



香港學術及職業資歷評審局
Hong Kong Council for Accreditation of
Academic & Vocational Qualifications

SUMMARY ACCREDITATION REPORT

**SHINE SKILLS CENTRE
VOCATIONAL TRAINING COUNCIL**

LEARNING PROGRAMME RE-ACCREDITATION

**CERTIFICATE IN FAST FOOD OPERATION
CERTIFICATE IN RETAIL STORE OPERATION**

JUNE 2020

1. TERMS OF REFERENCE

1.1 Based on the Service Agreement (No.: VA1084), the Hong Kong Council for Accreditation of Academic and Vocational Qualifications (HKCAAVQ), in the capacity of the Accreditation Authority as provided for under the Accreditation of Academic and Vocational Qualifications Ordinance (Cap 592) (AAVQO), was commissioned by Shine Skills Centre, Vocational Training Council (職業訓練局展亮技能發展中心) (“Operator”), a branch of the Vocational Training Council (職業訓練局), to conduct a Learning Programme Re-accreditation (re-LPA) Exercise with the following Terms of Reference:

- (a) To conduct an accreditation test as provided for in AAVQO to determine whether the programmes of the Shine Skills Centre, Vocational Training Council (the Operator) meet the stated objectives and QF Level 1 standard and can continue to be offered as accredited programmes:
 - (i) Certificate in Fast Food Operation; and
 - (ii) Certificate in Retail Store Operation;
- (b) To issue to the Operator accreditation report setting out the results of the determination in relation to (a) by HKCAAVQ.

1.2 The accreditation exercise was conducted according to the relevant accreditation guidelines referred to in the Service Agreement.

2. HKCAAVQ’S DETERMINATION

Learning Programme Re-accreditation Certificate in Fast Food Operation

2.1 HKCAAVQ has determined that the Certificate in Fast Food Operation meets the stated objectives and QF standard at Level 1, and can be offered as an accredited programme with a validity period from 1 September 2020 to 31 August 2023.

2.2 Validity Period

2.2.1 The validity period will commence on the date specified below.

2.3 The determinations on the Learning Programme Re-accreditation are specified as follows:

Name of Operator(s)	Shine Skills Centre, Vocational Training Council 職業訓練局展亮技能發展中心
Name of Award Granting Body	Vocational Training Council 職業訓練局
Title of Learning Programme	Certificate in Fast Food Operation 快餐店營運實務證書
Title of Qualification(s) (Exit Award(s))	Certificate in Fast Food Operation 快餐店營運實務證書
Primary Area of Study and Training	Services
Sub-area (Primary Area of Study and Training)	Catering, Food and Beverage Services
Other Area of Study and Training	Not applicable
Sub-area (Other Area of Study and Training)	Not applicable
Industry	Not applicable
Branch	Not applicable
QF Level	Level 1
QF Credits	129
Mode(s) of Delivery and Programme Length	Full-time, 12 months 1290 notional learning hours (including 720 contact hours, 450 self-study hours and 120 hours of industrial attachment)
Intermediate Exit Award(s)	Not applicable
Validity Period	1 September 2020 to 31 August 2023
Number of Enrolment(s)	One enrolment per year
Maximum Number of New Students	Maximum of 18 students per year Maximum of 18 students per class
Specification of Competency	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

Standards-based Programme	
Specification of Generic (Foundation) Competencies-based Programme	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Vocational Qualifications Pathway Programme	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Notes to be indicated on the QR	This programme includes Industrial Attachment for 12 QF credits to be conducted in 120 hours. 此課程包括 120 小時的職場實習，佔 12 資歷學分。
Address of Teaching/ Training Venue(s)	(1) Shine Skills Centre (Kwun Tong), 487 Kwun Tong Road, Kwun Tong, Kowloon 九龍觀塘道 487 號展亮技能發展中心（觀塘） (2) Shine Skills Centre (Pokfulam), 147 Pokfulam Road, Hong Kong 香港薄扶林道 147 號展亮技能發展中心（薄扶林） (3) Shine Skills Centre (Tuen Mun), 1 Fung On Street, Tuen Mun, N.T. 新界屯門豐安街一號展亮技能發展中心（屯門）

Learning Programme Re-accreditation
Certificate in Retail Store Operation

2.4 HKCAAVQ has determined that the Certificate in Retail Store Operation meets the stated objectives and QF standard at Level 1, and can be offered as an accredited programme with a validity period from 1 September 2020 to 31 August 2023.

2.5 Validity Period

2.5.1 The validity period will commence on the date specified below.

2.6 The determinations on the Learning Programme Re-accreditation are specified as follows:

Name of Operator(s)	Shine Skills Centre, Vocational Training Council 職業訓練局展亮技能發展中心
Name of Award	Vocational Training Council

Granting Body	職業訓練局
Title of Learning Programme	Certificate in Retail Store Operation 零售業營運實務證書
Title of Qualification(s) (Exit Award(s))	Certificate in Retail Store Operation 零售業營運實務證書
Primary Area of Study and Training	Business and Management
Sub-area (Primary Area of Study and Training)	Wholesale, Retailing, Import and Export, Merchandising
Other Area of Study and Training	Not applicable
Sub-area (Other Area of Study and Training)	Not applicable
Industry	Not applicable
Branch	Not applicable
QF Level	Level 1
QF Credits	129
Mode(s) of Delivery and Programme Length	Full-time, 12 months 1290 notional learning hours (including 720 contact hours, 450 self-study hours and 120 hours of industrial attachment)
Intermediate Exit Award(s)	Not applicable
Validity Period	1 September 2020 to 31 August 2023
Number of Enrolment(s)	One enrolment per year
Maximum Number of New Students	Maximum of 18 students per year Maximum of 18 students per class
Specification of Competency Standards-based Programme	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Specification of Generic (Foundation) Competencies-based Programme	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

Vocational Qualifications Pathway Programme	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Notes to be indicated on the QR	This programme includes Industrial Attachment for 12 QF credits to be conducted in 120 hours. 此課程包括 120 小時的職場實習，佔 12 資歷學分。
Address of Teaching/ Training Venue(s)	(1) Shine Skills Centre (Kwun Tong), 487 Kwun Tong Road, Kwun Tong, Kowloon 九龍觀塘道 487 號展亮技能發展中心（觀塘） (2) Shine Skills Centre (Pokfulam), 147 Pokfulam Road, Hong Kong 香港薄扶林道 147 號展亮技能發展中心（薄扶林） (3) Shine Skills Centre (Tuen Mun), 1 Fung On Street, Tuen Mun, N.T. 新界屯門豐安街一號展亮技能發展中心（屯門）

2.7 Recommendations

HKCAAVQ offers the following recommendations for continuous improvement.

Recommendations
<p><u>Certificate in Fast Food Operation</u></p> <p>1. The Operator should closely monitor and regularly review the implementation of the vetting and moderation process of assessment to ensure accuracy of assessment papers and consistency in marking.</p> <p><u>Certificate in Fast Food Operation</u> <u>Certificate in Retail Store Operation</u></p> <p>2. The Operator should clearly document the improved quality assurance procedures for vetting and moderation of assessment at programme and/ or institutional levels. The Operator should regularly review the effectiveness of the improved procedures and further enhance them if needed to ensure a robust quality assurance mechanism is in place.</p>

2.8 HKCAAVQ will subsequently satisfy itself whether the Operator remains competent to achieve the relevant objectives and the Programme continues to meet the standard to achieve the relevant objectives as claimed by the Operator by reference to, amongst other things, the Operator's fulfilment of any conditions and compliance with any restrictions stipulated in this Accreditation Report. **For the avoidance of**

doubt, maintenance of accreditation status is subject to fulfilment of any condition and compliance with any restriction stipulated in this Accreditation Report.

3. INTRODUCTION

Shine Skills Centre (SSC) is a member of VTC Group which has been offering skills training programmes for people with disabilities aged 15 or above to enhance their employability since 1991.

4. PROGRAMME DETAILS

The following is the programme information provided by the Operator.

4.1 Programme Objectives

Certificate in Fast Food Operation

This Programme aims to provide students with industry-specific knowledge and elementary skills in fast food catering-related fields together with the all-round, practical and general service skills required so as to prepare them for frontline roles in the fast food catering-related fields such as Shop Assistants, Food Service Helpers and Cleaning Attendants.

More specifically, the Programme Objectives are to:

- develop students' basic and operative knowledge and skills in the general service of fast food catering-related fields;
- develop students' communication and service skills at basic and operative level in the fast food catering-related fields;
- provide students with basic soft skills for sustainable career development; and
- introduce to students the proper occupational conduct, workplace ethics, proper practices and work attitude in fast food catering-related and general service fields.

Certificate in Retail Store Operation

This Programme aims to provide students with industry-specific knowledge and elementary skills in retail-related fields together with the all-round, practical and general service skills required in the retail store sectors so as to prepare them for frontline roles in the retail-related fields such as Shop Assistants, Cashiers and Cleaning Attendants.

More specifically, the Programme Objectives are to:

- develop students' basic and operative knowledge and general service skills in the retail-related fields;

- develop students' communication and service skills at basic and operative level in the retail-related fields;
- provide students with basic soft skills for sustainable career development; and
- introduce to students the proper occupational conduct, workplace ethics, proper practices and work attitude in retail-related fields.

4.2 Programme Intended Learning Outcomes

Certificate in Fast Food Operation

Upon completion of the Programme, learners should be able to:

- PILO 1 apply the basic knowledge and skills in performing operative and general service duties in fast food catering-related fields;
- PILO 2 adopt a narrow range of skills in communication and service skills in the workplace;
- PILO 3 develop basic team work skills in fast food catering-related fields; and
- PILO 4 adopt basic occupational health and safety standards when performing the workplace tasks in fast food catering-related fields.

Certificate in Retail Store Operation

Upon completion of the Programme, learners should be able to:

- PILO 1 apply the basic knowledge and skills in performing operative and general service duties in retail-related fields;
- PILO 2 adopt a narrow range of skills in communication and service skills in the workplace;
- PILO 3 develop basic team work skills in retail-related fields; and
- PILO 4 adopt basic occupational health and safety standards when performing the workplace tasks in retail-related fields.

4.3 Programme Structure

Certificate in Fast Food Operation

Module Code	Module Title	QF Credits
SSC1001	Basic Store Keeping and Stock Control	
SSC1002	Basic Cleaning	
SSC1003	Basic Business Computer Applications	
SSC1004	Whole Person Development: Basic Workplace Skills	
SSC1006	Basic Cooking Skills and Food Preparation	
SSC1007	Introduction to Fast Food Operation	
SSC1008	Basic Fast Food Area Operation	
SSC1009	Basic Beverage Service	
SSC1005	Industrial Attachment	
Total		

Certificate in Retail Store Operation

Module Code	Module Title	QF Credits
SSC1001	Basic Store Keeping and Stock Control	
SSC1002	Basic Cleaning	
SSC1003	Basic Business Computer Applications	
SSC1004	Whole Person Development: Basic Workplace Skills	
SSC1010	Basic Retail Store Operation	
SSC1011	Introduction to Retail Operation	
SSC1012	Basic Shop Cleaning	
SSC1013	Basic Customer Service Skills	
SSC1005	Industrial Attachment	
Total		

4.4 Graduation Requirements

- Students have to successfully complete 129 QF credits inclusive of Industrial Attachment (IA) with a minimum attendance rate of 70% to be qualified for the award.

4.5 Admission Requirements

- Aged 15 or above; and
- Having obtained the recommendations from Shine Vocational Assessment Service

5. IMPORTANT INFORMATION REGARDING THIS ACCREDITATION REPORT

5.1 Variation and withdrawal of this Accreditation Report

5.1.1 This Accreditation Report is issued pursuant to section 5 of the AAVQO, and contains HKCAAVQ's substantive determination regarding the accreditation, including the validity period as well as any conditions and restrictions subject to which the determination is to have effect.

5.1.2 HKCAAVQ may subsequently decide to vary or withdraw this Accreditation Report if it is satisfied that any of the grounds set out in section 5 (2) of the AAVQO apply. This includes where HKCAAVQ is satisfied that the Operator is no longer competent to achieve the relevant objectives and/or the Programme no longer meets the standard to achieve the relevant objectives as claimed by the Operator (whether by reference to the Operator's failure to fulfil any conditions and/or comply with any restrictions stipulated in this Accreditation Report or otherwise) or where at

any time during the validity period there has/have been substantial change(s) introduced by the Operator after HKCAAVQ has issued the accreditation report(s) to the Operator and which has/have not been approved by HKCAAVQ. Please refer to the '*Guidance Notes on Substantial Change to Accreditation Status*' in seeking approval for proposed changes. These Guidance Notes can be downloaded from the HKCAAVQ website.

5.1.3 If HKCAAVQ decides to vary or withdraw this Accreditation Report, it will give the Operator notice of such variation or withdrawal pursuant to section 5(4) of the AAVQO.

5.1.4 The accreditation status of the Operator and/or Programme will lapse immediately upon the expiry of the validity period or upon the issuance of a notice of withdrawal of this Accreditation Report.

5.2 Appeals

5.2.1 If the Operator is aggrieved by the determination made in this Accreditation Report, then pursuant to Part 3 of the AAVQO the Operator has a right of appeal to the Appeal Board. Any appeal must be lodged within 30 days of the receipt of this Accreditation Report.

5.2.2 If the Operator is aggrieved by a decision to vary or withdraw this Accreditation Report, then pursuant to Part 3 of the AAVQO the Operator has a right of appeal to the Appeal Board. Any appeal must be lodged within 30 days of the receipt of the Notice of Variation or Withdrawal.

5.2.3 The Operator should be aware that a notice of variation or withdrawal of this Accreditation Report is not itself an accreditation report and the right to appeal against HKCAAVQ's substantive determination regarding accreditation arises only from this Accreditation Report.

5.2.4 Please refer to Cap 592A (www.elegislation.gov.hk) for the appeal rules. Details of the appeal procedure are contained in section 13 of the AAVQO and can be accessed from the QF website at: www.hkqf.gov.hk.

5.3 Qualifications Register

5.3.1 Qualifications accredited by HKCAAVQ are eligible for entry into the QR at www.hkqr.gov.hk for recognition under the QF. The Operator should apply separately to have their quality-assured qualifications entered into the QR.

5.3.2 Only learners who commence the study of the named accredited learning programme during the validity period and who have graduated with the named

qualification listed in the QR will be considered to have acquired a qualification recognised under the QF.

Ref: VA12/02/49a, 50a

