

# CHALLENGE



**以變應變 迎向挑戰**

*Steering Changes  
Embracing Challenges*



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## 關於僱員再培訓局 About ERB



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

在2019-20年度，本局提供140,000個培訓學額，並委任約80間培訓機構，提供約700項具市場需求及事業前景的培訓課程，為學員構建進修階梯，為各行各業培育人才。

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



僱員再培訓局  
Employees Retraining Board



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

In 2019-20, ERB provided 140,000 training places and appointed about 80 training bodies to provide around 700 training courses that are market-driven and employment-oriented. ERB helps trainees map out progression ladders and nurtures more talents for various industries.

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

## 主席序言 *Chairman's Message*



余鵬春, SBS, JP  
YU Pang-chun, SBS, JP

主席  
*Chairman*

2019-20年度瞬息萬變，百年一遇。

不明朗的外圍環境、本地社會事件，以及肆虐全球的新型冠狀病毒病，衝擊各行各業。香港經濟及就業市場急速轉壞，社會瀰漫着焦慮不安的情緒。就任僱員再培訓局（再培訓局）副主席六年之後，我在這個年度，獲委任為主席，深感榮幸，亦知任重道遠。

再培訓局的成立，本來就是為了應對時代的挑戰。2019-20年度，我們遇上一次前所未有的挑戰，再培訓局必須發揮更重要的角色來完成艱巨的使命。在各持份者的通力合作下，我們沉著應變，因時制宜，特事特辦，在「一橫一縱」的規劃框架下，完成2018-19至2020-21年度「三年策略計劃」第二年的工作，並先後在以下多個工作領域取得重要進展。

### （一）重點支援「後50」培訓和就業

在年度開始時，經濟蓬勃，勞工短缺。我們積極應對本港人口老化和勞動力萎縮的雙重挑戰，首要工作是重點支援50歲或以上人士培訓和就業，協助釋放本地勞動人口潛力。我們引入「長者為先」的宣傳推廣策略，建立「後50」作為50歲或以上人士的新稱號，以「後50•形象工程」揭開序幕，包括建立「後50」標誌、製作《後50•花火年華》微電影及四輯「後50•學員故事」短片、設立「後50」專設網頁、推出廣告及宣傳品，展示「後50」的優秀質素，推動社會及僱主認同「後50」的價值，同時加強向「後50」推廣培訓增值的訊息，鼓勵他們修讀課程，重投職場，開展精彩人生下半場。

2019-20 is an extraordinary year of changes, once-in-a-century.

The unsettling marco environment, coupled with the local social incidents and global outbreak of COVID-19 pandemic, hard hitting every sector and industry. The local economy and employment market have drastically deteriorated and anxiety is lingering in the society. After serving as the Vice-Chairman of the Employees Retraining Board (ERB) for six years, I was appointed its Chairman this year. I take great pride of the appointment and also realise the important responsibilities entrusted to me.

The establishment of ERB was basically to overcome the challenges of the times. In 2019-20, we encountered an unprecedented challenge, and ERB plays a more important role to accomplish the more compelling mission. With the collective efforts of all stakeholders, we stayed composed, dynamic and flexible. Adhering to the "T Strategy" horizontal cum vertical framework of the "Three-year Strategic Plan" for 2018-19 to 2020-21, we accomplished all tasks of the second year and achieved remarkable progress in the following work areas.

### (1) Placing emphasis in supporting "Post-50" in training and employment

At the beginning of the year, the economy remained buoyant and the market was short of labour. In the face of dual challenges of an ageing population and a shrinking workforce, our key task was to strengthen the training and employment support for people aged 50 or above with a view to helping unleash the potential of the local workforce. On promotion, we placed persons aged 50 or above as our priority target group and established "Post-50" as their new title. A "Post-50 Branding Campaign" was launched as the prelude, which included the development of "Post-50" logo, production of the "Post-50: Sparkling Times" micro film and four episodes of "Post-50 Trainee Stories" videos, setting up the "Post-50" dedicated website, and launch of advertisements and publicity materials, thereby showcasing the outstanding qualities of the "Post-50", advocating public and employers' recognition to the value of the "Post-50" and promoting the message of continuous upgrading among "Post-50", all in all, to encourage them to enrol in training courses for re-entering the employment market and embarking on a new chapter of life.

## 主席序言 Chairman's Message

我們又推出「後50•愛增值」重點項目，鼓勵「後50」免費報讀本局非就業掛鈎課程，進修增值，與時並進。本局為活動引進多項特別行政安排，增加報讀彈性，共吸引約18,000名「後50」遞交申請。

壓軸項目為全新「後50•實習生計劃」，透過短期工作實習，幫助已退休但仍有就業意欲及能力的「後50」掌握就業市場現況，建立信心和調整心態，以重投工作。約600名「後50」踴躍報名參加面試日，且向隅者眾。所有參與機構及實習生對計劃給予高度評價，當中不少實習生更獲聘用為正式員工。

### (二) 推出「特別•愛增值」計劃

2019年下半年，出現社會事件，經濟狀況急轉直下。本局在2019年8月受香港特別行政區政府（特區政府）委託，在兩個月的極短時間內籌備及推出「特別•愛增值」計劃，提供涵蓋職業技能、創新科技及通用技能範疇共66項課程，並引入不限學歷、學費全免兼有特別津貼等多項特別安排，支援失業、開工不足或放取無薪假期的有需要人士增強技能，盡快就業。截至2020年3月，超過14,000人次提交課程申請。

We also launched the “Post-50 Love Upgrading Scheme” signature programme to motivate the “Post-50” to enrol in our non-placement-tied training courses free-of-charge for upgrading and keeping pace with the times. Under the Scheme, an array of special administrative measures were introduced to increase the flexibility in enrolment, attracting a total of around 18,000 applications from the “Post-50”.

The finale was the brand new “Post-50 Internship Programme” to assist “Post-50” retirees who still have the aspiration for and capability to work. Short-term internship was offered to enhance their understanding of the prevailing market circumstances as well as to boost up their confidence and adjust their mindset for employment. Response for the interview day was overwhelming with around 600 “Post-50” registered and many others were unable to register as a result of capacity constraint. All participating organisations and interns highly commended on the programme, and quite a number of interns were offered employment after the internship.

### (2) Launching the “Love Upgrading Special Scheme”

The social incidents triggered the abrupt downturn of the economy in the second half of 2019. Commissioned by the Government of the Hong Kong Special Administrative Region (the SAR Government) in August 2019, ERB swiftly planned and launched the “Love Upgrading Special Scheme” (Special Scheme) within just two months. A total of 66 courses covering training disciplines of vocational skills, innovative technology and generic skills were in offer. Special arrangements including removal of restrictions on educational attainment of trainees, exemption of charges for all courses and disbursement of special allowance were instituted under the Special Scheme to support those unemployed, underemployed or be required to take no-pay leave to upgrade their skills for employment as soon as possible. As of March 2020, over 14,000 course applications were received.



### (三) 疫情應變措施

新型冠狀病毒病在2020年1月爆發及急速變化。配合特區政府的防疫措施及保障市民的健康，本局由2020年1月29日起暫停所有培訓課程，至2020年3月年度結束時尚未恢復，不少學員及培訓機構也受到影響。面對突如其來的挑戰，本局迅速應變，隨即延長「特別•愛增值」計劃的報名期，讓更多有需要人士在特別困難時期能夠免費參與培訓，並獲得培訓津貼。我們同時尋求政府支持，在2020年3月由特區政府防疫抗疫基金向本局委任培訓機構發放特別補助，確保本局服務的延續性。

### (四) 修訂再培訓津貼法定上限

本局明白在經濟困難時期，培訓津貼對於失業學員的重要意義，因此，盡快修訂再培訓津貼是我們當務之急。在勞工及福利局的協助下，我們於2020年3月啟動修訂《僱員再培訓條例》的工作，調整每名合資格學員的再培訓津貼額法定上限，由每月最高4,000元增加至5,800元。新修訂的津貼上限將適用於所有再培訓局的合資格常規課程及「特別•愛增值」計劃的課程，令更多失業及開工不足人士可以通過修讀再培訓局的課程受惠。

### (3) Implementing contingency measures during pandemic

The outbreak of COVID-19 pandemic in January 2020 further worsened the situation. To follow the SAR Government's anti-epidemic measures and with a view to safeguarding the health of the general public, ERB suspended all its training courses since 29 January 2020, and training courses were yet to be resumed until March 2020 when the financial year concluded. Many trainees and training bodies were affected. Due to the unforeseeable challenge, ERB immediately responded and extended the application deadline of the Special Scheme to facilitate more people in need to attend free training and receive training allowance in tough times. Meanwhile, Government support was sought for disbursing a special grant from the SAR Government Anti-epidemic Fund to ERB appointed training bodies in March 2020 to ensure the continuity of the ERB services.

### (4) Revising the statutory cap of retraining allowance

ERB understands the great significance of training allowance to unemployed trainees under adverse economic situation, and we gave top priority to completing the timely revision of the retraining allowance. With the assistance of the Labour and Welfare Bureau, ERB initiated the amendment to the Employees Retraining Ordinance in March 2020 to increase the statutory cap of monthly retraining allowance payable to each eligible trainee from \$4,000 to \$5,800. The new cap of the allowance is applicable to all ERB regular training courses and courses under the Special Scheme, allowing more unemployed or underemployed persons to benefit from taking ERB courses.

## 主席序言 Chairman's Message

同時，特區政府撥款25億元，供再培訓局優化「特別•愛增值」計劃及增加再培訓津貼額。對於政府的支持和認可，我們深感鼓舞。

### (五) 試行網上學習模式

在停課期間，我們積極探討能協助學員繼續學習的眾多方案，並迅速與培訓機構協調，提前籌劃原訂於2020-21年度開始發展網上學習平台的工作，落實於2020年4月初試行電子學習模式，安排部分課程以網上視像模式授課，供學員在家接受培訓。這次經驗為本局發展網上學習平台的重點方向提供重要的參考指引。

2019-20年度是艱難的一年，也是難忘的一年。這一年的困境亦充分反映香港人堅毅不屈、遇難越強的頑強精神。再培訓局在特區政府的全力支持、全局委員的帶領、各持份者包括各界行業、培訓機構及再培訓局辦事處同事的同心協力下，得以順利完成多項工作。我在此特別向他們致以衷心的感謝。

At the same time, the SAR Government allocated \$2.5 billion for ERB to optimise the Special Scheme and increase the retraining allowance. It is most gratifying to witness the support and recognition of the Government to ERB.

### (5) Piloting online learning arrangements

During the class suspension period, we actively explored different options that could assist trainees to continue studying. We expeditiously coordinated with training bodies to advance the work plan of developing online learning platform which was originally scheduled for 2020-21, and to launch the online learning arrangements on a pilot basis in April 2020. Selective courses were conducted through video conferencing and trainees were able to attend training at home. This experience provided invaluable reference for us in working towards the strategic direction of developing online learning platform.

2019-20 was a challenging but memorable year. Nevertheless, hardship in the year fully demonstrated the resilience of Hong Kong people, being perseverant and steadfast in beating the odds. With the unfailing support of the SAR Government, leadership of the Board and concerted efforts of all stakeholders including industry groups, training bodies and colleagues of the ERB Executive Office, we have accomplished many tasks in the year. I would like to extend my heartfelt gratitude to all of them.

我特別需要感謝前任主席梁永祥博士在任六年對再培訓局的重大貢獻。在他的英明領導下，再培訓局得以奠定了穩固的基礎。

在未來的日子，再培訓局必定謹守崗位，靈活變通，上下一心，全力支持香港市民發憤圖強，迎向挑戰，藉著再培訓局的課程和服務，在事業和人生路上滿載而歸。

僱員再培訓局  
主席  
余鵬春, SBS, JP

I was also deeply indebted to the past Chairman Dr. William LEUNG Wing-cheung for his sterling contribution to ERB over the past six years. ERB has laid a solid foundation under his remarkable leadership.

In future, ERB will always uphold our commitment, be versatile and united. We will spare no effort in supporting Hong Kong people in upgrading for empowerment so as to embrace every challenge, and by riding on the ERB courses and services, to lead fruitful career and life.

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

# 行政總監報告 *Executive Director's Report*



吳國強, BBS  
Byron NG Kwok-keung, BBS

行政總監  
*Executive Director*

2019-20年度是驚濤駭浪的一年。

應對變化，僱員再培訓局(再培訓局)選擇以變應變。我們做了更周詳的策略部署、靈活引進應變方案，同時加快開發課程和服務，在執行上做到靈活迅速，在推廣上更進取創新。

克服困難，「團隊」至為重要。「團隊精神」是我一向推崇的管理理念，我亦以「團隊」的英文TEAM總結再培訓局於2019-20年度在四個主要工作範疇取得的長足進展。

## T — Training (培訓服務)

培訓服務是再培訓局的核心工作。儘管受到社會事件、疫情擴散而停課，年內仍有約109,000人次入讀再培訓局課程，反映在嚴峻的市場環境下，市民對培訓就業的殷切需求，而本局的課程正切合需要。縱使挑戰重重，本局制訂的各項主要成效指標的實際表現均高於指標水平。

我們積極配合「資歷架構」的發展，推動課程設計，開發更多具就業潛力的新課程，協助學員擴闊技能範疇，獲取專業資格。我們為有特別需要社群開發更多專設課程，並擴展「先聘用、後培訓」計劃、「零存整付」證書計劃，以及「兼職工度身訂造課程」至更多行業及工種，提升他們的培訓和就業機會，同時推動釋放潛在勞動力。此外，本局於2019-20年度逐步擴展「學分累積及轉移」安排的涵蓋範圍，與香港公開大學李嘉誠專業進修學院落實協作安排，幫助學員在進修時無縫接軌。

2019-20 was a roller-coaster year.

In tackling changes, the Employees Retraining Board (ERB) chooses to steer changes and take control. We formulated comprehensive strategies and incorporated contingency plans flexibly. At the same time, we expedited the development of new courses and services, were dynamic and efficient in execution, and took more forward and innovative promotion.

“TEAM” is of paramount importance in overcoming adversities. “Team” spirit is the management philosophy to which I all along adhere, and I would thus like to borrow the four letters of “TEAM” to summarise the significant progress of four key work areas in 2019-20.

## T — Training services

Providing training service is the core mission of ERB. Our classes were suspended due to social incidents and pandemic. Nevertheless, there were still around 109,000 trainees being admitted to ERB courses in the year, denoting the strong demand of the public for training and employment amid the tough market environment, and the popularity of our courses that could suitably meet their needs. Notwithstanding various challenges, all our key performance indicators outperformed their respective target levels.

We dovetail with the development of the “Qualifications Framework” to spearhead the course development work. More new courses with employment potential were developed to assist trainees in broadening their skill domains and attaining professional qualifications. To further our support for social groups with special needs, we developed more dedicated courses and expanded the “First-Hire-Then-Train” Scheme, “Modular Certificates Accumulation Scheme” and “Tailor-made Course for Part-timers” to cover more industries and job types with a view to enhancing their training and employment opportunities and unleashing the latent workforce. In addition, ERB gradually expanded the coverage of the “Credit Accumulation and Transfer” arrangement in collaboration with Li Ka Shing School of Professional and Continuing Education of Open University of Hong Kong in 2019-20 to enable seamless integration in the learning pathway of our trainees.

## 行政總監報告

### Executive Director's Report

在2019-20年度，本局發展共56項新課程，涵蓋20個行業範疇及通用技能範疇。配合智慧城市的發展及大灣區的發展機遇，我們推出多項與人工智能、區塊鏈、數據分析和雲端計算等相關的創新科技新課程，以及網上商貿、5G物聯網及大數據等專題的技能提升課程。

再培訓局一向重視為青年人提供培訓支援。在2019-20年度，新成立的「青年培訓聚焦小組」完成檢討青年培訓課程的成效。本局會按小組的建議，優化現行「青年培育計劃」的課程內容，強化青年的數碼科技素養，以吸引青年入讀，並構建進修階梯，讓青年學員拾級而上。

## E — Empowerment (就業支援)

年內，再培訓局不斷完善各項培訓及就業支援服務。

為協助不同社群掌握市場動向，為投入職場做好準備，在2019-20年度，我們共舉辦約140項行業講座及試讀班、學校職業講座、企業探訪及工作體驗日等，我們的培訓顧問並提供約1,000節外展服務及視像服務，廣受歡迎。

僱主及行業的參與對提升學員的就業機會至為重要。在2019-20年度，我們進一步加強與業界的聯繫和協作，發展多項僱主服務，相關工作包括完成檢討「行業諮詢網絡」的運作模式、拓展技術顧問的支援網絡、增加「人才企業」機構至2020-21年度的548間、推展「中小企服務」、舉辦「伙伴周年聚會」，以及出版「僱主通訊」電子季刊等。

In 2019-20, a total of 56 new courses straddling 20 industries and generic skills were developed. Capturing the opportunities brought about by the development of smart city and the Greater Bay Area, we launched a number of new courses in the area of innovation and technology, covering topics of artificial intelligence, block chain, data analysis and cloud computing technology, as well as skills upgrading courses on E-commerce, 5G Internet of Things and big data, etc.

ERB has always attached great importance to the provision of training support to young people. In 2019-20, the newly established “Focus Group on Training for Youth” completed the review of the effectiveness of our youth training courses. We will follow the recommendations of the Focus Group to enhance the content of the “Youth Training Programme” courses, and strengthen the digital technology literacy of young people in a bid to attract their enrolment in our training courses and help them map out progression ladders.

## E — Empowerment

In the year, we continued to optimise our training and employment support services.

To help different social groups understand the prevailing market situation and better prepare themselves for employment, we organised some 140 industry seminars and taster courses, career talks for schools, company visits and work experience days, etc. in 2019-20. Our Training Consultants also provided about 1,000 sessions of outreaching services and video conferencing consultation which were all well received.

Participation of employers and industries is indispensable in promoting the employment opportunities of our trainees. In 2019-20, we strengthened our connection and collaboration with industries and implemented a wide array of employer services. Related work included completing the review of the operation mechanism of the Industry Consultative Network, expanding the support network of Technical Advisors, increasing the number of “Manpower Developers” to 548 in 2020-21, promoting the “Services for Small and Medium Enterprises”, organising the “Annual Partners Luncheon” and publishing the quarterly electronic bulletin “Employer Newsletter”, etc.

與此同時，我們加大在全港及地區層面的宣傳力度，更廣泛利用社交媒體及網上平台進行宣傳，連繫市民。在2019-20年度，《My ERB》Facebook推出「蔣知識」專頁代言人，以全新形象與市民見面；在九龍東區新增15個「ERB服務點」，組成全港共37個「ERB服務點」的強大網絡；在共約80個地點設置本局全新「培訓通」課程搜索終端機，連同設於「ERB服務點」、「ERB服務中心」及本局小西灣辦事處的「培訓通」，公眾可透過全港約120部「培訓通」獲得本局資訊。我們又推出「ERB助理搵工」流動應用程式，以全新模式提升「樂活一站」及「陪月一站」的就業轉介效率，優化用戶體驗。

## A — Assurance of quality (質素保證)

再培訓局持續優化質素保證機制，亦朝著獲得資歷認可的方向努力，以提升課程的認受性及學員的就業條件。

在2019-20年度完成的重點工作包括制訂本局的「質素保證概覽」；持續安排課程進行評審及覆審，至年度結束，共有約300項課程已上載「資歷名冊」；已就「資訊及通訊科技」學科申請第二個「學科範圍評審」資格提交申請意向書；按「風險及表現為本」的原則嚴格執行超過1,000次質素保證措施的工作。

In another vein, we stepped up promotion in both territory-wide and district levels, and made wider use of social media and online platforms in publicity to connect the public. In 2019-20, we launched the character “Captain K” as the spokesperson of “My ERB” Facebook Fan Page to give a fresh look to the public; newly set up 15 “ERB Service Spots” in Kowloon East to form a strong district network of 37 “ERB Service Spots” territory-wide; installed the brand new “ERB Training Net” course search terminals at some 80 locations across Hong Kong. Together with the “Training Net” at “ERB Service Spots”, “ERB Service Centre” and ERB Siu Sai Wan Headquarters, members of the public could get hold of our information through around 120 “Training Net” over the territory. We also launched the “ERB Helper App” mobile application to provide a new service model to enhance the efficiency of the “Smart Living” and “Smart Baby Care” platforms in job referral and to optimise user experience.

## A — Assurance of quality

ERB is committed to improving our quality assurance mechanism continuously and is doing its utmost to attain recognised qualifications with a view to enhancing the recognition of ERB courses and the employability of trainees.

Major tasks accomplished in 2019-20 included the formulation of the “Quality Assurance Overview”; arrangement of training courses for accreditation and re-accreditation on a continuous basis, with some 300 courses uploaded on the “Qualifications Register” by the end of the year; submission of the Statement of Intent for the application of the second “Programme Area Accreditation” status under the “Information & Communications Technology” sub-area; adoption of the “Risk-and-performance-based” principle in administering over 1,000 stringent quality assurance inspections.

## 行政總監報告

### Executive Director's Report

我們不斷優化課程行政措施，改善課程和服務質素。年內，我們完成檢討非就業掛鈎課程的收費機制，並上調學費豁免或資助的入息上限，同時簡化報讀課程的程序，積極推動市民自我增值。

We endeavour to improve our course administration measures to uplift course and service quality. In the year, we completed the review of the course fee charging system of non-placement-tied courses and raised the income ceilings of course fee waiver or subsidy, and at the same time streamlined course application procedures to encourage members of the public to pursue self-upgrading.

### M — Management (機構管治)

強化管治及員工培訓是另一工作焦點。

### M — Management

Strengthening corporate governance and staff training is another work focus.

在2019-20年度，內部審計組完成兩項重要的審計項目，檢視內部控制系統，確保資源效益。我們建立入侵偵測系統，以及升級虛擬私有網絡、備份及網絡流量分析系統等，持續強化資訊保安；並在會議中使用會議管理軟件及流動裝置，提升效率及支持環保。

In 2019-20, the Internal Audit Section completed two major audit exercises to review the internal control systems of various mechanisms and workflow to ensure cost-effectiveness. We continued our efforts to enhance IT security with a new intrusion detection system being installed, as well as the virtual private network, backup and NetFlow analysis systems being upgraded. In addition, meeting management softwares and mobile devices were deployed at meetings for enhancing efficiency and as a green measure.

培訓機構是再培訓局的重要合作夥伴，亦是本局強化機構管治的重要一環。在2019-20年度，我們加強與培訓機構的交流和合作，為培訓機構職員及導師舉辦多個主題講座、推出「WeShare推廣協作計劃」，提升在宣傳推廣上的協同效應，並透過「課程及行業推廣計劃」資助培訓機構完成45項地區推廣活動。

As close partners of ERB, training bodies form an integral part of our endeavor in strengthening governance. In 2019-20, we stepped up exchanges and partnership with training bodies. We organised thematic workshops for staff members and instructors of training bodies, launched the “WeShare Promotion Collaborative Scheme” to intensify the synergy effect in publicity and sponsored training bodies to organise 45 district promotional activities under the “Funding Programme for Courses and Industries”.



再培訓局鼓勵持續進修，亦不忘強化內部培訓。我們於2020年1月首度為全體員工舉辦團隊建設培訓，以「Together we can Together we shine」為主題，促進團隊精神，並藉「設計思維」工作坊，激勵同事運用創意思維，推動本局的服務發展。同事積極投入，效果理想。

20多年來，再培訓局致力推動本地勞動力持續增值，提升競爭力，從不鬆懈，亦深以為傲。面對充滿考驗的未來，再培訓局會胼手胝足，與各持份者齊心協力，支援全港市民在逆境中增強技能，站穩腳步，伺機重新出發。

「Tough times don't last, tough teams do」。讓我們一起化憂慮為動力，發揮最強團隊精神，掌握機遇，乘風破浪，開創明天。

僱員再培訓局  
行政總監  
吳國強, BBS

ERB is dedicated to promoting continuous upgrading. We also act on this belief ourselves by strengthening internal training. In January 2020, we organised a team building programme with the theme of "Together we can Together we shine" for entire staff for the first time to boost team spirit. A "Design Thinking" workshop was held to inspire colleagues to adopt creative thinking in developing ERB services. All colleagues responded with active participation and satisfaction.

For over 20 years, ERB has been working ceaselessly to enhance the competitiveness of the local workforce through continuous upgrading, and we always take pride in our work. Looking forward amidst all uncertainties, ERB will do its utmost by joining hands with all stakeholders to support Hong Kong people to brush up their skills, stand strongly in the storm, and embark on a new journey when opportunities arise.

"Tough times don't last, tough teams do."

Together, let's turn anxieties into motivation and display the invincible teamwork to seize every opportunity and rise high against the headwind for a better tomorrow.

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

## 年度重點 Highlights of the Year

### 防疫應變措施

## Virus Precautionary and Contingency Measures

因應2019冠狀病毒病的發展，僱員再培訓局在2020年1月29日起暫停所有課程，以保障學員、培訓機構人員及公眾的健康。

本局積極探討能協助學員繼續學習的眾多方案，並迅速與培訓機構協調及制訂指引，鼓勵培訓機構提交將適用課程轉為網上授課的申請，籌備於2020年4月初試行電子授課模式，讓學員在停課期間遙距學習，達至學員停課不停學的效果。


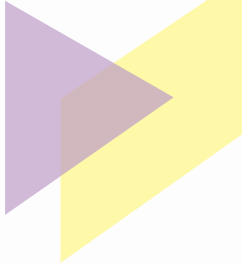
另一方面，本局引進多項彈性特別行政安排，包括酌情處理學員的申領再培訓津貼資格、豁免學員出席率不足的罰則，以及放寬學員拒絕入學的次數上限等，以回應受停課影響的學員的關注。

立法會財務委員會於2020年2月21日通過由防疫抗疫基金撥款，向本局委任的培訓機構提供為期四個月的特別補助，以減輕培訓機構於本局課程暫停開辦期間所面對的即時財務負擔，以及支持本局服務的延續性。本局按發放準則於補助期內向合資格培訓機構發放特別補助合共約為8,781萬元。

### 再培訓局網上授課 適用課程名單

2020年4月6日起






In response to the outbreak of COVID-19 pandemic, the Employees Retraining Board (ERB) had suspended all ERB courses from 29 January 2020 onwards, with a view to safeguarding the health of ERB trainees, training personnel and the general public.

ERB actively studied different options that could assist trainees to continue learning outside the classroom, swiftly coordinated with training bodies and formulated guidelines to encourage training bodies to submit applications for switching courses to online teaching mode and piloted the online learning arrangement in April 2020 to support trainees in resuming studies through distance learning during the course suspension period.

Likewise, to address the concerns of trainees affected by course suspension, ERB had implemented various flexible administrative arrangements which included discretionary approval for the eligibility of retraining allowance, special waiver from penalty due to low attendance as well as lifting of limits on rejection for enrolment, etc.

The Finance Committee of the Legislative Council approved on 21 February 2020 to provide subsidy to ERB appointed training bodies for four months from the Anti-epidemic Fund to alleviate their imminent financial burden during the course suspension period and assure the continuity of the ERB services. Total subsidy allocated to eligible training bodies in accordance with the prescribed criteria was around \$87.81 million.



## 年度重點 Highlights of the Year

### 「特別・愛增值」計劃 “Love Upgrading Special Scheme”

本局受政府委託在2019年10月推出「特別・愛增值」計劃（「特別計劃」），提供課程予受經濟不景影響的合資格僱員報讀，協助他們提升技能及自我增值，以期保留職位或盡快重投職場。

「特別計劃」提供為期二至三個月的綜合培訓，涵蓋職業技能、創新科技及通用技能範疇共66項課程。「特別計劃」對學員的學歷或行業背景不設限制，學費全免，完成全日制或部分時間制課程均可獲發特別津貼。

截至2020年3月31日，超過12,200名合資格申請人參加「特別計劃」，涉及超過14,200個報讀申請，約八成申請人報讀全日制職業技能課程。

本局透過不同途徑推廣「特別計劃」，包括製作專設網頁；印製宣傳品，透過「ERB服務中心」、「ERB服務點」、政府部門、培訓機構、社福機構、地區團體、公共屋邨等廣泛張貼和派發；推出報章、電台、社交媒體及戶外廣告；以及透過本局的資訊頻道、培訓機構網絡、工會網絡、行業諮詢網絡等渠道進行宣傳。

此外，為免有市民受疫情及本局停課安排影響，未及在原訂於2020年3月31日的報名期限前參與「特別計劃」，本局將報名期限延長至2020年6月30日。

**erb**  
僱員再培訓局

截止報名日期  
2020年6月30日

不限學歷  
學費全免  
特別津貼

協助近期失業、  
就業不足人士  
提升多元技能。\*

**特別・愛增值**  
計劃

提供66項課程，涵蓋23個行業範疇、  
創新科技及通用技能範疇

- 可報讀最多4項課程
- 設有「全日制」及「部分時間制」上課模式
- 出席率達80%的學員可獲特別津貼
- 為「全日制」「職業技能」課程完班學員提供就業跟進服務

\* 參加者無須訂定行業或學歷限制，惟必須為香港合資格僱員，以及在2019年6月1日或之後失業，因工不足或放取無薪假期，並須符合報讀課程的人選資格。

ERB熱線：182 182    www.erb.org/scheme    “My ERB” Facebook專頁

Commissioned by the Government, ERB launched the “Love Upgrading Special Scheme” (Special Scheme) in October 2019. Eligible employees affected by the economic downturn may enrol in courses under the Special Scheme to upgrade their skills and pursue self-enhancement, with a view to sustaining their jobs or rejoining the workforce as soon as possible.

The Special Scheme provided two to three months’ integrated training, including a total of 66 courses covering the training disciplines of vocational skills, innovative technology and generic skills. Under the Special Scheme, all courses were offered free-of-charge. There were no restrictions on educational attainment or industry background of trainees, and trainees completing full-time or part-time course under the Special Scheme will be disbursed with special allowance.

As at 31 March 2020, there were over 12,200 eligible applicants for the Special Scheme, involving over 14,200 applications and around 80% of them were for full-time vocational skills courses.

ERB promoted the Special Scheme through various channels, including the development of dedicated website, production of publicity materials for extensive display and distribution through “ERB Service Centre”, “ERB Service Spots”, government departments, training bodies, social service organisations, district organisations, public housing estates, etc., rolling out of advertisements in newspapers, radio, social media, outdoor locations, as well as promotion through the ERB information channels, networks of training bodies and trade unions, Industry Consultative Networks, etc.

Moreover, in light of the pandemic and course suspension, ERB extended the application deadline of the Special Scheme from 31 March 2020 to 30 June 2020 to facilitate the participation of people in need.

The screenshot shows the ERB website interface for the 'Special Love Upgrading Plan'. The header includes the ERB logo and navigation links: 主頁, 簡介, 課程資料, 報名方法, 聯絡我們. The main content area features a large graphic with the following text:

- 不限學歷
- 學費全免
- 特別津貼
- 特別·愛增值計劃
- 協助近期失業、就業不足人士提升多元技能
- 截止報名日期 2020年6月30日
- 提供66項課程，涵蓋23個行業範疇，創新科技及通用技能範疇

At the bottom, there is a small disclaimer: \*參加者無須先行畢業學歷限制，惟必須為香港合資格僱員，以及在2019年6月1日或之後失業，業工不足或放取薪假者，並須符合個別課程的入選資格。 © 2019 僱員再培訓局 版權所有

## 年度重點

### Highlights of the Year

## 提高再培訓津貼額法定上限 Increasing the Statutory Cap of Retraining Allowance

財政司司長於2019年12月4日宣布推出第四輪支援企業和就業措施，當中本局將透過修訂法例將其所有合資格的再培訓課程的再培訓津貼上限由每月4,000元提升至5,800元，作為支援就業的其中一項措施。

在勞工及福利局的協助下，本局於2020年3月25日向立法會提交《2020年僱員再培訓條例(修訂附表4)公告》，並於2020年3月27日刊登憲報。新修訂的再培訓津貼法定上限於2020年5月25日起生效，適用於本局自該日起開班的常規就業掛鈎課程及「特別計劃」課程。

As part of the fourth package of measures to support enterprises and employment announced by the Financial Secretary on 4 December 2019, ERB will, inter alia, increase the maximum amount of retraining allowance from \$4,000 to \$5,800 per month for all eligible ERB training courses through legislative amendment.

With the assistance of Labour and Welfare Bureau, ERB submitted the "Employees Retraining Ordinance (Amendment of Schedule 4) Notice 2020" to the Legislative Council on 25 March 2020 which was published in the Gazette on 27 March 2020. The new statutory cap of retraining allowance would take effect on 25 May 2020, and be applicable to ERB regular placement-tied courses and courses under the Special Scheme with classes commencing on or after that day.



## 向「僱員再培訓基金」注資25億元 Injection of \$2.5 Billion into the Employees Retraining Fund

在2020年2月，財政司司長在《2020年撥款條例草案》中提出向「僱員再培訓基金」注資25億元，以應付因提升再培訓津貼每月限額，以及於2019-20年度內推出的「特別計劃」所預期增加的財務承擔。

In February 2020, the Financial Secretary proposed in the “Appropriation Bill 2020” to inject \$2.5 billion into the Employees Retraining Fund in order to meet the anticipated financial commitment arising from the increase in the maximum amount of monthly retraining allowance and the launch of the Special Scheme in 2019-20.

## 年度重點 Highlights of the Year

### 支援「後50」培訓就業 Supporting "Post-50" in Training and Employment

本局在2019-20年度引入「長者為先」的宣傳推廣策略，建立「後50」作為50歲或以上人士的新稱號，推出一系列以「後50」為目標對象的大型宣傳項目及與培訓和就業相關的活動，一方面展示「後50」的優秀質素，推動社會認同「後50」的價值，提升僱主聘用他們的信心；另一方面加強向「後50」推廣培訓增值的訊息，推動他們修讀課程，再戰職場，開展精彩的人生下半場。

In the promotion strategy for 2019-20, ERB accorded mature persons as the priority target and established "Post-50" as the new title of persons aged 50 or above, and launched a series of large-scale promotional campaigns, and training and employment related activities for "Post-50", with a view to showcasing the outstanding qualities of the "Post-50", advocating public recognition to the value of the "Post-50" and enhancing employers' confidence in engaging "Post-50" in the workplace on one hand, and promoting the message of continuous upgrading among "Post-50", encouraging them to enrol in training courses for re-entering the employment market and leading a fulfilling second life.





## 「後50 • 形象工程」 “Post-50 Branding Campaign”

本局於2019年5月推出「後50 • 形象工程」，包括推出「後50」標誌，製作「後50」專設網頁，印製宣傳品，推出報章、電視、電台、社交媒體和戶外廣告，以及透過本局的資訊頻道進行宣傳。

本局邀請了電影《逆流大叔》陳詠樂導演參與創作及製作《後50 • 花火年華》微電影，由本局四名「後50」學員參與拍攝，親自演繹他們學習和工作的故事，該四名學員亦參與拍攝本局四輯「後50 • 學員故事」短片。微電影及短片等電子宣傳項目的總觀看次數約為323,000，互動人次約有2,700。

ERB launched the “Post-50 Branding Campaign” in May 2019, including the development of “Post-50” logo and dedicated website, production of publicity materials, rolling out of advertisements in newspapers, TV, radio, social media and outdoor billboard, and promotion through the ERB information channels.

Mr. Sunny CHAN, the film director of “Men On The Dragon”, was invited to create and produce the “Post-50: Sparkling Times” micro film with the participation of four ERB “Post-50” trainees as actors to showcase their stories of learning and working. Besides, these four ERB trainees also participated in the shooting of four episodes of “Post-50 Trainee Stories” videos produced by ERB. The “View” and “Engagement” of the micro film and all videos amounted to around 323,000 and 2,700 respectively.



## 年度重點 Highlights of the Year

### 「後50・愛增值」活動 “Post-50 Love Upgrading Scheme”

本局於2019年6月至9月推出「後50・愛增值」活動，合資格的「後50」可以免費報讀一項本局半日或晚間制技能提升課程或通用技能課程，並於2020年3月31日或之前入讀。本局就活動引進特別行政安排，酌情處理持有較高學歷人士的申請，從而協助有需要的申請人透過培訓，提升技能和競爭力。

本局製作專設網頁，印製宣傳品，推出廣告，以及透過本局的資訊頻道進行宣傳。活動共有約18,000人遞交課程申請表，當中有約24%的學員於活動期間再次報讀本局課程。

ERB launched the “Post-50 Love Upgrading Scheme” in June to September 2019. Eligible “Post-50” could enrol in one half-day or evening skills upgrading course or generic skills course free-of-charge and attend the course on or before 31 March 2020. ERB introduced special administrative measure in that applications of persons with higher level of educational attainment will be given discretion with flexibility, so as to assist them to enhance skills and competitiveness through training.

ERB developed dedicated website, produced publicity materials, rolled out advertisements and promoted the Scheme through the ERB information channels. A total of around 18,000 persons submitted application forms, among which 24% trainees enrolled in ERB course again during the period.

#### 免費報讀ERB課程 「後50・愛增值」活動

- 歡迎50歲或以上合資格人士\*參加
- 2019年6月至9月免費報讀1項技能提升或通用技能課程
- 完成報名後，可於2020年3月31日或之前入讀
- 約500項課程可供選擇

\*一般指副學位或以下教育程度人士，持有較高學歷人士的申請將酌情處理。



ERB熱線：182 182  
www.erb.org/upgrading  
“My ERB” Facebook專頁



截止報名日期  
延長至9月30日

## 「後50 • 實習生計劃」 “Post-50 Internship Programme”

本局於2019-20年度首推「後50 • 實習生計劃」，協助已退休但仍有就業意欲及能力，以及需要轉業的「後50」，透過一個月的實習，掌握就業市場的現況，裝備工作技能和調整心態，在職場上發揮所長，同時推動企業聘用「後50」。

本局製作專設網頁，印製宣傳品，推出廣告，以及透過本局的資訊頻道進行宣傳。在推出宣傳項目的五天內，已有約600名「後50」報名參加面試日。

36間參與機構提供逾70個文職實習空缺，涵蓋約20個行業，共有49名「後50」獲配對實習機會，45名完成實習期，其中11名實習生在完成實習後獲參與機構聘用為正式全職或兼職員工。所有參與機構對「後50」實習生的表現給予正面評價。

ERB pioneered its “Post-50 Internship Programme” in 2019-20 with a view to enabling the retired “Post-50” who have the aspiration and capability to work and those who need to change job to understand the prevailing market circumstances, strengthen their skillset and mindset for work through the one-month internship, and in the meantime promoting employers to recruit “Post-50”.

ERB developed dedicated website, produced publicity materials, rolled out advertisements and promoted the Programme through the ERB information channels. Around 600 “Post-50” registered for attending the interview day in the first five days after the launch of promotion.

Over 70 clerical intern vacancies were provided by 36 participating organisations straddling around 20 industries. A total of 49 “Post-50” interns were successfully placed and 45 of them completed the internship. Among them, 11 interns were offered full-time or part-time employment after completing the internship. All participating organisations gave positive comments on the performance of “Post-50” interns.



# 機構管治 *Corporate Governance*

## 管治架構 Management Structure

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

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



## 機構管治 Corporate Governance

### 主席及委員

本局的成員由政府委任。成員包括僱主、僱員和政府的代表，以及與職業培訓及再培訓或與人力統籌有關的人士共16名，並由主席領導。2019-20年度本局的成員如下：



主席  
Chairman

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



副主席  
Vice-Chairman

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



僱主代表  
Employers' Representatives

陳珊珊女士  
Ms. Cally CHAN  
Shan-shan



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

## Chairman and Board Members

Members of ERB are appointed by the Government. Under the leadership of the Chairman, the Board comprises 16 members appointed from representatives of employers and employees, government officials, and vocational training and retraining or manpower planning professionals. Membership of the Board in 2019-20 was as follows:



### 僱主代表

#### Employers' Representatives

謝小玲女士  
Ms. Phoebe TSE Siu-ling

吳傑莊教授, MH  
Professor Johnny NG  
Kit-chong, MH

### 僱員代表

#### Employees' Representatives

鄭清發先生  
Mr. CHENG Ching-fat

朱賢昌先生  
Mr. Joe CHU  
Yin-cheong

## 機構管治 Corporate Governance



### 僱員代表 Employees' Representatives

林振昇先生  
Mr. LAM Chun-sing

李永富先生  
Mr. LI Wing-foo

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

呂汝漢教授, MH  
Professor LUI Yu-hon, MH

陳林詩女士  
Mrs. Nancy CHAN  
LAM See





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

陳淑嫻女士  
Ms. Christina CHAN  
Shuk-han

尤曾家麗女士, GBS, JP  
(職業訓練局執行幹事)  
Mrs. Carrie YAU  
TSANG Ka-lai, GBS, JP  
(Executive Director of the  
Vocational Training Council)

政府代表  
**Government Representatives**

張琮瑤女士, JP  
(勞工及福利局常任秘書長)  
Ms. CHANG King-yiu, JP  
(Permanent Secretary for Labour  
and Welfare)

陳嘉信先生, JP  
(勞工處處長)  
Mr. Carlson CHAN  
Ka-shun, JP  
(Commissioner for Labour)

## 機構管治 Corporate Governance

### 委員會職能及成員名單

#### 課程及服務發展委員會

##### 職權範圍

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

##### 成員名單

召集人	成員	秘書
陳林詩女士	吳傑莊教授, MH 朱賢昌先生 勞工及福利局常任秘書長代表 勞工處處長代表 職業訓練局執行幹事代表 吳宗麟先生 <sup>#</sup>	經理(課程發展)

<sup>#</sup> 增選委員

## Functions and Membership of Committees

### Course and Service Development Committee

#### *Terms of Reference*

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

#### *Membership*

Convenor	Members	Secretary
Mrs. Nancy CHAN LAM See	Professor Johnny NG Kit-chong, MH Mr. Joe CHU Yin-cheong Representative of the Permanent Secretary for Labour and Welfare Representative of the Commissioner for Labour Representative of the Executive Director of the Vocational Training Council Mr. Bosco NG Chung-lun#	Manager (Course Development)

# Co-opted Member

## 機構管治 Corporate Governance

### 課程審批委員會

#### 職權範圍

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

#### 成員名單

召集人	成員	秘書
呂汝漢教授, MH	蘇陳偉香女士, BBS 李永富先生 勞工及福利局常任秘書長代表 勞工處處長代表 陳俊濠先生 <sup>#</sup>	經理(課程行政)

<sup>#</sup> 增選委員

## Course Vetting Committee

### *Terms of Reference*

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

### *Membership*

Convenor	Members	Secretary
Professor LUI Yu-hon, MH	Mrs. Susan SO CHAN Wai-hang, BBS Mr. LI Wing-foo Representative of the Permanent Secretary for Labour and Welfare Representative of the Commissioner for Labour Mr. Willam CHAN Chun-ho <sup>#</sup>	Manager (Course Administration)

<sup>#</sup> Co-opted Member

## 機構管治 Corporate Governance

### 質素保證及覆核委員會

#### 職權範圍

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

#### 成員名單

召集人	成員	秘書
陳淑嫻女士	謝小玲女士 朱賢昌先生 勞工處處長代表 職業訓練局執行幹事代表	經理(質素促進)

## Quality Assurance and Review Committee

### *Terms of Reference*

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

### *Membership*

Convenor	Members	Secretary
Ms. Christina CHAN Shuk-han	Ms. Phoebe TSE Siu-ling Mr. Joe CHU Yin-cheong Representative of the Commissioner for Labour Representative of the Executive Director of the Vocational Training Council	Manager (Quality Enhancement)

## 機構管治

### Corporate Governance

#### 公關及推廣策略委員會

##### 職權範圍

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

##### 成員名單

召集人	成員	秘書
陳珊珊女士	陳林詩女士 鄭清發先生 吳傑莊教授, MH 勞工處處長代表 廖國偉先生 <sup>#</sup>	經理(傳媒及對外事務)

<sup>#</sup> 增選委員



## Public Relations and Promotion Committee

### *Terms of Reference*

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

### *Membership*

Convenor	Members	Secretary
Ms. Cally CHAN Shan-shan	Mrs. Nancy CHAN LAM See Mr. CHENG Ching-fat Professor Johnny NG Kit-chong, MH Representative of the Commissioner for Labour Mr. Chris LIU Kwok-wai <sup>#</sup>	Manager (Media and External Affairs)

# Co-opted Member

## 機構管治

### Corporate Governance

#### 財務及行政委員會

##### 職權範圍

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

##### 成員名單

召集人	成員	秘書
黃傑龍教授, JP	呂汝漢教授, MH 林振昇先生 勞工及福利局常任秘書長代表 勞工處處長代表	經理(財務及會計)

## Finance and Administration Committee

### *Terms of Reference*

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

### *Membership*

Convenor	Members	Secretary
Professor Simon WONG Kit-lung, JP	Professor LUI Yu-hon, MH Mr. LAM Chun-sing Representative of the Permanent Secretary for Labour and Welfare Representative of the Commissioner for Labour	Manager (Finance and Accounts)

## 機構管治

### Corporate Governance

#### 財務及行政委員會轄下投資小組

##### 職權範圍

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

##### 成員名單

召集人	成員	秘書
余鵬春先生, SBS, JP	黃傑龍教授, JP 謝小玲女士 梁永祥博士, SBS, JP# 俞漢度先生# 何柏泰先生# 王祖興先生#(由2019年10月起)	副經理(財務及會計)

# 增選委員

## Investment Group under the Finance and Administration Committee

### *Terms of Reference*

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

### *Membership*

Convenor	Members	Secretary
Mr. YU Pang-chun, SBS, JP	Professor Simon WONG Kit-lung, JP Ms. Phoebe TSE Siu-ling Dr. William LEUNG Wing-cheung, SBS, JP <sup>#</sup> Mr. David YU Hon-to <sup>#</sup> Mr. Patrick HO Pak-tai <sup>#</sup> Mr. Harold WONG Tsu-hing <sup>#</sup> (From October 2019)	Deputy Manager (Finance and Accounts)

<sup>#</sup> Co-opted Members

## 機構管治

### Corporate Governance

#### 審計委員會

##### 職權範圍

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

##### 成員名單

召集人	成員	秘書
蘇陳偉香女士, BBS	陳珊珊女士 鄭清發先生 陳淑嫻女士 勞工及福利局常任秘書長代表 俞漢度先生 <sup>#</sup>	內部審計師

<sup>#</sup> 增選委員

## Audit Committee

### *Terms of Reference*

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

### *Membership*

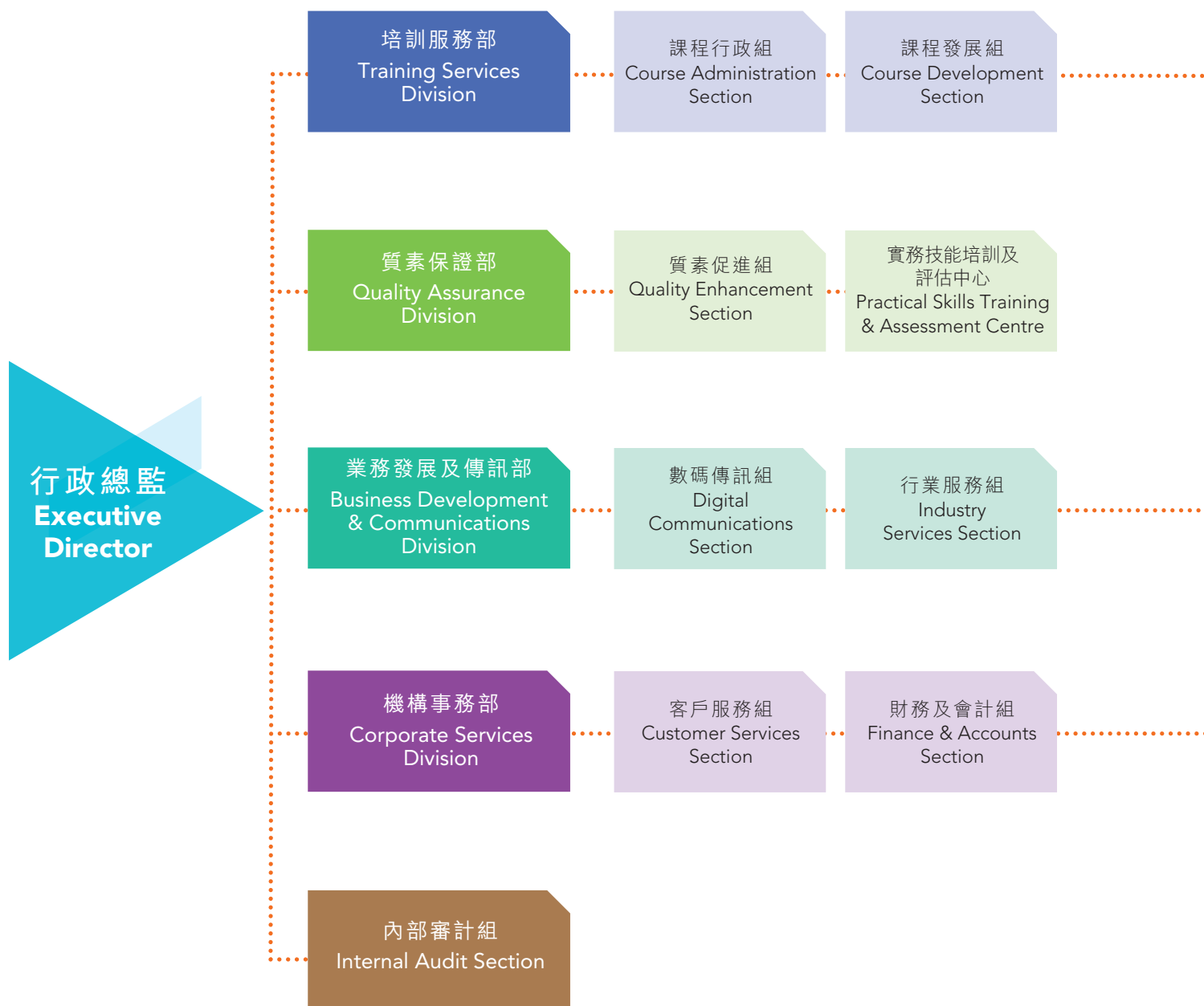
Convenor	Members	Secretary
Mrs. Susan SO CHAN Wai-hang, BBS	Ms. Cally CHAN Shan-shan Mr. CHENG Ching-fat Ms. Christina CHAN Shuk-han Representative of the Permanent Secretary for Labour and Welfare Mr. David YU Hon-to <sup>#</sup>	Internal Auditor

<sup>#</sup> Co-opted Member

## 機構管治 Corporate Governance

### 辦事處行政架構

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





## Organisation Structure of the Executive Office

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

研究及發展組  
Research &  
Development Section

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

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

就業服務組  
Placement Services  
Section

服務計劃組  
Service Schemes  
Section

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

資訊科技組  
Information Technology  
Section

## 機構管治

### Corporate Governance

### 主要成效指標

本局設立主要成效指標，以監察培訓機構的表現、培訓課程成效及資源效益。2019-20年度主要成效指標的表現如下：

範疇	主要成效指標	目標水平	表現水平
學額使用	學額使用率	85%	91%
完成培訓	課程出席率	80%	92%
	畢業率	80%	95%
就業情況(一般課程)	就業率	70%	81%

## Key Performance Indicators

ERB has established key performance indicators for monitoring the performance of training bodies, effectiveness of training courses and cost-effectiveness. In 2019-20, the achievement of key performance indicators was as follows:

Area for Monitoring	Key Performance Indicator	Benchmark	Achievement Level
Utilisation of training places	Capacity utilisation rate	85%	91%
Completion of training	Attendance rate	80%	92%
	Graduation rate	80%	95%
Placement (regular courses)	Placement rate	70%	81%

## 機構管治

### Corporate Governance

## 服務承諾

本局已制訂服務承諾以監察服務水平。2019-20年度各項服務承諾的推行情況如下：

### 培訓服務

服務項目	承諾標準	目標水平	推行水平
報讀安排	<ul style="list-style-type: none"> <li>就業掛鈎課程學員：於遞交課程申請表及報讀所需文件後<b>20個工作天</b>內獲通知結果(期間包括進行面試及入學試)</li> </ul>	85%	99%
	<ul style="list-style-type: none"> <li>非就業掛鈎課程學員：於遞交課程申請表及報讀所需文件後<b>10個工作天</b>內獲通知結果</li> </ul>	85%	99%
上課安排	<ul style="list-style-type: none"> <li>就業掛鈎課程學員：獲取錄後<b>四個月</b>內上課</li> </ul>	80%	74%
	<ul style="list-style-type: none"> <li>下列三項指定就業掛鈎課程：               <ul style="list-style-type: none"> <li>一 標準保安及物業管理基礎證書</li> </ul> </li> </ul>	85%	84%
	<ul style="list-style-type: none"> <li> <ul style="list-style-type: none"> <li>一 陪月員基礎證書</li> </ul> </li> </ul>	85%	79%
	<ul style="list-style-type: none"> <li> <ul style="list-style-type: none"> <li>一 家務助理基礎證書</li> </ul> </li> </ul>	85%	84%
	<ul style="list-style-type: none"> <li>非就業掛鈎課程學員：獲取錄後<b>五個月</b>內上課</li> </ul>	80%	65%
發放畢業證書	<ul style="list-style-type: none"> <li>學員可於完班及獲通知評估及格後<b>20個工作天</b>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)</li> </ul>	85%	92%

註：受2019冠狀病毒病影響，本局由2020年1月29日至3月31日暫停所有培訓課程，部分服務承諾的表現水平因而受到影響。

## Performance Pledges

ERB has established performance pledges to monitor the quality of service. In 2019-20, the achievement of performance pledges was as follows:

### Training Services

Service	Performance Pledge	Target Level	Achievement Level
Application and admission	<ul style="list-style-type: none"> <li>Applicants of placement-tied courses: to be notified of application results within <b>20 working days</b> (inclusive of time for admission interview and entry test) upon receipt of course application forms and required supporting documents</li> </ul>	85%	99%
	<ul style="list-style-type: none"> <li>Applicants of non-placement-tied courses: to be notified of application results within <b>10 working days</b> upon receipt of course application forms and required supporting documents</li> </ul>	85%	99%
Commencement of training	<ul style="list-style-type: none"> <li>Applicants of placement-tied courses: to commence training within <b>four months</b> upon notification of admission</li> </ul>	80%	74%
	<ul style="list-style-type: none"> <li>The following three specified placement-tied courses:               <ul style="list-style-type: none"> <li>— Foundation Certificate in Standard Security and Property Management</li> </ul> </li> </ul>	85%	84%
	<ul style="list-style-type: none"> <li>— Foundation Certificate in Post-natal Care Worker Training</li> </ul>	85%	79%
	<ul style="list-style-type: none"> <li>— Foundation Certificate in Domestic Helper Training</li> </ul>	85%	84%
	<ul style="list-style-type: none"> <li>Applicants of non-placement-tied courses: to commence training within <b>five months</b> upon notification of admission</li> </ul>	80%	65%
Issue of graduation certificate	<ul style="list-style-type: none"> <li>Graduation certificates to be available for collection at the training bodies within <b>20 working days</b> upon completion of classes and fulfillment of graduation requirements (not applicable to courses with course-end assessment in the form of public examination)</li> </ul>	85%	92%

Remarks: In view of the situation of COVID-19 pandemic, all ERB courses had been suspended between 29 January and 31 March 2020, thus adversely affecting the achievement levels of some of the performance pledges.

## 機構管治

### Corporate Governance

#### 發放再培訓津貼

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

#### 「樂活一站」服務計劃

服務項目	承諾標準	目標水平	推行水平
與僱主確認登記	<ul style="list-style-type: none"> <li>於收到僱主填妥的登記表格後<b>兩個</b>工作天內</li> </ul>	95%	100%
與僱主跟進配對及轉介	<ul style="list-style-type: none"> <li>於確認登記後<b>三個</b>工作天內</li> </ul>	95%	97%

#### 「陪月一站」服務計劃

服務項目	承諾標準	目標水平	推行水平
與僱主確認登記	<ul style="list-style-type: none"> <li>於收到僱主填妥的登記表格後<b>兩個</b>工作天內</li> </ul>	95%	100%
與僱主跟進配對及轉介	<ul style="list-style-type: none"> <li>於確認登記後<b>三個</b>工作天內(若上工日期是在確認登記後一個月內)</li> <li>於確認登記後<b>七個</b>工作天內(若上工日期是在確認登記後一個月或以上)</li> </ul>	95%	99%

#### 熱線服務(公眾查詢及意見)

服務項目	承諾標準	目標水平	推行水平
接聽熱線 182 182	<ul style="list-style-type: none"> <li>於辦公時間內選擇與客戶服務代表對話：於<b>12秒</b>內接聽</li> </ul>	80%	97%
回覆留言	<ul style="list-style-type: none"> <li>於工作天上午9時至下午6時內留言：<b>即日</b>回覆</li> <li>於其他時間內留言：下一<b>個</b>工作天回覆</li> </ul>	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"> <li>Within <b>25 working days</b> upon completion of course</li> </ul>	95%	99%

### “Smart Living” Scheme

Service	Performance Pledge	Target Level	Achievement Level
Confirmation of registration with employer	<ul style="list-style-type: none"> <li>Within <b>two working days</b> upon receipt of completed registration form from employer</li> </ul>	95%	100%
Follow-up on matching and referral with employer	<ul style="list-style-type: none"> <li>Within <b>three working days</b> upon confirmation of registration</li> </ul>	95%	97%

### “Smart Baby Care” Scheme

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

### Hotline Services (Public Enquiries and Opinions)

Service	Performance Pledge	Target Level	Achievement Level
Answer to calls received through hotline 182 182	<ul style="list-style-type: none"> <li>For enquirers who wish to speak with hotline staff: answer within <b>12 seconds</b> during office hour</li> </ul>	80%	97%
Reply to messages left in voice-mail	<ul style="list-style-type: none"> <li>For messages received during 9:00am – 6:00pm of a working day: reply within the <b>same day</b></li> <li>For messages received otherwise than above: reply in the <b>following working day</b></li> </ul>	95%	100%

## 機構管治

### Corporate Governance

## 服務評價

本局委託獨立調查機構以電話訪問形式收集僱主及學員對本局課程的意見。

在2019-20年度進行的服務評價調查，目標對象為於2018年10月至2019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
<b>整體工作表現良好</b>	<b>89%</b>
工作態度／紀律良好	93%
技能符合工作所需	87%
能夠適應工作環境／變化	86%
人際溝通技巧良好	86%
工作效率高	82%

受訪學員認為本局的課程能達致以下效果：	百分比
<b>整體對就業(求職或工作上)有幫助</b>	<b>84%</b>
引起持續進修的興趣	94%
改善軟性技巧	94%
增強自信心	92%
提升職業技能	89%
加深對就業前景及工作環境的了解	89%
提高適應工作的能力	88%
增強對工作的投入感	87%
改善基礎技能	82%
增加轉業機會	81%



## Evaluation of Performance

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

For the performance evaluation survey conducted in 2019-20, the target respondents were trainees who had completed ERB training courses between October 2018 and September 2019 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
<b>Overall work performance was good</b>	<b>89%</b>
Good working attitude / well-disciplined	93%
Skills matching job requirements	87%
Adaptable to work environment / changes	86%
Good interpersonal skills	86%
High efficiency	82%

Views of trainee respondents on the training courses of ERB:	Percentage
<b>Beneficial to employment (finding jobs or working) as a whole</b>	<b>84%</b>
Aroused interest in continuous learning	94%
Improved soft skills	94%
Boosted self-confidence	92%
Enhanced vocational skills	89%
Better understanding of career prospects and work environment	89%
Enhanced adaptability to work	88%
Strengthened commitment to work	87%
Improved foundation skills	82%
Increased job mobility	81%

# 工作回顧 *Operational Review*

培訓

*Training*

支援

*Empowerment*

TE

質素保證

Assurance of Quality

AMM

管治

Management



TRAINING

培訓



# 培訓 *Training*

## 課程規劃

### 配合安老服務業發展

在2019-20年度，僱員再培訓局進行有關安老服務業的市場調查，以進一步了解安老服務業在技能培訓方面的需求，從而提供更合適的培訓課程。

本局因應社會福利署(社署)的「院舍員工培訓資助計劃」，分別為安老院舍及殘疾人士院舍的現職保健員及護理員發展獲社署認可的訓練課程，包括「護理員訓練課程基礎證書(兼讀制)」及「保健員進階課程證書(兼讀制)」課程，協助他們鞏固專業知識及技能，提升行業服務質素。

## Planning of training courses

### Tying in with the development of elderly care services industry

In 2019-20, the Employees Retraining Board (ERB) conducted a market research on elderly care services industry to better understand the training needs of the industry, so as to provide more appropriate training courses.

In response to the “Training Subsidy Scheme for Staff of Residential Care Homes” of the Social Welfare Department (SWD), ERB developed two respective courses recognised by SWD for serving health workers and care workers of residential care homes for the elderly and residential care homes for persons with disabilities, namely “Foundation Certificate in Training for Care Workers (Part-time)” course and “Certificate in Advanced Training for Health Workers (Part-time)” course, to assist them to reinforce professional knowledge and skills and thus enhance service quality.

## 工作回顧 Operational Review

### 培訓 Training



本局分別為安老院舍及殘疾人士院舍的現職保健員及護理員發展獲社會福利署認可的訓練課程，協助他們鞏固專業知識及技能，提升行業服務質素。

ERB developed respective courses recognised by the Social Welfare Department for serving health workers and care workers of residential care homes for the elderly and residential care homes for persons with disabilities, to assist them to reinforce professional knowledge and skills and thus enhance service quality.

因應安老院舍的運作近年漸趨自動化，本局優化現有課程的訓練內容，以協助從業員適應及配合行業快速發展。

To dovetail the automation trend in the operation of residential care homes for the elderly in recent years, ERB enhanced the training content of current courses to assist practitioners in adapting to the latest development of the industry.

### 配合「資歷架構」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。

### Dovetailing the development of “Qualifications Framework”

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

在2019-20年度，本局在商業、飲食、零售、美髮、物業管理及保安、服裝製品及紡織六個行業範疇及資訊科技應用範疇下開發共11項「能力為本」新課程，並在職業語文的通用技能課程範疇下發展一項「通用能力為本」新課程，當中七項「能力為本」新課程及一項「通用能力為本」新課程為建議資歷級別第三級課程。

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「過往資歷認可」機制確認其資歷水平後，可以修讀本局較高「資歷級別」的課程或受聘成為導師。

在2019-20年度，本局於102項課程引入「過往資歷認可」機制，涵蓋飲食、健康護理、鐘錶及珠寶、美容、美髮、物業管理及保安、印刷及出版、交通及支援服務、物流、教育康體、進出口、零售和機電共13個行業範疇。

### 技能提升課程畢業學員就業或留職情況意見調查

在2019-20年度，本局對技能提升課程的畢業學員進行意見調查，以了解他們在入讀課程前後期間的就業或留職情況，以及對課程的意見，藉以優化本局發展技能提升課程的策略。

In 2019-20, ERB developed 11 new “SCS-based” courses under six industry categories, namely business, catering, retail, hairdressing, property management & security, and wearing apparel & textile, and IT applications category, and one new “SGC-based” generic skills course on vocational languages. Among them, seven new “SCS-based” courses and one new “SGC-based” course were pitched at proposed “Qualifications Framework” (QF) level three.

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

In 2019-20, ERB introduced the RPL mechanism to 102 courses covering 13 industry categories, namely catering, healthcare services, watch & jewellery, beauty therapy, hairdressing, property management & security, printing & publishing, transportation & support services, logistics, education & recreation, import & export, retail, and electrical & mechanical services.

### Opinion survey on the employment or retention status of graduates of skills upgrading courses

In 2019-20, ERB conducted an opinion survey on graduates of the skills upgrading courses to track their employment or retention status before and after attending the courses, and also to collect their views on the courses, so as to sharpen the development strategy for ERB skills upgrading courses.

## 工作回顧 Operational Review

### 培訓 Training

#### 探討擴展「學分累積及轉移」安排的涵蓋範圍

配合教育局推行「學分累積及轉移」安排，本局擴展「學分累積及轉移」安排的涵蓋範圍，並與香港公開大學李嘉誠專業進修學院協作，由其開辦的「自在人生自學計劃」的兩項指定課程的畢業學員在透過本局「零存整付」證書計劃修讀相關課程時可申請豁免修讀「個人素養基礎證書(兼讀制)」及「求職技巧基礎證書(兼讀制)」兩項課程。

#### 推出新課程

##### 課程系列及專業認證課程

本局緊貼市場需求，於2019-20年度推出多項具就業潛力的新課程，包括「香薰美容II(香薰調配)證書(兼讀制)」、「花藝設計及應用II(節日花飾)基礎證書(兼讀制)」、「花藝設計及應用II(葬禮花飾)基礎證書(兼讀制)」、「犬隻訓練員證書」、「幼兒遊戲小組導師助理證書」等。

本局就不同工種及範疇規劃課程系列，協助從業員擴闊專業範疇及通用技能。在2019-20年度開發的新課程系列涵蓋「短片剪輯技巧」、「朱古力製作」、「人力資源管理」、「服裝製作」、「物流區塊鍵實務知識」、「印刷及出版技術」等範疇。

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，提升就業競爭力。在2019-20年度，本局於機電、商業、教育康體行業範疇推出相關行業認可資格考試備試課程。

#### Exploring opportunities for expanding the coverage of “Credit Accumulation and Transfer” arrangement

To dovetail the “Credit Accumulation and Transfer” (CAT) arrangement promulgated by the Education Bureau, ERB expanded the coverage of CAT arrangement in collaboration with Li Ka Shing School of Professional and Continuing Education of Open University of Hong Kong (OUHK LiPACE). Trainees having successfully completed the two designated courses of “Capacity Building Mileage Programme” organised by OUHK LiPACE will be eligible to apply for exemption of attending the two ERB courses, namely “Foundation Certificate in Personal Attributes (Part-time)” and “Foundation Certificate in Job Search Skills (Part-time)” under the “Modular Certificates Accumulation Scheme”.

#### Launching new courses

##### Course series and professional certification courses

ERB kept abreast of market needs and launched a number of new courses with market potential in 2019-20. They included “Certificate in Aromatherapy for Beauty II (Aroma Blending) (Part-time)”, “Foundation Certificate in Floral Design and Applications II (Festive Floral Arrangements) (Part-time)”, “Foundation Certificate in Floral Design and Applications II (Funeral Floral Arrangements) (Part-time)”, “Certificate in Dog Training Instructor”, “Certificate in Early Childhood Playgroup Instructor Assistant”, etc.

To help practitioners broaden their professional and generic skills, ERB spearheaded the development of various job-specific and generic skills course series. In 2019-20, ERB developed new course series covering skills areas such as “video editing skills”, “chocolate making”, “human resource management”, “fashion production”, “blockchain operational knowledge in logistics industry”, “printing and publishing technology”, etc.

In tandem with industry development, ERB launched various professional certification courses to assist trainees in acquiring professional qualifications with industry recognition and enhance their competitiveness in employment. In 2019-20, ERB developed relevant preparatory courses for qualifying examinations / tests under electrical & mechanical services, business, and education & recreation industries.



## 推出大灣區及創新科技課程

配合大灣區發展機遇，本局在2019-20年度推出六項涵蓋不同專題的兼讀制技能提升課程，包括網上商貿、數碼營銷及推廣策略、電子商務全球營銷、數據可視化、5G物聯網及大數據，以及創新科技與創業營商。

為配合智慧城市的發展，本局推出五項創新科技課程，內容包括人工智能、區塊鏈技術、數據分析和雲端計算技術。

## Launching courses on Greater Bay Area and innovation and technology

In response to the opportunities brought about by the development of the Greater Bay Area, ERB launched six part-time skills upgrading courses in 2019-20, covering topics of E-commerce, digital marketing and promotion strategy, E-business global marketing, data visualisation, 5G Internet of Things and big data, and innovative technology and entrepreneurship.

In dovetailing the development of Smart City, ERB launched five courses in the area of innovation and technology, covering artificial intelligence, blockchain technology, data analysis and cloud computing technology.



本局緊貼市場需求，推出多項新課程，協助學員獲取相關知識及技能。  
ERB kept abreast of market needs and launched a number of new courses to help trainees acquire related knowledge and skills.

## 工作回顧 Operational Review

### 培訓 Training

## 為有特別需要社群提供培訓

### 青年人

在2019-20年度，本局為青年人開辦29項就業掛鈎課程，涵蓋髮型設計、化妝、美容護理、教育康體、餐飲、烘焙製作及寵物美容護理等多個行業範疇。

配合青年人的培訓需要，本局推出「軟件及人工智能應用程式開發人員證書」新課程；同時為有特殊教育需要的青年提供「社福中心運作助理基礎證書」課程，以協助他們入職相關行業。

在2019-20年度，本局成立「青年培訓聚焦小組」，檢討青年培訓課程的成效及優化訓練內容以吸引青年人入讀；同時建議發展新課程以配合青年人的就業及培訓需要。

## Providing training to social groups with special needs

### Young people

In 2019-20, ERB offered 29 placement-tied courses dedicated to young people, straddling industry categories of hairdressing, make-up, beauty therapy, education and recreation, catering, bakery, pet grooming and care, etc.

To meet the training needs of young people, ERB launched a new course titled “Certificate in Software and Artificial Intelligence Application Developer Training”, while offering the “Foundation Certificate in Social Service Center Assistant Training” to assist young people with special educational needs to enter relevant industries.

In 2019-20, ERB set up the “Focus Group on Training for Youth” to review the effectiveness of youth training courses and to enhance their training contents, with a view to attracting young people to enrol. The Focus Group also recommended to develop new courses to cater for the training and employment needs of young people.



配合青年人的培訓需要，本局為青年人開辦29項就業掛鈎課程，涵蓋多個行業範疇。

To meet the training needs of young people, ERB offered 29 placement-tied courses dedicated to young people, straddling various industry categories.

本局為少數族裔人士提供44項專設課程，內容涵蓋職業語文及各行業範疇。ERB offered 44 dedicated courses for ethnic minorities, covering vocational languages and straddling different industry categories.




## 少數族裔人士

在2019-20年度，本局為少數族裔人士提供13項就業掛鈎及31項非就業掛鈎的專設課程，內容涵蓋職業語文及各行業範疇，包括物業管理及保安、美容、美髮、建造及裝修、酒店、商業、飲食、社會服務、旅遊等。

本局亦推出兩項「通用能力為本」的「非華語人士職業中文(閱讀)基礎證書(兼讀制)」及「非華語人士職業廣東話(商務溝通)基礎證書(兼讀制)」課程，以協助少數族裔人士提高職場上的溝通能力，以及適應本地就業環境。

本局於2019-20年度進一步加強對少數族裔人士的培訓支援，就入讀課程的教育程度要求增加靈活性。

## 更生人士及戒毒人士

本局為在懲教院所在囚人士及住院式戒毒人士提供的專設課程，一般以半日或晚間制模式開辦，目標是協助學員重投就業市場，自力更生。在2019-20年度，本局提供16項就業掛鈎及七項非就業掛鈎專設課程，涵蓋九個行業範疇及通用技能。新推出的課程有「廚務助理基礎證書」及「防治蟲鼠處理員基礎證書」。

## Ethnic minorities

In 2019-20, ERB offered 13 placement-tied and 31 non-placement-tied courses dedicated to ethnic minorities, covering vocational languages and straddling different industry categories including property management & security, beauty therapy, hairdressing, construction & renovation, hotel, business, catering, social services, tourism, etc.

To assist ethnic minorities in enhancing their communication skills in workplace and adapting to the local working environment, ERB introduced two “SGC-based” courses titled “Foundation Certificate in Workplace Chinese (Reading) for Non-Chinese Speakers (Part-time)” and “Foundation Certificate in Vocational Cantonese (Business Communication) for Non-Chinese Speakers (Part-time)”.

ERB further enhanced the training support for ethnic minorities in 2019-20, allowing greater flexibility in the admission of trainees in respect of educational attainment.

## Rehabilitated ex-offenders and ex-drug abusers

ERB offered dedicated courses for persons in custody and persons receiving treatment in residential treatment centres. These courses were generally delivered in part-time mode, and aimed at helping trainees re-enter the employment market and achieve self-reliance. In 2019-20, ERB offered 16 placement-tied and seven non-placement-tied dedicated courses, straddling nine industry categories and generic skills training disciplines. Newly launched courses included “Foundation Certificate in Chef Assistant Training” and “Foundation Certificate in Pest Control Worker Training”.

## 工作回顧 Operational Review

### 培訓 Training

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

### 殘疾及工傷康復人士

本局在2019-20年度為殘疾及工傷康復人士提供29項就業掛鈎及32項非就業掛鈎專設課程，涵蓋中醫保健、印刷及出版、物業管理及保安、社會服務、美容、家居服務、酒店、健康護理、商業、飲食、資訊及通訊科技、零售和環境服務等行業範疇。

新推出的課程包括「中藥保健食療知識基礎證書(兼讀制)」、「美甲及手足護理知識基礎證書(兼讀制)」及「花藝設計及應用II(節日花飾)基礎證書(兼讀制)」。

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

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

### Persons with disabilities and persons recovered from work injuries

In 2019-20, ERB offered 29 placement-tied and 32 non-placement-tied courses dedicated to persons with disabilities and persons recovered from work injuries. These courses straddled industry categories of Chinese healthcare, printing & publishing, property management & security, social services, beauty therapy, domestic services, hotel, healthcare services, business, catering, information & communications technology, retail, and environmental services, etc.

New courses included “Foundation Certificate in Knowledge of Dietary Supplement in Chinese Medicine (Part-time)”, “Foundation Certificate in Knowledge of Manicure and Pedicure (Part-time)” and “Foundation Certificate in Floral Design and Applications II (Festive Floral Arrangements) (Part-time)”.

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

**「先聘用·後培訓」計劃**  
投身健康護理業 | 2019-20

歡迎員小六或以上學歷度的中年人士、「後50」(50歲或以上人士)、料理家務者及其他有興趣人士報名\*

成為護理員/照顧員  
5天工作  
每天8小時  
星期六及/或日輪班

先聘用 ▶ 投身護理行業  
● 合約期：1年  
● 不同工作地點及時間可供選擇

後培訓 ▶ 實務工作訓練  
● 入職後完成以下3個連續性實務培訓課程，內容包括：  
○ 熟練及專業技巧 ○ 先融護理 ○ 生命體察度 ○ 層層護理 ○ 體察技巧  
● 由導師指導提供在職實務培訓

學員職系	薪金範圍/月薪/年資	最高薪金/月薪/年資	班次
護理員/照顧員	\$10,500 - \$10,875	\$10,500	5天工作
新進的護理員	\$10,500	\$10,500	5天工作
工作地點	沙田、葵涌、深水埗、鴨脷洲	大角咀、葵涌、屯門	5天工作
班期	18	25	5天工作
報名日期及報名地點	8/10/2019 (星期三) 9/10/2019 (星期四) 11/10/2019 (星期六) 18/10/2019 (星期三)	22/10/2019 (星期三) 24/10/2019 (星期五) 26/10/2019 (星期日) 28/10/2019 (星期二)	24/10/2019 (星期六) 26/10/2019 (星期日) 27/10/2019 (星期一) 4/11/2019 (星期日)
查詢及查詢電話	2727 8186	2727 8181	3106 3411 / 3148 3333
查詢詳情	香港特設	香港特設	香港特設

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

本局於安老服務業、環境服務業、交通及支援服務業、飲食業及教育康體業推行「先聘用、後培訓」計劃。

ERB implemented the "First-Hire-Then-Train" Scheme in the elderly care services, environmental services, transportation & support services, catering, and education & recreation industries.

**「先聘用·後培訓」計劃**  
投身教育康體業 | 2019-20

歡迎中年人士、「後50」(50歲或以上人士)、料理家務者及其他有興趣人士報名\*

先聘用 ▶ 教育康體工作  
● 職位名稱：康樂會所助理  
● 職系：照顧員  
● 工作地點：葵涌  
● 工作時間：每星期工作不少於16小時  
● 班期：20 (學與做交替)

後培訓 ▶ 實務工作訓練  
● 指定課程日期：2019年10月22日  
● 地點：葵涌  
● 內容：教授服務實務知識及技巧；由專人提供在職實務指導

簡介會  
日期：2019年10月14日(一)  
時間：下午2:30至5:30  
地點：九龍彌敦道54號永豐九龍中心11樓  
登記及查詢熱線：2711 8820  
聯絡機構：港專機構有限公司

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

## 擴展「先聘用、後培訓」計劃

在2019-20年度，本局繼續於安老服務業、環境服務業、交通及支援服務業推行「先聘用、後培訓」計劃，並擴展計劃至飲食業及教育康體業，協助學員（主要為中年婦女及料理家務者）入職各項工作，例如安老院舍護理員、清潔助理、餐具潔淨員、隧道交通督導員（實習生）、侍應及康體會所助理。

參與計劃的僱主因應學員的家庭崗位需要，調整學員的工作時間及休假安排，並提供在職培訓和配套支援措施，鼓勵學員留職。共有191名學員透過參加計劃入職上述相關工作，當中170名完成指定培訓課程。

## Expanding "First-Hire-Then-Train" Scheme

In 2019-20, ERB continued its effort to implement the "First-Hire-Then-Train" Scheme in the elderly care services, environmental services and transportation & support services industries, and extended the Scheme to cover catering and education & recreation industries to assist trainees (mainly middle-aged women and homemakers) to land jobs such as care workers of residential care homes for the elderly, cleaning assistants, dish washing workers, tunnel traffic control officers (trainee), waiters / waitresses, and recreation clubhouse assistants.

Participating employers suitably adjusted the working hours and leave arrangements to cater for the family commitments of trainees and provided on-the-job training and other related support measures to encourage trainees to stay in employment. A total of 191 trainees participated in the Scheme and landed the above-mentioned jobs, and 170 of them completed the designated training courses.

## 工作回顧 Operational Review

### 培訓 Training

**4項指定  
半日或晚間制課程**

**零存整付證書計劃**

**嬰幼兒照顧員基礎證書**  
全日制課程同等資歷的證書

僱員再培訓局(ERB)推出「零存整付」證書計劃，鼓勵未能按時間入讀全日制課程的市民，修讀兼讀制課程，提升技能，為投入職場作好準備。

歡迎婦女、料理家務者及其他人士報讀  
靈活安排進修時間 獲取認可資歷

查詢  
有關計劃詳情、申請程序及個別課程的訓練內容和入讀資格，請致電ERB熱線182 182或向相關的培訓機構查詢。

ERB熱線：182 182 www.erb.org (f) My ERB

**5項指定  
半日或晚間制課程**

**零存整付證書計劃**

**職業治療助理基礎證書**  
全日制課程同等資歷的證書

僱員再培訓局(ERB)推出「零存整付」證書計劃，鼓勵未能按時間入讀全日制課程的市民，修讀兼讀制課程，學習相關技能，為投入職場作好準備。

歡迎料理家務者及其他人士報讀  
靈活安排進修時間 獲取認可資歷

查詢  
有關計劃詳情、申請程序及個別課程的訓練內容和入讀資格，請致電ERB熱線182 182或向相關的培訓機構查詢。

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

本局推行「零存整付」證書計劃，鼓勵因照顧家庭而未能修讀本局全日制課程的人士，靈活安排時間進修及獲取認可資歷。

ERB implemented the "Modular Certificates Accumulation Scheme" to encourage people who are unable to pursue ERB courses on full-time basis due to family commitments to make flexible study arrangement and acquire recognised qualifications.

## 推行「零存整付」證書計劃

在2019-20年度，本局繼續以「陪月員基礎證書」、「護理員基礎證書」、「嬰幼兒照顧員基礎證書」，以及「職業治療助理基礎證書」課程，推行「零存整付」證書計劃，鼓勵因照顧家庭而未能修讀本局全日制課程的人士，靈活安排時間進修及獲取認可資歷。

## Implementing the "Modular Certificates Accumulation Scheme"

To encourage people who are unable to pursue ERB courses on full-time basis due to family commitments to make flexible study arrangement and acquire recognised qualifications, ERB continued its effort to implement the "Modular Certificates Accumulation Scheme" which covers the "Foundation Certificate in Post-natal Care Worker Training" course, "Foundation Certificate in Care Worker Training" course, "Foundation Certificate in Infant and Child Care Worker Training" course and the "Foundation Certificate in Occupational Therapist Assistant Training" course in 2019-20.

### 「兼職工度身訂造課程」試點計劃

完成短期培訓 ● 投入兼職工作 ● 兼顧家庭需要

僱主承諾優先聘用 課程費用全免  
歡迎婦女、料理家務者、較年長人士及其他失業或待業人士報讀<sup>(1)</sup>

#### 飲食業 - 日式豬骨湯麵助理

僱主	株式會社有限公司 (牛頭鎮、牛角、溫野菜、牛角定製坊、豬爪堂)
時薪 <sup>(2)</sup>	\$58至\$75
工作時間 <sup>(3)</sup>	每星期工作3至4天，每天工作最少4小時
工作地點	灣仔區
名額	20個
培訓機構	香港工業總會
報名上陣日期	2019年4月26日至7月2日，學員通過面試
訓練內容	食物安全及衛生、廚務訓練、日常營業期的掃樓工作等
上課地點	佐敦
簡介會日期、地點及時間	2019年6月18日 (二) (8:00-9:00) 2019年6月18日 (二) (5:00-6:00) 上午10:00至中午12:00
登記及查詢熱線	2968 9044

#### 旅遊業 - 機場地勤服務員

僱主	怡和航空服務有限公司
時薪 <sup>(2)</sup>	\$56 (另加每天最多\$90交通津貼)
工作時間 <sup>(3)</sup>	每星期工作最少兩天，每天4.25小時
工作地點	香港國際機場
名額	20個
培訓機構	港樂機務有限公司
報名上陣日期	2019年7月1日至16日，學員通過面試及英語筆試
訓練內容	辦理登機程序、機務培訓及客運常識、航空業實用英語等
上課地點	佐敦
簡介會日期、地點及時間	2019年6月26日 (三) (8:00-9:00) 下午2:00至4:00
登記及查詢熱線	2731 9830

內閣訓練的人選資格、課程內容詳情、(1) 具備條件者，包括新、工作經驗、福利及培訓等，以確保雙方都能從課程中受惠。(2) 參閱僱主：(3) 詳情請向僱主查詢。

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

### 「兼職工度身訂造課程」試點計劃

僱主優先聘用 課程費用全免

歡迎婦女、料理家務者、「後50」(50歲或以上人士)及其他失業或待業人士報讀<sup>(1)</sup>

完成短期培訓 ● 投入兼職工作 ● 兼顧家庭需要

#### 零售業 - 顧客服務員

僱主	馬莎百貨 (Marks & Spencer)
時薪 <sup>(2)</sup>	\$55至\$64
工作時間 <sup>(3)</sup>	每星期工作3至6天，每天4至9小時
工作地點	灣仔新界
名額	20個
上課日期(暫定)	2019年10月24日、25日及28日，學員通過面試
上課地點	佐敦
訓練內容	認識及掌握基本的顧客服務和銷售技巧、貨品管理、店舖運作及收銀程序
簡介會日期、地點及時間	● 2019年10月9日 (三) (佐敦) 下午2:00至5:00 ● 2019年10月15日 (二) (灣仔)
培訓機構	香港職工會聯盟

登記及查詢熱線 2332 9368

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

本局分別與飲食、零售及旅遊業僱主合作舉辦「兼職工度身訂造課程」，協助「後50」及料理家務者入職相關兼職空缺。ERB collaborated with employers of the retail, catering and tourism industries to launch the "Tailor-made Course for Part-timers" to facilitate "Post-50" and homemakers to take up related part-time jobs.

## 擴展「兼職工度身訂造課程」試點計劃

在2019-20年度，本局分別與飲食、零售及旅遊業僱主合作舉辦「兼職工度身訂造課程」，以「後50」及料理家務者為對象，提供短期訓練，以靈活模式聘用有特別需要社群入職相關兼職空缺，協助釋放潛在勞動力。共有54名學員入讀課程，整體就業率為88%。

## Extending the "Tailor-made Course for Part-timers" Pilot Programme

In 2019-20, ERB collaborated with employers of the retail, catering and tourism industries to launch the "Tailor-made Course for Part-timers" targeting "Post-50" and homemakers. Part-time vacancies and flexible employment terms were offered for social groups with special needs to take up related part-time jobs after completing short-term training, thereby assisting in unleashing potential workforce. 54 trainees were admitted to the course and the overall placement rate was 88%.

支援

EMPOWERMENT







# 支援 *Empowerment*



## 加強培訓支援

### 強化培訓顧問服務

本局於2019-20年度繼續加強培訓顧問服務。培訓顧問除積極走訪各社區團體和中學，透過個人或小組諮詢服務，為有特別需要社群提供適切的培訓及就業資訊外，亦繼續運用「培訓顧問視像服務」，讓有特別需要社群包括少數族裔人士、殘疾及工傷康復人士等，適時掌握本局的培訓資訊及獲得課程建議。在停課期間，有需要的市民仍然可以透過視像服務，掌握本局課程資訊，為疫情後的事業規劃做好準備。

## Enhancing training support

### Enhancing training consultancy service

In 2019-20, ERB continued to step up efforts in enhancing the training consultancy service. Training Consultants actively reached out to district organisations and secondary schools to provide social groups with special needs with suitable information on the training and employment market through individual or group consultations. Meanwhile, Training Consultants also made use of the "Training Consultancy Service through Video Conferencing" to assist social groups with special needs, including ethnic minorities, and persons with disabilities and persons recovered from work injuries, to obtain timely training information and advice. During the class suspension period, Training Consultants continued to assist people in need to get hold of course information through video conferencing and enable them to get prepared for post-pandemic career planning.

## 工作回顧 Operational Review

支援 Empowerment



本局為僱主及培訓機構舉辦工作坊，協助他們認識殘疾及工傷康復人士的培訓及就業需要，以及相關的溝通技巧。

ERB organised a workshop for employers and training bodies to assist them in understanding the training and employment needs of persons with disabilities and persons recovered from work injuries, and also the related communication skills.



培訓顧問透過個人或小組諮詢服務，為有特別需要社群提供培訓及就業資訊。

Training Consultants provided information on training and employment market to social groups with special needs through individual or group consultations.

培訓顧問於年度內為有特別需要社群提供逾950節外展服務，包括逾200節視像服務。

In the year, Training Consultants rendered over 950 sessions of outreach services to social groups with special needs, including over 200 sessions of consultation through video conferencing.

### 舉辦「認識有特別需要社群工作坊」

本局於2019-20年度為僱主及培訓機構舉辦工作坊，協助他們認識殘疾及工傷康復人士的培訓及就業需要，以及與有特別需要社群相處時的溝通技巧。工作坊內容包括介紹有特別需要社群的就業需要和特質、與他們相處的原則、態度及溝通技巧等，並安排由僱主及僱員進行經驗分享。

### Organising workshop for enhancing the awareness towards social groups with special needs

In 2019-20, ERB organised a workshop for employers and training bodies to assist them in understanding the training and employment needs of persons with disabilities and persons recovered from work injuries, and also the communication skills required in getting along with these social groups with special needs. The workshop covered an introduction of the characteristics and the employment needs of social groups with special needs, the principles and attitude when interacting with them as well as communication skills, etc. Experience sharing of employers and employees were also arranged.



「ERB服務中心」及「ERB服務點」作為本局培訓和服務的地區窗口，為有培訓及就業需要的人士提供多元化的支援服務。

As the district-based window to the courses and services of ERB, "ERB Service Centres" and "ERB Service Spots" provide diversified support services to people with training and employment needs.

### 「職場再出發」實戰系列活動

在2019-20年度，「ERB服務中心」為「後50」舉辦「職場再出發」實戰系列活動，並繼續擴展活動形式至其他有特別需要社群（例如婦女及新來港人士），協助他們掌握市場動向，體會工作實況，為投入職場做好準備。約有1,700人次參加各項活動。

### "Workplace Re-entry" activity series

In 2019-20, the "ERB Service Centres" organised "Workplace Re-entry" activity series for "Post-50", and continued to extend the mode of activity to other social groups with special needs, including women and new arrivals, to assist them to better understand the market trend, experience the work environment and prepare to enter the employment market. Around 1,700 participants attended the activities.

### 「ERB服務點」專設活動

在2019-20年度，本局在37個「ERB服務點」舉辦一系列行業講座及試讀班，以及與企業合辦「工作體驗日」，提升「後50」、婦女、新來港人士及少數族裔人士對就業市場及各類工種的認識，以及報讀本局相關課程的動機，合共約1,400人次參加各項活動。

### Dedicated activities at "ERB Service Spots"

In 2019-20, ERB organised a series of industry seminars and taster courses at 37 "ERB Service Spots", and co-organised "Work Experience Days" with corporations for "Post-50", women, new arrivals and ethnic minorities to equip them with knowledge of the employment market and different job types, as well as to arouse their interest in enrolling ERB courses. Around 1,400 participants attended the activities.

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本局為高中學生、少數族裔學生及特殊學校學生舉辦「學校職業講座」及「企業探訪」，加強學生的行業知識。  
ERB organised "Career Talks for School" and "Company Visits" for upper secondary students, students of ethnic minority origin and special schools, aiming to strengthen students' understanding of respective industries.

### 推出「工作體驗日」及「中學生職場體驗」活動系列

在2019-20年度，本局與物業管理及飲食業僱主合辦兩次「工作體驗日」，分別安排「後50」及少數族裔人士參觀工作場所及本局委任培訓機構的培訓中心，認識相關行業的就業及培訓機會，以及參與即場面試。

本局在2019-20年度繼續推行「中學生職場體驗」活動系列，為高中學生、少數族裔學生及特殊學校學生舉辦了14場「學校職業講座」及「企業探訪」，共有約1,200名高中學生參與，內容涵蓋酒店、零售、物業管理、健康護理及資訊及通訊科技等行業，加強學生的行業知識，作為日後選擇學科或規劃職業的參考。

### Launching "Work Experience Days" and "Workplace Experience Activity Series for Secondary School Students"

In 2019-20, ERB co-organised two "Work Experience Days" with employers of property management and catering industries, arranging "Post-50" and ethnic minorities to visit workplaces and training centres of ERB appointed training bodies to learn about the training and employment opportunities of respective industries as well as attend job interviews onsite.

In 2019-20, ERB continued to launch the "Workplace Experience Activity Series for Secondary School Students" for upper secondary students, students of ethnic minority origin and special schools. A total of 14 "Career Talks for School" and "Company Visits", covering hotel, retail, property management, healthcare services, and information and communications technology industries, etc. were organised for around 1,200 upper secondary students. Through the activity series, ERB aimed to strengthen students' understanding of respective industries for future study and career planning.

## 推出「ERB助理搵工」流動應用程式

在2019-20年度，本局推出「ERB助理搵工」流動應用程式，供「樂活一站」及「陪月一站」轉介平台的登記學員搜尋及申請合適工作，以及供僱主登記空缺的響應式網頁，提升服務效率。本局製作宣傳品，並推出抽獎活動，鼓勵完成「樂活一站」及「陪月一站」相關課程的學員下載及使用流動應用程式。本局會繼續開發供僱主使用的流動應用程式。

## Launching “ERB Helper App” mobile application

In 2019-20, ERB launched the “ERB Helper App” mobile application for registered trainees of the “Smart Living” and “Smart Baby Care” referral platforms to search and apply for jobs, and responsive web pages for employers to register vacancies with a view to uplifting the service efficiency. ERB produced publicity materials and rolled out lucky draw campaign to encourage trainees who have completed ERB courses relevant to “Smart Living” and “Smart Baby Care” to download and use the mobile application. ERB will continue to develop the mobile application for employers.



本局推出「ERB助理搵工」流動應用程式，供「樂活一站」及「陪月一站」轉介平台的登記學員搜尋及申請合適工作。  
ERB launched the “ERB Helper App” mobile application for registered trainees of the “Smart Living” and “Smart Baby Care” referral platforms to search and apply for jobs.

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### 強化行業聯繫和協作

#### 交流活動

本局十分重視經驗和意見交流。在2019-20年度，本局總監級成員分別接待廣西北海市的訪問團、廣東省政協調研小組，以及深圳市人力資源和社會保障局的訪問團，交流工作經驗；與特區政府不同部門商討發展合適課程；並與本地不同商會及團體，包括香港化粧品同業協會、香港尼泊爾商會、國際專業無人機學會，以及本地勞工團體交流業界的人力需求。

本局行政總監於2019年12月出席嶺南大學亞太老年學研究中心主辦的「賽馬會齡活城市計劃」公眾論壇，就「促進年輕長者重投勞動市場」的主題分享再培訓局的經驗。

#### 檢討「行業諮詢網絡」

在2019-20年度，本局完成檢討「行業諮詢網絡」的運作模式，當中包括「行業諮詢網絡」的數目及所涵蓋的行業範疇、職能範圍、組成成員等。透過加強「行業諮詢網絡」的代表性，進一步促進本局與業界的溝通及提升本局課程的認受性。

#### 加強技術顧問網絡

本局自2008年起邀請具豐富行業經驗的業界人士擔任本局技術顧問，為本局課程發展及質素保證工作提供寶貴意見。在2019-20年度，本局共有158位技術顧問，涵蓋28個行業範疇及通用技能範疇。

### Reinforcing industry connection and collaboration

#### Exchanges and meetings

ERB put much emphasis on experience sharing and exchanges. In 2019-20, the ERB directorate received delegations from Beihai city of Guangxi Province, Guangdong Provincial Committee of the Chinese People's Political Consultative Conference, and the Human Resources and Social Security of Shenzhen Municipality for sharing of working experience. ERB also collaborated with various departments of the SAR Government in developing suitable courses and met different trade associations and relevant bodies, such as the Cosmetic and Perfumery Association of Hong Kong, Hong Kong Nepalese Business Association, the International Unmanned Aircraft Systems Association, and some local labour organisations, for exchange of views on manpower demand of sectors concerned.

The Executive Director of ERB attended the "Jockey Club Age-friendly City Project Public Forum" organised by the Asia-Pacific Institute of Ageing Studies of Lingnan University as a speaker in December 2019, and shared the experience of ERB on the topic of "Promoting employment after retirement for educated young-olds".

#### Reviewing the Industry Consultative Network

In 2019-20, ERB has reviewed the operation of Industry Consultative Network (ICN), including the number of ICN and its coverage, as well as its scope of service and membership formation and so forth. By strengthening the representativeness of the ICN, ERB is able to further enhance its communication with industries and the recognition of ERB courses.

#### Strengthening the network of Technical Advisors

ERB has invited experienced practitioners in different industries to join ERB in the capacity of Technical Advisors since 2008. The Technical Advisors have made valuable contribution to the work of course development and quality assurance of ERB. In 2019-20, ERB engaged 158 Technical Advisors covering 28 industry categories and generic skills training disciplines.



本局推廣「ERB中小企服務」，藉舉辦「中小企試讀班」及「中小企師友計劃」，加強支援中小企的招聘及培訓需要。ERB promotes the “ERB Services for SMEs” through organising “Taster Course for SME” and “SME Mentorship Programme” to step up the support to SMEs in recruitment and staff training.

### 推廣「ERB中小企服務」

在2019-20年度，本局繼續推廣「ERB中小企服務」，藉舉辦「中小企試讀班」及「中小企師友計劃」，加強支援中小企的招聘及培訓需要。

本局分別與「工業貿易署中小企業支援與諮詢中心」及「香港貿發局中小企服務中心」合辦三場「中小企試讀班」；在2018-20年度第二期「中小企師友計劃」下配對了20組師友。本局亦定期向中小企僱主及商會發放本局服務資訊。

### Promoting “ERB Services for SMEs”

In 2019-20, ERB continued to promote the “ERB Services for SMEs” through organising “Taster Course for SME” and “SME Mentorship Programme” to step up the support to SMEs in recruitment and staff training.

ERB co-organised three “Taster Course for SME” with the “Support and Consultation Centre for SMEs” of the Trade and Industry Department and “SME Centre” of the Hong Kong Trade Development Council respectively. In addition, 20 pairs of mentors and mentees were matched in the second phase of “SME Mentorship Programme” for 2018-20. ERB also disseminated service information to SME employers and associations on a regular basis.

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### 「ERB人才企業嘉許計劃」引入「資歷升格機制」

在2019-20年度，共有116間機構獲嘉許為「人才企業」，包括56間規模較大的企業、49間中小企，以及11間政府部門、公營機構及非政府機構；另有334間「人才企業」獲延續嘉許資格。

為表揚「人才企業」在「人才培訓及發展」工作的持續成就，本局於2019-20年度為「嘉許計劃」引入「資歷升格機制」，連續10年獲嘉許資格的「人才企業」將獲授予「Super MD」的新稱號，嘉許期亦會由兩年延長至五年。2019-20年度，有69間「人才企業」符合資歷升格成為「Super MD」。

### Introducing an award upgrading mechanism for the “ERB Manpower Developer Award Scheme”

In 2019-20, a total of 116 organisations were newly acknowledged as “Manpower Developers” (MDs), including 56 organisations from the “General Enterprise (Non-SME) Category”, 49 organisations from the “SME Category” and 11 organisations from the “Government Department, Public Body and NGO Category”, while another 334 organisations renewed their MD status.

With a view to recognising the exemplary and continuous achievements of MDs in manpower training and development, an award upgrading mechanism was introduced in 2019-20. MDs that have been granted the award status for 10 consecutive years will be acknowledged as “Super MDs”. The validity period will be extended from two years to five years. In 2019-20, 69 MDs were upgraded as “Super MDs”.



在2019-20年度，有69間「人才企業」升格成為「Super MD」。In 2019-20, 69 MDs were upgraded as “Super MDs”.





本局舉辦「伙伴周年聚會」，介紹本局最新發展及僱主服務，以及促進培訓機構與僱主的合作。

ERB organised the "Annual Partners Luncheon" to introduce the new development and employer services of ERB and foster collaborations between training bodies and employers.

### 舉辦「伙伴周年聚會」

本局在2019年10月舉辦「伙伴周年聚會」，介紹本局最新發展及僱主服務，以及促進培訓機構與僱主的合作，共有約300名企業、行業商會、僱主組織及培訓機構的代表出席。

### Organising "Annual Partners Luncheon"

ERB organised the "Annual Partners Luncheon" in October 2019 to introduce the new development and employer services of ERB and foster collaborations between training bodies and employers. Around 300 representatives of enterprises, trade associations, employer organisations and training bodies attended the luncheon.

### 增強地區服務網絡

#### 37個「ERB服務點」全面投入服務

隨著15個「ERB服務點(九龍東)」(包括黃大仙、觀塘及西貢地區)於2019-20年度正式投入服務，本局在葵青及荃灣、九龍西和九龍東區的「ERB服務點」數目已增至37個，並已全數投入服務，進一步加強本局在地區層面的課程和服務推廣，為市民提供最新的課程及服務資訊，以及協助市民報讀本局課程。

### Strengthening district service network

#### 37 "ERB Service Spots" in full operation

With the set up of 15 "ERB Service Spots (Kowloon East)" (covering districts of Wong Tai Sin, Kwun Tong and Sai Kung) in 2019-20, the total number of "ERB Service Spots" across Kwai Tsing and Tsuen Wan, Kowloon West and Kowloon East districts was increased to 37 and put into full service so as to further strengthen the promotion of ERB courses and services at district level, provide latest course and service information, and render support to members of the public in enrolling ERB courses.



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### 於全港18區設置全新「培訓通」課程搜索終端機

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

本局透過政府免費時段在電視及電台播放廣告，印製宣傳品，推出廣告，以及透過本局的資訊頻道進行宣傳。

### Setting up of the brand new “ERB Training Net” course search terminals across 18 districts of Hong Kong

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

ERB rolled out television and radio advertisements in the form of Announcements in the Public Interest of the Government, produced publicity materials, arranged advertisements and promotion through its information channels.



**ERB**  
**培訓通**  
**TRAINING NET**



本局於全港18區共118個地點設置全新「培訓通」課程搜索終端機。  
ERB set up the brand new “ERB Training Net” course search terminals at 118 locations across 18 districts of Hong Kong.



本局透過「課程及行業推廣計劃」資助培訓機構舉辦地區推廣活動，增加公眾人士對本局課程及服務的認識。  
ERB sponsored training bodies to organise district-based promotional activities under the "Funding Programme for Courses and Industries" to arouse public awareness of ERB courses and services.

## 加強地區聯繫及宣傳工作

### 聯繫區議會

本局一直致力發展地區網絡，於2020年新一屆區議會會期開展後，先後聯繫九龍城、黃大仙、西貢及油尖旺四區區議會，向當區的區議員介紹本局課程和服務，以及2020-21年度的重點工作。

### 「課程及行業推廣計劃」

在2019-20年度，本局透過「課程及行業推廣計劃」資助培訓機構在年度內共完成45項活動，超過24,000人次出席，約有300間僱主機構參與推廣活動。



## Stepping up efforts in district networking and promotions

### Connection with District Councils

ERB has been developing district networks over the years. In 2020 upon the commencement of the new term of the District Council, ERB contacted the District Councils of Kowloon City, Wong Tai Sin, Sai Kung and Yau Tsim Mong districts to introduce the ERB courses and services, as well as the key initiatives of the 2020-21 Work Plan, to the concerned district council members.

### "Funding Programme for Courses and Industries"

In 2019-20, ERB sponsored training bodies to organise 45 activities under the "Funding Programme for Courses and Industries", with over 24,000 people and about 300 employers participated.

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本局以「穿梭18區•學習零距離」為主題，推出地區宣傳短片系列，介紹本局在全港18區的培訓資源及行業資訊。ERB adopted the theme of "Free access to learning in 18 districts" to launch the district video series to introduce the ERB training resources and industry information of 18 districts across the territory.

### 推出地區宣傳短片系列

本局於年度內繼續以「穿梭18區•學習零距離」為主題，製作九集地區宣傳短片，連同2018-19年度的九集短片，介紹本局在全港18區的培訓資源及行業資訊的地區宣傳短片系列順利完成。

於2019-20年度製作的九集地區宣傳短片在網上頻道的總觀看次數約為920,000，總互動人次約為7,500。

### Launching district video series

ERB continued to adopt the theme of "Free access to learning in 18 districts" to produce nine episodes of district videos in the year, together with the nine episodes of 2018-19, the district video series introducing the ERB training resources and industry information of 18 districts across the territory were smoothly completed.

The nine videos produced in 2019-20 recorded about 920,000 "View" and around 7,500 "Engagement" on online platforms.



本局推出多元宣傳推廣，讓更多市民認識ERB課程及服務。ERB rolled out diversified promotion and publicity to enhance public awareness of ERB courses and services.

## 多元宣傳推廣

### 課程及服務推廣

在2019-20年度，本局推出宣傳廣告，向中年人士、「後50」及料理家務者推廣「先聘用、後培訓」計劃及「兼職工度身訂造課程」試點計劃，協助他們投身環境服務業、交通及支援服務業、飲食業、旅遊業、健康護理業、教育康體業及零售業，以及修讀本局相關課程。

本局出版課程總覽、以不同種族語言製作課程宣傳單張、更新了23個行業的「課程圖譜」、「青年課程圖譜」和本局的課程及服務簡章單張。

配合「ERB服務點」於2019年9月在九龍東區全面投入服務，本局推出宣傳品及廣告，向地區市民介紹「ERB服務點」的服務。



## Diversified promotion and publicity

### Course and service promotion

In 2019-20, ERB rolled out advertisements to promote the “First-Hire-Then-Train” Scheme and “Tailor-made Course for Part-timers” Pilot Programme to assist middle-aged persons, “Post-50” and homemakers to enrol in ERB courses and land jobs in the environmental services, transportation and support services, catering, tourism, healthcare services, education and recreation, and retail industries.

ERB published the Course Prospectus and produced course promotional leaflet in languages of different races; and updated the “Course Progression Charts” for 23 industries, “Course Progression Chart for Youths” and the leaflet introducing ERB courses and services.

To keep in pace with the full launch of “ERB Service Spots” in Kowloon East district in September 2019, ERB launched publicity materials and advertisements to introduce the services of “ERB Service Spots” to district residents.

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## 支援 Empowerment



本局主席及行政總監會見傳媒，介紹一系列重點支援「後50」培訓就業的項目和活動。  
The ERB Chairman and Executive Director met the press to introduce the programme and activity series in supporting the “Post-50” for training and employment.



本局主席聯同勞工及福利局局長和商務及經濟發展局局長會見傳媒，介紹「特別•愛增值」計劃。  
The ERB Chairman joined the Secretary for Labour and Welfare and the Secretary for Commerce and Economic Development to meet the press and introduce the “Love Upgrading Special Scheme”.



本局於2019年12月推出「樂活一站」農曆新年服務，除大掃除、蒸糕及煮團年飯服務外，新增收納服務。本局製作宣傳短片及宣傳品，並推出服務優惠及廣告，吸引市民使用服務。

「ERB人才企業嘉許計劃」於2019年6月至9月接受全新申請，本局推出廣告，以及透過本局的資訊頻道、僱主及「嘉許計劃」支持機構的網絡進行推廣。

### 傳媒工作及機構傳訊

本局於2019年5月舉行新聞發布會，由主席及行政總監介紹一系列重點支援「後50」培訓就業的項目和活動，以及2019-20年度的其他重點工作。

本局主席聯同勞工及福利局局長和商務及經濟發展局局長於2019年9月會見傳媒，介紹「特別•愛增值」計劃的詳情。本局行政總監亦接受「香港政府新聞網」訪問，在其專題特輯中介紹「特別計劃」的理念及詳情。

ERB launched the Chinese New Year Services of “Smart Living” in December 2019, including cleaning, making of Chinese puddings, festive meal cooking and the newly added service of organising and decluttering. ERB produced a short video and publicity materials, and rolled out service incentives and advertisements to encourage the public to use the services.

The “ERB Manpower Developer Award Scheme” was open for new application in June to September 2019, ERB rolled out advertisements and promotion through its information channels, networks of employer and supporting organisations of the Award Scheme.

### Media activities and corporate communications

The ERB Chairman and Executive Director hosted a press conference in May 2019 to introduce the programme and activity series in supporting the “Post-50” for training and employment, as well as other key initiatives of the 2019-20 Work Plan.

The ERB Chairman joined the Secretary for Labour and Welfare and the Secretary for Commerce and Economic Development to meet the press and introduce the details of the “Love Upgrading Special Scheme” in September 2019. The ERB Executive Director was also interviewed by news.gov.hk to introduce the concept and features of the Special Scheme in its feature story.



本局安排電視節目《職場制勝》採訪了「先聘用、後培訓」計劃及「後50•實習生計劃」，並邀請學員參與分享，向公眾介紹相關行業和項目。

ERB lined up the “Success in Career” TV programme to cover the “First-Hire-Then-Train” Scheme and the “Post-50 Internship Programme”. Trainees were invited to provide information of related industries and projects to the public.



為配合「樂活一站」農曆新年服務的推出，本局安排「樂活助理」接受傳媒訪問，分享家居清潔的心得及示範收納方法。

本局於年度內安排電視節目《職場制勝》採訪了「陪月一站」、「先聘用、後培訓」計劃及「後50•實習生計劃」，並邀請學員參與分享，向公眾介紹相關行業和項目。

因應2019冠狀病毒病疫情，本局取消原訂於2020年2月舉行的「ERB年度頒獎禮2019-20」，以保障公眾的健康。

本局安排「樂活助理」接受傳媒訪問，分享家居清潔的心得及示範收納方法。

ERB arranged a “Smart Helper” to meet the media to share her experience and techniques in household cleaning, as well as to demonstrate her decluttering techniques.



To kick-off the Chinese New Year Services of “Smart Living”, a “Smart Helper” was arranged to meet the media to share her experience and techniques in household cleaning, as well as to demonstrate her decluttering techniques.

In the year, ERB lined up the “Success in Career” TV programme to cover the “Smart Baby Care”, the “First-Hire-Then-Train” Scheme and the “Post-50 Internship Programme”. Trainees were invited to provide information of related industries and projects to the public.

In response to the outbreak of the COVID-19 pandemic, ERB cancelled the “ERB Annual Award Presentation Ceremony 2019-20” scheduled in February 2020 to safeguard the public health.

## 工作回顧 Operational Review

支援 Empowerment



本局推出名為「蔣知識」(Captain K)「打工仔」卡通人物，作為《My ERB》Facebook專頁代言人。  
ERB launched a cartoon character named “Captain K” representing the general working class as the spokesperson of “My ERB” Facebook Fan Page.



### Facebook 大型宣傳項目

本局於2019-20年度推出Facebook大型宣傳項目，為《My ERB》Facebook專頁建立更鮮明的形象，以吸引更多公眾人士及本局學員瀏覽及讚好專頁。

宣傳項目包括推出《My ERB》Facebook專頁的代言人「蔣知識」(Captain K)「打工仔」卡通人物，以及一系列與「蔣知識」和進修及就業相關的貼文，介紹不同的行業資訊，軟性推廣本局的課程和服務。

此外，本局推出三輯「打工仔」短片，包括兩輯由藝人參與拍攝的處境劇及一輯動畫短片，作為重點宣傳項目；並配合網上遊戲及廣告進行宣傳，吸引市民觀看短片。相關短片在網上頻道的觀看次數超過130萬，互動人次約為10,000。

### Large-scale Facebook promotional campaign

In 2019-20, ERB launched a large-scale promotional campaign on Facebook for brand building of the “My ERB” Facebook Fan Page and attracting more members of public and ERB trainees to browse and like the page.

Promotional items included the launch of a cartoon character named “Captain K” representing the general working class as the spokesperson of “My ERB” Facebook Fan Page, and a series of Facebook feeds related to “Captain K”, training and employment to provide information of different industries and softly promote ERB courses and services.

Moreover, ERB launched three episodes of promotional videos as the highlights of the promotional campaign, which included two sitcoms with participation of celebrities and one animated video. Online game and advertisement were also rolled out to attract public viewing. The “View” and “Engagement” of all videos on online platforms amounted to over 1.3 million and around 10,000 respectively.





本局推出三輯「打工仔」短片，包括兩輯由藝人參與拍攝的處境劇及一輯動畫短片，作為Facebook重點宣傳項目。

ERB launched three episodes of promotional videos as the highlights of the promotional campaign on Facebook, which included two sitcoms with participation of celebrities and one animated video.

在2019-20年度，本局累計發放230則貼文，互動人次約為32,000。截至2020年3月，累積約23,600人讚好《My ERB》Facebook專頁。

In 2019-20, ERB posted 230 feeds, and recorded around 32,000 "Engagement". As at March 2020, an accumulative of around 23,600 users "Liked" the "My ERB" Facebook Fan Page.

### 推出「WeShare推廣協作計劃」

### Launching "WeShare Promotion Collaborative Scheme"

為加強與培訓機構在宣傳推廣上的協作，本局於2019-20年度推出「WeShare推廣協作計劃」，邀請培訓機構向其會員及學員推廣《My ERB》Facebook專頁及《LOOK@erb》電子通訊，共有28間培訓機構參與。

With a view to enhancing collaboration with training bodies on the promotion front, ERB launched the "WeShare Promotion Collaborative Scheme" in 2019-20 to invite training bodies to promote "My ERB" Facebook Fan Page and electronic bulletin "LOOK@erb" to their members and trainees. A total of 28 training bodies participated in the scheme.

在計劃推行期間，《My ERB》Facebook專頁貼文的用戶群擴大至近93,000人次，而2019年7月至12月號《LOOK@erb》電子通訊的每月平均接觸人次增加約66%。

During the scheme period, the reach of feeds of "My ERB" Facebook Fan Page was extended to around 93,000 users, while the average number of readers reached for the issues of "LOOK@erb" from July to December 2019 was increased by 66%.

本局並為表現積極的培訓機構提供《My ERB》Facebook專頁的貼文回贈，以推廣培訓機構所提供的本局課程，藉此提升整體宣傳效果。

ERB arranged complimentary feeds at "My ERB" Facebook Fan Page for the promotion of ERB courses organised by the training bodies with keen participation, with a view to enhancing the overall promotional effect.

## 工作回顧 Operational Review

支援 Empowerment



本局透過《LOOK@erb》電子通訊及「僱主通訊」電子季刊發放最新的課程、服務及活動資訊。  
ERB disseminated the latest information on ERB courses, services and activities through electronic bulletin "LOOK@erb" and quarterly electronic bulletin "Employer Newsletter".

### 加強電子通訊內容

在2019-20年度，本局優化《LOOK@erb》電子通訊的版面設計，並推出多個全新欄目，提供多元化的職場及本局課程資訊，提升閱讀興趣，吸引公眾訂閱。

本局於年度共出版了12期《LOOK@erb》電子通訊，平均每期向約150,000人次的讀者介紹本局培訓課程及活動的最新資訊。

此外，本局在2019-20年度出版了三期「僱主通訊」電子季刊，向行業商會、僱主組織及企業發放本局就業掛鈎課程的完班資料、熱門「企業包班」課程、招聘及推廣活動等最新資訊。本局並建立「僱主通訊」專設網站，便利僱主登記訂閱及重溫過往通訊的內容。

### Enriching content of electronic bulletins

In 2019-20, ERB enhanced the layout design and introduced new columns of the electronic bulletin "LOOK@erb" to provide diversified information of workplace and ERB courses, with a view to attracting members of the public to read and subscribe the bulletin.

In 2019-20, ERB published a total of 12 issues of the electronic bulletin "LOOK@erb" to disseminate the latest information of the courses and activities of ERB, reaching around 150,000 readers per issue.

Besides, ERB published three issues of the quarterly electronic bulletin "Employer Newsletter" in 2019-20 to disseminate latest information on newly completed placement-tied courses, popular courses under the "Enterprise-based Training Scheme", recruitment and promotional activities, etc. to trade associations, employer organisations and enterprises. ERB also set up a dedicated website for the "Employer Newsletter" to facilitate subscription and review of past issues by employers.



本局為有特別需要社群印製專設宣傳單張，透過社福機構及培訓機構廣泛派發。

ERB published dedicated promotional leaflets for social groups with special needs that were widely distributed through social service organisations and training bodies.

### 向有特別需要社群進行推廣

本局在2019-20年度印製了首份「後50」專設宣傳單張及全新的少數族裔人士課程宣傳海報，並更新了青年人、新來港人士、少數族裔人士和殘疾及工傷康復人士專設宣傳單張，透過社福機構及培訓機構廣泛派發。

### Promoting to social groups with special needs

In 2019-20, ERB published its first dedicated promotional leaflet for "Post-50" and a new poster introducing courses for ethnic minorities, as well as updated the leaflets for youths, new arrivals, ethnic minorities, and persons with disabilities and persons recovered from work injuries. The leaflets and poster were widely distributed through social service organisations and training bodies.

A woman with dark hair, wearing a black lace top and khaki pants, is captured in a joyful jumping pose. She is smiling and looking towards the camera. The background is a light purple gradient with a pattern of darker purple geometric shapes. The text '質素保證' is positioned to the right of the woman, and 'ASSURANCE OF QUALITY' is written in large white letters across the center and bottom of the image.

質素保證

ASSURANCE  
OF  
QUALITY



# 質素保證

## Assurance of Quality



### 開展「學科範圍評審」資格新申請

本局就「資訊及通訊科技」學科申請第二個「學科範圍評審」資格與香港學術及職業資歷評審局（「評審局」）進行了會面並商討具體安排；並已按「評審局」的建議向其提交「學科範圍評審」資格申請的意向書，以便在2020-21年度準備新申請的工作。

### Kick-starting the new application for “Programme Area Accreditation”

For the application of the second “Programme Area Accreditation” (PAA) status under the “Information & Communications Technology” sub-area, ERB met the Hong Kong Council for Accreditation of Academic and Vocational Qualifications (HKCAAVQ) to discuss the detailed arrangements. The Statement of Intent of PAA was also submitted to HKCAAVQ according to their advice to facilitate the preparation works of new application in 2020-21.

## 工作回顧 Operational Review

質素保證 Assurance of Quality



本局訂定「ERB服務點」質素保證機制，以確保三區「ERB服務點」的營運機構按本局的要求提供服務。  
ERB established the quality assurance mechanism of “ERB Service Spots” to ensure that operators of “ERB Service Spots” in three districts provide services in accordance with the requirements of ERB.

### 優化質素保證機制

#### 制訂「質素保證概覽」

本局制訂了「質素保證概覽」，以「適用於目標」為宗旨，概括本局於自我評估、持續確保課程質素，以及提升機構效能的工作，有助本局持續自我完善以提升課程及服務質素。

#### 訂定「ERB服務點」質素保證機制

本局在2019-20年度訂定「ERB服務點」質素保證機制，以確保三區「ERB服務點」的營運機構按本局的要求提供服務，包括就職員的當值情況，以及行業講座及試讀班兩個主要運作項目定期進行突擊巡查及抽查，以及要求營運機構就數據覆檢、人事管理及處理課程申請資料設立的內部監察機制進行自我評審。

#### 檢討為培訓機構進行的周年審計

本局在2019-20年度已完成檢討為培訓機構進行的周年審計，並引進修訂，包括統一周年審計系統、評級準則、獲得「自行評審」資格的要求，以及將檢視培訓機構為編寫課程教材訂立的質素保證機制納入「質素保證審計」。

### Optimising the quality assurance mechanism

#### Formulating the “Quality Assurance Overview”

ERB formulated the “Quality Assurance Overview” which adopted the “fitness-for-purpose” approach. It contained the works of ERB on self-assessment, continuous assurance of course quality and enhancement of operational efficiency. The Overview will assist ERB in achieving continuous self-improvement and enhancing course and service quality.

#### Establishing the quality assurance mechanism of “ERB Service Spots”

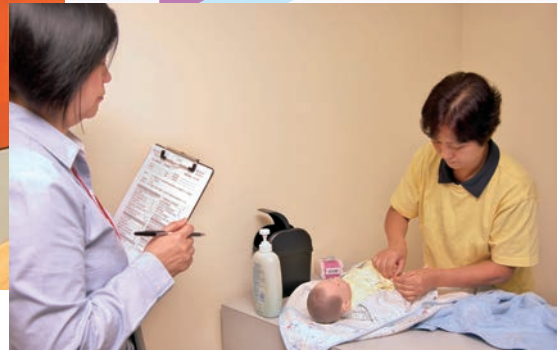
ERB established the quality assurance mechanism of “ERB Service Spots” in 2019-20 to ensure that operators of “ERB Service Spots” in three districts provide services in accordance with the requirements of ERB. Measures including regular surprise inspections and random checks on two main operational areas, namely staff on duty situation, and industry seminars and taster courses will be implemented. Operators are also required to conduct self-assessments on their internal monitoring mechanism of data cross-check, personnel management and handling of information of course applications.

#### Reviewing the annual audit mechanism for training bodies

ERB completed the review of the annual audit mechanism for training bodies in 2019-20. Revisions including the integration of annual audit systems, the criteria of audit ratings, the eligibility criteria for conducting “self-evaluations”, and incorporating the quality assurance mechanism for scrutinising the course materials developed by training bodies into the “Quality Assurance Audit” were introduced.



「實務技能培訓及評估中心」負責執行本局17項課程的期末實務技能評估工作。  
The Practical Skills Training and Assessment Centre administers the practical assessments of 17 ERB courses.



## 執行監管措施

### 恆常監察及質素保證工作

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

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

「實務技能培訓及評估中心」（「評估中心」）負責執行本局17項課程的期末實務技能評估工作，涵蓋家居服務、中醫保健、健康護理、酒店、飲食及環境服務業共六個行業範疇。在2019-20年度，「評估中心」的總評估人次約為15,200。考生對「評估中心」整體服務的滿意度達99%。

## Implementing monitoring measures

### Regular monitoring and quality assurance work

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

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

The Practical Skills Training and Assessment Centre (PSTAC) administers the practical assessments of 17 ERB courses, straddling six industries of domestic services, Chinese healthcare, healthcare services, hotel, catering and environmental services. In 2019-20, about 15,200 candidates were assessed in PSTAC, and 99% of candidates were satisfied with the overall services of PSTAC.

## 工作回顧 Operational Review

質素保證 Assurance of Quality



### 資歷架構 Qualifications Framework

The screenshot displays the Qualifications Register (QR) website. The main page shows a list of courses with columns for course name, level, credits, and status. A detailed view of a course is shown on the right, including the course name, description, and accreditation details.

截至2020年3月，本局上載「資歷名冊」的課程共有301項。  
As at March 2020, ERB uploaded 301 courses on the “Qualifications Register”.

### 引入新監管措施

本局在2019-20年度引進檢視學員出席記錄的機制，利用電腦系統比對於課堂突擊巡查獲得的學員點名紀錄及培訓機構於完班後於R-NetX系統輸入有關學員的出席狀況是否相符，以確保培訓機構依從既定的指引準確匯報學員的出席紀錄。

### 課程評審工作

截至2020年3月，本局上載「資歷名冊」的課程共有301項（涉及2,225個課程紀錄）。

在2019-20年度，本局向「評審局」提交八項課程（涉及35個課程紀錄）進行評審；三項課程（涉及26個課程紀錄）進行覆審；以及730項「重大修改」申請。

為配合教育局推出「學分累積及轉移」中央資料庫，本局在2019-20年度已上載232項資料庫紀錄供公眾人士查閱。

### Introducing new monitoring measures

ERB introduced the mechanism of checking trainees' attendance records in 2019-20. Computer system was used to cross check if the attendance records collected from surprise inspections match with the records inputted by training bodies in R-NetX system to ensure that the reporting of trainees' attendance by training bodies is accurate and in accordance with the ERB Guidelines.

### Course accreditation works

As at March 2020, ERB uploaded 301 courses (entailing 2,225 course entries) on the “Qualifications Register” (QR).

In 2019-20, ERB submitted to HKCAAVQ eight courses (entailing 35 course entries) for accreditation, three courses (entailing 26 course entries) for re-accreditation and 730 applications for “substantial changes”.

To tie in with the launch of the centralised database of “Credit Accumulation and Transfer” by the Education Bureau, ERB uploaded 232 records to the database in 2019-20 for public's viewing.



在取得「餐飲及食品服務」「子範疇」的「學科範圍評審」資格後，本局新上載累計13項課程（涉及35個新課程紀錄）於「資歷名冊」上；以及安排62個新課程紀錄上載「資歷名冊」。此外，本局已延續28項課程（涉及132個課程紀錄）在「資歷名冊」的有效期至2023年5月4日。

After obtaining the PAA status under the “Catering, Food and Beverage Services” sub-area, a cumulative of 13 courses (entailing 35 course entries) were newly uploaded onto the QR. For the existing courses on QR, 62 course entries were newly uploaded onto the QR. In addition, the QR validity period of 28 courses (entailing 132 course entries) had been extended to 4 May 2023.

## 優化課程行政措施

## Optimising course administrative measures

### 檢討「學額分配機制」

### Reviewing the Training Places Allocation Mechanism

在2019-20年度，本局檢討了「學額分配機制」，簡化投標的工序，並提升建議單位成本的上限，以善用資源，為有需要的市民提供具質素的培訓服務。

In order to better utilise resources to provide quality training services to those in need, ERB reviewed the Training Places Allocation Mechanism by simplifying tendering procedures and increasing maximum allowance for proposed costing in 2019-20.

### 檢討非就業掛鈎課程的受資助入息上限水平

### Reviewing the course fee subsidy income level of non-placement-tied courses

在2019-20年度，本局檢討了非就業掛鈎課程的受資助入息上限水平，將「豁免繳費入息上限」由11,000元上調至12,000元，以及「學費資助入息上限」由19,500元上調至20,000元，以積極推動市民自我增值。

In 2019-20, ERB reviewed the income ceilings of course fee subsidies for non-placement-tied courses. Income level for course fee waiver would be increased from \$11,000 to \$12,000; income level for course fee subsidy would be increased from \$19,500 to \$20,000, with a view to encouraging members of the public to pursue learning for upgrading.

### 簡化報讀課程的行政程序

### Simplifying course application procedures

在2019-20年度，本局簡化了非就業掛鈎課程的報讀程序，豁免學員在申請學費豁免或資助時提交入息證明文件的要求，以鼓勵市民持續進修，但同時加強入息審查，以減低培訓資源被濫用的風險。

In 2019-20, ERB simplified course application procedures of non-placement-tied courses by waiving the requirement for applicants to provide income proof at time of application, in order to encourage continuous learning. At the same time, income surveillance would be enhanced to prevent possible abuses.



管治

MANAGEMENT



# 管治 *Management*



## 廉政公署防貪研究報告

在2019-20年度，廉政公署防止貪污處就「ERB服務中心」及「ERB服務點」外判營運安排展開防貪研究。本局向質素保證及覆核委員會匯報防貪研究報告結果和建議，以及本局的回應。

本局原則上同意防貪研究報告的相關建議，並已悉數作出跟進及落實推行改善措施。

## Assignment study of Independent Commission Against Corruption

In 2019-20, the Corruption Prevention Department of Independent Commission Against Corruption conducted an assignment study on the practices and procedures of ERB in relation to outsourcing of the operation of "ERB Service Centre" and "ERB Service Spots". The assignment study report and recommendations as well as the feedback of ERB were submitted to the Quality Assurance and Review Committee for consideration.

ERB agreed in principle with the relevant recommendations of the assignment study, and has taken appropriate follow-up action and implemented improvement measures to address the recommendations.

## 工作回顧 Operational Review

### 管治 Management

### 「僱員再培訓局衡工量值」審計

在2019-20年度，審計署就本局的工作進行衡工量值審計，以審查本局在履行職務時所達到的節省程度、效率和效益。本局全力配合相關的審計工作，並向全局委員匯報審計工作進度。本局將按審計署署長報告書提出的各項觀察及建議，適時作出跟進，以提升運作成效，為市民大眾提供更適切的服務。

### 加強內部審計

內部審計組在審計委員會的領導下行使獨立的審核職能，進行各項內部審計。

在2019-20年度，內部審計組完成了「課程開辦申請及審批」、「導師資歷及發放畢業證書」，以及「培訓機構管理－審批培訓機構及更新服務協議」三項審計項目，並向審計委員會匯報審計結果（包括改善建議）。

### 優化行政效率及企業管治

#### 改善採購和庫存管理流程

在2019-20年度，本局繼續改善非庫存物品的採購和庫存管理流程，以加強管控和提高工作效率。

#### 增加學員繳交款項的途徑

如學員或需要向本局繳付款項，現時可以透過銀行入帳、郵寄支票、銀行自動櫃員機或銀行網上理財繳款。本局已與銀行磋商，容許學員透過便利店及以「轉數快」等其他途徑繳交款項，以提高效率。

### Value for money audit of ERB

In 2019-20, the Audit Commission conducted a value for money audit on the operations of ERB to examine economy, efficiency and effectiveness with which ERB has discharged its functions. ERB duly facilitated the audit work and reported the work progress to the Board. ERB will follow up the observations and recommendations to be stated in the Report of the Director of Audit with a view to enhancing operation efficiency and providing appropriate services for the public.

### Strengthening internal audit

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

In 2019-20, the Internal Audit Section completed three internal audit exercises respectively on “New Training Course Development Processing”, “Vetting of trainers’ qualifications and issuance of certificates” and “Training bodies admission and renewal of service agreements”. Audit reports with improvement recommendations were submitted to the Audit Committee for consideration.

### Enhancing administrative effectiveness and corporate social responsibility

#### Enhancing procurement and stock management procedures

In 2019-20, ERB continued its effort to improve the procurement and stock management procedures for non-inventory items to enhance control and work efficiency.

#### Increasing payment channels for trainees

Currently, trainees can settle payment to ERB via direct deposit to bank, cheque payment by mail, automatic teller machine or internet banking service. ERB already liaised with banks to introduce more payment channels, namely through convenience stores and by Faster Payment System, to further improve efficiency of payment by trainees.

## 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2019-20年度，共有六名大學本科生獲安排到本局不同部門參與為期約兩個月的實習工作。本局並派出經理級或以上的職員擔任實習生的導師。

## 履行企業社會責任

在2019-20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，已引入措施，在本局舉辦會議時以玻璃杯或其他可重用的容器提供飲用水，避免使用塑膠樽裝水及只用一次即棄的容器。辦事處設置回收箱，收集廢紙、印刷品及碳粉盒以循環再造，並把更換的電腦設備捐贈慈善機構。

本局引進一系列措施，節約用電，以減少碳排放。

本局更廣泛使用電子通訊、社交媒體及網站推廣活動及傳播訊息。

## Offering internship opportunities

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

In 2019-20, six university students were arranged to work in different divisions of ERB during their two months' internship. Staff members of ERB at manager rank or above were assigned as mentors of the interns.

## Fulfilling corporate social responsibility

In 2019-20, ERB helped collect donations from staff members for charity fund-raising events, and actively procured products and services from social enterprises.

## Implementing environmental friendly measures

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

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

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

## 工作回顧 Operational Review

### 管治 Management

### 利用資訊科技提升服務成效

為提升效率及支持環保，本局引進會議管理軟件及流動裝置取代派發文件影印本，以及在突擊巡查中使用流動裝置取代紙張紀錄。

此外，本局繼續提升R-NetX系統的功能，以處理新課程和服務發展，包括「特別•愛增值」計劃、「後50•愛增值」活動及「ERB助理搵工」流動應用程式，以及持續加強對培訓服務、就業服務、質素保證及發放津貼等方面的支援。

在2019-20年度，本局持續改善整體資訊保安工作，更換或提升資訊科技設備及應用軟件，確保資料受保護，減低資料外洩及其他資訊保安運作的風險。具體工作包括建立入侵偵測系統，升級被微軟終止支援的視窗7及視窗2008伺服器系統，以及提升辦事處的備份系統、網絡流量分析系統及虛擬私有網絡系統。本局亦已提升資料庫及虛擬私有網絡系統的容量及效能，以應付不斷增加的培訓需求。

### Enhancing service effectiveness through information technology

To enhance efficiency and as a green measure, ERB introduced meeting management software and mobile devices at meetings to replace dispatching hard copies of papers, and used mobile devices during surprise inspections to replace paper records.

Besides, ERB enhanced functions of the R-NetX system to cater for requirements of new courses and services such as “Love Upgrading Special Scheme”, “Post-50 Love Upgrading Scheme” and “ERB Helper App” mobile application, and to better support its operations in different areas such as training services, placement services, quality assurance and disbursement of retraining allowance.

In 2019-20, ERB continued its effort to improve its overall IT security by replacing or upgrading IT equipment and software to ensure that data were properly protected, minimising the likelihood of data leakage and other IT security risks. Specific tasks included introducing a new intrusion detection system, upgrading obsolete Windows 7 and Windows Server 2008 systems, and migrating the backup system, NetFlow analysis system and virtual private network (VPN) system to new models. ERB also increased the capacity of its database and VPN systems to cope with the demand arising from the ever-increasing training needs.



本局為全體員工舉辦團隊建設培訓，促進各部門同事間的瞭解和合作，提升團隊精神。

ERB organised the Corporate Learning Day for all employees to promote understanding and cooperation among colleagues of various departments so as to enhance team spirit.

## 強化員工培訓

本局於2020年1月首度為全體員工舉辦一天的團隊建設培訓，促進各部門同事間的瞭解和合作，提升團隊精神。培訓內容包括「設計思維」工作坊及團隊建設戶外活動，員工均非常積極和投入。根據培訓後問卷調查結果，92%的員工對整個培訓活動表示「非常滿意」或「滿意」；93%的員工表示期待再次參加全局的團隊建設培訓。

## Strengthening staff training

ERB organised the first time one-day Corporate Learning Day for all employees in January 2020 to promote understanding and cooperation among colleagues of various departments so as to enhance team spirit. The programmes of the Corporate Learning Day included “Design Thinking” workshop and team building outdoor activities. The staff members were actively and enthusiastically engaged. According to the post-training survey results, 92% of colleagues indicated that they were “very satisfied” or “satisfied” with the training; while 93% of colleagues expressed their expectation to participate in corporate team building training again.

## 工作回顧 Operational Review

### 管治 Management



本局舉辦主題講座及「實務技能培訓及評估中心」開放日，加強與培訓機構的交流。

ERB organised thematic seminars and Open Day of the Practical Skills Training and Assessment Centre to strengthen the exchange with training bodies.

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

ERB continued to arrange or sponsor staff members to attend training workshops, seminars and symposium on various topics, as well as seminars and briefings related to Employment Ordinance and accreditation standards organised by the Labour Department, QF Secretariat and HKCAAVQ.

## 加強與培訓機構的交流

## Strengthening exchange with training bodies

### 舉辦主題講座

### Organising thematic seminars

本局於2019-20年度為培訓機構職員及導師舉辦了三場主題講座，內容包括處理學員衝突、防止賄賂及機構操守，以及處理學員投訴，並舉辦行政程序簡介會。

In 2019-20, ERB organised three thematic seminars on “Handling of Trainees’ Conflict”, “Prevention of Corruption and Institutional Ethics” and “Handling of Trainees’ Complaint”, and a briefing session on administrative procedures for the staff and trainers of training bodies.

### 舉辦「實務技能培訓及評估中心」開放日

### Organising Open Day of the Practical Skills Training and Assessment Centre

本局於2019年9月27日為培訓機構舉辦「評估中心」開放日，接待60名培訓機構教職員，介紹「評估中心」的功能和設施，以及不同課程的評估流程，藉此推廣「評估中心」的專業形象及本局課程的認受性。

ERB organised the Open Day of PSTAC for training bodies on 27 September 2019 with 60 staff and trainers of training bodies attended. The functions and facilities of PSTAC, and the assessment arrangement of various training courses were introduced, with a view to promoting the professional image of PSTAC and recognition of ERB courses.





本局舉辦多次工作交流會議，就相關政策或計劃推行前諮詢培訓機構，以集思廣益。  
ERB organised various exchange forums to solicit views of training bodies before implementation of relevant policies or projects.

### 舉辦工作交流會議

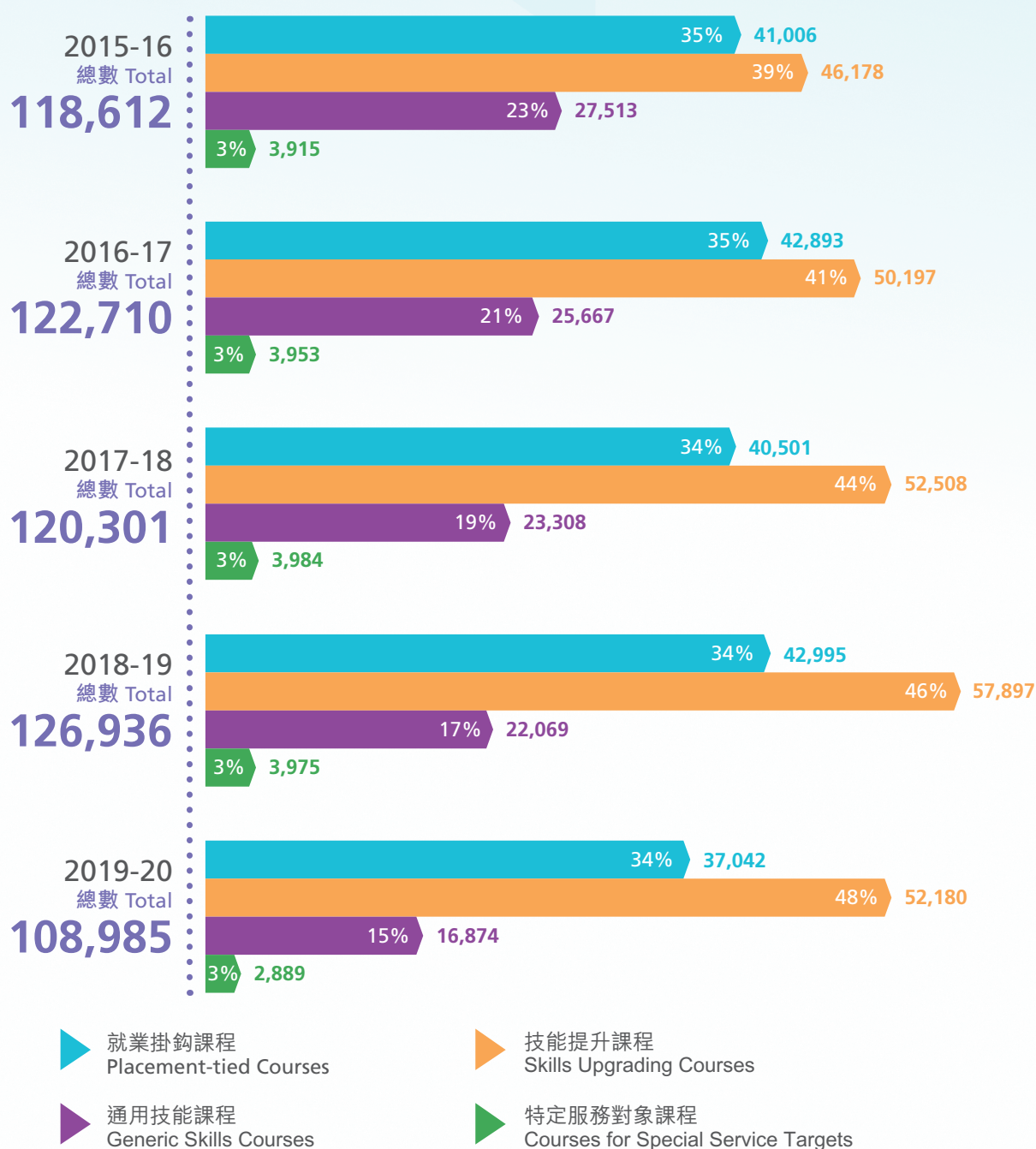
在2019-20年度，本局加強與培訓機構的交流，舉辦多次工作交流會議，就相關政策或計劃推行前諮詢培訓機構，以集思廣益，令運作更暢順。

### Organising exchange forums

In 2019-20, ERB enhanced communication with training bodies. Various exchange forums were held to solicit views of training bodies before implementation of relevant policies or projects in order to ensure smooth operation.

# 主要統計資料 Major Statistics

## 按課程類別劃分的入讀人次 Number of Enrolled Trainees by Course Type

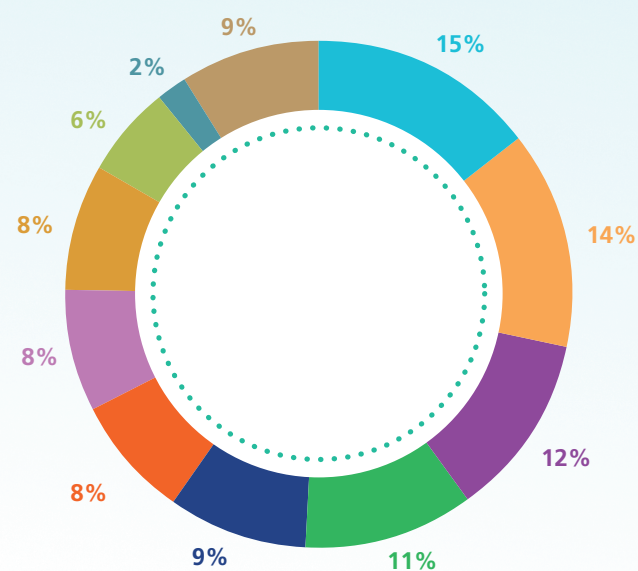


註：受2019冠狀病毒病影響，僱員再培訓局由2020年1月29日至3月31日暫停所有培訓課程。

Remarks: In view of the situation of COVID-19 pandemic, all courses offered by the Employees Retraining Board had been suspended between 29 January and 31 March 2020.

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

行業 / 通用技能範疇 Industry / Generic Skills Category	入讀人次 No. of Enrolled Trainees	百分比 %
▶ 飲食 Catering	16,408	15%
▶ 環境服務 Environmental Services	14,766	14%
▶ 家居服務 Domestic Services	12,630	12%
▶ 健康護理 Healthcare Services	11,450	11%
▶ 電腦 / 資訊科技應用 Computer / Information Technology Application	9,504	9%
▶ 物業管理及保安 Property Management & Security	9,024	8%
▶ 中醫保健 Chinese Healthcare	8,894	8%
▶ 職業語文及運算 Workplace Languages and Numeracy	8,399	8%
▶ 美容 Beauty Therapy	6,005	6%
▶ 商業 Business	1,668	2%
▶ 其他 Others	10,237	9%
<b>總數 Total</b>	<b>108,985</b>	<b>100%</b>



上述圖表顯示首10個最高入讀人次的行業 / 通用技能範疇。

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

因四捨五入關係，上述圖表內個別項目的百分比加起來可能與總數略有出入。

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

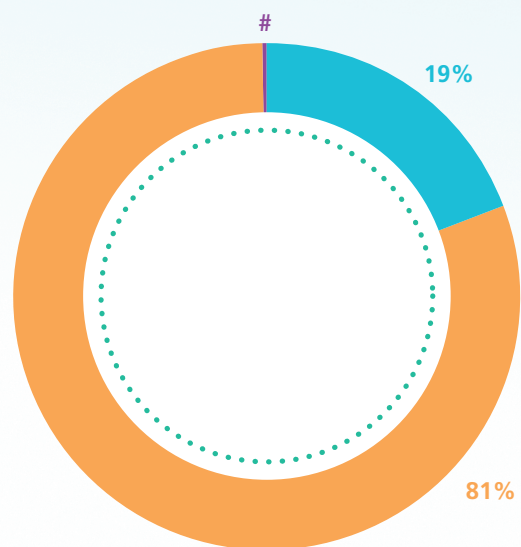
## 主要統計資料 Major Statistics

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

性別 Gender	入讀人次 No. of Enrolled Trainees	百分比 %
▶ 男 Male	20,930	19%
▶ 女 Female	88,052	81%
▶ 未有申報性別 No Information Provided	3	#
<b>總數 Total</b>	<b>108,985</b>	<b>100%</b>

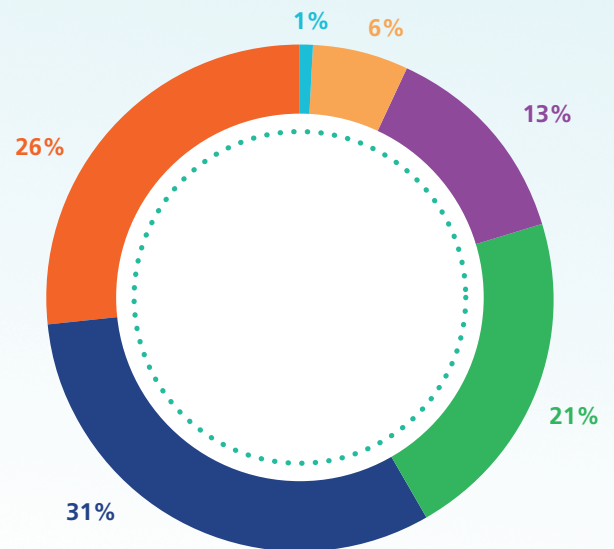
# 少於0.5%

# Less than 0.5%



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

年齡 Age	入讀人次 No. of Enrolled Trainees	百分比 %
▶ 15-19	1,292	1%
▶ 20-29	7,058	6%
▶ 30-39	14,661	13%
▶ 40-49	23,246	21%
▶ 50-59	33,872	31%
▶ 60或以上 60 or Above	28,856	26%
<b>總數 Total</b>	<b>108,985</b>	<b>100%</b>



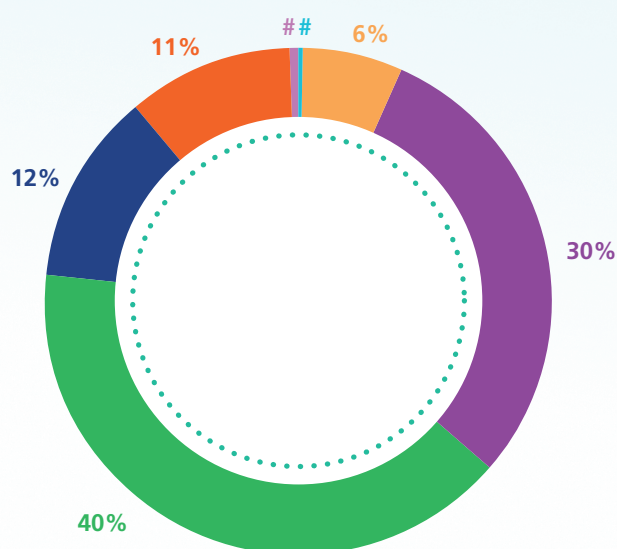
因四捨五入關係，上述圖表內個別項目的百分比加起來可能與總數略有出入。

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

## 主要統計資料 Major Statistics

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

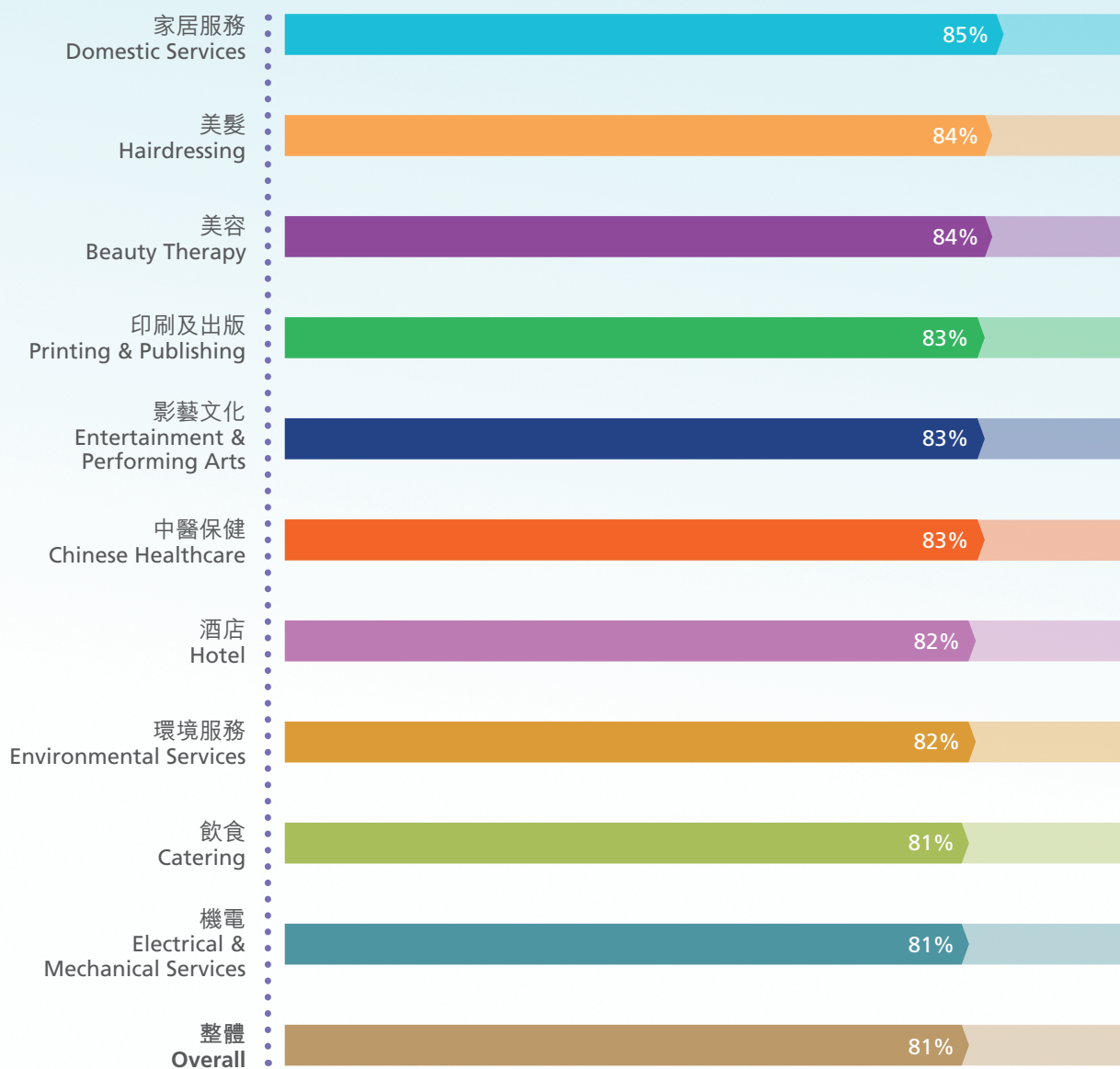
學歷程度 Education Level	入讀人次 No. of Enrolled Trainees	百分比 %
▶ 未曾入學 No Schooling	25	#
▶ 小學或以下 Primary Education or Below	7,041	6%
▶ 中一至中三 Secondary 1 to 3	32,521	30%
▶ 中四至中五 Secondary 4 to 5	44,069	40%
▶ 中六至中七 Secondary 6 to 7	13,246	12%
▶ 副學位 Sub-degree	11,651	11%
▶ 副學位以上 Above Sub-degree	432	#
<b>總數 Total</b>	<b>108,985</b>	<b>100%</b>



# 少於0.5%

# Less than 0.5%

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



上述圖表顯示首10個最高就業率的行業範疇。

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

# 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114頁至第152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2020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2020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 114 to 152, which comprise the statement of financial position as at 31 March 2020, 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 2020, 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。

### **Other information**

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

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

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

### **Responsibilities of the members of the Board for the financial statements**

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

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

## 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，僅向再培訓局委員提出包括我們意見的核數師報告。除此以外，本報告並無其他用途。我們不會就核數師報告的內容向任何其他人士負上或承擔任何責任。

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

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

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

### *Auditor's responsibilities for the audit of the financial statements*

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

Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with HKSA's 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 HKSA's, we exercise professional judgement and maintain professional scepticism throughout the audit. We also:

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

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

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

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

**安永會計師事務所**  
執業會計師  
香港

**Ernst & Young**  
Certified Public Accountants  
Hong Kong

2020年12月16日

16 December 2020

## 財務報表

### Financial Statements

## 收支表

## INCOME AND EXPENDITURE ACCOUNT

截至2020年3月31日止年度

Year ended 31 March 2020

			二零二零年 2020 港元 HK\$	二零一九年 2019 港元 HK\$
<b>收入</b>	<b>INCOMES</b>			
徵款收入	Levy income		<b>28,766,895</b>	28,665,902
利息收入	Interest income		<b>433,539,590</b>	599,088,514
課程學費收入	Course fee income	4	<b>4,704,652</b>	5,503,167
其他收入	Other income	4	<b>1,194,392</b>	4,016,963
			<b>468,205,529</b>	637,274,546
<b>支出</b>	<b>EXPENDITURES</b>			
再培訓津貼	Retraining allowances	5	<b>(56,781,827)</b>	(61,531,411)
培訓課程及計劃開支	Training courses and programme expenses	6	<b>(693,689,528)</b>	(778,723,351)
向入境事務處繳交徵款 行政費	Administrative fees charged by the Immigration Department for the collection of levy		<b>(938,732)</b>	(727,240)
行政開支	Administrative expenses		<b>(111,649,476)</b>	(108,363,595)
財務費用	Finance cost	7	<b>(158,854)</b>	—
			<b>(863,218,417)</b>	(949,345,597)
稅前年內虧損	DEFICIT BEFORE TAX		<b>(395,012,888)</b>	(312,071,051)
所得稅	Taxation	8	—	—
<b>年內虧損</b>	<b>DEFICIT FOR THE YEAR</b>	9	<b>(395,012,888)</b>	(312,071,051)

## 資產負債表

## STATEMENT OF FINANCIAL POSITION

於2020年3月31日

31 March 2020

		附註 Notes	二零二零年 2020 港元 HK\$	二零一九年 2019 港元 HK\$
<b>非流動資產</b>	<b>NON-CURRENT ASSETS</b>			
物業及設備	Property and equipment	11	6,718,999	3,460,932
使用權資產	Right-of-use assets	12	4,099,014	—
租金及公用設施按金	Rental and utility deposits	13	1,160,655	1,160,655
應收香港金融管理局之款項	Amount due from the Hong Kong Monetary Authority	14	9,600,000,000	—
非流動資產總額	Total non-current assets		9,611,978,668	4,621,587
<b>流動資產</b>	<b>CURRENT ASSETS</b>			
應收款項、按金及預付款	Receivables, deposits and prepayments	13	45,242,006	11,670,537
應收香港金融管理局之款項	Amount due from the Hong Kong Monetary Authority	14	1,162,560,943	14,125,373,601
應收培訓機構之款項	Amounts due from training bodies	15	703,502	958,680
應收入境事務處之款項	Amount due from the Immigration Department	15	374,400	249,600
銀行結餘及存款	Bank balances and deposits	16		
— 現金及現金等價物	— Cash and cash equivalents		3,018,294,253	395,257,903
— 原到期日逾三個月之定期存款	— Time deposits with original maturity over three months		639,418,731	326,017,856
流動資產總額	Total current assets		4,866,593,835	14,859,528,177
<b>流動負債</b>	<b>CURRENT LIABILITIES</b>			
應付款項及其他應付款	Accruals and other payables	17	26,571,626	60,033,329
應付防疫抗疫基金之款項	Amount due to the Anti-epidemic Fund	18	39,579,530	—
租賃負債	Lease liabilities	12	3,848,760	—
流動負債總額	Total current liabilities		69,999,916	60,033,329
<b>淨流動資產</b>	<b>NET CURRENT ASSETS</b>		4,796,593,919	14,799,494,848
資產總額減流動負債	TOTAL ASSETS LESS CURRENT LIABILITIES		14,408,572,587	14,804,116,435
<b>非流動負債</b>	<b>NON-CURRENT LIABILITY</b>			
修復成本撥備	Provision for reinstatement costs	17	1,388,900	2,219,860
租賃負債	Lease liabilities	12	300,000	—
非流動負債總額	Total non-current liabilities		1,688,900	2,219,860
<b>淨資產</b>	<b>Net assets</b>		14,406,883,687	14,801,896,575
<b>資金</b>	<b>FUND</b>			
僱員再培訓基金	Employees Retraining Fund		14,406,883,687	14,801,896,575

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

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

## 財務報表

### Financial Statements

## 資金變動表

截至2020年3月31日止年度

## STATEMENT OF CHANGES IN FUND

Year ended 31 March 2020

		僱員再培訓基金
		<b>Employees</b>
		<b>Retraining Fund</b>
		港元
		HK\$
於2018年4月1日	At 1 April 2018	15,113,967,626
年內虧損	Deficit for the year	(312,071,051)
於2019年3月31日及2019年4月1日	At 31 March 2019 and 1 April 2019	14,801,896,575
年內虧損	Deficit for the year	(395,012,888)
於2020年3月31日	At 31 March 2020	14,406,883,687

## 現金流量表

## STATEMENT OF CASH FLOWS

截至2020年3月31日止年度

Year ended 31 March 2020

			二零二零年 2020 港元 HK\$	二零一九年 2019 港元 HK\$
	附註 Notes			
<b>經營業務現金流量</b>		<b>CASH FLOWS FROM OPERATING ACTIVITIES</b>		
年內虧損		Deficit for the year	<b>(395,012,888)</b>	(312,071,051)
經調整：		Adjustments for:		
財務費用	7	Finance cost	<b>158,854</b>	—
物業及設備折舊	9	Depreciation of property and equipment	<b>2,759,596</b>	2,163,082
使用權資產折舊	9	Depreciation of right-of-use asset	<b>5,266,892</b>	—
利息收入		Interest income	<b>(433,539,590)</b>	(599,088,514)
出售設備收益	9	Gain on disposal of equipment	<b>(24,957)</b>	(90,063)
應收課程學費收入及其他應 收款減值虧損	9	Impairment losses recognised in respect of course fee income receivables and other receivables	<b>2,660,414</b>	3,300,000
營運資金變動前之經營業務 現金流		Operating cash flow before movements in working capital	<b>(817,731,679)</b>	(905,786,546)
應收款項、按金及預付款之 減少		Decrease in receivables, deposits and prepayments	<b>(36,231,883)</b>	(3,524,253)
應收培訓機構之款項之減少/ (增加)		Decrease/(increase) in amounts due from training bodies	<b>255,178</b>	(652,370)
應收入境事務處之款項之 減少/(增加)		Decrease/(increase) in amount due from Immigration Department	<b>(124,800)</b>	163,200
應付防疫抗疫基金之款項之 增加		Increase in amount due to Anti- epidemic Fund	<b>39,579,530</b>	—
應付款項及其他應付款之 增加/(減少)		Increase/(decrease) in accruals and other payables	<b>(34,292,663)</b>	13,962,232
用於經營業務之現金		Cash used in operations	<b>(848,546,317)</b>	(895,837,737)
租賃負債之利息部分	7	Interest element of lease liabilities	<b>(158,854)</b>	—
用於經營業務之現金流量 淨額		Net cash flows used in operating activities	<b>(848,705,171)</b>	(895,837,737)

## 財務報表

### Financial Statements

		二零二零年 2020 港元 HK\$	二零一九年 2019 港元 HK\$
	附註 Notes		
<b>投資活動現金流量</b>	<b>CASH FLOWS FROM INVESTING ACTIVITIES</b>		
已收利息	Interest received	<b>896,352,247</b>	1,069,716,421
從香港金融管理局提取的 本金金額	Withdrawal of principal of amount due from the Hong Kong Monetary Authority	<b>2,900,000,000</b>	—
購買設備之款項	Purchase of equipment	<b>(6,030,205)</b>	(1,008,850)
出售設備所得款項	Proceeds from disposal of equipment	<b>37,500</b>	96,000
原到期日逾三個月之定期 存款之增加	Increase in time deposits with original maturity over three months	<b>(313,400,875)</b>	(53,880,056)
來自投資業務之現金流量 淨額	Net cash flows generated from investing activities	<b>3,476,958,667</b>	1,014,923,515
<b>融資活動現金流量</b>	<b>CASH FLOWS FROM A FINANCING ACTIVITY</b>		
租賃付款本金部份及用於 融資活動之現金流量淨額	Principal portion of lease payment and net cash flow used in a financing activity	<b>(5,217,146)</b>	—
<b>現金及現金等值物增加淨額</b>	<b>NET INCREASE IN CASH AND CASH EQUIVALENTS</b>	<b>2,623,036,350</b>	119,085,778
承前現金及現金等值物	Cash and cash equivalents at beginning of year	<b>395,257,903</b>	276,172,125
<b>於年終的現金及現金等值物</b>	<b>CASH AND CASH EQUIVALENTS AT END OF YEAR</b>	<b>3,018,294,253</b>	395,257,903
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	<b>91,859,023</b>	97,836,189
原到期日等於或少於三個月 之定期存款	Time deposits with original maturity three months or less	<b>2,926,435,230</b>	297,421,714
		<b>3,018,294,253</b>	395,257,903



## 財務報表附註

於2020年3月31日

### 1. 機構組織與事務

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

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

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

再培訓局的辦事處地址為香港柴灣小西灣道10號3樓至6樓。

## NOTES TO FINANCIAL STATEMENTS

31 March 2020

### 1. ORGANISATION AND ACTIVITIES

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

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

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

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

## 財務報表

### Financial Statements

#### 2.1 編製基準

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

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

#### 2.1 BASIS OF PREPARATION

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

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

#### 2.2 會計政策及披露的變動

再培訓局已就本年度的財務報表首次採納以下新訂及經修訂香港財務報告準則：

#### 2.2 CHANGES IN ACCOUNTING POLICIES AND DISCLOSURES

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

香港財務報告準則第9號修訂本 Amendments to HKFRS 9	具有負補償特點之預付款項 <i>Prepayment Features with Negative Compensation</i>
香港財務報告準則第16號 HKFRS 16	租賃 <i>Leases</i>
香港會計準則第19號修訂本 Amendments to HKAS 19	計劃修訂、縮減或結算 <i>Plan Amendment, Curtailment or Settlement</i>
香港會計準則第28號修訂本 Amendments to HKAS 28	於聯營公司及合營企業之長期權益 <i>Long-term Interests in Associates and Joint Ventures</i>
香港(國際財務報告詮釋委員會) — 詮釋第23號 HK(IFRIC)-Int 23	所得稅處理方法的不明朗因素 <i>Uncertainty over Income Tax Treatments</i>
2015年至2017年週期之年度改進 <i>Annual Improvements 2015-2017 Cycle</i>	香港財務報告準則第3號、第11號及香港會計 準則第12號及第23號的修訂本 Amendments to HKFRS 3, HKFRS 11, HKAS 12 and HKAS 23

除香港財務報告準則第16號外，採納上述新訂及經修訂的香港財務報告準則及註譯對該等財務報表並無重大財務影響。香港財務報告準則第16號的性質及影響載述如下：

### 香港財務報告準則第16號租賃

香港財務報告準則第16號取代香港會計準則第17號租賃、香港(國際財務報告詮釋委員會)－詮釋第4號釐定安排是否包括租賃、香港(常務詮釋委員會)－詮釋第15號經營租賃－優惠、及香港(常務詮釋委員會)－詮釋第27號評估涉及租賃法律形式交易。該準則載列確認、計量、呈列及披露租賃的原則，並要求承租人以單一資產負債表模式將所有租賃列賬。

對於先前採用香港會計準則第17號及香港(國際財務報告詮釋委員會)－詮釋第4號分類為經營租賃之租賃(再培訓局為承租人)，再培訓局已根據其過渡性條文採用經修訂的追溯法追溯應用香港財務報告準則第16號。根據此方法，該項準則已獲追溯應用，首次採納之累計影響為於2019年4月1日之僱員再培訓基金期初結餘之調整，而2019年之比較資料並無重列，且繼續沿用香港會計準則第17號及相關詮釋予以呈報。此外，於2019年4月1日的租賃負債按剩餘租賃付款的現值確認，及使用於2019年4月1日的增量借貸利率折算，並計入租賃負債。使用權資產按賬面值確認，猶如一直以來已應用該準則，惟增量借貸利率除外，再培訓局乃於2019年4月1日應用增量借貸利率。

Except for HKFRS 16, the adoption of the above new and revised standards has had no significant financial effect on these financial statements. The nature and the impact of HKFRS16 are described below:

### HKFRS 16 Leases

HKFRS 16 supersedes HKAS 17 *Leases*, HK(IFRIC)-Int 4 *Determining whether an Arrangement contains a Lease*, HK(SIC)-Int 15 *Operating Leases — Incentives* and HK(SIC)-Int 27 *Evaluating the Substance of Transactions Involving the Legal Form of a Lease*. The standard sets out the principles for the recognition, measurement, presentation and disclosure of leases and requires lessees to account for most leases under a single on-balance sheet model.

For leases previously classified as operating leases applying HKAS 17 and HK(IFRIC)-Int 4 in which the Board is the lessee, the Board has applied HKFRS 16 retrospectively in accordance with the transitional provisions therein using the modified retrospective approach. Under this approach, the cumulative effect of initially applying HKFRS 16 was recognised as an adjustment to the opening balance of Employees Retraining Fund at 1 April 2019 and the comparative information has not been restated and continued to be reported under HKAS 17. In addition, lease liabilities at 1 April 2019 were recognised based on the present value of the remaining lease payments, discounted using the incremental borrowing rate at 1 April 2019 and included in lease liabilities. The right-of-use assets were recognised based on the carrying amount as if the standard had always been applied, except for the incremental borrowing rate where the Board applied the incremental borrowing rate at 1 April 2019.

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再培訓局選擇使用過渡可行權宜方法，允許僅先前應用香港會計準則第17號及香港（國際財務報告詮釋委員會）—詮釋第4號識別為租賃的合約，方會於初始應用日期應用該準則。再培訓局對短期租賃（即自開始日期起租期為12個月或以下且不含購買選擇權的租賃）應用短期租賃確認豁免，亦對其認為屬低價值資產租賃應用低價值資產租賃確認豁免。

再培訓局先前採用香港會計準則第17號及香港（國際財務報告詮釋委員會）—詮釋第4號及歸類為經營租約，再培訓局現選擇採用香港財務報告準則第16號以及採用以下承租人之實用事宜：

- 對具有相似特徵的租賃投資組合採用單一折現率；
- 於2019年4月1日，初始直接成本不包括在使用權資產的計量中；及
- 對租期於初始應用日期起計12個月內結束的租賃與短期租賃的會計處理方法相同。

於2019年4月1日採用香港財務報告準則第16號產生的影響如下：

再培訓局於2019年4月1日採納香港財務報告準則第16號，而於2019年4月1日產生額外租賃負債為9,365,906港元，以及使用權資產為9,365,906港元。此項採用對2019年4月1日之再培訓局沒有影響。

The Board elected to use the transition practical expedient allowing the standard to be applied only to contracts that were previously identified as leases applying HKAS 17 and HK(IFRIC)-Int 4 at the date of initial application. The Board applies the short-term lease recognition exemption to its short-term leases (that is those leases that have a lease term of 12 months or less from the commencement date and do not contain a purchase option). It also applies the recognition exemption for leases of low-value assets to leases that are considered to be of low value.

The Board has also elected to apply the following elective practical expedients when applying HKFRS 16 retrospectively to leases previously classified as operating leases applying HKAS 17 and HK(IFRIC)-Int 4 in which the Board was the lessee:

- A single discount rate was applied to a portfolio of leases with reasonably similar characteristics;
- Initial direct costs were excluded from the measurement of the right-of-use assets at 1 April 2019; and
- Leases for which the lease term would end within 12 months at the date of initial application were accounted for in the same way as short-term leases.

The impacts arising from the adoption of HKFRS 16 as at 1 April 2019 are as follows:

The adoption of HKFRS 16 on 1 April 2019 by the Board has given rise to additional lease liabilities of HK\$9,365,906 and right-of-use assets of HK\$9,365,906 at 1 April 2019. The adoption has had no impact on Employees Retraining Fund at 1 April 2019.

於2019年4月1日加權平均增量借貸利率為2.43%。

The weighted average incremental borrowing rate applied to the lease liabilities recognised at 1 April 2019 is 2.43%.

於2019年3月31日之經營租賃承擔與於2019年4月1日之租賃負債之對賬如下：

The lease liabilities as at 1 April 2019 reconciled to the operating lease commitments as at 31 March 2019 are as follows:

		港元 HK\$
截至2019年3月31日之經營租賃承擔	Operating lease commitments as at 31 March 2019	10,982,047
減：租期於2020年3月31日內完結之短期租賃	Less: Commitments relating to short-term leases and those lease with a remaining lease term ended on or before 31 March 2020	(1,410,032)
低價值資產租賃	Commitments relating to leases of low-value assets	(15)
		9,572,000
於2019年4月1日的加權平均增量借貸利率	Weighted average incremental borrowing rate as at 1 April 2019	2.43%
於2019年4月1日的折現經營租賃承擔和租賃負債	Discounted operating lease commitments and lease liabilities as at 1 April 2019	9,365,906

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#### 2.3 已頒佈但尚未生效的香港財務報告準則

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

香港財務報告準則第3號修訂本 Amendments to HKFRS 3	業務的定義 <sup>1</sup> <i>Definition of a Business</i> <sup>1</sup>
香港財務報告準則第9號、 香港會計準則第39號及 香港財務報告準則第7號修訂本 Amendments to HKFRS 9, HKAS 39 and HKFRS 7	具有負補償的預付款項特性 <sup>1</sup> <i>Interest Rate Benchmark Reform</i> <sup>1</sup>
香港財務報告準則第10號及 香港會計準則第28號(2011)修訂本 Amendments to HKFRS 10 and HKAS 28 (2011)	投資者與其聯營公司或合營企業之間之資產 出售或注資 <sup>4</sup> <i>Sale or Contribution of Assets between an Investor and its Associate or Joint Venture</i> <sup>4</sup>
香港財務報告準則第16號修訂本 Amendment to HKFRS 16	2019新型冠狀病毒相關的租金優惠 <sup>2</sup> <i>Covid-19 Related Rent Concessions</i> <sup>2</sup>
香港財務報告準則第17號 HKFRS 17	保險合約 <sup>3</sup> <i>Insurance Contract</i> <sup>3</sup>
香港會計準則第1號及 香港會計準則第8號修訂本 Amendments to HKAS 1 and HKAS 8	重大的定義 <sup>1</sup> <i>Definition of Material</i> <sup>1</sup>

- 1 於2020年1月1日或之後開始的年度期間生效。
- 2 於2020年6月1日或之後開始的年度期間生效。
- 3 於2021年1月1日或之後開始的年度期間生效。
- 4 尚未釐定強制生效日期，惟可提早採納。

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

#### 2.3 ISSUED BUT NOT YET EFFECTIVE HONG KONG FINANCIAL REPORTING STANDARDS

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

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

The adoption of the above new and revised standards has had no significant financial effect on these financial statements.

## 2.4 主要會計政策概要

### 收益確認

#### 客戶合約收益

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

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

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

## 2.4 SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

### Income recognition

#### *Income from contracts with customers*

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

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

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

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

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

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

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

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

### Property and equipment

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

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

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

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



## 現金及現金等價物

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

## 金融資產

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

### (a) 分類及計量

若金融資產為收取合約現金流而持有而有關的合約現金流僅支付本金及利息，相關的債務工具之計量以實際利率法計算攤銷成本並需要進行減值評估。

## Cash and cash equivalents

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

## Financial assets

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

### (a) *Classification and measurement*

Debt instruments are measured at amortised cost using the effective interest rate method, subject to impairment if the assets are held for the collection of contractual cash flows where those contractual cash flows represent solely payments of principal and interest.

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### (b) 減值

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

對於其他金融資產，減值準備按一般方法確認，其中預期信用損失分兩個階段確認。若初步確認以來信貸風險並無大幅增加的信貸敞口而言，會為未來12個月可能發生的違約事件計提預期信貸虧損撥備。就初步確認以來信貸風險大幅增加的信貸敞口而言，不論違約的時間，須就預期於敞口的餘下年期產生的信貸虧損計提減值撥備。

### (c) 終止確認

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

### (b) Impairment

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

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

### (c) Derecognition

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

## 非金融資產減值

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

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

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

## 金融負債

金融負債包括應付款項，其他應付款及應付防疫抗疫基金之款項。所有金融負債初始按公平值確認，扣除直接應佔交易成本。其後以實際利息法按攤銷成本計量。

當金融負債的責任已解除，取消或期滿時，金融負債即終止確認。

## Impairment of non-financial assets

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

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

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

## Financial liabilities

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

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

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### 租賃

#### 租賃(按香港會計準則第17號)

確定一項安排是否為租賃是基於該安排的實質安排及要求，並且需要評估該安排是否取決於特定資產的使用權利。經營租賃支出，撇除出租人所收的任何優惠後，根據租期以直線法確認於收支表的支出。

#### 租賃(按香港財務報告準則第16號)

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

### Leases

#### Lessee (under HKAS 17)

The determination of whether an arrangement is, or contains, a lease is based on the substance of the arrangement and requires an assessment of whether the fulfilment of the arrangement is dependent on the use of a specific asset and whether the arrangement conveys a right to use the asset. Operating lease payments, net of any incentives received from the lessor, are recognised as an expense in the statement of profit or loss on a straight-line basis over the lease terms.

#### Lessee (under HKFRS 16)

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

使用權資產於資產的租賃期及預計使用期(以較短者為準)按直線法折舊如下：

租賃樓宇 Buildings	於租賃期間 Over lease term
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Right-of-use assets are depreciated on a straight-line basis over the shorter of the lease terms and the estimated useful lives of the assets as follows:

### 退休福利成本

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

強積金計劃及職業退休計劃的資產於獨立管理基金與再培訓局的資產分開持有。

### 撥備

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

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

### Retirement benefit costs

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

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

### Provisions

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

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

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### 3. 主要會計估計

#### 估計不確定因素

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

#### *其他應收款項之減值*

其他應收款項(應收收入及應收課程學費)之減值撥備是基於有關預期信貸虧損的假設。再培訓局在作出該等假設及選擇減值計算的數據時，根據個別未償還應收款的日數，再培訓局的過往經驗，及截至財政年度結束前的前瞻性資料作出估計。這些假設和估計的變化可能對評估結果產生重大影響，並可能需要於收支表進行額外減值支出。有關其他應收款項(應收收入及應收課程學費)的進一步詳情載於財務報表附註13。

### 3. SIGNIFICANT ACCOUNTING ESTIMATES

#### Estimation uncertainty

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

#### *Impairment of other receivables*

The impairment provision for other receivables (income receivables and course fee receivables) is based on assumptions about expected credit losses. The Board uses judgements in making these assumptions and selecting the inputs to the impairment calculation, based on the number of days that an individual receivable is outstanding as well as the Board's historical experience and forward-looking information at the end of each reporting period. Changes in these assumptions and estimates could materially affect the results of the assessment and it may be necessary to make an additional impairment charge to income and expenditure account. Further details of the other receivables (income receivables and course fee receivables) is given in note 13 to the financial statements.

## 4. 課程學費收入及其他收入

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

### (a) 與客戶的合約收益之分拆收益資料

		二零二零年 2020 港元 HK\$	二零一九年 2019 港元 HK\$
隨時間轉移的課程學費收入	Course fee income transferred over time	4,704,652	5,503,167

### (b) 履約責任

#### 課程學費收入

履約責任在提供服務時履行。

其他收入如下：

## 4. COURSE FEE INCOME AND OTHER INCOME

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

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

		二零二零年 2020 港元 HK\$	二零一九年 2019 港元 HK\$
隨時間轉移的課程學費收入	Course fee income transferred over time	4,704,652	5,503,167

### (b) Performance obligations

#### Course fee income

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

Other income is analysed as follows:

		二零二零年 2020 港元 HK\$	二零一九年 2019 港元 HK\$
教育局的評審資助(附註)	Accreditation grant from Education Bureau (note)	134,100	3,066,410
雜項收入	Sundry income	1,060,292	950,553
		1,194,392	4,016,963

附註：

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

Notes:

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

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### 5. 再培訓津貼

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

### 5. RETRAINING ALLOWANCES

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

### 6. 培訓課程及計劃開支

### 6. TRAINING COURSES AND PROGRAMME EXPENSES

		二零二零年 2020 港元 HK\$	二零一九年 2019 港元 HK\$
培訓課程	Training courses	634,057,226	715,678,637
ERB服務中心及ERB服務點	ERB Service Centres and ERB Service Spots	16,069,682	18,580,918
實務技能培訓及評估中心	Practical Skills Training and Assessment Centre	7,900,944	8,266,638
「樂活一站」、「陪月一站」及「起步站」	Smart Living, Smart Baby Care and Smart Starter	15,091,572	15,339,496
公關及推廣	Public relations and promotion	12,417,552	11,165,983
課程質素保證機制	Course quality assurance programmes	1,354,547	4,682,433
其他	Others	6,798,005	5,009,246
		<b>693,689,528</b>	778,723,351

### 7. 財務費用

### 7. FINANCE COST

		二零二零年 2020 港元 HK\$	二零一九年 2019 港元 HK\$
租賃負債之財務費用(附註12)	Interest on lease liabilities (note 12)	158,854	—



## 8. 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。

## 8. TAXATION

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

## 9. 年內虧損

## 9. DEFICIT BEFORE TAX

		二零二零年 2020 港元 HK\$	二零一九年 2019 港元 HK\$
年內虧損已扣除／(抵免)下列各項：	Deficit for the year has been arrived at after charging/(crediting):		
核數師酬金	Auditor's remuneration	<b>230,000</b>	220,000
物業及設備折舊(附註11)	Depreciation of property and equipment (note 11)	<b>2,759,596</b>	2,163,082
使用權資產折舊(附註12)	Depreciation of right-of-use assets (note 12)	<b>5,266,892</b>	—
出售設備收益	Gain on disposal of equipment	<b>(24,957)</b>	(90,063)
應收課程學費收入及其他應收款減值虧損	Impairment losses recognised in respect of course fee income and other receivables	<b>2,660,414</b>	3,300,000
經營租賃項下之最低租賃付款	Minimum lease payments under operating lease payments of land and buildings	—	8,302,774
不計入租賃負債計量之租賃付款	Lease payments not included in the measurement of lease liabilities	<b>1,282,593</b>	—
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	<b>94,001,605</b>	91,887,791
— 退休福利	— retirement benefits scheme contribution	<b>4,799,235</b>	4,627,008

## 財務報表 Financial Statements

### 10. 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五位(2019年：五位)總監級管理人員。他們的薪酬已包括在附註9內。以上總監級管理人員的薪酬如下：

### 10. 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 (2019: five directorate officers) of the Board having authority and responsibility for planning, implementing and controlling the activities of the Board. The key management personnel's emoluments are included in note 9. The emoluments of these individuals were as follows:

		二零二零年 2020 港元 HK\$	二零一九年 2019 港元 HK\$
薪酬及津貼	Salaries and allowances	<b>9,043,967</b>	6,901,697
退休福利	Retirement benefits scheme contributions	<b>490,423</b>	272,244
約滿酬金	Provision for gratuities	<b>837,775</b>	662,653
		<b>10,372,165</b>	7,836,594

## 11. 物業及設備

## 11. PROPERTY AND EQUIPMENT

		租賃物業裝修 Leasehold improvement 港元 HK\$	家具及設備 Furniture, fixture and equipment 港元 HK\$	汽車 Motor vehicle 港元 HK\$	合共 Total 港元 HK\$
成本：	COST:				
於2018年4月1日	At 1 April 2018	67,002,893	16,185,607	336,000	83,524,500
增加	Additions	—	1,008,850	—	1,008,850
處置	Disposals	—	(174,983)	—	(174,983)
於2019年3月31日及 4月1日	At 31 March and 1 April 2019	67,002,893	17,019,474	336,000	84,358,367
增加	Additions	98,000	5,447,985	484,220	6,030,205
處置	Disposals	(3,081,736)	(312,149)	(336,000)	(3,729,885)
於2020年3月31日	At 31 March 2020	64,019,157	22,155,310	484,220	86,658,687
累計折舊：	ACCUMULATED DEPRECIATION:				
於2018年4月1日	At 1 April 2018	65,872,773	12,694,626	336,000	78,903,399
年內折舊	Provided for the year	419,043	1,744,039	—	2,163,082
處置	Disposals	—	(169,046)	—	(169,046)
於2019年3月31日及 4月1日	At 31 March and 1 April 2019	66,291,816	14,269,619	336,000	80,897,435
年內折舊	Provided for the year	475,449	2,173,180	110,967	2,759,596
處置	Disposals	(3,081,737)	(299,606)	(336,000)	(3,717,343)
於2020年3月31日	At 31 March 2020	63,685,528	16,143,193	110,967	79,939,688
賬面值：	NET BOOK VALUE:				
於2020年3月31日	At 31 March 2020	333,629	6,012,117	373,253	6,718,999
於2019年3月31日	At 31 March 2019	711,077	2,749,855	—	3,460,932

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### Financial Statements

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 <i>Over the remaining term of the leases</i>
家具及設備 Furniture, fixtures and equipment	25%
汽車 Motor vehicle	25%

## 12. 租賃

## 12. LEASES

		房屋 Buildings 港元 HK\$
於2019年3月31日	At 31 March 2019	—
採納香港財務報告準則第16號之影響 (附註2.2)	Effect of adoption of HKFRS 16 (note 2.2)	9,365,906
於2019年4月1日(重列)	At 1 April 2019 (as restated)	9,365,906
年內折舊	Depreciation provided during the year	(5,266,892)
於2020年3月31日，扣除累計攤銷	At 31 March 2020, net of accumulated depreciation	4,099,014
於2020年3月31日：	At 31 March 2020:	
成本	Cost	9,365,906
累計折舊	Accumulated depreciation	(5,266,892)
賬面值	Net carrying amount	4,099,014

於2020年3月31日之租賃負債  
到期情況

## Maturity profile of lease liabilities as at 31 March 2020

		港元 HK\$
一年內	Within one year	3,896,000
二至五年	After one year but within five years	300,000
租賃負債(未貼現)	Lease liabilities (undiscounted)	4,196,000
貼現金額	Discount amount	(47,240)
租賃負債(貼現)	Lease liabilities (discounted)	4,148,760
分析為：	Analysed into:	
流動部份	Current portion	3,848,760
非流動部份	Non-current portion	300,000

於2020年3月31日加權平均增量借貸利率為2.43%。

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

## 財務報表

### Financial Statements

#### 截至2020年3月31日止年度租賃負債賬面值之變動

#### Movements of carrying amounts of lease liabilities for the year ended 31 March 2020

		港元 HK\$
於2019年4月1日採納香港財務報告準則第16號	As at 1 April 2019 upon adoption of HKFRS 16	9,365,906
付款	Payments	(5,376,000)
年內增加利息	Accretion of interest expense during the year	158,854
於2020年3月31日	As at 31 March 2020	4,148,760

#### 截至2020年3月31日止年度於收支表中確認之金額

#### Amounts recognised in the income and expenditure account for the year ended 31 March 2020

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

於截至2020年3月31日止年度，再培訓局之租賃現金流出總額為6,775,541港元。

The Board had total cash outflows for leases of HK\$6,775,541 for the year ended 31 March 2020.

### 13. 應收款項、按金及預付款

### 13. RECEIVABLES, DEPOSITS AND PREPAYMENTS

		二零二零年	二零一九年
		2020	2019
		港元	港元
		HK\$	HK\$
租金及公用設施按金	Rental and utility deposits	1,734,509	2,736,843
應收利息	Interest receivables	5,119,377	3,302,995
應收課程學費	Course fee receivables	3,713,842	4,122,915
預付款	Prepayment	38,080,326	4,603,541
應收收入	Income receivables	1,275,654	1,364,898
		<b>49,923,708</b>	16,131,192
減值撥備	Impairment allowances	<b>(3,521,047)</b>	(3,300,000)
		<b>46,402,661</b>	12,831,192
減：非流動租金及公用設施按金	Less: non-current rental and utility deposits	<b>(1,160,655)</b>	(1,160,655)
		<b>45,242,006</b>	11,670,537

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

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

		二零二零年	二零一九年
		2020	2019
		港元	港元
		HK\$	HK\$
年初	At the beginning of the year	3,300,000	—
採用香港財務報告準則第9號的影響	Effect of adoption of HKFRS 9	—	3,300,000
減值虧損	Impairment losses	2,660,414	—
不能收回而撇銷的金額	Amount written off as uncollectible	<b>(2,439,367)</b>	—
		<b>3,521,047</b>	3,300,000

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### 應收收入及應收課程學費的減值(根據香港財務報告準則第9號)

再培訓局應用香港財務報告準則第9號所訂明的簡化方法，就預期信貸虧損作出撥備，其中要求就所有應收收入及應收課程學費使用全期預期虧損計量預期信貸虧損撥備。計量預期信貸虧損時，應收收入及應收課程學費已因共享信貸風險特性及逾期日數而合併。金融資產的虧損撥備按違責風險及預期虧損率的假設釐定。於2020年3月31日及2019年3月31日時的信貸虧損如下：

### Impairment of course fee and income receivables under HKFRS 9

The Board applies the simplified approach to provide for expected credit losses prescribed by HKFRS 9, which permits the use of the lifetime expected loss for all income receivables and course fee receivables. To measure the expected credit losses, income receivables and course fee receivables have been grouped based on shared credit risk characteristics and the days past due. The expected credit losses have also incorporated forward looking information. The loss allowance as at 31 March 2020 and 2019 are determined as follows:

		逾期 Past due				
		少於30日 Less than 30 days	30-365日 30-365 days	1-3年 1-3 years	3年以上 Over 3 years	合共 Total
<b>於2020年3月31日</b>	<b>As at 31 March 2020</b>					
預期虧損比率(%)	Expected loss rate (%)	33	43	92	100	71
總賬面金額 (千港元)	Gross carrying amount (HK\$'000)	3	2,218	2,591	177	4,989
預期虧損 (千港元)	Expected credit losses (HK\$'000)	1	961	2,382	177	3,521
<b>於2019年3月31日</b>	<b>As at 31 March 2019</b>					
預期虧損比率(%)	Expected loss rate (%)	23	47	85	100	60
總賬面金額 (千港元)	Gross carrying amount (HK\$'000)	917	2,185	2,244	142	5,488
預期虧損 (千港元)	Expected credit losses (HK\$'000)	213	1,030	1,915	142	3,300



### 租金及公用設施按金及應收利息的減值

租金及公用設施按金及應收利息的賬面值與其2020年及2019年3月31日的公平值相若。其可收回程度乃參照債務人的信貸狀況進行評估，於2020年及2019年3月31日的預期信貸虧損被視為微不足道。

### Impairment of rental and utility deposits and interest receivables

The carrying amounts of rental and utility deposits and interest receivables approximated to their fair value as at 31 March 2020 and 2019. Their recoverability was assessed with reference to the credit status of the rental and utility deposits, interest receivables and the expected credit loss as at 31 March 2020 and 2019 was considered to be minimal.

## 14. 應收香港金融管理局之款項

應收香港金融管理局的9,600,000,000港元(2019: 12,500,000,000港元)為無抵押、按年利率取過往六年外匯基金投資組合的平均投資回報率及上一年度的三年期政府債券的平均年化收益之較高者，並將於2026年2月償還。

包含在應收款中1,162,560,943港元(2019: 1,625,373,601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。

## 14. AMOUNT DUE FROM THE HONG KONG MONETARY AUTHORITY

The amount of HK\$9,600,000,000 (2019: HK\$12,500,000,000) due from the Hong Kong Monetary Authority is unsecured, bears interest at the higher of the average investment return of the Exchange Fund's Investment Portfolio for six years and the average annual yield of three-year government bond for the previous year, and is repayable in February 2026.

The amount of HK\$1,162,560,943 (2019: HK\$1,625,373,601) represents interest receivable which is unsecured and repayable within one year.

## 財務報表 Financial Statements

### 15. 應收培訓機構之款項 及應收入境事務處之 款項

應收培訓機構之款項及應收入境事務處之款項為無抵押、免息及須於要求時償還。

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

該款項的賬面值與其2020年及2019年3月31日的公平值相若。其可收回程度乃參照信貸狀況進行評估，於2020年及2019年3月31日的預期信貸虧損被視為微不足道。

### 16. 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639,418,731港元(2019年：326,017,856港元)，其年利率介乎0.65%至2.86%(2019年：1.30%至2.90%)。

### 15. AMOUNTS DUE FROM TRAINING BODIES AND AMOUNT DUE FROM THE IMMIGRATION DEPARTMENT

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

Amounts due from training bodies and Immigration Department did not contain balance which was past due as at the reporting date. No collateral was held over these balances.

The carrying amounts of these balances approximated to their fair value as at 31 March 2020 and 2019. Their recoverability was assessed with reference to the credit status, and the expected credit loss as at 31 March 2020 and 2019 was considered to be minimal.

### 16. BANK BALANCES AND DEPOSITS

Bank balances and deposits comprise bank balances and time deposits with original maturity over three months amounting HK\$639,418,731 (2019: HK\$326,017,856) and carry interest at market rates which ranged from 0.65% to 2.86% (2019: 1.30% to 2.90%) per annum.

## 17. 應付款項及其他 應付款

## 17. ACCRUALS AND OTHER PAYABLES

		二零二零年 2020 港元 HK\$	二零一九年 2019 港元 HK\$
應付款項及其他應付款	Accruals and other payables	24,214,391	27,110,605
應付培訓機構款項	Accruals for training bodies	1,526,275	32,244,824
修復成本撥備(附註)	Provision for reinstatement costs (note)	2,219,860	2,897,760
		<b>27,960,526</b>	62,253,189
減：長期修復成本撥備	Less: non-current provision for reinstatement costs	<b>(1,388,900)</b>	(2,219,860)
		<b>26,571,626</b>	60,033,329

附註：  
修復成本撥備於本年度的變動如下：

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

		港元 HK\$
截至2018年4月1日	At 1 April 2018	2,948,010
付款	Utilised	(50,250)
截至2019年3月31日及2019年4月1日	At 31 March 2019 and 1 April 2019	2,897,760
付款	Utilised	(677,900)
截至2020年3月31日	At 31 March 2020	2,219,860

## 18. 應付防疫抗疫基金之 款項

## 18. AMOUNTS DUE TO ANTI-EPIDEMIC FUND

應付防疫抗疫基金之款項為無抵押、免息及須於要求時償還。

The amounts due to Anti-epidemic Fund is unsecured, interest-free and repayable on demand.

該款項的賬面值與其2020年3月31日的公平值相若。

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

## 財務報表 Financial Statements

### 19. 經營租約

於2019年3月31日即採納香港財務報告準則第16號以前，再培訓局根據不可撤銷經營租賃而須於未來支付的最低租金付款總額如下：

		二零一九年 2019 港元 HK\$
一年內	Within one year	6,786,038
二至五年	In the second to fifth year inclusive	4,196,009
		10,982,047

### 20. 現金流量表附註

融資活動所產生之負債之變動

### 20. NOTE TO THE STATEMENT OF CASH FLOWS

Changes of liabilities arising from financing activities

		租賃負債 Lease liabilities 港元 HK\$
於2019年3月31日	At 31 March 2019	—
採納香港財務報告準則第16號之影響	Effect of adoption of HKFRS 16	9,365,906
於2019年4月1日(重列)	At 1 April 2019 (as restated)	9,365,906
融資現金流之變動	Changes from financing cash flows	(5,217,146)
租賃負債之財務費用	Finance cost on lease liabilities	158,854
租賃負債之利息	Interest element on lease liabilities	(158,854)
於2020年3月31日	At 31 March 2020	4,148,760

## 21. 按類別劃分的金融工具

截至報告期末，每類金融工具的賬面價值如下：

### 金融資產

## 21. FINANCIAL INSTRUMENTS BY CATEGORY

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

### Financial assets

		以攤餘成本計量的金融資產	
		Financial assets at amortised cost	
		二零二零年	二零一九年
		2020	2019
		港元	港元
		HK\$	HK\$
包含在應收款項、按金及預付款的金融資產	Financial assets included in receivables, deposits and prepayments	9,182,968	8,227,651
應收香港金融管理局之款項	Amount due from the Hong Kong Monetary Authority	10,762,560,943	14,125,373,601
應收培訓機構之款項	Amounts due from training bodies	703,502	958,680
應收入境事務處之款項	Amount due from the Immigration Department	374,400	249,600
現金及現金等價物	Cash and cash equivalents	3,018,294,253	395,257,903
原到期日逾三個月之定期存款	Time deposits with original maturity over three months	639,418,731	326,017,856
		<b>14,430,534,797</b>	14,856,085,291

## 財務報表 Financial Statements

### 金融負債

### Financial liabilities

#### 以攤餘成本計量的金融負債

#### Financial liabilities at amortised cost

		二零二零年 2020 港元 HK\$	二零一九年 2019 港元 HK\$
包含在應付款項和其他應付款的 金融負債	Financial liabilities included in accruals and other payables	<b>15,837,683</b>	47,739,234
應付防疫抗疫基金之款項	Amount due to Anti-epidemic Fund	<b>39,579,530</b>	—
		<b>55,417,213</b>	47,739,234

## 22. 金融資產及負債公平 價值層級

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

存款及應收香港金融管理局之款項的非流動部分的公允價值是通過使用具有類似條款，信用風險和剩餘期限的工具的當前可用利率貼現預期的未來現金流量來計算的。

## 22. FAIR VALUE HIERARCHY OF FINANCIAL ASSETS AND LIABILITIES

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

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

## 23. 財務風險管理目標及政策

### 信貸風險

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

### 最高風險及年末階段最大信貸風險

信貸質素和最大信貸風險是基於再培訓局的信貸政策，主要基於逾期資料，除非其他資料在無需花費不必要成本或精力情況下可用，以及截至2020年及2019年3月31日的年末分期分類。呈列金額為金融資產的賬面值總額。

## 23. FINANCIAL RISK MANAGEMENT OBJECTIVES AND POLICIES

### Credit risk

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

### Maximum exposure and year-end staging

The credit quality and the maximum exposure to credit risk based on the Board's credit policy, which is mainly based on past due information unless other information is available without undue cost or effort, and year-end staging classification as at 31 March 2020 and 2019. The amounts presented are net carrying amounts for financial assets.

		12個月的	全期預期信貸虧損			港元
		預期信貸虧損	全期預期信貸虧損			
		12-month	Lifetime expected credit losses			
		expected	第1類	第2類	第3類	簡化方法
		credit losses	Stage 1	Stage 2	Stage 3	Simplified
		第1類	港元	港元	港元	approach
		Stage 1	港元	港元	港元	approach
		Stage 1	港元	港元	港元	approach
		Stage 1	港元	港元	港元	approach
於2020年3月31日	31 March 2020					
包含在應收款項、	Financial assets					
按金及預付款的	included in					
金融資產*	receivables,					
	deposits and					
	prepayments*	6,853,886	—	—	1,468,449	8,322,335
應收香港金融管理	Due from the Hong					
局之款項	Kong Monetary					
	Authority					
— 正常**	— Normal**	10,762,560,943	—	—	—	10,762,560,943
應收培訓機構之	Due from training					
款項	bodies					
— 正常**	— Normal**	703,502	—	—	—	703,502
應收入境事務處之	Due from the					
款項	Immigration					
	Department					
— 正常**	— Normal**	374,400	—	—	—	374,400
銀行結餘及存款	Bank balances and					
	deposits					
— 未逾期	— Not yet past					
	due	3,657,712,984	—	—	—	3,657,712,984
		14,428,205,715	—	—	1,468,449	14,429,674,164

## 財務報表

### Financial Statements

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

\* 關於再培訓局就減值採用簡化法的應收款項、按金及預付款(應收收入及應收課程學費)，基於財務報表附註13所披露的撥備矩陣的資料。

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

\* For income receivables and course fee receivables included in receivables, deposits and prepayments to which the Board applies the simplified approach for impairment, information based on the provision matrix is disclosed in note 13 to the financial statements.

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



## 市場風險

### 利率風險

再培訓局之現金流量利率風險主要來自浮動市場利率的銀行存款及應收香港金融管理局之款項，利率為按年利率取過往六年外匯基金投資組合的平均投資回報率及上一年度的三年期政府債券的平均年化收益之較高者（見附註14及16）。再培訓局並沒有透過衍生工具合約來對沖現金流量利率風險。但若有重大的現金流量風險，再培訓局委員會及時和有效地採取適當之措施以降低現金流量利率風險。

### 敏感度分析

以下敏感度分析乃以再培訓局之浮動銀行存款及應收香港金融管理局之款項的利率風險為基準釐定。此敏感度分析之編製乃假設報告期終未結算之資產及負債金額於整個年度均未結算。50基點（2019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（2019年：50基點），而其他變量均保持不變，再培訓局截至2020年3月31日止年度之年內虧損會減少72,041,000港元（2019年：74,197,000港元）。若利率下降50基點（2019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 government bond for the previous year (see notes 14 and 16 respectively). The Board currently does not use any derivative contracts to hedge its exposure to interest rate risk. However, the members of the Board will consider appropriate measures to manage and monitor interest rate exposure should the need arise.

### Sensitivity analysis

The sensitivity analysis has been determined based on the exposure to interest rate from the Board's variable-rate bank deposits and amount due from the Hong Kong Monetary Authority. The analysis is prepared assuming the bank deposits and amount due from Hong Kong Monetary Authority outstanding at the end of the reporting period were outstanding for the whole year. A 50 basis points (2019: 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 (2019: 50 basis points) higher and all other variables were held constant, the Board's deficit for the year ended 31 March 2020 would decrease by approximately HK\$72,041,000 (2019: HK\$74,197,000). 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 (2019: 50 basis points) lower.

## 財務報表 Financial Statements

### 流動資金風險

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

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

### 資本風險管理

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

## 24. 財務報表之批准

財務報表由再培訓局委員於2020年12月16日批准及授權發出。

### Liquidity risk

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

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

### Capital management

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

## 24. APPROVAL OF THE FINANCIAL STATEMENTS

The financial statements were approved and authorised for issue by the Board on 16 December 2020.

# 合作伙伴 Stakeholders

## 行業諮詢網絡名單

## List of Industry Consultative Networks

### 美容美髮業

### Beauty Therapy and Hairdressing

#### 召集人

#### Convenor

鄭明明教授, SBS

Professor CHENG Ming-ming, SBS

#### 副召集人

#### Vice-Convenor

葉世雄先生

Mr. Nelson IP Sai-hung

#### 委員

#### Members

香港美髮美容業商會

Hong Kong Hair & Beauty Merchants Association

香港化粧品同業協會

The Cosmetic & Perfumery Association of Hong Kong Ltd.

香港美容業總會

Federation of Beauty Industry (H.K.)

國際斯佳美容協會

International CICA Association of Esthetics

香港國際專業美容師協會

HK Association of Professional Aestheticians International

iPMA國際專業化妝師協會(香港)

International Professional Make Up Artists Federation (Hong Kong)

香港工會聯合會

The Hong Kong Federation of Trade Unions

髮型化妝整體形象設計師總會

Hair and Make-up Stylish Image Designers General Union

香港美容保健業僱員總會

Union of Hong Kong Beauty and Health Care Employees

香港美容美髮職工會

Hong Kong Beauty and Hair Care Employees' Union

### 飲食業

### Catering

#### 召集人

#### Convenor

鍾偉平先生, BBS, MH, JP

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

#### 副召集人

#### Vice-Convenor

陳家強先生

Mr. Tommy CHAN Ka-keung

#### 委員

#### Members

香港餐飲聯業協會

Hong Kong Federation of Restaurants & Related Trades

現代管理(飲食)專業協會

Association of Restaurant Managers

稻苗學會

Institution of Dining Art

## 合作伙伴 Stakeholders

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

### 創意產業

### Creative Industries

#### 召集人

#### Convenor

卓伯棠教授	Professor CHEUK Pak-tong
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#### 委員

#### Members

香港總商會一數碼、資訊及電訊委員會	Hong Kong General Chamber of Commerce — Digital, Information & Telecommunications Committee
香港八和會館	The Chinese Artists Association of Hong Kong
香港電影後期專業人員協會	Hong Kong Association of Motion Picture Post Production Professionals
國際創意及科技總會	International Federation of Creativity and Technology
香港電影工作者總會	Federation of Hong Kong Filmmakers
港九勞工社團聯會	The Federation of Hong Kong and Kowloon Labour Unions
香港I.T.人協會	I.T. People Association of Hong Kong
西九文化區管理局	West Kowloon Cultural District Authority

### 機電業

### Electrical and Mechanical Services

#### 召集人

#### Convenor

莊堅烈先生, BBS, MH	Mr. Paul CHONG Kin-lit, BBS, MH
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#### 委員

#### Members

香港機電工程商聯會	The Hong Kong Federation of Electrical & Mechanical Contractors Ltd
電業承辦商協會	Association of Electrical Contractors
香港註冊通風系統承建商協會	Hong Kong Registered Ventilation Contractors Association
香港工程師學會	The Hong Kong Institution of Engineers
英國特許水務學會—香港分會	The Chartered Institute of Plumbing and Heating Engineering — Hong Kong Branch

屋宇設備運行及維修行政人員學會	Building Services Operation and Maintenance Executives Society
香港中華煤氣公司華員職工會	Hong Kong and China Gas Co. Ltd Chinese Employees Association
香港機電業工程專業人員協會	Hong Kong Electrical & Mechanical Engineering Professional Employees Association
香港氣體及燃料業從業員協會	The Hong Kong Gas And Fuel Practitioners Association
香港造船機電鋼鐵業總工會	H.K. Shipbuilding, Machinery Manufacturing, Electrical And Steel Industries Employees General Union
香港電梯業總工會	Hong Kong General Union of Lift and Escalator Employees
香港喉管從業員總會	Hong Kong Plumbing General Union
建築地盤職工總會	Construction Site Workers General Union
香港機電業工會聯合會	The Federation of Hong Kong Electrical & Mechanical Industries Trade Unions
建造業議會	Construction Industry Council

## 環境服務業

## Environmental Services

召集人	Convenor
甄瑞嫻女士	Ms. Catherine YAN Sui-han
委員	Members
環保工程商會	Environmental Contractors Management Association
香港清潔商會	Hong Kong Cleaning Association Ltd
香港環境衛生業界大聯盟	Environmental Services Contractors Alliance (Hong Kong)
香港鮮花零售業協會	Hong Kong Flower Retailers Association
中國樹藝專業學會	The Professional Arboriculture Society of China
香港工會聯合會	The Hong Kong Federation of Trade Unions
香港環保物流及清潔從業員協會	Hong Kong Environmental Services, Logistics and Cleaning Employees Association
環保業職工會	Eco Industry Labour Union
清潔服務業職工會	Cleaning Service Industry Workers Union
康樂及文化事務署	Leisure and Cultural Services Department

## 合作伙伴 Stakeholders

### 健康護理業

### Healthcare Services

#### 召集人

#### Convener

林正財議員, SBS, JP

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

#### 委員

#### Members

香港社會服務聯會

The Hong Kong Council of Social Service

香港安老服務協會

The Elderly Services Association of Hong Kong

全港私營安老院同業會

Hong Kong Private Nursing Home Owners Association

香港家庭福利會

Hong Kong Family Welfare Society

香港醫學會

The Hong Kong Medical Association

香港老年學會

Hong Kong Association of Gerontology

醫院診所護理業職工會

Hospitals, Clinics and Nursing Workers Union

健康服務從業員協會

Association of Health Services Workers

社區及院舍照顧員總工會

Community Care and Nursing Home Workers General Union

香港浸信會醫院

Hong Kong Baptist Hospital

醫院管理局

Hospital Authority

衛生署

Department of Health

社會福利署

Social Welfare Department

### 進出口業

### Import and Export

#### 召集人

#### Convener

黃定光議員, GBS, JP

Hon. WONG Ting-kwong, GBS, JP

#### 委員

#### Members

香港中華出入口商會

The Hong Kong Chinese Importers' and Exporters' Association

香港中小型企業總商會

The Hong Kong General Chamber of Small and Medium Business

香港出口商會

The Hong Kong Exporters' Association

香港物流協會

Hong Kong Logistics Association

香港物資採購與供銷學會

The Institute of Purchasing and Supply of Hong Kong

香港物流管理人員協會

Hong Kong Logistics Management Staff Association

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

## 資訊及通訊科技業 Information and Communications Technology

<b>召集人</b>	<b>Convenor</b>
麥鄧碧儀女士, MH, JP	Mrs. Agnes MAK TANG Pik-ye, MH, JP
<b>委員</b>	<b>Members</b>
香港無線科技商會	Hong Kong Wireless Technology Industry Association
香港資訊科技商會	Hong Kong Information Technology Federation
香港互聯網供應商協會	Hong Kong Internet Service Providers Association
香港電腦學會	Hong Kong Computer Society
香港通訊業聯會	Communications Association of Hong Kong
專業資訊保安協會	Professional Information Security Association
香港資訊科技網絡工程人員協會	Hong Kong Information Technology & Network Engineering Employees Association
香港I.T.人協會	I.T. People Association of Hong Kong
香港學術及職業技能導師協會	Hong Kong Association of Academic and Vocational Skills Tutors
電腦資訊科技人員協會	Computer Information Technology Employees Association
通訊業總工會	Communications Workers General Union

## 保險業 Insurance

<b>召集人</b>	<b>Convenor</b>
梁頌恩女士, MH	Ms. Juan LEUNG Chung-yan, MH
<b>委員</b>	<b>Members</b>
香港保險業聯會	The Hong Kong Federation of Insurers
香港保險顧問聯會	The Hong Kong Confederation of Insurance Brokers
香港專業保險經紀協會	Professional Insurance Brokers Association

## 合作伙伴 Stakeholders

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

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

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



## 印刷及出版業

## Printing and Publishing

召集人	Convenor
梁兆賢先生	Mr. Jackson LEUNG Siu-yin
委員	Members
香港印刷業商會	The Hong Kong Printers Association
香港出版總會	Hong Kong Publishing Federation
香港數碼印刷協會	HK Digital Printing Association
香港出版學會	Hong Kong Publishing Professional Society Ltd
香港印藝學會	Graphic Arts Association of Hong Kong
印刷媒體專業人員協會	Institute of Print-Media Professionals
香港印刷出版媒體業工會	Hong Kong Printing and Publishing Media Industry Workers Union
港九勞工社團聯會	The Federation of Hong Kong & Kowloon Labour Unions

## 物業管理及保安業

## Property Management and Security

召集人	Convenor
袁靖罡(靖波)教授, MH	Professor Stephen YUEN Ching-bor, MH
委員	Members
香港物業管理公司協會	The Hong Kong Association of Property Management Companies
英國特許房屋經理學會亞太分會	Chartered Institute of Housing Asian Pacific Branch
香港房屋經理學會	The Hong Kong Institute of Housing
香港地產行政師學會	Hong Kong Institute of Real Estate Administrators
香港工會聯合會	The Hong Kong Federation of Trade Unions
香港護衛及物業管理從業員總會	The Hong Kong General Union of Security & Property Management Industry Employees
物業管理行政及文職人員協會	Property Management Administrative and Clerical Staff Association
香港物業管理及工程技術人員協會	Hong Kong Property Management & Technical Employees Association
香港物業管理及保安職工總會	Hong Kong Buildings Management and Security Workers General Union
香港樓宇管理僱員工會	Hong Kong Housing Management Employees Union

## 合作伙伴 Stakeholders

### 地產代理業

### Real Estate Agency

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

### 康體及運動業

### Recreation and Sports

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

## 零售業

## Retail

## 召集人

## Convenor

余鵬春先生, SBS, JP

Mr. YU Pang-chun, SBS, JP

## 委員

## Members

香港總商會—零售及旅遊委員會

Hong Kong General Chamber of Commerce — Retail &amp; Tourism Committee

香港中華總商會

The Chinese General Chamber of Commerce, Hong Kong

港九百貨業商會有限公司

The Hong Kong &amp; Kowloon General Merchandise Merchants' Association Limited

香港零售管理協會

Hong Kong Retail Management Association

香港商業專業評審中心

The Professional Validation Centre of Hong Kong Business Sector

優質旅遊服務協會

Quality Tourism Services Association

香港百貨、商業僱員總會

Hong Kong Department Stores &amp; Commercial Staff General Union

商品推廣及零售業僱員總會

Commodities Promotion and Retailing Employees General Union

零售、商業及成衣業總工會

Retail, Commerce and Clothing Industries General Union

## 旅遊及酒店業

## Tourism and Hotel

## 召集人

## Convenor

麥秀蘭女士

Ms. Keller MAK Sau-lan

## 委員

## Members

香港旅遊業議會

Travel Industry Council of Hong Kong

香港註冊導遊協會

Hong Kong Association of Registered Tour Co-ordinators

香港理工大學酒店及旅遊業管理學院

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

香港旅遊聯業工會聯會

The Federation of Hong Kong Trade Unions in Tourism

香港工會聯合會

The Hong Kong Federation of Trade Unions

酒店及餐飲從業員協會

Hotels, Food &amp; Beverage Employees Association

## 合作伙伴 Stakeholders

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

### 交通及物流業

### Transportation and Logistics

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

## 鐘錶及珠寶業

## Watch and Jewellery

召集人	Convenor
朱繼陶先生	Mr. Joseph CHU Kai-to
委員	Members
香港鐘表業總會有限公司	The Federation of Hong Kong Watch Trades and Industries Ltd.
香港表廠商會有限公司	Hong Kong Watch Manufacturers Association Ltd.
香港珠寶玉石廠商會	Hong Kong Jewellery & Jade Manufacturers Association
香港金銀首飾工商總會	Hong Kong Gold & Silver Ornament Workers & Merchants General Union
香港寶石學協會	The Gemmological Association of Hong Kong
香港生產力促進局	Hong Kong Productivity Council
亞太寶石學家協會有限公司	Asia Pacific Gemmologist Society Co. Ltd
港九鐘錶業職工會	Hong Kong and Kowloon Clock and Watch Trade Workers Union
港九金飾珠寶業職工會	Hong Kong & Kowloon Gold Ornaments & Jewellery Trade Workers' Union

## 服裝製品及紡織業

## Wearing Apparel and Textile

召集人	Convenor
楊國榮教授	Professor Philip YEUNG Kwok-wing
委員	Members
香港紡織業聯會	Textile Council of Hong Kong
香港中華廠商聯合會	The Chinese Manufacturers' Association of Hong Kong
香港工業總會	Federation of Hong Kong Industries
香港理工大學一應用科學及紡織學院	Faculty of Applied Science and Textiles, The Hong Kong Polytechnic University
香港紡織及服裝學會	Hong Kong Institution of Textile and Apparel
製衣服飾從業員協會	Garment Fashion Practitioners Association

以「行業諮詢網絡」英文名稱排列。

Listed in alphabetical order of Industry Consultative Networks.

## 合作伙伴 Stakeholders

### 委任培訓機構名單

### List of Appointed Training Bodies

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

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

## 合作伙伴 Stakeholders

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



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

以機構編號排列。

Listed according to organisation code.

## 合作伙伴 Stakeholders

### ERB 人才企業嘉許計劃

#### 榮譽顧問名單

鄭惠貞女士  
香港人力資源管理學會會長

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

蔡惠琴女士, JP  
持續專業進修聯盟主席

范潔儀女士  
香港中華煤氣有限公司  
企業人力資源總監

林寶茵博士  
香港公開大學李嘉誠專業進修學院  
助理院長

廖家陞先生  
仁愛堂  
總監(人力、資訊及行政)

廖國泰先生  
新世界發展有限公司  
企業籌劃及人才發展部  
總經理

潘小紅女士  
香港機場管理局  
總經理—人力資源關係管理

鄧明慧女士  
美麗寶鞋業有限公司  
(百麗國際成員)董事

阮博文教授  
香港理工大學專業及持續教育學院院長

### ERB Manpower Developer Award Scheme

#### List of Honorary Advisors

Ms. Margaret CHENG  
President  
Hong Kong Institute of Human Resource Management

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

Ms. Virginia CHOI, JP  
Chairperson  
Continuing Professional Development Alliance

Ms. Kit FAN  
Head of Corporate Human Resources  
The Hong Kong and China Gas Company Limited

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

Mr. Brian LIU  
Controller (Human Resources, I.T. and Admin.)  
Yan Oi Tong

Mr. Teddy LIU  
General Manager  
Corporate & Talent Development  
New World Development Company Limited

Ms. Queena PUN  
General Manager  
HR Relationship Management  
Airport Authority Hong Kong

Ms. Mandy TANG  
Director  
Mirabell Footwear Limited, a member of  
Belle International Holdings Limited

Professor Peter YUEN  
Dean  
College of Professional and Continuing Education  
The Hong Kong Polytechnic University

以英文姓氏排列。

Listed in alphabetical order.

## 支持機構名單

## List of Supporting Organisations

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

## 技術顧問

## Technical Consultant

香港品質保證局	Hong Kong Quality Assurance Agency
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以機構英文名稱排列。  
Listed in alphabetical order.

「人才企業」名單請參閱「ERB人才企業嘉許計劃」網站。

Please refer to the website of "ERB Manpower Developer Award Scheme" for the list of "Manpower Developers".

# 僱主及學員寄語

## Messages from Employers and Trainees

### 僱主 Employers

楊紫珊女士  
Ms. Sandy YEUNG

- ▶ Human Resources Business Partner  
馬莎百貨  
「兼職工度身訂造課程」合作僱主機構
- ▶ Human Resources Business Partner  
Marks & Spencer  
Collaborating Employer of the “Tailor-made Course for Part-timers”

馬莎百貨很高興參與再培訓局的度身訂造課程。培訓機構為我們安排招聘會，並針對顧客服務員的工作實況及要求設計課程內容，讓學員在入職前已掌握所需的基本技能，有效提升工作表現，為顧客帶來優質購物體驗。

再培訓局度身訂造課程有效協助僱主招聘人手，而且費用全免，我會向其他機構推薦。

It was a fruitful experience for Marks & Spencer to have participated in the ERB tailor-made course. The training body arranged recruitment day and tailor-made the training content to meet the real-life working environment and requirements for a sales advisor. Trainees are already equipped with the basic work skills required before they are on board, thereby enhancing their work performance to provide quality shopping experience to our customers.

The ERB tailor-made course is a free service that can effectively assist employers to recruit well trained manpower. I would recommend it to other employers.

李寶恩女士  
Ms. Moniz LEE

- ▶ 人力資源總監  
怡中服務航空有限公司  
「兼職工度身訂造課程」合作僱主機構
- ▶ Head of Human Resources  
Jardine Aviation Services  
Collaborating Employer of the “Tailor-made Course for Part-timers”

怡中航空與再培訓局合辦度身訂造課程，招募較年長人士以兼職模式入職機場地勤服務員，成效理想。我們亦多次參與再培訓局的工作體驗活動，向不同群組介紹機構的運作及人才發展政策，有利公司建立企業形象。

ERB學員工作認真，富責任心及態度誠懇。我們希望與再培訓局在人才培育方面保持長期合作。

Jardine Aviation Services has collaborated with ERB in designing tailor-made course for the recruitment of mature persons to join us as part-time Ground Services Representatives. The results were very encouraging. We have also supported various work experience programmes organised by ERB in introducing the operation and talent strategy of our company to different social groups, which at the same time helps establish our corporate image.

ERB trainees are conscientious, responsible and sincere at work. We hope to maintain a long-term collaboration with ERB on talent development aspects.

范潔儀女士  
Ms. Kit FAN

- ▶ 企業人力資源總監  
香港中華煤氣有限公司  
「後50•實習生計劃」參與僱主機構  
ERB「人才企業」
- ▶ Head of Corporate Human Resources  
The Hong Kong and China Gas Company Limited  
Participating Employer of the “Post-50 Internship Programme”  
ERB “Manpower Developer”

煤氣公司積極推動多元共融的職場文化，因此十分支持再培訓局舉辦「後50•實習生計劃」，為「後50」提供實習機會，提升他們對不同行業的認識，以及加強工作信心，為再次投入勞動市場作好準備。同時，煤氣公司可以藉此發揮企業社會責任，協助釋放潛在勞動力，深具意義。

Towngas is dedicated to fostering an inclusive culture, and hence extended its full support to the ERB “Post-50 Internship Programme”. We provided internship opportunities to the “Post-50” with the objective of enhancing their understanding of different industries, boosting their confidence for work and preparing them to re-enter into the labour market. Meanwhile, the participation was a meaningful initiative for Towngas to reinforce its corporate social responsibilities and to assist in unleashing latent workforce.

趙慧嫻女士  
Ms. Jenny CHIU

- ▶ 執行董事／人力資源高級總監  
新世界發展有限公司  
ERB「人才企業」
- ▶ Executive Director / Senior Director – Human Resources  
New World Development Company Limited  
ERB “Manpower Developer”

新世界集團作為再培訓局嘉許的「人才企業」，深信人才是企業可持續發展的關鍵。我們見證再培訓局緊貼僱主及行業的需要，不斷擴大服務範疇，令人鼓舞。

我們會繼續參與再培訓局的服務，協助更多市民接受培訓而就業，亦為集團增添不少優質的生力軍，彰顯集團重視人才培訓及發展的核心價值，一舉兩得。

As an ERB “Manpower Developer”, New World Group believes that talent is the key to corporate sustainability. Over the years, we are excited to witness the increased diversity of ERB services in meeting the needs of employers and industries.

We will continue to collaborate with ERB in assisting more Hong Kong people to land on jobs through training and by the same token, to attract more quality new blood to join our Group, and demonstrate its core value of attaching great importance to manpower training and development.

## 僱主及學員寄語 *Messages from Employers and Trainees*

張飛先生  
Mr. Faye CHEUNG

- ▶ 助理社會服務總幹事(安老)  
保良局  
「先聘用、後培訓」計劃合作僱主機構
- ▶ Assistant Principal Social Services Secretary (Elderly Services)  
Po Leung Kuk  
Collaborating Employer of the “First-Hire-Then-Train” Scheme

保良局自2016-17年度起一直參與再培訓局的「先聘用、後培訓」計劃，成功吸納超過90名見習護理員。學員在實際工作環境接受培訓，在我們的資深員工指導下，學員能在較短時間內掌握各項實務工作技巧，學以致用，成效理想。

再培訓局的服務一向以「用家為本」，切合僱主和學員的需要。我們會繼續支持再培訓局。

Po Leung Kuk has been joining the ERB “First-Hire-Then-Train” Scheme since 2016-17 and successfully recruited over 90 care worker trainees. Trainees attend training in the actual working environment under the supervision of our experienced practitioners, facilitating their quick command and application of various practical skills at work. The result is encouraging.

The services of ERB are always “user-oriented” and can cater for the needs of employers and trainees. We will continue our support to ERB.

## 學員 Trainees

簡淑儀女士  
Ms. KAN Shuk-yi

- ▶ 「後50•實習生計劃」實習生  
Intern of the “Post-50 Internship Programme”

對於離開職場多年的家庭主婦來說，找工作實在不容易。幸好我在2019年參加了再培訓局的「後50•實習生計劃」，獲得實習機會，在完成實習後更獲聘用為全職員工，很多謝再培訓局。

我希望再培訓局能繼續協助更多「後50」重投職場。

It is indeed difficult for a homemaker who has not worked for so many years to get a job. I am most grateful to have joined the ERB “Post-50 Internship Programme” in 2019 as an intern, and was offered a full-time job upon completion of the internship.

I hope ERB will continue to assist more “Post-50s” in re-entering the job market.

何陵佳先生  
Mr. HO Ling-kai

- ▶ 「先聘用、後培訓」計劃畢業學員  
Graduate trainee of the “First-Hire-Then-Train” Scheme

不習慣退休生活，總想找機會學習新事物，然後重返職場。當知道再培訓局在「先聘用、後培訓」計劃下推出「隧道交通督導員(實習生)課程」，我立即報名。計劃讓我可以邊做邊學，課程內容更是非常實用。在課堂上學到的知識和技能，加上個人素養的培育，讓我每天充滿信心做好工作及應付突發事件。

I was not adjusting well to the retirement life and always yearn for learning new knowledge for employment again. As soon as I learnt that ERB was offering the “Tunnel Traffic Control Officers (Trainee) Course” under the “First-Hire-Then-Train” Scheme, I submitted my application without hesitation. Thanks to the Scheme that allows me to learn while working and the training content is highly practical. The skills and knowledge as well as personal attributes learnt in the course empower me to discharge my day to day duties and handle irregular situations with confidence.

## 僱主及學員寄語

### Messages from Employers and Trainees

凌偉榮先生  
Mr. PYUN Wee-young

- ▶ ERB傑出學員2019-20  
尤德爵士紀念基金在職人士自我增值獎得獎學員
- ▶ ERB Outstanding Trainee 2019-20  
Winner of the Sir Edward Youde Memorial Awards for Self-improvement for Working Adults 2019-20

像很多青年人一樣，我在中學畢業後遊走不同工作，迷失方向。直至接觸到再培訓局的資訊時，才恍然明白知識改變命運的道理，於是決心進修，而再培訓局的室內設計課程就為我打開人生的一道大門。

再培訓局有很多適合青年人拾級而上，邁向專業的課程。正處於十字路口的青年人，不妨開放自己，嘗試報讀再培訓局課程，作為改變的開始。

Like many young people, I was jumpy from one job to another after leaving the secondary school without direction. It was an awaking moment for me when reading the ERB information and realising the life-changing merit of knowledge, so I decided to pursue study. The ERB interior design training course has opened a door to my new life.

ERB offers many courses to assist young people to move up the progression ladder to different professions. Young people who are at a crossroad might as well be open-minded and steer a change by enrolling an ERB course.

廖杏梓女士  
Ms. LIU Hang-tsz,  
Minnie

- ▶ ERB傑出學員2019-20  
ERB Outstanding Trainee 2019-20

自小立志當護士，可惜一直未能如願，但我沒有放棄。再培訓局開辦超過50項健康護理課程，是非學位人士邁向專業的最佳途徑。我完成了再培訓局「職業治療助理證書」課程，投入長者中心工作，學以致用，同時繼續修讀再培訓局的技能提升課程，發展事業。

我相信勇於接受挑戰，不停學習，自會發現更多機遇和可能性。

When I was little, I always dreamt to become a nurse. Though things did not work the way I planned, I did not give up. ERB offers over 50 training courses in the healthcare services industry which are best for non-degree holders to embark on the professional pathway. I took the ERB "Foundation Certificate in Occupational Therapist Assistant Training" and am now working in an elderly home to practise what I have learnt. In the meantime, I never stop taking ERB skills upgrading courses for the sake of career development.

I believe that if we dare to embrace challenges and keep learning, there are numerous opportunities and possibilities to be explored.



鄭麗萍女士  
Ms. CHENG Lai-ping,  
Apple

- ▶ 「先聘用、後培訓」計劃畢業學員  
Graduate trainee of the “First-Hire-Then-Train” Scheme

「先聘用、後培訓」計劃是我得以投身健康護理業的最佳台階。計劃的其一特色是我可以首先獲得聘用，然後在入職後專心學習，逐步適應新工作。在完成專業培訓和通過考核後，我正式成為護理員。在計劃下，僱主提供具彈性的工作安排，讓我可以公餘繼續進修，規劃事業的長遠發展。

The “First-Hire-Then-Train” Scheme is the best platform enabling me to join the healthcare services industry. One main feature of the Scheme is that I was offered the job right at the beginning and could concentrate on learning and gradually adapt to the new working environment. Upon completion of the professional training and skills assessment, I became a care worker. Benefitted from the flexible working arrangement offered by the employer under the Scheme, I can keep on learning after work for better career planning and development.



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