



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**

**INITIAL EVALUATION AND
LEARNING PROGRAMME ACCREDITATION**

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

JULY 2018

1. TERMS OF REFERENCE

1.1 Based on the Service Agreement, 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 Shine Skills Centre, Vocational Training Council (Operator) to conduct an Initial Evaluation and Learning Programme Accreditation Exercise with the following Terms of Reference:

- (a) To conduct an accreditation test as provided for in the Ordinance to determine whether Shine Skills Centre, Vocational Training Council (the Operator) meets the stated objectives and is competent to operate learning programmes that meet the QF Level 1 standard, and can be granted Initial Evaluation Status at QF Level 1; and
- (b) To conduct an accreditation test as provided for in the Ordinance to determine whether the programmes of Shine Skills Centre, Vocational Training Council (the Operator) meet the stated objectives and QF standard and can be offered as accredited programmes
 - (i) Certificate in Fast Food Operation
 - (ii) Certificate in Retail Store Operation
- (c) To issue to the Operator accreditation report setting out the results of the determination in relation to (a) and (b) by HKCAAVQ.

1.2 The accreditation exercise was conducted according to the relevant accreditation guidelines referred to in the Service Agreement. A site visit took place on 6 June 2018.

2. HKCAAVQ'S DETERMINATION

Initial Evaluation

2.1 HKCAAVQ has determined that Shine Skills Centre, Vocational Training Council is competent to achieve its stated objectives and to operate learning programmes meeting Qualifications Framework (QF) standard at Level 1, and can be granted Initial Evaluation (IE) status at QF Level 1 with a validity period of two years.

2.2 Validity Period

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

2.2.2 Within the two-year validity period for IE, the Operator must have at least one programme successfully accredited. If the Operator does not have a current accredited programme on the Qualifications Register (QR) after the end of the two-year validity period of their IE will need to apply for an extension of their IE status at least three months before the validity period expires. An extension of up to 2 years may be granted. Only one extension of IE status will normally be allowed. If the Operator continues to gain successful LPA, their IE status will remain valid.

2.3 The determinations on the Initial Evaluation are specified as follows:

Name of Operator	Shine Skills Centre, Vocational Training Council 職業訓練局展亮技能發展中心
Addresses of Operator	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)
Highest QF Level of programme(s) which the Operator can operate upon successful learning programme accreditation	Level 1
Start date of 2-year validity period of Initial Evaluation (IE) accreditation status	1 September 2018
Scope of IE Accreditation Status	For local programmes operating in Hong Kong

Learning Programme Accreditation – Certificate in Fast Food Operation

2.4 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 2018 to 31 August 2020.

2.5 Validity Period

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

2.5.2 The maintenance of the accreditation status within the specified validity period is subject to the fulfilment of all requirements set out in 2.10 by the specified deadline.

2.6 The determinations on the Learning Programme 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	Shine Skills Centre, Vocational Training Council 職業訓練局展亮技能發展中心
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	The validity period shall commence on 1 September 2018 and end on 31 August 2020.

Number of Enrolment(s)	Not applicable
Maximum Number of New Students	Maximum of 18 learners per year Maximum of 18 learners 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.
Address of Teaching/ Training Venue(s)	<p>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）</p> <p>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）</p> <p>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）</p>

Learning Programme Accreditation – Certificate in Retail Store Operation

2.7 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 2018 to 31 August 2020.

2.8 Validity Period

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

2.8.2 The maintenance of the accreditation status within the specified validity period is subject to the fulfilment of all requirements set out in 2.10 by the specified deadline.

2.9 The determinations on the Learning Programme 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	Shine Skills Centre, Vocational Training Council 職業訓練局展亮技能發展中心
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	The validity period shall commence on 1 September 2018 and end on 31 August 2020.
Number of Enrolment(s)	Not applicable
Maximum Number of New Students	Maximum of 18 learners per year Maximum of 18 learners 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.
Address of Teaching/ Training Venue(s)	<ol style="list-style-type: none"> 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）

2.10 **Condition(s) (including pre-conditions for obtaining the HKCAAVQ accreditation status as applied for within the validity period as specified in the above table; and requirements for maintenance of the accreditation status within the validity period)**

Requirement	Date of Fulfilment
<p><u>All programmes</u></p> <ol style="list-style-type: none"> 1. The Operator is to lay down clear assessment rubrics for the Industrial Attachment to provide criterion-based and task-specific competence standards for effective assessment of students' performance and providing useful feedback for their improvement. The Operator is to submit the assessment rubrics for the Industrial Attachment of the two programmes to HKCAAVQ on or before 30 November 2018. 	30 November 2018

2.11 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 augment the emergency service provisions in Shine Skills Centre (Pokfulam) to ensure that there are sufficient professionals to cope with accidents and emergency medical conditions of students at all times.2. The Operator should review the arrangement for Industrial Attachment of the two programmes to explore inclusion of a wider range of placement sites outside the VTC campuses so that the students can gain more valuable exposure from the Industrial Attachment.

- 2.12 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 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

- 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

- 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

- Apply the basic knowledge and skills in performing operative and general service duties in fast food catering-related fields;
- Adopt a narrow range of skills in communication and service skills in the workplace;
- Develop basic team work skills in fast food catering-related fields; and
- Adopt basic occupational health and safety standards when performing the workplace tasks in fast food catering-related fields.

Certificate in Retail Store Operation

- Apply the basic knowledge and skills in performing operative and general service duties in retail-related fields;
- Adopt a narrow range of skills in communication and service skills in the workplace;
- Develop basic team work skills in retail-related fields; and
- 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 Title	QF Credits
1. Basic Store Keeping and Stock Control	
2. Basic Cleaning	
3. Basic Business Computer Applications	
4. Whole Person Development: Basic Workplace Skills	
5. Basic Cooking Skills and Food Preparation	
6. Introduction to Fast Food Operation	
7. Basic Fast Food Area Operation	
8. Basic Beverage Service	
9. Industrial Attachment	
Total	129

Certificate in Retail Store Operation

Module Title	QF Credits
1. Basic Store Keeping and Stock Control	
2. Basic Cleaning	
3. Basic Business Computer Applications	
4. Whole Person Development: Basic Workplace Skills	
5. Basic Retail Store Operation	
6. Introduction to Retail Operation	
7. Basic Shop Cleaning	
8. Basic Customer Service Skills	
9. Industrial Attachment	
Total	129

4.4 Graduation Requirements

- Successful completion of 129 QF credits inclusive of Industrial Attachment; and
- Minimal attendance rate of 70%

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 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 (<https://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: <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.

