

THE REGISTRATION OF REIMBURSABLE COURSES FOR THE CONTINUING EDUCATION FUND

- Guide to Assessment of Courses for Non-self-accrediting Course Providers -

I. Purpose of the Assessment

The assessment is to ascertain that the course(s) proposed to be registered as reimbursable courses with the Continuing Education Fund (CEF) will meet the requirements below:

II. Role of the Hong Kong Council for Accreditation of Academic and Vocational Qualifications (HKCAAVQ)

- (i) To provide an independent assessment of individual courses to ensure that they are properly structured to meet the assessment requirements.
- (ii) To make recommendations on the registrability of the courses to the Secretary for Labour and Welfare (SLW).
- (iii) To monitor the quality of the reimbursable courses after registration, as and when required by SLW

III. Registration under the Education Ordinance

In general, every school needs to be registered under the Education Ordinance (Cap 279). As stipulated under section 3 of the Education Ordinance, a “school” means an institution, organization or establishment which provides for 20 or more persons during any one day or 8 or more persons at any one time, any nursery, kindergarten, primary, secondary or post secondary education or any other educational course by any means, including correspondence delivered by hand or through the postal services. If you are uncertain whether your institution needs to be registered under the Education Ordinance, please contact the School Registration and Compliance Section of the Education Bureau. It must be stressed that registration of a course under the Continuing Education Fund does **not** result in exemption from registration under the Education Ordinance. In addition,

following the implementation of the Qualifications Framework (QF) on 5 May 2008, in order to qualify for registration as CEF course, the course must be on the Qualifications Register (QR) maintained under the Qualifications Framework (Please see Section VI(B)(i) below).

IV. Course offered by non-local providers

As a pre-requisite for registration under the Continuing Education Fund, courses leading to non-local qualifications must either be registered or exempted from registration under the Non-local Higher and Professional Education (Regulation) Ordinance (Cap 493). For details please consult the website of Education Bureau: (<http://www.edb.gov.hk/index.aspx?nodeID=226&langno=1>). Same as the local courses, following the implementation of the QF, non-local courses which have been registered or exempted from registration under the Ordinance also have to be accredited by HKCAAVQ and be registered onto the QR before applying for CEF registration.

V. Domains Eligible for Registration

(i) In order to be eligible for registration with the CEF, unless it is already registered with the QF as a Specification of Competency Standards (SCS)-based Course, a course must belong to any of the following eight specified domains. Further, in processing the registration application submitted in relation to a course, the contents of the course will be assessed with reference to the sector-specific competencies as set out in Annex I applicable to the domain it belongs, and the criteria as specified under Section VI:-

1. Logistics;
2. Business Services;
3. Tourism Industry;
4. Product and Digital Design;
5. Language (English, Putonghua, Written Chinese, Spanish, French, German, Korean, Japanese, Italian and Russian,);

6. Financial Services;
7. Creative Industries; and
8. Interpersonal and Intrapersonal Skills for the Workplace (IISW).

New sets of SCS may over time be developed for the QF to cover any of the above 8 specified domains. When they are available in relation to a domain mentioned above, provided that the relevant course belonging to such domain has been registered with the QR as a SCS-based Course, it will no longer be necessary to carry out the contents assessment as mentioned above for that course as part of the CEF assessment.

- (ii) As for courses falling outside the above eight specified domains of the CEF, the application for registration as CEF reimbursable courses may be considered only if they are “SCS-based Courses” for the purposes of the QF. In order to be qualified as “SCS-based Courses”, the courses must comply with the principles and requirements as set out in the Qualifications Guidelines for SCS-based Courses issued by the Education Bureau. Such courses must go through the normal accreditation procedures (except for those courses offered by the self-accrediting institutions) and uploaded onto the QR as “SCS-based Courses”. The Qualifications Guidelines for SCS-based Courses and the approved sets of SCSs can be found on the website of the QF (<http://www.hkqf.gov.hk/>) for public reference.

VI. Assessment Requirements

A. Course Provider

- (i) Course providers are required to have at least two years of continuous experience in delivering similar courses to participants within the approved age range immediately prior to the lodging of application for registration and its track record has to be supported with documentary evidence. For this purpose, course providers are required to provide detailed information about the courses organized prior to the registration, including but not limited to the commencement and completion dates of the course, duration, title, objectives, profile of the participants,

completion rate and pass rate, supported by evidence (e.g. course brochures, publicity materials, collaboration agreements, etc.) for assessment by HKCAAVQ.

B. Accreditation Status

- (i) Following the implementation of the QF, new courses seeking CEF registration should already have obtained an accreditation status of HKCAAVQ and be registered on the QR (whether as a SCS-based Course or as a non-SCS-based Course) in order to be eligible for registration under the CEF. Non-self-accrediting institutions seeking to register new courses under the CEF are requested to approach HKCAAVQ for accreditation of their courses. For details, please consult the website of HKCAAVQ on Four-stage Quality Assurance Process: (http://www.hkcaavq.edu.hk/en/services_fourstage.asp). Course providers are required to fill in the Declaration Form as provided for in the Application Form for assessment by HKCAAVQ.
- (ii) Once the course is on the QR, either the course and/or the module(s) forming part of the course are eligible for applying for registration under the CEF. **For CEF reimbursement purposes, CEF applicants will be eligible for tuition fee reimbursement only upon their successful completion of the course. They may claim reimbursement upon completion of a module of the course only if the module is registered as a stand-alone CEF reimbursable course on the list of reimbursable courses.**

C. Course Content (for courses of the domains specified in Section V(i))

- (i) For courses which are not SCS-based Courses under the QF, they should be designed to have not less than 50% of the content to cover the sector-specific competencies applicable to the domain it belongs as set out in Annex I hereto. The remaining course contents should be related to the specific industry sector and skill domains. For courses belonging to the IISW domain, 100% of the contents should be designed to cover all three main components of the

sector-specific competencies applicable to that domain as set out in Annex I hereto. Course providers are required to provide a course outline with breakdown of contact hours for assessment by the HKCAAVQ. Additional information including but not limited to teaching plans and course materials may need to be submitted, if required.

- (ii) The minimum duration for the courses should not be less than 30 face-to-face teaching-and-learning hours except in the cases of Language Domain and IISW domain for which the requirements are as follows:

<u>Language and IISW Domains</u>	<u>Minimum</u>
(a) English	90 hours
(b) Putonghua and Written Chinese	60 hours
(c) Korean	100 hours
(d) French and German	110 hours
(e) Spanish and Japanese	120 hours
(f) Italian	110 hours
(g) Russian	110 hours
(h) IISW	40 hours including at least two blocs of 16 hours with overnight stay

- (iii) For reimbursable English Language courses, in addition to delivering the required competencies, they must also lead to any one of the benchmark tests that are recognized by the Workplace English Campaign (as listed at *Annex II*). Course providers are required to specify at least one benchmark test and a respective level which the CEF applicants must attain before they are considered to have completed the course. Reimbursement of tuition fees will only be made to CEF applicants upon successful completion of the language course and passage of the specified benchmark test(s) at the specified (or higher) level(s). CEF applicants, who pass or attain alternative benchmark tests, or the specified tests at a lower level, will not be eligible for reimbursement.

- (iv) For reimbursable courses in Putonghua, Spanish, French, German, Italian, Russian, Korean and Japanese courses, in addition to delivering the required competencies, these courses must also lead to any one of the benchmark tests (as listed at *Annex III*). Course providers are required to specify at least one benchmark test and a respective level which the CEF applicants must attain. Reimbursement of tuition fees will only be made to CEF applicants upon successful completion of the language course and passage of the specified benchmark test(s) at the specified (or higher) level(s). CEF applicants, who pass or attain alternative benchmark tests, or the specified tests at a lower level, will not be eligible for reimbursement.

D. Course Delivery

- (i) Reimbursable courses must be conducted in HONG KONG.
- (ii) Distance learning courses, which incorporate some face-to-face elements, will be assessed on a case-by-case basis.
- (iii) Course providers may offer a variety of modes of attendance, such as activities conducted on evenings, weekends, day-release, and/or holidays to cater for the different needs of CEF applicants.
- (iv) All CEF applicants are required to attend no less than 70% of the contactable hours of the course (or such higher attendance requirement as prescribed for the course) and attain no less than the overall passing mark for the course (see F(i) below) before they are eligible for fee reimbursement under the CEF.
- (v) Accordingly, course providers are required to specify the minimum attendance requirement, and ensure that CEF applicants are informed of the requirement before their enrolment. Course providers should keep attendance registers and particulars of each of the participants. SLW, HKCAAVQ and OCEF may inspect the registers from time to time.

E. Admission

- (i) Where there are admission requirements, they should be appropriate to the level and requirements of the course. Admission must be conducted according to the stipulated requirements. The course provider shall produce evidence as part of its application that it will put in a place a system to verify and keep record of the CEF applicants' compliance with the admission requirements. SLW considers it a serious non-compliance if a course provider admits CEF applicants who do not comply with the admission requirements; or does not conduct checking; or does not maintain complete and accurate records showing that they do comply with such requirements.

F. Assessment

- (i) The reimbursable course must comprise appropriate learning and assessment activities to ensure that the course participants have acquired the stated sector-specific competencies to be delivered by the course. The assessment may take the form of examination(s) or continuous assessment (assignment(s) or other type of assessment activities) or both. If both, the weightings should be indicated. For CEF reimbursement purpose, CEF applicants are required to attain no less than overall passing mark for the course as assessed by whichever method approved by SLW (including any examination and/or assignment, based on the approved weightings), i.e. either 50% or such higher overall passing mark as prescribed for the course, before they are considered to have completed the relevant CEF course.
- (ii) Course providers should in their application produce evidence that they will have a system in place to keep record of the following in respect of each course for 7 years, and these documents and/or other applicable media in which the evidence is kept may be inspected and/or taken copies by SLW, HKCAAVQ and OCEF where necessary:
 - Evidence of each CEF applicant's compliance with the admission requirements for the Course;
 - Teaching materials;
 - Marked assignments completed by each CEF applicant;

Assessment results achieved by each CEF applicant in the Course;
Enrollment by each CEF applicant;
Attendance by each CEF applicant;
Receipts of payment of tuition fees made by each CEF applicant;
Promotion/publicity materials; and
End of course evaluation forms completed by each CEF applicant.

- (iii) Course applicants should be given certificates and/or transcripts showing their assessment results, and dates of course completion.

G. Responsible Person

- (i) Where an application nominates an individual to serve as Responsible Person or a Course Director but who has acted in either capacity of Responsible Person or Course Director in course(s) which have been disqualified from registration within one year prior to the application or which are currently under suspension from registration or such individual was a director or shareholder or partner or sole proprietor of the course provider at the time when the de-registration or suspension took place, such nomination will normally be rejected and unless the course provider proposes other suitable individual to take up the relevant post, its application will not be considered. Even the application is lodged one year after the relevant de-registration, SLW will take into account the relevant individual's connection with the relevant defaulting course provider and the gravity of the breaches which led to the past de-registration to consider whether or not the individual is fit and proper to serve as Responsible Person or Course Director, as the case may be, and if so, any special conditions which should be imposed for the approval of registration.

H. Course Director and Instructors/Presenters

- (i) In relation to each course, a course provider shall recruit a Course Director and an adequate number of appropriately qualified and experienced instructors or presenters. The appointment criteria for the instructors or presenters shall be provided in the relevant section of the Application Form of Registration.
- (ii) The Course Director to be appointed in relation to each course shall be

responsible for the overall management and quality of the course. The Course Director should possess relevant experience in course management. It is permissible that the Course Director is appointed as such for more than one CEF reimbursable course.

I. Teaching Premises

- (i) Course providers shall take all reasonable steps to ensure all premises at which a course will be held are safe and adequate protection has been taken against all risks including fire and structural risks.
- (ii) As part of the application, course providers shall provide a Certificate of Fire Service Installations And Equipment issued by a Fire Service Installation Contractor registered under the Fire Services (Installation Contractors) Regulations, Cap 95A of the Laws of Hong Kong for each proposed premises at which the course will be held for HKCAAVQ's reference.
- (iii) As part of the application, course providers shall provide a current insurance policy issued by an authorised insurer (within the meaning of that term as set out in the Insurance Companies Ordinance, Cap 41 of the Laws of Hong Kong) for each premises at which the course will be held to cover liabilities arising from deaths and personal injuries of any person including the course participants within such premises.

J. Course Brochure/Publicity Material

- (i) Course providers shall provide SLW and HKCAAVQ with a copy of the course brochure and other publicity materials pertaining to the proposed course at the time of the application.

K. Past performance record of the Course Provider

- (i) The application from a course provider whose course(s) have been disqualified from registration within one year prior to the application or whose course(s) are

currently under suspension from registration will not be considered. Even the application is lodged one year after the de-registration, SLW will take into account the course provider's past compliance record with the terms and conditions of the CEF and the gravity of the breaches which led to the past de-registration to consider whether or not the course provider is fit and proper to provide a CEF reimbursable course, and if so, any special conditions which should be imposed for the approval of registration.

SLW based on advice of HKCAAVQ must be satisfied that a course fulfils all the above requirements (where applicable) and that the course provider and the proposed Responsible Person are fit and proper before the application for registration is approved.

VII. Outcome of the Assessment

1. Approval – recommend for registration.
2. Conditional Approval – approval is subject to the fulfillment of conditions as SLW considers appropriate.
3. Non-approval with reasons.

The outcome of the assessment will be passed to the SLW for consideration. Please note that the authority in registering a course under the CEF lies with SLW.

VIII. Objection to the Assessment

1. Raising an objection

If a course provider feels aggrieved by the assessment, he may raise an objection to the SLW in writing within 45 days after the date of the notice of assessment containing sufficient information concerning the alleged grounds for its objection to the assessment.

2. Consideration of objection

Provided the objection contains all relevant information, an officer who is at least one rank higher than the one who made the decision will personally examine the objection submitted by the course provider and inform the course provider his decision in writing within 90 days from the date of receipt of the written objection.

Objections not raised in accordance with paragraph 1 above will not be considered.

IX. Timeframe for Processing the Applications (by HKCAAVQ and SLW)

Course providers intending to submit application for registration of courses as reimbursable courses of the CEF shall submit the completed Application Form together with the assessment fee to HKCAAVQ by post **and** by email/electronic formats.

Postal address: 10/F, Cambridge House, Taikoo Place, 979 King's Road, Quarry Bay, HONG KONG

Email address: cef@hkcaavq.edu.hk

HKCAAVQ will only process an application after the relevant fee is settled.

Subject to the complexity of the course and the availability of all required information, HKCAAVQ will normally take, on average, 4-8 weeks for assessment of the course. Further examination of the course by SLW will normally take around 4 – 6 weeks.

A longer period may be required if it is necessary to clarify and request further information from the course provider.

X. Fee Schedule – Fees Payable to HKCAAVQ

Whilst an application can relate to more than one course, the assessment fee is HK\$500 per course. The assessment fee paid is normally non-refundable.

XI. Monitoring of Reimbursable Course

As deemed necessary, post-registration on-site inspection visit(s) may be conducted by officers from SLW, HKCAAVQ or OCEF and the course provider concerned will be required to provide relevant information about the course. This exercise is to ascertain whether the course continues to fulfill the registration criteria, and whether the imposed conditions, if any, continue to be fulfilled and whether the course should continue to be a reimbursable course. The course provider must keep full and complete records, which should be readily available for inspection by these officers.

Labour and Welfare Bureau

March 2010

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ANNEX I: SECTOR-SPECIFIC COMPETENCIES

Business Services - China Business	
<p>Courses under Business Services – China Business must be predominantly related to running or setting up a business in China. The courses should enable learners to acquire or develop the relevant knowledge and skills in the following areas:</p>	
<p>1. Background of doing business in China</p> <p>1.1 Historical development that impact on present China</p> <p>1.2 Geographical situation</p> <p>1.3 Political system</p> <p>1.4 Social aspects</p> <p>1.5 Cultural aspects</p> <p>1.6 Economic aspects</p> <p>1.7 Cultural diversity in different provinces</p> <p>1.8 Trade relation of China with other economies</p> <p>1.9 Knowledge about World Trade Organisation</p> <p>2. Laws, regulations and common practices</p> <p>2.1 Investing in China</p> <p>2.2 Taxation and accounting</p> <p>2.3 Insurance</p> <p>2.4 Customs and Excise</p> <p>2.5 Foreign exchange market</p> <p>2.6 Contracts and arbitration</p> <p>2.7 Labour (employment) market</p> <p>2.8 Marketing and advertising</p>	<p>2.9 Environmental protection, Social responsibility and Occupational safety issues</p> <p>2.10 Various aspects of patent, trademark and copyright</p> <p>2.11 Networking technique</p> <p>3. Ways of doing business in China</p> <p>3.1 Different ways of doing business in China</p> <p>3.2 The Western and Chinese ways of doing business in China</p> <p>3.3 The ways of obtaining business information in China</p> <p>4. Industry-specific areas</p> <p>4.1 Financial services</p> <p>4.2 Manufacturing</p> <p>4.3 Property development and management</p> <p>4.4 Sales</p> <p>4.5 Hotel and catering</p> <p>4.6 The CEPA-related industries</p>

Business Services – Management Skills and Knowledge

Courses under Business Services – Management Skills and Knowledge cover generic business skills applicable across different sectors, and should be conducive to running a business. Courses which aim to help learners run a business in a particular industry are not considered generic and hence will not qualify. The courses should enable learners to acquire or develop the relevant knowledge and skills in the following areas:

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| <p>1. Mediation and negotiation</p> <p>1.1 Types of negotiation</p> <p>1.2 Key concepts relating to negotiation</p> <p>1.3 Table tactics</p> <p>1.4 Barriers to negotiation</p> <p>1.5 Overview of mediation</p> <p>1.6 Productive mediations</p> <p>2. Marketing and sales</p> <p>2.1 Concepts of marketing and its environment</p> <p>2.2 Marketing mix</p> <p>2.3 Competitive marketing strategy</p> <p>2.4 Marketing communication</p> <p>2.5 Marketing research and information</p> <p>2.6 Sales skills</p> <p>2.7 Sales management and strategy</p> <p>3. Decision making process</p> <p>3.1 Problems identification</p> <p>3.2 Causes of problems</p> <p>3.3 Solutions</p> <p>3.4 Possible consequences</p> <p>3.5 Best option</p> <p>3.6 Execution of decision</p> <p>3.7 Evaluation, analysis and minimization</p> <p>4. Business communication</p> <p>4.1 Oral communication in the workplace</p> <p>4.2 Business correspondence</p> | <p>4.3 Promotional materials</p> <p>4.4 Public presentation</p> <p>5. Business planning</p> <p>5.1 Overview of business planning</p> <p>5.2 Structure of business plans</p> <p>5.3 Executive of business plan</p> <p>5.4 Other areas of business planning</p> <p>6. Human resources management</p> <p>6.1 Concepts of Human Resources Management</p> <p>6.2 Human resources planning</p> <p>6.3 Recruitment and selection of staff</p> <p>6.4 Training and development of human assets</p> <p>6.5 Performance management</p> <p>6.6 Labour-management relations</p> <p>7. Business proposal writing</p> <p>7.1 Features of business proposals</p> <p>7.2 The planning stages</p> <p>7.3 The writing stages</p> <p>8. Entrepreneurship</p> <p>8.1 Nature of entrepreneurship and its process</p> <p>8.2 Strategic management and the entrepreneur</p> <p>8.3 Forms of business ownership</p> <p>8.4 Business plan</p> <p>8.5 Management strategies in entrepreneurship</p> |
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Business Services – Management Skills and Knowledge (Cont'd)

Courses under Business Services – Management Skills and Knowledge cover generic business skills applicable across different sectors, and should be conducive to running a business. Courses which aim to help learners run a business in a particular industry are not considered generic and hence will not qualify. The courses should enable learners to acquire or develop the relevant knowledge and skills in the following areas:

9. Setting up and running a business

- 9.1 Types of business ownership
- 9.2 Organisation designs
- 9.3 Formalities and statutory requirements in forming a company
- 9.4 Strategic management and competition strategy
- 9.5 Support from public bodies
- 9.6 Cash management
- 9.7 Techniques to enhance profitability

10. Business law

- 10.1 Legal systems of the HKSAR
- 10.2 Law of contract
- 10.3 Law regarding sales of goods
- 10.4 Law of agency
- 10.5 Bills of exchange

11. Quality management

- 11.1 Participations from stakeholders including customers, leaders, employees and partners
- 11.2 Process management
- 11.3 Quality management tools
- 11.4 Statistical techniques in quality management

12. Exhibition and event management

- 12.1 Importance of exhibitions and events
- 12.2 Exhibition planning
- 12.3 Marketing plan of events
- 12.4 Exhibition design, production and logistics

13. Inventory management

- 13.1 Importance of stock and inventory level
- 13.2 Demand forecasting
- 13.3 Order quantities
- 13.4 Inventories of different product specialties
- 13.5 Management of multiple items and multiple locations
- 13.6 Material requirements planning
- 13.7 Just-In-Time and optimized production technology

14. Project management

- 14.1 Overview of project management
- 14.2 Project management context
- 14.3 Dynamics of project teams
- 14.4 Time planning
- 14.5 Resource planning
- 14.6 Project organizations
- 14.7 Project review

15. Service management

- 15.1 Customer management
- 15.2 Service configuration
- 15.3 Customers' satisfaction
- 15.4 Service problem resolution
- 15.5 Quality of Service management
- 15.6 Service billing

Business Services – Management Skills and Knowledge (Cont'd)

Courses under Business Services – Management Skills and Knowledge cover generic business skills applicable across different sectors, and should be conducive to running a business. Courses which aim to help learners run a business in a particular industry are not considered generic and hence will not qualify. The courses should enable learners to acquire or develop the relevant knowledge and skills in the following areas:

16. Business ethics

- 16.1 Overview of ethics
- 16.2 Guidelines for business ethics
- 16.3 Managerial role
- 16.4 Social responsibility
- 16.5 Ethics for the workplace

17. Crisis management

- 17.1 Understanding of crisis management
- 17.2 Potential perils
- 17.3 Crisis recognition
- 17.4 Crisis analysis
- 17.5 Solving the crises
- 17.6 Mastering the media

18. Leadership skills

- 18.1 Introduction of leadership
- 18.2 Leadership theories and styles
- 18.3 Team building
- 18.4 Principles of motivation
- 18.5 Communication skills for leaders
- 18.6 Decision-making with confidence
- 18.7 Performance management

19. Change management

- 19.1 Need and scope of change
- 19.2 Resistance to change
- 19.3 Roles of management and consultants
- 19.4 Approaches for change management

20. Acquisition and merging of companies

- 20.1 Overview of mergers and acquisitions of companies
- 20.2 Reasons for / against mergers and acquisitions
- 20.3 Target companies, investors and due diligence
- 20.4 Business valuations
- 20.5 Attack and defensive strategies and tactics
- 20.6 Key issues of mergers and acquisitions

21. Outsourcing management

- 21.1 Outsourcing concept
- 21.2 Outsourcing costs and benefits evaluation
- 21.3 Construction of contexts
- 21.4 Selection of service providers
- 21.5 Outsourcing document preparation
- 21.6 Impact on Human Resources Management
- 21.7 Implementation and monitoring

22. Production management

- 22.1 Product design and development
- 22.2 Production system design
- 22.3 Production system operation
- 22.4 Production monitoring

Business Services – Management Skills and Knowledge (Cont'd)

Courses under Business Services – Management Skills and Knowledge cover generic business skills applicable across different sectors, and should be conducive to running a business. Courses which aim to help learners run a business in a particular industry are not considered generic and hence will not qualify. The courses should enable learners to acquire or develop the relevant knowledge and skills in the following areas:

23. Merchandising management

- 23.1 Merchandising scope and objectives
- 23.2 Strategic aspects of merchandising
- 23.3 Source decision-making
- 23.4 Quality management in merchandising
- 23.5 Merchandise planning
- 23.6 Product lines decisions
- 23.7 Negotiation with vendors
- 23.8 Pricing policies and adjustments
- 23.9 Merchandising systems, controls and personnel

Creative Industries

Courses under Creative Industries must enable learners to develop an idea, and then realize the idea (i.e. production) in the context of TV, film, advertising, and digital entertainment. Specifically, the courses should enable learners to acquire or develop the relevant knowledge and skills in the following areas:

1. Creativity

- 1.1 Creativity development
- 1.2 Time, value and emotion management for creativity
- 1.3 Open-mindedness and discovery of creativity

2. Film and TV programme production

- 2.1 Production management and development
- 2.2 Distribution and publicity

3. Advertising

- 3.1 Account servicing
- 3.2 Idea and copywriting
- 3.3 Production
- 3.4 Media strategy
- 3.5 Branding and market analysis
- 3.6 Art direction

4. Digital entertainment

- 4.1 Special effect
- 4.2 Game design and development
- 4.3 Digital animation
- 4.4 Multimedia

5. Music and performing art

- 5.1 Performance skills
- 5.2 Music and sound production
- 5.3 Stage design

6. Graphic design

- 6.1 Design and aesthetics
- 6.2 Creative process and development
- 6.3 Production
- 6.4 Communication and media studies

Financial Services

Courses under Financial Services should be geared towards the key areas of the industry including banking, securities, insurance and asset/ fund management. Specifically, the courses should enable learners to acquire or develop the relevant knowledge and skills in the following areas:

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| <p>1. Laws, regulatory framework and best practices</p> <ul style="list-style-type: none"> 1.1 Hong Kong judiciary system 1.2 Regulatory framework of the banking industry 1.3 Regulatory framework of the securities and futures industry 1.4 Regulatory framework of the mandatory provident fund industry 1.5 Regulatory framework of the insurance industry 1.6 Taxation/ anti-corruption/ personal data privacy/ equal opportunities ordinances, rules and regulations applicable to the industry <p>2. Corporate governance</p> <ul style="list-style-type: none"> 2.1 Overview of corporate governance 2.2 Internal governance 2.3 External governance <p>3. Knowledge of financial products and services</p> <ul style="list-style-type: none"> 3.1 Retail banking products and services 3.2 Commercial banking products and services 3.3 Private banking products and services 3.4 Investment banking products and services 3.5 Insurance products and services | <p>4. Corporate finance/ financial management</p> <ul style="list-style-type: none"> 4.1 Overview of corporate finance 4.2 Corporate investment decisions 4.3 Corporate financing decisions 4.4 Corporate risk management 4.5 Mergers and acquisitions 4.6 International financial management <p>5. Asset/ fund/ investment/ mandatory provident fund management</p> <ul style="list-style-type: none"> 5.1 Investment theories and principles 5.2 Investment management process 5.3 Investment research and analysis 5.4 Asset valuation 5.5 Asset allocation 5.6 Performance measurement, evaluation and attribution 5.7 Alternative investments <p>6. Financial markets dealing and stock brokerage</p> <ul style="list-style-type: none"> 6.1 Market analysis and trading strategies 6.2 Foreign exchange trading 6.3 Funding and money markets dealing 6.4 Fixed income securities dealing 6.5 Financial derivatives dealing 6.6 Stock brokerage |
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Financial Services (Cont'd)

Courses under Financial Services should be geared towards the key areas of the industry including banking, securities, insurance and asset/ fund management. Specifically, the courses should enable learners to acquire or develop the relevant knowledge and skills in the following areas:

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| <p>7. Risk management/ middle office operations</p> <ul style="list-style-type: none"> 7.1 Quantitative methods 7.2 Risk management and practice <p>8. Information technology skills</p> <ul style="list-style-type: none"> 8.1 Basic concepts of information technology 8.2 Applications of information technology <p>9. Personal financial planning/ wealth management/ private banking</p> <ul style="list-style-type: none"> 9.1 Personal financial planning and process 9.2 Insurance planning 9.3 Retirement planning 9.4 Tax and asset planning 9.5 Investment planning <p>10. Operations/ deal processing/ clearing/ settlement and back office</p> <ul style="list-style-type: none"> 10.1 Overview of back office operations 10.2 Deal processing 10.3 Treasury systems and accounting 10.4 Compliance and documentation <p>11. Accounting, financial statements and credit analysis</p> <ul style="list-style-type: none"> 11.1 Financial accounting 11.2 Management accounting 11.3 Auditing 11.4 Taxation 11.5 Financial statement analysis | <p>12. Insurance</p> <ul style="list-style-type: none"> 12.1 Hong Kong insurance industry 12.2 Principles of insurance 12.3 General insurance 12.4 Long-term insurance 12.5 Insurance company operations <p>13. Development of the financial sectors in the Mainland</p> <ul style="list-style-type: none"> 13.1 Political, legal and economic systems of the People's Republic of China (PRC) 13.2 PRC financial system 13.3 Current development in PRC affecting Hong Kong financial services industry <p>14. Sales, marketing, customer relationship management and customer services</p> <ul style="list-style-type: none"> 14.1 Sales and marketing of financial services 14.2 Customer relationship management and customer services |
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Intrapersonal and Interpersonal Skills for the Workplace

The objective of courses under this sector is to instigate a behavioural and attitude change of the trainees so that they will be better positioned to cope with the ever changing requirements in the knowledge-based society. In particular, the proposed course:

- ❖ **MUST include a “residential” element (at least two blocs of 16 hours with overnight stay) which is considered necessary to deliver the required competencies, and achieve the objective of the domain;**
- ❖ **MUST not be specifically designed for teachers or trainers;**
- ❖ **SHOULD adopt an experiential and practical training methodology; and**
- ❖ **SHOULD be designed to cover all three main components of the competence requirements i.e. Core Values, Work-related skills: Intrapersonal skills and Work-related skills: Interpersonal skills.**

1. Core Values

- 1.1 Personal integrity
 - 1.1.1. Work ethics
- 1.2 Diversity Competence
 - 1.2.1. Appreciation of Cultural Diversity
 - 1.2.2. Appreciation of Individual Diversity
- 1.3 Social Responsibility
 - 1.3.1. Environmental Protection
- 1.4 Resilience Capacity
 - 1.4.1. Handling of Adversity
- 1.5 Self-Actualization
 - 1.5.1. Self-empowerment
 - 1.5.2. Goal Setting for Personal Development

2. Work-related skills: Intrapersonal skills

- 2.1 Self-initiative
 - 2.1.1. Pro-activeness
- 2.2 Sense of Purpose on Career Development
- 2.3 Setting Goal for Career Development Learning skills
 - 2.3.1. Acquisition of skills and techniques
 - 2.3.2. Questioning Skills
- 2.4 Problem Solving Skill
 - 2.4.1. Problem Solving Skill
- 2.5 Thinking skill
 - 2.5.1. Independent thinking
- 2.6 Creativity
 - 2.6.1. Generation of new ideas
- 2.7 Self-management
 - 2.7.1. Stress management
 - 2.7.2. Emotion management
 - 2.7.3. Time management
 - 2.7.4. Money management
 - 2.7.5. Impression Management

Intrapersonal and Interpersonal Skills for the Workplace (Cont'd)

The objective of courses under this sector is to instigate a behavioural and attitude change of the trainees so that they will be better positioned to cope with the ever changing requirements in the knowledge-based society. In particular, the proposed course:

- ❖ **MUST include a “residential” element (at least two blocs of 16 hours with overnight stay) which is considered necessary to deliver the required competencies, and achieve the objective of the domain;**
- ❖ **MUST not be specifically designed for teachers or trainers;**
- ❖ **SHOULD adopt an experiential and practical training methodology; and**
- ❖ **SHOULD be designed to cover all three main components of the competence requirements i.e. Core Values, Work-related skills: Intrapersonal skills and Work-related skills: Interpersonal skills.**

3. Work-related skills: Interpersonal skills

- 3.1 Communication Skill
 - 3.1.1. Presentation Skill
 - 3.1.2. Listening Skills
- 3.2 Team Building
 - 3.2.1. Devotion to the organization’s well-being
- 3.3 Leadership
 - 3.3.1. Taking responsibility and accountability
- 3.4 Working with Others
 - 3.4.1. Working in Partnership
 - 3.4.2. Conflict Management

Language

(English, Putonghua, Written Chinese, French, Spanish, German, Korean, Japanese, Russian and Italian)

Courses under Language should be geared towards the language requirements in the workplace. Specifically, the courses should enable learners to acquire or develop the relevant knowledge and skills in the following areas:

1. Language and Communication skills

- 1.1 Essential language skills including listening, speaking, reading and writing
- 1.2 Learning to learn skills
- 1.3 Mediation skills for Translation
- 1.4 Communication skills

2. Workplace and real life applications

- 2.1 Language skills for workplace and real life applications

3. Cultural aspects of communication

- 3.1 Skills in cultural aspects of communication

Logistics

Courses under Logistics should be geared towards the needs of the industry. Generic skills which are not specific to the industry are not admissible under this sector. In particular, the courses should enable learners to acquire or develop the relevant knowledge and skills in the following areas:

1. General principles of supply chain

- 1.1 Essential components in a supply chain
- 1.2 Supply chain models
- 1.3 IT in the supply chain
- 1.4 Logistics planning
- 1.5 Purchasing & procurement
- 1.6 Inventory management & Material Handling
- 1.7 Packaging
- 1.8 Transport
- 1.9 Reserve logistics

2. E-logistics

- 2.1 Functions of different components in information systems
- 2.2 Suitability of hardware and software
- 2.3 Networks and information communications
- 2.4 Managing information systems for logistics operations
- 2.5 Technologies on Intelligent Transport System (ITS) and logistics operations
- 2.6 Security management for IT for logistics

3. Transport operation and practices

- 3.1 Containerization
- 3.2 Individual mode (sea, air, land – unit of carriage, types of services & route pattern, terminal operations, procedures, documentation, rates/tariff, Freight Forwarder (FF))
- 3.3 Multi-modal operations
- 3.4 Safety and security

4. International aspects

- 4.1 Relationship between international trade and logistics operations
- 4.2 Export and import procedure and documentation
- 4.3 Trade terms and common trade logistics practices
- 4.4 Customs control in trade logistics
- 4.5 International standards and regulations

5. Legal aspects

- 5.1 Contract of affreightment
- 5.2 Copyright law
- 5.3 Contract law
- 5.4 Incoterms
- 5.5 Insurance law
- 5.6 Anti-corruption law
- 5.7 Warsaw convention

Logistics (Cont'd)

Courses under Logistics should be geared towards the needs of the industry. Generic skills which are not specific to the industry are not admissible under this sector. In particular, the courses should enable learners to acquire or develop the relevant knowledge and skills in the following areas:

6. China elements

- 6.1 Mainland and Hong Kong Closer Economic Partnership Arrangement
- 6.2 Regulatory regime for imports & exports and logistics industry
- 6.3 Mainland customs system
- 6.4 Distribution and logistics services in the Mainland
- 6.5 Transport and logistics infrastructure developments in the Mainland
- 6.6 Cargo insurance practices in Mainland China
- 6.7 Ethical issues in the Mainland

7. Procurement

- 7.1 The procurement processes and contribution in supply chain
- 7.2 Design of a global sourcing system
- 7.3 The stock-taking processes and procedures
- 7.4 Determination of safety stock
- 7.5 The application of various strategic procurement models
- 7.6 Supplier selection processes and strategies
- 7.7 Effective use of negotiation skills
- 7.8 The processes of procurement and its role in supply chain

8. Warehouse management

- 8.1 Warehouse layout and workflow design
- 8.2 Types of warehouse and storage methods
- 8.3 Types of mechanical handling equipment and applications
- 8.4 Importance of inventory strategy in SCM
- 8.5 Major activities in warehouse operations
- 8.6 Common inventory management activities
- 8.7 Skills required in warehouse management
- 8.8 Bar-coding application in business processes

Logistics (Cont'd)

Courses under Logistics should be geared towards the needs of the industry. Generic skills which are not specific to the industry are not admissible under this sector. In particular, the courses should enable learners to acquire or develop the relevant knowledge and skills in the following areas:

9. Occupational health and safety

9.1 Occupational Safety and Health Ordinance and Factories and Industrial Undertaking Ordinance

9.2 Responsibilities and duties of proprietors, employees and occupiers of premises

9.3 Implementation of safety management system in a workplace environment

9.4 Occupational Health and Safety problems faced by logistics practitioners

9.5 Possible control measures / safety precautions

9.6 Lifting/ moving an object manually

9.7 Injuries related to prolonged driving

9.8 Operating machinery and equipment

9.9 Operating a fork-lift truck

9.10 Operating procedures and precaution measures for safe storage and stacking

9.11 Preventing musculoskeletal disorders

9.12 Transporting dangerous goods

9.13 Alleviating the work stress

9.14 Risk assessment according to the Occupational Safety and Health (Display Screen Equipment) Regulation

9.15 Proper working postures in using computers

9.16 Promotion and implementation of 5S as an efficient tool for good housekeeping in a workplace environment

Product & Digital Design

Courses under Product & Digital Design should aim to upgrade skills and knowledge in the design industry. Specifically, the courses should enable learners to acquire or develop the relevant knowledge and skills in the following areas:

1. Concept development

- 1.1 Critical and creative thinking process
- 1.2 Mind mapping and brainstorming skills
- 1.3 Building creative criteria for development

2. Design in a global environment

- 2.1 Global market distribution and features
- 2.2 Cultural studies – tradition, trend and style
- 2.3 Design history
- 2.4 Regulations in different countries
- 2.5 Environmental requirements in different countries

3. Marketing knowledge for design

- 3.1 Market targeting and segmentation
- 3.2 Product life cycle
- 3.3 Product positioning
- 3.4 Product development management
- 3.5 Customer needs
- 3.6 Customer satisfaction study
- 3.7 Market research and analysis

4. Branding and design management

- 4.1 Corporate brand and corporate identity
- 4.2 Design project management
- 4.3 Design strategy

5. Design skills

- 5.1 Ideas generation skills
- 5.2 Problem-solving techniques
- 5.3 Drawing, rendering and visualization
- 5.4 Project research and analysis
- 5.5 Design methodology
- 5.6 Interactive design

6. Communication and presentation skills

- 6.1 Core presentation skills
- 6.2 Project presentation skills

7. Computer aided design applications

- 7.1 2D and 3D computer graphic manipulation
- 7.2 Information and data exchange for multi-discipline design activities
- 7.3 Digital visualization skills
- 7.4 Ideas development through digital parametric design skills

8. Material study

- 8.1 Material applied technology
- 8.2 Material safety standards in different countries
- 8.3 Latest development of new materials
- 8.4 Material properties for design

Tourism Industry

Courses under Tourism Industry should be geared towards the needs of the industry. Generic skills which are not specific to the industry are not admissible under this sector. Specifically, the courses should enable learners to acquire or develop the relevant knowledge and skills in the following areas:

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| <ol style="list-style-type: none"> 1. Knowledge of different aspects of the Mainland and Hong Kong <ol style="list-style-type: none"> 1.1 General situation of the Mainland and Hong Kong 2. HKSAR Government rules and regulations (Tourism Specific) <ol style="list-style-type: none"> 2.1 Law of contract 2.2 Law of tort 2.3 Agency law 2.4 Occupier's liability 2.5 Consumer's right 2.6 License application 2.7 Anti-corruption law 3. Emerging trends and opportunities in tourism <ol style="list-style-type: none"> 3.1 Specialized / alternative tourism products 3.2 Consumer behaviour in tourism 3.3 Tourism marketing research 3.4 Marketing environment in tourism 3.5 Tourism market segmentation 3.6 Marketing plan 3.7 Eco-tourism 3.8 Heritage tourism 4. Standards and ethics <ol style="list-style-type: none"> 4.1 Code of conducts of travel and tourism organizations 4.2 Code of conducts of travel and tourism personnel | <ol style="list-style-type: none"> 5. Insurance and liability <ol style="list-style-type: none"> 5.1 Travel insurance 5.2 Liability of travel and tourism organization 6. Tourism and hospitality management <ol style="list-style-type: none"> 6.1 Tourism itinerary planning, operation and management 6.2 Events management 6.3 Theme park management 6.4 Club management 6.5 Risk management 6.6 Crisis management 7. Service quality management <ol style="list-style-type: none"> 7.1 Cultural awareness 7.2 Customer service 7.3 Customer relationship management 7.4 Complaint handling skills 8. Financial management <ol style="list-style-type: none"> 8.1 Funding and financial management of tourism project 8.2 Yield management of travel and tourism organizations 8.3 Accounting and bookkeeping of travel and tourism organizations 9. Communication skills <ol style="list-style-type: none"> 9.1 English training for the tourism industry 9.2 Putonghua training (普通話培訓) for the tourism industry 9.3 IT applications in travel & tourism organizations |
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Tourism Industry(Cont'd)

Courses under Tourism Industry should be geared towards the needs of the industry. Generic skills which are not specific to the industry are not admissible under this sector. Specifically, the courses should enable learners to acquire or develop the relevant knowledge and skills in the following areas:

10. Tourism & transport

- 10.1 Air transport
- 10.2 Water transport
- 10.3 Rail transport
- 10.4 Motorcoach
- 10.5 Car rental products & reservation

ANNEX II: WORKPLACE ENGLISH BENCHMARKS AND INTERNATIONAL TESTS

International English Language Tests and Examination Bodies/Agents	Tests and Examinations
BULATS British Council (Tel : 2913 5100)	BULATS Standard
CPBE The Hong Kong Polytechnic University (Tel : 3400 2732/3400 2733)	BULATS Standard
In Learning Centre (Tel : 3188 4567)	BULATS Standard
The Language Key (Tel : 2517 7725)	BULATS Standard BULATS Speaking BULATS Writing
SPACE, HKU (Tel: 2975 5765)	BULATS Standard BULATS Speaking BULATS Writing
Wall Street Institute (Tel : 2575 6888)	BULATS Computer
Englishtown (Hong Kong) Limited (Tel: 3113 3583)	BULATS Computer
BEC British Council 英國文化協會 (Tel : 2913 5100) CPBE The Hong Kong Polytechnic University (Tel : 3400 2732/3400 2733)	BEC Preliminary (BEC1) BEC Vantage (BEC2) BEC Higher (BEC3)
LCCIEB Educational Resources (HK) Ltd. (Tel : 3102 0100)	ELSA Listening & Reading ELSA Speaking ELSA Writing I ELSA Writing II
LCCIEB Educational Resources (HK) Ltd. (Tel : 3102 0100)	EFB EFB Oral # EFC EFC Oral # SEFIC # WEFT

International English Language Tests and Examination Bodies/Agents	Tests and Examinations
Versant™ Pearson (email: stephen.hindle@pearson.com)	Versant for English with open questions (formerly known as Phone Pass SET – 10)
TOEIC Institute of International Education (Tel : 2603 5771)	TOEIC TOEIC Bridge #
Pitman Sir Isaac Pitman Ltd. South China Office (Tel : 2832 5833)	EOS EBC IESOL (formerly known as ESOL) ISESOL (formerly known as SESOL)
IELTS* British Council (Tel : 2913 5100) IDP Education Australia HK (Tel : 2827 6362)	IELTS # (Academic Module)
Trinity English for Asia (Tel : 2366 3792)	Trinity GESE # Trinity ISE #

* IELTS is one of the specified benchmark examinations for reimbursement purpose under the CEF. It is listed as a specified examination by WEC under certain conditions. For details, please visit the website, www.english.gov.hk.

These examinations were included as specified examinations under the Workplace English Campaign with effect from 1 January 2005. CEF applicants studying English courses are eligible to seek reimbursement of fees if the examinations were taken on or after 1 January 2005.

ANNEX III: PUBLIC EXAMINATIONS FOR REIMBURSABLE PUTONGHUA, FRENCH, GERMAN AND JAPANESE COURSES

Putonghua

- (1) The PSC test (普通話水平測試) recognised by the State Language and Writing Commission (國家語言文字工作委員會);
- (2) The following tests offered by the Hong Kong Examinations and Assessment Authority –
 - i) Test of Proficiency in Putonghua (普通話水平測試);
 - ii) Test of Advanced Proficiency in Putonghua (普通話高級水平測試); and
 - iii) Hong Kong Certificate of Education Examination (香港中學會考)

French

- (1) General Certificate of Secondary Education (GCSE) Examinations (London Examinations) “Ordinary Level”
- (2) Hong Kong Certificate of Education Examination (HKCEE);
- (3) Test de Connaissance du Francais (TCF);
- (4) Diplome d’Etudes en Langue Francaise (DELFF)
Diplome Approfondi de Langue Francaise (DALF)
- (5) French BULATS

German

- (1) General Certificate of Secondary Education (GCSE) Examinations (London Examinations) “Ordinary Level”
- (2) German BULATS;
- (3) Goethe-Institut Inter Nationes
 - Zertifikat Deutsch (ZD)
 - Start Deutsch 1 and Start Deutsch 2
 - Zertifikat Deutsch für den Beruf (ZDfB)
 - Zentrale Mittelstufenprüfung (ZMP)
- (4) TestDaF

Japanese

- (1) Japanese Language Proficiency Test;
- (2) Business Japanese Proficiency Test (BJT);
- (3) General Certificate of Secondary Education (GCSE) Examinations (London Examinations) “Advanced Level”

Korean

- (1) Test of Proficiency in Korean (TOPIK)
- (2) Korean Language Proficiency Test (KLPT)

Spanish

- (1) Spanish BULATS
- (2) International General Certificate of Secondary Education (IGCSE) Examinations (London Examinations)

(3) Diploma de Espanol Lengua Extranjera (DELE)

Russian

1) Test of Russian as a Foreign Language (TORFL)

Italian

1) Progetto Lingua Italiana Dante Alighieri (PLIDA)