality assurance system
 - ERB continued to adopt the “risk-and-performance-based” principle in administering regular quality assurance measures, including annual audits, class and course-end assessment surprise inspections, class visits, assessment observations, and standardised practical skills assessments. Training bodies with remarkable performance in annual audits were arranged to undertake “self-evaluations” to enhance cost-effectiveness.
 - ERB operated a “case management” system to follow up on under-performing training bodies and rendered support to training bodies that failed to deliver improved performance. 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.
- Determined “Qualifications Framework Credits” and introduced the “Recognition of Prior Learning” mechanism
 - ERB continued to determine the “QF Credits” and self-study hours of trainees of its courses in 2016-17. As at March 2017, ERB already set out the “QF Credits” for around 320 courses.
 - ERB introduced the “Recognition of Prior Learning” (RPL) mechanism to the requirements of trainee admission and trainer qualifications of some courses. This enabled practitioners with relevant skills and industry experience to enrol in ERB courses at higher QF level or be appointed as trainers upon confirmation of qualifications under the QF.

- 在2016-17年度，本局於63項課程引入「過往資歷認可」機制，涵蓋物業管理及保安、物流、零售、美容、美髮、機電、飲食和鐘錶及珠寶八個行業範疇。
- In 2016-17, ERB introduced the RPL mechanism to 63 courses covering eight industry categories, namely property management and security, logistics, retail, beauty therapy, hairdressing, electrical and mechanical services, catering, and watch and jewellery.
- 安排課程進行覆審
- Arranged learning programme re-accreditation
- 本局在2016-17年度有23個課程（涉及120個課程紀錄）通過香港學術及職業資歷評審局（「評審局」）的覆審。
- In 2016-17, there were 23 courses (entailing 120 course entries) successfully re-accredited by the Hong Kong Council for Accreditation of Academic and Vocational Qualifications (HKCAAVQ).
- 截至2017年3月，本局共有317個課程上載「資歷名冊」（涉及2,730個課程紀錄）。
- As at March 2017, 317 ERB courses (entailing 2,730 course entries) were uploaded on the “Qualifications Register”.
- 協助培訓機構申請「初步評估」資格
- Helped training bodies apply for the “Initial Evaluation” status
- 本局自2013-14年度起與「評審局」協調，推動和協助培訓機構以簡化流程向「評審局」申請「初步評估」資格。
- Since 2013-14, ERB collaborated with the HKCAAVQ to encourage and assist training bodies to apply for the “Initial Evaluation” (IE) status through a streamlined approach.
- 截至2017年3月，44間培訓機構已取得「初步評估」資格。
- As at March 2017, 44 training bodies already obtained the IE status.
- 申請「學科範圍評審」資格
- Submitted application for the “Programme Area Accreditation” status
- 本局就申請「學科範圍評審」資格與「評審局」作諮詢，並以「餐飲及食品服務」子範疇申請「學科範圍評審」資格。
- ERB consulted the HKCAAVQ on the application for “Programme Area Accreditation” status and submitted an application for the “Catering, Food and Beverage Services” sub-area.

工作報告

Report on Work Undertaken

- 引進「專項課題重點巡查」機制

- 本局引進「專項課題重點巡查」的機制，按「風險及表現為本」的原則，檢視涉及培訓機構的各項質素保證課題，並因應培訓機構的違規情況及其對教學質素或課程行政效率的影響制定「專項課題」清單，於指定時間內對有開辦課程的培訓機構進行重點巡查，以提升培訓機構對有關課題的關注。本局會與培訓機構討論重點巡查的結果，並督促表現有欠理想的培訓機構作出具體改善行動。

- 引進優化措施

- 本局加強對新加入本局的培訓機構及表現持續欠佳的培訓機構的支援，制訂了一套質素保證系統分析工具，包括核對清單、文件範本及常見問題，讓培訓機構以簡單直接的方式定時檢視及改善其內部質素保證系統。本局亦舉辦個案分享會，鼓勵培訓機構交流處理突發事件及課程行政問題的經驗。另一方面，本局為持續於各質素保證措施表現優異的培訓機構引進嘉許措施，以鼓勵其在表現上更進一步。
- 本局增強了內聯網系統的功能，培訓機構可透過系統接收其於各項質素保證措施及其學員於實務技能評估方面的表現數據。

- *Introduced "Targeted Inspections on Specific Quality Assurance Subjects"*

- ERB introduced "Targeted Inspections on Specific Quality Assurance Subjects". An "Inspection List" was compiled according to the "risk-and-performance-based" principle in view of the non-compliance situations and the impact of the non-compliance on the quality of teaching and course administration. ERB conducted the targeted inspections at all training bodies that were offering courses at a designated period to enhance the alertness of training bodies to the inspection items. ERB would discuss the results of the targeted inspections with the training bodies and monitor the under-performing training bodies to undertake solid improvement actions.

- *Introduced improvement measures*

- ERB strengthened the support for newly appointed and under-performing training bodies. A set of analytical tools, including assessment lists, templates of documents and lists of frequently asked questions, were developed for training bodies to periodically evaluate and improve their internal quality assurance systems. ERB also organised case sharing sessions to encourage training bodies to share experiences in handling crises and course administration problems. ERB presented awards to training bodies which demonstrated outstanding performance consistently in various quality assurance measures to encourage them to scale new heights in their performance.
- ERB strengthened the functions of the intranet for training bodies to receive the results of their performance in various quality assurance measures and the trainees' performance in the standardised practical skills assessments.

- 本局以電子化方式收集培訓機構及考生對「實務技能培訓及評估中心」(「評估中心」)服務的意見，為持續提升評估服務質素提供參考資料。

- ERB set up an electronic system at the “Practical Skills Training and Assessment Centre” (PSTAC) to gather the feedback of training bodies and trainees towards its service to provide reference for continual improvement.

就業支援

• 推出「起步站」試點計劃

- 針對新來港人士(主要為婦女)大多希望從事工時較具彈性的兼職工作的需要，本局在2016-17年度推出「起步站」試點計劃，為新來港人士提供一站式的登記、兼職空缺轉介及跟進服務，並舉辦專題工作坊及成立互助支援小組，以支援他們各方面的需要。
- 本局已檢討試點計劃首六個月的運作經驗，並於2017-18年度引進修訂運作及監管機制，使服務更適切回應新來港人士的需要。

• 推出「ERB服務點」試點計劃

- 在2016年8月，本局以試點形式在葵青及荃灣區與地區組織協作，設立10個「ERB服務點」，透過地區組織的地點及會員網絡，在地區層面向市民推廣本局的課程和服務，提升市民報讀本局課程的興趣。
- 「ERB服務點」有統籌機構的職員定期當值，為區內人士提供課程查詢及報讀服務、舉辦行業講座和試讀班，以及預約培訓顧問服務。

Employment Support

• Launched the “Smart Starter” pilot scheme

- To address the needs of the new arrivals (mainly women) who generally prefer jobs with flexible working hours, ERB launched the “Smart Starter” pilot scheme in 2016-17 to provide one-stop registration, part-time job referral and follow-up services, as well as a host of support measures including thematic workshops and mutual support groups for new arrivals.
- ERB has reviewed the first six-month operational experience of the pilot scheme, and adjusted the operation and monitoring mechanisms for launch in 2017-18, with a view to better responding to the needs of the new arrivals.

• Launched the “ERB Service Spots” pilot scheme

- In August 2016, ERB has set up 10 “ERB Service Spots” on a pilot basis in Kwai Tsing and Tsuen Wan in collaboration with social service organisations and by making use of their venue and membership networks, to promote ERB courses and services at the district level and enhance the interest of the public in enrolling ERB courses.
- Staff of the operator of “ERB Service Spots” will be on duty on a regular basis, to provide enquiry and enrolment services for ERB courses, organise industry seminars and taster courses, and assist members of the public to register for ERB training consultancy service.

工作報告

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- 在2016-17年度，共約有410人次透過「ERB服務點」報讀本局課程。各「ERB服務點」合共舉辦了30個行業講座及試讀班，共約640名市民出席。
- In 2016-17, about 410 persons have enrolled for ERB courses through “ERB Service Spots”. 30 industry seminars and taster courses were organised and about 640 persons attended these activities at various “ERB Service Spots”.
- 拓展「樂活一站」及「陪月一站」
- Administered the “Smart Living” and “Smart Baby Care” schemes
- 「樂活一站」及「陪月一站」為家居、保健按摩、護理、陪月、嬰幼兒照顧等相關課程畢業學員及僱主，提供免費的職位配對及轉介服務。
- The “Smart Living” and “Smart Baby Care” schemes provide free job matching and referral services in the areas of domestic cleaning, massage, care, post-natal care as well as infant and child care services for graduates of related courses and employers.
- 在2016-17年度，「樂活一站」成功轉介了約4,600名助理及填補約29,300個空缺；「陪月一站」成功轉介了約640名陪月員及嬰幼兒照顧員，以及填補約1,600個空缺。
- In 2016-17, around 29,300 vacancies were filled by some 4,600 helpers under the “Smart Living” scheme, and around 1,600 vacancies were filled by about 640 post-natal care helpers and infant and child care helpers under the “Smart Baby Care” scheme.
- 「樂活一站」及「陪月一站」網上系統自2014-15年度全面推出，登記使用網上系統的助理的比例逐年上升。根據用家意見調查結果，超過90%的助理認同網上系統容易使用及對求職有幫助。本局將在2017-18年度檢討該系統的使用情況，考慮提升服務效率及資源效益的方案。
- Since the full launch of the “Smart Living and Smart Baby Care Online System” in 2014-15, the percentage of helpers who registered to use the system has been increasing over the years. According to the results of user opinion survey, over 90% of the helpers agreed that the online system was user friendly and beneficial to job searching. ERB will review the utilisation of the online system in 2017-18, and consider introducing measures conducive to the operation as well as cost efficiencies.
- 持續推廣「網上招聘服務」
- Continuously promoted the “Online Recruitment Service”
- 在2016-17年度，本局加強向企業、行業商會、僱主組織、中小企商會等推廣本局網站的「網上招聘服務」，並收集用家的意見以持續優化功能。截至2017年3月，登記使用「網上招聘服務」的學員超過4,600人，企業用戶約1,800個。
- In 2016-17, ERB stepped up the promotion of the “Online Recruitment Service” in the corporate website to enterprises, trade associations, employer organisations and associations for small and medium enterprises, and collected user feedbacks to continuously improve the functions of the service. As at March 2017, more than 4,600 trainees and some 1,800 enterprises registered with the “Online Recruitment Service”.

行業協作

- 舉辦「ERB人才企業嘉許計劃」

- 本局於2016年5月19日舉辦「ERB人才企業嘉許計劃」頒授典禮，共有110間機構獲嘉許為「人才企業」，表揚他們在「人才培訓及發展」的卓越表現。

- 在2016-17年度，有164間「人才企業」獲延續嘉許資格。

- 出版「僱主通訊」電子季刊

- 在2016-17年度，本局共出版了四期「僱主通訊」電子季刊，定期向行業商會、僱主組織及企業發放本局就業掛鈎課程的完班資料、熱門「包班」課程、招聘及推廣活動等最新資訊。

- 推廣「ERB中小企服務」

- 在2016-17年度，本局繼續向中小企推廣「ERB中小企服務」，支援中小企在招聘及培訓員工的需要。

- 本局於年度內舉辦了三場「中小企員工試讀班」，其中兩場與「工業貿易署中小企業支援與諮詢中心」合辦。另本局在「中小企師友計劃」下配對了28組師友，以及定期向中小企僱主及商會發放本局服務資訊。

Collaboration with Industries

- Organised the “ERB Manpower Developer Award Scheme”

- ERB held the Presentation Ceremony of the “ERB Manpower Developer Award Scheme” on 19 May 2016, a total of 110 organisations were accredited as “Manpower Developers” (MDs) in recognition of their outstanding achievements in manpower training and development.

- In 2016-17, there were a total of 164 organisations renewed their status of MD.

- Published the quarterly electronic “Employer Newsletter”

- In 2016-17, ERB published four issues of the quarterly electronic “Employer Newsletter” to disseminate latest information on newly completed placement-tied courses, popular courses under the “Enterprise-based Training Scheme”, and recruitment and promotional activities to trade associations, employer organisations and enterprises.

- Promoted the “ERB Services for SMEs”

- In 2016-17, ERB continued to promote the “ERB Services for SMEs” so as to step up the support to SMEs in the areas of recruitment and staff training.

- In the year, ERB organised three “Taster Courses for SMEs”, two of them were co-organised with the “Support and Consultation Centre for SMEs” under the Trade and Industry Department. In addition, ERB matched 28 pairs of participants under the “SME Mentorship Programme”, and disseminated service information to SME employers and associations on a periodic basis.

工作報告

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- 舉辦「SUS+推介會」及「僱主周年聚會」
 - 在2016-17年度，本局分別為健康護理及美容業的企業管理人員舉辦了兩場「SUS+推介會」，推動僱主安排員工修讀「新技能提升計劃」課程及使用本局「包班」服務。
 - 本局於2016年11月舉辦「僱主周年聚會」，邀請行業商會、僱主組織、企業，以及培訓機構的代表出席，深化本局與各行業的伙伴關係。
- Organised “SUS+ Briefing Sessions” and “Annual Employer Luncheon”
 - In 2016-17, two “SUS+ Briefing Sessions” were respectively held for managerial staff of the healthcare services industry and beauty therapy industry. They aimed to encourage employers to enrol their employees for the “Skills Upgrading Scheme Plus” courses and make use of our “Enterprise-based Training Scheme”.
 - With a view to strengthening partnership with various industries, the “Annual Employer Luncheon” was organised in November 2016. Representatives of trade associations, employer organisations, enterprises and training bodies were invited to attend.
- 進行主題調查及舉辦交流會
 - 為了解僱主機構在招聘、培訓及管理兼職員工的概況，本局在2016-17年度就「聘用兼職員工概況」進行了「主題調查」，並跟進聯絡聘用兼職員工比例較高行業的個別機構，進一步了解機構對聘用本局學員，特別是中年婦女及新來港人士為兼職員工的考慮，以及對本局相關培訓和就業支援服務的意見。
 - 本局就「聘用兼職員工」舉辦了「僱主招聘交流會」，介紹上述主題調查結果及本局相關的課程和服務，並邀請僱主機構和培訓機構代表分享聘用及培訓兼職員工的經驗。
- Conducted survey and organised sharing sessions
 - To better understand the considerations of employers in the recruitment, training and management of part-time employees, ERB conducted a thematic survey on “Recruiting Part-time Employees” in 2016-17, and further contacted individual organisations from industries that recruited a higher proportion of part-time employees, so as to understand their considerations in recruiting ERB graduates, middle-aged women and new arrivals in particular, as well as their views about the training and employment support services offered by ERB.
 - ERB organised an “Employer Sharing Session” on “Recruiting Part-time Employees”, to introduce to employers the findings of the related thematic survey, as well as relevant training courses and services offered by ERB. Representatives of employers and training bodies were invited to share their experience in recruiting and supporting the employment of part-time employees.

- 為鮮肉行業開辦度身訂造課程

- 在2016-17年度，本局分別為五豐屠房(香港)有限公司及香港豬肉行總商會有限公司、香港鮮肉商會聯會有限公司和沙田肉聯商會有限公司試辦各一班「屠宰員基礎證書」及「豬肉切肉員基礎證書」度身訂造課程，透過一條龍式的招聘、職前培訓、入職後跟進等服務，協助業界培育人才，共有26名學員畢業。

- 與僱主協作推動學員就業

- 為推動學員就業，本局邀請培訓機構以「包團」形式安排本局畢業學員參與「香港國際主題樂園有限公司」於2017年2月舉辦的招聘日。僱主提供約500個全職及兼職空缺，安排就業講座及即場面試，共有169人出席活動。

- 推出舉辦「工作體驗日」

- 在2016-17年度，本局分別與飲食業及酒店業僱主合作，為有特別需要的社群舉辦工作體驗活動，加深他們對相關行業運作及職位的認識，並推動僱主機構聘用有特別需要的社群。

- *Launched Tailor-made Courses for the Fresh Meat Trade*

- In 2016-17, ERB piloted one class of tailor-made course each on "Foundation Certificate in Slaughterer Training" and "Foundation Certificate in Pork Butcher Training", for Ng Fung Slaughterhouse (HK) Co., Ltd, and Pork Traders General Association of Hong Kong Limited, H.K. Fresh Meat Merchants' Association Limited and Meat Provisions Association (Shatin) Limited. One-stop recruitment, pre-employment training and placement follow-up services were provided to help train up talents for the industry. A total of 26 trainees have graduated from the courses.

- *Collaborated with employer to promote the employment of trainees*

- In order to promote the employment of trainees, ERB invited training bodies to arrange "package tours" for graduate trainees to attend the job carnival organised by the Hongkong International Theme Parks Limited in February 2017. Around 500 full-time and part-time job vacancies were offered. The employer also arranged career talks and on-site interviews for the participants. A total of 169 people attended the job carnival.

- *Pioneered the "Work Experience Day"*

- In 2016-17, ERB piloted the "Work Experience Day" for social groups with special needs in collaboration with employers from the catering and hotel industries with a view to enhancing the participants' understanding on the operation and job opportunities of respective industries, and to promote employer organisations to recruit social groups with special needs.

工作報告

Report on Work Undertaken

宣傳推廣

- 更廣泛使用社交媒體進行宣傳推廣

- 因應市民以電子媒體接收資訊的趨勢，在2016-17年度，本局使用更多社交媒體及網上平台，透過多媒體及互動的形式，例如影片、動畫、遊戲、投票等推廣本局的課程、服務、活動，以及資訊頻道。
- 本局進一步發展《My ERB》Facebook專頁，加強向市民發放本局課程和服務資訊。截至2017年3月，本局共發放了288則貼文，專頁的累計讚好人次約12,000，互動人次超過44,000。
- 本局於《My ERB》Facebook專頁推出了五項Facebook宣傳活動，推廣本局的課程、服務計劃和特別項目，包括「屠宰員基礎證書」及「豬肉切肉員基礎證書」度身訂造課程、「樂活一站」、「ERB僱員再培訓，等我變『新』先」宣傳短片、ERB學員故事短片系列，以及「ERB學員技能大賽」。

- 出版《LOOK@erb》電子通訊

- 本局在2016-17年度合共出版了12期《LOOK@erb》電子通訊，平均每期向超過90,000名讀者介紹本局的最新動態及推廣活動等。

Publicity and Promotion

- Made wider use of social media for promotion

- In response to the latest trends of receiving information through digital media, ERB stepped up the use of social media and online platforms in promotion. In 2016-17, multi-media and interactive formats such as video, animation, game, voting were adopted for promoting the courses, services, activities and information channels of ERB.
- ERB further developed the “My ERB” Facebook Fan Page to enhance the dissemination of course and service information of ERB to the general public. As at March 2017, 288 feeds were posted. The number of “Likes” on the Fan Page totaled at about 12,000, and the number of “Engagement” exceeded 44,000.
- ERB launched five promotional campaigns at “My ERB” Facebook Fan Page to promote the courses, service scheme and special programmes of ERB, including tailor-made courses on “Foundation Certificate in Slaughterer Training” and “Foundation Certificate in Pork Butcher Training”, “Smart Living” scheme, “Be New with the ERB” promotional video, short video series of ERB trainee stories, and “ERB Trainee Skill Contest”.

- Published the electronic bulletin “LOOK@erb”

- In 2016-17, ERB published a total of 12 issues of the electronic bulletin “LOOK@erb” to an average of over 90,000 readers per issue to disseminate information about the latest development and promotional activities of ERB.

- 宣傳課程和服務

- 本局於2016年10月推出「ERB 僱員再培訓，等我變『新』先」宣傳短片，由知名藝人演繹多個經典廣告，以輕鬆有趣的手法，推廣本局的培訓課程。本局亦推出Facebook遊戲、花絮短片、精華短片及一系列宣傳廣告，吸引更多市民瀏覽短片。宣傳短片、花絮短片及精華短片在社交媒體的總瀏覽次數接近190萬；互動人次約28,000；共有約3,600人次參加遊戲。
- 本局於2016年11月至12月期間推出一連四集的「有一種快樂」學員故事短片系列，由四名分別屬於婦女、新來港人士、較年長人士及青年人組群的學員，親身演繹他們的奮發自強故事，向市民推廣培訓增值的正面訊息。短片在本局各資訊頻道播放，在Facebook的總瀏覽次數約86萬。
- 配合短片的推出，本局邀請另外四名學員參與製作合共八款課程宣傳單張，透過培訓機構、地區組織及社福機構等派發，以推廣本局為各行各業提供的培訓課程。
- 本局於年度內推出一系列宣傳廣告，向中年婦女及料理家務者推廣「先聘用、後培訓」試點計劃，協助他們入職成為護理員和酒店房務員，以及修讀本局相關課程。

- Promoted training courses and services

- ERB launched “Be New with the ERB” promotional video in October 2016. Celebrities were invited to participate in the production of promotional video riding on popular advertisements to promote ERB courses. A Facebook game, the “making of video” clip, a highlight video and a series of advertisements were also launched to boost up public viewing. The total number of “View” and “Engagement” of all video clips was close to 1.9 million and 28,000 respectively, and around 3,600 persons participated in the game.
- ERB launched a four-episode short video series of ERB trainee stories called “A Kind of Happiness” in November and December 2016, with four graduates of different social groups, namely women, new arrivals, mature persons and young people acting in person their own stories. The videos were uploaded to the ERB information channels to promote to the public the positive message of training for enhancement. The total number of “View” recorded on the Facebook amounted to about 860,000.
- Riding on the launch of the short video series, four more trainees were invited to participate in the production of a total of eight course promotion leaflets for distribution through training bodies, district organisations and social service organisations, to promote ERB training courses for different industries.
- ERB rolled out a series of advertisements to promote the “First-Hire-Then-Train” Pilot Programme to middle-aged women and homemakers with the aim at assisting them to work as care workers for elderly homes and hotel room attendants, and enrolling in ERB related courses.

工作報告

Report on Work Undertaken

- 本局於年度內共出版了兩期課程總覽，更新了23個行業的「課程圖譜」及「青年課程圖譜」，製作了本局課程和服務簡介，向市民推廣本局的課程和服務。
 - 為推廣於年度內推出的「起步站」試點計劃及「ERB服務點」試點計劃，本局為兩項計劃分別設計了標誌，以及推出一系列宣傳品和廣告。
 - 為宣傳「樂活一站」農曆新年服務，本局製作一系列宣傳品及廣告，並於2017年1月推出由本局主席參與拍攝的「精明過年」宣傳短片，介紹大掃除、煮團年飯及蒸糕服務。
 - ERB published two issues of Course Prospectus, updated the “Course Progression Charts” for 23 industries and the “Course Progression Chart for Youths”, and produced a leaflet introducing ERB courses and services to promote the courses and services of ERB to the general public.
 - ERB designed logos, produced a variety of publicity materials and rolled out a series of advertisements for promoting the “Smart Starter” and “ERB Service Spots” pilot schemes which were launched in 2016-17.
 - ERB launched a variety of publicity materials and advertisements for promoting the Chinese New Year Services of the “Smart Living” scheme. The promotional video on “Smart Spending in Chinese New Year” performed by the Chairman of ERB was rolled out in January 2017 to introduce the services of cleaning, meal cooking and making of Chinese puddings.
- 舉辦大型活動
- 本局於2017年3月11日舉辦第9屆ERB「人才發展計劃」頒獎禮，合共頒發103個獎項，嘉許有傑出表現的學員，以及向各合作伙伴表示謝意。
 - 頒獎禮同場舉行了「ERB學員技能大賽」，五名分別修讀咖啡調製及化妝課程的學員於「技能大賽」一較高下，展示從培訓課程學到的職業技能。為增加公眾參與成分，本局為晉身決賽的學員製作了宣傳短片，以及於《My ERB》Facebook專頁推出投票活動。
 - Organised large-scale promotional activities
 - ERB organised the 9th ERB “Manpower Development Scheme” Award Presentation Ceremony on 11 March 2017 to acknowledge trainees with outstanding performance and pay tribute to stakeholders. A total of 103 awards were presented at the Presentation Ceremony.
 - The “ERB Trainee Skill Contest” was held concurrently when five ERB trainees demonstrated their vocational skills learnt from training courses of coffee-making and make-up. ERB produced promotional videos for the finalists and launched an online polling activity at “My ERB” Facebook Fan Page to enhance involvement of the public.

- 本局亦舉辦了「ERB學員服務日2017」，由學員向有特別需要的社群及市民提供約30項免費服務和技能示範。22間社福機構安排殘疾人士、少數族裔人士、長者、新來港家庭、單親家庭、綜援受助家庭等約820名有特別需要的社群出席活動。「服務日」吸引超過5,000名市民入場，使用約6,700節免費服務。
- 會場提供本局的課程資訊及即場報讀服務；亦設置「共融區」，介紹本局為殘疾及工傷康復人士和少數族裔人士提供的專設課程。

• 加強地區推廣

- 在2016-17年度，本局整合了「行業服務計劃」、「培訓課程推廣計劃」及「ERB地區導賞團」三個計劃，推出「課程及行業推廣計劃」，資助培訓機構透過不同類型的地區宣傳活動，同時推廣本局課程及相關行業的就業機會，並引入招聘元素。在年度內，29間培訓機構聯同24個地區組織合共完成了66項活動，超過40,000人次出席，僱主機構參與推廣活動約500次。

- ERB also organised the “ERB Service Day 2017” when ERB trainees rendered around 30 types of services and skills demonstrations to social groups with special needs and members of the public free of charge. 22 social service organisations arranged some 820 people with special needs including people with disabilities, ethnic minorities, elderly people, and families of new arrivals, single parents and Comprehensive Social Security Assistance recipients to attend the event. Over 5,000 people participated and made use of around 6,700 sessions of free services.
- ERB course information and on-site enrolment service were provided. ERB also set up the “Designated Zone for Special Service Targets” for introducing dedicated courses to persons with disabilities and persons recovered from work injuries, and ethnic minorities.

• Strengthened district promotion

- In 2016-17, ERB launched the “Funding Programme for Courses and Industries” by consolidating the “Industry Service Programme”, “Funding Programme for Training Courses” and “ERB District Guided Tour Programme”. Training bodies were sponsored to organise different types of district-based promotional activities to promote both ERB training courses and employment opportunities of respective industries, with the introduction of job recruitment element. In the year, 29 training bodies in partnering with 24 district organisations conducted 66 activities with over 40,000 people and about 500 employers participated.

工作報告

Report on Work Undertaken

- 在2016-17年度，本局副行政總監(業務發展及傳訊)先後出席了觀塘區議會、葵青區議會、元朗區議會、荃灣區議會及深水埗區議會轄下的相關委員會會議，介紹本局在地區層面提供的培訓課程和服務，加強與相關地區組織的聯繫，增加合作機會。

• 傳媒工作

- 本局邀請傳媒機構採訪為推廣「屠宰員基礎證書」及「豬肉切肉員基礎證書」兩項度身訂造課程而舉辦的「豚肉刀神」表演賽，以及課程簡介會和招生日。本局行政總監及高級經理(就業服務)亦在招生階段分別接受不同電台訪問，介紹課程內容。
- 本局安排傳媒訪問兩名「先聘用、後培訓」試點計劃畢業學員，分享他們如何兼顧家庭崗位，成功入職為護理員的經驗。
- 為配合2017年「樂活一站」農曆新年服務的推出，本局主席及行政總監出席傳媒活動，介紹服務詳情、公布本局進行的「農曆新年消費調查」結果，以及首播由本局主席參與拍攝的「精明過年」宣傳短片。

- In 2016-17, the Deputy Executive Director (Business Development and Communications) of ERB attended respective committee meetings of Kwun Tong District Council, Kwai Tsing District Council, Yuen Long District Council, Tsuen Wan District Council and Sham Shui Po District Council, introduced to council members the ERB training courses and services available in the district with a view to fostering communications and collaborations with corresponding district organisations.

• Undertook media activities

- ERB invited the media to attend and report the “Pork-cutting Master Skill Demonstration Show” in promoting the “Foundation Certificate in Slaughterer Training” and “Foundation Certificate in Pork Butcher Training” tailor-made courses, and the information and recruitment day. The Executive Director and the Senior Manager (Employment Services) of ERB also attended radio interviews respectively during the recruitment period to introduce the courses.
- ERB arranged a press interview with two graduates of the “First-Hire-Then-Train” Pilot Programme, to share with the public their experience to become a care worker without upsetting their family commitments.
- A media activity hosted by the Chairman and the Executive Director of ERB was arranged to kick-off the 2017 Chinese New Year Services of the “Smart Living” scheme, to introduce service details, results of a “Survey on Chinese New Year Spending” conducted by ERB, and the premiere of the “Smart Spending in Chinese New Year” promotional video performed by the Chairman.

- 本局邀請傳媒分別採訪ERB 25周年開展禮暨第9屆ERB「人才發展計劃」頒獎禮及「尤德爵士紀念基金第三十屆頒獎典禮」得獎學員，報導他們的學習和奮鬥經歷。
- ERB invited the media to cover the ERB 25th Anniversary Opening Ceremony cum the 9th ERB “Manpower Development Scheme” Award Presentation Ceremony, and the “30th Awards Presentation Ceremony of the Sir Edward Youde Memorial Fund”, reporting the successful stories of ERB trainees in overcoming difficulties through training.
- **開展僱員再培訓局25周年宣傳活動**
 - 為慶祝成立25周年，本局在2017年開展一系列機構傳訊及推廣活動，以深化本局的品牌形象，增加市民對本局課程和服務的認識，並加強與社會各界的伙伴關係。
 - To commemorate its 25th anniversary, ERB has launched a series of corporate and promotional activities in 2017 to strengthen the corporate image of ERB, enhance the understanding of general public towards ERB courses and services, and foster partnership with all sectors in the society.
 - 本局設計了25周年標誌，以象徵「無限」的「∞」符號，幻變成色彩奪目的「25」，寓意本局在25年來透過多元化的課程和服務，協助市民發揮無限潛能，開展色彩人生。本局亦推出了25周年活動網站，上載25周年活動詳情及花絮，供市民瀏覽。
 - ERB launched a new corporate logo for its 25th anniversary. Adopting “infinity” as the design concept, the logo symbolised the commitment of ERB in offering diversified training courses and services over the past 25 years with the objective of unleashing the potentials of the general public. ERB also launched the ERB25 website for uploading the details of corporate and promotional activities of the 25th anniversary.
 - 本局於2017年3月11日舉辦「ERB 25周年開展禮」，為本局25周年宣傳活動揭開序幕。約340名嘉賓出席開展禮，星級嘉賓到場祝賀本局成立25周年。
 - The “ERB 25th Anniversary Opening Ceremony” was held on 11 March 2017 to kick-start the promotional activities for the 25th anniversary of ERB, around 340 guests and celebrities attended the event.
 - 本局向超過46,000名持份者發送電子感謝函，向25年來與本局並肩同行的人士致意，並期望與社會各界構建更緊密的伙伴關係，亦鼓勵學員進修增值，促進個人和事業發展。
 - ERB sent electronic thank you letters to over 46,000 stakeholders, to express gratitude to them for walking hand-in-hand with ERB in the past 25 years and to build stronger rapport with different sectors of the community, as well as to encourage ERB trainees to keep learning for skills enhancement and better personal and career development.

工作報告

Report on Work Undertaken

- 本局於2017-18年度會推出25周年宣傳及推廣活動，包括「全民愛增值」活動、「ERB 25推廣大賽」、「25周年電子專輯」、「ERB按摩服務日」及「ERB美髮服務日」、「ERB名人堂」試讀試工真人SHOW，以及ERB 25周年閉幕禮暨第10屆ERB「人才發展計劃」頒獎禮。
- ERB will launch a series of promotional activities in 2017-18, including “We Love Upgrading Scheme”, “ERB25 Promotion Contest”, “ERB25 Electronic Supplement”, “ERB Service Day of Massage” and “ERB Service Day of Hairdressing”, “VIP Trainee and Employee” Reality Show, and the ERB 25th Anniversary Closing Ceremony cum the 10th ERB “Manpower Development Scheme” Award Presentation Ceremony.

行政及發展

• 提供實習職位

- 本局推行暑期實習生計劃，為大學本科生提供在職培訓機會，協助他們汲取經驗及擴闊視野，為日後投身職場作好準備。
- 在2016-17年度，共有三名大學本科生獲安排到本局不同部門參與為期兩個月的實習工作。本局並派出經理級或以上的職員為實習生擔任導師。

• 支援有特別需要的社群

- 在2016-17年度，本局為慈善機構的籌款活動統籌和收集內部捐款，並積極向社會企業採購物品及服務。

• 環保措施

- 本局全力支持環保，在辦事處設置回收箱，收集廢紙及印刷品以循環再造，並把更換的電腦設備捐贈慈善機構。
- 本局引進一系列措施，節約用電，以減少碳排放。

Administration and Development

• Offered internship opportunities

- ERB offered summer internships for university undergraduate students. On-the-job training was provided to facilitate their acquisition of experience and broaden their outlook to better prepare for future employment.
- In 2016-17, three university students were arranged to work in different divisions of ERB during their two months' internship. Staff members of ERB at manager rank or above were assigned as mentors of the student interns.

• Supported social groups with special needs

- In 2016-17, ERB helped collect donations from staff members for charity fund-raising events, and actively procured products and services from social enterprises.

• Implemented environmental friendly measures

- ERB rendered full support to environmental conservation. Recycle bins were placed in the office to collect used papers and printed materials for reuse and recycling. Obsolete computer equipment was donated to charitable organisations.
- ERB introduced a series of measures to conserve electricity and reduce carbon emissions.

- 本局更廣泛使用電子通訊、社交媒體及網站推廣活動及傳播訊息。

- 員工培訓

- 本局與香港融樂會及平等機會委員會合辦「認識少數族裔人士工作坊」，以加強本局、培訓機構同工及僱主對少數族裔文化及《種族歧視條例》的認識。
- 本局安排職員參加各專項培訓課程和工作坊，主題包括「提升客戶服務的認識及處理投訴技巧講座」、「母乳餵哺友善場所」簡介會、與數碼營銷管理方案、職場管理相關的講座及培訓；並參加由香港理工大學舉辦的「制定照顧脆弱一群的路線圖」會議。

- 培訓機構行政人員和導師培訓

- 本局為培訓機構行政人員舉辦了三次主題講座，內容包括個人資料保障原則、處理突發事件的技巧和支援特殊需要學員的措施。
- 本局為培訓機構舉辦「質素保證資訊分享日」，促進培訓機構相互交流質素保證工作的實際經驗。
- 本局舉辦了一次導師經驗分享會，由教學顧問與導師分享教案編寫的技巧。

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

- Staff training

- In collaboration with the Hong Kong Unison Limited and the Equal Opportunities Commission, ERB organised a workshop on "Understanding of Ethnic Minorities" for its employees, training bodies and employers with a view to enhancing their knowledge on the culture of ethnic minorities and Race Discrimination Ordinance.
- ERB arranged staff members to attend various training courses and workshops on topics including "Training on Enhancement of Customer Services and Skills in Handling Complaints", briefing on "Establishing the Breastfeeding Friendly Premises", seminars and training related to e-marketing management or workplace management, as well as the conference on "Creating a Road Map in Caring for the Frail" organised by the Hong Kong Polytechnic University.

- Training for administrative staff and trainers of training bodies

- ERB organised three thematic workshops on "Protection of Personal Data", "Crises Management" and "Measures on Support for Trainees with Special Needs" for the administrative staff of training bodies.
- ERB held a "QA Information Sharing Day" to promote experience sharing among training bodies.
- ERB arranged a sharing session for trainers in which the Teaching Advisors shared on techniques on preparation of lesson plans.

工作報告

Report on Work Undertaken

- 「評估中心」舉辦了兩次開放日，方便培訓機構導師及職員參觀考試場地及設備，了解「評估中心」的運作及考試流程。
- 「評估中心」推行「導師體驗計劃」，令導師更好掌握實務技能評估的程序和準則。
- 本局為所有開辦就業掛鉤課程的培訓機構的就業主任定期舉辦「就業服務研討會」及「就業服務培訓講座」，重申本局對就業及留職服務的要求，促進培訓機構分享經驗。
- The PSTAC held two Open Days in the year for the administrative staff and trainers of training bodies to visit the assessment venues and facilities so as to strengthen their understanding of the centre operations and assessment procedures.
- The PSTAC organised the “Trainer Immersion Programme” to enhance the understanding of trainers on the assessment procedures and criteria.
- ERB organised “Placement Service Seminar” and “Placement Service Training Workshop” regularly for placement officers of training bodies that offer placement-tied courses, to remind them of the requirements of placement and retention services, and to facilitate sharing of experience.

• 交流會面

- 本局副行政總監（培訓服務）及副行政總監（質素保證）會晤新加坡法定機構 SkillsFuture Singapore 訪問團，介紹本局的培訓服務及質素保證工作，並分享運作經驗。
- 本局行政總監接待新加坡國立大學李光耀公共政策學院四名學者，討論港新兩地的人才培訓政策和執行機制。

• Exchanges and meetings

- The Deputy Executive Director (Training Services) and the Deputy Executive Director (Quality Assurance) of ERB received the delegation from SkillsFuture Singapore, a statutory body in Singapore, briefed them our work and experience pertaining to training services and quality assurance.
- The Executive Director of ERB received four scholars from the Lee Kuan Yew School of Public Policy of the National University of Singapore, discussed the manpower training policy and implementation mechanism of Hong Kong and Singapore.

- 本局副行政總監(業務發展及傳訊)接待國際勞工組織助理局長兼亞洲及太平洋地區局局長Tomoko Nishimoto女士，介紹本局推動培訓和就業的工作進展及成效，並就支援弱勢社群就業交流經驗。

- The Deputy Executive Director (Business Development and Communications) of ERB received Ms. Tomoko Nishimoto, Assistant Director-General and Regional Director for Asia and the Pacific of the International Labour Organization, introduced to her the progress and achievements of ERB in training and placement services, and shared the experience on assisting the underprivileged social groups in job placement.

內部審計

- 內部審計組在審計委員會的領導下行使獨立的審核職能，進行各項內部審計。
- 在2016-17年度，內部審計組完成了「質素保證監察機制」、「辦公室其他開支(薪酬除外)」及「課程教材質素保證機制」三項審計項目，並向審計委員會匯報審計結果。

Internal Audit

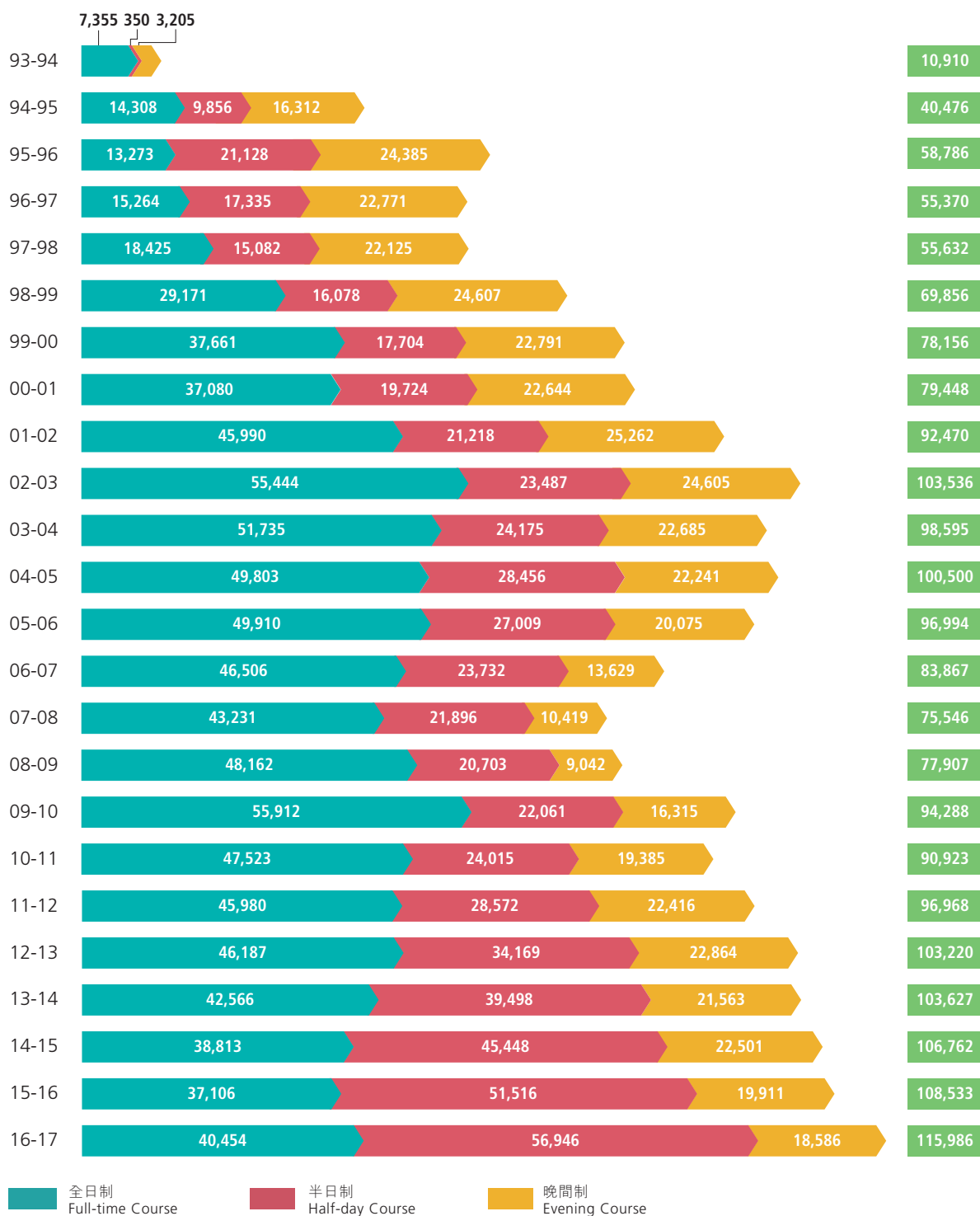
- The Internal Audit Section was established to carry out independent internal audits under the auspices of the Audit Committee.
- In 2016-17, the Internal Audit Section completed three internal audit exercises respectively on "Quality Assurance Measures and Course Accreditation", "Administrative and Operating Expenses Processing (excluded staff remunerations, retirement benefits scheme contributions and health insurance scheme contributions)", and "Quality Assurance Mechanism for Course Materials". Audit reports with improvement recommendations were submitted to the Audit Committee for consideration.

主要統計資料

Major Statistics

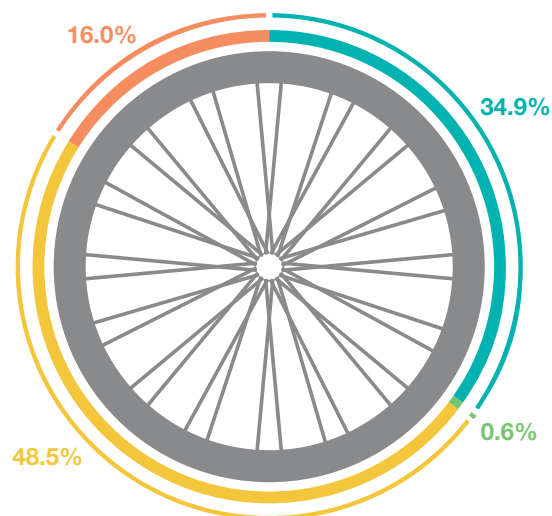
各類培訓課程畢業學員人次

Number of Graduate Trainees



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

課程 Course Mode	人次 No. of Trainees	比例 Proportion %
全日制就業掛鈎課程 Full-time Placement-tied Course	40,454	34.9%
半日制就業掛鈎課程 Half-day Placement-tied Course	667	0.6%
半日制非就業掛鈎課程 Half-day Non- Placement-tied Course	56,279	48.5%
晚間制非就業掛鈎課程 Evening Non- Placement-tied Course	18,586	16.0%
總數 Total	115,986	100%



上述圖表顯示首10個最多畢業學員人次的課程類別。

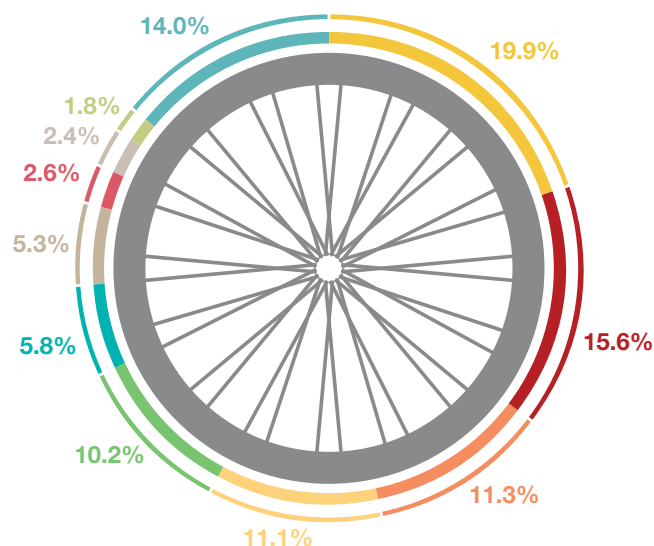
The above chart lists the top 10 course categories according to the number of graduate trainees.

主要統計資料 Major Statistics

就業掛鉤課程統計資料 Statistics of Placement-tied Courses

就業掛鉤課程畢業學員人次比例 Proportion of Graduate Trainees of Placement-tied Courses

課程類別 Course Category	人次 No. of Trainees	比例 Proportion %
家居服務 Domestic Services	8,181	19.9%
飲食 Catering	6,408	15.6%
物業管理及保安 Property Management & Security	4,655	11.3%
健康護理 Healthcare Services	4,569	11.1%
美容 Beauty Therapy	4,180	10.2%
中醫保健 Chinese Healthcare	2,387	5.8%
環境服務 Environmental Services	2,180	5.3%
商業 Business	1,093	2.6%
酒店 Hotel	971	2.4%
機電 Electrical & Mechanical Services	755	1.8%
其他 Others	5,742	14.0%
總數 Total	41,121	100%



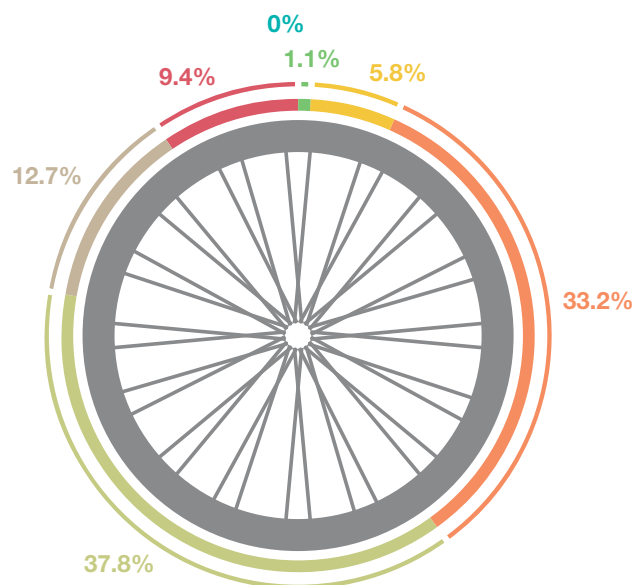
上述圖表顯示首10個最多畢業學員人次的課程類別。

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

就業掛鈎課程畢業學員教育程度分布

Graduate Trainees of Placement-tied Courses by Education Level

教育程度 Education Level	人次 No. of Trainees	比例 Proportion %
未曾入學 No Schooling	10	0%
未完成小學 Not Completed Primary Education	470	1.1%
小學畢業 Completed Primary 6	2,402	5.8%
中一至中三 Secondary 1 to 3	13,635	33.2%
中四至中五 Secondary 4 to 5	15,542	37.8%
中六至中七 Secondary 6 to 7	5,217	12.7%
高等教育 Tertiary Education	3,845	9.4%
總數 Total	41,121	100%

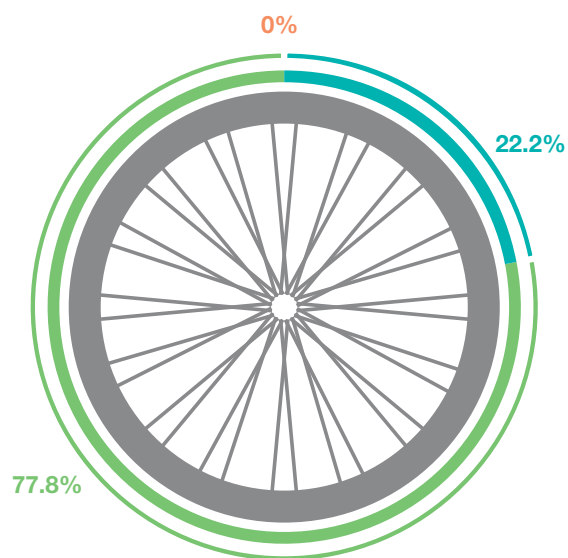


主要統計資料 Major Statistics

就業掛鈎課程畢業學員男女比例

Graduate Trainees of Placement-tied Courses by Gender

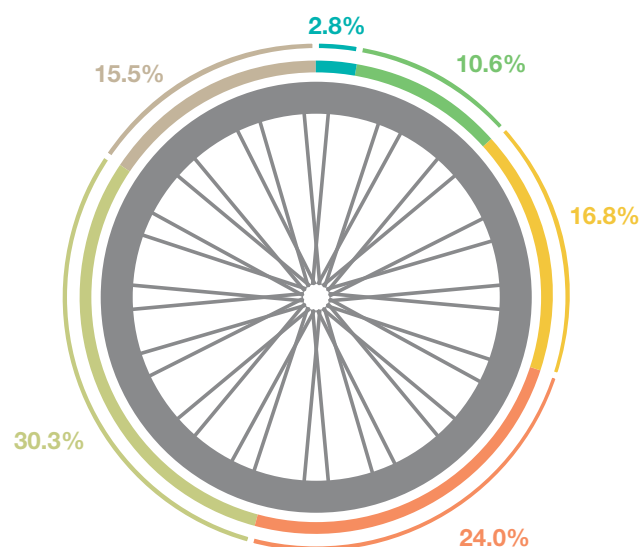
性別 Gender	人次 No. of Trainees	比例 Proportion %
男性 Male	9,137	22.2%
女性 Female	31,983	77.8%
未能提供 Not available	1	0%
總數 Total	41,121	100%



就業掛鈎課程畢業學員年齡分布

Graduate Trainees of Placement-tied Courses by Age

年齡 Age	人次 No. of Trainees	比例 Proportion %
15-19	1,164	2.8%
20-29	4,354	10.6%
30-39	6,917	16.8%
40-49	9,849	24.0%
50-59	12,462	30.3%
60或以上 60 or above	6,375	15.5%
總數 Total	41,121	100%



就業掛鈎課程就業率

Placement Rate of Placement-tied Courses



上述圖表顯示首10個最高就業率的課程類別。

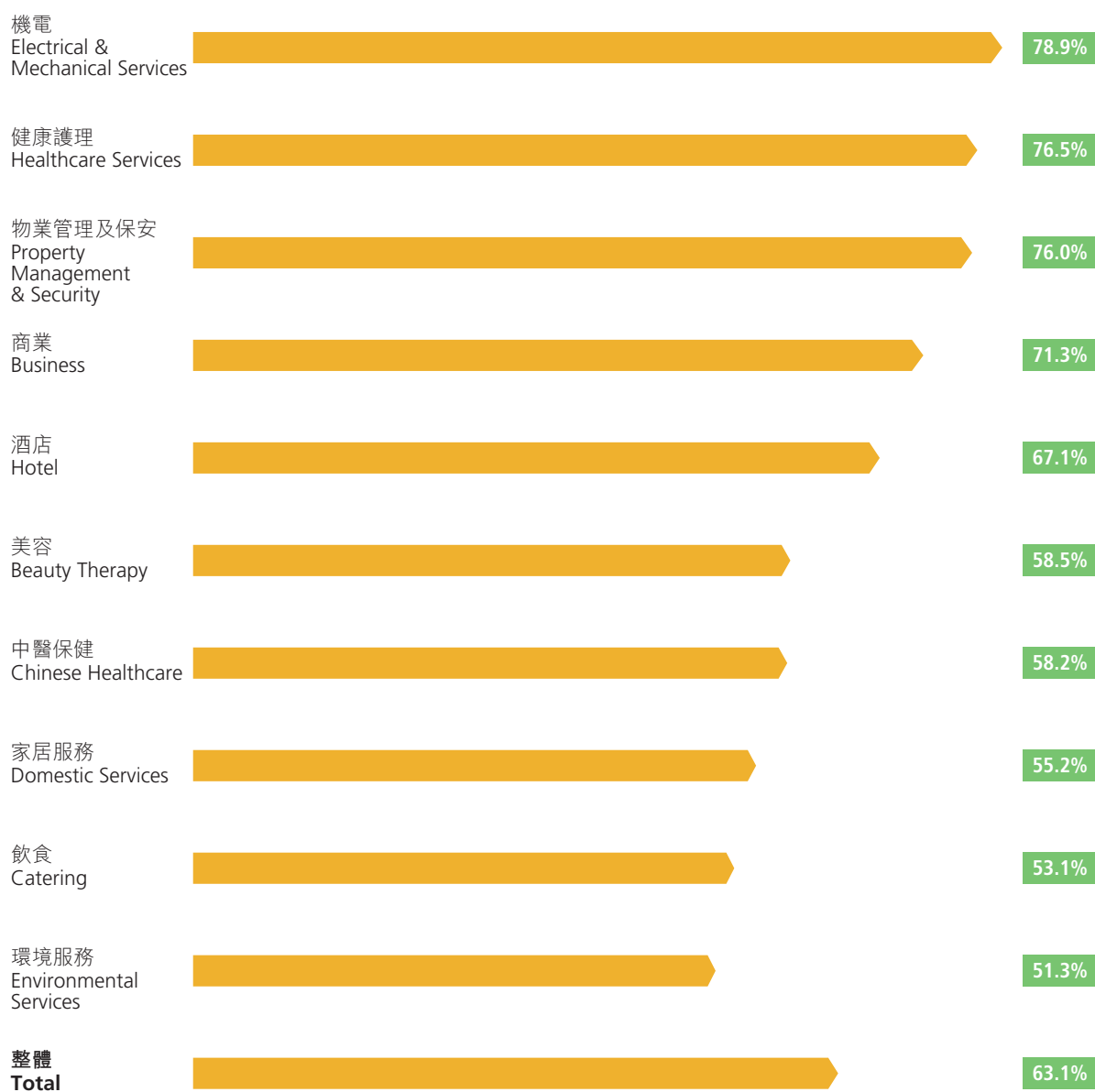
The above chart lists the top 10 course categories according to the placement rate.

主要統計資料

Major Statistics

就業掛鈎課程留職率

Retention Rate of Placement-tied Courses



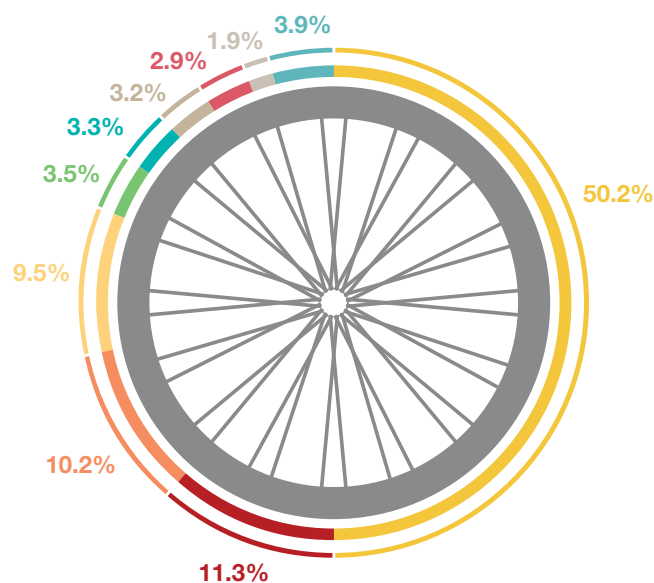
上述圖表顯示首10個最多畢業學員人次的課程類別的留職率(就業跟進期完結六個月後)。

The above chart lists the retention rate (after six months upon placement follow-up period) of the top 10 course categories according to the number of graduate trainees.

就業掛鈎課程受聘畢業學員行業組別劃分

Industry Sector Profile of Graduate Trainees of Placement-tied Courses

行業組別 Industry Sector	人次 No. of Trainees	比例 Proportion %
社區、社會及個人服務業 Community, Social and Personal Services	16,765	50.2%
批發及零售業 Wholesale and Retail	3,776	11.3%
地產、物業管理及護衛業 Real Estate, Property Management and Security Services	3,411	10.2%
飲食業 Catering	3,166	9.5%
金融、保險及商業服務業 Finance, Insurance and Business Services	1,173	3.5%
運輸、倉庫及通訊業 Transport, Storage and Communication	1,101	3.3%
建造業 Construction	1,061	3.2%
酒店業 Hotel	980	2.9%
進出口貿易業 Import and Export	644	1.9%
其他* Others*	1,312	3.9%
總數 Total	33,389	100%



* 包括初級生產業、礦石開採業、能源業、紡織及製衣製造業，以及其他製造業。

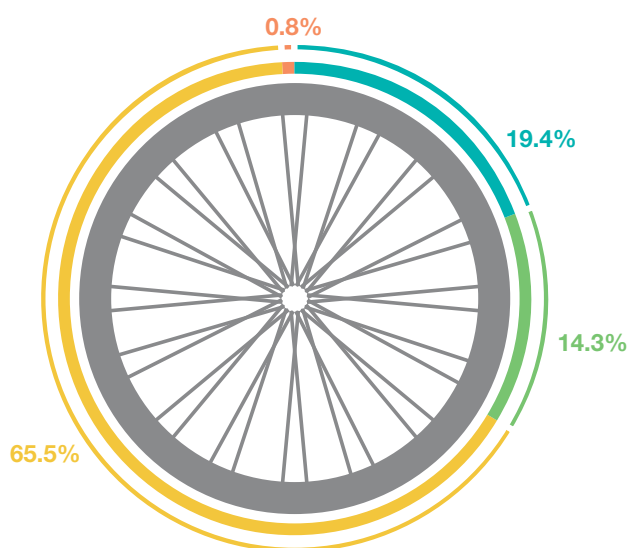
* Includes Primary Production, Mining and Quarrying, Power, Textiles and Garments Manufacturing, and other Manufacturing Industries.

主要統計資料 Major Statistics

非就業掛鉤課程統計資料 Statistics of Non-Placement-tied Courses

非就業掛鉤課程畢業學員人次比例 Proportion of Graduate Trainees of Non-Placement-tied Courses

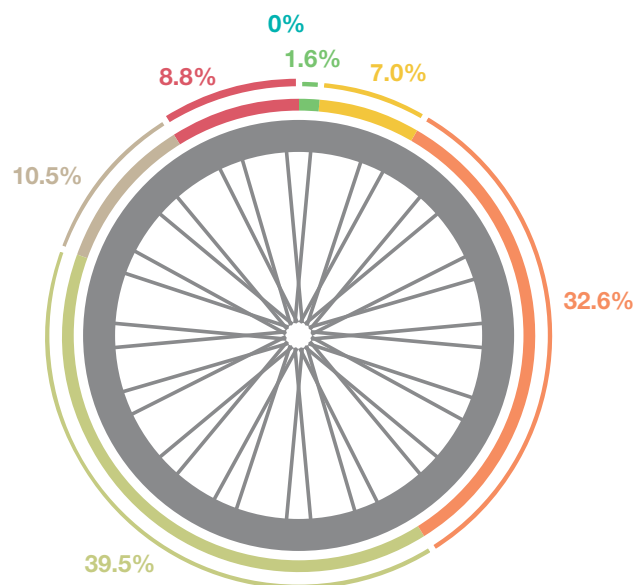
課程類別 Course Type	人次 No. of Trainees	比例 Proportion %
通用技能培訓課程 — 資訊科技應用 Generic Skills Training Courses – IT Applications	14,512	19.4%
通用技能培訓課程 — 職業語文 Generic Skills Training Courses – Workplace Languages	10,679	14.3%
「新技能提升計劃」課程 “Skills Upgrading Scheme Plus” Courses	49,075	65.5%
其他 Others	599	0.8%
總數 Total	74,865	100%



非就業掛鈎課程畢業學員教育程度分布

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

教育程度 Education Level	人次 No. of Trainees	比例 Proportion %
未曾入學 No Schooling	27	0%
未完成小學 Not Completed Primary Education	1,171	1.6%
小學畢業 Completed Primary 6	5,248	7.0%
中一至中三 Secondary 1 to 3	24,424	32.6%
中四至中五 Secondary 4 to 5	29,561	39.5%
中六至中七 Secondary 6 to 7	7,890	10.5%
高等教育 Tertiary Education	6,544	8.8%
總數 Total	74,865	100%

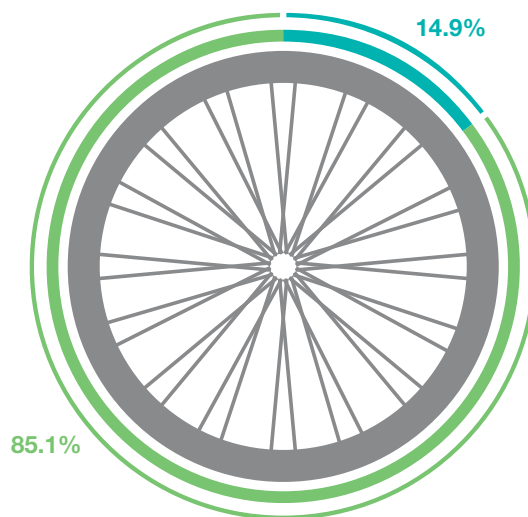


主要統計資料 Major Statistics

非就業掛鉤課程畢業學員男女比例

Graduate Trainees of Non-Placement-tied Courses by Gender

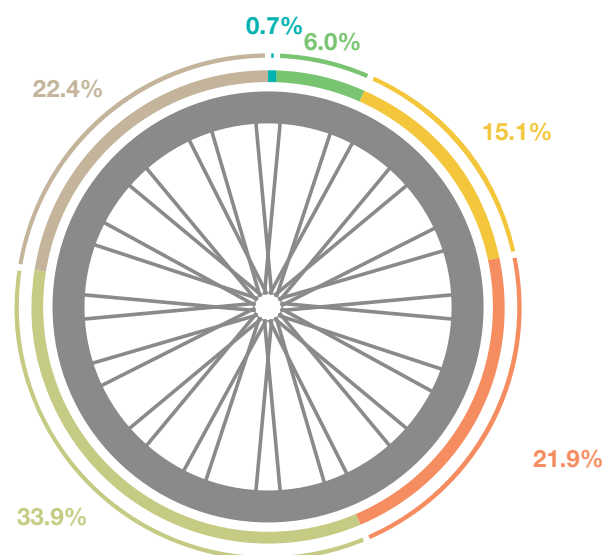
性別 Gender	人次 No. of Trainees	比例 Proportion %
男性 Male	11,162	14.9%
女性 Female	63,703	85.1%
總數 Total	74,865	100%



非就業掛鉤課程畢業學員年齡分布

Graduate Trainees of Non-Placement-tied Courses by Age

年齡 Age	人次 No. of Trainees	比例 Proportion %
15-19	494	0.7%
20-29	4,511	6.0%
30-39	11,340	15.1%
40-49	16,365	21.9%
50-59	25,380	33.9%
60或以上 60 or above	16,775	22.4%
總數 Total	74,865	100%



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94頁至第119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2017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2017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 94 to 119, which comprise the statement of financial position as at 31 March 2017, 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 2017, 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 ("HKSAAs") 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.

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。

再培訓局委員須負責監督再培訓局的財務報告流程。

Other information

The members of the Board are responsible for the other information. The other information comprises the information included in the annual report, but does not include the financial statements and our auditor's report thereon.

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

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

Responsibilities of the Members of the Board for the Financial Statements

The members of the Board are responsible for the preparation of the financial statements that give a true and fair view in accordance with HKFRSs issued by the HKICPA, and for such internal control as the members of the Board determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

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

The members of the Board are responsible for overseeing the Board's financial reporting process.

財務報表 Financial Statements

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，僅向再培訓局委員出具包括我們意見的核數師報告。除此以外，我們的報告不可作其他用途。我們不就本報告的內容向任何其他人士負責或承擔責任。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，在某一種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。
- 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。

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 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 judgment and maintain professional skepticism 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.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the members of the Board.

- 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。
- Conclude on the appropriateness of the members' 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.

德勤•關黃陳方會計師行
執業會計師
香港

2017年12月8日

Deloitte Touche Tohmatsu
Certified Public Accountants
Hong Kong

8 December 2017

財務報表

Financial Statements

收支表

INCOME AND EXPENDITURE ACCOUNT

截至2017年3月31日止年度
FOR THE YEAR ENDED 31 MARCH 2017

		附註 NOTES	二零一七年 2017 港元 HK\$	二零一六年 2016 港元 HK\$
收入	Income			
徵款收入	Levy income		26,810,004	22,512,291
利息收入	Interest income		452,028,688	671,457,776
課程學費收入	Course fee income		5,652,224	5,754,831
其他收入	Other income	4	3,948,451	5,590,912
			488,439,367	705,315,810
支出	Expenditure			
再培訓津貼	Retraining allowances	5	(62,772,481)	(59,713,085)
培訓課程及計劃開支	Training courses and programme expenses	6	(716,333,804)	(670,206,966)
向入境事務處就收取徵費而繳交的行政費	Administrative fees charged by the Immigration Department for the collection of levy		(825,421)	(1,270,802)
行政開支	Administrative expenses		(109,243,876)	(116,766,290)
			(889,175,582)	(847,957,143)
稅前年內虧損	Deficit before taxation		(400,736,215)	(142,641,333)
所得稅	Taxation	7	—	—
年內虧損	Deficit for the year	8	(400,736,215)	(142,641,333)

資產負債表 STATEMENT OF FINANCIAL POSITION

於2017年3月31日
AT 31 MARCH 2017

		附註 NOTES	二零一七年 2017 港元 HK\$	二零一六年 2016 港元 HK\$
非流動資產	Non-current assets			
物業及設備	Property and equipment	10	4,740,008	12,483,930
租金及公用設施按金	Rental and utility deposits	11	1,073,640	2,639,403
應收香港金融管理局之款項	Amount due from the Hong Kong Monetary Authority	13	12,500,000,000	12,500,000,000
			12,505,813,648	12,515,123,333
流動資產	Current assets			
應收款項、按金及預付款	Receivables, deposits and prepayments	11	15,673,314	12,322,613
應收香港金融管理局之款項	Amount due from the Hong Kong Monetary Authority	13	1,636,134,051	1,202,223,009
應收培訓機構之款項	Amounts due from training bodies	14	650,102	353,427
應收入境事務處之款項	Amount due from the Immigration Department	14	451,200	412,800
銀行結餘及存款	Bank balances and deposits	12		
— 現金及現金等價物	— Cash and cash equivalents		724,811,118	1,532,383,700
— 原到期日逾三個月之定期存款	— Time deposits with original maturity over three months		677,922,800	697,396,091
			3,055,642,585	3,445,091,640
流動負債	Current liabilities			
應計費用及其他應付款	Accrual and other payables		55,682,006	53,704,531
淨流動資產	Net current assets		2,999,960,579	3,391,387,109
淨資產	Net assets		15,505,774,227	15,906,510,442
資金	Fund			
僱員再培訓基金	Employees Retraining Fund		15,505,774,227	15,906,510,442

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資金變動表

STATEMENT OF CHANGES IN FUND

截至2017年3月31日止年度
FOR THE YEAR ENDED 31 MARCH 2017

		僱員再培訓基金 Employees Retraining Fund 港元 HK\$
於2015年4月1日	At 1 April 2015	16,049,151,775
年內虧損	Deficit for the year	(142,641,333)
於2016年3月31日	At 31 March 2016	15,906,510,442
年內虧損	Deficit for the year	(400,736,215)
於2017年3月31日	At 31 March 2017	15,505,774,227

現金流量表 STATEMENT OF CASH FLOWS

截至2017年3月31日止年度
FOR THE YEAR ENDED 31 MARCH 2017

		二零一七年 2017 港元 HK\$	二零一六年 2016 港元 HK\$
經營業務	OPERATING ACTIVITIES		
年內虧損	Deficit for the year	(400,736,215)	(142,641,333)
經調整：	Adjustments for:		
物業及設備折舊	Depreciation of property and equipment	8,741,562	18,967,112
物業及設備調整	Adjustment of property, plant and equipment	1,097,013	—
利息收入	Interest income	(452,028,688)	(671,457,776)
應收課程收入及其他應收款 減值虧損	Impairment losses recognised in respect of course fee income receivables and other receivables	2,606,058	2,331,055
營運資金變動前之經營業務 現金流	Operating cash flows before movements in working capital	(840,320,270)	(792,800,942)
應收款項、按金及預付款之 (增加)減少	(Increase) decrease in receivables, deposits and prepayments	(4,617,387)	1,755,666
應收培訓機構之款項之 (增加)減少	(Increase) decrease in amounts due from training bodies	(296,675)	579,532
應收入境事務處之款項之 (增加)減少	(Increase) decrease in amount due from the Immigration Department	(38,400)	28,800
應付款項及其他應付款之 增加(減少)	Increase (decrease) in accrual and other payables	1,977,475	(4,120,524)
用於經營業務之現金淨額	NET CASH USED IN OPERATING ACTIVITIES	(843,295,257)	(794,557,468)

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		二零一七年 2017 港元 HK\$	二零一六年 2016 港元 HK\$
投資業務	INVESTING ACTIVITIES		
已收利息	Interest received	18,117,646	26,130,245
購買物業及設備之款項	Purchase of property and equipment	(1,868,262)	(1,841,126)
原到期日逾三個月之定期存款之減少	Decrease in time deposits with original maturity over three months	19,473,291	2,257,479,809
來自投資業務之現金淨額	NET CASH FROM INVESTING ACTIVITIES	35,722,675	2,281,768,928
現金及現金等值物(減少)增加淨額	NET (DECREASE) INCREASE IN CASH AND CASH EQUIVALENTS	(807,572,582)	1,487,211,460
承前現金及現金等值物	CASH AND CASH EQUIVALENTS AT BEGINNING OF THE YEAR	1,532,383,700	45,172,240
現金及現金等值物結轉	CASH AND CASH EQUIVALENTS AT END OF THE YEAR		
銀行結餘及現金	Represented by bank balances and cash	724,811,118	1,532,383,700
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	35,908,818	40,859,200
原到期日等於或少於三個月之定期存款	Time deposits with original maturity of three months or less	688,902,300	1,491,524,500
		724,811,118	1,532,383,700

財務報表附註

截至2017年3月31日止年度

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。再培訓局提供的培訓課程及服務是以市場為導向，就業為本，靈活配合市場變化。再培訓局在2007年12月擴大服務對象範疇，涵蓋15歲或以上、具副學位或以下教育程度的人士。

根據《僱員再培訓條例》第14(1)條、第14(2)條及附表三，僱主須為透過「輸入僱員計劃」而引入的外來僱員繳付一項名為「僱員再培訓徵款」(「徵款」)的款項，僱主就輸入每名僱員預先繳付徵款，金額為400港元乘以僱傭合約期內的月數(以24個月為上限)計算。

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

再培訓局的辦事處地址為香港柴灣小西灣道10號3樓至6樓。

再培訓局的財務報表以港元呈列，而港元亦為本局的功能貨幣。

NOTES TO THE FINANCIAL STATEMENTS

For the Year Ended 31 March 2017

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 provides training courses and services that are market-driven and employment-oriented so as to meet the changing needs of the employment market. In December 2007, the Board extended its service to cover people aged 15 or above and with an education attainment at sub-degree or below.

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

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

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

The financial statements are presented in Hong Kong dollars (“HK\$”), which is same as the functional currency of the Board.

財務報表

Financial Statements

2. 應用新訂香港財務報告準則(「香港財務報告準則」)及其修訂

於本年度強制生效之香港財務報告準則之修訂

再培訓局於本年度已首次應用以下由香港會計師公會(「香港會計師公會」)頒佈之香港財務報告準則之修訂：

2. APPLICATION OF NEW AND AMENDMENTS TO HONG KONG FINANCIAL REPORTING STANDARDS ("HKFRSs")

Amendments to HKFRSs that are mandatorily effective for the current year

The Board has applied the following amendments to HKFRSs issued by the Hong Kong Institute of Certified Public Accountants ("HKICPA") for the first time in the current year:

香港會計準則第1號之修訂 Amendments to HKAS 1	披露措施 Disclosure Initiative
香港會計準則第16號及香港會計準則第38號之修訂 Amendments to HKAS 16 and HKAS 38	折舊及攤銷之可接受方法之澄清 Clarification of Acceptable Methods of Depreciation and Amortisation
香港會計準則第16號及香港會計準則第41號之修訂 Amendments to HKAS 16 and HKAS 41	農業：生產性植物 Agriculture: Bearer Plants
香港會計準則第27號 Amendments to HKAS 27	獨立財務報表之權益法 Equity Method in Separate Financial Statements
香港財務報告準則之修訂 Amendments to HKFRSs	香港財務報告準則二零一二年至二零一四年週期之年度改進 Annual Improvements to HKFRSs 2012-2014 Cycle
香港財務報告準則第10號、香港財務報告準則第12號及香港會計準則第28號之修訂 Amendments to HKFRS 10, HKFRS 12 and HKAS 28	投資實體：應用綜合入賬之例外情況 Investment Entities: Applying the Consolidation Exception
香港財務報告準則第11號之修訂 Amendments to HKFRS 11	就收購於合營業務之權益之會計處理 Accounting for Acquisitions of Interests in Joint Operations

於本年度應用香港財務報告準則之修訂對再培訓局本年度及過往期間之財務表現及狀況及／或該等財務報表所載之披露資料並無重大影響。

The application of the amendments to HKFRSs in the current year has had no material impact on the Board's financial performance and positions for the current and prior years and/or on the disclosures set out in these financial statements.

已頒佈但尚未生效之新訂香港財務報告準則及修訂以及詮釋

再培訓局並無提早應用下列已頒佈但尚未生效之新訂香港財務報告準則及修訂以及詮釋：

New and amendments to HKFRSs and Interpretations in issue but not yet effective

The Board has not early applied the following new and amendments to HKFRSs and Interpretations that have been issued but are not yet effective:

香港財務報告準則第9號 HKFRS 9	金融工具 ¹ Financial Instruments ¹
香港財務報告準則第15號 HKFRS 15	來自客戶合約之收益及相關修訂 ¹ Revenue from Contracts with Customers and the Related Amendments ¹
香港財務報告準則第16號 HKFRS 16	租賃 ² Leases ²
香港(國際財務報告詮釋委員會)—詮釋第22號 HK(IFRIC)-Int 22	外幣交易及預付代價 ¹ Foreign Currency Transactions and Advance Consideration ¹
香港(國際財務報告詮釋委員會)—詮釋第23號 HK(IFRIC)-Int 23	所得稅不確定性之會計處理 ² Uncertainty over Tax Treatments ²
香港財務報告準則之修訂 Amendments to HKFRSs	香港財務報告準則之修訂香港財務報告準則二零一四年至二零一六年週期之年度改進 ⁵ Annual Improvements to HKFRSs 2014–2016 Cycle ⁵
香港財務報告準則第2號之修訂 Amendments to HKFRS 2	以股份為基礎之付款交易之分類及計量 ¹ Classification and Measurement of Share-based Payment Transactions ¹
香港財務報告準則第4號之修訂 Amendments to HKFRS 4	採用香港財務報告準則第4號保險合約時一併應用香港財務報告準則第9號金融工具 ¹ Applying HKFRS 9 Financial Instruments with HKFRS 4 Insurance Contracts ¹
香港財務報告準則第10號及香港會計準則第28號之修訂 Amendments to HKFRS 10 and HKAS 28	投資者與其聯營公司或合營公司之間之資產銷售或注資 ³ Sale or Contribution of Assets between an Investor and its Associate or Joint Venture ³
香港會計準則第7號之修訂 Amendments to HKAS 7	披露措施 ⁴ Disclosure Initiative ⁴
香港會計準則第12號之修訂 Amendments to HKAS 12	就未實現虧損確認遞延稅項資產 ⁴ Recognition of Deferred Tax Assets for Unrealised Losses ⁴
香港會計準則第40號之修訂 Amendments to HKAS 40	投資物業之轉讓 ¹ Transfer of Investment Property ¹

¹ 於二零一八年一月一日或之後開始之年度期間生效

² 於二零一九年一月一日或之後開始之年度期間生效

³ 於待定期或之後開始之年度期間生效

⁴ 於二零一七年一月一日或之後開始之年度期間生效

⁵ 於二零一七年一月一日或二零一八年一月一日(如適用)或之後開始之年度期間生效

¹ Effective for annual periods beginning on or after 1 January 2018.

² Effective for annual periods beginning on or after 1 January 2019.

³ Effective for annual periods beginning on or after a date to be determined.

⁴ Effective for annual periods beginning on or after 1 January 2017.

⁵ Effective for annual periods beginning on or after 1 January 2017 or 1 January 2018, as appropriate.

財務報表 Financial Statements

香港財務報告準則第9號「金融工具」

香港財務報告準則第9號引入有關金融資產、金融負債之分類及計量之新規定、金融資產對沖通用會計法及減值規定。

香港財務報告準則第9號與再培訓局有關之主要規定：

- 所有屬香港財務報告準則第9號範圍內之已確認金融資產其後均須按攤銷成本或公允價值計量。具體而言，目的為收取合約現金流量之業務模式內持有之債務投資，及合約現金流量僅為支付本金及尚未償還本金利息之債務投資，一般於其後會計期間結算日按攤銷成本計量。於目的為同時收取合約現金流量及出售金融資產之業務模式中持有之債務工具，以及具備合約條款令於特定日期產生之現金流純粹為支付本金及尚未償還本金利息之債務工具，通常按透過其他全面收益按公允價值列賬之方式計量。所有其他債務投資及權益投資均於其後會計期間結算日按公允價值計量。此外，根據香港財務報告準則第9號，實體可作出不可撤回之選擇，以於其他全面收益呈列權益投資（並非持作買賣者）公允價值之其後變動，僅股息收入一般於損益賬確認。

HKFRS 9 Financial Instruments

HKFRS 9 introduces new requirements for the classification and measurement of financial assets, financial liabilities, general hedge accounting and impairment requirements for financial assets.

Key requirements of HKFRS 9 which are relevant to the Company are:

- all recognised financial assets that are within the scope of HKFRS 9 are required to be subsequently measured at amortised cost or fair value. Specifically, debt investments that are held within a business model whose objective is to collect the contractual cash flows, and that have contractual cash flows that are solely payments of principal and interest on the principal outstanding are generally measured at amortised cost at the end of subsequent accounting periods. Debt instruments that are held within a business model whose objective is achieved both by collecting contractual cash flows and selling financial assets, and that have contractual terms that give rise on specified dates to cash flows that are solely payments of principal and interest on the principal amount outstanding, are generally measured at FVTOCI. All other debt investments and equity investments are measured at their fair value at the end of subsequent accounting periods. In addition, under HKFRS 9, entities may make an irrevocable election to present subsequent changes in the fair value of an equity investment (that is not held for trading) in other comprehensive income, with only dividend income generally recognised in profit or loss.

- 就金融資產之減值而言，與香港會計準則第39號項下按已產生信貸虧損模式計算相反，香港財務報告準則第9號規定按預期信貸虧損模式計算。預期信貸虧損模式規定實體於各匯報日期將預期信貸虧損及該等預期信貸虧損之變動入賬，以反映信貸風險自初始確認以來之變動。換言之，毋須再待發生信貸事件方確認信貸虧損。

根據再培訓局於2017年3月31日之金融工具及風險管理政策，未來應用香港財務報告準則第9號可能對本再培訓局金融資產之分類及計量產生重大影響。預期信貸虧損模式可能導致就本集團按攤銷成本計量的金融資產尚未產生的信貸虧損作出提前撥備。

香港財務報告準則第16號「租賃」

香港財務報告準則第16號就識別出租人及承租人之租賃安排及會計處理引入一個綜合模式。香港財務報告準則第16號生效後，將取代香港會計準則第17號租賃及相關詮釋。

香港財務報告準則第16號根據所識別資產是否由客戶控制區分租賃及服務合約。除短期租賃及低價值資產租賃外，經營租約及財務租約之區分自承租人會計法中移除，並由承租人須就所有租賃確認使用權資產及相應負債之模式取代。

- in relation to the impairment of financial assets, HKFRS 9 requires an expected credit loss model, as opposed to an incurred credit loss model under HKAS 39. The expected credit loss model requires an entity to account for expected credit losses and changes in those expected credit losses at each reporting date to reflect changes in credit risk since initial recognition. In other words, it is no longer necessary for a credit event to have occurred before credit losses are recognised.

Based on the Company's financial instruments and risk management policies as at 31st March, 2017, the application of HKFRS 9 in the future may have a material impact on the classification and measurement of the Company's financial assets. The expected credit loss model may result in early provision of credit losses which are not yet incurred in relation to the Company's financial assets measured at amortised cost.

HKFRS 16 Leases

HKFRS 16 introduces a comprehensive model for the identification of lease arrangements and accounting treatments for both lessors and lessees. HKFRS 16 will supersede HKAS 17 Leases and the related interpretations when it becomes effective.

HKFRS 16 distinguishes lease and service contracts on the basis of whether an identified asset is controlled by a customer. Distinctions of operating leases and finance leases are removed for lessee accounting, and is replaced by a model where a right-of-use asset and a corresponding liability have to be recognised for all leases by lessees, except for short-term leases and leases of low value assets.

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使用權資產初步按成本計量，其後按成本（若干例外情況除外）減累計折舊及減值虧損計量，並就租賃負債之任何重新計量作出調整。租賃負債初步按租賃付款（非當日支付）之現值計量。隨後，租賃負債會就（其中包括）利息及租賃付款以及租賃修訂之影響作出調整。就現金流量分類而言，再培訓局目前將預付租賃付款作為有關自用租賃土地及分類為投資物業之租賃土地之投資現金流量予以呈列，而其他經營租賃付款則作為經營現金流量予以呈列。再培訓局應用香港財務報告準則第16號後，有關租賃負債之租賃付款將分配至本金及利息部分，並作為融資現金流量予以呈列。

此外，香港財務報告準則第16號亦要求作出詳盡披露。

誠如附註15所披露，於2017年3月31日，再培訓局有不可撤銷之經營租約承擔約7,378,022港元。初步評估顯示，該等安排符合香港財務報告準則第16號項下租賃之定義，因此，再培訓局將就所有該等租賃確認使用權資產及相應負債，除非於應用香港財務報告準則第16號時其符合低價值或短期租賃。此外，應用新規定可能導致上述計量、呈列及披露有所變動。然而，直至再培訓局委員完成詳細審閱前，就財務影響提供合理估計並不可行。

除以上披露以外，再培訓局預期其他新訂或經修訂香港財務報告準則將不會對再培訓局未來財務報表產生重大影響。

The right-of-use asset is initially measured at cost and subsequently measured at cost (subject to certain exceptions) less accumulated depreciation and impairment losses, adjusted for any remeasurement of the lease liability. The lease liability is initially measured at the present value of the lease payments that are not paid at that date. Subsequently, the lease liability is adjusted for interest and lease payments, as well as the impact of lease modifications, amongst others. For the classification of cash flows, the Board currently presents operating lease payments as operating cash flows. Under the HKFRS 16, lease payments in relation to lease liability will be allocated into a principal and an interest portion which will be presented as financing cash flows.

Furthermore, extensive disclosures are required by HKFRS 16.

As at 31 March 2017, the Board has non-cancellable operating lease commitments of HK\$7,378,022 as disclosed in note 15. A preliminary assessment indicates that these arrangements will meet the definition of a lease under HKFRS 16, and hence the Board will recognise a right-of-use asset and a corresponding liability in respect of all these leases unless they qualify for low value or short-term leases upon the application of HKFRS 16. In addition, the application of new requirements may result changes in measurement, presentation and disclosure as indicated above. However, it is not practicable to provide a reasonable estimate of the financial effect until the members of the Board complete a detailed review.

Except as described above, the members of the Board do not anticipate that the application of the other new and amendments to HKFRSs will have a material effect on the amounts recognised in Board's financial statements.

3. 主要的會計政策

再培訓局的財務報表是按照香港會計師公會所頒佈的香港財務報告準則編製而成。

財務報表乃根據歷史成本基準於每報告期終而編製。

歷史成本基礎是根據交換物品的代價之公允價值所定。

主要的會計政策列載如下。

收益確認

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

- 徵款收入乃於收到入境事務處有關僱主就外來僱員繳費通知時確認入賬。
- 課程學費在課程期間內按比例基準確認。
- 教育局的評審資助在收取款項的權利確定時入賬。

金融資產之利息收入於經濟利益可能流入再培訓局及收益金額能夠可靠地計量時確認。金融資產之利息收入按時間比例基準，參考尚餘及適用之實際利率計算，該利率為按金融資產之預計年期準確折現估計未來現金收入在該資產於初始確認時之賬面淨值之利率。

3. SIGNIFICANT ACCOUNTING POLICIES

The financial statements have been prepared in accordance with HKFRSs issued by the HKICPA.

The financial statements have been prepared on the historical cost basis at the end of each reporting period.

Historical cost is generally based on the fair value of the consideration given in exchange for goods and services.

The principal accounting policies are set out below.

Income recognition

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

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

Interest income from a financial asset is recognised when it is probable that the economic benefits will flow to the Board and the amount of income can be measured reliably. Interest income is accrued on a time basis, by reference to the principal outstanding and at the effective interest rate applicable, which is the rate that exactly discounts the estimated future cash receipts through the expected life of the financial asset to the asset's net carrying amount on initial recognition.

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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。

物業及設備之折舊乃於其估計使用年期內以直線方法確認以撇銷成本減殘值。估計年期，殘值及折舊方法乃於各報告期終檢討，估計變動之影響則預先入賬。

物業及設備項目於出售時或預計持續使用資產而不會產生未來經濟效益時終止確認。出售或停用物業及設備項目所產生之任何收益或虧損，按資產之出售所得款項與賬面之差額釐定，並於收益表中確認。

金融工具

當再培訓局成為金融工具合約條款之一方，金融資產及金融負債會於資產負債表中確認。

金融資產及金融負債初始乃按公平值計算。於收購或發行金融資產及金融負債直接產生之交易成本於初始確認時適當地自金融資產或金融負債之公平值中加入或扣除。

金融資產

再培訓局將其財務資產分類為貸款及應收款項。分類視乎金融資產購入的目的及性質而定，並在初始確認時釐定其金融資產的分類。所有購買及出售金融資產按交易日基準而確認及撇銷。正常買賣指須找規定或市場慣例規定的時限內交付資產的金融資產買賣。

Property and equipment

Property and equipment are stated in the statement of financial position at cost less subsequent accumulated depreciation and subsequent accumulated impairment losses, if any.

Depreciation is recognised so as to write off the cost of assets, less their residual values over their estimated useful lives, using the straight-line method. The estimated useful lives, residual values and depreciation method are reviewed at the end of each reporting period, with the effect of any changes in estimate accounted for on a prospective basis.

An item of property and equipment is derecognised upon disposal or when no future economic benefits are expected to arise from the continued use of the asset. Any gain or loss arising on the disposal or retirement of an item of property and equipment is determined as the difference between the sales proceeds and the carrying amount of the asset and is recognised in the income and expenditure account.

Financial instruments

Financial assets and financial liabilities are recognised when the Board becomes a party to the contractual provisions of the instrument.

Financial assets and financial liabilities are initially measured at fair value. Transaction costs that are directly attributable to the acquisition or issue of financial assets and financial liabilities are added to or deducted from the fair value of the financial assets or financial liabilities, as appropriate, on initial recognition.

Financial assets

The Board's financial assets are classified as loan and receivables. The classification depends on the nature and purpose of the financial assets and is determined at the time of initial recognition. All regular way purchases or sales of financial assets are recognised and derecognised on a trade date basis. Regular way purchases or sales are purchases or sales of financial assets that require delivery of assets within the time frame established by regulation or convention in the marketplace.

實際利率法

實際利率法乃計算債務工具之攤銷成本，以及於相關期間攤分利息收入之方法。實際利率指按債務工具之預期年期或較短期間內（如適用）準確折現估計未來現金付款（包括構成實際利率不可或缺部分之一切已付或已收費用、交易成本及其他溢價或折讓）至初始確認時賬面淨值之利率。

債務工具之利息收入按實際利率基準確認。

貸款及應收款項

貸款及應收款項為有固定或可釐定付款款額但並無於活躍市場內報價之非衍生金融資產。於初始確認後，貸款及應收款項（包括應收款項及按金、應收香港金融管理局、培訓機構及入境事務處之款項，以及銀行結餘及存款）採用實際利率法按攤銷成本減任何已識別減值虧損列賬（參見下文有關金融資產減值虧損之會計政策）。

金融資產減值虧損

金融資產於報告期終時評估減值跡象。若金融資產於初始確認後發生一項或多項事件而導致有客觀證據顯示金融資產之未來現金流量估算受到影響，則視為出現減值虧損。

減值虧損之客觀證據可包括：

- 發行人或對方遇到嚴重財務困難；或
- 違約，例如逾期或拖欠支付利息或本金；或
- 借款人有可能破產或進行財務重組。

Effective interest method

The effective interest method is a method of calculating the amortised cost of a debt instrument and of allocating interest income over the relevant period. The effective interest rate is the rate that exactly discounts estimated future cash receipts (including all fees and points paid or received that form an integral part of the effective interest rate, transaction costs and other premiums or discounts) through the expected life of the debt instrument, or where appropriate, a shorter period to the net carrying amount on initial recognition.

Interest income is recognised on an effective basis for debt instruments.

Loans and receivables

Loans and receivables are non-derivative financial assets with fixed or determinable payments that are not quoted in an active market. Subsequent to initial recognition, loans and receivables (including receivables and deposits, amounts due from the Hong Kong Monetary Authority, the training bodies and Immigration Department, and bank balances and deposits) are measured at amortised cost using the effective interest method, less any impairment losses (see accounting policy on impairment loss on financial assets below).

Impairment on financial assets

Financial assets are assessed for indicators of impairment at the end of each reporting period. Financial assets are considered to be impaired where there is objective evidence that, as a result of one or more events that occurred after the initial recognition of the financial asset, the estimated future cash flows of the financial assets have been affected.

Objective evidence of impairment could include:

- significant financial difficulty of the issuer or counterparty; or
- breach of contract, default or delinquency in interest or principal payments; or
- it becoming probable that the borrower will enter bankruptcy or financial re-organisation.

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倘具備客觀證據顯示資產減值，減值虧損於收益表中確認，並按資產賬面值與根據原實際利率折現估計未來現金流量之現值之差額計量。倘於其後，減值虧損之金額出現減少，該等減值虧損將透過損益撥回，惟該項資產於撥回當日之賬面值不得超出倘沒有確認減值之攤銷成本。

金融負債

金融負債是按照合約內容及定義而分類。

金融負債

金融負債(包括其他應付款)初始根據公平法確認及其後按實際利率法攤銷成本計算。

實際利率法

實際利率法乃計算金融負債之攤銷成本，以及於相關期間攤分利息支出之方法。實際利率指按金融負債之預期年期或較短期間內(如適用)準確折現估計未來現金付款(包括構成實際利率不可或缺部分之一切已付或已收費用、交易成本及其他溢價或折讓)至初始確認時賬面淨值之利率。

金融負債之利息支出按實際利率基準確認。

For financial assets carried at amortised cost, the amount of the impairment loss recognised is the difference between the asset's carrying amount and the present value of estimated future cash flows discounted at the financial asset's original effective interest rate. If, in a subsequent period, the amount of the impairment loss decreases and the decrease can be related objectively to an event occurring after the impairment was recognised, the previously recognised impairment loss is reversed through income and expenditure account to the extent that the carrying amount of the asset at the date the impairment is reversed does not exceed what the amortised cost would have been had the impairment not been recognised.

Financial liabilities

Debts are classified in accordance with the substance of the contractual arrangements and the definitions of a financial liability.

Financial liabilities

Financial liabilities (including other payables) are initially measured at fair value and subsequently measured at amortised cost, using the effective interest method.

Effective interest method

The effective interest method is a method of calculating the amortised cost of a financial liability and of allocating interest expense over the relevant period. The effective interest rate is the rate that exactly discounts estimated future cash payments (including all fee and points paid or received that form an integral part of the effective interest rate, transaction costs and other premium or discounts) through the expected life of the financial liability, or where appropriate, a shorter period, to the net carrying amount on initial recognition.

Interest expense is recognised on an effective interest basis.

終止確認

若資產收取現金流之權利已屆滿，或金融資產已轉讓及本公司已將其於金融資產擁有權之絕大部分風險及回報轉移，則金融資產將被取消。

金融負債相關之特定責任獲解除、取消或到期時可以被終止確認。終止確認之金融負債賬面值與已付及應付代價之差額乃於收益表確認。

資產減值虧損

再培訓局於每個報告期末審閱資產之賬面值，判斷是否有任何跡象顯示該等資產出現減值虧損。倘存在減值跡象，則對資產之可回收金額進行估計，以釐定減值虧損(如有)之程度。

可收回之金額乃公平值減銷售成本與使用價值之間之較高者。在評估使用價值時，估計未來現金流按貼現率貼現至其現值，以反映現時市場對金錢時間價值之評估及未來現金流估計，未予調整資產之特定風險。

倘估計一項資產的可回收金額少於其賬面值時，則將該資產之賬面值減至其可回收金額。該資產減值虧損即時於收益表中確認。

若其後減值虧損撥回，資產之賬面值將增至其可回收金額之經修估計值，但該增加後之賬面值不會超過假設在過往年度沒有就該資產確認減值虧損而釐定之賬面值。減值虧損撥回於損益中即時確認。

Derecognition

The Board derecognises a financial asset only when the contractual rights to the cash flows from the asset expire, or when it transfers the financial asset and substantially all the risks and rewards of ownership of the asset to another entity.

The Board derecognises financial liabilities when, and only when, the Board's obligations are discharged, cancelled or have expired. The difference between the carrying amount of the financial liability derecognised and the consideration paid and payable is recognised in the income and expenditure account.

Impairment of tangible assets

At the end of the reporting period, the Board reviews the carrying amounts of its tangible assets to determine whether there is any indication that those assets have suffered an impairment loss. If any such indication exists, the recoverable amount of an asset is estimated in order to determine the extent of the impairment loss, if any.

Recoverable amount is the higher of fair value less costs of disposal and value in use. In assessing value in use, the estimated future cash flows are discounted to their present value using a discount rate that reflects current market assessments of the time value of money and the risks specific to the asset for which the estimates of future cash flows have not been adjusted.

If the recoverable amount of an asset is estimated to be less than its carrying amount, the carrying amount of the asset is reduced to its recoverable amount. An impairment loss is recognised immediately in the income and expenditure account.

Where an impairment loss subsequently reverses, the carrying amount of the asset is increased to the revised estimate of its recoverable amount, but so that the increased carrying amount does not exceed the carrying amount that would have been determined had no impairment loss been recognised for the asset in prior years. A reversal of an impairment loss is recognised immediately in the income and expenditure statement.

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租賃

若租賃條款實質上將所有權之所有風險及回報均轉讓予承租人，則租賃分類為融資租賃。所有其他租賃分類為經營租賃。

再培訓局為承租人

經營租賃付款以直線法於有關租賃期內確認為支出，除非有另一種系統化基準更能代表從租賃資產產生的經營利益消耗的時間模式。

退休福利成本

向退休福利計劃所作之供款於僱員已提供可獲授供款之服務時列作開支扣除。

撥備

再培訓局因已發生的事件而產生現有的責任（法律或推定），很可能需要資源流出以償付責任，以及金額已被可靠估算時，即須確認撥備。於報告期終時，撥備包括服務合約中特定之責任於交收時需維持或恢復基礎設備以最佳估計償付的代價計算。根據需要資源流出以償付責任計算的撥備之賬面值為其現金流的現金之公平值。

Leasing

Leases are classified as finance leases whenever the terms of the lease transfer substantially all the risks and rewards of ownership to the lessee. All other leases are classified as operating leases.

The Board as lessee

Operating lease payments are recognised as an expense on a straight-line basis over the lease term, except where another systematic basis is more representative of the time pattern in which economic benefits from the leased asset are consumed.

Retirement benefit costs

Payments to defined contribution retirement benefit plans are recognised as an expense when employees have rendered service entitling them to the contributions.

Provisions

Provisions are 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 that obligation, and a reliable estimate can be made of the amount of the obligation. The amount recognised as a provision, including those arising from the contractual obligation specified in the service concession arrangement to maintain or restore the infrastructure before it is handed over to the grantors, is the best estimate of the consideration required to settle the present obligation at the end of the reporting period, taking into account the risks and uncertainties surrounding the obligation. When a provision is measured using the cash flows estimated to settle the present obligation, its carrying amount is the present value of those cash flows.

4. 其他收入

4. OTHER INCOME

		二零一七年 2017 港元 HK\$	二零一六年 2016 港元 HK\$
教育局的評審資助(附註)	Accreditation grant from Education Bureau (note)	2,749,900	3,924,961
雜項收入	Sundry income	1,198,551	1,665,951
		3,948,451	5,590,912

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。

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

5. 再培訓津貼

5. RETRAINING ALLOWANCES

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。

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.

6. 培訓課程及計劃開支

6. TRAINING COURSES AND PROGRAMME EXPENSES

		二零一七年 2017 港元 HK\$	二零一六年 2016 港元 HK\$
培訓課程	Training courses	647,769,567	605,753,091
ERB服務中心及ERB服務點	ERB Service Centres and ERB Service Spots	25,340,762	23,264,048
實務技能培訓及評估中心	Practical Skills Training and Assessment Centre	8,054,569	7,477,178
「樂活一站」、「陪月一站」及「起步站」	Smart Living, Smart Baby Care and Smart Starter	17,635,030	14,611,579
公關及推廣	Public relations and promotion	10,572,117	11,810,768
課程質素保證機制	Course quality assurance programmes	1,793,241	1,455,825
其他	Others	5,168,518	5,834,477
		716,333,804	670,206,966

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7. 所得稅

根據《稅務條例》第88條，再培訓局獲豁免繳付該條例下的所有稅項。

7. TAXATION

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

8. 年內虧損

8. DEFICIT FOR THE YEAR

		二零一七年 2017 港元 HK\$	二零一六年 2016 港元 HK\$
年內虧損已扣除下列各項：	Deficit for the year has been arrived at after charging:		
核數師酬金	Auditor's remuneration	240,000	240,000
折舊(附註10)	Depreciation (note 10)	8,741,562	18,967,112
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	2,606,058	2,331,055
經營租賃租金	Operating lease payments in respect of rented premises	10,426,864	10,047,702
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	87,771,570	85,504,849
— 退休福利	— retirement benefits scheme contributions	4,873,231	4,306,983

9. 再培訓局委員會及主要管理層人員薪酬

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5位(2016年：5位)總監級管理人員。他們的薪酬已包括在以上附註8內。以上總監級管理人員的薪酬如下：

9. MEMBERS AND KEY MANAGEMENT PERSONNEL COMPENSATION

No remuneration were received by the members of the Board. The key management of the Board refers to the five directorate officers (2016: five directorate officers) of the Board having authority and responsibility for planning, implementing and controlling the activities of the Board. The key management personnel's emoluments are included in note 8 above. The emoluments of these individuals were as follows:

		二零一七年 2017 港元 HK\$	二零一六年 2016 港元 HK\$
薪酬及津貼	Salaries and allowances	9,065,059	8,869,651
退休福利	Retirement benefits scheme contributions	427,299	360,345
約滿酬金	Provision for gratuities	836,575	907,343
		10,328,933	10,137,339

10. 物業及設備

10. PROPERTY AND EQUIPMENT

		租賃物業 裝修 Leasehold improvements 港元 HK\$	家具及 設備 Furniture, fixtures and equipment 港元 HK\$	汽車 Motor vehicle 港元 HK\$	合共 Total 港元 HK\$
成本	COST				
於2015年4月1日	At 1 April 2015	74,648,558	12,517,183	336,000	87,501,741
增加	Additions	237,400	1,679,726	—	1,917,126
處置	Disposals	—	(37,100)	—	(37,100)
於2016年3月31日	At 31 March 2016	74,885,958	14,159,809	336,000	89,381,767
增加	Additions	—	2,094,653	—	2,094,653
處置	Disposals	—	(790,056)	—	(790,056)
調整	Adjustment	(1,097,013)	—	—	(1,097,013)
於2017年3月31日	At 31 March 2017	73,788,945	15,464,406	336,000	89,589,351
折舊	DEPRECIATION				
於2015年4月1日	At 1 April 2015	51,018,283	6,613,542	336,000	57,967,825
年內折舊	Provided for the year	16,735,894	2,231,218	—	18,967,112
於處置時對銷	Eliminated on disposals	—	(37,100)	—	(37,100)
於2016年3月31日	At 31 March 2016	67,754,177	8,807,660	336,000	76,897,837
年內折舊	Provided for the year	5,971,207	2,770,355	—	8,741,562
於處置時對銷	Eliminated on disposals	—	(790,056)	—	(790,056)
於2017年3月31日	At 31 March 2017	73,725,384	10,787,959	336,000	84,849,343
賬面值	CARRYING VALUES				
於2017年3月31日	At 31 March 2017	63,561	4,676,447	—	4,740,008
於2016年3月31日	At 31 March 2016	7,131,781	5,352,149	—	12,483,930

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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%

物業及設備的增加中包含了226,391港元(2016: 76,000港元)轉撥自購買設備及繳付租賃樓宇改良工程的按金。

Included in the additions of property and equipment was amount of HK\$226,391 (2016: HK\$76,000) transferred from deposits paid for acquisition of equipment and leasehold improvements.

11. 應收款項、按金及預付款

11. RECEIVABLES, DEPOSITS AND PREPAYMENTS

		二零一七年 2017 港元 HK\$	二零一六年 2016 港元 HK\$
租金及公用設施按金	Rental and utility deposits	3,240,089	3,485,282
應收利息	Interest receivables	4,336,946	2,452,274
應收課程學費收入	Course fee income receivables	1,924,817	1,970,667
預付款	Prepayment	6,151,638	5,998,510
其他應收款及按金	Other receivables and deposits	1,093,464	1,055,283
		16,746,954	14,962,016
減：非流動租金及公用設施按金	Less: non-current rental and utility deposits	(1,073,640)	(2,639,403)
		15,673,314	12,322,613

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。

The amounts of receivables, deposits and prepayments are unsecured, interest-free and repayable on demand.

於再培訓局的期終報告的應收款項中，包括賬面值合共1,495,300港元(2016年：1,624,525港元)為逾期少於一年但無減值的應收款項。再培訓局並無就此應收款項持有任何抵押。再培訓局基於以往償還經驗，已於本年撇銷逾期超過一年的應收款項合共2,606,058港元(2016年：2,331,055港元)。

12. 銀行結餘及存款

銀行結餘及存款包括銀行餘額及原到期日逾三個月之定期銀行存款合共677,922,800港元(2016年：697,396,091港元)，其年利率介乎0.01%至1.85%(2016年：0.01%至1%)。

13. 應收香港金融管理局之款項

應收香港金融管理局的2,500,000,000港元(2016：12,500,000,000港元)為無抵押、按年利率取過往六年外匯基金投資組合的平均投資回報率及上一年度三年期外匯基金債券的平均年化收益之較高者，並將於2020年2月償還。於2016年5月16日，再培訓局與香港金融管理局達成修改協議，由2016年1月1日起，以三年期政府債券的平均年化收益代替三年期外匯基金債券的平均年化收益。

包含在應收款中1,636,134,051港元(2016：1,202,223,009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。

Included in the Board's receivables are receivable with aggregate carrying amount of HK\$1,495,300 (2016: HK\$1,624,525) which are past due within one year as at the reporting date, and the Board has not provided for impairment loss. The Board does not hold any collateral over these balances. The Board has provided fully for all receivables overdue more than one year, amounting to HK\$2,606,058 (2016: HK\$2,331,055) for the year, because historical experience is such that receivables that are past due beyond one year are generally not recoverable.

12. BANK BALANCES AND DEPOSITS

Bank balances and deposits comprise bank balances and time deposits with original maturity over three months amounting HK\$677,922,800 (2016: HK\$697,396,091) and carry interest at market rates which ranged from 0.01% to 1.85% (2016: 0.01% to 1%) per annum.

13. AMOUNT DUE FROM THE HONG KONG MONETARY AUTHORITY

The amount of HK\$12,500,000,000 (2016: HK\$12,500,000,000) due from the Hong Kong Monetary Authority is unsecured, bear interest at the higher of the average investment return of the Exchange Fund's Investment Portfolio for the past six years and the average annual yield of three-year Exchange Fund Notes for the previous year, and repayable in February 2020. On 16 May 2016, amendments were agreed between the Board and the Hong Kong Monetary Authority that the average annual yield of three-year Exchange Fund Notes would be replaced by three-year government bond with effect from 1 January 2016.

The amount of HK\$1,636,134,051 (2016: HK\$1,202,223,009) represents interest receivables which is unsecured and repayable within one year.

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14. 應收培訓機構之款項及應收入境事務處之款項

應收培訓機構之款項及應收入境事務處之款項為無抵押、免息及須於要求時償還。

於再培訓局的期終報告的應收培訓機構之款項中，並無包括已逾期但無減值的款項。再培訓局並無就此應收款項持有任何抵押。

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

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

The Board's amounts due from training bodies do not contain balance with past due as at the reporting date, and the Board has not provided for impairment loss. The Board does not hold any collateral over these balances.

15. 經營租約

15. OPERATING LEASE COMMITMENTS

		二零一七年 2017 港元 HK\$	二零一六年 2016 港元 HK\$
一年內	Within one year	7,095,975	9,949,791
二至五年	In the second to fifth year inclusive	282,020	7,377,969
		7,377,995	17,327,760

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

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

16. 資本承擔

16. CAPITAL COMMITMENT

		二零一七年 2017 港元 HK\$	二零一六年 2016 港元 HK\$
已簽約但未計提	Contracted but not provided for	—	633,519

17. 資本風險管理

17. CAPITAL RISK MANAGEMENT

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

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

18. 金融工具

a. 金融工具分類

		二零一七年 2017 港元 HK\$	二零一六年 2016 港元 HK\$
金融資產	Financial assets		
貸款及應收款項 (包括現金及現金等值物)	Loans and receivables (including cash and cash equivalents)	15,550,564,586	15,941,732,533
金融負債	Financial liabilities		
攤銷成本計	Amortised cost	44,496,888	42,968,888

b. 財務風險管理目標及政策

再培訓局的金融工具包括應收款項及按金、應收香港金融管理局、入境事務處及培訓機構之款項、銀行結餘及存款、應計費用及其他應付款。有關上述金融工具的詳細資料已披露在相關附註。再培訓局就減輕上述金融工具風險的政策載於下文。再培訓局委員管理及監督以下財務風險，確保適當之措施得以及時和有效地執行。

信貸風險

再培訓局在應收課程學費收入方面並沒有重大集中的信貸風險。信貸風險主要來自存放在銀行的存款及應收香港金融管理局之款項。

由於相關銀行均是獲得國際信貸評級機構授予高信貸評級的銀行及香港金融管理局及政府機構，因此流動資金的信貸風險有限。

a. Categories of financial instruments

b. Financial risk management objectives and policies

The Board's major financial instruments include receivables and deposits, amounts due from the Hong Kong Monetary Authority, the Immigration Department and training bodies, and bank balances and deposits, accrual and other payables. Details of these financial instruments are disclosed in respective notes. The risks associated with these financial instruments and the policies on how to mitigate these risks are set out below. The members of the Board manage and monitor these exposures to ensure appropriate measures are implemented on a timely and effective manner.

Credit risk

The Board has no significant concentration of credit risk on course fee receivables as the members of the Board consider the amounts involved are insignificant.

The credit risk on deposits at banks is limited because the counterparties are banks with high credit ratings. The credit risk on amount due from the Hong Kong Monetary Authority is limited because the counterparty is a government authority.

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市場風險

利率風險

再培訓局之現金流量利率風險主要來自浮動市場利率的銀行存款及應收香港金融管理局之款項(見附註12及13)。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(2016年：50基點)之增減指再培訓局委員就利率之可能合理變動而作出之評估。

若利率上升50基點(2016年：50基點)，而其他變量均保持不變，再培訓局截至2017年3月31日止年度之年內虧損會減少77,679,000港元(2016年：79,638,000港元)。若利率下降50基點(2016年：50基點)，再培訓局年內虧損會帶來相等但相反的影響。

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 Exchange Fund Notes for the previous year (see notes 12 and 13 respectively). The Board currently does not use any derivative contracts to hedge its exposure to interest rate risk. However, the members of the Board will consider appropriate measures to manage and monitor interest rate exposure should the need arise.

Sensitivity analysis

The sensitivity analysis has been determined based on the exposure to interest rate from the Board's variable-rate bank deposits and amount due from the Hong Kong Monetary Authority. The analysis is prepared assuming the bank deposits and amount due from Hong Kong Monetary Authority outstanding at the end of the reporting period were outstanding for the whole year. A 50 basis points (2016: 50 basis points) increase or decrease is used, which represents members' assessment of the reasonable possible change in interest rates.

If interest rates had been 50 basis points (2016: 50 basis points) higher and all other variables were held constant, the Board's deficit for the year ended 31 March 2017 would decrease by approximately HK\$77,679,000 (2016: HK\$79,638,000). 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 (2016: 50 basis points) lower.

流動資金風險

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

金融負債的賬面值是指再培訓局須於一年內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。

c. 公平值

非在持續基礎上以公允值計量的金融資產和金融負債的公允值(但要求作出公允值披露)。

金融資產及金融負債之公平值乃根據公認之定價模型，以根據市場交易的貼現現金流分析釐定。

再培訓局委員認為財務報表按攤銷成本記錄之金融資產及金融負債之賬面值與其公平值相若。

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.

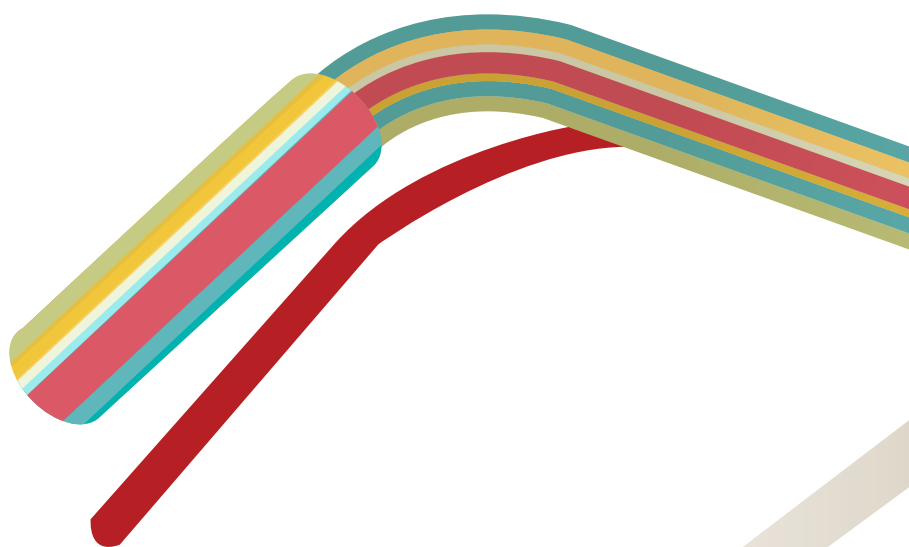
The carrying amounts of the Board's financial liabilities represent the undiscounted cash flows of the financial liabilities which are repayable on demand or within one year. All the financial liabilities are non-interest bearing.

c. Fair value measurements

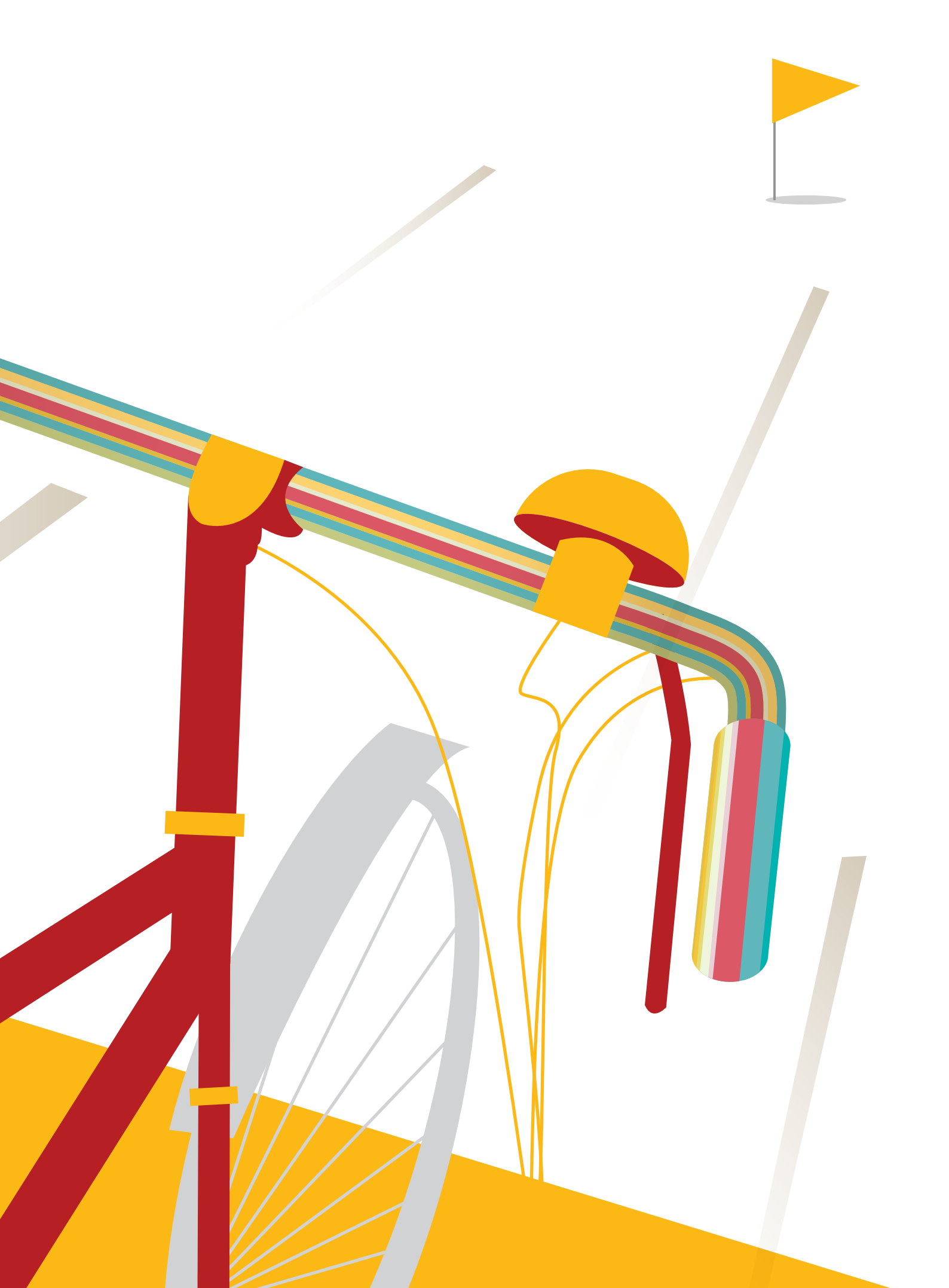
Fair value of financial assets and financial liabilities that are not measured at fair value on a recurring basis (but fair value disclosures are required).

The fair values of financial assets and financial liabilities are determined in accordance with generally accepted pricing models based on discounted cash flow analysis using prices from observable current market transactions.

The members of the Board consider that the carrying values of financial assets and financial liabilities recorded at amortised cost in the financial statements approximate to their corresponding fair values.



工作前瞻
**Corporate
Outlook**



工作前瞻 Corporate Outlook

本局制訂了2017-18年度的工作綱領，以「培訓給力，就業自強」為政策目標，並重點支援有特別需要的社群，協助他們投入就業市場、改善家庭收入及在社會向上流動。

In its work plan for 2017-18, ERB adopted the policy objective of “Training for empowerment, employment for self-actualisation”, with emphasis on supporting social groups with special needs and assisting them to join the employment market, thereby improving their family earnings and facilitating their upward mobility in the society.

推出「全民愛增值」活動及 ERB 25周年推廣活動

- 於2017年7月至9月期間推出「全民愛增值」活動，讓本局服務對象可免費報讀一項本局的半日或晚間制非就業掛鉤課程，以鼓勵市民持續增值及提升技能，並讓其親身體驗本局的課程。
- 其他 ERB 25周年推廣活動包括以弱勢社群為目標對象舉行「ERB 學員服務日」、推出「ERB 名人堂」試讀試工真人SHOW、舉辦「ERB 25推廣大賽」及製作「ERB 25周年電子專輯」，向社會大眾推廣本局的正面形象，鼓勵市民培訓增值。

Introducing the “We Love Upgrading Scheme” and other ERB 25th anniversary promotional activities

- The “We Love Upgrading Scheme” allows our service targets to enrol free of charge in one of the non-placement-tied half-day or evening courses during the months of July to September 2017. The aim is to motivate eligible citizens to continuously upgrade and enhance their skills, and to encourage them to experience our training services.
- Other ERB 25th anniversary promotional activities will include organising the “ERB Trainee Service Days” for the underprivileged social groups, launching the “VIP Trainee and Employee” Reality Show, introducing the “ERB25 Promotion Contest” and producing the “ERB25 Electronic Supplement”, with a view to promoting a positive image of ERB to the public and encourage people to upgrade themselves through training.

發展課程系列、新課程和專業認證課程

- 致力發展課程系列，協助從業員擴闊專業技能，以增強就業競爭力。計劃開發的課程系列包括參考即將推出的人力資源管理《能力標準說明》而開發的一系列「能力為本」課程及協助提升健身教練的技能和專業形象的健身教練課程系列。其他課程系列會涵蓋地產代理、美容、美髮、商業等行業，以及職業語文範疇。
- 因應不同行業的發展，開發更多具就業潛力的新課程，當中包括「能力為本」課程及專業認證課程。

Developing course series, new courses and professional certification courses

- To help practitioners broaden their professional skills and enhance their employability, we endeavour to develop various course series. Course series to be developed include human resources management related course which adopts the relevant Specification of Competency Standards (SCS) which is soon to be rolled out, and courses in fitness coach training which aim at enhancing skills and image of fitness coaches profession. Other course series will cover training in real estate agency, beauty therapy, hairdressing, business, etc., as well as workplace languages.
- To launch more new courses with market potentials in response to the development of different industries, including “SCS-based” courses and professional certification courses.

支援有特別需要的社群

- 探討在其他行業引進「先聘用、後培訓」安排的可行性，並研究擴展「零存整付」證書計劃以涵蓋更多課程，協助婦女及料理家務者投身職場和獲取認可資歷。
- 推出「特種警衛度身訂造課程」，協助青年人入職高端物業管理及保安服務。
- 為特定服務對象開發更多專設課程。
- 舉辦專題工作坊，加深僱主及培訓機構對殘疾及工傷康復人士的背景和就業需要的認識。
- 研究以視像會議形式提供培訓顧問服務的可行性。

推出新措施及服務

- 成立質素保證專責小組，向培訓機構提供專業支援，協助他們建立質素保證管治文化和持續改善質素保證執行機制。
- 檢討本局「實務技能培訓及評估中心」的策略發展方向，並提交改善建議。
- 引入「行業為本」的宣傳推廣策略，訂定重點行業，聚焦宣傳推廣工作。
- 檢討在葵青及荃灣區營運的「ERB服務點」的成效，探討把服務擴展至其他地點。

Supporting social groups with special needs

- To examine the feasibility of introducing the “First-Hire-Then-Train” arrangements to other industries, and explore to extend the “Modular Certificates Accumulation Scheme” to cover more courses, so as to assist women and homemakers to join the employment market and acquire recognised qualifications.
- To launch the “Squad 3S Tailor-made Course” with a view to assisting young people to land on high-end property management and security jobs.
- To develop more dedicated courses for special service targets.
- To organise thematic workshops to enhance the understanding of employers and training bodies of the characteristics and employment needs of persons with disabilities and persons recovered from work injuries.
- To study the feasibility of providing training consultancy service through video conference.

New initiatives and services

- To set up a quality assurance task force to provide professional support to training bodies, assisting them to develop a management culture conducive to quality assurance and its continuous improvement.
- To review the strategic directions for the development of the “Practical Skills Training and Assessment Centre” and propose recommendations for improvement.
- To adopt an industry-based promotion strategy, identify key industries for concerted efforts in promotion.
- To review the performance of the “ERB Service Spots” set up in Kwai Tsing and Tsuen Wan, and examine extending the service to other districts.

相片 Photo Gallery



本局加大力度於安老服務業推行「先聘用、後培訓」試點計劃，協助失業的中年婦女及料理家務者入職成為安老院舍的見習護理員；試點計劃並於年內擴展至酒店業。

ERB strengthened its effort to implement the "First-Hire-Then-Train" Pilot Programme in the elderly care service industry to assist unemployed middle-aged women and homemakers to land on jobs as care assistants in elderly care homes. The Pilot Programme was also extended to cover the hotel industry in the year.



本局分別為婦女及較年長人士舉辦「工作體驗日」，參觀「香港金域假日酒店」及「麥當勞有限公司」，僱主並為有意入職的參加者進行面試。

ERB organised "Work Experience Days" for women and mature persons to visit Holiday Inn Golden Mile Hong Kong and McDonald's Restaurant (HK) Ltd. respectively. The employers also arranged recruitment interviews for interested participants.

本局於年內為高中學生、少數族裔學生、特殊學校學生，以及副學位學生舉辦「學校職業講座」，圖為少數族裔學生參加「面試技巧工作坊」。

ERB organised “Career Talks for Schools” for upper secondary students, students of ethnic minority origin and special schools, and sub-degree students, including the “Interviewing Skills Workshop” for ethnic minority students.



起步站 SMART STARTER

本局推出「起步站」試點計劃，為新來港人士提供一站式的登記、兼職空缺轉介及跟進服務，並舉辦專題工作坊。

ERB launched the “Smart Starter” pilot scheme to provide one-stop registration, part-time job referral and follow-up services, as well as thematic workshops for new arrivals.

ERB服務點 SERVICE SPOT 葵青及荃灣 KWAI TSING & TSUEN WAN



本局以試點形式在葵青及荃灣區與地區組織協作，設立10個「ERB服務點」，在地區層面向市民推廣本局的課程和服務。

ERB has set up 10 “ERB Service Spots” on a pilot basis in Kwai Tsing and Tsuen Wan in collaboration with social service organisations to promote ERB courses and services at the district level.

相片 Photo Gallery



本局舉辦「ERB人才企業嘉許計劃」頒授典禮，共有110間機構獲嘉許為「人才企業」，表揚他們在「人才培訓及發展」的卓越表現。

ERB held the Presentation Ceremony of the "ERB Manpower Developer Award Scheme", a total of 110 organisations were accredited as "Manpower Developers" in recognition of their outstanding achievements in manpower training and development.



本局繼續向中小企推廣「ERB中小企服務」，於年內舉辦了三場「中小企員工試讀班」。

ERB continued to promote the "ERB Services for SMEs", and organised three "Taster Courses for SMEs" in the year.





本局舉辦「僱主周年聚會」，邀請行業商會、僱主組織、企業，以及培訓機構的代表出席，深化本局與各行業的伙伴關係。

With a view to strengthening partnership with various industries, the “Annual Employer Luncheon” was organised. Representatives of trade associations, employer organisations, enterprises and training bodies were invited to attend.

本局在「中小企師友計劃」下配對了28組師友，以及定期向中小企僱主及商會發放本局服務資訊。

ERB matched 28 pairs of participants under the “SME Mentorship Programme”, and disseminated service information to SME employers and associations on a periodic basis.



本局舉辦「豚肉刀神」表演賽，以推廣「屠宰員基礎證書」及「豬肉切肉員基礎證書」兩項度身訂造課程。

ERB organised the “Pork-cutting Master Skill Demonstration Show” in promoting the “Foundation Certificate in Slaughterer Training” and “Foundation Certificate in Pork Butcher Training” tailor-made courses.

相片 Photo Gallery



本局進一步發展《My ERB》Facebook專頁，加強向市民發放本局課程和服務資訊，包括推出「ERB 僱員再培訓，等我變『新』先」宣傳短片以及「有一種快樂」學員故事短片系列。

ERB further developed the "My ERB" Facebook Fan Page to enhance the dissemination of course and service information of ERB to the general public. "Be New with the ERB" promotional video and "A Kind of Happiness" short video series of ERB trainee stories were launched.



為宣傳「樂活一站」農曆新年服務，本局推出由本局主席參與拍攝的「精明過年」宣傳短片。

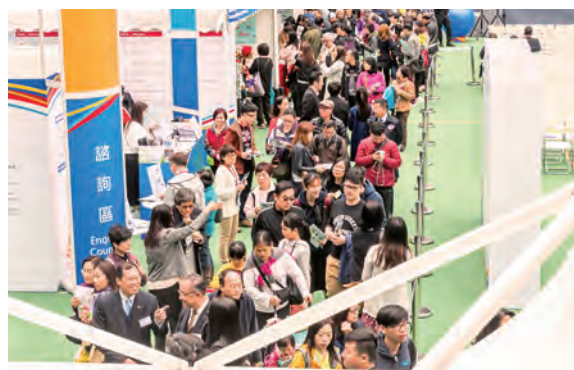
The promotional video on “Smart Spending in Chinese New Year” performed by the Chairman of ERB was rolled out to introduce the Chinese New Year Services of the “Smart Living” scheme.



本局於2017年3月11日舉辦ERB 25周年開展禮，為本局25周年宣傳活動揭開序幕；同場舉辦第9屆ERB「人才發展計劃」頒獎禮及「ERB學員技能大賽」。

The ERB 25th Anniversary Opening Ceremony was held on 11 March 2017 to kick-start the promotional activities for the 25th anniversary of ERB. The 9th ERB “Manpower Development Scheme” Award Presentation Ceremony and “ERB Trainee Skill Contest” were held concurrently.

相片 Photo Gallery



本局舉辦「ERB學員服務日2017」，由學員向有特別需要的社群及市民提供約30項免費服務和技能示範。

ERB organised the “ERB Service Day 2017” when ERB trainees rendered around 30 types of services and skills demonstrations to social groups with special needs and members of the public free of charge.



僱員再培訓局
Employees Retraining Board

為慶祝成立25周年，本局設計了25周年標誌，以象徵「無限」的「∞」符號，幻變成色彩奪目的「25」，寓意本局在25年來透過多元化的課程和服務，協助市民發揮無限潛能，開展色彩人生。

To commemorate its 25th anniversary, ERB launched a new corporate logo for its 25th anniversary. Adopting “infinity” as the design concept, the logo symbolised the commitment of ERB in offering diversified training courses and services over the past 25 years with the objective of unleashing the potentials of the general public.

合作伙伴 Stakeholders

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

美容美髮業 Beauty Therapy and Hairdressing

召集人

鄭明明教授, BBS

Convenor

Prof. CHENG Ming-ming, BBS

副召集人

葉世雄先生

Vice-Convenor

Mr. Nelson IP Sai-hung

飲食業 Catering

召集人

鍾偉平先生, MH, JP

Convenor

Mr. CHUNG Wai-ping, MH, JP

副召集人

陳家強先生

Vice-Convenor

Mr. Tommy CHAN Ka-keung

創意產業 Creative Industries

召集人

卓伯棠教授

Convenor

Prof. CHEUK Pak-tong

機電業 Electrical and Mechanical Services

召集人

莊堅烈先生, BBS, MH

Convenor

Mr. Paul CHONG Kin-lit, BBS, MH

環境服務業 Environmental Services

召集人

甄瑞嫻女士

Convenor

Ms. Catherine YAN Sui-han

副召集人

溫忠平先生

Vice-Convenor

Mr. WAN Chung-ping

健康護理業 Healthcare Services

召集人

林正財醫生, BBS, JP

Convenor

Dr. LAM Ching-choi, BBS, JP

合作伙伴 Stakeholders

進出口業 Import and Export

召集人

黃定光議員, GBS, JP

Convenor

Hon. WONG Ting-kwong, GBS, JP

資訊及通訊科技業 Information and Communications Technology

召集人

麥鄧碧儀女士, MH, JP

Convenor

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

保險業 Insurance

召集人

梁頌恩女士

Convenor

Ms. Juan LEUNG Chung-yan

個人保健及家居服務業 Personal Healthcare and Domestic Services

召集人

梁榮能教授

Convenor

Prof. Albert LEUNG Wing-nang

印刷及出版業 Printing and Publishing

召集人

梁兆賢先生

Convenor

Mr. Jackson LEUNG Siu-yin

物業管理及保安業 Property Management and Security

召集人

袁靖罡(靖波)教授, MH

Convenor

Prof. Stephen YUEN Ching-bor, MH

地產代理業 Real Estate Agency

召集人

汪敦敬博士, MH

Convenor

Dr. Lawrance WONG Dun-king, MH

康體及運動業 Recreation and Sports

召集人

沈劍威教授

Convenor

Prof. Raymond SUM Kim-wai

零售業 Retail

召集人

余鵬春先生, SBS, JP

Convenor

Mr. YU Pang-chun, SBS, JP

旅遊及酒店業 Tourism and Hotel

召集人

黃進達先生

Convenor

Mr. Jason WONG Chun-tat

副召集人

曾錫耀先生

Vice-Convenor

Mr. Edmund TSANG Sik-yiu

交通及物流業 Transportation and Logistics

召集人

李耀培博士

Convenor

Dr. Ringo LEE Yiu-pui

副召集人

何志盛博士工程師, JP

Vice-Convenor

Ir Dr. David HO Chi-shing, JP

鐘錶及珠寶業 Watch and Jewellery

召集人

朱繼陶先生

Convenor

Mr. Joseph CHU Kai-to

服裝製品及紡織業 Wearing Apparel and Textile

召集人

楊國榮教授

Convenor

Prof. Philip YEUNG Kwok-wing

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
CR	香港空調製冷業職工總會	Hong Kong Air-conditioning and Refrigerating Trades Workers General Union
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
ET	電子通訊技術人員協會	Electronic Communication Technical Staff Union

FC	香港婦女中心協會	Hong Kong Federation of Women's Centres
FE	消防保安工程從業員協會	Fire and Security Engineering Employees Association
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)

合作伙伴 Stakeholders

KN	紐魯詩教育中心	Knowledge Education Centre
KS	群生飲食技術人員協會	Kwan Sang Catering Professional Employees Association
LA	物流理貨職工會	Logistics Cargo Supervisors Association
LC	麗奧美髮美容訓練中心	Leo Hair & Beauty Training Centre
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
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
MI	香港機電業工會聯合會	The Federation of Hong Kong Electrical & Mechanical Industries Trade Unions
MK	香港心理衛生會	The Mental Health Association of Hong Kong
ML	香港駕駛學院有限公司	The Hong Kong School of Motoring Limited
MO	蒙妮坦美髮美容學院	Monita Hair & Beauty Academy
NA	鄰舍輔導會	The Neighbourhood Advice-Action Council
NH	新家園協會有限公司	New Home Association Limited
NL	新生精神康復會	New Life Psychiatric Rehabilitation Association
NT	新界社團聯會再培訓中心有限公司	New Territories Association Retraining Centre Limited
NW	街坊工友服務處	Neighbourhood & Worker's Service Centre
OS	職業安全健康局	Occupational Safety and Health Council
PE	香港城市大學專業進修學院	School of Continuing and Professional Education, City University of Hong Kong
PM	瑪嘉烈醫院	Princess Margaret Hospital
PY	香港普通話研習社	Xianggang Putonghua Yanxishe
QE	伊利沙伯醫院－醫院管理局	Queen Elizabeth Hospital – Hospital Authority
RC	香港紅十字會	Hong Kong Red Cross

RE	香港復康力量	Hong Kong Rehabilitation Power
RI	皇家國際教育學院	Royal International College
RP	香港善導會	The Society of Rehabilitation and Crime Prevention, Hong Kong
SA	香港聖約翰救護機構	Hong Kong St. John Ambulance
SC	香港中文大學專業進修學院	School of Continuing and Professional Studies, The Chinese University of Hong Kong
SJ	聖雅各福群會	St. James' Settlement
SK	香港聖公會麥理浩夫人中心	Hong Kong Sheng Kung Hui Lady MacLehose Centre
SL	龍耳有限公司	Silence Limited
SR	香港復康會	The Hong Kong Society for Rehabilitation
ST	香港倉庫運輸物流員工協會	Hong Kong Storehouses, Transportation & Logistics Staff Association
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
UE	香港機電工程助理人員工會	Union of Hong Kong Electrical and Mechanical Engineering Assistants
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

香港生產力促進局

Hong Kong Productivity Council

榮譽顧問名單 List of Honorary Advisors

陳珊珊女士
Hewlett-Packard HK SAR Limited
董事總經理

Ms. Cally CHAN
Managing Director, Hewlett-Packard HK SAR Limited

趙其琨教授, MH
香港浸會大學人力資源策略及
發展研究中心主任

Prof. Randy CHIU, MH
Director, Centre for Human Resources Strategy and
Development, Hong Kong Baptist University

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

范建強教授
香港中文大學商學院副院長(本科生課程)

Prof. Dennis FAN
Associate Dean (Undergraduate Studies), CUHK Business
School, The Chinese University of Hong Kong

林寶茵博士
香港公開大學李嘉誠專業進修學院
助理院長

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

羅香儀女士 渣打銀行(香港)有限公司人力資源主管 (東北亞洲區)	Ms. Nita LAW Regional Head of Human Resources, North East Asia, Standard Chartered Bank (Hong Kong) Limited
羅左華先生 利標品牌有限公司公司秘書	Mr. Richard LAW Company Secretary, Global Brands Group Holding Limited
李志明先生 香港人力資源管理學會會長	Mr. David LI President, Hong Kong Institute of Human Resource Management
廖家陞先生 洲際酒店集團區域人力資源總監 (香港及澳門區域)	Mr. Brian LIU Area Director of Human Resources, Hong Kong and Macau, InterContinental Hotels Group
羅啟勝先生 大昌行集團有限公司高級董事及 企業管理總裁	Mr. Paul LO Senior Corporate Director and Chief Corporate Officer, Dah Chong Hong Holdings Limited
阮博文教授 香港理工大學專業及持續教育學院院長	Prof. 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.

合作伙伴 Stakeholders

支持機構名單 List of Supporting Organisations

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

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

「人才企業」名單請參閱「ERB人才企業嘉許計劃」網站。

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

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