

培訓及顧問服務

Training and Consultancy



為協助香港的機構加快推行平等機會，委員會於2000年初決定提供更全面的培訓及顧問服務，並於2001年2月成立培訓及顧問服務組。該組現有兩名全職培訓顧問及一名部門經理，為向委員會尋求意見和支援的機構，提供各種的培訓服務。

培訓及顧問服務組本年度的工作，包括為香港警務處舉辦導師培訓課程，參加者包括警隊訓練及支援部的教官，這是首個同類型的課程。過去一年，培訓及顧問服務組亦為多個其他機構提供培訓。

培訓及顧問服務組的工作集中於幾方面：

因應需求而「度身訂造」的培訓課程：委員會與不同的機構合作，把有關機構的平等機會政策及程序揉合於培訓課程內，協助他們履行其法律責任，確保員工充分認識公司的政策及處理歧視投訴的程序。委員會曾為政府部門、保險公司、銀行、酒店、法律跨國公司和非政府組織提供此項培訓服務。

定時舉辦的培訓課程：委員會於2002年9月推出一系列「平等機會工作坊」課程，為不需要「度身訂造」培訓的機構提供普遍性的培訓。

特別項目：委員會將為香港四大僱傭範疇編訂培訓教材—包括私營部門、公務員體系、非政府組織及教育界。

此外，委員會與教育署合資，以中小學教師為對象，編製一個以《殘疾歧視條例教育實務守則》為題的網上學習課程。

委員會又會提供一系列的培訓項目，例如為入境事務處及保險業舉辦培訓課程；與公務員培訓處合作發展一個培訓計劃；為非政府組織（包括工會、婦女團體和復康機構）編訂培訓教材，和編訂支援課程的培訓教材。





To speed up the implementation of equal opportunities within Hong Kong's organizations, in early 2000 it was agreed that the EOC would provide more comprehensive services in training and advice. As a result the Training and Consultancy Unit was established in February 2001. The Unit now consists of two full-time training consultants and a unit manager providing a range of different training services to meet the needs of organizations that contact us for advice and support.

One of the Unit's primary tasks was the completion of a train-the-trainers project for the Hong Kong Police Force. The first of its kind, it involved training officers from the training and support wing of the force. The Unit also provided training to a range of other clients during the year.

The Unit focuses on the following areas of work:

Responsive Tailor-Made Training: Working in partnership with clients, we incorporate their own equal opportunities policies and procedures in the training, helping them meet their obligations to ensure that their employees are fully aware of company policies and internal procedures. This service has been provided to government departments, insurance companies, banks, hotels, multi-national companies and non-government organizations.

Scheduled Calendar Training: A series of Equal Opportunities Workshops scheduled to commence in September 2002 would serve to meet the needs of companies who require more general training rather than specifically tailored programmes.

Special Projects: We will be developing training materials in four key employment sectors in Hong Kong - the private sector, civil service, non-government organizations and the education sector.

An E-learning Web-based training project is under way. Jointly funded by the Education Department, it involves the development of a web-based training package, on the *Code of Practice in Education under the Disability Discrimination Ordinance*, targeting primary and secondary school teachers.

We are also committed to a number of other training projects ranging from training for the Immigration Department, the insurance industry, a joint project with the Civil Service Training Development Institute, the development of training materials for the non-government sector including trade unions, women's groups and disability organizations, as well as development of curriculum support training materials.

A joint training initiative was completed with International Social Services to develop and deliver a series of train-the-trainer programmes. These programmes aimed to increase awareness among community support agencies, providing support and counselling to foreign domestic helpers. Focusing on Hong Kong's equal opportunity laws as they relate to sexual harassment and pregnancy discrimination, two training sessions and one public forum were conducted with the support of consular representatives and community support agencies.

委員會與國際社會服務社合作設計和教授的一系列導師培訓課程亦已經完成。課程旨在協助向海外家庭傭工提供支援及輔導的機構，提高他們對平等機會的認識。課程集中於介紹香港的平等機會法例，特別是與性騷擾及懷孕歧視有關的部份。在駐港領事館代表及社會服務機構的支持下，委員會為國際社會服務社共舉辦了兩次培訓課程和一次公開論壇。

與商界共建夥伴關係

我們的目標是創造一個機會平等、人人能盡展所長的社會，為香港培養最優秀的人才、孕育最出眾的意念。委員會一直與商界緊密合作，協助商界建立平等和多元的文化。

為此，我們進行了多項有關商界的研究，收集了中小企以至大中企業約1,500名僱主和1,500名僱員的意見。研究結果十分正面－僱主與僱員對委員會和我們所辦的活動有高度認知，亦十分瞭解僱主、僱員之間的歧視及騷擾問題。同樣令人鼓舞的是，受訪者都充分認識平等機會的好處，和不按平等機會原則行事可能產生的問題。不少機構都表示，他們希望得到更多有關平等機會的培訓和資料。

儘管受訪者的反應非常正面，但研究結果亦顯示，僱主對於本身需要承擔轉承責任、如何遵守法例的基本要求、和需採取甚麼預防措施才可確保一個機會平等的工作環境等問題，均缺乏認識。雖然《僱傭實務守則》已經出版多時，但為使更多人認識《守則》的條文，委員會將定期舉辦工作坊，並為僱主提供培訓及顧問服務。即將推出的中小企資料套將有助僱主作自我評估，並向機構提供指引，讓他們對法例和所需的預防措施有更多認識。

A Closer Partnership with Business

To realize our objective to create an equal opportunities environment that will help to maximize the development of human potential - in other words to create the best talent and the best ideas for Hong Kong, we have been working closely with the business community to identify the best way forward in establishing a culture of equality and diversity in the business world.

To this end, we conducted a number of business studies, gauging the views of around 1,500 employers as well as 1,500 employees in small to medium and medium to large companies. Results were extremely positive - there was high awareness of the Commission and our activities and strong understanding of harassment and discrimination among employers and employees. Just as positively, respondents were fully aware of the benefits of equal opportunities and the potential problems of non-compliance. A number of organizations also said they would welcome further training and information about equal opportunities.

Despite these positive responses, the survey results also showed a lack of understanding of an employer's vicarious liabilities, the basic requirements for compliance and the preventive measures necessary to ensure an equal opportunities working environment. *Codes of Practice on Employment* are already in place. To ensure greater understanding of its requirements, we will be conducting regular workshops while also offering training and consultancy to employers. A soon-to-be-launched kit for small to medium businesses will also help employers to assess their status, providing guidance on the necessary compliance and preventive measures.

