

ITP



LINK

The Newsletter for Members of the Institute of Training Professionals

Visit to the Hong Kong Police College

By Sam Ying, FITP

The ITP delegation of twenty members led by Dr Eleanor Cheung paid a visit to the Hong Kong Police College on January 26, 2018.

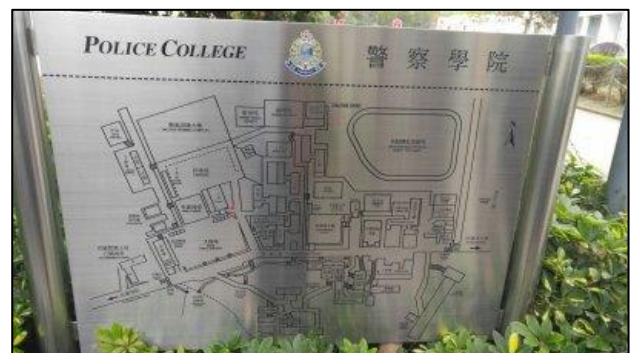


At the Entrance

Joining the Hong Kong Police Force has long been taken by young people with some preference. From a training prospective, what are core skills covered in the police training programmes? What are the latest training approaches? Will the intensive training deter young people from joining the force? This visit, intended for members also welcomed young

people to join.

On arrival, the hosting officers were waiting at the main entrance to receive the delegation. After going through a usual security check, the group was led into a lecture theatre where a briefing was given by the officer-in-charge. Starting from the history of the Hong Kong Police, he challenged the group if we could name the various roles of their work. Much outside our knowledge scope, the group was unable to point out all the twenty odd functions and roles of the force.



Location Map of the College

The officer went on to talk about the major training programme of the College. It is an intensive 27-week Foundation Training Programme in the Wong Chu Hang campus for Police Constables and Police Inspectors. The programme cover physical training, foot drill, policing, legal knowledge, weapon training, and team building. Recently, the training programme adopted the competency approach and as such, their Foundation Training Programme has been fully assessed and accredited by the Hong Kong Council for Accreditation of Academic & Vocational Qualifications.



Marching Exercise

With some understanding about police training, the group toured around the campus. We were given an opportunity to visit the different training locations to see the various forms of training activity in action. The site, which

was a street mock-up, was of particular interest to the visitors.

Towards the end of the tour, we walked quietly and respectfully through the parade ground. We understood that a “Passing out” ceremony was about to take place there for those who had successfully completed the demanding Foundation Training Programme.

Our young visitors were pleased to have the opportunity to appreciate the police training in action. Due to time constraint, we were not able to share their views and experience on competency approach in police training. This has to be left for another opportunity.



Group Photo

師友計劃之職場初體驗

李樂敏，學會師友計劃參與學員
香港嶺南大學商學院 - 人力資源管理學系

最後一年的大學生涯，自然要盡情地享受餘下並不多的大學生活，與此同時，同學們亦即將面臨人生轉捩點，不安與擔憂在所難免。不過向來受幸運之神眷顧的我，有幸參加2018 年度的師友計劃，為自己爭取到擴闊視野和社交圈子、增加實戰經驗及得到導師專業指導的寶貴機會。

很榮幸能認識林敬樂先生 - 我的導師，親切幽默的他不但為我提供有關人力資源管理的行內資訊，亦不時向我介紹不同活動，讓我有機會增值自己，例如透過師友的介紹，我有機會申請現在的兼職。

這份兼職的職位是商場的顧客親善大使，身邊的朋友都奇怪，為何我會於此時選擇一份與自己主修並不相關的工作，但我總是回答說：「每個行業都有它的價值，正如每個人都有他的價值，成功發掘與否，在於一個人的眼光以及其領悟力。對別人而言，人力資源管理，不外乎聘請人才、管理薪金與福利、培育及發展人才，但這些看似簡單、程序化的步驟，卻需要精明的洞察力及前瞻性，這正是我需要培養的。」

以親善大使一職為例，每位顧客的表達方式及理解能力均有區別，因此與不同顧客溝通時，需要運用不同的溝通技巧，比如面對時間緊促的客人，言詞便要簡明扼要；遇到年紀較大的客人，解答便要仔細詳盡。正如每位在不同崗位的員工，學歷背景不盡相同，

如要為他們設計一項培訓計劃時，必須因應他們的特質，選擇最為合適而他們亦容易接受和採納的方案。當然自身的表達能力亦十分關鍵，始終教學分為教與學兩部分，兩者都有責任。

另外，培訓前要先清楚培訓對象的需要及不足，才能定製最有效的課程。因此在不同崗位所獲得的前線工作的經驗及獨一無二的見聞，將有助我應付日後在人力資源部門遇到的工作。

感謝導師林先生給我的教導和機會，令我在加入師友計劃短短四個月內便有所得著，但願在未畢業前的數個月，我能參與更多活動，學習和體驗更多。



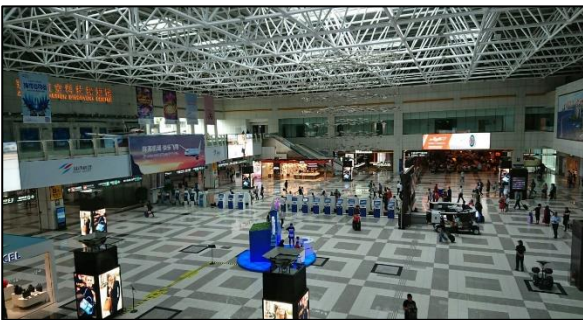
師友計劃學員李樂敏

Zhuhai Airport Study Tour

報告 (一)

陳廣正，學會師友計劃參與學員
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(現為英國雪菲爾哈林大學商業及人力資源管理學士課程一年級本科生)

2018年4月14日，有幸能參加由培訓專業學會所舉辦的珠海機場考察學習團活動。



珠海機場大堂

整個活動過程，由屬於珠港機場管理有限公司的工程及資訊科技助理總經理姚智偉先生的帶領下進行。在簡報會中，從姚先生及人力資源總經理余紅小姐的匯報中得知了珠海機場的軟硬件現況和數據。珠海機場由1995年正式作為民用機場啟用，直到今天均營運內陸航線。為持續改善機場的服務及管理系統，更與香港國際機場進行為期20年的合作，由香港國際機場引進管理人才以及各種人才交換計劃。

珠海機場的旅客吞吐量由2016年的80萬增加至2017年的922萬，大大超出管理公司的預期，為應付急升的旅客數量，管理公司需要招聘大量人手，令員工總人數上升至超過1,500人，因而衍出一些管理問題，例如新員工的培訓不足；員工不足造成現有員工工作量增加及承受的壓力上升；整體員工年輕化，導致與管理層出現年齡斷層問題。為解決培訓問題，管理公司建立了多層次

的人才培訓計劃，先從高層管理人員開始，向中層管理人員分享管理經驗及現有難題，再由中層管理人員向基層管理人員分享。中層管理人員需要每月上一次由中山大學開辦的MBA課程，部份中層有機會到新加坡國立大學學習管理知識。基層管理人員需要修讀由香港國際機場營運的管理課程，部份主管可以參加中山大學的MBA課程。

因為工作量增加，設施設備不足及工作安全風險高造成人才流失率高。同時亦因為人才流失率高，以及基層員工的文化水平普遍偏低，對人才培訓造成很大壓力。管理公司認為公司的人力資源管理需要由以往的被動形式轉變為主動形式以應付未來更龐大的人力資源要求。

簡報會後，考察團進入機場的禁區參觀，藉此難得的機會，能以較近距離與停泊中的飛機進行拍照，留下珍貴的回憶。



珠海機場停機坪

Zhuhai Airport Study Tour

Report (2)

*TSE Sheung Yin, Mentee of ITP Mentoring Programme
Hong Kong Baptist University Human Resources Management Studies
Year Three Student*

This is an unforgettable journey since it is my first time to visit Zhuhai Airport, and even Zhuhai. I would say I totally enjoyed and learned a lot from that day trip.

The most memorable part is the presentation of the HR manager of Zhuhai Airport. She expressed the HR issue that she is actually confronting, for example, high turnover rate due to the one-child policy - that is indeed refreshing and enhancing my knowledge since I can never learn this from classroom. In addition, the visit to the back office and the restricted area is absolutely fantastic. It is impossible for a normal visitor to get in but we own the privilege to access. This is a valuable experience to have such a close encounter with the air transport facilities. That's why I have taken a large number of photos for my personal collection.

I think this tour is a good demonstration of learning outside the classroom. It is a realistic experience to learn what is really happening in the real world, what issues that

are really confronting the HR function. I have a better knowledge and real impression of this program. This is the outcome of the collective efforts expended by the organizer.

Hope I can get the opportunity to join again next time.



Zhuhai Airport Lobby

Zhuhai Airport Study Tour

Report (3)

*YU Hiu Kai, Mentee of ITP Mentoring Programme
Hong Kong Baptist University Human Resources Management Studies
Year Three Student*

The one-day tour was a fantastic experience for me who is currently still a student to get to know more about the job of a human resources practitioner in the real life.

From the tour, it lets me know the main difficulty faced by the management team of Zhuhai Airport. Due to the blooming of the business, it needs to handle the dramatic rise in the demand of working staff.

To catch up with continuous business development of the Airport, the HR department has to recruit more employees, while on the other hand there is a need to avoid the brain drainage of current staff.

Listening to the professional advices given by those experienced HR practitioners made me feel like I was one of their teammates. The sharing of their implemented ideas to cope with the difficulties and challenges has certainly broaden my scope. Their advices and experiences are so precious and practical

that they could not be found from our textbook.

The tour was well organized and I enjoyed all parts of this one-day programme. It was my pleasure to take part in it. I am looking forward to joining the next tour!



Group Photo of the Study Tour

資歷架構及人力資源管理能力標準說明分享會後感

甄保森，學會師友計劃參與學員

香港專業教育學院青衣分校

(現為英國雪菲爾哈林大學商業及人力資源管理學士課程一年級本科生)

是次出席由資歷架構秘書處、培訓專業學會(ITP)及香港人才管理協會(HKPMA)合辦，有關香港資歷架構(QF)及人力資源管理方面的能力標準說明(SCS)最新發展分享會，本人殊感榮幸。

資歷架構在港成立已有十年，為學術、職業專才及持續教育界別定下了明確並客觀的標竿，從而提升香港人才的技能及競爭力。

在是次的分享會上，多位來自不同機構的講者就著各個的範疇作出了深入分享及解說。先有資歷架構秘書處的霍小姐介紹資歷架構及能力標準說明的框架及背景。

接著由擁有豐富人力資源管理經驗，及作為資歷架構跨行業培訓諮詢委員會委員的關祐發先生解說資歷架構在人力資源管理規範中的能力標準說明。

其後由康業服務有限公司人力資源及行政總監暨諮詢委員會委員的蔣世源博士，講解及分享資歷架構的實際應用及有關建立資歷架構課程的寶貴經驗和資訊。

最後再由霍小姐推廣資歷架構的學習獎勵計劃，並由計劃其中之一的得獎者林敬樂先生分享其之學習與得著。

作為人力資源管理方面的應屆畢業生，是次的分享會使我獲益匪淺。不但深化我對資歷架構的了解，更重要的是使我了解資歷架構及能力標準說明的實際應用。這對於我將來的工作甚或終生學習提供了清晰的方向。其中使我印象深刻的是，在最新的資歷架構發展中提出了職業資歷階梯(VQP)。它能勾劃出行業各主要工作崗位的晉升階梯，從而提供進修和就業的進階路線圖。同時亦能為人力資源管理從業員提供人材招募的參考、員工發展的綱領。以此推動員工的進修意願，改善公司內部的學習氣氛。以期使公司成為學習型機構(Learning Organization)，促使組織績效得到提高。而作為員工本身，職業資歷階梯亦提供了事業發展及晉升的階梯，以便於員工的持續進修及技能提高。

光陰荏苒，資歷架構在這一個年代的時間，經歷了從零到有，從有到廣的階段。直到今天，資歷架構已涵蓋了23個行業、約50%的本地工作人口，成果得來不易。正所謂

前人栽樹，後人乘涼。正因著各業界前輩的努力，才讓我們後輩的工作及發展更為順利。

在分享會上，講者們不約而同的提及到傳

承的概念。其中一位更是我 ITP 的師友計劃的導師林敬樂先生，他一直以來的指導使我對於傳承有著更深切的體會。故此，是次分享也使我產生了一份的使命感，在將來把知識、把責任薪火相傳。



全體合照

(Remarks: More photos of the related events can be viewed in the Gallery of ITP website.)

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