

ITP



LINK

The Newsletter for Members of the Institute of Training Professionals

Training in Macau – An Update

Alfred HO FITP

The writer had the opportunity of serving four organizations (including one government department, a public utility operator, a major transportation company and a casino) in the last month. As a 'Hongkonger' who's mainly people development activities are conducted in the HKSAR, it's natural that he compared the market situation and the customary practice between the two SAR's. Through this short report the writer wishes to share his direct experience as well as what he has picked up from the training community in Macau with the readers.

As a result of massive foreign investment pouring into Macau, though still much biased towards the casino business, the whole economy has become very prosperous. The government has rendered much support to the local casino industry through subsidized and accelerated training provision for citizens of Macau. This industry has in fact become the strongest "magnet" for youngsters/school leavers. The situation is getting so serious that some local businesses are beginning to feel the difficulty of attracting college graduates and matriculants to join as trainees. And, the casinos are also blamed for having pumped up the general salary level, including those at trainee grades.

Partly as a result of the tight manpower supply situation, some organizations are forced to take up people that are not necessarily well (or even adequately) qualified. This might be even more serious in the casino industry. One casino group,

for example, finding it difficult to compete with the 'big brothers' coming from Las Vegas in its employment terms, has turned to hiring people who were working in local small casinos in the ASEAN countries. As a result training (for 'topping-up' to upgrade their competency from countryside casino running to metropolitan/international level) becomes an acute means for ensuring smooth operation and competitive service when their new casinos open to business. Training is becoming both an appeal for staff recruitment and a necessary means for developing staff competencies.

As for the government, having generous budgets and facing fast growth of the economy, both in terms of scale and variety (e.g. have to deal with a far larger number of international businesses men and investors; an increasing proportion of imported labour; and an increasingly rich mix of expatriates – from North America and the ASEAN countries), (departments) find training a desirable practice for broadening the civil servants' perspectives and enhancing their capabilities in dealing with the increased uncertainties and challenges.

Training topics span from the basic practical personal effectiveness/self-improvement areas like 'time management' to the more general omni-applicable arena such as 'creative thinking'. The writer had the experience that Macau organizations are quick and easy in making training decisions. (This contrasts considerably with the writer's recent frustrating experience of bidding for

the contract of a semi-government organization. In this case, having submitted a detailed proposal, then summoned to make a presentation, received positive feedback, then silent for almost a month, and at the end, after a continuous period of follow-up, the response was that its management has decided to shelve the project until the next financial year without serving any written notification nor providing any reason.)



Having said that, however, trainers from Hong Kong should prepare for accepting lower rates for taking up training assignments in Macau. While Macau clients are keen in employing training to support their operations, the prevalent pay rate is just about half of that of Hong Kong. And, out of this fee rate, clients generally expect trainers to bear all the traveling costs (jetfoil and taxi). There is no special advantage for trainers coming from Hong Kong, except that they are generally preferred.

As for trainees' learning behavior, the writer found that relatively speaking Macau trainees tend to be not as readily participative in the beginning of the session. So you will need to spend a bit more time

to nurture a more interactive learning atmosphere – spending time talking informally with the early comers before the formal session begins; let participants know more about you, particularly how your background fits with the topic and may help their learning; get participants to introduce themselves;...all those 'ice-breaking' activities will help.

In the course of training delivery, when you raise a question and ask if anyone would like to offer answers, don't expect there will be ready responses. You will need to pick individual participants (politely of course), but then you will normally get answers from them. After several rounds participants might get more used to the interactive/participative mode of class learning. In the writer's experience, local Macau trainees are not as outspoken and helpful as their expatriate colleagues. In both cases of in-house training that the writer completed recently, most of the answers and citing of examples/sharing of experiences came from the non-local (mainly from ASEAN countries) employees.

Other than the above, discipline of participants tends to be more dependent on the corporate culture. For example, a considerable percentage of participants from one of the four organizations repeatedly used mobile phones during class despite reminder in the beginning. Out of the twenty odd participants, two continued answering mobile phone calls in class even after the writer's intervention. And, similar to Hong Kong, when training is provided within the clients' premises, people tend to be late after tea/coffee and lunch breaks.

So, trainers, if you want business, consider going to Macau.

Opportunities are abundant over there, but be prepared to work double hard to achieve the same level of income as in Hong Kong.

Interview with T & D Professionals at IVE Morrison Hill

29 September 2006

by Angela Lee AMITP

It was definitely an enlightening opportunity for Angie Yu, our newly elected Vice-chairman, and I to meet Ms. Judy Ng, Senior Lecturer and Ms. Connie Ho, Lecturer from the Department of Business Services and Management of the Hong Kong Institute of Vocational Education (IVE) – Morrison Hill in Wanchai on a Friday evening. Although Judy and Connie are teachers at IVE Morrison Hill, strictly speaking, Judy and Connie are also Training and Development (T&D) professionals because they in-charge of two T&D courses to train up more and more T&D practitioners in this field.

Based on the same programme objective of *enabling students to develop the knowledge, skills and attitudes required to perform or support the training and development function in the workplace at associate professional level*, there are two courses currently run at IVE Morrison Hill. They are:

1. Higher Diploma in Training and Development (1-year full-time course for Business Diploma graduates), and
2. Higher Diploma in Training and Development (2-year full-time course for F.7 graduates).

According to Judy, this academic year is the second year in the running of these two courses. There are 70 students and 25 students of the 1-year and 2-year courses respectively. During their studies, the students can have valuable chances to apply what they have learnt from the class while working as intern staff in some organizations from both the private and public sectors.

Although the courses are comparatively new in the market, the career prospects for the graduates are generally good. Connie has quoted an encouraging case that a graduate of last year who worked as intern T&D staff in a courier company was finally offered a full-time T&D post right after completion of the course because of the student's outstanding working performance.

ITP is keen to support the training of T&D professionals and raise the quality T&D practitioners at the workplace. As such, a scholarship had been granted to the most outstanding student of Morrison Hill IVE last year. It is expected that there will be upcoming opportunities for IVE Morrison Hill and ITP to co-operate in future. Any ITP members who could provide opportunities for student attachment or company visit, please contact Dr. Denny Chow, our General Manager of ITP for follow up actions.

At the end of our meeting, Judy was kind enough to invite ITP members and other interested parties to their Morrison Hill IVE's Open Days on 1 – 2 December 2006. The staff and the students there will be more than happy to introduce their courses, school lives and various achievements while studying the T&D programmes there. Details can be found in its website:

<http://mhbsm.vtc.edu.hk/mhbsm/bsm/HDTD>.

A Platform for Market Intelligence

- A Chat with Robbie Chan

By Angie Yu

Robbie Chan, an ex-Excom member of ITP, who joined ITP in 1997. While he left Hong Kong in May this year to join his family in Australia, he keeps update the events and activities in Hong Kong.

Having been with ITP for such a long time, I am so eager to learn from him more about ITP – the past and his expectation.

‘I have a strong conviction that in order to maintain professional level of any professionals ITP provides the platform for Training Professionals to build “ intelligent network “, experience sharing as well as meeting friends with same interest and career aspiration..... I learned a lot and made lots of friends..... It provides me opportunities to contribute to the Training and Development professional community.” That’s why Robbie joined ITP from the outset.

When talking about what in ITP impressed him the most, he said, ‘ The joined-project with the CCH in

writing and editing the Management Training and Development Hong Kong manual is the first ever Hong Kong publication in training and development. I particularly impressed with the Certificate in Training Practice using the CCH manual as the basis of the program. We run 3 programmes in a row. All the participants were relatively young and new in the field. They were very committed to the learning and practicing the new skills. I maintain contact with them regularly. Most of them are now in senior training and development positions.”

At the end, he suggested us ‘repositioning ITP as a "statutory" organization through lobbying government to institute a training standard for conducting accredited courses.’ Yes, Robbie, it used to be our ultimate goal to make training profession highly recognized by external bodies. We will work towards it and make it happen.

With Robbie’s experience in training and his sense of humour, it is always enjoyable to talk to him. We wish him and his family all the best in Australia.

培訓專業學會

第十屆週年大會（2006 年）會務報告

學會從人事及發展學會(香港分會)轉而成立，轉瞬間已經歷了十個寒暑。十年人事幾番新，學會也經歷了頗多的人事改變。年來有不少培訓專業人士加入成為會員，然而也有會員退休、移民、轉職…也有些失去了聯絡。慶幸地，我們還有一群秉承學會宗旨，努力不懈，不計較得失的執行委員為會務盡心，為培訓專業而貢獻力量、時間及金錢。

今年學會有多項新的發展，包括委任學會總經理，增加會員的種類及革新學會的網站。

現在，讓我代表執行委員會總結過去一年的工作，呈交 2005-2006 年度的會務報告如下：

1. 學會總經理

為加強本會之服務，執行委員會深覺需要一位總經理來推動本會煩多的會務。經過多月來之研討及磋商，最後得本會資深會員周鎮煊博士答允相助。任期由 2005 年 12 月 6 日至 2007 年 6 月 30 日。本會深慶得人，會務將得以更有效地推廣。

2. 會員及會費

基於本港經濟情況，本會多年來一直免收會費。現時經濟情況好轉，執行委員會決定恢復收取年費，以減低本會面對的財政壓力。為配合不同的會員類別，今年增加了《退休會員》及《學生會員》兩類，兩者皆免入會費及年費。

3. 教育及培訓

本會在本年度曾先後兩次嘗試舉辦培訓專業證書《Certificate in Training Program》課程及一次專題課程，唯因報名人數不足而取消。

承接着參觀政府飛行服務隊的餘波，會員何廣仁先生為本會在 4 月 29 日分享《直升機及定翼機機師訓練》，是次講座出席人數共 7 人。

4. 參觀活動

本會曾舉辦下列與專業有關之參觀活動，參加者均獲益良多：

- a. 2005 年 11 月 21 日參觀了澳門保安部隊高等學校及澳門消防局，並得到長官親自接待及解說，實在難得。是次活動出席人數共 14 人。
- b. 2005 年 12 月 10 日參觀無視電視城，得知藝員及非藝員的培訓，並參觀

該城的設施。是次活動出席人數共 25 人。

c. 2006 年 3 月 4 日參觀政府飛行服務隊，了解該單位的服務及培訓工作。是次活動出席人數共 21 人。

d. 2006 年 6 月 10 日與香港管理專業協會之人事管理學會《Personnel Management Club》合辦參觀房屋署培訓中心，了解他們在網上學習《e-learning》的發展。是次活動出席人數共 40 人。

5. 會員通訊(The LINK)

會員通訊分別於去年 11 月及今 4 月和 7 月出版了三期會員通訊。通訊除以電郵方式寄予各會員外，並同時上載於學會網站。

6. 康樂及聯誼活動

A. 2006 年 2 月 12 日舉辦了一次遠足活動，途經馬鞍山至西貢。

B. 2006 年 2 月 17 日舉辦春節聚餐。

C. 2006 年 4 月 21 日同舉辦了歡樂時光《Happy Hour Gathering》。

7. 跟院校合作培育下一代

本會與香港專業教育學院(青衣分校)合作，除協助製訂其《培訓及人力發展高級文憑課程》之內容外，更贊助一項培訓專業學會獎學金《ITP Scholarship》予一位該課程成績優異之學生。該獎學金由八位執行委員捐獻，本會深表謝意。

8. 對外事務

本會會長代表本會出任職業訓練局轄下之《管理及督導訓練委員會》委員，為期兩年。

9. 學會網站

本會之網站今年已完成了革新工作。它將更有效地傳遞本會之消息，增強會員及業內外人士及組織之聯繫。

致謝

各委員在煩忙工作中仍努力為學會會務盡心竭力，實在令人感動。我衷心向各委員致謝。也期望各委員來年繼續努力，共同推動會務向前邁進。

陳穗昌先生服務本會執行委員會八年後於今年六月移居澳洲，我們非常感謝他在會務發展中的貢獻。

最後，本人謹代表學會多謝楊錦惠會計師多年來為學會擔任義務核數師，謹此致謝。

會長

關祐發

2006 年 7 月 24 日



ITP -- Hiking in Fall-- 2006

ITP Members enjoyed a day's trip taking the Ngong Ping 360 Cable Car, visiting the Po Lin Temple, walking at a leisurely pace along the famous 心經簡林, touring around the Tai O fishing village and enjoying an excellent cuisine of Tai O style. Thank Tommy for the great arrangement!!

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培訓專業學會

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