

培訓及顧問服務

Training and Consultancy

近年，社會對企業的期望逐漸改變，消費者除要求商界以公平開放的方式經營外，更期望他們提供平等的就業機會，並採用公正的管理模式。為提升服務質素，政府部門、公營機構及商界均致力在機構內提高反歧視意識和推行良好措施。為此他們需要掌握處理歧視問題的技巧和程序，毋怪乎對於培訓及顧問服務組來說，這又是忙碌的一年。

我們的培訓及發展計劃已在上年度擴展至政府和教育界，當中包括專為教師及市民大眾而編寫的資料套。在2004/05年度，我們再接再勵，加強這方面的工作。參加者對培訓課程的回應均十分正面，認為「度身訂造」的工作坊對他們大有幫助。各界對我們的服務需求殷切，可見平等機會概念正逐漸為商界所認識及重視。自2001年培訓組成立以來，我們為超過35,000位商家、人力資源從業員、法律界及其他界別的專業人士，舉辦了超過600個講座、簡介會及工作坊。

持續培訓課程及顧問服務

為私營機構舉辦的平等機會工作坊

為配合香港商界對本港反歧視法例的培訓及資料需求，我們在本年度內舉辦了兩項定期計劃，期間共637人完成了36節課程。參加者主要是人力資源從業員、從事平等機會工作的人士和管理人員。這些課程令中小型企業對處理涉及三條反歧視條例的問題有更深入的認識。

Social expectations have changed in recent years – knowledgeable consumers are increasingly demanding businesses to operate in a fair and open manner, providing equal employment opportunities as well as fair and equitable management practices. In delivering a better service to stakeholders, government institutions, public bodies and businesses have been keen to raise awareness of discrimination and best practice within their organizations, while also seeking the skills and procedures to deal with such problems, should they arise. It was another busy year for our Training and Consultancy Unit.

In 2003/04, our training and development programmes broadened into government and education with special learning packages for teachers as well as the general community. This trend not only continued but strengthened in 2004/05. We have received positive feedback from our trainees – who acknowledged the benefits of our “tailored” programmes, and increasing demand for our services shows that we are able to achieve progress in generating awareness and understanding of equal opportunity concepts in the workplace. Since the establishment of our training unit in 2001, we have completed over 600 talks, presentations and workshops for more than 35,000 business, human resource, legal and other professionals.

Ongoing Activities

Equal Opportunity Workshops for the Private Sector

In meeting needs identified in the employment sector for training and information on Hong Kong's anti-discrimination legislation, we completed two calendar programmes,

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我們今年增設了一項新課程——「人力資源管理問題」，令定期計劃的內容更為豐富。課程探討管理員工的問題，亦論及殘疾歧視條例下處理病假申請的有效對策。

「度身訂造」的培訓課程

我們為機構「度身訂造」的培訓課程越來越受到歡迎，這些課程除配合個別機構的需求外，更幫助他們制定平等機會政策及程序。本年度完成的課程較去年超逾兩倍，廣受用家好評。在2004/05年度，我們共為15,472人提供了239節課程，與去年比較參加人數多了151%，課程次數增加了109%。

為本港的專業人士提供培訓

我們繼續為本港個別專業界別提供培訓。承接2003/04年的發展計劃，委員會本年度繼續把重點放在保險業，集中為業內人士提供培訓。在2004/05年度，超過1,750位保險中介人參與了委員會提供的持續專業發展課程。

consisting of 36 sessions for 637 participants, during the financial year. Aimed particularly at Hong Kong's human resource professionals, equal opportunity practitioners and managers, many medium and small business are now better equipped to comply with the SDO, DDO and FSDO.

Broadening the scope of these programmes, we introduced a new course during the year. *Issues in Human Resources Management* explores various staff management issues, dealing with the subject of sick leave under the Disability Discrimination Ordinance and effective strategies to tackle it.

Tailor Made Training Programmes

Our tailor made training programmes continue to increase in popularity as they not only meet the equal opportunity needs of individual organizations, but also help those particular organizations develop their own EO policies and procedures. In view of the many positive comments received from clients, our work in this area more than doubled during the year. In 2004/05, we completed 239 training sessions for 15,472 people, representing a growth of 109% and 151% respectively, as compared to the previous year.

Training Hong Kong's Professionals

We also continue to provide training for specific professional groups across Hong Kong. In line with our activities in 2003/04 as well as our ongoing focus on the insurance industry, much of our work in this area during the year centred primarily on insurance intermediaries during the year. In 2004/05, we delivered Continuing Professional Development (CPD) courses to over 1,750 insurance intermediaries.



為非政府組織舉辦的平等機會工作坊

去年委員會與香港社會服務聯會合辦的訓練計劃非常成功，今年再度合作，於2004年10月及11月為非政府機構工作人員提供培訓工作坊，共有86名代表參加。

為教師及公務員而設的平等機會培訓課程

隨著互聯網的普及，委員會加速發展網上的互動教學。網上學習有很多優點，形式互動、按個人的學習進度及時間完成課程，成本亦比傳統課堂學習為低。因此，2004年6月，我們與教育統籌局推出了《平等機會——由學校開始》網上課程，為中小學教師提供有關殘疾歧視條例的網上自學培訓。凡完成合共三個單元課程的教師，即獲認可為完成持續專業發展的4小時培訓。

委員會又與公務員培訓處合作，製作了「共享多元文化」公務員網上自學教材套。為配合社會發展，資料套包含了平等機會價值、性別觀點主流化和尊重多元文化等元素。

Equal Opportunity Workshops for NGOs

In view of the success of our development programmes organized in conjunction with the Hong Kong Council of Social Service for NGOs last year, we joined hands once again with the Council to deliver training programmes for the management and staff of NGOs. These workshops, which were attended by a total of 86 NGO representatives, took place throughout October and November 2004.

EO Training and Learning for Teachers and Civil Servants

With widespread access to the Internet, we are placing an increasing focus on interactive and web-based teaching and learning. The advantages of e-learning programmes are multifold – learning is interactive, yet teachers can proceed at their own pace, place and time. The cost of delivery is also low compared to traditional classroom teaching methods. In June 2004, we launched our *E-learning Package for Teachers on Equal Opportunities in Education* in partnership with the Education and Manpower Branch. The package provides a self paced web-based training programme for primary and secondary school teachers in relation to the DDO. Teachers who successfully complete the three modules also receive a credit of four hours towards their Continuing Professional Development.

Working with the Civil Service Training and Development Institute, a self-learning kit for civil servants on *Valuing Diversity* is being developed. Reflecting developments in the general community in Hong Kong, the packages within the kit are being designed to include equal opportunity values, gender mainstreaming issues and respect for diversity. Produced in conjunction with the Home Affairs Bureau and the Women's Commission, the training kit will be completed in 2005.

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這個與民政事務局和婦女事務委員會一起合作的計劃，已於2005年完成。

為外籍勞工舉辦的性騷擾研討會

委員會在2004/05年度透過明愛社區發展服務，為200名外籍勞工舉辦了有關性騷擾的研討會。由於前一年反應熱烈，我們於2004年11月及12月為來自印尼、泰國和菲律賓的勞工舉辦了三個同類型的研討會。

繼前年印尼領事館的參與後，泰國領事館與菲律賓領事館的代表亦在04/05年度出席研討會，解釋領事館所提供的服務和支援。研討會約有200人參加，與會者原先對平等機會法例賦予的保障並不熟悉，故研討會提供的資料對她們大為有用。

Sexual Harassment Seminars for Migrant Workers

In 2004/05, about 200 migrant workers attended a number of seminars held in conjunction with the Caritas Community Development Service on sexual harassment. In view of the success of seminars held the year before, three further seminars on the subject were organized for Hong Kong's Indonesian, Thai and Filipino workers in November and December 2004.

Following the lead of the Indonesian Consulate last year, representatives from the Royal Thai Consulate and Philippine Consulate in Hong Kong were also present at the seminars for Thai and Filipino workers, to explain their services and the consulate support available to workers. As participants are generally unfamiliar with the issues and as many of them are unaware of their rights under the equal opportunity laws in Hong Kong, they found the information provided to be very useful. Around 200 participants attended the seminars.

Sexual Harassment Awareness Training for University Students

In view of the Forum on Preventing Sexual Harassment in Universities held in August 2004, a number of recommendations were made by participants, including a call for collaboration with the EOC to carry out more publicity and education initiatives against sexual harassment.

As a result, we held seven workshops and seminars on *Sexual Harassment Awareness Training for Student Leaders* at the request of four universities (Chinese University of

為大學生而設的性騷擾認知培訓課程

委員會在2004年8月舉行了「防止性騷擾——大學論壇」，得到不少參加者寶貴的建議，更獲邀合辦防止性騷擾的宣傳及教育工作。

因此，在2005年6月至8月期間，我們應四所大學(香港中文大學、香港城市大學、香港理工大學及嶺南大學)的邀請，提供了合共7場的性騷擾認知培訓工作坊及研討會，共有超過330位學生領袖參加。他們對課程的回應非常正面，認為內容十分切合他們所關注的事項。

Hong Kong, City University of Hong Kong, Hong Kong Polytechnic University and Lingnan University), which more than 330 student leaders attended from June to August 2005. Participants' feedback was very positive, and students felt the contents used were relevant to the issues they were concerned about.