




僱員再培訓局

Employees Retraining Board

人才 · 發展 · 匯聚

Manpower · Development · Integration



僱員再培訓局屬法定組織，根據《僱員再培訓條例》於1992年成立，透過統籌、撥款和監察，委任約80間培訓機構提供培訓課程和服務，服務對象為15歲或以上的香港合資格僱員。本局提供約700項具市場需求及事業前景的培訓課程，並致力推動技能為本的培訓，為學員構建進修階梯，為行業培育人才。

The Employees Retraining Board (ERB) is a statutory body established in 1992 under the Employees Retraining Ordinance. ERB co-ordinates, funds and monitors training courses and services provided by about 80 training bodies. The service targets of ERB are eligible employees of Hong Kong aged 15 or above. ERB provides around 700 training courses that are market driven and employment-oriented. ERB endeavours to provide skills-based training to help trainees map out their progression ladder and nurture talents for various industries.



為配合不同服務對象的需要，本局提供多元化的培訓課程，包括為失業人士而設的就業掛鈎課程、協助在職人士提升技能的技能提升課程、跨行業適用的通用技能課程、青年培訓課程，以及為特定服務對象（包括新來港人士、殘疾及工傷康復人士、住院式戒毒人士及更生人士，以及少數族裔人士）開辦的專設課程，涵蓋28個行業、科技應用及職場通用技能範疇。

本局積極發展專業認證課程，包括「一試兩證」課程、備試課程等，協助學員考取認可資格，踏上晉升階梯。

為確保畢業學員資歷的認受性，本局陸續提交課程予香港學術及職業資歷評審局（評審局）進行評審。現時，約有320項課程已通過評審局的評審和獲得資歷架構認可。本局分別於2018-19及2021-22年度獲得首個（屬「餐飲及食品服務」子範疇）及第二個（屬「電腦科學及資訊科技」子範疇）「學科範圍評審」資格，並通過「餐飲及食品服務」子範疇的「機構定期覆審」，肯定本局在課程發展及質素保證的工作。

本局所有課程均設有評估，學員須通過評估才能獲發畢業證書。部分課程的技能評估由本局的「實務技能培訓及評估中心」中央統籌及執行，確保畢業學員的質素，提升公眾對學員技能水平的認受性。評估中心已獲得ISO 9001:2015質量管理認證，服務質素符合國際認可水平。

本局非常重視課程的質素及管理，推行以「風險及表現為本」的質素保證機制，透過周年審計、突擊巡查、觀課、觀試等，監察培訓機構的表現及確保課程的質素。

ERB provides a diverse range of training courses, including placement-tied courses for the unemployed, skills upgrading courses with skills enhancement training for in-service practitioners, generic skills courses for all industries, youth training courses, dedicated courses for specific service targets such as new arrivals, persons with disabilities and persons recovered from work injuries, rehabilitated ex-drug abusers and ex-offenders, and ethnic minorities, straddling 28 industries, technology applications and workplace generic skills.

ERB actively develops professional certification courses, including “One-examination-two-certificates” courses, examination-preparatory courses, etc. to help trainees move up the professional ladder.

To promote recognition of the qualifications of ERB graduates, ERB has been submitting courses to the Hong Kong Council for Accreditation of Academic and Vocational Qualifications (HKCAAVQ) for accreditation. There are now around 320 courses accredited by the HKCAAVQ which are registered under the “Qualifications Framework”. ERB has obtained the first “Programme Area Accreditation” (PAA) status under the sub-area “Catering, Food and Beverage Services” and the second PAA status under the sub-area “Computer Science and Information Technology” in 2018-19 and 2021-22 respectively, and also successfully gone through the Periodic Institutional Review in the “Catering, Food and Beverage Services” sub-area, recognising the achievements of ERB in the front of course development and quality assurance.

All ERB courses are designed with assessments, trainees have to pass the assessment before they are awarded the ERB certificate. To ensure the quality of ERB graduates and to enhance public recognition of trainees’ skills level, ERB sets up the “Practical Skills Training and Assessment Centre” (PSTAC) to co-ordinate and conduct assessments for selected ERB courses. PSTAC has been awarded the Certificate of ISO 9001:2015 Quality Management System (ISO), demonstrating that its management system follows the quality management principles of ISO.

ERB is highly concerned with the quality and administration of the courses. ERB enforces a “Risk-and-performance-based” quality assurance system, and conducts annual audits, surprise inspections, class visits, assessment observations, etc. to monitor the performance of training bodies and to ensure the quality of its courses.



持續發展

DEVELOPMENT

本局為完成就業掛鈎課程的合資格學員提供三至六個月的就業跟進服務，協助學員重投就業市場。

本局的培訓顧問會透過面談或視像會議形式，為市民提供合適的培訓建議，協助他們報讀本局課程。培訓顧問亦會透過外展服務連繫地區團體，協助有特別需要社群掌握培訓課程及就業市場資訊。

本局設立「ERB服務中心」，為市民提供全面的課程資訊及支援服務，亦會定期舉辦工作坊及小組活動。本局與地區組織協作設立「ERB服務點」，提供查詢及報讀課程服務、舉辦行業講座和試讀班，以及預約培訓顧問服務等。

本局在「ERB服務中心」、「ERB服務點」、本局辦事處、勞工處就業中心、社會福利署社會保障辦事處及其委託提供服務的非政府機構，設置ERB「培訓通」課程搜索終端機，市民可透過「培訓通」搜尋及查閱本局的課程、培訓中心、服務和活動資訊，以及預約培訓顧問服務。

本局緊貼市場發展，透過不同的服務計劃，協助學員持續就業。「樂活一站」為一站式的家居、護理及保健按摩服務轉介平台；「陪月一站」統籌陪月員及嬰幼兒照顧員的職位空缺轉介。本局推出「ERB家居服務」及「ERB助理搵工」流動應用程式，供「樂活一站」及「陪月一站」僱主和助理登記空缺及申請工作，以提升服務效率。

本局與各行業的僱主保持緊密的聯繫及溝通，並透過不同的僱主服務，支援企業(包括中小企業)的招聘及培訓需要，同時提高本局學員的就業機會。

ERB offers three to six months' placement follow-up service for eligible trainees who have completed the placement-tied courses to help them re-enter the job market.

Training Consultants of ERB give advice to users on suitable training and assist in ERB course enrolment through face-to-face interview or video conferencing. They also reach out to district organisations to assist social groups with special needs to acquire information on the training and employment front.

“ERB Service Centre” provides information on ERB courses and support services. Workshops and group activities are also organised on a regular basis. ERB has set up “ERB Service Spots” in collaboration with social service organisations. They provide enquiry and enrolment services for ERB courses, organise industry seminars and taster courses, and assist members of the public in registering for training consultancy service.

ERB has set up “ERB Training Net” course search terminals at the district level, including “ERB Service Centre”, “ERB Service Spots”, ERB Headquarters, Labour Department Job Centres, Social Welfare Department (SWD) Social Security Field Units and non-governmental organisations commissioned by SWD. Members of the public can obtain information on ERB courses, training centres, services and activities as well as register for training consultancy service through the terminals.

ERB keeps abreast of market developments and helps trainees sustain their employability through a wide range of service schemes. ERB has launched the “Smart Living” Scheme which is a one-stop referral platform for domestic, care and massage services, and the “Smart Baby Care” Scheme which handles the referral of post-natal care, infant and child care job vacancies. To uplift service efficiency, ERB launched the “ERB Home Services” and “ERB Helper App” mobile applications for employers and helpers of “Smart Living” and “Smart Baby Care” Schemes to register vacancies and apply for jobs.

ERB works closely with employers of different industries. Through the provision of various forms of employer services, ERB assists employers (including SMEs) to meet their recruitment and training needs, while at the same time enhances the employment opportunities of ERB trainees.



匯聚力量

INTEGRATION

本局匯聚伙伴力量，與僱主、工會、專業團體、政府部門、培訓機構、社會服務機構等緊密合作，攜手推動各項培訓課程和服務。現時，本局委任約80間培訓機構，培訓中心數目約370間，遍佈港九新界各區，地區網絡廣闊。

為確保本局課程緊貼市場需要，以及強化與業界的伙伴關係，本局成立不同的「行業諮詢網絡」，廣納行業內具認受性的人士、商會、工會、專業團體等代表加入，向本局反映行業的就業前景、技能要求及培訓需要，並就本局課程的設計及發展提供意見。

為進一步推廣以「人才培訓及發展」為本的企業文化，本局推出「ERB人才企業嘉許計劃」，表揚在「人才培訓及發展」工作有卓越表現的機構，並授予「人才企業」及「Super MD」的尊稱，藉此推廣「人才培訓及發展」的理念為公認的社會價值。

ERB places great emphasis on social partnership and collaborates with employers, trade unions, professional associations, government departments, training bodies, social service organisations, etc. to promote ERB courses and services. At present, ERB has appointed about 80 training bodies which operate around 370 training centres across the territory.

To ensure that the training portfolio of ERB caters timely for market needs, and strengthen partnership with strategic industries, ERB sets up “Industry Consultative Networks” of different industries, and invites industry practitioners with broad representativeness, representatives of employer associations, trade unions, professional bodies, etc. to join. Through this platform, members can render advice on the market demands, skills requirements and training needs of respective industries as well as the design and development of ERB courses.

With a view to instilling a corporate culture advocating the importance of manpower training and development, ERB launches the “ERB Manpower Developer Award Scheme” to recognise organisations which demonstrate outstanding achievements in manpower training and development as “Manpower Developers” (“MDs”) and “Super MD”. Through the Award Scheme, ERB aims to cultivate a common social value to attach great importance to manpower training and development.

僱員再培訓局熱線 ERB Hotline : 182 182

www.erb.org | Facebook: My ERB | Instagram: 蔣知識 Captain K

YouTube: ERBchannelHK | LinkedIn: Employees Retraining Board (ERB)

香港柴灣小西灣道10號3至6樓 3/F to 6/F, 10 Siu Sai Wan Road, Chai Wan, Hong Kong