

## **Employees Retraining Board**

### **Existing and planned measures on the promotion of equality for ethnic minorities**

Services  
Concerned

- The Employees Retraining Board (ERB) provides training courses and services to enhance the skills, quality, employability and competitiveness of the labour force (with an education attainment of sub-degree or below). The full-time placement-tied courses are employment-oriented, and aim at helping the unemployed secure jobs through suitable skills training and placement follow-up services. The part-time vocational skills upgrading courses enable the labour force to update and upgrade their skills. The part-time generic skills training courses, encompassing foundation skills such as workplace languages, numeracy and information technology, aim at enhancing the overall quality of the labour force.
- With a view to improving the employability of the ethnic minorities and facilitating their integration into the local community, the ERB provides dedicated training courses delivered in English since mid-2007 to suit the aspirations and training needs of the ethnic minorities. Special measures and services are provided to facilitate and support their training and job search.

Existing  
Measures

#### Dedicated courses for the ethnic minorities

- In 2014-15, the ERB offers 11 full-time placement-tied and 18 part-time Skills Upgrading Scheme (SUS) Plus and generic skills training courses conducted in English and dedicated for the ethnic minorities, with 800 training places reserved.
- The ERB offers an integrated job-search course tailored made for the ethnic minorities named “Employment Set Sail”. Conducted in English, the course aims to enhance their understanding and knowledge of the local employment market, work culture, job-seeking means and job-search skills.
- The ERB launched a pilot “Workplace Chinese Communication” programme in collaboration with the Standing Committee on Language Education and Research and the Vocational Training Council to provide

part-time workplace Cantonese training for the ethnic minorities in 2008-09. Based on the experience of this pilot scheme, the ERB enhanced the related course contents and launched 2 new courses on workplace Cantonese for the ethnic minorities in 2009-10. In addition, 2 Chinese reading and writing skills courses were launched in 2010-11, and standardized training materials for the 4 Cantonese and Chinese reading & writing skills courses were developed in 2012-13. In 2013-14, the ERB revamped the existing Cantonese courses and developed 4 new courses of thematic approach with more practical hours involving real life contexts incorporated. The ERB will continue to strengthen its support towards ethnic minorities' Chinese language training and put in place a structured Chinese language training scheme to help the ethnic minorities enhance their Chinese proficiency for purposes of social integration and employment.

- The ERB offers dedicated training courses targeting non-engaged youth of the ethnic minorities aged between 15 and 20 under the Youth Training Programme. In 2014-15, the Programme offers altogether 5 different streams of skills training courses for the young trainees.
- Since June 2008, the ERB has convened meetings with the focus group to identify training and employment needs of the ethnic minorities, and to advise on strategies for promoting ERB courses and services to the ethnic minorities. The focus groups comprises ethnic minority groups, social service organisations, training bodies (TBs), employers and relevant government bodies. The ERB will continue to develop new courses for the ethnic minorities with reference to the advice of the focus group.

#### Special measures and support services

- The ERB has been handling on a flexible basis the requirement of class size for training courses dedicated for the ethnic minorities.
- Interpretation services in class by teaching assistants who can speak English and ethnic minority languages are arranged where necessary to enhance the effectiveness of learning.
- Ethnic minority trainees who have completed the placement-tied courses are provided with six-month placement follow-up service, whereas a three-month placement follow-up period is generally

provided for other trainees.

- With a view to encouraging TBs to develop more new courses catered for the needs of the ethnic minorities, the ERB has extended the coverage of its existing Course Development Incentive Scheme to include courses dedicated for the ethnic minorities.
- To foster awareness of the ethnic minorities to the available training opportunities, the ERB has issued promotional leaflets in English and 6 ethnic minority languages (including Hindi, Urdu, Nepali, Indonesian, Tagalog and Thai) for distribution to ethnic minority groups via different channels. The Course Prospectus and promotional posters are prepared in English, and advertisements have been placed in different newspapers to promote the courses for the ethnic minorities.
- To reach out to the ethnic minorities and gauge their needs, the ERB staff conduct visits to cultural and religious gatherings of the ethnic minorities from time to time.
- To further enhance its promotional efforts, the ERB has been in close contact with the regional Support Service Centres for Ethnic Minorities operated by non-government organisations and funded by the Home Affairs Department (HAD) in the dissemination of service information of the ERB to the ethnic minorities. The ERB regularly updates information of ERB courses and services in the “Your Guide to Services in Hong Kong” published by the HAD for the ethnic minorities.
- Targeted support services are offered for the ethnic minorities at the ERB Service Centres in Sham Shui Po, Kwun Tong, and Tin Sui Wai to meet their specific needs. The ethnic minorities can register as members of the Service Centres and make use of the training and employment support services provided by these centres, including dedicated workshops and group activities for the ethnic minorities on job search skills, interviewing skills, vocational English and Cantonese.
- To further assist the users requiring more personalized support and advice on ERB courses, Training Consultants would provide personalized consultation service on training. By assessing the training needs and job aspirations of the ethnic minorities through face-to-face interview, Training Consultants would provide recommendation on suitable training and assist them to enrol in ERB courses. Training

Consultants would also proactively liaise with district associations and social services organizations to conduct seminars and workshops to promote the courses and services of the ERB targeting the need of the ethnic minorities.

- The ERB also sponsors TBs to organise district-based promotional activities targeting the ethnic minorities and employers. The ERB will continue to explore more channels to reach out to the ethnic minorities.

#### Staff training

- To promote understanding of the culture of the ethnic minorities and enhance the sensitivity of staff in rendering services to the ethnic minorities, the ERB organised workshops in collaboration with “Unison”, on the cultural characteristics of the ethnic minorities for the staff of the ERB and TBs. To further enhance the knowledge and skills in teaching Chinese language for the ethnic minorities, the ERB has also arranged TBs offering dedicated courses for the ethnic minorities to participate in the workshops organised by the University of Hong Kong.
- The ERB conducted 4 tailor-made training sessions for agency heads of TBs and ERB staff in May 2009 and March 2010. Participants were briefed by training officers of the Equal Opportunities Commission (EOC) on the Race Discrimination Ordinance with special focus on areas pertaining to vocational training. In February 2014, the ERB organised a workshop for the TBs covering the 4 ordinances on anti-discrimination, namely the Sex Discrimination Ordinance, the Disability Discrimination Ordinance, the Family Status Discrimination Ordinance and the Race Discrimination Ordinance. Similar training sessions will be conducted regularly by the ERB for briefing staff of newly appointed TBs.

Assessment of  
Future Work

- The ERB will continue to gauge the views of ethnic minority groups on its current measures and support services, and continue to develop dedicated courses and services to meet their training needs. The ERB convenes regularly with its TBs and Technical Advisors to evaluate the operation and effectiveness of the trainings. The ERB also collects feedbacks from trainees and TBs through class visits, course evaluation surveys and course review questionnaires with a view to continuously improve the quality of the trainings and services for ethnic minority groups.

Additional  
Measures Taken /  
To Be Taken

- Since 2010-11, the ERB has begun to prepare English training materials for selected general courses (the medium of instruction of which being Cantonese) to facilitate the attendance of the ethnic minorities who can comprehend Cantonese. 7 such courses are offered in 2014-15, covering various industries including Business, Healthcare Services, and Information & Communications Technology.
- Non-school-attending ethnic minorities could receive subsidy from the HAD to study in 8 specified ERB language courses, with the aim of encouraging the ethnic minorities to engage in life-long learning and to enhance transferable job skills.
- In 2013-14 and 2014-15, the ERB collaborated with the HAD to organise “Taster Programme” in HAD’s regional Support Service Centres for Ethnic Minorities on a pilot basis. Through reaching out to the ethnic minorities in these support service centres, the ERB encourages the ethnic minorities to enrol in training courses offered by the ERB.
- The ERB will organise district guided tours on a pilot basis in September to December 2014 in Kwun Tong, Shum Shui Po and Yuen Long. Through the collaboration with district organizations, local residents, including the ethnic minorities, can visit the ERB Service Centres, TBs and participate in employer activities to obtain more training and employment information, and enrol in courses or apply for jobs.
- In 2014-15, the ERB will conduct ‘School Career Talk’ for upper-form ethnic minority students. Employer representatives will share the

industry prospect, entry requirements and interviewing skills, and the ERB representatives will introduce the ERB courses and services suitable for young people with a view to facilitating their early planning of study and career direction.

- The ERB will disseminate the information of ERB courses and services to the ethnic minorities riding on the home visits and outreach services conducted by ambassadors and volunteers of the “Ambassador Schemes” of the HAD targeting the ethnic minorities.
- The ERB will issue a promotional leaflet introducing the ERB courses and services for the ethnic minorities in order to arouse their understanding of the ERB, and interest of enrolling courses and using services offered by the ERB.

Enquiries

- For enquiries, please call ERB Enquiry Hotline at 182 182.