



ITP

LINK

The Newsletter for Members of the Institute of Training Professionals

A few words from Miss Ho Ka Ki, Winner of the 2006 Outstanding Student in Training and Development Programme of the IVE.

First of all, I would like to thank the ITP for awarding the scholarship to me. I would make good use of the scholarship to better equip myself, such as learning foreign languages, buying useful reference books and joining leadership training courses. Besides, I would like to further my studies in degree programme.

My final year project was about customer service skills. We had contacted the 41st Tuen Mun West Group. They asked us to design a customer service training programme for teenagers, because they understood that most of teenagers wanted to be salespersons. But they had not got any work experience and customer service skills. So the organization wanted to provide some training to teenagers. We followed the training design process in a systematic way to develop and deliver an

effective work-related training programme. In every process, we faced difficult problems, for example, on how to select training content, do needs assessment, select training method, select training place and conduct evaluation. At last, and with the advice of our supervisor, we were able to cope with the problems. Since we had to face the real audience, we all felt nerved and become very serious. On the training day, fortunately there were only a few difficulties, and we managed to get through. Finally, we had carried out an evaluation after the training course. Most of the feedbacks were positive, while there was still some improvement to be made. We would improve these areas next time. We hoped that after this training, teenagers would have a basic understanding of customer service skills.

A Joint Seminar on the “e-Learning Portal of the Training & Development Centre of the Housing Authority”

10 June 2006

by Angela Lee

On the day of the grand opening of the World Cup 2006, we, a group of about 40 participants from Institute of Training Professionals and Hong Kong Management Association Personnel Management Club, were excited to have a valuable chance to visit the Training & Development Centre of the Hong Kong Housing Authority (HA) at Wong Tai Sin. We arrived at the T&D Centre at 10:00am and received warm welcome from the HA’s representatives, namely Mr. M F Cheng, Chief Manager, and Ms. Winnie Lau, Senior Manager.

Mr. Cheng briefly introduced that since the restructure of the HA in 2002, the number of staff has been reduced from the original 15,000 to the current 9,000 level. The reduction of workforce, therefore, brought about the needs of system automation. Training and development was one of the major functions that have undergone a series of dramatic changes in the past few years.



Mr. Cheng introduced the rationale for starting e-learning at HA.

The launch of an e-learning portal, called HAELP,

has brought about a lot of benefits by speeding up the operations processes and reducing repetitive jobs. Previously, it might take 9.5 days for completing an administration cycle from announcement to acknowledgement of a successful enrolment of a training course. Nowadays, a staff can simply click on the desired courses through the WebCT any time anywhere. Also, they will be reminded to attend the courses by receiving e-mail or SMS. In their statistical records, 7,000 out of 50,000 trainee days were carried out through e-learning with over 500,000 pages read every month.

After his introductory message, Mr. Cheng invited Ms. Rebecca Chow, the ‘architect’ of the HAELP, to demonstrate its interactive usage. In order to create a sense of belonging, staff can personalize their own webpage. Based on the competency profile of the staff, all the relevant training courses are listed for selection. Not only the staff can retain a detailed list of training records, his / her supervisor can also quickly retrieve the staff’s training records as a reference for review.

Depending on the nature of the skills and knowledge, some training courses can be delivered through e-learning. For example, by means of simulation, Cantonese narration, and on-line testing questions, front-line staff can acquire the basic knowledge of how to investigate the slopes, and how to conduct the residential visits. On the portal, ‘Seminars on Demand’ are available for any interested staff to review the videos of those courses that they may have missed.



A course about how to conduct a residential inspection is produced with Cantonese narration.

Since the HA cares about the physical and psychological health of staff, there are forums for ‘Medical Q & A by registered medical doctors’ and ‘Good article or personal experience sharing’. Those who have contributed articles may be awarded some LIPs by their peers. LIPs accumulated are eligible for redeeming attractive gifts such as Park’N Shop coupons.

While the HAELP acts as a useful and entertaining platform for staff, it has paved the successful road for the HA to get a highly recognized ASTD¹ Award. As explained by Ms Lau, HAELP first submitted to the ASTD in 2004 their training e-portal and was then awarded the ASTD Citation. With the positive comments given, the HA modified their presentation which was resubmitted as a 12-page written report. Finally, the HA was one of the nine organizations that was granted this prestigious award.

Ms. Lau presented the contents of what her team had presented at the ASTD conference. The HAELP is much more than a standalone courseware. It is:

- Personalized;

¹ ASTD: American Society for Training & Development is the world’s largest association dedicated to workplace learning and performance.

- Integrated as a one-stop-shop service;
- A virtual community for knowledge sharing;
- An automated workflow.

Inevitably, there were obstacles to be encountered at the early stage when launching HAELP, such as insufficient equipment, slow speed in data processing, lack of operation knowledge and skills, and limited guest access to the portal. However, with gradual improvements in both the hardware and software, and with further effort in promotion, more and more staff became frequent users of HAELP.



Ms. Lau presented the prestigious 2005 ASTD Award granted to the HAELP.

Using Kirkpatrick’s 4-level evaluation of training method, Ms. Lau illustrated the remarkable results of HAELP. In the qualitative aspect, it has created customer satisfaction, social impact and staff commitment. Quantitatively, since its implementation, the system has resulted an annual saving of HK\$3,173,000. A survey revealed that 78% of supervisors regarded its courseware as effective for staff learning and 75% saw improvements in their staff’s performance. Moreover, the HKSAR Government has acquired the system and plans to install it in more than 60 departments.

While talking about the success factors of HAELP, Mr. Cheng and Ms. Lau acknowledged the

whole-hearted support from the senior management in providing the necessary resources, as well as the commitment, professionalism of the working team. Active involvement of the line managers in the design of courses and updating of course content was also vital.

After the presentation session, a tour was conducted in the T&D Centre. Equipped with fully furnished and advanced equipment, the T&D Centre offers a good learning environment for trainees.



Training rooms were well equipped to provide an excellent learning environment for trainees.

Before the end of the seminar at around 12:30pm, each participant was given a cute ‘piggy cash box’ as a souvenir. It reminds people: *to add value through continual learning.*



Mr. Fred Kwan, Chairman of ITP, presented a souvenir to Mr. Cheng to thank him and his team for the warm reception and great presentation.



Inspiring posters in the corridors of the T&D Centre.

REMINDER:

*For those who have not sent in their Membership Renewal and Updating Form, please do spare a couple of minutes to do so **as soon as possible**. It is of paramount importance that the Institute does have a healthy source of income to SUPPORT its smooth operations in achieving the Institute's objective of promoting professionalism among HR and Training practitioners, **THUS**, we need your continued support. Unpaid members must settle their arrears before being eligible for the full benefits and entitlement of a member and the use of any professional designation after your name or claim to be a member of the Institute.*

A Seminar on “Helicopter and Fixed-wing Pilot Training”

by Flight Lieutenant Hermes Ho

On 29 April, 2006, Flight Lieutenant Hermes KY Ho had conducted a seminar on “Helicopter and Fixed-wing Pilot Training” and “Private Pilot Licensing”. Aircraft and helicopter flying is not a common hobby in Hong Kong. Anyone wishing to pick up the “game” has first to obtain a Private Pilot License (PPL).

Hermes quoted the Australian flying requirements to explain how to obtain a PPL. According to the Australian PPL requirements, a trainee pilot has to satisfy the authority with the following conditions:

- 1 A minimum of 40 aeroplane or 50 helicopter flying hours
- 2 Has performed not less than 10 solo hours
- 3 Has passed the Aviation Medical Examination
- 4 Has passed the Radio Telephony License Test
- 5 Has passed the First Solo Air legislation Examination
- 6 Has passed the Training Area First Solo Examination
- 7 Has passed the Basic Aeronautical Knowledge Examination
- 8 Has passed the PPLH Written Examination
- 9 Has passed the General Flying Progress Test
- 10 Has passed the Flight Practical Test

In the Australia PPL examination, the subjects to be examined include:

- 1 Technical Knowledge
- 2 Meteorology
- 3 Flight Rules and Air Law
- 4 Air Navigation
- 5 Performance, Operations and Planning
- 6 Radio Telephony
- 7 Type Knowledge
- 8 Human Performance and Limitation

After 15 to 20 hours of training, the “First Solo Flying on Circuit” can be carried out when the trainee-pilot has passed the Air Law Examination, and obtained the Medical Certificate - Class 2. He/she has to satisfy the Flight Instructor that he/she is competent to conduct the solo flight. The general flying is within the circuit area where the trainee-pilot has to demonstrate the skills in take off/landing, effect of control, straight and level flying, climbing/descending, turning, stalling or autorotation.

At the end of the seminar, Mr. Hermes Ho invited members of the institute to visit the Hong Kong Air Cadet Corps to get the first “aircraft experience”.

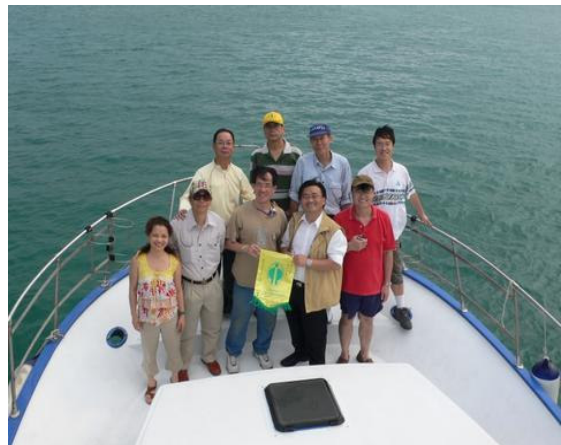
Launch Picnic Bidding Farewell to our Hon. Treasurer Robbie Chan 23 April 2006

On Sunday 23 April 2006, your Excom organized a launch picnic to say ‘Thank You’ and bid ‘Farewell’ to our young-and-faithful (not ‘old-and-faithful’) Robbie Chan. Robbie has been serving on ITP’s Exco for many years and his last office was the Institute’s Hon. Treasurer.

The group took off from Pak Sha Wan, Sai Kung, on Exco Member Tommy’s lounge and toured along the islands in Sai Kung Sea. By lunch time we stopped at a floating restaurant on top of a fish farm by Kau Sai Bay, next to the Jockey Club Public Golf Course. Besides picking the fresh marine produce directly from the fish farm for cooking your cuisine, our guest was given the honour of hooking the fish of his choice (see the photo shot below). Everybody enjoyed the company and the delicious meal.



Robbie’s catch – a 1.2-kg ‘Three-Knife’



Institute pendant presentation to Robbie

On the way back to Pak Sha Wan, our Chairman Fred conducted the most official part of the function – presenting our Institute’s pendant as a memento in appreciation of Robbie’s long dedicated service to the Institute.

Robbie returned to Melbourne, Australia, to join his family. He has now resumed his marketing and training role in an Australian insurance company. Our Institute wishes Robbie and his family continued happiness and success down under. Well done and THANK YOU, Robbie!!

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