



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

SUMMARY ACCREDITATION REPORT

**HONG KONG INSTITUTE OF VOCATIONAL EDUCATION,
VOCATIONAL TRAINING COUNCIL**

LEARNING PROGRAMME RE-ACCREDITATION

**26 CERTIFICATE AND PROFESSIONAL CERTIFICATE
PROGRAMMES IN VOCATIONAL ENGLISH**

AUGUST 2018

1. TERMS OF REFERENCE

1.1 Based on the Service Agreement (No.: VA829), 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) (hereafter Ordinance), was commissioned by the Hong Kong Institute of Vocational Education, Vocational Training Council (職業訓練局香港專業教育學院) (Operator) to conduct Learning Programme Re-accreditation Exercise with the following Terms of Reference:

- (a) To conduct an accreditation test as provided for in the Ordinance to determine whether the programmes of the Hong Kong Institute of Vocational Education, Vocational Training Council (the Operator) meet the stated objectives and QF standards and can continue to be offered as accredited programmes
- (i) Certificate in Vocational English (Listening and Speaking Skills: Workplace Interaction Module) (QF Level 4);
 - (ii) Certificate in Vocational English (Speaking Skills: Persuasive Presentations Module) (QF Level 4);
 - (iii) Certificate in Vocational English (Reading and Writing Skills: Workplace Correspondence Module) (QF Level 4);
 - (iv) Certificate in Vocational English (Writing Skills: Reports Module) (QF Level 4);
 - (v) Certificate in Vocational English (Writing Skills: Promotional Materials Module) (QF Level 4);
 - (vi) Professional Certificate in Vocational English (QF Level 4);
 - (vii) Certificate in Vocational English (Listening and Speaking Skills: Social Interaction Module) (QF Level 3);
 - (viii) Certificate in Vocational English (Listening and Speaking Skills: Workplace Interaction Module) (QF Level 3);
 - (ix) Certificate in Vocational English (Speaking Skills: Informative Presentations Module) (QF Level 3);
 - (x) Certificate in Vocational English (Speaking Skills: Persuasive Presentations Module) (QF Level 3);
 - (xi) Certificate in Vocational English (Reading and Writing Skills: Workplace Correspondence Module) (QF Level 3);
 - (xii) Certificate in Vocational English (Writing Skills: Presenting Information Module) (QF Level 3);
 - (xiii) Certificate in Vocational English (Writing Skills: Reports Module) (QF Level 3);
 - (xiv) Certificate in Vocational English (QF Level 3);
 - (xv) Certificate in Vocational English (Listening and Speaking Skills: Workplace Interaction Module) (QF Level 2);
 - (xvi) Certificate in Vocational English (Speaking Skills: Informative Presentations Module) (QF Level 2);

- (xvii) Certificate in Vocational English (Reading and Writing Skills: Workplace Correspondence Module) (QF Level 2);
- (xviii) Certificate in Vocational English (Writing Skills: Presenting Information Module) (QF Level 2);
- (xix) Certificate in Vocational English (QF Level 2);
- (xx) Certificate in Vocational English (Listening and Speaking Skills: Social Interaction Module) (QF Level 1);
- (xxi) Certificate in Vocational English (Listening and Speaking Skills: Workplace Interaction Module) (QF Level 1);
- (xxii) Certificate in Vocational English (Speaking Skills: Informative Presentations Module) (QF Level 1);
- (xxiii) Certificate in Vocational English (Reading Skills: Understanding Information Module) (QF Level 1);
- (xxiv) Certificate in Vocational English (Reading and Writing Skills: Workplace Correspondence Module) (QF Level 1);
- (xxv) Certificate in Vocational English (Writing Skills: Presenting Information Module) (QF Level 1); and
- (xxvi) Certificate in Vocational English (QF Level 1).

(b) To issue to the Operator accreditation report(s) setting out the results of the determination in relation to (a) by HKCAAVQ.

1.2 Learning Programme Accreditation (LPA) and Learning Programme Re-accreditation (Re-LPA) of the 26 Certificate and Professional Certificate programmes in Vocational English offered by the Operator had been conducted in 2011 and 2014. Based on the positive track records against the relevant criteria for differentiated accreditation approach, this accreditation exercise was conducted by paper-based review according to the relevant accreditation guidelines referred to in the Service Agreement.

2. HKCAAVQ'S DETERMINATION

Learning Programme Re-accreditation

2.1 HKCAAVQ has determined that, the programmes meet the stated objectives and QF standards at Levels 1 to 4, and can be offered as an accredited programme with a validity period from 7 March 2019 to 6 March 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)	Hong Kong Institute of Vocational Education, Vocational Training Council 職業訓練局香港專業教育學院
Name of Award Granting Body	Vocational Training Council 職業訓練局
Title of Learning Programme	See Appendix 1
Title of Qualification(s) (Exit Award(s))	See Appendix 1
Primary Area of Study and Training	Languages and Related Studies
Sub-area (Primary Area of Study and Training)	Languages and Related Studies
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	See Appendix 1
QF Credits	See Appendix 1
Mode(s) of Delivery and Programme Length	See Appendix 1
Intermediate Exit Award(s)	Not applicable
Validity Period	7 March 2019 to 6 March 2023
Number of Enrolment(s)	Not applicable
Maximum Number of New Students	<ul style="list-style-type: none"> - Part-time face-to-face mode of the 26 Certificate and Professional Certificate programmes in Vocational English: 3,000 per year; maximum 30 students per class - Electronic learning mode of the 26 Certificate and Professional Certificate programmes in Vocational English: 300 per year; maximum 30 students per tutorial
Specification of	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

Competency Standards-based Programme	
Specification of Generic (Foundation) Competencies-based Programme	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Vocational Qualifications Pathway Programme	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Notes to be indicated on the QR	Not applicable
Address of Teaching/ Training Venue(s)	See Appendix 3

2.4 Recommendations

HKCAAVQ offers the following recommendations for continuous improvement.

Recommendations
<p><u>All programmes</u></p> <ol style="list-style-type: none"> 1. The Operator should consider including more learning activities using social media as a context in order to facilitate learners to develop the relevant skills for communicating effectively in social media. 2. The Operator should further explore the specific learning needs of industry practitioners who are the target learners for e-learning and strengthen its collaboration with corporate clients when arranging the e-learning mode of the VEP in order to suit the learners' needs.

2.5 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

- 3.1 The Vocational Training Council (VTC), established in 1982, is a vocational education provider governed by the VTC Ordinance (Cap 1130). At present, there are 13 member institutions under the VTC. The Hong Kong Institute of Vocational Education, Vocational Training Council offers vocational education and training programmes ranging from Certificates to Higher Diplomas.

4. PROGRAMME DETAILS

The following is the programme information provided by the Operator.

4.1 Programme Objectives

The VEP aims to provide quality vocational English programmes to meet the increasing demand and diverse needs of the general public through a flexible curriculum structure with competency-based learning outcomes.

The specific objectives of the VEP are:

- To provide a flexible curriculum structure tailored to meet the needs of various industries and learners in the workplace;
- To enhance learners' employability by equipping them with the skills and competencies specified in the SGC to meet their needs; and
- To foster autonomy in language learning for learners to pursue lifelong learning and further studies.

4.2 Programme Intended Learning Outcomes

- Please see Appendix 2

4.3 Programme Structure

- Please see Appendix 1

4.4 Graduation Requirements

- Obtain a pass (40%) in the end-of module assessment;
- Obtain an overall pass (40%) in the programme; and
- Fulfil the minimum attendance requirement (70% of the maximum possible attendance for the part-time mode and 2 class contact hours (excluding assessment hours) for the e-learning mode).
- To obtain Certificate in Vocational English (QF Level 1), Certificate in Vocational English (QF Level 2), Certificate in Vocational English (QF Level 3) and Professional Certificate in Vocational English (QF Level 4), learners must satisfy the respective credit requirements.

4.5 Admission Requirements

- Pass the entry test; or
- Attain a Certificate at a lower level; or
- Meet the minimum admission requirements stated in the table below:

Programmes	Minimum Admission Requirement
Certificate programmes at QF Level 1	Having studied English at Secondary 3 level, or equivalent
Certificate programmes at QF Level 2	Having studied English at Secondary 5 level, or equivalent
Certificate programmes at QF Levels 3 or 4	Attainment of Level 2 in English Language in Hong Kong Diploma of Secondary Education Examination (HKDSE) or Hong Kong Certificate of Education Examination (HKCEE), or equivalent

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 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 (<http://www.legislation.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: <http://www.hkqf.gov.hk>.

5.3 Qualifications Register

- 5.3.1 Qualifications accredited by HKCAAVQ are eligible for entry into the Qualifications Register ("QR") at <http://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.

Appendix 1

Programme Structure of the 26 Certificate and Professional Certificate Programmes in Vocational English

No.	Title of Learning Programmes/ Title of Qualifications (Exit Awards)		QF Levels	QF Credits	Modes of Delivery	Programme Length	UoC Code
1.	Certificate in Vocational English (Listening and Speaking Skills: Social Interaction Module) (QF Level 1)	職業英語證書 (聽說能力：社交英語單元) (QF 級別 1)	1	6	Part-time	60 notional learning hours (including 30 contact hours)	GCEN 102A
					Electronic learning	60 notional learning hours (including 8 contact hours)	
2.	Certificate in Vocational English (Listening and Speaking Skills: Workplace Interaction Module) (QF Level 1)	職業英語證書 (聽說能力：職場會話單元) (QF 級別 1)	1	6	Part-time	60 notional learning hours (including 30 contact hours)	GCEN 103A
					Electronic learning	60 notional learning hours (including 8 contact hours)	
3.	Certificate in Vocational English (Speaking Skills: Informative Presentations Module) (QF Level 1)	職業英語證書 (說話能力：資料匯報單元) (QF 級別 1)	1	6	Part-time	60 notional learning hours (including 30 contact hours)	GCEN 104A
					Electronic learning	60 notional learning hours (including 8 contact hours)	

No.	Title of Learning Programmes/ Title of Qualifications (Exit Awards)		QF Levels	QF Credits	Modes of Delivery	Programme Length	UoC Code
4.	Certificate in Vocational English (Reading Skills: Understanding Information Module) (QF Level 1)	職業英語證書 (閱讀能力：閱讀理解單元) (QF 級別 1)	1	6	Part-time	60 notional learning hours (including 30 contact hours)	GCEN 105A
					Electronic learning	60 notional learning hours (including 8 contact hours)	
5.	Certificate in Vocational English (Reading and Writing Skills: Workplace Correspondence Module) (QF Level 1)	職業英語證書 (讀寫能力：職場書信單元) (QF 級別 1)	1	6	Part-time	60 notional learning hours (including 30 contact hours)	GCEN 106A
					Electronic learning	60 notional learning hours (including 8 contact hours)	
6.	Certificate in Vocational English (Writing Skills: Presenting Information Module) (QF Level 1)	職業英語證書 (寫作能力：事務文書單元) (QF 級別 1)	1	6	Part-time	60 notional learning hours (including 30 contact hours)	GCEN 107A
					Electronic learning	60 notional learning hours (including 8 contact hours)	
7.	Certificate in Vocational English (Listening and Speaking Skills: Workplace	職業英語證書 (聽說能力：職場會話單元)	2	6	Part-time	60 notional learning hours (including 30 contact hours)	GCEN 203A

No.	Title of Learning Programmes/ Title of Qualifications (Exit Awards)		QF Levels	QF Credits	Modes of Delivery	Programme Length	UoC Code
	Interaction Module) (QF Level 2)	(QF 級別 2)			Electronic learning	60 notional learning hours (including 8 contact hours)	
8.	Certificate in Vocational English (Speaking Skills: Informative Presentations Module) (QF Level 2)	職業英語證書 (說話能力：資料匯報單元) (QF 級別 2)	2	6	Part-time	60 notional learning hours (including 30 contact hours)	GCEN 204A
					Electronic learning	60 notional learning hours (including 8 contact hours)	
9.	Certificate in Vocational English (Reading and Writing Skills: Workplace Correspondence Module) (QF Level 2)	職業英語證書 (讀寫能力：職場書信單元) (QF 級別 2)	2	6	Part-time	60 notional learning hours (including 30 contact hours)	GCEN 206A
					Electronic learning	60 notional learning hours (including 8 contact hours)	
10.	Certificate in Vocational English (Writing Skills: Presenting Information Module) (QF Level 2)	職業英語證書 (寫作能力：事務文書單元) (QF 級別 2)	2	6	Part-time	60 notional learning hours (including 30 contact hours)	GCEN 207A
					Electronic learning	60 notional learning hours (including 8 contact hours)	

No.	Title of Learning Programmes/ Title of Qualifications (Exit Awards)		QF Levels	QF Credits	Modes of Delivery	Programme Length	UoC Code
11.	Certificate in Vocational English (Listening and Speaking Skills: Social Interaction Module) (QF Level 3)	職業英語證書 (聽說能力：社交英語單元) (QF 級別 3)	3	6	Part-time	60 notional learning hours (including 30 contact hours)	GCEN 302A
					Electronic learning	60 notional learning hours (including 8 contact hours)	
12.	Certificate in Vocational English (Listening and Speaking Skills: Workplace Interaction Module) (QF Level 3)	職業英語證書 (聽說能力：職場會話單元) (QF 級別 3)	3	6	Part-time	60 notional learning hours (including 30 contact hours)	GCEN 303A
					Electronic learning	60 notional learning hours (including 8 contact hours)	
13.	Certificate in Vocational English (Speaking Skills: Informative Presentations Module) (QF Level 3)	職業英語證書 (說話能力：資料匯報單元) (QF 級別 3)	3	6	Part-time	60 notional learning hours (including 30 contact hours)	GCEN 304A
					Electronic learning	60 notional learning hours (including 8 contact hours)	
14.	Certificate in Vocational English (Speaking Skills: Persuasive Presentations)	職業英語證書 (說話能力：游說技巧單元)	3	6	Part-time	60 notional learning hours (including 30 contact hours)	GCEN 304A

No.	Title of Learning Programmes/ Title of Qualifications (Exit Awards)		QF Levels	QF Credits	Modes of Delivery	Programme Length	UoC Code
	Module) (QF Level 3)	(QF 級別 3)			Electronic learning	60 notional learning hours (including 8 contact hours)	
15.	Certificate in Vocational English (Reading and Writing Skills: Workplace Correspondence Module) (QF Level 3)	職業英語證書 (讀寫能力：職場書信單元) (QF 級別 3)	3	6	Part-time	60 notional learning hours (including 30 contact hours)	GCEN 306A
					Electronic learning	60 notional learning hours (including 8 contact hours)	
16.	Certificate in Vocational English (Writing Skills: Presenting Information Module) (QF Level 3)	職業英語證書 (寫作能力：事務文書單元) (QF 級別 3)	3	6	Part-time	60 notional learning hours (including 30 contact hours)	GCEN 307A
					Electronic learning	60 notional learning hours (including 8 contact hours)	
17.	Certificate in Vocational English (Writing Skills: Reports Module) (QF Level 3)	職業英語證書 (寫作能力：書面報告單元) (QF 級別 3)	3	6	Part-time	60 notional learning hours (including 30 contact hours)	GCEN 307A
					Electronic learning	60 notional learning hours (including 8 contact hours)	

No.	Title of Learning Programmes/ Title of Qualifications (Exit Awards)		QF Levels	QF Credits	Modes of Delivery	Programme Length	UoC Code
18.	Certificate in Vocational English (Listening and Speaking Skills: Workplace Interaction Module) (QF Level 4)	職業英語證書 (聽說能力：職場會話單元) (QF 級別 4)	4	9	Part-time	90 notional learning hours (including 30 contact hours)	GCEN 403A
					Electronic learning	90 notional learning hours (including 8 contact hours)	
19.	Certificate in Vocational English (Speaking Skills: Persuasive Presentations Module) (QF Level 4)	職業英語證書 (說話能力：游說技巧單元) (QF 級別 4)	4	9	Part-time	90 notional learning hours (including 30 contact hours)	GCEN 404A
					Electronic learning	90 notional learning hours (including 8 contact hours)	
20.	Certificate in Vocational English (Reading and Writing Skills: Workplace Correspondence Module) (QF Level 4)	職業英語證書 (讀寫能力：職場書信單元) (QF 級別 4)	4	9	Part-time	90 notional learning hours (including 30 contact hours)	GCEN 406A
					Electronic learning	90 notional learning hours (including 8 contact hours)	
21.	Certificate in Vocational English (Writing Skills: Reports Module) (QF Level 4)	職業英語證書 (寫作能力：書面報告單元)	4	9	Part-time	90 notional learning hours (including 30 contact hours)	GCEN 407A

No.	Title of Learning Programmes/ Title of Qualifications (Exit Awards)		QF Levels	QF Credits	Modes of Delivery	Programme Length	UoC Code
		(QF 級別 4)			Electronic learning	90 notional learning hours (including 8 contact hours)	
22.	Certificate in Vocational English (Writing Skills: Promotional Materials Module) (QF Level 4)	職業英語證書 (寫作能力：推介文書單元) (QF 級別 4)	4	9	Part-time	90 notional learning hours (including 30 contact hours)	GCEN 407A
Electronic learning					90 notional learning hours (including 8 contact hours)		

To qualify for the overarching awards, the attained QF credits should include credits earned from at least one Certificate programme in written communication and at least one Certificate programme in oral communication. Credit requirements of the four overarching awards are:

No.	Title of Learning Programmes/ Title of Qualifications (Exit Awards)		QF Levels	Minimum Credits Requirement
23.	Certificate in Vocational English (QF Level 1)	職業英語證書 (QF 級別 1)	1	36 QF Credits in total, with at least 60% of the accumulated credits at the exit level (QF Level 1)
24.	Certificate in Vocational English (QF Level 2)	職業英語證書 (QF 級別 2)	2	36 QF Credits in total, with at least 60% of the accumulated credits at the exit level (QF Level 2)
25.	Certificate in Vocational English (QF Level 3)	職業英語證書 (QF 級別 3)	3	36 QF Credits in total, with at least 60% of the accumulated credits at the exit level (QF Level 3)
26.	Professional Certificate in Vocational English (QF Level 4)	職業英語專業證書 (QF 級別 4)	4	45 QF Credits in total, with at least 60% of the accumulated credits at the exit level (QF Level 4)

Programme Intended Learning Outcomes for the 26 Certificate and Professional Certification Programmes in Vocational English

Intended Learning Outcomes for Certificate Programmes at QF Level 1

Certificate in Vocational English (Listening and Speaking Skills: Social Interaction Module) (QF Level 1)

On completion of the programme, learners are expected to be able to express and respond to requests, invitations, thanks, apologies, and emotion in social interactions. This should be evidenced by learners' ability to:

- initiate a short social conversation by greeting and giving a self-introduction to colleagues/clients;
- bid farewell politely;
- make or respond to simple requests and invitations by providing specific information; and
- express thanks and make apologies using formulaic expressions.

Certificate in Vocational English (Listening and Speaking Skills: Workplace Interaction Module) (QF Level 1)

On completion of the programme, learners are expected to be able to handle thanks, apologies, invitations and straightforward requests in workplace interactions involving predictable factual information. This should be evidenced by learners' ability to:

- initiate a short workplace conversation by greeting and giving a self-introduction with colleagues/clients;
- handle thanks, apologies and invitations using formulaic expressions when interacting with colleagues/clients;
- ask for and provide simple and specific information politely upon straightforward enquiries; and
- end conversations politely.

Certificate in Vocational English (Speaking Skills: Informative Presentations Module) (QF Level 1)

On completion of the programme, learners are expected to be able to express thanks and apologies in oral presentations of factual information. This should be evidenced by learners' ability to:

- greet the audience and give a self-introduction in informative presentations;
- express thanks and apologies using formulaic expressions; and
- present simple factual information.

Certificate in Vocational English (Reading Skills: Understanding Information Module) (QF Level 1)

On completion of the programme, learners are expected to be able to understand procedures, directions, instructions and warnings in predictable factual written information in order to locate and/or extract specific information. This should be evidenced by learners' ability to:

- identify purposes and main ideas of short workplace texts;
- locate and extract specific factual information; and
- make simple inferences.

Certificate in Vocational English (Reading and Writing Skills: Workplace Correspondence Module) (QF Level 1)

On completion of the programme, learners are expected to be able to handle requests, formulaic invitations, thanks and apologies in incoming written correspondence involving predictable factual information. This should be evidenced by learners' ability to:

- understand and reply to incoming messages requesting simple factual information;
- make and respond to formulaic invitations;
- handle thanks and apologies and use formulaic expressions of goodwill; and
- respond to workplace correspondence using a proper layout and structure.

Certificate in Vocational English (Writing Skills: Presenting Information Module) (QF Level 1)

On completion of the programme, learners are expected to be able to present straightforward description, narrative, preference and suggestions involving factual information in written form. This should be evidenced by learners' ability to:

- use a proper layout and structure for short routine workplace documents;
- present simple factual information;
- describe familiar workplace situations; and
- state suggestions and preference using formulaic expressions.

Intended Learning Outcomes for Certificate Programmes at QF Level 2

Certificate in Vocational English (Listening and Speaking Skills: Workplace Interaction Module) (QF Level 2)

On completion of the programme, learners are expected to be able to handle suggestions, offers, preference and persuasion in workplace interactions involving predictable information, ideas, and related explanations. This should be evidenced by learners' ability to:

- initiate a short conversation of familiar issues with colleagues/clients;

- express and respond to suggestions and preference by giving descriptions and explanations; and
- handle offers and persuasion appropriately.

Certificate in Vocational English (Speaking Skills: Informative Presentations Module) (QF Level 2)

On completion of the programme, learners are expected to be able to express suggestions, offers, and invitations in oral presentations of information, ideas, and related explanations. This should be evidenced by learners' ability to:

- apply the standard structure of informative presentations appropriately;
- organise and present information and ideas; and
- make suggestions, offers and invitations with related explanations.

Certificate in Vocational English (Reading and Writing Skills: Workplace Correspondence Module) (QF Level 2)

On completion of the programme, learners are expected to be able to handle suggestions, offers, preference and directions/instructions in incoming written correspondence involving predictable information, ideas, and related explanations. This should be evidenced by learners' ability to:

- read for main ideas and specific details in incoming messages;
- reply to incoming correspondence involving suggestions and offers by providing relevant descriptions and narratives;
- handle preference and directions/instructions with related explanations; and
- reply to workplace correspondence using a proper layout, structure and tone.

Certificate in Vocational English (Writing Skills: Presenting Information Module) (QF Level 2)

On completion of the programme, learners are expected to be able to express suggestions and preference when presenting information, ideas, related explanations, discussion/argument, and evaluation in written form. This should be evidenced by learners' ability to:

- use a proper layout, structure and style for routine workplace documents;
- organise and present information and ideas logically;
- describe familiar workplace situations and pros and cons of options available; and
- express preference and make suggestions by explaining relevant details.

Intended Learning Outcomes for Certificate Programmes at QF Level 3

Certificate in Vocational English (Listening and Speaking Skills: Social Interaction Module) (QF Level 3)

On completion of the programme, learners are expected to be able to express and respond to requests, invitations, thanks, apologies, and emotion in social interactions. This should be evidenced by learners' ability to:

- conduct small talk by initiating appropriate conversation topics;
- maintain social conversations with colleagues/clients/strangers by talking about work/life/leisure/entertainment;
- extend/make, accept or decline invitations and requests by describing details and explaining reasons; and
- respond to thanks and apologies effectively.

Certificate in Vocational English (Listening and Speaking Skills: Workplace Interaction Module) (QF Level 3)

On completion of the programme, learners are expected to be able to handle suggestions, offers, preference and persuasion in workplace interactions involving predictable information, ideas, related explanations, discussion/argument, and evaluation. This should be evidenced by learners' ability to:

- participate in a conversation of familiar issues with colleagues/clients in discussions and meetings;
- handle suggestions, offers, preference and persuasion by giving opinions with justification; and
- express and respond to interruptions and clarifications effectively.

Certificate in Vocational English (Speaking Skills: Informative Presentations Module) (QF Level 3)

On completion of the programme, learners are expected to be able to express suggestions, offers and invitations in oral presentations of information, ideas, related explanations, discussion/argument, and evaluation. This should be evidenced by learners' ability to:

- apply the standard structure of informative presentations effectively;
- organise and present information and ideas with visual aids and signposting;
- make conclusions, suggestions, offers and invitations by providing details, explanations and argument; and
- enhance the effectiveness of the presentation with appropriate verbal and non-verbal language.

Certificate in Vocational English (Speaking Skills: Persuasive Presentations Module) (QF Level 3)

On completion of the programme, learners are expected to be able to express compliments, persuasion and emotion in oral presentations of

information, ideas, related explanations, discussion/argument, and evaluation. This should be evidenced by learners' ability to:

- give descriptions and narratives effectively when promoting products and services;
- express compliments and emotion and use persuasive language appropriate to purpose, occasion and audience;
- develop and organise a presentation with signposting and persuasive techniques; and
- enhance the effectiveness and persuasiveness of a presentation with appropriate non-verbal language and visual aids.

Certificate in Vocational English (Reading and Writing Skills: Workplace Correspondence Module) (QF Level 3)

On completion of the programme, learners are expected to be able to handle suggestions, offers, preference and directions/instructions in incoming written correspondence involving predictable information, ideas, related explanations, discussion/argument, and evaluation. This should be evidenced by learners' ability to:

- read for main ideas, extract relevant information and make inferences in incoming workplace correspondence;
- reply to incoming workplace correspondence involving suggestions, offers and preference by giving related explanations or argument;
- handle directions/instructions through explanation, discussion or evaluation; and
- adopt a diplomatic tone and express goodwill when responding to workplace correspondence.

Certificate in Vocational English (Writing Skills: Presenting Information Module) (QF Level 3)

On completion of the programme, learners are expected to be able to express preference when presenting information, ideas, related explanations, discussion/argument, and evaluation in written form. This should be evidenced by learners' ability to:

- use an appropriate layout, structure, style and tone in workplace documents;
- organise and present information and ideas logically and coherently from the reader's perspective;
- discuss and evaluate options available; and
- express preference through comparing and contrasting relevant information.

Certificate in Vocational English (Writing Skills: Reports Module) (QF Level 3)

On completion of the programme, learners are expected to be able to express suggestions when presenting information, ideas, related explanations, discussion/argument, and evaluation in written form. This should be evidenced by learners' ability to:

- describe the background and purpose of a report and present findings accurately and effectively;
- summarise information, discuss the implications, and draw logical conclusions from findings;
- express suggestions and recommendations based on conclusions drawn; and
- adopt an appropriate tone in workplace reports.

Intended Learning Outcomes for Certificate Programmes at QF Level 4

Certificate in Vocational English (Listening and Speaking Skills: Workplace Interaction Module) (QF Level 4)

On completion of the programme, learners are expected to be able to handle problems in workplace interactions involving both predictable and unpredictable information, ideas, related explanations, discussion/argument, and evaluation. This should be evidenced by learners' ability to:

- initiate and maintain conversations about predictable and unpredictable problems with colleagues/clients through explanation, discussion, argument or evaluation;
- deal with acceptance and refusal of responsibilities with subtlety, tact or sensitivity; and
- make justification when giving advice and proposing resolutions by adopting a diplomatic and professional tone.

Certificate in Vocational English (Speaking Skills: Persuasive Presentations Module) (QF Level 4)

On completion of the programme, learners are expected to be able to express compliments, persuasion, and emotion in oral presentations of information, ideas, related explanations, discussion/argument, and evaluation. This should be evidenced by learners' ability to:

- discuss specific problems and needs of the audience;
- express compliments and emotion in persuasive presentations about complicated situations;
- propose persuasive solutions with explanation, discussion, argument or evaluation reflecting subtlety, tact or sensitivity; and
- express sensitive evaluation of the resulting anticipated benefits of the proposed solutions.

Certificate in Vocational English (Reading and Writing Skills: Workplace Correspondence Module) (QF Level 4)

On completion of the programme, learners are expected to be able to handle problems in incoming written correspondence involving both predictable and unpredictable information, ideas, related explanations, discussion/argument, and evaluation. This should be evidenced by learners' ability to:

- reply to incoming correspondence involving workplace problems with colleagues/clients through explanation, discussion, argument or evaluation adopting a diplomatic and professional tone;
- deal with acceptance and refusal of responsibilities with subtlety, tact or sensitivity; and
- make justification when giving advice and proposing resolutions.

Certificate in Vocational English (Writing Skills: Reports Module) (QF Level 4)

On completion of the programme, learners are expected to be able to express suggestions when presenting information, ideas, related explanations, discussion/argument, and evaluation in written form. This should be evidenced by learners' ability to:

- state the background and establish the purpose of a report precisely;
- analyse, synthesise and evaluate information in the findings and discussion sections critically;
- express suggestions and recommendations persuasively, stating their resulting benefits through tactful explanation or argument; and
- draw conclusions logically from findings through sensitive evaluation of information.

Certificate in Vocational English (Writing Skills: Promotional Materials Module) (QF Level 4)

On completion of the programme, learners are expected to be able to express persuasion and emotion when presenting information, ideas, related explanations, discussion/argument, and evaluation in written form. This should be evidenced by learners' ability to:

- describe features and benefits of products and services tactfully;
- handle persuasion and emotion with subtlety and sensitivity using professional language for evocative, compelling and stimulating effects; and
- adopt a diplomatic tone and a suitable level of formality considering the position of the sender and the receiver.

Intended Learning Outcomes of the Overarching Awards

Certificate in Vocational English (QF Level 1)

To qualify for the award, learners should be able to perform, with assistance, workplace written and oral communication tasks that involve the competencies detailed in the corresponding UoCs of the Certificates attained, using very simple language in short texts in a small range of familiar, routine/everyday contexts, generally involving predictable factual information.

Certificate in Vocational English (QF Level 2)

To qualify for the award, learners should be able to perform, with some assistance, workplace written and oral communication tasks that involve the competencies detailed in the corresponding UoCs of the Certificates attained, using simple language in short texts in a specified range of familiar, routine/everyday contexts involving predictable information, ideas and related explanations.

Certificate in Vocational English (QF Level 3)

To qualify for the award, learners should be able to perform, with some confidence, workplace written and oral communication tasks that involve the competencies detailed in the corresponding UoCs of the Certificates attained, using increasingly complex language in texts of increasing length in a wide range of largely familiar contexts involving both predictable and unpredictable information, ideas, discussion/argument and evaluation.

Professional Certificate in Vocational English (QF Level 4)

To qualify for the award, learners should be able to perform, with confidence, workplace written and oral communication tasks that involve the competencies detailed in the corresponding UoCs of the Certificates attained, using complex language in extended texts in a wide range of both familiar and some new contexts involving both predictable and unpredictable information, ideas, discussion/argument and evaluation.

Appendix 3

Address of Teaching / Training Venues for the 26 Certificate and Professional Certification Programmes in Vocational English

- (1) Hong Kong Institute of Vocational Education (Chai Wan)
30 Shing Tai Road, Chai Wan, Hong Kong
香港專業教育學院（柴灣）
香港柴灣盛泰道 30 號
- (2) Hong Kong Institute of Vocational Education (Haking Wong)
702 Lai Chi Kok Road, Cheung Sha Wan, Kowloon
香港專業教育學院（黃克競）
九龍長沙灣荔枝角道 702 號
- (3) Hong Kong Institute of Vocational Education (Lee Wai Lee)
3 King Ling Road, Tseung Kwan O, New Territories
香港專業教育學院（李惠利）
新界將軍澳景嶺路 3 號
- (4) Hong Kong Institute of Vocational Education (Tsing Yi)
20 Tsing Yi Road, Tsing Yi Island, New Territories
香港專業教育學院（青衣）
新界青衣島青衣路 20 號
- (5) Hong Kong Institute of Vocational Education (Morrison Hill)
6 Oi Kwan Road, Wan Chai, Hong Kong
香港專業教育學院（摩理臣山）
香港灣仔愛群道 6 號
- (6) Hong Kong Institute of Vocational Education (Tuen Mun)
18 Tsing Wun Road, Tuen Mun, New Territories
香港專業教育學院（屯門）
新界屯門青雲路 18 號
- (7) Hong Kong Institute of Vocational Education (Sha Tin)
21 Yuen Wo Road, Sha Tin, New Territories
香港專業教育學院（沙田）
新界沙田源禾路 21 號
- (8) Hong Kong Institute of Vocational Education (Kwai Chung)
20 Hing Shing Road, Kwai Chung, New Territories
香港專業教育學院（葵涌）
新界葵涌興盛路 20 號

- (9) Hong Kong Institute of Vocational Education (Kwun Tong)
25 Hiu Ming Street, Kwun Tong, Kowloon
香港專業教育學院（觀塘）
九龍觀塘曉明街 25 號
- (10) Hong Kong Design Institute
3 King Ling Road, Tseung Kwan O, New Territories
香港知專設計學院
新界將軍澳景嶺路 3 號
- (11) Youth College (Kwai Chung)
13-19 San Kwai Street, Kwai Chung, New Territories
青年學院（葵涌）
新界葵涌新葵街 13-19 號
- (12) Youth College (Kowloon Bay)
46 Tai Yip Street, Kowloon Bay, Kowloon
青年學院（九龍灣）
九龍九龍灣大業街 46 號
- (13) Youth College (Pokfulam)
145 Pokfulam Road, Hong Kong
青年學院（薄扶林）
香港薄扶林道 145 號
- (14) Youth College (Tuen Mun)
18 Tsing Wun Road, Tuen Mun, New Territories
青年學院（屯門）
新界屯門青雲路 18 號
- (15) Youth College (Tin Shui Wai)
11 Tin Ho Road, Tin Shui Wai, New Territories
青年學院（天水圍）
新界天水圍天河路 11 號
- (16) Youth College (Tseung Kwan O)
Tsui Lam Estate, Tseung Kwan O, New Territories
青年學院（將軍澳）
新界將軍澳翠林邨
- (17) Youth College (Kwai Fong)
85 Hing Shing Road, Kwai Chung, New Territories
青年學院（葵芳）
新界葵涌興盛路 85 號

- (18) Youth College (Yeo Chei Man)
11 To Lok Road, Tseung Kwan O, New Territories
青年學院 (邱子文)
新界將軍澳陶樂路 11 號
- (19) Integrated Vocational Development Centre (Fanling)
Shop 102, 1/F, Ka Fuk Shopping Centre, Ka Fuk Estate, Fanling, New Territories
匯縱專業發展中心 (粉嶺)
新界粉嶺嘉福邨嘉福商場 1 樓 102 號
- (20) Integrated Vocational Development Centre (Lai Chi Kok)
7/F, Billion Plaza, 8 Cheung Yue Street, Cheung Sha Wan, Kowloon
匯縱專業發展中心 (荔枝角)
九龍長沙灣長裕街 8 號億京廣場 7 樓
- (21) Integrated Vocational Development Centre (Yau Ma Tei)
1-3/F., Bangkok Bank Building, 490-492 Nathan Road, Yau Ma Tei, Kowloon
匯縱專業發展中心 (油麻地)
九龍油麻地彌敦道 490-492 號盤谷銀行大廈 1-3 樓
- (22) Integrated Vocational Development Centre (Ma On Shan)
Area 92, Yiu On Estate, Ma On Shan, New Territories
匯縱專業發展中心 (馬鞍山)
新界沙田馬鞍山耀安邨 92 地段
- (23) Integrated Vocational Development Centre (Tuen Mun)
Room A103B, 18 Tsing Wun Road, Tuen Mun, New Territories
匯縱專業發展中心 (屯門)
新界屯門青雲路 18 號 A103B 室
- (24) School of Business and Information Systems
81 Hing Shing Road, Kwai Chung, New Territories
工商資訊學院
新界葵涌興盛路 81 號
- (25) Technological and Higher Education Institute of Hong Kong
20A Tsing Yi Road, Tsing Yi Island, New Territories
香港高等科技教育學院
新界青衣島青衣路 20A 號
- (26) Vocational Training Council Tower
27 Wood Road, Wan Chai, Hong Kong
職業訓練局大樓
香港灣仔活道 27 號

