# ERB Service Centre

### Opening Up Windows for Skills Enhancement

The ERB Service Centres located at Kwun Tong and Tin Shui Wai provide training and employment services free of charge!

Registration as members is both simple and free of charge!

As the district-based window to the courses and services of the Employees Retraining Board, the ERB Service Centres offer diversified self-help and support services to those with training and employment needs.

The Service Centres provide an overview of ERB courses as well as information on courses offered by Training Bodies in the respective district. The Service Centres answer general enquiries on training courses and provide enrolment service for courses offered by ERB.

### Our Position

* Serve as the window to ERB courses and services.
* “Training” supplemented by “Employment” services. Focus on providing training-related support services as well as employment support services to those in need.

### Service Targets

People aged 15 or above with educational attainment at sub-degree level or below, and with training and employment needs.

### Service Highlights

1. Get Prepared for a Better Direction

* Course Information Corner

The Service Centres provide an overview of ERB courses as well as comprehensive information on courses offered by Training Bodies in respective districts.

* Course Enquiry and Direct Enrolment

The public can enquire on ERB courses and submit application forms of ERB courses.

* Training Consultancy Service

By assessing the training needs and job aspirations of the users through face-to-face interviews, training consultants would give advice to the users on suitable training courses and assist in applying for ERB courses. For enquiry or appointment, please call or visit the Service Centres.

* Training and Career Needs Test

Users can identify their career pursuits and training needs through completing the self-help online test, so as to have a preliminary understanding of their career aspirations and assist them in selecting suitable training courses.

1. Learning for Self Development

* Self-learning Facilities

The multi-media computer facilities and reading corner are provided to facilitate self-learning and continuous upgrading.

* Course and Industry Seminars (Including Taster Programmes)

Seminars hosted by industry experts or experienced tutors are organised from time to time to introduce the job requirements and work nature of different industries. Taster programmes are offered to those who are interested to enrol in selected ERB courses.

* Workshops on Job Search Skills, Generic Skills and Specific Topics

Members can enhance their generic skills through participation in workshops such as workplace Putonghua, English, IT applications and personal attributes. Workshops on job search, interviewing and communication skills, and relevant labour ordinances are also offered regularly.

* Mutual Support and Study Groups

Members with similar background and needs can share experience, exchange information and build up support network.

1. Gear Up to Enhance Employability

* Self-help Job Corner

Members can access up-to-date information on job vacancies as well as the “Vacancy Search Terminals” of Labour Department in the self-help job corner. Members can also make use of a full range of office equipment to facilitate their job search.

* Mock Interview System

Members can make appointment to use the self-help interactive "Mock Interview System” to practise and polish their interviewing skills.

* Industry Exhibitions and Job Fairs

The Service Centres organise industry exhibitions and job fairs from time to time to provide a recruitment platform for employers as well as to enhance the employment opportunities of members.

1. Support for a Harmonious Community

* Services for Special Target Groups

Targeted support services including language and generic skills workshops and mutual support groups are offered for special target groups such as new arrivals and ethnic minorities to cater for their specific needs.

### ERB Service Centre (Kowloon East)

Address: 20/F, Kwun Tong View, 410 Kwun Tong Road, Kwun Tong, Kowloon (Near Exit A2 of MTR Kwun Tong Station)

Enquiry: 2338 9100

Website: [www.kesc.erb.org](http://www.kesc.erb.org)

Operator: Hong Kong Employment Development Service Limited (Appointed Training Body of the ERB since 1993)

### ERB Service Centre (Tin Shui Wai)

Address: Unit 301, 3/F, Tin Ching Amenity and Community Building, Tin Ching Estate, Tin Shui Wai, N.T.

Enquiry: 3919 6100

Website: [www.tswsc.erb.org](http://www.tswsc.erb.org)

Operator: New Territories Association Retraining Centre Limited (Appointed Training Body of the ERB since 1994)

### Opening Hours

Monday to Sunday and Public Holiday: 9:00am to 9:00pm\*

(Closed on the 1st to 3rd day of the Chinese New Year)

\*The opening hours of the Service Centres are subject to change under special circumstances.

Printed in April 2018