



Labour Department (Headquarters)

勞工處 (總處)

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香港中區立法會道 1 號
立法會綜合大樓
立法會政府帳目委員會秘書
朱漢儒先生

朱先生：

政府帳目委員會
審議《審計署署長第七十二號報告書》第 3 章
勞工處提供的就業服務

你於 2019 年 5 月 2 日就上述事宜致勞工及福利局局長的來函收悉，本處獲授權回覆。我們謹應委員會的要求，提供所需資料（附件）。

勞工處處長

（許柏坤  代行）

2019 年 5 月 15 日

副本送：

勞工及福利局局長 （經辦人：周永恒先生）
財經事務及庫務局局長 （經辦人：黃潔怡女士）
審計署署長 （經辦人：彭國星先生）

政府帳目委員會
審議《審計署署長第七十二號報告書》第 3 章
勞工處提供的就業服務

應 2019 年 5 月 2 日來信提供的資料

勞工處提供就業服務的人手編配

(a) 員工數目和開支

在 2014-15 年度至 2018-19 年度勞工處轄下 4 個提供就業服務的科別的員工數目和開支，請見附錄 1。

(b) 前線職員處理的就業服務個案數目

就業資訊及推廣科

2. 就業資訊及推廣科轄下的職位空缺處理中心及電話就業服務中心，分別為僱主提供招聘服務以及為求職人士提供電話就業服務。

3. 職位空缺處理中心為僱主提供免費招聘服務，僱主可透過圖文傳真或互聯網，把職位空缺資料送交該中心，經審核的空缺資料會經 13 個就業中心、3 個行業性招聘中心、互動就業服務網站和其流動應用程式，以及空缺搜尋終端機發放。在過去五年，經中心處理及刊登的私營機構職位空缺數目如下：

年份	經中心處理的 職位空缺數目	截至該年 12 月 31 日的 員工數目*
2014 年	1 220 405	52
2015 年	1 343 035	73
2016 年	1 347 613	73
2017 年	1 419 270	75
2018 年	1 468 394	74

* 職位空缺處理中心曾使用外判中介公司僱員協助處理職位空缺直至 2017 年 7 月中，有關外判中介公司僱員人數並未包括在內。

4. 電話就業服務中心為求職人士提供電話就業服務。已登記的求職人士可致電中心，使用工作轉介服務。中心職員可透過電話會議，安排求職人士與僱主直接對話。於 2017 年 7 月中起，電話就業服務中心並開始接聽職位空缺處理中心熱線，解答僱主的查詢。在過去五年，中心的服務統計數字如下：

年份	接聽來電數目			截至該年 12 月 31 日的員工數目
	求職人士來電	僱主來電*	總計	
2014 年	37 990	不適用	37 990	14
2015 年	37 162	不適用	37 162	15
2016 年	41 567	不適用	41 567	14
2017 年	33 047	15 741	48 788	15
2018 年	21 193	30 332	51 525	15

* 電話就業服務中心於 2017 年 7 月中起開始接聽職位空缺處理中心熱線，有關 2017 年以前的職位空缺處理中心熱線來電數目未能提供。

展能就業科

5. 展能就業科現有 20 名就業顧問提供個人化的就業服務予殘疾人士，服務包括就業輔導、工作選配及轉介以及獲聘後的跟進服務。在 2014 至 2018 年間，每名就業顧問處理的個案平均數目如下：

年份	2014 年	2015 年	2016 年	2017 年	2018 年
就業顧問人數 (截至該年 12 月 31 日)	18	21	21	21	20
個案數目 (登記人數)	2 650	2 720	2 790	2 833	2 766
每名就業顧問 處理的個案平均數目	147	130	133	135	138

就業科及青年就業科

6. 勞工處就業科的就業中心為求職人士及僱主提供一系列的就業及招聘服務，包括就業諮詢服務、工作轉介服務、就業講座、

推行就業計劃、為僱主提供的招聘易服務及經驗分享會、視像面試、地區性招聘會、搜羅職位空缺及就於勞工處刊登的空缺作出跟進服務等。上述就業服務在性質及複雜程度上均有所不同，部分服務更不可量化，例如搜羅及確保職位空缺資料及就業資訊完整合理，以協助求職人士尋找工作及僱主招聘員工。由於就業中心的職員除處理求職個案外，尚有大量其他的職責，因此無法就每名前線員工平均處理就業服務個案提供有意義的數字。

7. 勞工處青年就業科推行「展翅青見計劃」，並設有「青年就業起點」，其一系列為青年人提供的就業及自僱支援服務，一直均由政府透過合約委聘的服務機構提供。青年就業科主要負責合約管理、行政、監察及服務宣傳和推廣等工作，因此有關前線職員負責處理的平均就業服務個案數目並不適用。

(c) 勞工處就業服務的新措施及加強措施

8. 在 2014-15 年度至 2018-19 年度，勞工處在就業服務方面推出的主要新措施及加強措施，請見附錄 2。

(d) 「展翅計劃」及「青少年見習就業計劃」開設的職位

9. 勞工處於 1999 年及 2002 年分別推行「展翅計劃」及「青少年見習就業計劃」。這兩項計劃自 2009 年 9 月起整合成為提供「一條龍」服務模式的「展翅青見計劃」。

10. 在「展翅計劃」成立初期，計劃辦事處的運作是透過勞工處內部調配人手及聘請非公務員合約僱員（「合約僱員」）提供支援，而「青少年見習就業計劃」辦事處的運作則由有時限公務員及合約僱員提供支援。

11. 多年以來，為支援這兩項計劃的持續推行，部分有時限公務員職位轉為常額職位，而部分合約僱員職位則轉為公務員職位。截至 2009 年 9 月整合為「展翅青見計劃」前，「展翅計劃」及「青少年見習就業計劃」分別有 32 及 40 個員工。截至 2019 年 3 月底，「展翅青見計劃」下有 65 名員工。

「展翅青見計劃」

(e) 勞工處向服務機構發出的指引

12. 「展翅青見計劃」就每個培訓課程的最少學員報讀人數向服務機構發出的指引，載於計劃招標文件的合約條款／服務規格（只備有英文版本），以及「服務機構職前培訓資料手冊」（只備有中文版本）。相關的合約條款／服務規格及資料手冊條文見附錄 3。

13. 勞工處不時檢討「展翅青見計劃」的合約條款／服務規格和資料手冊，並適時作出修訂以改善服務和計劃運作。此外，勞工處定期與服務機構舉行會議，促進雙方就安排培訓課程和提升課程吸引力的經驗交流。

14. 為鼓勵更多學員參加「展翅青見計劃」職前培訓課程，於 2017 年 9 月起，勞工處將學員可獲得的培訓津貼，由每天 50 元增加至每天 70 元。鑑於培訓班的取消比率高及為加快 15 至 19 歲年輕學員的培訓進度，於 2018 年 9 月起，勞工處讓年輕學員可在修讀核心課程前，報讀兩個選修課程。按現行合約條款，勞工處亦容許服務機構彈性安排半日制課程；在週末或週日提供課程；按需要調整上課時間及日數等，以靈活地切合學員的需要及吸引學員報讀。

15. 為進一步處理培訓班取消比率高的情況，勞工處已於 2018 年 9 月建議修訂職前培訓的招標規定，有關建議將於 2019 年 9 月生效的新一份合約中生效，容許服務機構在有需要時可更具彈性地調低開班人數，從而增加課程開辦的機會。另外，服務機構會有較大的彈性聘請導師，令機構較易覓得合適的導師，從而有更多元化的培訓課程供學員選擇。為迎合青年人的需要及應對勞工市場的急速變化，勞工處亦已修訂不同課程類別的內容、單元及培訓時數。

(f) 已取消培訓課程的服務費用

16. 根據勞工處與服務機構簽訂為「展翅青見計劃」學員提供職前培訓的合約，勞工處只會在服務機構成功開辦培訓課程的情況下才須按合約條款支付服務費用；就已取消的培訓課程，勞工處毋須支付任何服務費用。勞工處並沒有服務機構就取消課程所涉成本支出的資料。

(g) 未完成在職培訓個案的分項數字

17. 在 2016/17 計劃年度未能完成在職培訓的個案，按學員的性別、年齡及學歷程度劃分的分項數字表列如下：

按學員的性別

性別	在職培訓期 / 未能完成在職培訓宗數			總數
	6 個月	9 個月	12 個月	
男	106	51	581	738
女	112	84	97	293
總數	218	135	678	1 031

按學員的年齡

年齡	在職培訓期			未完成在職培訓的宗數
	6 個月	9 個月	12 個月	
15 至 17 歲	5	0	96	101
18 至 20 歲	44	33	288	365
21 至 22 歲	84	70	172	326
23 至 24 歲	85	32	122	239
總數	218	135	678	1 031

按學員的學歷程度

學歷	在職培訓期 / 未能完成在職培訓宗數			總數
	6 個月	9 個月	12 個月	
中三或以下	10	3	182	195
中四至中六	152	81	398	631
文憑至副學士	56	51	98	205
總數	218	135	678	1 031

18. 勞工處曾就 2016/17 計劃年度未能完成在職培訓個案作出統計，在全數 1 031 宗未能完成個案中，學員離職及僱主解僱的個案分別佔 895 宗（87%）及 136 宗（13%）。學員離職有不同原因，包括：工作性質不適合、已另覓工作、希望轉換工作環境及繼續升學；而解僱的原因，則與學員的工作表現及態度有關。對於需

要個案經理特別留意的個案，勞工處會將之轉介有關的個案經理處理，以便按需要提供適當的輔導和協助。

檢視就業服務

(h) 表現指標

就業科

19. 就勞工處提供的一般就業服務，勞工處於管制人員報告中以健全求職人士的登記人數及就業個案作為表現指標。

青年就業科

20. 「展翅青見計劃」於管制人員報告中列出的表現指標是參加計劃的學員人數，而「青年就業起點」以提供服務次數作為其表現指標。

展能就業科

21. 展能就業科於管制人員報告中列出的表現指標是殘疾求職人士登記人數及就業個案數目。

(i) 檢視就業服務的紀錄

22. 為配合不同求職人士及僱主的需要，勞工處持續檢視就業服務的運作，適時作出調整或加強措施。在 2014-15 年度至 2018-19 年度期間，勞工處曾進行以下有關就業服務的主要檢討：

就業科

- 「少數族裔就業服務大使計劃」，有關檢討報告載於附錄 4（只備有英文版本）；
- 就業科登記服務，有關工作小組報告載於附錄 5（只備有英文版本）；及
- 零售業招聘中心／飲食業招聘中心，有關檢討結果載於附錄 6（只備有英文版本）。

青年就業科

- 勞工處在過去 5 年檢討「展翅青見計劃」所提供服務的紀錄，請見附錄 7（只備有英文版本）。

23. 展能就業科科別目標每年參照過往經驗和其他因素（例如勞工市場現況）計算得出。在制訂有關目標時的討論，並沒有作記錄。

(j) 求職人士的就業狀況

24. 在求職人士登記使用服務時，勞工處就業科、青年就業科及展能就業科並沒有要求求職人士／學員提供其是否失業的資料。

(k) 負責進行檢討的管理人員

25. 所有在相關科別工作的高級勞工事務主任、勞工事務主任和一級及二級助理勞工事務主任均會參與所負責的就業服務／計劃的檢討，是其恆常工作的一部分。

其他事宜

(l) 按年齡組別劃分的失業率

26. 2008 至 2017 年按 15-19 歲及 20-24 歲年齡組別劃分的勞動人口及失業率表列如下：

年份	按年齡組別劃分的失業率 (勞動人口)		
	15-19 歲	20-24 歲	15-24 歲整體
2008	16.0% (8 900)	7.1% (21 700)	8.4% (30 600)
2009	21.8% (11 100)	11.0% (32 300)	12.6% (43 500)
2010	20.8% (8 600)	10.9% (29 800)	12.2% (38 400)
2011	15.8% (6 400)	8.4% (23 200)	9.3% (29 500)
2012	13.8% (5 800)	8.6% (24 200)	9.3% (29 900)
2013	14.5% (6 600)	8.7% (25 100)	9.5% (31 700)

* 委員會秘書附註：附錄 7 並無在此隨附。

年份	按年齡組別劃分的失業率 (勞動人口)		
	15-19 歲	20-24 歲	15-24 歲整體
2014	12.5% (5 700)	8.7% (24 000)	9.2% (29 700)
2015	14.3% (6 300)	9.9% (27 800)	10.5% (34 100)
2016	13.8% (5 900)	9.1% (25 200)	9.8% (31 100)
2017	11.1% (3 800)	8.2% (21 900)	8.5% (25 700)

資料來源：政府統計處

(m) 協助青年人就業的措施

27. 青年人除因工作經驗較淺外，轉職率高、等候及尋覓工作的時間較長等因素，也令他們的失業率比整體為高；這情況亦見於許多經濟體系。

28. 勞工處自 2009 年起推行經整合的「展翅青見計劃」，為 15 至 24 歲學歷在副學位或以下的離校青年人提供一站式職前及在職培訓，從而提升他們的就業能力。勞工處向僱主提供培訓津貼，鼓勵他們聘用參加計劃的青年人及提供在職培訓。

29. 為加強對有特別就業困難的青年人的就業支援，「展翅青見計劃」於 2017 年第二季推出一個名為「就業·起動」的新就業計劃，對象是 15 至 24 歲，低學歷、有情緒困擾或行為偏差、有學習困難或有長期失業等問題而需要特別協助的青年人。「展翅青見計劃」下的服務機構會獲政府資助聘用學員，並為他們提供為期 12 個月的在職培訓。「就業·起動」鼓勵參與機構協助學員公開就業，機構協助學員覓得全職工作可獲發放「就業獎勵金」。

30. 勞工處亦透過兩所「青年就業起點」，為 15 至 29 歲的青年人提供一站式的綜合就業和自僱支援服務，包括：職業潛能評估、擇業指導、專業輔導服務、招聘活動和培訓課程等，協助青年人提升就業能力及掌握最新就業資訊，從而在就業市場站穩陣腳，達致持續發展。「青年就業起點」與學校保持聯繫，裝備學生認識工作世界及鼓勵他們盡早及有計劃地作出事業規劃。

(n) 少數族裔人士透過勞工處就業轉介服務而獲聘的分項數字

31. 求職人士(包括少數族裔人士)在勞工處刊登的職位空缺中找到適合的職位後，可經勞工處轉介或直接向僱主應徵而就業，因此，勞工處所錄得的就業個案數字，包含了兩部分，即經勞工處直接轉介的就業個案，以及不經勞工處轉介的間接協助的就業個案。由於經勞工處刊登的職位空缺絕大部分都提供了僱主的聯絡資料，加上使用流動通訊裝置找尋工作的求職人士也日益增加，愈來愈多求職人士或會直接向僱主應徵，而無須經勞工處轉介。

32. 在 2014 年、2015 年、2016 年、2017 年及 2018 年，少數族裔求職人士透過勞工處就業轉介服務而獲聘的個案分別有 65 宗、75 宗、82 宗、94 宗及 116 宗。按行業及每月收入劃分的分項數字載於附錄 8。勞工處沒有備存有關就業個案的平均入職薪金的分項數字。

勞工處
2019 年 5 月

2014-15 年度至 2018-19 年度勞工處轄下 4 個提供就業服務的科別的員工數目和開支

科別	2014-15		2015-16		2016-17		2017-18		2018-19	
	截至2015年3月1日的員工數目(人)	開支(百萬元)	截至2016年3月1日的員工數目(人)	開支(百萬元)	截至2017年3月1日的員工數目(人)	開支(百萬元)	截至2018年3月1日的員工數目(人)	開支(百萬元)	截至2019年3月1日的員工數目(人)	開支(百萬元)
就業資訊及推廣科	78	37.1	101	45.3	103	45.1	104	46.6	100	45.4
就業科	199	111.8	227	124.1	223	136.2	225	139.2	219	137.5
展能就業科	38	35.5	41	37.2	41	39.4	40	40.3	39	40.8
青年就業科	78	134.8	77	138.2	77	142.5	77	139.6	75	135.2
總計	393	319.1	446	344.7	444	363.1	446	365.7	433	359.0

註：由於進位原因，個別項目的數字加起來可能與相應的總數略有出入。

**2014-15 年度至 2018-19 年度勞工處就業服務的
主要新措施及加強措施**

年度	主要新措施／加強措施
2014-15	<ul style="list-style-type: none"> • 推行「少數族裔就業服務大使計劃」，聘用「展翅青見計劃」下能以少數族裔語言溝通的學員在就業中心／行業性招聘中心擔任就業服務大使，以加強為少數族裔人士提供的就業服務 • 舉辦專題招聘會，以加強就業市場資訊的流通 • 「展翅青見計劃」加強與僱主及不同機構合作，推出多個就業先導計劃 • 在東涌設立一所就業中心，以加強對居住於偏遠地區居民的就業支援
2015-16	<ul style="list-style-type: none"> • 將「中年就業計劃」由原先只限全職工作擴展至兼職工作，以鼓勵僱主為中高齡求職人士提供更多合適的兼職工作機會及在職培訓 • 為保障本地工人優先就業，成立建造業招聘中心，專為本地建造業工人進行即場面試及舉辦招聘會，並協助承建商優先聘用合資格的本地技術工人 • 提升為殘疾求職人士獲聘後提供的支援服務，將跟進期由 3 個月延長至 6 個月
2016-17	<ul style="list-style-type: none"> • 設立「高等學歷就業資訊網上平台」，讓持有高等學歷的求職人士了解香港就業市場的情況，及透過這個網上平台搜尋和申請合適的職位空缺 • 加強對殘疾求職人士的就業支援，透過試驗計劃委託非政府機構，支援需要情緒及心理輔導服務的殘疾求職人士
2017-18	<ul style="list-style-type: none"> • 以試點形式在勞工處兩所選定的就業中心聘用兩名通曉少數族裔語言的就業助理提供服務 • 「展翅青見計劃」推出「就業・起動」就業計劃，以加強對有特別就業困難的青年人的就業支援

年度	主要新措施／加強措施
2018-19	<ul style="list-style-type: none"> ● 優化以下三項特別就業計劃： <ul style="list-style-type: none"> (a) 為反映「中年就業計劃」在促進年長人士就業方面的新措施，該計劃易名為「中高齡就業計劃」。僱主按該計劃聘用每名 60 歲或以上已離開職場或失業的年長求職人士，可獲發放每月最高達 4,000 元的在職培訓津貼，為期 6 至 12 個月； (b) 調高「展翅青見計劃」下的在職培訓津貼，以鼓勵僱主聘用青年人及提供優質在職培訓。僱主聘用每名青年人擔任在職培訓職位可獲發的津貼由每月最高 3,000 元增加至 4,000 元，為期 6 至 12 個月。同時，該計劃的在職培訓亦擴展至涵蓋兼職職位，以切合一些青年人的需要；及 (c) 將「就業展才能計劃」下的工作適應期由兩個月延長至三個月，亦提高每月的津貼額上限，將首三個月工作適應期的每月上限由 5,500 元調升至 7,000 元，而其後六個月的每月上限則由 4,000 元調升至 5,000 元。在新措施下，僱主每聘用一名有就業困難的殘疾人士，可獲發放的最高津貼額會增加 16,000 元至共 51,000 元，而最長津貼期亦由八個月延長至九個月 ● 為加強對少數族裔學員的培訓，少數族裔就業服務大使的在職培訓期由 6 個月延長至 1 年

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

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

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

5. Service Provider's Premises

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

6. Rejection

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

7. Payment and Reimbursement

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

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

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

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

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

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

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

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

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

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

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

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

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

Medium of Instruction

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

Enrolment of Trainees and Commencement of Training Class

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

specifications as set out in the Contract.

Make-up Sessions

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

Qualification of the Major Trainer(s)

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

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

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

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

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

5. 確定開辦課程

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

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

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

5.11 詳細的流程請參閱附件 P3A。

6. 取消課程

6.1 有關因收生不足而導致課程被取消的情況，請參閱本章第 5 節。

6.2 若課程的報讀人數於截數日已達最低開班人數，並獲計劃辦事處確認如期開辦，但其後卻因學員退出或其他特殊原因，以致課程的報讀人數跌至少於 5 人（即 4 人或以下），服務機構可於開班日期前最少 4 個工作天，向計劃辦事處遞交表格 P4，申請取消課程。

6.3 若課程早前已按本章第 5.4 或 5.5.2 節，獲計劃辦事處批准調低最低開班人數，則有關課程的報讀人數必須少於 5 人或已獲調低的最低開班人數，兩者以較低者為準，服務機構才可於開班日期前最少 4 個工作天，向計劃辦事處遞交表格 P4，申請取消課程。

6.4 所有按本章第 6.2 或 6.3 節取消的課程，必須獲計劃辦事處批准後方可作實。任何情況下，服務機構都不可在未獲計劃辦事處書面同意前，擅自取消課程，或將兩個或以上的課程合併舉辦。此外，服務機構在獲准取消課程後，務必立即通知所有已報讀有關課程的學員。

6.5 詳細的流程請參閱附件 P3A。

7. 增加課程班別

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

4. 確定開辦課程

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

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

4. 確定開辦課程

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

段】

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

5. 增加課程班別

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

Review of Employment Services Ambassador Programme for Ethnic Minorities

Purpose

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

Background

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

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

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

Scope of review

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

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

covers the following aspects:

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

I. Promotion of the Programme and recruitment of ESAs

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

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

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

II. Pre-employment and in-service training

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

Pre-employment training

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

In-service training

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

III. On-the-job training

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

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

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

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

IV. Difficulties encountered in implementation

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

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

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

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

V. Effectiveness of the Programme

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

Strengthened services for EM job seekers

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

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

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

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

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

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

Employability of ESAs

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

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

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

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

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

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

⁸ Including one who resigned prematurely

⁹ Including two who resigned prematurely

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

Increased cultural sensitivity among staff of ESD

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

VI. Views from stakeholders

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

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

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

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

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

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

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

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

Assessment of the stakeholders' proposals

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

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

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

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

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

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

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

Conclusions and recommended way forward

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

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

Employment Services Division
November 2015

Gender and Nationality of ESAsFirst batch

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

Second batch

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

Third batch

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

* The Chinese ESA can communicate in Thai.

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

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

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

In-service Training for Employment Services Ambassadors

1. Chinese courses provided by Employees Retraining Board

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

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

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

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

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

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

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

4. ESD/EIPD Seminar

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

Duty list of Employment Services Ambassadors

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

Report of the Working Group on Registration Study

Introduction

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

Options Identified

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

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

*委員會秘書附註：本文件只備英文本。

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

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

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

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

Option III: Serving job seekers without job seeker registration.

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

Consultation on options identified

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

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

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

Recommendations

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

Online Application

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

Revamp of LES1A

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

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

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

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

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

General Observation

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

Age Profiles of Job Seekers at RCCI and RCRI

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

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

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

Demographic Change and Increasing Educational Opportunities for the Young

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

* **委員會秘書附註**：本文件只備英文本。

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

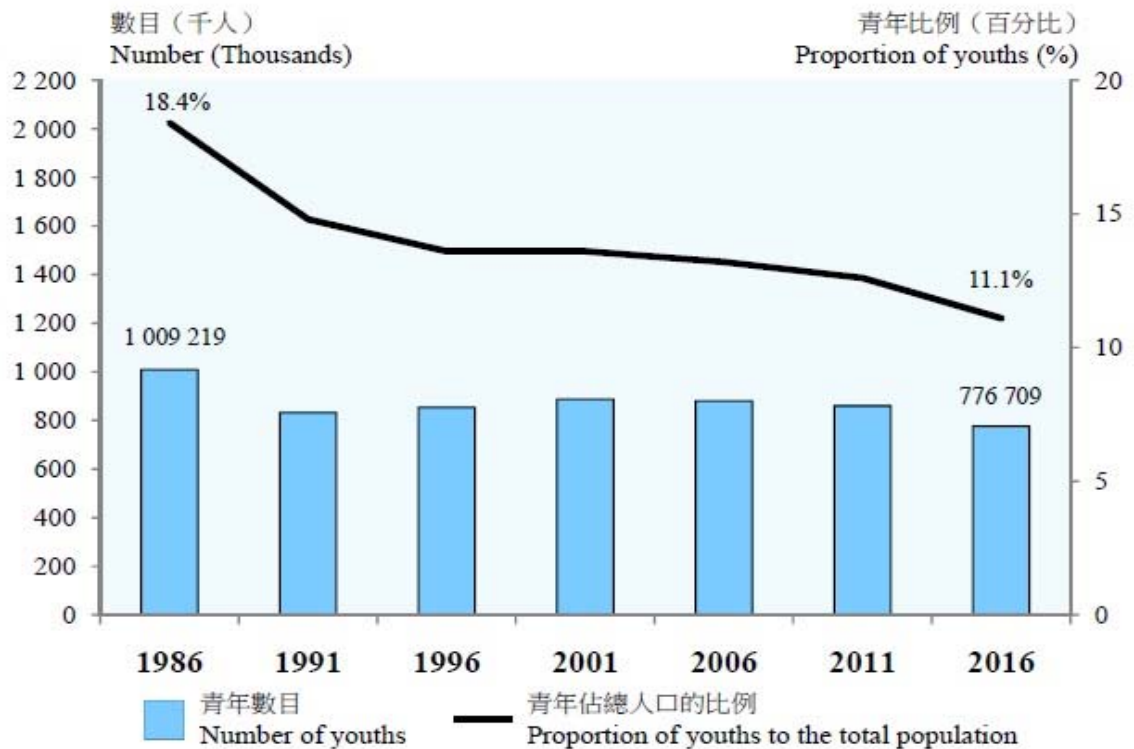


Table A

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

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

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

Characteristics of Jobs in the Catering and Retail Industries

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

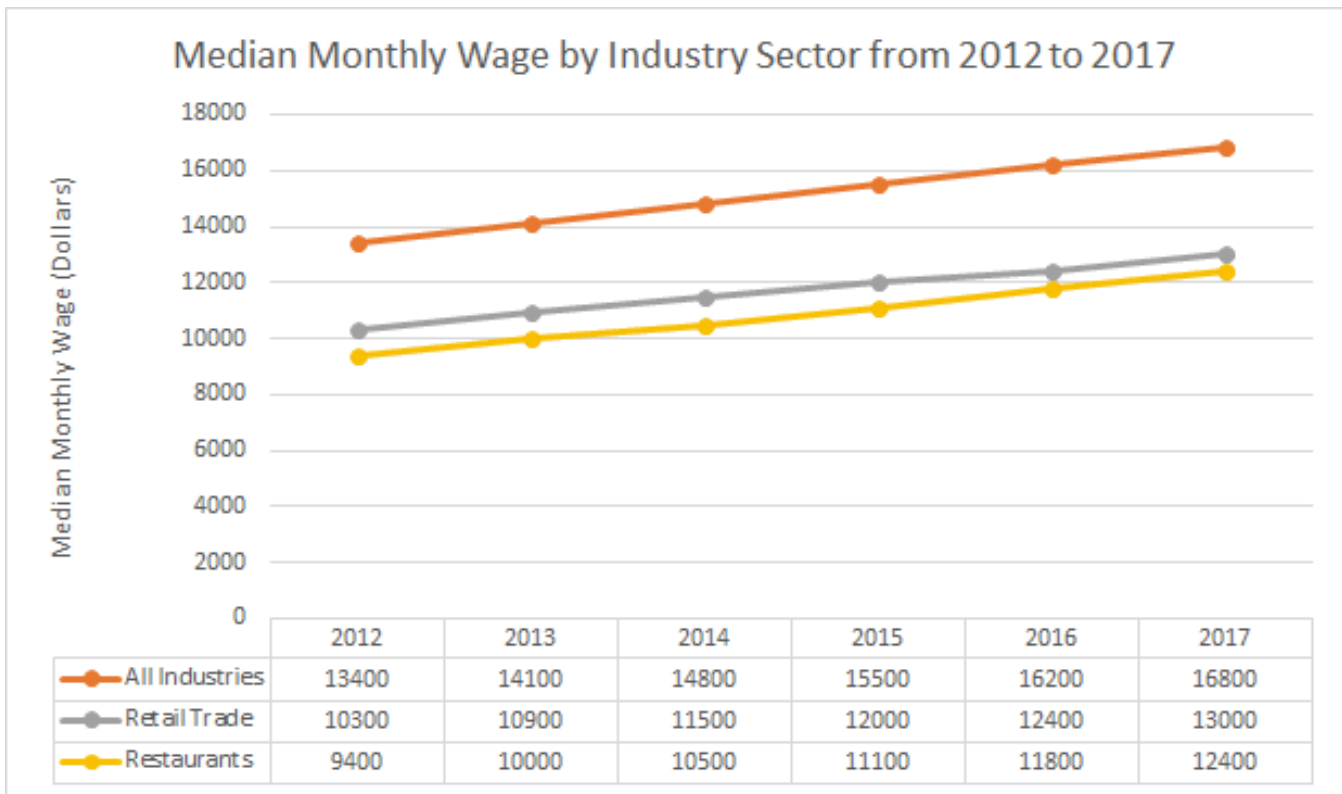


Table B

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

Tight Labour Market Situation

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

Changing Job-seeking Behaviour of Job Seekers

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

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

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

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

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

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

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

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

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

C. Publicity Targeting Job Seekers

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

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

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

RCRI & RCCI

April 2018

**2014 年至 2018 年少數族裔求職人士
透過勞工處工作轉介服務而獲聘的個案**

(i) 按行業劃分

行業	2014 年	2015 年	2016 年	2017 年	2018 年
製造業	5	2	3	9	1
建造業	3	6	4	6	5
批發、零售及進出口貿易	17	19	16	9	22
飲食及酒店業	13	20	20	31	23
運輸、倉庫及通訊業	7	13	12	17	42
金融、保險、地產及商用服務業	12	5	21	7	11
社區、社會及個人服務業	8	9	6	8	9
其他	0	1	0	7	3
總數	65	75	82	94	116

(ii) 按每月收入劃分

每月收入	2014 年	2015 年	2016 年	2017 年	2018 年
4,000 元以下	4*	2*	3*	1*	-
4,000-5,000 元以下	1*	-	2*	1*	1*
5,000-6,000 元以下	1*	4*	2*	-	4*
6,000-7,000 元以下	3	2	2*	2	2*
7,000-8,000 元以下	2	4	3	-	3*
8,000-9,000 元以下	5	3	6	5	4*
9,000-10,000 元以下	13	14	8	2	6
10,000-11,000 元以下	12	17	19	11	5
11,000-12,000 元以下	8	8	8	9	17
12,000-13,000 元以下	8	9	7	12	7
13,000-14,000 元以下	2	1	7	16	16
14,000 元或以上	6	11	15	35	51
總數	65	75	82	94	116

* 全屬兼職工作。