

培訓及顧問服務



Training and Consultancy

委員會的培訓及顧問服務組於2001年2月成立，宗旨是協助各界推行平等機會常規和建立公平的工作環境。該組的主要目標是協助公私營機構及政府部門制定措施，預防歧視及騷擾事件；又指導各機構在問題發生時，因應內部情況而採取有效的處理技巧及程序。

過去一年，委員會舉辦了多項定期培訓課程，和專為個別機構「度身訂造」的課程；此外，委員會又為不同政府部門及非政府組織開展特別培訓計劃。

委員會曾就商界僱主及僱員的意見，於2002年6月發布研究結果。調查訪問了超過3,000名僱主及僱員，結果顯示商界明白平等機會的重要性，對香港的反歧視條例亦有相當深入的瞭解。不過，商界的普遍共識，是業界（尤其是中小型企業）需要更多培訓，以增加對有關法例條文的認識。其中包括僱主需要對本身的轉承責任、法例的基本要求及應採取的預防措施有更多了解，才能提供一個機會平等的工作環境。完成該研究後，委員會特地編寫了《中小型企業平等機會資料套》，為中小型企業提供自我評估的方法，協助他們實踐平等機會原則。

定期培訓課程：委員會於本年內提供了定期培訓課程，共有468人參加。第一期於2002年8月至11月舉行，第二期則於2003年3月至5月舉行。課程讓參加者認識如何在商界推行平等機會，令僱主、人力資源專業人士及其他高級職員掌握有關知識和技巧，了解如何在每個行動層面滲入平等機會原則，及在機構內向所有員工推廣平等機會訊息。工作坊不單就制定平等機會政策，為參加者提供協助，亦在有關平等機會的問題上（如招聘程序是否符合平等機會原則、預防性騷擾及處理有關平等機會的投訴方面，給予實際的支援。）

Our Training and Consultancy Unit, formed in February 2001, addresses issues of providing best practices and a fair working environment for all individuals. The main aim is to assist companies, organizations and government departments to prevent discrimination and harassment from occurring, and if problems arise, equip them with the skills and procedures to deal with the different scenarios within their own organizations.

During the year, our calendar and tailor-made programmes focused predominantly on the private sector, while we also conducted a number of special training projects for the government and non-governmental organizations.

In June 2002, the EOC released findings of a number of business studies carried out to gauge the views of employers and employees in the business community. More than 3,000 employers and employees participated in the surveys, which showed that awareness and understanding of the importance of equal opportunities and Hong Kong's anti-discrimination laws are high among the business community. However, there was a general consensus that further training and information on the legislation and its requirements, particularly among Hong Kong's medium to small businesses, was needed. Areas identified include the need for employers to have a better understanding of their vicarious liability, basic compliance requirements under the legislation, as well as the preventive measures that need to be taken to ensure an equal opportunities working environment. Following the study, we developed an information assessment kit for small to medium enterprises (SMEs), "Equal Opportunities Essentials Kit for SMEs", providing a checklist for SMEs to incorporate EO into their workplace.



Scheduled Calendar Training: We completed two calendar training programmes during the year for 468 participants. The first series took place from August to November 2002, while the second commenced in March 2003 with completion in May. These training workshops aimed to help the participants implement equal opportunities within the business community, using a skills based approach that gives employers, HR professionals and other senior staff the knowledge and expertise not only to incorporate EO into every aspect of their activities, but also to spread the EO message among all staff throughout their organizations. At the same time, course attendees received help in developing an equal opportunities policy, while also gaining practical support in dealing with EO issues in recruitment, preventing sexual harassment and managing EO related complaints in the workplace.

Tailor-Made Programmes: We continue to provide training in partnership with individual clients, tailoring our programmes to meet their needs. The training is developed to include EO policies and procedures and to ensure that their employees are fully aware of and meet all obligations under Hong Kong's anti-discrimination legislation. This area of our activities saw a significant leap, rising from the 16 training sessions held in the previous year to 92 sessions in 2002/03, benefiting 6,810 people. We are particularly encouraged to see the strong demand in this area of our activities, and expect the number of programmes and sessions to further increase significantly in 2003/04.

「度身訂造」的課程：委員會繼續與個別機構結成合作夥伴，配合他們的需要，「度身訂造」培訓課程。課程包括平等機會政策及程序，令僱員充分認識香港的反歧視法例。委員會在這方面的工作有顯著的增長，由上一年度舉辦16次培訓課程，大幅增至2002/03年度的92次培訓課程，參加人數多達6,810人。見到社會人士對培訓的需求殷切，委員會深受鼓舞，期望2003/04年度的課程數目及場次均再顯著增加。

過去一年，委員會亦為商業機構、政府部門及大學完成了七宗政策檢討工作，就如何改善其平等機會政策提供意見。委員會編製了一張檢討政策的核對表，以便能快捷有效地修訂有關政策。上述服務是與「度身訂造」課程一併提供的，不過亦有愈來愈多機構要求委員會單為他們檢討其平等機會政策。

During the year we also completed seven policy reviews for a number of businesses, government departments and universities, advising them on how their EO policies can be improved. We have developed a checklist against which policies can be reviewed, enabling these policies to be revised efficiently and effectively. This service is offered in conjunction with our tailor-made training programme, though we are finding that there are more and more companies asking us to help review their EO policy as a separate service.



委員會與服務對象合作制定平等機會政策時，常遇上一些普遍問題。其中一項是，機構多傾向集中某範疇，而未能作出全盤考慮。例如，它們多着眼於公司作為僱主的角色，忘記本身也是服務提供者。僱員應明白，無論是騷擾或歧視顧客或服務對象均屬違法。此外，機構在制定政策時，亦多集中於性騷擾，而未能顧及全部三條反歧視條例。要處理這些問題，上述的核對表就發揮了重要功用，確保機構能全面檢討，制定出平衡的平等機會政策。

特別項目：於2002/03年度，培訓及顧問服務組集中於政府及教育界的工作，達成多項目標。在教育方面，委員會除編製學習網頁及網上培訓課程外，又積極推動學校課程發展計劃，與教育統籌局合作，把平等機會原則融入中小學課程內。委員會透過現有的教育體制展開工作，向兒童從小灌輸平等機會意識，協助他們改變態度，反映我們打擊系統性歧視的努力。委員會將更進一步聘請顧問進行研究，及諮詢關注團體，尋求最適合的路向。

政府方面，委員會繼續與入境事務處及入境處訓練學校合作，為訓練學校的導師提供培訓課程，再由他們在部門內培訓其他員工，務求把平等機會原則納入部門的管理常規，和為公眾提供的服務之中。本年度委員會提供了為期七日的培訓，並向學員派發培訓教材套，支援已受培訓的導師，再去培訓其他職員。

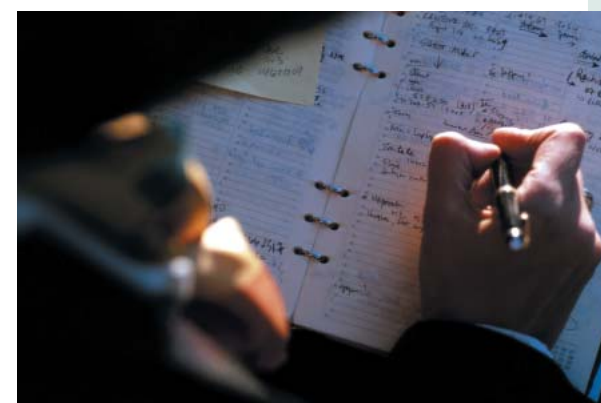
In working with these clients, some common problems have surfaced in the development of an EO policy. One of these is the tendency to focus on one particular area rather than on every aspect of a company's operations. For instance, there is a tendency to focus on the company as an employer but not as a service provider. Staff need to know that harassing or discriminating against a customer or client is also unlawful. Other EO policies have tended to focus only on sexual harassment without addressing all three anti-discrimination ordinances equally. In dealing with these issues, the checklist has proven to be invaluable in ensuring an all-rounded view and a balanced EO policy.

Special Projects: In 2002/03, our Training and Consultancy Unit concentrated on the government and education sectors, achieving a number of objectives in these areas. In the education sector, in addition to our efforts in the development of e-learning websites and web-based training packages, we have also been active by launching the school curriculum development project, working with the Education and Manpower Bureau to incorporate EO principles into the curriculum of Hong Kong's schools. This initiative is an important example of systemic work on the part of the EOC, as it increases awareness and helps to shape attitudes from a very early age within the existing educational framework. Taking this project further forward, we will be engaging consultants to undertake research and consultancy with key stakeholders to recommend how best to move ahead.

Within the government, we continue to build on our work with the Immigration Department and its Training School. A programme was undertaken to train Training School staff so that they can in turn train general staff in the Department. The aim is to incorporate EO principles in their best management practices and in their service provision to the public. Seven days of training were completed during the year together with the delivery of a training kit, which will support the train-the trainers approach adopted by this client.

於2002年11月及12月期間，委員會又為職業訓練局(職訓局)舉辦了四節培訓課程。委員會與職訓局屬下一個協助輕度智障青少年求職或獲得就業選配的部門合作，進行了這項重要的充權活動。透過培訓課程，教師和導師得以深入認識平等機會法例，尤其是《殘疾歧視條例》，因而可教導及鼓勵學生，在工作場所遇上騷擾或歧視時懂得挺身爭取權益。這項計劃旨在確保這些年輕人了解自己在平等機會法例下享有的權益，和法例對他們的保障。

委員會除了着手處理保險業的歧視做法外，又與香港保險業合作，制定及開設專業發展課程；本年度共舉辦了13個有關平等機會的持續專業發展保險課程。這些課程在香港屬於新嘗試，也是委員會首次進行的，主要介紹平等機會原則在業界的應用情況，已成為保險業專業發展課程的一部分。超過3,500名保險業中介人曾參加有關工作坊，為自己的事業汲取專業知識。這項課程會持續進行，已再有11間保險公司表示有興趣於2003/04年度參加。委員會在鞏固保險業的基礎工作之餘，亦會留意其他有密切客戶交流的行業，是否也有類似的培訓需要。



During November and December 2002, we completed four sessions of training for the Vocational Training Council (VTC). In this major empowerment programme, we worked with the section of the VTC, that helps young people with mild intellectual disabilities gain employment either through permanent employment or placement in job programmes. Teachers and instructors were made aware of EO laws, and the DDO in particular, so that they can advise and encourage their young students to stand up for their rights if they are subjected to harassment or discrimination in the workplace. This initiative seeks to ensure that these young people better understand their own rights, and the protection to which they are entitled to, under Hong Kong's EO laws.

In addition to the work already undertaken by the EOC to deal with discriminatory practices in the insurance industry in Hong Kong, the EOC joined forces with Hong Kong's insurance industry by developing and delivering professional development programmes. Thirteen Continuing Professional Development (CPD) Insurance courses on equal opportunities were held during the year. These courses, a brand new initiative for Hong Kong, and the first ever conducted by the Commission, highlight EO principles, and their applications within the industry, to form part of the insurance industry's professional development programmes. Over 3,500 insurance intermediaries participated in these workshops gaining professional points for their career development. This is an ongoing programme and a further 11 insurance companies have expressed interest in this training programme for 2003/04. As we establish the groundwork in the insurance industry, we are paving the way to identify similar training needs for other industries where there is a high level of human interaction.