

## 個人素養基礎單元證書 (英語授課)

### Module Certificate in Basic Personal Attributes

- Target Trainees:** Non-Chinese speaking eligible employees in Hong Kong, possess basic English literacy skills and wish to strengthen their market competitiveness and secure an employment through personal attributes training.
- Course Objective:** To enable trainees to strengthen soft skills, to enhance personal attributes, and secure an employment.
- Entry Requirements:**
- Possess basic English literacy skills
- Course Duration:** 20 hours
- Teaching and Learning Activities:** Classroom teaching and interactive teaching method, including but not limited to self-test, self-reflection, group discussion and sharing, case study, role play, team games and debate.
- Graduation Criteria:** Trainees will be awarded the certificate if they have fulfilled the following course requirements:
- Attain an attendance of 80% or above; and
  - Pass the overall course assessment.

**Course Outline:**

<b>Module</b>	<b>Content</b>	<b>Training Hours</b>
(1) Self-understanding	1. Self-understanding and management	5
	2. Time and work management	
	3. Concepts of personal financial management	
	4. Concepts of lifelong learning	
(2) Mindset and Emotion Management	1. Innovative mindset	7
	2. Emotion management	
	3. Techniques of handling conflicts	
	4. Skills of handling contingency	
	5. Handling work pressure	
(3) Understanding Working Culture and Skills	1. Quality work service	3
	2. Good working attitude and conduct	
(4) Communication Skills and Social Skills	1. Communication and interpersonal skills	4
	2. Customer service skills	
(5) Team Spirit	Team spirit	1
<b>Total:</b>		<b>20</b>

**Assessment:**

(A) Class performance in Personal Attributes (40%)

(B) Written test (60%)