

ITP



LINK

The Newsletter for Members of the Institute of Training Professionals

Forum on “Could We Do without a Training Department?”

By Ms. Angela LEE, MITP

On Saturday, 18 June 2016, with the support of participants coming from members, the academic field and professional bodies, ITP successfully held the captioned forum with positive feedbacks and satisfactory attendance.

It is our honour to have Mr. C.Y. Chan, Associate Director – Talent Management & Organization Development and Co-Owner, Hong Kong Broadband Network; Mr. Andy Luk, Senior HR Manager – Corporate Development, CLP Power Hong Kong Limited and Dr. Aaron Chiang, Head of Human Resources & Administration, Hong Yip Service Co. Ltd. as our guest speakers who shared in the Forum their valuable and inspiring views and experiences.

Prof. Alfred Ho has helped in compiling a summary of the contents, highlighting various main points from the three speakers as follows:

1. Mr C.Y. Chan:

- money-related results linked to every stage/aspect (i.e. process) of training, not just the “results”;

- the entrepreneurial corporate culture: being a co-owner, having commitment to the business development.



Speech from Mr. C.Y. Chan, HKBN

2. Mr Andy Luk:

- limitations of training: second hand information of training needs from line managers, difficulty in addressing job related competencies and failure to sustain the behavior change;
- establishment of Energy Retailer Academy (ERA) as a solution;
- exchange program – 1 week emerged in another company taking on another role,

with MTR, Ocean Park.
(This is actually the essence of “Action Learning”.)



Speech from Mr. Andy Luk, CLP Power HK Ltd.

3. Dr. Aaron Chiang:

- adoption of state-of-the-art technology – M (mobile) learning using in-house developed Apps;
- founding of People Development Academy (PDA);
- opening in-house development programs to public (as a means for training department to generate some income)



Speech from Dr. Aaron Chiang, Hong Yip Service Co Ltd.

during the subsequent sharing session:

- 1) Training function / department’s increasing attention / accountability to cost-effectiveness;
- 2) New environment/scenario – new job positions are continuously emerging; new job skills/competencies are arising – new opportunities and challenges for training / talent development;
- 3) Training is getting more proactive that is initiated and determined by the trainees, not the trainer, nor employer – “training-on-demand” (and new technologies are making this possible);
- 4) Learning is becoming more high-technology-supported;
- 5) Training / learning needs to be continuously evolving: innovative approaches, new contents and/or combination of (old) knowledge & concepts (like the increasing popularity of “fusion food” – e.g. exchange program of CLP);
- 6) The role of trainer/talent developer is becoming a learning facilitator or promoter. As training is increasingly outsourced to external specialists and experts, trainers inside organizations are becoming internal (development) consultants. They work closely with external consultants to get tailored training developed and delivered to their staff colleagues;
- 7) Innovation in learning and development (L&D) is necessary to promote and maintain learning interest of staff colleagues, by increasing variety and interest.

Some key points were also picked up



Q&A Session with the participation of Ms. Angie Yu, Chairperson of ITP (in the middle).

Overall, the Forum was a fruitful event smoothly conducted and very well received, thanks to the whole-hearted contributions from the Executive Committee. Here are a few extracts of some compliments from some participants of the Forum:



Mr. Sam Ying, Chairman of ITP's Certified Trainer Scheme, introduces the programme.

"The Forum was held in a success, and I have benefited a lot from the forum discussion as an external trainer."

"Thank you so much for your arrangement of the fruitful and excellent T&D seminar. The insights from the speakers are valuable."

"Sharing is detailed and effective for knowing about the trend of T & D."



Group Photo with the Speakers

ITP is much grateful for these positive, encouraging views and feedbacks, and we certainly will continue to do our best in promoting and serving the training profession.

Acknowledgement of Support from the Following Organizations to this Forum



Could We Do without a Training Department?

By Mr. Tommy Wong, Summer Intern of Hong Yip Service Co. Ltd.

首先，作為一個正就讀人力資源管理學士學位三年級的學生，本人很高興有機會出席是次由培訓專業學會所舉辦名為「Could we do without training department?」的論壇，這個主題是近年培訓界的一個具爭議性話題，而且尚未有一個受業界普遍認同的答案，因此學會以此為題令論壇更吸引和有趣味性。學會邀請了三位嘉賓講者作分享，分別是香港寬頻的助理總監陳振宇先生，中華電力有限公司的高級人力資源經理陸國坤先生和康業服務有限公司的人力資源及行政總監蔣世源博士。他們以自己公司作真實例子向參加者分享如何進行培訓、培訓過程遇到的困難及培訓部門的存在對他們執行培訓工作的正負面影響等等，從而引申出培訓部門是否有必要存在的主題。三位講者作出分享後，學會主席余志萍女士也以作為仁孚公司國內培訓及企業發展部主管的身份，分享她在仁孚行工作的經歷，特別指出公司的培訓亦漸漸以流動培訓取代傳統課室培訓，展示出應用新科技已是大勢所趨。然後學會委會成員邢宏彬先生介紹學會最近推出之認可培訓師計劃 (Certified Trainer Scheme)，而另一位學會執委會成員何世柏教授則為當天講座作出總結。

各位講者均預備了相當充分及有趣的內容向聽眾分享，令他們對將來培訓的發展有一個更深刻的反思，使各位參加者獲益良多。例如第一位講者陳振宇先生以多方面數據顯示出培訓需要與利潤掛鉤的重要性，令管理層願意投放更多資源在培訓方面，而非削減人手和資源；又以短片突顯出員工感到受認可對他們整體表現的重要性。第二位講者陸

國坤先生講述中電和港鐵之間有交流計劃的例子亦令我頗為深刻，因為很少公司有類似計劃，對員工是一個難得的寶貴經驗。最後一位講者蔣世源博士指出培訓部或可以不存在但企業培訓功能卻不可少，並需積極轉型及陸續拓展新領域，以配合時代發展。他以康業培訓及發展組與各大專院校的合作計劃作例子，只要員工在康業完成課程，可以在與康業合作的院校進行「學分轉移及累積」(CAT)，即是當他們在康業完成受若干資歷架構課程後，可在那些合作院校申請學分轉移，不需要再重複讀某些科目，為他們將來升讀更高學歷課程提供一個更快捷方便出路。同時，康業一直都積極響應政府的資歷架構計劃，向員工提供不同的資歷架構課程及資歷架構認可方案，這些亮點也即是變相鼓勵其他公司參與資歷架構計劃培訓及發展員工。

在最後的問答環節，不少參與者都踴躍表達意見及積極發問，互相交流意見心得，使講者與參加者之間有一個更深入的討論，同時令論壇有一個圓滿的結束。



Group Photo of ITP Working Committee Members

Visit to Construction Industry Council (CIC) Training Centre

By Angela Lee, MITP

In Hong Kong, this April was exceptionally humid and rainy. This kind of weather condition often brings about inconvenience to the operations of some businesses, in particular, the construction industry. Because of the potential hazards at construction sites, caused by weather or human errors, it is important that there are qualified personnel on-site to deal with unexpected challenges at the workplace.

In Hong Kong, the Construction Industry Council (CIC) plays an important role in training and developing a pool of skillful workers and supervisors for the local construction industry. On 22 April 2016 (Friday), ITP paid a visit to CIC Training Centre at Kowloon Bay. The main purpose was to learn about the current training practices of this industry as well as to understand the challenges and its future development.

The visit was started by a brief introduction by Mr. T. K. Lau, Training Superintendent. He outlined the organization structure of CIC and its functions, training courses as well as achievements.



Brief Introduction by CIC representatives

CIC offers both full-time and part-time courses for any interested parties wanting to join the construction industry. For full-time courses, there are:

- 1) Basic Craft Courses,
- 2) Construction Supervisor / Technician Programmes,
- 3) Adult Short Courses,
- 4) Enhanced Construction Manpower Training Scheme, and
- 5) Enhanced Construction Supervisor / Technician Scheme.

Regarding the Basic Craft Courses, there are various One-Year Programmes, for example, Bricklaying & Plastering, Carpentry & Joinery, Painting, Decorating and Sign-writing, plumbing and pipe-fitting.

For the Construction Supervisor / Technician Programmes, there are four types of Two-Year Diploma Courses, namely Civil Engineering Supervision, Building Construction Supervision, Building Services Supervision and Quantity Measurement.

With reference to Adult Short Courses, there are a total of 19 courses to suit individual needs. The duration varies from two weeks to six months. These courses focus on practical training and industry related operations.

For the Enhanced Construction Manpower Training Scheme, there are a total of 10 courses that one can choose from. They not only provide professional skills training but also accredited qualifications. These courses focus on jobs, which often encounter labour shortage, such as Bar-bending and Fixing, Drain-laying, Construction Scaffolding.

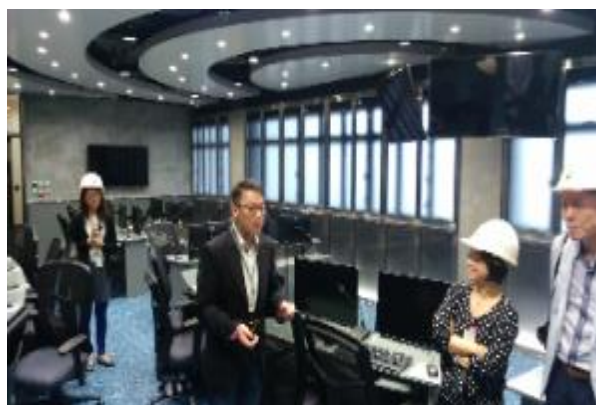
For the Enhanced Construction Supervisor / Technician Scheme, the training programme covers a 9-month classroom training plus a 6-month on-site training. This programme focuses on training crafts-men to become supervisors at construction sites.

All the full-time courses carry no tuition fee. In order to attract more people to join and develop their career in the construction industry, especially the youngsters, there is also a training allowances ranging from HK\$2,800 to HK\$8,000 per month.

In addition to the above, there are also part-time courses providing specialized skill training to those interested parties, for example, Introductory Course on Conservation of Built Heritage.

CIC also provides different types of subsidies to contractors in running a number of co-operative training schemes. They are tailor-made for those contractors who are looking for a certain type of trained labour. After the brief introduction session, the delegation had a tour to their training centre. Firstly, we visited a computer laboratory where computerized classroom training would be held.

Mr. Kelvin Tam, Manager – Council Service (BIM) Research & Development, was very enthusiastic to introduce the application of Building Information Modeling (BIM) in the construction industry. He explained that by using BIM programs, 3-D images can be projected in the craftwork design. It enhances accuracy and efficiency in the designing stage, thus helping to narrow the gaps among all stakeholders, such as investors, contractors, workers and users.



Explanations of “BIM” by Mr. Kelvin Tam at the Computer Laboratory

Afterwards, Mr. C. W. Yeung, Supervisor Instructor (Construction Plan Maintenance & Repairs and Metal Works) led us to tour around the training workshops where we would observe at first hand the trainees in learning the skills of electrical installation, metal works, pipe-fitting, painting, carpentry and bricklaying.



Simulated Workshop of Electrical Installation

During the tour, it was found that majority of the trainees were male youngsters. Mr. Lau remarked that currently there were around 4,000 trainees at CIC but only 2-3% are female trainees.

At the moment, all the competencies have not been accredited under the Hong Kong Qualifications Framework (HKQF), CIC has allocated a lot of resources to promote the profession of constructional skills, locally and internationally. For instance, outstanding trainees would be encouraged and subsidized to participate in the world skills competitions. They can demonstrate their proficiency and competency, thus gaining a lot of positive comments and recognitions.



Illustrations by Mr. C.W. Yeung during the Tour

Mr. Lau added that the all trainers of CIC are experienced practitioners. For practical skills and knowledge, they also learn from one another. For soft skills, they would attend classes at the Hong Kong Institute of Education to learn the basic training skills, such as instruction techniques. Both the trainers and trainees keep learning together.

After this visit, I was very much impressed by the fact that in order to attract more people to join the construction industry, a lot of resources have been continuously allocated by both the Hong Kong Government and construction companies. I feel proud that Hong Kong can train up such a good number of world-class skilled practitioners who continue to make contributions to many building projects all over the world.



Souvenir Presentation by ITP to CIC

ITP's First Mentorship Program

Prof. Alfred Ho, FITP

2016 represents a major breakthrough in ITP's history in terms of public services (i.e. services targeting at parties other than members), having freshly launched its first Mentorship program for the business graduates and graduates-to-be of IVE (Institute of Vocational Education) Tsing Yi.

While most local universities have had their mentorship programs established for their undergraduates for years, graduates and graduates-to-be of local IVE's seldom have the opportunities of enjoying that "privilege". Through the initiative of Hon. Chairman, Mr. Fred Kwan, ITP managed to secure ten mentors, all of which are ITP members, all highly experienced in their respective fields. According to their background, interests and hobbies, the mentors were matched against student mentees' courses of study and career inclinations. Altogether sixteen students from IVE (TY) have joined this pilot program, so on the average, each mentor now looks after one to two student mentees.



Group photo of ceremony attendants – students, faculty staff, mentors & ITP Exco

On 22 April 2016, a kick-off ceremony was staged by the Department of Business Administration of IVE Tsing Yi at its Human Resource Assessment Centre. Some fifty heads attended this grand ceremony, including students and faculty members from IVE side, and mentors and executive committee members from the ITP side. Ken Wong, Head of Department of Business Administration of IVE (Kwai Chung), delivered an opening address commending this meaningful initiative of the Institute and welcomed the party attendants. ITP Chairperson, Ms. Angie Yu, then followed with a presentation on the objectives, processes and mutual benefits that mentees as well as mentors are expected to gain from this program. Mentors and mentees then paired up to get to know each other and deliberated on the subsequent meeting arrangements. Besides fruitful discussions, all also enjoyed a delicious buffet dinner on site.



Mentor Samuel Kwok shared a chat with two IVE students

Both IVE and ITP look forward to generating mutually rewarding results from this pilot program and expect that long-lasting relationship will endure even after the formal “completion” after one year (according to the program design).

Members might like to note that this is only the beginning of the mentorship drive of ITP, as this service will be extended to Lingnan University in the beginning of 2017. Further details would be reported to members as we approach to the latter part of the year.

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