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**TRAINING
AND
DEVELOPMENT
PLAN**

Orientation Course

Professional Training

Training for Social Security Staff

*Management, Language and Communication,
and Information Technology Training*

e-Learning

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Foreword

The vision of this 2004-05 Training and Development Plan is to build up a knowledgeable, versatile and flexible workforce driven by values and commitment to realize the mission and business goals of the Department, and equip our staff with the professional competence to perform effectively in the changing social environment.

This training plan will adopt a pragmatic approach in addressing our staff's imminent concerns while continuing to launch new initiatives to facilitate knowledge management in the Department. The work-life balance programme aims at relieving staff's increasing stress arising from the competing demands from work and personal life; the breakaway techniques workshops teach practical skills in handling workplace violence in view of its increasing instances; the Work-based Orientation Checklist is customised for individual service settings as learning organiser for newly-posted staff; the building up of more e-learning resources/references facilitates continuous learning culture at anywhere and anytime; and a discussion forum manned by the Specialised Pool for Family and Child Protection Services cultivates a "learning through sharing" culture. We also pledge to enhance the quality of classroom training through sourcing renowned trainers and forging partnership with local and overseas training institutes and professional bodies.

Staff Development and Training Section
Human Resource Management Branch
July 2004

Guide to T&D Plan

- ◆ This T&D Plan provides a useful overview but individual training programmes may be subject to change arising from the availability of trainers, venue and other operational reasons. Users should refer to respective course announcement for the most up-to-date information.
- ◆ Training programmes are listed in this T&D Plan categorically by their levels, i.e. orientation, induction and staff development, and by their main subject areas.
- ◆ To draw up individual learning plan, users may refer to the Index that lists alphabetically all in-house training programmes for easy searching. For updated e-Learning courseware/ resources currently on the eLC under their respective sections, users may visit the website <http://elc.swd.gov.hk>
- ◆ For easy reference, all training programmes in the T&D Plan that are new, revamped, certificate-awarding and delivered in blended mode are marked with the following sets of legends.



New Course



Revamped Course



Certificate Programme



Course Delivered in Blended Learning Mode

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Head, Staff Development and Training Section

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Orientation Training

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Ms MUI Shuk-ling, Adeline, S(T)1, Ext. 305

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*** Family, Child Welfare, Child Care & Clinical Psychology**

Ms CHAN Wai-yan, Cora, S(T)3, Ext. 304

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Ms. CHOW Mei-chun, Belinda, TO2, Ext 407

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Miss HOO Ying, Pallas, TO(SS)1, Ext 122

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Management, Language and Communication, & Information Technology Training

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Mr TONG Woon-cheung, Arthur, EOI(SDT), Ext 302

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Mr WAT Chi-hung, William, EOII(SDT), Ext 168

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e-learning

Mr POON Yat-ming, Patrick, SEO(SDT), Ext 309

seosdt@swd.gov.hk

Training Programmes

Orientation Course for New Departmental Grade Staff of SWD

Course Code: TAU ORC 1
2 days

Aim

To help participants to know the infrastructure of SWD and be acquainted with basic concepts on being good civil servants with customer service quality

Target Participants

Departmental grade staff newly recruited to SWD

Contents

- ◆ understanding the Vision, Mission & Values (VMV), structure and services of the Department
- ◆ understanding clinical psychology services and mental health
- ◆ understanding the concept and practice of customer service
- ◆ understanding the Grade Management Section
- ◆ understanding administrative and personnel matters, and staff support and relations
- ◆ understanding the Code on Access to Information, Personal Data (Privacy) Ordinance and Prevention of Bribery Ordinance
- ◆ understanding the shared values of Civil Service
- ◆ understanding the Basic Law

Number of Course

Depend on recruitment

Date

To be confirmed

Enquiries

Ms CHAN Man-hing, Salina, S(C/P), Ext. 301

Orientation Course for New General/Common Grades Staff of SWD

Course Code: TAU ORC 2
1.5 days

Aim

To help participants to know the infrastructure of SWD and be acquainted with basic concepts on being good civil servants with customer service quality

Target Participants

General or Common Grade staff newly recruited or transferred to SWD

Contents

- ◆ understanding the Vision, Mission & Values (VMV), structure and services of the Department
- ◆ understanding clinical psychology services and mental health
- ◆ understanding the concept and practice of customer service
- ◆ understanding administrative and personnel matters, and staff support and relations
- ◆ understanding the Code on Access to Information, Personal Data (Privacy) Ordinance and Prevention of Bribery Ordinance
- ◆ understanding the shared values of Civil Service
- ◆ understanding the Basic Law

Number of Course

Depends on the number of General and



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staff newly recruited or transferred to SWD

Date

To be confirmed

Orientation Course for Non-Civil-Service Contract Staff of SWD

Course Code: TAU ORC 3

0.5 day

Aim

To give participants a brief understanding of SWD and some basic knowledge on being good public officers with customer service quality

Target Participants

All newly recruited staff on non-civil-service contract terms

Contents

- ◆ understanding the Vision, Mission & Values (VMV), structure and services of the Department
- ◆ understanding the concept and practice of customer service
- ◆ understanding Personal Data (Privacy) Ordinance and Prevention of Bribery Ordinance
- ◆ enquiries on staff welfare and benefits

Number of Course

Depends on recruitment

Date

To be confirmed

Enquiries

Ms CHAN Man-hing, Salina, S(C/P),
Ext. 301

Orientation Course for Summer Student Workers

Course Code: TAU ORC 4

0.5 day

Aim

To give participants a brief idea of SWD, the Department's expectation on their performance and some skills training for their work

Target Participants

All summer student workers placed in SWD

Contents

- ◆ understanding the organizational culture, structure and services of the Department
- ◆ understanding the expectation on performance for summer student workers
- ◆ learning basic knowledge and practical skill on the scheme of CSSA (for those placed in social security field units only)

Number of Course

Depends on recruitment

Date

To be confirmed

Enquiries

Ms CHAN Man-hing, Salina, S(C/P),
Ext. 301

Induction Course for Medical Social Workers

Course Code: SWT INC 1



3 days

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Induction Course for Newly Posted FCPSU Workers

Course Code: SWT INC 2



4 days

Aim

To equip the newly posted FCPSU Workers with basic knowledge and skills in delivering the services at FCPSUs

Pre-course Requirements

The participants are required to complete two web-based training courses, "CPTOL" & "UNCRC (Social Welfare)" in e-learning Centre before attending the course

Target Participants

ASWO or above newly posted to FCPSUs in SWD (no quota set)

Contents

- ◆ overview on policy of domestic violence & scope of work of FCPSUs
- ◆ performing intake and outreaching duties on battered spouse and suspected child abuse cases
- ◆ handling of domestic violence and suspected child abuse cases
- ◆ conducting social enquiry and multi-disciplinary case conference
- ◆ child custody assessment and report writing
- ◆ working with supervision cases
- ◆ handling international child abduction cases
- ◆ mental health of social worker

Number of Course

Total 1 course

Date

June 2004

Enquiries

Ms CHAN Wai-yan, Cora, S(T)3, Ext. 304

Induction Course for Social Workers in FSCs/ IFSCs

Course Code: SWT INC 3



5 days

Aim

To equip the participants with basic knowledge in working with individual and families facing various kinds of problems

Pre-course Requirements

The participants are required to complete our web-based training courses including “UNCRC (Social Welfare)”, “CPTOL”, “Intake in Family Services” and “eLSSS” before the course commences

Target Participants

SWA or above newly posted or to-be posted to FSCs/ IFSCs of SWD (no quota set)

Contents

- ◆ basic group work and networking skills
- ◆ working with the mentally disordered persons and their families
- ◆ handling of suspected child abuses and domestic violence cases & writing social enquiry report
- ◆ working with clients of vulnerable groups: singleton elderly, new arrivals & single-parent families
- ◆ working with clients with accommodation problems
- ◆ overview of child care services and permanency planning
- ◆ outreaching cases
- ◆ PCJO
- ◆ formulating welfare plan for C/P cases and writing social investigation report

Number of Course

Total 2 courses

Date

Late August 2004 and February

Enquiries

Ms CHOW Mei-chun, Belinda, TO2 Ext 407

Integrated Induction Course for Staff Working in Correctional Settings

Course Code: SWT INC 4



6 days

Aim

To provide participants who are newly or to-be posted to offender service settings with basic knowledge and skills in working with offenders

Pre-course Requirements

Participants are required to complete the e-learning courseware on “Handling Children with Emotional Problem in Residential/ Correctional Setting” and “UNCRC (Social Welfare)” before the course commences

Target Participants

1. ASWO or above newly posted or to-be posted to Probation Offices/ Community Service Orders of SWD (no quota set)
2. Professional staff newly posted to Correctional Homes settings. e.g. teacher, social workers

Contents

- ◆ philosophy and objective of offender service
- ◆ roles and duties of staff working in correctional settings
- ◆ Ordinances related to offender services
- ◆ understanding criminal behaviours
- ◆ skills in working with different kinds of offenders
- ◆ skills in writing court report

Number of Course

Total 2 courses

Date

August 2004 and February 2005

Enquiries

Ms SIU Fung-ye, Dorothy, TO3, Ext. 405

Induction / SFS Training Course for Employment Assistance Co-ordinators

Course Code: SST INC 1

2.5 days

Aim

To give the participants a brief understanding of the social security services and to equip them with basic knowledge and skills in providing services under the SFS scheme

Target Participants

30 Newly Recruited EA Cos

Contents

- ◆ Social Security Services
- ◆ SFS Scheme and promoting of self-reliance strategy
- ◆ CSSS application training of SFS scheme

Number of Course

Total 2 courses

Date

May 2004 and February 2005

Enquiries

Miss HOO Ying, Pallas, TO(SS)1, Ext. 122

Induction Course for Newly Recruited SSB staff

Course Code: SST INC 2

3 days

Aim

To supplement the on-the-job training of field supervisor and to focus on the fundamental knowledge, skills and attitude that a newly recruited staff needs to possess in order to do his/her job proficiently

Target Participants

30 newly recruited SSAs

Content

- ◆ introduction of Social Security Services
- ◆ understanding the Social Work Services
- ◆ customer service skills and skills in handling difficult clients
- ◆ CSSA Scheme
- ◆ SSA Scheme
- ◆ PCSSA Scheme
- ◆ FA Scheme
- ◆ Emergency Relief duty
- ◆ basic investigation and verification techniques

Number of Course

Total 3 courses

Date

April, August 2004 and January 2005

Enquiries

Miss HOO Ying, Pallas, TO(SS)1, Ext. 122

Training Package for Re-deployed Staff

Course Code: SST INC 3



10 days

Aim

To provide training to the re-deployed staff so as to equip them with the required knowledge and skills to take up their new jobs

Target Participants

44 re-deployed staff arising from hiving off projects in April 2004

Contents

- ◆ self-acceptance and managing of changes
- ◆ vocational training on job matching, employment counselling, networking, negotiation, lobbying and marketing skills
- ◆ communication skills training with customers, potential employers and service providers
- ◆ computer training on introduction to Windows, Basic Microsoft Excel and Basic Microsoft Word
 - *(consists of 6 modules to suit the various training needs of staff re-deployed to different service settings)*

Number of Course

Total 1 course

Date

19 – 30 April 2004

Enquiries

Mr Lau Tak-hon, Paul, S(T)4, Ext 308
Miss HOO Ying, Pallas, TO(SS)1, Ext. 122

Advanced Skills Training for Family Counselling Unit of IFSCs

Course Code: SWT CHF 1

2 days

Aim

To refresh/ enhance the participants' intervention and skills on working with various kinds of family problems by different approaches

Target Participants

40 SWAs or above of Family Counselling Units from IFSCs of SWD and NGOs

Contents

- ◆ working with families in crisis
- ◆ working with families in transition
- ◆ therapeutic groups for specific target groups

Number of Course

Total 6 courses

Date

October 2004 to January 2005

Enquiries

Ms CHAN Wai-yan, Cora, S(T)3, Ext. 304

Basic Training on Child Protection Special Investigation

Course Code: SWT CHF 2



10.5 days

Aim

To provide the participants with the knowledge of legal provisions and handling procedures, and basic knowledge and skills required in conducting the video recorded interviews

Target Participants

12 senior ASWOs/ SWOs/ CPs of SWD and 12 police officers from Hong Kong Police Force

Contents

- ◆ related ordinance
- ◆ operational guidelines
- ◆ understanding child molesters
- ◆ forensic pathologist's management of child sexual abuse
- ◆ understanding mentally incapacitated person
- ◆ dynamics of sexual abuse
- ◆ child development and competence
- ◆ child's time and memory concepts
- ◆ planning of interview, process and questioning techniques
- ◆ use of anatomically correct dolls
- ◆ role-play practice

Number of Course

Total 1 course

Date

November 2004

Enquiries

Ms CHAN Wai-yan, Cora, S(T)3, Ext. 304

Briefing Session on Adoption (Amendment) Bill

Course Code: SWT CHF 3



0.5 day

Aim

To familiarize the participants with Adoption (Amendment) Bill and its implication on handling adoption cases

Target Participants

100 SSWAs or above in casework settings but priority to be given to workers in AU of SWD and NGOs involved in adoption service

Contents

- ◆ background and content of Adoption (Amendment) Bill
- ◆ implementation of Adoption (Amendment) Bill
- ◆ implications on handling local and inter-country adoption cases

Number of Course

Total 1 course

Date

October 2004

Enquiries

Ms CHOW Mei-chun, Belinda, TO2, Ext. 407

Integrated Course on Working with Families

Course Code: SWT CHF 4



3 days

Aim

- ◆ To strengthen the participant's clinical sense in working with families, especially for those working in FSCs/ IFSCs
- ◆ To enhance the participants' awareness of the importance of clinical supervision for service quality assurance and professional development

Target Participants

25 Clinical psychologists, ASWOs or above working in casework settings

Contents

- ◆ child-centred, family focused and community-based in practice
- ◆ essential clinical concepts in working with families
- ◆ clinical practice in working with children, juveniles and couples
- ◆ clinical supervision and service quality

Number of Course

Total 4 courses

Date

April, May, October 2004 and March 2005

Enquiries

Mr. LO Wing-kan, S(T)5, Ext. 307

Interventions for Children Exposed to Domestic Violence

Course Code: SWT CHF 5

2 days

Aim

To enable the participants to identify the effects on children of being exposed to domestic violence, related issues in assessment and intervention skills

Target Participants

40 ASWOs or above from casework settings and CPs of SWDs and NGOs (30 for SWD & 10 for NGOs)

Contents

- ◆ identification of post-traumatic response of children exposed to domestic violence
- ◆ risk assessment in domestic violence
- ◆ intervention skills

Number of Course

Total 1 course

Date

November 2004

Enquiries

Ms CHAN Wai-yan, Cora, S(T)3, Ext. 304

Legal Aspect in Handling Child Custody Cases

Course Code: SWT CHF 6

0.5 day

Aim

To equip the participants with the knowledge of legal aspect in handling child custody cases

Target Participants

40 ASWOs or above from FCPSUs of SWD

Contents

- ◆ relevant legislation and related ordinances
- ◆ court's requirement/ expectation on social investigation report
- ◆ preparation for cross examination and court attendance

Number of Course

Total 1 course

Date

May 2004

Enquiries

Ms CHAN Wai-yan, Cora, S(T)3, Ext. 304

Multi-skills Training for Family Resource Unit and Family Support Units of IFSCs

Course Code: SWT CHF 7

2 days

Aim

To equip the participants with multi-skills to meet the new demand arising from new mode of service delivery

Target Participants

50 social workers of family resource units and family support units from pilot/non-pilot projects of IFSCs of SWD and NGOs

Contents

- ◆ skills in outreaching, networking and engaging families
- ◆ skills in community need assessment
- ◆ skills in conducting group and mass programme for vulnerable groups and at-risk families
- ◆ brief counselling to vulnerable and at-risk families

Number of Course

Total 2 courses

Date

September and October 2004

Enquiries

Ms SIU Fung-ye, Dorothy, TO3, Ext. 405

Refresher Training for Clinical Supervisor/ Trainees on Clinical Supervision

Course Code: SWT CHF 8

1 day

Aim

To consolidate and fine-tune clinical supervisors' concept and knowledge on clinical supervision

Pre-course Requirements

The participants are required to have completed either basic and/ or intensive training programme on clinical supervision

Target Participants

20 trained clinical supervisors of SWD

Contents

- ◆ strategy promoting clinical supervision culture in the Department
- ◆ concept and skill on clinical supervision

Number of Course

Total 1 course

Date

October 2004

Enquiries

Mr. LO Wing-kan, S(T)5, Ext. 307

Refresher Training on Child Protection Special Investigation

Course Code: SWF CHF 9



1 day

Aim

To enhance the participants' professional knowledge and skills in taking video recorded interviews and related issues

Target Participants

25 ASWOs/ SWOs/ CPs of SWD and 25 police officers of Hong Kong Police Force

Contents

- ◆ mock court training
- ◆ review of interviewing tapes

Number of Course

Total 2 courses

Date

September 2004

Enquiries

Ms CHAN Wai-yan, Cora, S(T)3, Ext. 304

Remarks: *Course content revamped to suit the needs of FCPSU and CAIU*

Seminar on Attachment Issues and Common Diseases for Children

Course Code: SWT CHF 10



1 day

Aim

To equip the participants with knowledge on working with young children (from birth to primary school age children) with attachment difficulties and basic understanding of common diseases for young children

Target Participants

70 social workers (WW rank or above) from all settings but priority to be given to workers handling child care cases

Contents

- ◆ understanding types and patterns of attachment issues
- ◆ implication of intervention by caseworkers and care-givers to help young children with attachment difficulties
- ◆ assessment tools for identifying young children with attachment difficulties
- ◆ types, symptoms and causes of common diseases for young children
- ◆ treatment and care for young children with common diseases

Number of Course

Total 1 course

Date

28 April 2004

Enquiries

Ms CHOW Mei-chun, Belinda, TO2, Ext.407

Seminar on Handling Cases of Divorce and Child Custody Issues for Child Care Staff

Course Code: SWT CHF 11

0.5 day

Aim

To equip the participants with knowledge in helping cases of divorce and child custody

Target Participants

50 serving trainee child care workers or above of NGOs/ private child care centres

Contents

- ◆ handling of the emotion of children facing parents' divorce
- ◆ legal implication/ statutory provisions on divorce and child custody
- ◆ professional support for handling cases of divorce and child custody
- ◆ skills in handling disputes on child custody relating to child care services setting

Number of Course

Total 1 course

Date

September 2004

Enquiries

Ms CHOW Mei-chun, Belinda, TO2, Ext. 407

Seminar on Handling Cases of Domestic Violence for Child Care Staff

Course Code: SWT CHF 12

0.5 day

Aim

To equip the participants with knowledge in identifying and helping children at risk of domestic violence

Target Participants

50 serving trainee child care workers or above of NGOs/ private child care centres

Contents

- ◆ understanding families with domestic violence
- ◆ understanding different types of child abuse and battered spouse
- ◆ referring procedures of handling cases of domestic violence or suspected child abuse cases
- ◆ skills in involving parents/ family members in the helping process
- ◆ skills in handling emotional disturbance of children at risk of domestic violence
- ◆ services to support victims of domestic violence/ child abuse

Number of Course

Total 1 course

Date

September 2004

Enquiries

Ms CHOW Mei-chun, Belinda, TO2, Ext. 407

Seminar on Permanency Planning and UNCRC

Course Code: SWT CHF 13



0.5 day

Aim

To familiarize social workers with the concept of permanency planning and UNCRC, and the related issues in child welfare planning

Pre-course Requirements

The participants are required to complete the web-based training course, "UNCRC (Social Welfare)", in e-learning Centre before attending the course

Target Participants

70 SWA or above working in casework settings of SWD

Contents

- ◆ concept of permanency planning
- ◆ planning process for child welfare cases
- ◆ issues in decision thinking
- ◆ implication of UNCRC on child welfare cases

Number of Course

Total 1 course

Date

August 2004

Enquiries

Ms CHOW Mei-chun, Belinda, TO2, Ext. 407

Seminar on Understanding Current Public Housing Policy and Housing Service

Course Code: SWT CHF 14



0.5 day

Aim

To help the participants with basic understanding of the current public housing policy and different types of housing service/ assistance offered by the Hong Kong Housing Department (HD)

Target Participants

80 social workers (WW rank or above) and SSA or above from all services settings of SWD

Contents

- ◆ current public rental housing policy
- ◆ categories of rehousing service (such as compassionate rehousing)
- ◆ service scope of Registration and Civil Service Unit of the HD
- ◆ current tenancy management policy
- ◆ different types of housing problem encountered by the PHU tenants and services/ assistance (such as splitting of tenancy and addition of tenancy) offered by the HD
- ◆ service scope of Tenancy Management Unit of the HD

Number of Course

Total 1 course

Date

19 May 2004

Enquiries

Ms CHOW Mei-chun, Belinda, TO2, Ext. 407

Working with Customers in Debts

Course Code: SWT CHF 15

1 day

Aim

To enhance the participants' knowledge in working with customers in debts

Target Participants

200 WWs or above, SWAs or above and SSAs or above in all social service settings of SWD and NGOs

Contents

- ◆ basic concept/ theories of personal financial management
- ◆ understanding of the implications of debts to individuals and their families
- ◆ understanding the legal and financial alternatives for helping customers in debts
- ◆ introducing the available community resources for customers in debts and role of social worker in the helping process

Number of Course

Total 1 course

Date

December 2004

Enquiries

Ms CHOW Mei-chun, Belinda, TO2, Ext. 407

Working with Ethnic Minorities

Course Code: SWT CHF 16



1 day

Aim

To enhance the participants' knowledge and related intervention skills in working with ethnic minorities

Target Participants

50 WWs or above and SWAs or above from all social work settings of SWD and NGOs

Contents

- ◆ understanding the cultural and social background of South Asian Ethnic Minorities
- ◆ understanding their service needs
- ◆ engaging and intervention skills in working with South Asian Ethnic Minorities groups
- ◆ sharing with volunteer(s) from South Asian Ethnic Minorities

Number of Course

Total 1 course

Date

Mid July 2004

Enquiries

Ms CHOW Mei-chun, Belinda, TO2, Ext. 407

Remarks: *Course was revamped from "Working with Ethnic Minority" from half training day to one whole day with focus on intervention skills*

Working with Pathological Gamblers and their Families

Course Code: SWT CHF 17



1 day

Aim

To further enhance the participants' knowledge in handling family members with gambling problems and skills in conducting Motivational Interview (MI)

Target Participants

40 SSWAs or above from settings providing family services of SWD

Contents

- ◆ motivation of pathological gambler's help-seeking behaviour
- ◆ Motivational Interview (MI): basic theory & techniques
- ◆ application of MI to pathological gamblers and their family members

Number of Course

Total 1 course

Date

16 June 2004

Enquiries

Ms CHOW Mei-chun, Belinda, TO2, Ext. 407

Remarks: *Revamped content from the course on "Working with Pathological Gamblers" with focus on motivating specific targets to receive social service*

Working with Single Parent Families

Course Code: SWT CHF 18



2 days

Aim

To equip the participants with knowledge and intervention skills in working with single parent families

Target Participants

50 SWA or above working in all services settings of SWD and NGOs

Contents

- ◆ understanding the prevalent trend of single parent families in Hong Kong
- ◆ understanding the emotional disturbances, unresolved feelings and needs of the single parents and their children
- ◆ strengthening the communications between the single parents and their children from case, group and networking level
- ◆ strategies on engaging the unmotivated single parent families to receive social services

Number of Course

Total 1 course

Date

January 2005

Enquiries

Ms CHOW Mei-chun, Belinda, TO2, Ext. 407

Workshop on Handling Suspected Child Sexual Abuse Cases

Course Code: SWT CHF 19

2 days

Aim

To enhance the participants' skills and techniques in handling suspected child sexual abuse cases

Target Participants

50 ASWOs/ SWOs from casework settings of SWD, NGOs and HA (25 for SWD, 20 for NGOs and 5 for HA)

Contents

- ◆ sexual abuse and sexual offences
- ◆ ideology of joint investigation and forensic interview
- ◆ dynamics of sexual abuse
- ◆ understanding child molester
- ◆ roles and duties of social workers in the investigation process
- ◆ questioning skills

Number of Course

Total 1 course

Date

July 2004

Enquiries

Ms CHAN Wai-yan, Cora, S(T)3, Ext. 304

Workshop on Marital Therapy (Advanced)

Course Code: SWT CHF 20



2 days

Aim

To further enhance the social worker's knowledge and skills in handling marital discords cases with focus on case assessment and on micro-counselling skills

Pre-course Requirements

The trainees are required to produce one video-tape of their marital counselling sessions or to provide a detailed case summary for role-play in the workshop

Target Participants

30 SSWAs or above from settings providing family services of SWD/ NGOs

Contents

- ◆ using system approach for in-depth assessment of marital cases
- ◆ developing clinical map in applying marital therapy
- ◆ case conceptualization and assessment
- ◆ micro-skills in couple's work
- ◆ consolidation of the positive change of the couples
- ◆ counselling on divorce decision

Number of Course

Total 1 course

Date

October /November 2004

Enquiries

Ms CHOW Mei-chun, Belinda, TO2, Ext. 407

Workshop on Working with Perpetrator and Battered Spouse of Domestic Violence

Course Code: SWT CHF 21

2 days

Aim

To equip the participants with the knowledge and skills in working with the perpetrators and battered spouses

Target Participants

40 ASWOs or above from casework settings of SWD and NGOs (30 for SWD & 10 for NGOs)

Contents

- ◆ common characteristics of perpetrators and battered spouses
- ◆ understanding of the attachment and psychological issues for violent men and battered spouses
- ◆ assessment and intervention strategies
- ◆ individual/ group work approach

Number of Course

Total 1 course

Date

November 2004

Enquiries

Ms CHAN Wai-yan, Cora, S(T)3, Ext. 304

Advanced Course on Working with Unemployed Youth

Course Code: SWT YOU 1



1 day

Aim

To equip participants with knowledge and skills in working with youth having employment need

Pre-course Requirements

Participants are required to study the e-learning courseware, 'Working with Unemployed Youth', before the course commences

Target Participants

30 staff (including EA Co and JD) working with youth with employment need in SWD and NGOs

Contents

- ◆ skills in helping youth to set career expectation
- ◆ introduction and practice of life skills helping model
- ◆ strategies to support unemployed youth to compete in job market

Number of Course

Total 4 courses

Date

October 2004 to January 2005

Enquiries

Ms SIU Fung-yee, Dorothy, TO3, Ext. 405

Seminar on Drug Abuse for Social Workers 2004

Course Code: SWT YOU 2

0.5 day

Aim

To enhance participants' understanding of drug abuse problems among youngsters and effective intervention strategies to meet new challenges

Target Participants

All social workers from SWD, other departments and NGOs as well as students and teaching staff of social work departments from tertiary institutes (no quota set)

Contents

- ◆ new trends and statistics on drug abuse nowadays
- ◆ overview of government policy and strategy in combating drug problem
- ◆ outreaching initiatives to combat drug abuse problem

Number of Course

Total 1 course

Date

July 2004

Enquiries

Ms SIU Fung-yee, Dorothy, TO3, Ext. 405

**Workshop on Launching
Adventure-base Training Programme
for Youth-at-risk**

Course Code: SWT YOU 3

2 days

Aim

To equip participants with knowledge and skills of making use of adventure-based training for working with youth-at-risk

Target Participants

40 SWAs or above who have to run groups or programme for youth-at-risk of SWD

Contents

- ◆ demonstration of different kinds of experiential games
- ◆ skills in designing and implementing adventure-based programmes for youth-at-risk
- ◆ skills in leading and debriefing experiential games and programmes

Number of Course

Total 1 course

Date

January 2005

Enquiries

Mr. LO Wing-kan, S(T)5, Ext. 307

**Workshop on Understanding Triad
Culture and Working with Marginal
Youth**

Course Code: SWT YOU 4

2 days

Aim

To enhance participants' understanding of triad culture and acquiring knowledge and skills in working with marginal youth with triad affiliation

Target Participants

50 SWAs or above working in probation, correctional and family service settings of SWD

Contents

- ◆ understanding triad culture in Hong Kong and its influence on marginal youth
- ◆ understanding contemporary marginal youth culture and youth gang
- ◆ engagement skills in working with marginal youth
- ◆ techniques and approaches in isolating influence of triad gangs
- ◆ multi-disciplinary collaboration in working with juvenile delinquents

Number of Course

Total 1 course

Date

October 2004

Enquiries

Ms SIU Fung-ye, Dorothy, TO3, Ext. 405

Workshop on Working with Street Gangs and High Risk Youth

Course Code: SWT YOU 5

3 days

Aim

To equip participants with knowledge and skills in working with gangs and youth-at-risk

Target Participants

26 SWA or above working in youth services, family services centres, correctional settings and Probation Offices of SWD

Contents

- ◆ phenomenon of juvenile gangs and street youth
- ◆ concept of gang work
- ◆ understanding of group dynamics
- ◆ planning, implementation and evaluation of gang work intervention
- ◆ use of de-grouping strategy
- ◆ working with female/ girls in groups
- ◆ techniques in handling crisis situation in gangs

Number of Course

Total 2 courses

Date

October 2004 and February 2005

Enquiries

Mr. LO Wing-kan, S(T)5, Ext 307

Workshop on Working with Young Substance Abusers

Course Code: SWT YOU 6

2 days

Aim

Workshop on Working with Young Substance Abusers

Target Participants

50 SWAs or above who have to work with young substance abusers

Contents

- ◆ an overview of new trends of substance abuse among young people
- ◆ medical knowledge on commonly abused drugs among young people
- ◆ theoretical models in working with young occasional substance abusers
- ◆ illustration of engagement and counselling skills in motivating the young occasional drug abusers to tackle their problems
- ◆ effective intervention approaches in relapse prevention and education for young substance abusers, especially in the aspect of harm reduction

Number of Course

Total 1 course

Date

December 2004

Enquiries

Ms SIU Fung-ye, Dorothy, TO3, Ext. 405

Orientation Training for Welfare Workers of Placement Units, SCNAMO(ES)s

Course Code: SWT ELD 1



1 day

Aim

To provide the participants with basic knowledge and skills to perform the roles as responsible workers arising from implementation of Central Waiting List

Target Participants

WWs of PU/ SCNAMO(ES)s who have not attended the 'Orientation Training for Welfare Workers Arising from the Expanded Duties Arising from the Implementation of Central Waiting List' and 'Clinical Sharing Session on MDS-HC for Welfare Worker of Placement Units' before

Contents

- ◆ Concept of long term care
- ◆ Elderly services in Hong Kong
- ◆ Performing the roles as responsible worker in case handling process
- ◆ MDS-HC Assessment Tool

Number of Course

Total 1 course

Date

June 2004

Enquiries

Miss LO See-wai, Vanessa, TO1, Ext. 410

Talk on Infectious Disease

Course Code: SWT ELD 2

0.5 day

Aim

To provide the participants with basic knowledge on infectious disease and related preventive measures

Target Participants

130 staff working in elderly settings of SWD and NGOs

Contents

- ◆ knowledge on infectious disease: causes and symptoms
- ◆ respective care and medical treatment
- ◆ preventive measures

Number of Course

Total 1 course

Date

August 2004

Enquiries

Miss LO See-wai, Vanessa, TO1, Ext. 410

Training Course for Professional Staff of DECCs and NECs upon the Implementation of Central Waiting List (CWL) and Long Term Care Services Delivery System (LDS)

Course Code: SWT ELD 3

3 days

Aim

To equip staff of DECCs and NECs with knowledge and skills in working with the elders upon the implementation of CWL and LDS

Target Participants

60 professionals working with elders from DECCs and NECs of NGOs

Contents

- ◆ knowledge on gerontology
- ◆ counselling skills
- ◆ strategic planning and coordination in meeting service needs at district level
- ◆ support and training programmes for carers with frail elders

Number of Course

Total 4 courses

Date

June, August, October and December 2004

Enquiries

Ms CHAN Ka-pok, Helen, S(T)2, Ext. 303

Training Course for Welfare Workers of Placement Units upon the Implementation of Central Waiting List (CWL) and Long Term Care Services Delivery System (LDS)

Course Code: SWT ELD 4

2 days

Aim

To consolidate the knowledge and skills of Welfare Workers in handling long-term care placement cases

Target Participants

25 WWs of Placement Units of SWD

Contents

- ◆ case management on long-term care placement
- ◆ counselling skills with elders and their families
- ◆ communication skills in explaining assessment results to elders and their families
- ◆ simple report writing and case recording

Number of Course

Total 2 courses

Date

December 2004 and January 2005

Enquiries

Miss LO See-wai, Vanessa, TO1, Ext. 410

Training for Enrolled Nurses and Welfare Workers of SCNAMO(ES) and LORCHE on Gerontology

Course Code: SWT ELD 5



1 day

Aim

To equip the participants with knowledge on gerontology

Target Participants

30 WWs and ENs from SCNAMO(ES) and LORCHE of SWD

Contents

- ◆ contemporary gerontology development
- ◆ common geriatric disease and management
- ◆ psycho-geriatric/psycho-social aspects of elders
- ◆ long-term care services in Hong Kong

Number of Course

Total 2 courses

Date

August and November 2004

Enquiries

Miss LO See-wai, Vanessa, TO1, Ext. 410

Training for MDS-HC Assessors

Course Code: SWT ELD 6

5 days

Aim

To train up the participants with knowledge and skills to perform standardized care need assessment with the use of MDS-HC Assessment Tool and accuracy in service matching. Those having passed the examination on the required knowledge and skills in performing standardized care need assessment and service matching will become assessors

Course Requirements

The participants are required to sit for the examination upon the completion of the course

Target Participants

25 (SWAs or above, nurses, physiotherapists and occupational therapists from SWD and NGOs)

Contents

- ◆ introduction of gerontology and long term care
- ◆ introduction of geriatric knowledge and disease
- ◆ MDS-HC
- ◆ service matching
- ◆ introduction on CAPs
- ◆ practice

Number of Course

Total 4 courses

Date

May 2004 and October 2004

Enquiries

Ms. CHAN Ka-pok, Helen, S(T)2, Ext. 303

Training on Dementia Care for Professional Staff

Course Code: SWT ELD 7

3 days

Aim

To enhance the ability of professionals working with elders in devising care plan and providing therapeutic intervention for demented elders

Target Participants

60 social workers (SWA rank or above), nurses, occupational therapists, physiotherapists working with demented elders in subvented, self-financing and private residential care homes for elders / elderly service units

Contents

- ◆ an overview of dementia: types, causes, symptoms, prognosis and medication treatment
- ◆ emotional, behavioral and cognitive changes of the demented elders
- ◆ skills to communicate with the demented elders
- ◆ care of the demented elders in daily living
- ◆ understanding and managing dementia behaviour
- ◆ introduction of community resources for the demented elders and their families
- ◆ introduction of therapeutic groups and activities for demented elders

Number of Course

Total 3 courses

Date

August, September and December 2004

Enquiries

Ms CHAN Ka-pok, Helen, S(T)2, Ext. 303

Training Programme for Staff of Integrated Home Care Services Team (Frail Cases)

Course Code: SWT ELD 8

2 days

Aim

To equip IHCS staff with the knowledge and skills in providing care services to people with disabilities upon the implementation of CWL for wait-listing of long-term care services for PWDs

Target Participants

120 staff of IHCS (primarily SWA and PCW or other staff that are considered in need to attend the training programme)

Contents

- ◆ understanding of nature, characteristics and causes of various/multiple severe-grade disabilities and their related illnesses.
- ◆ physical, psychological and emotional needs and capabilities of PWDs
- ◆ personal and nursing care for PWDs at home
- ◆ communication skills and attitude in working with PWDs and their families

Number of Course

Total 1 course

Date

June 2004

Enquiries

Ms. CHAN Ka-pok, Helen, S(T)2, Ext. 3

Workshop on Elder Suicide

Course Code: SWT ELD 9

2 days

Aim

To equip the professionals with knowledge and skills in preventing and handling elder suicide

Target Participants

40 social workers (SWA rank and above), nurses, occupational therapists and physiotherapists working with elders from SWD and NGOs

Contents

- ◆ an overview of elder suicide in Hong Kong
- ◆ causes for elder suicide: social structure, health, financial and supportive network
- ◆ suicidal indicators and assessment of suicidal risk
- ◆ formulation of treatment plan
- ◆ preventive measures
- ◆ crisis intervention
- ◆ dos and don'ts in handling suicidal cases

Number of Course

Total 2 courses

Date

October 2004 and January 2005

Enquiries

Miss LO See-wai, Vanessa, TO1, Ext. 410

長者照顧綜合技能訓練課程

Course Code: SWT ELD 10

14 天

目的

為學員提供全面的長者護理知識及技巧訓練，並協助他們建立正確的工作態度

參加學員

40 名安老服務單位的福利工作人員和照顧員（1 名社署，39 名非政府機構及私營和自負盈虧安老院）

課程內容

- ◆ 安老服務
- ◆ 照顧員的角色和責任
- ◆ 老化過程和長者的需要
- ◆ 照顧及護理體弱者的技巧
- ◆ 復康照顧
- ◆ 意外預防及處理
- ◆ 常見的老年疾病及心理健康
- ◆ 照顧長者社交心理的需要
- ◆ 精神健康和心理衛生

課程次數

共 9 班

日期

待定

查詢

陳嘉璞女士，督導主任（訓練）2，內線 303
盧思慧女士，訓練主任 1，內線 410

長者照顧綜合技能補充課程

Course Code: SWT ELD 11

9 天

目的

提升學員護理長者的知識及技巧

參加學員

40 名安老服務單位的福利工作人員和照顧員
(1 名社署, 39 名非政府機構及私營和自負盈虧安老院)

課程內容

- ◆ 照顧員的角色和責任
- ◆ 老化過程和長者的需要
- ◆ 照顧及護理體弱者的技巧
- ◆ 復康照顧
- ◆ 意外預防及處理
- ◆ 常見的老年疾病及心理健康
- ◆ 照顧長者社交心理的需要
- ◆ 精神健康和心理衛生

課程次數

共 9 班

日期

待定

查詢

陳嘉璞女士, 督導主任 (訓練) 2, 內線 303
盧思慧女士, 訓練主任 1, 內線 410

照顧員課程：照顧老年痴呆症長者

Course Code: SWT ELD 12

2 天

目的

增進照顧員對老年痴呆症的認識及照顧老年痴呆症長者的技巧

參加學員

60 位現職非政府機構安老服務、私營和自負盈虧安老院的照顧員 (如起居照顧員、家居照顧員和家務助理員)

課程內容

- ◆ 認識老年痴呆症及其成因
- ◆ 認識藥物治療的方法
- ◆ 認識老年痴呆症的情緒及認知變化
- ◆ 認識老年痴呆症的常見行為問題
- ◆ 與老年痴呆症患者溝通的技巧
- ◆ 與痴呆症有關的社區資源
- ◆ 老年痴呆症長者的日常起居照顧需要
- ◆ 適合痴呆症長者的活動

課程次數

共 4 班

日期

2004 年 7 月、9 月、11 月及 2005 年 1 月

查詢

盧思慧女士, 訓練主任 1, 內線 410

Certificate Course in Rehabilitation Services

Course Code: SWT ILD 1

20 days

Aim

To provide intensive and systematic training for rehabilitation personnel

Target Requirements

40 WWs who are serving persons with mental handicap and have at least 1 year's working experience in social welfare service (2 for SWD & 38 for NGOs)

Contents

- ◆ basic concepts and knowledge of rehabilitation and disabilities
- ◆ training and programme skills
- ◆ individual guidance and working with family
- ◆ health and personal care and emergency management

Number of Course

Total 1 course

Date

September 2004

Enquiries

Miss LO See-wai, Vanessa, TO1, Ext. 410

Community Care and Network for Ex-mentally Ill Persons

Course Code: SWT ILD 2

1 day

Aim

To enhance participants' knowledge on community care and case management skills which facilitate psychiatric rehabilitation in the community

Target Participants

45 staff in social work settings of SWD and 5 MSWs of HA

Contents

- ◆ why community care: trends and development
- ◆ existing community care and network services for ex-mentally ill persons
- ◆ practice implications
- ◆ case studies

Number of Course

Total 1 course

Date

September 2004

Enquiries

Ms MUI Shuk-ling, Adeline, S(T)1, Ext. 305

Course on Vocational Services for Trainers in Integrated Vocational Rehabilitation Service Centres

Course Code: SWT ILD 3



2 days

Aim

To familiarize participants with the new employment service and equip them with the skills in enhancing vocational capabilities of people with disabilities

Target Participants

40 WIs and their supervisors of employment service for persons with disabilities of NGOs

Contents

- ◆ philosophy behind IVRSC
- ◆ training modes and methods adopted in IVRSC
- ◆ on-going vocational assessment
- ◆ design and implementation of training plan

Number of Course

Total 2 courses

Date

To be confirmed

Enquiries

Miss LO See-wai, Vanessa, TO1, Ext. 410

Integrated Course on Mental Health Social Work

Course Code: SWT ILD 4



6 days

Aim

To equip participants with essential knowledge and intervention skills in working with clients with mental disorders and their families

Pre-course Requirements

Participants have to study the e-learning courseware, 'Handling Psychiatric Emergencies' and 'Interviewing Suicidal Clients', before course commencement

Target Participants

50 SWAs or above from casework settings of SWD and rehabilitation settings of NGOs, and MSWs of HA (30 for SWD, 15 for NGOs & 5 for HA)

Contents

- ◆ concepts of mental disorders and impacts on physical, psychological, social and legal aspects
- ◆ knowledge on different mental disorders (e.g. schizophrenia, mania, depression, dementia etc.)
- ◆ assessment, treatment and intervention of clients suffering from different mental disorders
- ◆ uses and limitations of psychotropic drugs in treating mental disorders
- ◆ relevant provisions of Mental Health Ordinance Cap.
- ◆ psychiatric rehabilitation policies and community psychiatric services in Hong Kong

Number of Course

Total 2 courses

Date: August and December 2004

Enquiries

Miss LO See-wai, Vanessa, TO1, Ext. 410

Remarks: *Course duration will be condensed from 8 to 6 days*

Refresher Training for Approved Social Workers

Course Code: SWT ILD 5



1 day

Aim

To upkeep participants' knowledge and skills in key practice issues and share good practice in case handling

Pre-Course Requirements

Participants who have previously attended the "Training Workshop for Approved Social Workers" may apply

Target Participants

40 SWOs and ASWOs from psychiatric MSSUs of SWD

Contents

- ◆ current practice issues of ASW
- ◆ sharing of good practices
- ◆ case sharing and discussion

Number of Course

Total 1 course

Date

September 2004

Enquiries

Ms MUI Shuk-ling, Adeline, S(T)1, Ext. 305

Seminar on Capacity: Threshold of Validity

Course Code: SWT ILD 6



0.5 day

Aim

To increase participants' understanding on legal implications of capacities and assessment of functional abilities

Target Participants

150 social workers from casework settings of SWD, HA, and NGOs

Contents

- ◆ assessment of functional abilities related to capacity: Clinical Psychology Perspective
- ◆ capacity as a legal question: concerns and domains
- ◆ the other capacities
- ◆ case discussion

Number of Course

Total 1 course

Date

13 July 2004

Enquiries

Ms MUI Shuk-ling, Adeline, S(T)1, Ext. 305

Suicide and Violence: Course on Assessment, Prevention and Post-trauma Intervention

Course Code: SWT ILD 7

2 days

Aim

To equip participants with knowledge and skills in assessment, intervention and prevention towards clients with suicidal tendency and violence attempt

Target Participants

40 WAs or above from casework settings of SWD and MSWs of HA (35 for SWD & 5 for HA)

Contents

- ◆ understanding and identifying risk groups in suicide and violence
- ◆ suicidal risk assessment
- ◆ crisis management
- ◆ counselling and intervention skills
- ◆ post-trauma care and rehabilitation
- ◆ prevention strategies
- ◆ related issues: roles of individuals / society / media; balance between protection of individuals and respect for self-determination, cultural belief on life and death, etc.

Number of Course

Total 1 course

Date

November 2004

Enquiries

Miss LO See-wai, Vanessa, TO1, Ext. 410

Training on Standardized Need Assessment Tool for Mentally/Physically Handicapped Persons

Course Code: SWD ILD 8

2 days

Aim

To enable participants to understand the standardized tool and apply it in determining care needs of persons with mental/ physical handicap

Target Participants

50 staff (30 from SWD and 20 from NGO/HA)

Contents

- ◆ using the standardized tool to assess care needs of persons with mental/ physical handicap
- ◆ practical sessions

Number of Course

Total 8 courses

Date

November to December 2004

Enquiries

Ms MUI Shuk-ling, Adeline, S(T)1, Ext. 305
Miss LO See-wai, Vanessa, TO1, Ext. 410

Training on Strategies and Techniques in Bidding Public Contracts for Staff Working in Vocational Rehabilitation for People with Disabilities

Course Code: SWT ILD 9



0.5 day

Aim

To enhance participants' knowledge of bidding public contracts for running small businesses that create employment opportunities for people with disabilities

Target Participants

50 NGO rehabilitation personnel in-charge of employment services for persons with disabilities of NGOs

Contents

- ◆ vocational rehabilitation: new business trends and strategies
- ◆ service procurement in the public sector
- ◆ increasing competitive edge in public contract bidding
- ◆ experience sharing

Number of Course

Total 1 course

Date

August 2004

Enquiries

Ms MUI Shuk-ling, Adeline, S(T)1, Ext. 305

Training Workshop for Approved Social Workers (Mental Health Ordinance)

Course Code: SWT ILD 10



4 days

Aim

To equip participants with essential knowledge and clinical skills in working with mental patients and carrying out statutory duties under provisions of Mental Health Ordinance (MHO)

Pre-course Requirements

Completion of 'Integrated Course on Mental Health Social Work'

Participants are required to study the e-learning courseware on 'Clinical Skills and Tools for ASW in Handling Psychiatric Emergencies' and 'Handling Psychiatric Emergencies' before course commencement

Target Participants

ASWOs and SWOs who are newly posted to psychiatric MSSUs of SWD and to be appointed as Approved Social Workers (MHO) (no quota set)

Contents

- ◆ use of Mental Health Ordinance
- ◆ working with patient and related parties under CD, GO, S&TO and MHRT
- ◆ handling psychiatric emergencies and debriefing

Number of Course

Total 1 course

Date

February 2005

Enquiries

Ms MUI Shuk-ling, Adeline, S(T)1, Ext. 305

Workshop on Alternatives to Residential Care for People with Disabilities

Course Code: SWT ILD 11

1 day

Aim

To provide participants with knowledge on different community-based support services and develop case assessment skills conducive to rehabilitation in the community

Target Participants

40 caseworkers from casework settings of SWD and special schools

Contents

- ◆ why rehabilitation in community: trends and philosophy
- ◆ introduction to newly implemented community and home-based training and support services
- ◆ sharing on new project experiences by service operators

Number of Course

Total 1 course

Date

September 2004

Enquiries

Ms MUI Shuk-ling, Adeline, S(T)1, Ext. 305

Workshop on Working with Patients and Families Affected by SARS

Course Code: SWT ILD 12

1 day

Aim

To equip the participants with knowledge and skills in helping clients affected by SARS

Target Participants

50 ASWOs or above from casework settings of SWD and MSWs of HA (40 for SWD & 10 for HA)

Contents

- ◆ overview of the impact of the pandemic in Hong Kong
- ◆ reactions of patients and families affected by SARS
- ◆ intervention skills in helping clients resume normal life
- ◆ use of trust funds and other community resources
- ◆ crisis preparedness and practice implications

Number of Course

Total 1 course

Date

September 2004

Enquiries

Miss LO See-wai, Vanessa, TO1, Ext. 410

Advanced Course on Conducting Therapeutic Groups for Probationers

Course Code: SWT OFF 1

1 day

Aim

To equip the participants with knowledge and skills in implementing therapeutic groups for probationers

Target Participants

40 SWAs or above working in probation and correctional home settings of SWD

Contents

- ◆ understanding the concepts and skills in designing therapeutic groups catering the criminogenic needs of probationers
- ◆ therapeutic factors of therapy group
- ◆ tasks of therapists in therapy group
- ◆ skills in helping probationers transform group experience into their daily rehabilitation process
- ◆ experience sharing in planning and running therapeutic groups for probationers

Number of Course

Total 1 course

Date

December 2004

Enquiries

Ms SIU Fung-yee, Dorothy, TO3, Ext. 405

Basic Course on Assessment Framework on Criminogenic Needs of Probationers

Course Code: SWT OFF 2

2 days

Aim

To equip the participants with skills and techniques in using criminogenic assessment framework in understanding the needs of probationers

Target Participants

60 SWAs or above working in probation and correctional settings of SWD

Contents

- ◆ an overview of criminogenic need assessment framework
- ◆ general understanding on criminogenic needs of probationers
- ◆ application of assessment model in the rehabilitation of the probationers

Number of Course

Total 1 course

Date

January 2005

Enquiries

Ms SIU Fung-yee, Dorothy, TO3, Ext. 405

Introduction Course on Basic First Aid Knowledge and Fire Safety Issues in Drug Treatment and Rehabilitation Centres

Course Code: SWT OFF 3



1 day

Aim

To equip the participants with basic knowledge on First Aid, fire safety measures and related ordinance in drug treatment and rehabilitation centres

Target Participants

40 workers working in drug treatment and rehabilitation centres of NGOs

Contents

- ◆ Basic first aid knowledge
- ◆ Fire prevention and related ordinance
- ◆ Fire safety measures in meeting the requirements of Service Quality Standards & Codes of Practice under the Drug Dependents Persons Treatment and Rehabilitation Centres (Licensing) Ordinance

Number of Course

Total 1 course

Date

July 2004

Enquiries

Mr. LO Wing-kan, S(T)5, Ext. 307

Sharing on Implementing Community Service Scheme and Other Supportive Services under the Integrated Community Support Services

Course Code: SWT OFF 4



1 day

Aim

To equip the participants with necessary mindset on leading the team facing the challenges and opportunities arising from the new mode of service delivery

Target Participants

40 ASWOs / SWOs from correctional settings of SWD

Contents

- ◆ new service model of Integrated Community Support Services Scheme: policy objectives and service direction
- ◆ intervention strategies for working with offenders
- ◆ service program planning for offenders
- ◆ mindset change for new service models and organizational culture

Number of Course

Total 1 course

Date

October 2004

Enquiries

Ms SIU Fung-ye, Dorothy, TO3, Ext. 405

Workshop on Applying Family Approaches in Working with Adolescent Drug Abusers

Course Code: SWT OFF 5

2 days

Aim

To equip the participants with concept and skills in applying systemic family approach in working with adolescent drug abusers and their families

Target Participants

35 SWAs or above working with substance abusers of SWD and NGOs

Contents

- ◆ understanding the significant role of family in drug abuse rehabilitation
- ◆ adopting family approaches in assessing the needs of drug abusers and their families
- ◆ engaging drug abusers and their family members in rehabilitation process
- ◆ involving and mobilizing family members as a resource in drug rehabilitation

Number of Course

Total 1 course

Date

February 2005

Enquiries

Ms SIU Fung-ye, Dorothy, TO3, Ext. 405

Workshop on Conducting Family Conference for Children / Juveniles Cautioned under the Police Superintendent's Discretion Scheme

Course Code: SWT OFF 6

0.5 day

Aim

To equip the participants with knowledge and skills in chairing and conducting multi-disciplinary Family Conference with the participation of juveniles and their families

Target Participants

40 ASWOs or above from settings providing casework services of SWD

Contents

- ◆ an overview of the scheme and its latest development
- ◆ understanding the procedures and roles in chairing and conducting Family Conference
- ◆ skills in mobilizing the juveniles and their families' participation and building up an effective multi-disciplinary team work approach

Number of Course

Total 1 course

Date

September 2004

Enquiries

Mr. LO Wing-kan, S(T)5, Ext. 307

Workshop on Managing Withdrawal Symptoms and Abnormal Behaviour in Drug Treatment and Rehabilitation Centres

Course Code: SWT OFF 7



1 day

Aim

To equip the participants with knowledge on safety measures and skills for managing withdrawal symptoms and abnormal behaviour for drug dependent persons in drug treatment and rehabilitation centres

Target Participants

40 workers working in drug treatment and rehabilitation centres of NGOs

Contents

- ◆ new trend of substance abuse and its effect
- ◆ handling of drug withdrawal symptom and abnormal behaviour such as showing suicidal signs or aggression
- ◆ safety measures for management of residential treatment centres for drug dependent persons in meeting the requirements of Service Quality Standards & Codes of Practice under the Drug Dependents Persons Treatment and Rehabilitation Centres (Licensing) Ordinance

Number of Course

Total 1 course

Date

July 2004

Enquiries

Mr. LO Wing-kan, S(T)5, Ext. 307

Workshop on Management Issues in Correctional/ Residential Settings

Course Code: SWT OFF 8



2 days

Aim

To equip the participants with knowledge and skills in handling both staff management and case management issues with the objectives to build up an effective and collaborative team in the rehabilitation process for young offenders/ adolescent in correctional/ residential settings

Target Participants

40 staff from all grades working in Correctional/ Residential settings of SWD

Contents

- ◆ understanding the roles and functions among the various parties in the rehabilitation process for young offenders/ adolescents
- ◆ skills in identification of common goal and building up multi-disciplinary collaboration culture at work
- ◆ common staff problems in correctional/ residential settings and practical skills in removing obstacles for achieving collaboration among different disciplines/ ranks of staff
- ◆ skills in making use of multi-disciplinary approach in helping the inmates during rehabilitation, covering issues from preparation for admission to discharge planning

Number of Course

Total 1 course

Date

November 2004

Enquiries

Mr. LO Wing-kan, S(T)5, Ext. 307

Remarks: Course was revamped from *Workshop on Multi-disciplinary Collaboration in Correctional/ Residential Settings*

Training Course for Staff of Licensing Office

Course Code: SWT GEN 1



1 day

Aim

To enhance the work competency of staff from Licensing Offices

Target Participants

40 SWAs or above from Licensing Offices of SWD

Contents

- ◆ Investigation and collection of evidence and analysis
- ◆ Prosecution procedures
- ◆ Complaints handling

Number of Course

Total 1 course

Date

September 2004

Enquiries

Ms. CHAN Ka-pok, Helen, S(T)2, Ext. 303

Training Course on Implementation of Client Information System (CIS)

Course Code: SWT GEN 2



0.5 day

Aim

To enhance participants' awareness and readiness to the change of work habit in preparing case recording in electronic format

Target Participants

40 caseworkers and casework supervisors of all ranks of SWD

Contents

- ◆ Usefulness of recording in electronic format
- ◆ Characteristics of CIS recording
- ◆ Demonstration and hands-on exercise

Number of Course

Total 45 courses

Date

October, November and December 2004

Enquiries

Mr. LAU Tak-hon, Paul, S(T)4, Ext. 308

Workshop on Breakaway Techniques

Course Code: SWT GEN 3
0.5 day



Aim

To equip participants with the physical skills for handling violence from clients

Pre-course Requirements

Participants should have attended the ‘Seminar on Handling Workplace Violence for SWD Staff’ or studied the e-learning courseware of the Seminar before the course commences

Target Participants

30 frontline staff of all ranks of SWD

Contents

- ◆ Skills in handling violent acts
- ◆ Demonstration and skill practice

Number of Course

Total 13 courses

Date

from July to December 2004

Enquiries

Mr. LAU Tak-hon, Paul, S(T)4, Ext. 308

Introduction to Abnormal Psychology

Course Code: SWT UWT 1
1 day

Aim

To provide participants with basic knowledge on abnormal psychology

Target Participants

40 SSAs or above / EA COs / CWOs

Contents

- ◆ what is abnormal psychology
- ◆ what is the difference between ‘normal’ and ‘abnormal’
- ◆ classification of abnormal behavior
- ◆ how to deal with people who have abnormal behavior

Number of Course

Total 2 courses

Date

September and November 2004

Enquiries

Miss HOO Ying, Pallas, TO(SS)1, Ext. 122

Workshop on Harm Reduction, Crisis Intervention and Suicide Prevention

Course Code: SST UWT 2

2 days

Aim

To enable participants' knowledge and awareness in handling customers with self-harming behaviours, individual or families crises and suicidal tendency

Target Participants

40 SSAs or above / EA COs / CWOs

Contents

- ◆ nature and characteristics of the high-risk customers
- ◆ knowledge and techniques in working with the high-risk customers
- ◆ causes of and skills on communicating and managing the customers with self-harming and suicidal behaviours
- ◆ approaches on harm reduction, suicide prevention and crisis intervention

Number of Course

Total 1 course

Date

January 2005

Enquiries

Miss HOO Ying, Pallas, TO(SS)1, Ext. 122

Working with People with Mental Disorder

Course Code: SST UWT 3

1 day

Aim

To enable participants to handle customers with mental disorder more effectively

Target Participants

40 SSAs or above / EA COs / CWOs

Contents

- ◆ introduction to mental disorder problems
- ◆ symptoms of mental disorder
- ◆ effective ways of communicating with customers with mental problem
- ◆ handling crisis situation

Number of Course

Total 2 courses

Date

December 2004 and January 2005

Enquiries

Miss HOO Ying, Pallas, TO(SS)1, Ext. 122

Working with Single Parent Families

Course Code: SST UWT 4

0.5 day

Aim

To equip participants with knowledge on Single Parent Families

Target Participants

40 SSAs or above / EA COs / JDs

Contents

- ◆ the trend of single parent families in Hong Kong
- ◆ understanding the difficulties faced by the single parent families
- ◆ other community resources or services available to single parent families

Number of Course

Total 2 courses

Date

July 2004

Enquiries

Miss HOO Ying, Pallas, TO(SS)1, Ext. 122

Working with Unemployed Persons and Employment Counselling Skills

Course Code: SST UWT 5

1 day

Aim

To equip participants with knowledge and skills in working with the unemployed CSSA recipients

Target Participants

40 EA Cos / JDs

Contents

- ◆ overview of Hong Kong's employment market
- ◆ the importance of self-reliance
- ◆ skills on conducting employment counselling, both pre-employment and post-employment
- ◆ means to explore job opportunities

Number of Course

Total 2 courses

Date

June 2004

Enquiries

Miss HOO Ying, Pallas, TO(SS)1, Ext. 122

Basic First Aid Course for Community Work Organiser

Course Code: SWT GVS 1

4 days

Aim

To train up the participants as qualified first aiders

Target Participants

CWOs of SWD (No quota set)

Contents

- ◆ basic anatomy and physiology of the human body
- ◆ history, signs and symptoms of a casualty
- ◆ assessment, diagnosis of a patient's condition
- ◆ emergency care and support
- ◆ methods of patient handling and removal conducive to patients' conditions

Number of Course

Depend on the training need of CWOs & availability of training places from AMS

Date

Throughout the year

Enquiries

Miss LO see-wai, Vanessa, TO1, Ext. 410

Emergency Relief for Duty Officers / Assistant Duty Officers

Course Code: SST GVS 1

1 day

Aim

To provide the participants with practical guidelines for taking charge of emergency relief duties more effectively

Target Participants

30 SSOsII or above

Contents

- ◆ practical guideline for taking charge of emergency relief
- ◆ experience sharing
- ◆ miscellaneous claims/ allowances
- ◆ mock exercise

Number of Course

Total 1 course

Date

May 2004

Enquiries

Miss HOO Ying, Pallas, TO(SS)1, Ext. 122

Labour Law, Labour Compensation & Mandatory Provident Fund

Course Code: SST GVS 2

1 day

Aim

To enable the participants to have a general understanding of labour law, labour compensation and Mandatory Provident Fund required for handling different cases

Target Participants

80 SSAs or above / SWAs or above / EA Cos / JDs

Contents

- ◆ protection of wages on Insolvency Ordinance and Fund
- ◆ Employees' Compensation Ordinance, e.g. assessment of loss of earning capacity, major compensation items, settlement of claims, etc.
- ◆ Mandatory Provident Fund (MPF) Schemes, e.g. types of MPF schemes, exempt persons, contributions, withdrawal and transfer of accrued benefits, etc.

Number of Course

Total 1 course

Date

February 2005

Enquiries

Miss HOO Ying, Pallas, TO(SS)1, Ext. 122

Law for Daily Use

Course Code: SST GVS 3



2 days

Aim

To enable the participants to acquire a general understanding of the job-related legal knowledge

Target Participants

60 SSAs or above / SWA or above

Contents

- ◆ A brief introduction of the Hong Kong legal system
bankruptcy
- ◆ company law and basic interpretation of accounting
statement
- ◆ probate, wills and estates
- ◆ Personal Data (Privacy) Ordinance
- ◆ divorce

Number of Course

Total 1 course

Date

December 2004

Enquiries

Miss HOO Ying, Pallas, TO(SS)1, Ext. 122

Remarks: *The course contents are revamped by including "Company Law & Accounting"*

Matrimonial Law in Hong Kong

Course Code: SST GVS 4

1 day

Aim

To equip the participants with basic knowledge on Matrimonial Law in Hong Kong

Target Participants

60 SSAs (completed 2nd year's core programmes) / SSOII or above

Contents

- ◆ basic principles of Matrimonial Law
- ◆ Separation and Maintenance Orders Ordinance
- ◆ arrangement of property after separation

Number of Course

Total 2 courses

Date

August 2004

Enquiries

Miss HOO Ying, Pallas, TO(SS)1, Ext. 122

Professional Knowledge on Investigation and Verification : Insurance Policies & Investment Products

Course Code: SST GVS 5



1.5 days

Aim

To help the participants to have a better understanding of the insurance policies and investment products so as to handle the cases of various types of social security schemes more effectively

Target Participants

60 SSAs or above

Contents

- ◆ different types of insurance products
- ◆ benefits from different types of insurance products
- ◆ interpretation of insurance policies and statements
- ◆ different types of investment products
- ◆ selling and purchasing procedures
- ◆ ways to obtain information of the investment products, e.g. investors' information, value of products, selling/purchasing date, etc.

Number of Course

Total 1 course

Date

December 2004

Enquiries

Miss HOO Ying, Pallas, TO(SS)1, Ext. 122

Remarks: *The course contents are revamped by including information on Investment Products*

Professional Skills in Handling Fraud Cases and Giving Evidence in Court

Course Code: SST GVS 6



1 day

Aim

1. To enable the participants to appreciate and master better investigative skills in making enquiries into cases of social security fraud and understand police procedures
2. To help the participants familiarize with the court system, appropriate preparation for appearance in court and the ways to perform effectively as a witness

Target Participants

40 SSA or above

Contents

- ◆ interviewing technique
- ◆ investigation technique
- ◆ law of evidence and exhibit handling
- ◆ police procedure
- ◆ court settings and court conduct
- ◆ role and witness in court
- ◆ right and obligation of a witness

Number of Course

Total 1 course

Date

June 2004

Enquiries

Miss HOO Ying, Pallas, TO(SS)1, Ext. 122

Remarks: *The course content is revamped by including "Giving Evidence in Court"*

Property Law in Mainland and Hong Kong (中國及香港房地產的法律)

Course Code: SST GVS 7

1 day

Aim

To enhance trainees' knowledge about property law in Hong Kong and China and enable them to apply their knowledge in daily work

Target Participants

60 SSAs (completed 2nd year's core programmes)/ SSOII or above

Contents

- ◆ land and property law in Hong Kong and China
- ◆ conveyancing practice in Hong Kong and China
- ◆ search, enquiry and title investigation in Hong Kong and China
- ◆ valuation of property and land in Hong Kong and China
- ◆ inheritance and transfer of property and land in Hong Kong and China

Number of Course

Total 2 courses

Date

September 2004

Enquiries

Miss HOO Ying, Pallas, TO(SS)1, Ext. 122

**The Marriage Law and Welfare System
in the Mainland-From the Perspective
of Social Security**
(從社會保障看內地婚姻法及支援網絡)

Course Code: SST GVS 8

1 day

Aim

To enhance the participants' knowledge about Matrimonial Law and Social Security System in China and enable them to apply their knowledge effectively in daily work

Target Participants

60 SSAs (completed 2nd year's core programmes) / SSOII or above

Contents

Matrimonial Law in China

- ◆ Introduction of Matrimonial Law in China and definition of legal marriage
- ◆ Rights and responsibilities of family members under legal marriage
- ◆ Rights and benefits of children of Hong Kong permanent residents and unmarried couples and family members after being granted with single-entry permits
- ◆ Property, custody and other legal arrangement upon divorce

Welfare System in China

- ◆ Welfare policy and community resources
- ◆ Types of benefit and welfare / social security assistance to different categories of people

Number of Course

Total 2 courses

Date

October 2004

Enquiries

Miss HOO Ying, Pallas, TO(SS)1, Ext. 122

**Training Course for Community Work
Organisers**

Course Code: SST GVS 9

1 day

Aim

To equip the participants with the essential knowledge and skills in handling difficult situations and aggressive customers

Target Participants

50 CWOs

Contents

- ◆ interpersonal and assertiveness skills
- ◆ working with aggressive customers
- ◆ dealing with violent situation and self-protection
- ◆ approaches on harm reduction and crisis intervention

Number of Course

Total 1 course

Date

May 2004

Enquiries

Miss HOO Ying, Pallas, TO(SS)1, Ext. 122

Training on Understanding Customers' Problems, Needs and Related Welfare Services

Course Code: SST GVS 10

2 days

Aim

To develop the participants' knowledge, skills and attitude required for working with different types of customers, so as to provide the best service to vulnerable groups of customers in the society

Target Participants

40 SSAs (completed 1st year's core programmes)

Contents

- ◆ understanding and caring for the anxiety, stress, problems and needs of different types of customers
- ◆ developing a proper attitude towards customers
- ◆ communicating and working effectively with different types of customers
- ◆ understanding and mobilizing local community services for the vulnerable group of customers

Number of Course

Total 1 course

Date

October 2004

Enquiries

Miss HOO Ying, Pallas, TO(SS)1, Ext. 122

Workshop on Social Investigation and Verification Techniques

Course Code: SST GVS 11



1 day

Aim

To strengthen the participants' professional knowledge and skills in fraud prevention and detection

Target Participants

40 SSAs (completed all core programmes in Training Roadmap for SSAs) or above

Contents

- ◆ current development in fraud prevention and detection
- ◆ points to be noted in handling cases
- ◆ case discussion and sharing

Number of Course

Total 1 course

Date

January 2005

Enquiries

Miss HOO Ying, Pallas, TO(SS)1, Ext. 122

Remarks: *The course name has been changed and more emphasis on case discussion besides basic skill training*

Workshop on Social Investigation, Verification Techniques and Fraud Detection (Core Programme for SSA)

Course Code: SST GVS 12

1 day

Aim

To equip the participants with professional knowledge and skills in fraud prevention and detection

Target Participants

40 SSAs (completed 1st year's core programmes)

Contents

- ◆ brief introduction of the Special Investigation Section
- ◆ investigation techniques in handling cases
- ◆ knowledge and skills in preventing fraud

Number of Course

Total 1 course

Date

December 2004

Enquiries

Miss HOO Ying, Pallas, TO(SS)1, Ext. 122

Data Analysis

Course Code: TAU MGN 1

2 days

Aim

To equip the participants with knowledge and analytical skills in handling statistical data

Target Participants

40 SSOIs or above, and SWOs or above with duty of IT project in SWD

Contents

- ◆ understanding principles of data administration, including data analysis, data modelling and data management
- ◆ identifying tools on data analysis
- ◆ making use of data and other approaches for the business analysis

Number of Course

Total 1 course

Date

December 2004

Enquiries

POON Yat-ming, Patrick, SEO(SDT), Ext. 309

Change Enablement and Positive Thinking Workshop for Middle Managers of SWD (Train-the-trainer programme)

Course Code: TAU MGN 2



3 days

Aim

To equip the participants with the positive mindset for change and provide them with the effective tools to increase individual's and teams' effort for change

Pre-course Requirements

Participants are expected to facilitate some downstream team learning after completing the first two days' training and share their change experience on day 3

Target Participants

30 SSWOs / senior SWOs and SSSOs or above from districts and service branches

Contents

- ◆ understanding the drivers of change under the versatile political atmosphere
- ◆ Use of self and positive mindset for change
- ◆ identifying models and practical tools for managing and leading change
- ◆ becoming an effective change enabler and role model in own district or service branch
- ◆ acquiring effective facilitating skills to effect and sustain change within an organisation

Number of Course

Total 1 course

Date

To be confirmed

Enquiries

Ms. MUI Shuk-ling, Adeline, S(T)1, Ext. 305

Change Management and Positive Thinking Workshop for frontline staff

Course Code: TAU MGN 3



2 days

Aim

To equip the participants with the positive mindset for change and skills in making personal and team adaptation to these changes

Target Participants

40 SSOIs or above, and SWOs or above from all service settings of SWD

Contents

- ◆ understanding general behaviour towards change
- ◆ identifying hurdles towards change and ways to manage changes.
- ◆ examining ways of making change a success.
- ◆ understanding the role as a change agent
- ◆ understanding the importance of communication in the era of change
- ◆ planning and motivating your team to make personal and team adaptation to these changes

Number of Course

Total 1 course

Date

October 2004

Enquiries

POON Yat-ming, Patrick, SEO(SDT), Ext. 309

Remarks: *Course Revamped for enhancing the managerial competencies of the front-line supervisors in managing changes and taking up the role of change agent*

Contract Management and Outsourcing of Government IT Projects

Course Code: TAU MGN 4



2 days

Aim

To equip the participants with knowledge and skills on managing outsourced IT Projects

Target Participants

40 SSOIs or above, and SWOs or above with duty of IT project in SWD

Contents

- ◆ understanding the principles of contract management
- ◆ understanding government regulations on and development in outsourcing IT Projects and the subsequent monitoring and management of IT Projects
- ◆ understanding the recent development in IT applications and technical support services to IT Projects

Number of Course

Total 1 course

Date

November 2004

Enquiries

POON Yat-ming, Patrick, SEO(SDT), Ext. 309

Contract Management for Government Services

Course Code: TAU MGN 5



2 days

Aim

To equip the participants with knowledge and skills on project and contract management

Target Participants

40 SSOIs or above, and ASWOs or above from service branches of SWD

Contents

- ◆ understanding the principles of contract management
- ◆ understanding the outsourcing and procurement management in Government
- ◆ understanding the contract law and business law

Number of Course

Total 1 course

Date

November 2004

Enquiries

POON Yat-ming, Patrick, SEO(SDT), Ext. 309

Enhancing Personal Effectiveness at Work

Course Code: TAU MGN 6

1 day

Aim

To enable the participants to have better understanding on the source of stress and unleash potential to work more effectively

Target Participants

40 SSAs or above, and SWAs or above from all service settings of SWD

Contents

- ◆ identifying factors affecting personal effectiveness
- ◆ understanding yourself and your potential
- ◆ identifying and managing stress
- ◆ identifying ways to unleash your potential to improve performance

Number of Course

Total 1 course

Date

November 2004

Enquiries

POON Yat-ming, Patrick, SEO(SDT), Ext. 309

Marketing Strategies for Service Planning and Delivery

Course Code: TAU MGN 7

1 day

Aim

To facilitate the participants in understanding the use of marketing strategies in service planning and delivery

Target Participants

40 SSOII or above, and ASWOs or above from all service settings of SWD

Contents

- ◆ identifying and understanding your customers and their needs
- ◆ understanding marketing concepts and strategies
- ◆ understanding service planning
- ◆ delivering welfare service through service planning and marketing strategies

Number of Course

Total 1 course

Date

November 2004

Enquiries

POON Yat-ming, Patrick, SEO(SDT), Ext. 309

Effective Negotiation Skills

Course Code: TAU MGN 8



2 days

Aim

To equip the participants with knowledge and skills on negotiation

Target Participants

30 SSWOs or above from all service settings of SWD

Contents

- ◆ understand the general principles and meaning of negotiation and lobbying.
- ◆ identification of needs and negotiation opportunities
- ◆ select effective strategies and tactics
- ◆ choice of appropriate negotiation styles
- ◆ adopting effective communication skills
- ◆ handling deadlocks

Number of Course

Total 1 course

Date

September 2004

Enquiries

POON Yat-ming, Patrick, SEO(SDT), Ext. 309

Turning Crisis into Opportunity

Course Code: TAU MGN 9



2 days

Aim

To equip the participants with the leadership skills to develop an esprit de corps among the team members and lead their team in times of crisis

Target Participants

30 ASWOs/ SSOIs or above from all service settings of SWD

Contents

- ◆ identifying and understanding crisis and challenges facing SWD
- ◆ understanding the concept of leadership and crisis management
- ◆ developing the leadership skills in team building in times of crisis
- ◆ managing your team and cultivating an esprit de corps among the team members.
- ◆ developing leadership strategies to unleash the power of change with team members

Number of Course

Total 2 courses

Date

December 2004

Enquiries

POON Yat-ming, Patrick, SEO(SDT), Ext. 309

Supervisory Management Course: The Communicator for Social Security Officers

Course Code: TAU MGN 10

2 days

Aim

To equip the participants with basic communication skills for effectively interacting with their team-mates and other colleagues at work

Target Participants

SSOs I/II of SWD

Contents

- ◆ essence of successful communication
- ◆ effective language for achieving results
- ◆ the responsive and responsible manager
- ◆ a tactful approach to human communication
- ◆ the place of the unspoken word

Number of Course

Total 1 course

Date

To be confirmed

Enquiries

TONG Woon-cheong, Arthur, EOI(SDT), Ext. 302

Team Building in Face of Organisational Change

Course Code: TAU MGN 11

2 days

Aim

To equip the participants with the communication and motivation skills to help the subordinates of different backgrounds to adapt to the new environment, manage their sentiments and resolving conflicts under the era of change

Target Participants

30 ASWOs/ SSOIs or above from all service settings of SWD

Contents

- ◆ understanding organisational change
- ◆ understanding your team
- ◆ understanding communication and motivation skills
- ◆ identifying the causes of anxiety and resistance to change
- ◆ developing techniques in managing team members' sentiments, resolving conflicts and promoting team communication under the era of change

Number of Course

Total 1 course

Date

January 2005

Enquiries

POON Yat-ming, Patrick, SEO(SDT), Ext. 309

Understanding Corporate Governance

Course Code: TAU MGN 12

3 days

Aim

To equip the participants with knowledge on corporate governance and its implication on service monitoring

Target Participants

30 SWOs or above from SPMB and other service branches of SWD

e-Learning

Management, Language and Communication, and Information Technology Training

- ◆ oring, including human resource management, financial management planning, process of re-engineering, IT management etc
- ◆ introducing the role of funder and service operators under corporate governance and interface between funder and service operators in service monitoring

Number of Course

Total 1 course

Date

January 2005

Enquiries

POON Yat-ming, Patrick, SEO (SDT), Ext. 309

Marketing and Service Planning of Integrated Family Service

Course Code: SWT MGN 1

2 days

Aim

To equip the participants with basic understanding on the use of marketing strategies in service planning and delivery

Target Participants

40 ASWO or above working in family services settings with priority given to the staff of IFSCs of SWD and NGOs

Contents

- ◆ characteristics of services marketing
- ◆ understanding and identifying your customers
- ◆ analyzing and developing marketing strategies
- ◆ understanding service planning, packaging and promotion
- ◆ applications of marketing strategies to family services

Number of Course

Total 1 course

Date

November 2004

Enquiries

Ms CHOW Mei-chun, Belinda, TO2, Ext. 407

Caring for Complaining Customers

Course Code: SST MGN 1

1 day

Aim

To strengthen frontline staff's customer-oriented attitude and interpersonal skills needed for handling complaining customers, other than the stereotyped theories of customer service

Target Participants

40 SSAs or above/ EACos

Contents

- ◆ why a customer can become upset and angry in the first place
- ◆ how to approach complaining customers professionally and not personally
- ◆ how to address customer concerns sympathetically
- ◆ how to provide a caring atmosphere
- ◆ how to find realistic solutions to ensure customer satisfaction
- ◆ how to sustain a positive worker/customer relationship even when things go wrong

Number of Course

Total 1 course

Date

January 2005

Enquiries

Miss HOO Ying, Pallas, TO(SS)1, Ext. 122

Counter staff : Frontline Ambassadors

Course Code: SST MGN 2

2 days

Aim

1. To enhance confidence of the participants in responding to customer's needs
2. To enable participants to acquire the skills and techniques to perform their roles effectively
3. To recognize their contribution to the success of the Department

Target Participants

40 newly recruited SSAs

Contents

- ◆ first impression counts
- ◆ language skills
- ◆ providing information
- ◆ organizing work and time management
- ◆ working together with colleagues to provide excellent service

Number of Course

Total 1 course

Date

November 2004

Enquiries

Miss HOO Ying, Pallas, TO(SS)1, Ext. 122

Dealing with Hard-to-handle Customers

Course Code: SST MGN 3

1 day

Aim

1. To promote the participants' understanding of the needs and expectations of customers
2. To develop the participants' skills in dealing with hard-to-handle customers
3. To enhance the participants' preparation in advanced strategies and solutions for dealing with common complaints

Target Participants

40 SSAs (completed 1st year's core programmes)

Contents

- ◆ Understanding the customers
 - their needs and psychology
 - their expectation
- ◆ Understanding and handling "hard-to-handle" customers
 - customers with sensory disabilities
 - uncooperative customers
 - aggressive customers

Number of Course

Total 1 course

Date

August 2004

Enquiries

Miss HOO Ying, Pallas, TO(SS)1, Ext. 122

In the Face of Violence

Course Code: SST MGN 4

1 day

Aim

To enable the participants to handle violent customers more effectively

Target Participants

40 SSAs or above / SWAs or above / EA COs / CWOs / JDs

Contents

- ◆ factors contributing to violence
- ◆ signs of violence, cycle of violence
- ◆ prevention of violence and self-protection
- ◆ practical skills in handling customers with potential aggressive behaviour
- ◆ impact of violence on participants as caseworkers
- ◆ debriefing skills

Number of Course

Total 2 courses

Date

August 2004 and October 2004

Enquiries

Miss HOO Ying, Pallas, TO(SS)1, Ext. 122

Interviewing : The Practical Skills

Course Code: SST MGN 5

1 day

Aim

To develop the newly-recruited Social Security Assistants' interviewing and communication skills

Target Participants

40 newly recruited SSAs

Contents

- ◆ what is a professional interview
- ◆ human relations in interviewing
- ◆ how to begin an interview
- ◆ basic interviewing skills
- ◆ how to deal with confrontation
- ◆ how to end an interview

Number of Course

Total 1 course

Date

December 2004

Enquiries

Miss HOO Ying, Pallas, TO(SS)1, Ext. 122

Managing for Service Excellence: Manager as a Coach

Course Code: SST MGN 6

1 day

Aim

To enhance the frontline managers' skills to coach subordinates for their development and discuss with them for performance improvement

Target Participants

30 SSSAs or above

Contents

- ◆ how to directly supervise a team of subordinates more effectively
- ◆ practical concerns in person-to-person communication with subordinates
- ◆ basic coaching skills
- ◆ relationship between coaching and performance improvement

Number of Course

Total 1 course

Date

October 2004

Enquiries

Miss HOO Ying, Pallas, TO(SS)1, Ext. 122

Skills for Effective Performance of Work

Course Code: SST MGN 7

1 day

Aim

To develop the participants' professional, interpersonal, and performance management skills

Target Participants

40 SSAs (completed 1st year's core programmes)

Contents

- ◆ basic principle of performance management
- ◆ basic interpersonal communication skills
- ◆ organization of work
- ◆ task management

Number of Course

Total 1 course

Date

September 2004

Enquiries

Miss HOO Ying, Pallas, TO(SS)1, Ext. 122

Stress Management

Course Code: SST MGN 8

1 day

Aim

To help the participants identify the symptoms of stress and to learn how to proactively manage stress to improve performance

Target Participants

40 all grade staff of SWD

Contents

- ◆ concept of stress
- ◆ sources and symptoms of stress
- ◆ identification of stress in oneself
- ◆ preventing and coping with personal and work stress
- ◆ debriefing skills

Number of Course

Total 2 courses

Date

September 2004 and January 2005

Enquiries

Miss HOO Ying, Pallas, TO(SS)1, Ext. 122

Teaming Up

Course Code: SST MGN 9

1 day

Aim

To help the participants understand the process and concepts of team building, the behavioral skills necessary for effective team participation, and the communication skills needed for working together to accomplish common goals

Target Participants

40 SSAs (completed 2nd year's core programmes)

Contents

- ◆ elements of a dynamic team
- ◆ primary phases of team development
- ◆ charting team goals and priorities
- ◆ clarifying team members' roles and responsibilities
- ◆ approaches on promoting team communication
- ◆ skills on resolving conflicts and decision making

Number of Course

Total 2 courses

Date

November 2004

Enquiries

Miss HOO Ying, Pallas, TO(SS)1, Ext. 122

Telephone Handling Skills

Course Code: SST MGN 10

1 day

Aim

To enhance the participants' telephone handling skills

Target Participants

40 SSAs / SSSAs / Clerical Staff / JDs

Contents

- ◆ Dos and Don'ts in handling public enquiries
- ◆ use appropriate tones and words

Number of Course

Total 1 course

Date

November 2004

Enquiries

Miss HOO Ying, Pallas, TO(SS)1, Ext. 122

To be a Happy Frontline Staff

Workshop on Creative Problem Solving

Course Code: SST MGN 11



1 day

Aim

To encourage the participants to have a positive attitude to face the challenges and difficulties in daily work

Target Participants

40 SSAs / SSSAs / EA COs / CWOs / JDs

Contents

- ◆ change of mindset
 - from negative to positive
 - from pessimistic to optimistic
 - from resistance to support
- ◆ win-win strategy : happy staff and happy customers
- ◆ the difference between EQ and IQ
- ◆ benefit of high EQ and devastating costs of low EQ
- ◆ cultivate positive emotions in the workplace

Number of Course

Total 2 courses

Date

October 2004 and January 2005

Enquiries

Miss HOO Ying, Pallas, TO(SS)1, Ext. 122

Remarks: *Course Revamped. The course contents are revamped by introducing the concept of EQ.*

Course Code: SST MGN 12

1 day

Aim

To enable the participants with creative thinking on solving problems and making decision

Target Participants

40 SSAs or above

Contents

- ◆ What is creative thinking?
- ◆ How to “think out of box” ?
- ◆ solving problem and making decision in a different way

Number of Course

Total 1 course

Date

January 2005

Enquiries

Miss HOO Ying, Pallas, TO(SS)1, Ext. 122

Performance Appraisal Workshop for Social Security Officers Module I: English Writing Skills

Course Code: TAU COM 1

2 days

Aim

To equip the participants with necessary skills for writing fair and accurate performance appraisal reports

Target Participants

24 SSOs I/II

Contents

- ◆ principles of performance appraisal
- ◆ a systematic approach to assessing aspects of performance and overall performance
- ◆ a systematic approach to commenting on staff performance
- ◆ effective language for writing clear and accurate appraisal reports

Number of Course

Total 1 course

Date

To be confirmed

Enquiries

TONG Woon-cheong, Arthur, EOI(SDT), Ext. 302

Performance Appraisal Workshop for Social Security Officers Module II: Interviewing Skills

Course Code: TAU COM 2

1.5 days

Aim

To enhance and develop the participants' communication skills for conducting effective appraisal interview

Target Participants

24 SSOs I/II

Contents

- ◆ purpose of the appraisal interview
- ◆ the 3-stage approach in conducting the appraisal interview
- ◆ providing constructive feedback through essential verbal and non-verbal communication skills
- ◆ dos and don'ts in conducting the appraisal interview

Number of Course

Total 1 course

Date

To be confirmed

Enquiries

TONG Woon-cheong, Arthur, EOI(SDT), Ext. 302

Report Writing Course for ASWOs & SSWAs

Course Code: TAU COM 3

2 days

Aim

To develop the participants' skills in report writing

Pre-course Requirements

Completion of the "Written Communication Course for ASWOs and SSWAs"

Target Participants

24 ASWOs and SSWAs from all service settings of SWD

Contents

- ◆ 4-stage report writing approach
- ◆ drawing conclusion
- ◆ making recommendation

Number of Course

Total 1 course

Date

August 2004

Enquiries

WAT Chi-hung, William, EOII(SDT), Ext. 168

Written Communication Course for SSOs

Course Code: TAU COM 4

2 days



Aim

To enhance the participants' writing skills in preparing different types of reports and correspondences

Target Participants

24 SSOs I/II

Contents

- ◆ present views and questions precisely and effectively
- ◆ techniques for selecting and organizing information cohesively and logically
- ◆ format, writing style and tone for specific purpose

Number of Course

Total 1 course

Date

To be confirmed

Enquiries

TONG Woon-cheong, Arthur, EOI(SDT), Ext. 302

Remarks: *Course Revamped. The content is revamped to focus on writing skills in different types of reports and correspondences*

Written Communication Course for SSSAs and SSAs

Course Code: TAU COM 5

3 days



Aim

To help the participants improve accuracy in writing and provide them with an overview of different types of writing which they may have to handle at work, and introduce them to basic language skills

Target Participants

24 SSSAs and SSAs

Contents

- ◆ detecting common grammatical errors
- ◆ achieving writer's objective
- ◆ analyzing reader's needs
- ◆ using appropriate writing skills and language for
 - making requests and recommendations
 - giving information and instructions
 - reporting past events
 - explaining and justifying actions and decision
- ◆ examining qualities of good writing
 - memos/letters
 - minutes on file
 - reports
 - minutes of meeting
- ◆ coherence in writing

Number of Course

Total 2 courses

Date

To be confirmed

Enquiries

TONG Woon-cheong, Arthur, EOI(SDT), Ext. 302

Remarks: *This course is revamped by combining the course on "Achieving Accuracy in Writing for Social Security Staff" and the course on "English Writing Skills for Social Security Assistants"*

Written Communication Course for Employment Assistant Coordinators (EACos)

Course Code: TAU COM 6

2 days



Aim

To provide the participants with an overview of different types of writing which they may have to handle at work, and introduce them to basic language skills

Target Participants

24 EA Cos

Contents

- ◆ principles of effective communication
- ◆ achieving accuracy in writing
- ◆ effective memo and letter writing skills
 - making requests/enquiries
 - replying to requests/enquiries

Number of Course

Total 2 courses

Date

To be confirmed

Enquiries

TONG Woon-cheong, Arthur, EOI(SDT), Ext. 302

Written Communication Course for SWOs

Course Code: TAU COM 7

4 days

Aim

To further enhance the participants' writing skills

Target Participants

24 SWOs from all service settings of SWD

Contents

- ◆ writing process
- ◆ advanced writing skills
- ◆ writing minutes of meeting
- ◆ speech writing
- ◆ committee paper drafting
- ◆ managing staff's written work

Number of Course

Total 1 course

Date

November 2004

Enquiries

WAT Chi-hung, William, EOII(SDT), Ext. 168

Written Communication Courses for ASWOs and SSWAs

Course Code: TAU COM 8

3 days



Aim

To enhance the participants' writing skills

Target Participants

24 ASWOs and SSWAs from all service settings of SWD

Contents

- ◆ principles for effective communication
- ◆ achieving accuracy in writing
- ◆ principles of writing case recordings
- ◆ effective memo and letter writing skills
 - making requests/ enquires
 - replying to requests/ enquires

Number of Course

Total 1 course

Date

July 2004

Enquiries

WAT Chi-hung, William, EOII(SDT), Ext. 168

Remarks: *Course Revamped to include principles for writing case recordings in the contents in preparation for the implementation of CIS*

Written Communication Course for SWAs

Course Code: TAU COM 9
5 days



Aim

To enhance the participants' writing skills

Target Participants

24 SWAs from all service settings of SWD

Contents

- ◆ basic skills in writing
- ◆ selection of information
- ◆ organization of writing
- ◆ language for effective writing
- ◆ memo/ letter/ minute/ report writing
- ◆ writing case recording

Number of Course

Total 1 course

Date

September 2004

Enquiry *Training for Social*

Security Staff

Professional Training

Orientation Training

include "Writing case recordings" in the contents in preparation for the implementation of CIS

社會福利署覆投訴信的撰寫技巧

Course Code: TAU COM 10
2 天

目的

探討拒絕信及覆投訴信的撰寫技巧，使學員能夠撰寫說理明晰、措辭得體、語調合宜的拒絕信及覆投訴信。

參加學員

25 位社會福利署的社會工作助理及社會保障助理或以上、共通及一般職系同事。（共通及一般職系同事，薪酬須在總薪級表 11 點或以上）

課程內容

- ◆ 內容的擬定：正面回答問題，為所作決定提供理據，為來信者提供協助
- ◆ 篇章的組織：引述部分的篇寫、說理部分的鋪排及函件總結的技巧
- ◆ 修辭的技巧：詞義的辨析、語意輕重的斟酌
- ◆ 語調的掌握

課程次數

共 1 班

日期

2004 年 6 月 24 及 29 日

查詢

屈志雄先生，二級行政主任（員工發展及訓練），內線 168

社會福利署評核報告的撰寫技巧

Course Code: TAU COM 11

2 天

目的

探討運用中文寫作評核報告的技巧，使學員能夠撰寫：

準確反映員工工作表現的評語，文句流暢、意義明確的評語。

參加學員

25 位社會福利署的助理社會工作主任或以上、二級社會保障主任或以上、共通及一般職系同事，並需要為總薪級表 25 點或以下的同事撰寫評核報告。

課程內容

- ◆ 評核報告的作用
- ◆ 評核報告的語言特色和寫作要求
- ◆ 評核報告的撰寫技巧

課程次數

共 1 班

日期

2004 年 5 月 3 及 7 日

查詢

屈志雄先生，二級行政主任（員工發展及訓練），內線 168

社會福利署呈法庭個案報告的撰寫技巧

Course Code: TAU COM 12

3 天

目的

讓學員運用中文撰寫法庭個案報告時，合乎一定的規格要求，配合需要，掌握運意謀篇的技巧，通篇語法無誤，句式運用妥當，語調流順，選詞適切

參加學員

25 位社會福利署高級社會工作助理或以上職級同事及臨床心理學家

課程內容

- ◆ 法庭報告寫作的基本概念和要點
- ◆ 法庭報告寫作技巧：辭格、句子、句式、遣詞、邏輯、組織

課程次數

共 1 班

日期

2004 年 6 月 1、4 及 9 日

查詢

屈志雄先生，二級行政主任（員工發展及訓練），內線 168

社會福利署職務普通話

Course Code: TAU COM 13

7 天

目的

使學員能學會漢語拼音並掌握日常工作應用的普通話

參加學員

25 位社會福利署工作上與社會福利事宜有直接關係的同事

課程內容

- ◆ 漢語拼音
- ◆ 日常會話
- ◆ 社會福利署常用詞語

課程次數

共 2 班

日期

2004 年 9 月 及 12 月

查詢

屈志雄先生，二級行政主任（員工發展及訓練），內線 168

Information Technology Training

e-learning Courseware (<http://elc.swd.gov.hk>)

On-line Information Technology Training is accessible to every staff member of the Department via the Internet. Depending on the demand and availability in the market, more courseware for other IT topics would be acquired when necessary. The five most popular off-the-shelf courseware for learners of different level of proficiency, from introductory to advanced, have been uploaded to the eLC. They are

- ◆ MS Word
- ◆ MS Excel
- ◆ MS PowerPoint
- ◆ MS Outlook
- ◆ Changjei Chinese Input Method (倉頡中文輸入法)

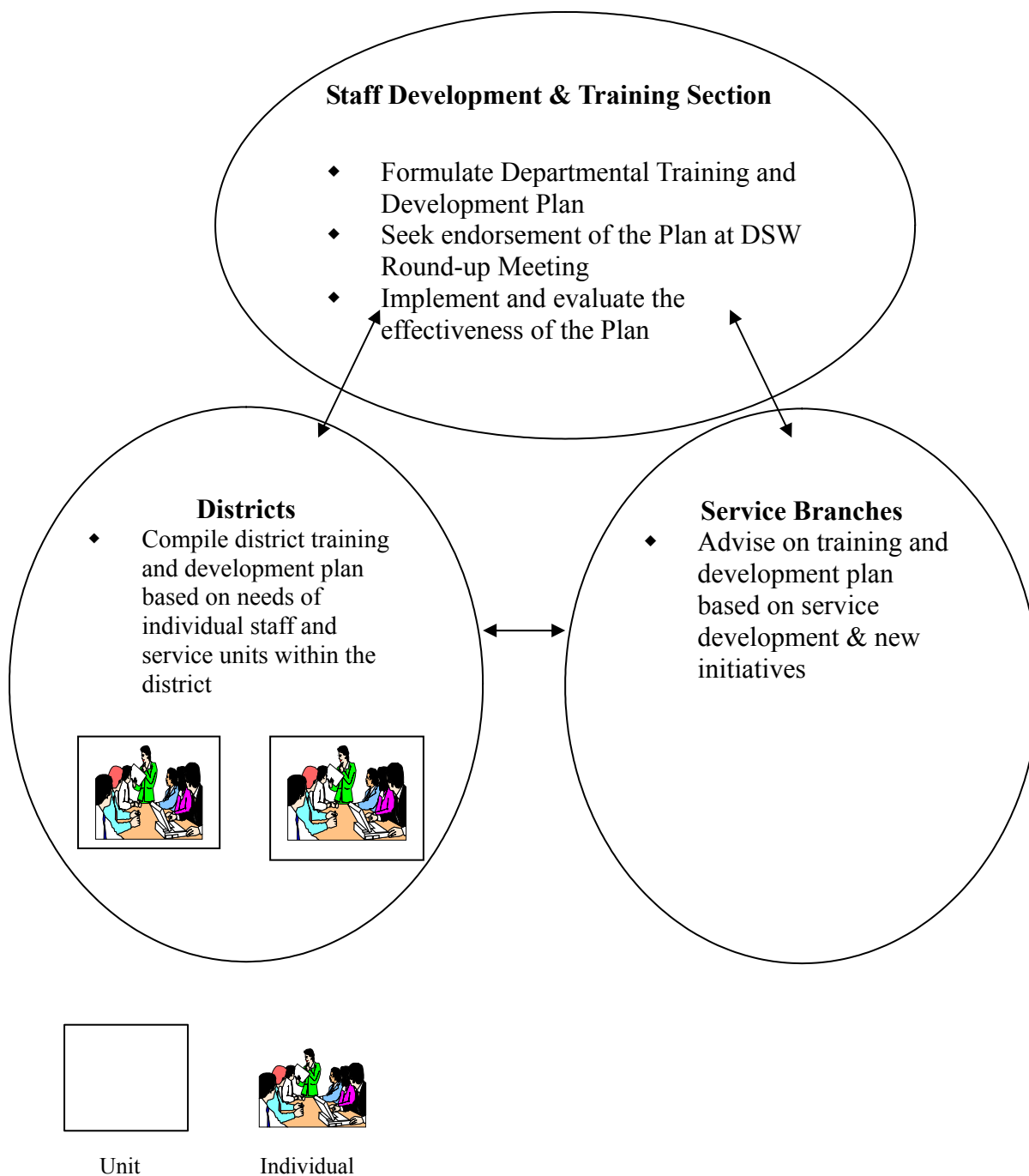
Instructor-led training under CSTDI bulk contract

Alternatively, staff can individually apply to attend the bulk-contract PC-Related Training Courses administered by the CSTDI by making use of the district training subsidy, the level of which would be increased correspondingly to cater for such purpose. The course schedules for this kind of instructor-led training are usually published three times a year and would be circulated once received from CSTDI. Staff can also check at any time the updated course schedules on CSTDI's web site of Cyber Learning Centre Plus (<http://www.clcplus.cstdi.gov.hk>) if they have registered as CLC-Plus members.

Appendices

Annual Training Need Cycle

The Department's Training and Development Plan is formulated basing on an annual training need survey as well as the all-year-round review and evaluation of training programmes. The process involves all staff at all levels (individual / unit / district / service branches) during which the training programmes are planned to meet the identified training needs and an ongoing feedback channel is in place for the continuous improvement of training programmes to meet the Department's core business objectives.



Core Competencies for Departmental Grade Staff

Since 1998, the Department has developed core competencies for a total of 14 ranks in the Social Work Officer (SWO), Social Security Officer (SSO), Social Security Assistant (SSA) and Clinical Psychologist (CP) grades. The core competencies dimensions of these four grades concerned are set out in page 77 to 80.

Based on the core competencies identified, reference kits of competency-based training programmes as well as training and development roadmaps have also been developed for the SWO, the SSO and the SSA grades as set out in page 81 to 105.

Core Competencies for the Social Work Officer Grade

Competency Dimension

- 1. Professionalism**
 - Professional knowledge
 - Professional development
 - Ethics

- 2. Planning and Resource Management**
 - Forward planning
 - System & process review
 - Resources management
 - Information management

- 3. Analysis and Decision Making**
 - Analysis
 - Decision-making

- 4. Leadership and Team Building**
 - Direction setting
 - Empowerment
 - Gain commitment
 - Team spirit

- 5. Customer Focus**
 - Sensitivity
 - Service culture
 - Partnership
 - Image

- 6. Communication Skills**
 - Negotiation
 - Written work
 - Presentation and marketing

- 7. Staff Management and Development**
 - Support & feedback
 - Staff development

- 8. Personal Effectiveness**
 - Commitment
 - Time management
 - Continuous improvement
 - Change management

Core Competencies for the Social Security Officer Grade

Competency Dimension

1. **Professional Knowledge**
2. **Analysis and Judgement**
 - Problem analysis
 - Judgement & decision making
3. **Customer Focus**
4. **Leadership and Team Building**
 - Leadership
 - Teamwork
5. **Planning and Resource Management**
 - Planning & organisation of work
 - Resource management
6. **Staff Management**
 - Performance management
 - Staff development
7. **Communication Skills**
 - Interpersonal skills
 - Presentation & persuasion skills
 - Writing skills
8. **Personal Effectiveness**
 - Time management
 - Drive & resilience
 - Use of information technology

Core Competencies for the Social Security Assistant Grade

Competency Dimension

- 1. Professional Knowledge**
- 2. Organisation of Work**
- 3. Investigation and Case Processing Techniques**
- 4. Personal Effectiveness**
- 5. Communication Skills**
- 6. Customer Focus**
- 7. Teamwork**
- 8. Staff Coaching**
- 9. Writing Skills**
- 10. Computer Skills**

Core Competencies for the Clinical Psychologist Grade

Competency Dimension

1. Professionalism

- Discipline
- Knowledge
- Professional development
- Application of professional knowledge
- Professional ethics

2. Service Implementation

- Service delivery & development
- Professional support
- Resource management

3. Analysis & Decision Making

- Analysis
- Decision making

4. Communication

- Writing skills
- Presentation skills
- Interpersonal & influencing skills

5. Personal Effectiveness

- Commitment
- Time management
- Personal growth
- Resilience & perseverance
- Change management

6. Service Culture

- Customer focus
- Partnership
- Professional & community relations

7. Leadership & Team Building

- Direction setting
- Empowerment
- Team spirit

8. Staff Management & Development

- Performance management
- Feedback & support
- Staff development

**Reference Kit of Competency-based Training Programmes for Social Work Officer Grade
(2004-2005)**

Rank (Note 1)					Setting (Note 2)							Types of Training Programme	Core Competency (Note 3)							
ASWO	SWO	SSWO	CSWO	PSWO	General	FCW	MSS	ELD	REH	OFF	YOUTH		Professional Knowledge	Planning & Resource Management	Analysis & Decision Making	Leadership & Team Building	Customer Focus	Communication Skills	Staff Management & Development	Personal Effectiveness
Y	Y	Y				Y						Refresher Training for Clinical Supervisors / Trainees on Clinical Supervision	***		#		#		#	#
Y	Y					Y						Refresher Training on Child Protection Special Investigation	***		#			#	#	
Y	Y	Y	Y			Y	Y		Y	Y	Y	Seminar on Attachment Issues and Common Diseases for Children	***		#		#			
Y	Y					Y						Seminar on Handling Cases of Divorce and Child Custody Issues for Child Care Staff	***		#		#			
Y	Y					Y						Seminar on Handling Cases of Domestic Violence for Child Care Staff	***		#		#			
Y	Y	Y	Y	Y	Y	Y	Y		Y	Y	Y	Seminar on Permanency Planning and UNCRC	***		#		#			#
Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Seminar on Understanding Current Public Housing Policy and House Service	***		#					
Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Working with Customer in Debts	***				#			
Y					Y	Y				Y	Y	Working with Ethnic Minorities	***				#			
Y	Y					Y	Y			Y	Y	Working with Pathological Gamblers and their families	***		#		#			
Y	Y				Y	Y	Y		Y	Y	Y	Working with Single Parent Families	***		#			#		
Y	Y					Y	Y			Y	Y	Workshop on Handling Suspected Child Sexual Abuse Cases	***		#		#	#		
Y	Y					Y	Y			Y		Workshop on Marital Therapy (Advanced)	***		#			#		
Y	Y					Y	Y					Workshop on Working with Perpetrator and Battered Spouse of Domestic Violence	***		#		#	#		
												Working with Youth								
Y	Y					Y	Y			Y	Y	Advanced Course on Working with Unemployed Youth	***			#	#	#		
Y	Y	Y	Y	Y		Y	Y		Y	Y	Y	Seminar on Drug Abuse for Social Workers 2004	***				#			
Y						Y				Y	Y	Workshop on Launching Adventure-Based Training Program for Youth-at-risk	***	#		#	#	#		
Y	Y					Y				Y	Y	Workshop on Understanding Triad Culture and Working with Marginal Youth	***	#			#	#		
Y	Y					Y	Y			Y	Y	Workshop on Working with Street Gangs and High Risk Youth	***	#	#		#	#		
Y	Y					Y	Y			Y	Y	Workshop on Working with Young Substance Abusers	***	#			#	#		

Note 1 : Y = target participants

Note 2 : General setting = ISTB, services Br., HRM Br., CAO and DO

Note 3 : *** = main area of training, # = area covered though it is not the main focus

**Reference Kit of Competency-based Training Programmes for Social Work Officer Grade
(2004-2005)**

Rank (Note 1)					Setting (Note 2)							Types of Training Programme	Core Competency (Note 3)							
ASWO	SWO	SSWO	CSWO	PSWO	General	FCW	MSS	ELD	REH	OFF	YOUTH		Professional Knowledge	Planning & Resource Management	Analysis & Decision Making	Leadership & Team Building	Customer Focus	Communication Skills	Staff Management & Development	Personal Effectiveness
													Working with Elderly							
Y						Y	Y	Y					***		#		#			
Y	Y	Y				Y	Y						***		#		#	#		
Y	Y	Y				Y	Y	Y					***		#		#	#		
													Working with People with Disabilities / Illness							
Y	Y					Y	Y	Y	Y	Y	Y		#	***	#		#			
Y	Y						Y						***	#	#	#				
Y	Y					Y	Y		Y				***		#		#	#		
Y	Y					Y	Y	Y	Y	Y	Y		***	#			#	#		
Y	Y					Y	Y		Y	Y			***	#	#		#			
Y	Y					Y	Y						***		#		#	#		
													Working with Offenders							
Y	Y					Y				Y	Y		***	#	#		#	#		
Y	Y	Y	Y			Y				Y	Y		***	#	#		#	#		
Y	Y	Y							Y	Y	Y		***	#	#	#	#			
Y	Y					Y	Y			Y	Y		***	#	#		#	#		
Y	Y					Y	Y			Y	Y		***	#	#		#	#		
Y	Y									Y			***	#	#		#	#		

Note 1 : Y = target participants

Note 2 : General setting = ISTB, services Br., HRM Br., CAO and DO

Note 3 : *** = main area of training, # = area covered though it is not the main focus

**Reference Kit of Competency-based Training Programmes for Social Work Officer Grade
(2004-2005)**

Rank (Note 1)					Setting (Note 2)							Types of Training Programme	Core Competency (Note 3)												
ASWO	SWO	SSWO	CSWO	PSWO	General	FCW	MSS	ELD	REH	OFF	YOUTH		Professional Knowledge	Planning & Resource Management	Analysis & Decision Making	Leadership & Team Building	Customer Focus	Communication Skills	Staff Management & Development	Personal Effectiveness					
												Generic Courses													
Y	Y	Y	Y					Y				Training Course for Staff of Licensing Office	***		#			#							
Y	Y	Y	Y			Y	Y	Y	Y	Y	Y	Training Course on Implementation of Client Information System (CIS)		***	#										
Y	Y	Y	Y			Y	Y	Y	Y	Y	Y	Workshop on Breakaway Techniques	***		#										
												Management													
	Y	Y			Y	Y	Y	Y	Y	Y	Y	Business Data Analysis		***	#		#								
	Y	Y	Y		Y	Y	Y	Y	Y	Y	Y	Change Enablement and Positive Thinking Workshop for Middle Managers of SWD (Train-the-trainer programme)		#	#	#		#	***	#					
	Y	Y			Y	Y	Y	Y	Y	Y	Y	Change Management and Positive Thinking Workshop for front-line staff		#	#	#		#	***	#					
	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Contract Management and Outsourcing of Government IT Project		***	#										
Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Contract Management for Government Services		***	#										
Y	Y				Y	Y	Y	Y	Y	Y	Y	Marketing Strategies for Service Planning and Delivery		***	#										
Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Enhancing Personal Effectiveness at Work			#					***					
Y	Y					Y					Y	Marketing and Service Planning of Integrated Family Service		***	#		#								
		Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Negotiation and Marketing Policies and Services		#	***		#	#							
Y	Y				Y	Y	Y	Y	Y	Y	Y	Turning Crisis into Opportunity		***	#	#				#					
Y	Y				Y	Y	Y	Y	Y	Y	Y	Team Building in Face of Organizational Change		#	#	***				#					
Y	Y	Y			Y							Training Series for District Planning and Coordinating Teams		***	#	#	#	#							
	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Understanding Corporate Governance		***	#	#									
		Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Working with Third Sector		***	#										
												Language & Communication Training													
Y					Y	Y	Y	Y	Y	Y	Y	Report Writing Course for ASWOs & SSWAs			#			***							
	Y				Y	Y	Y	Y	Y	Y	Y	Written Communication Course for SWOs			#			***							
Y					Y	Y	Y	Y	Y	Y	Y	Written Communication Course for ASWOs & SSWAs			#			***							
Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	社會福利署覆投訴信的撰寫技巧			#			***							
Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	社會福利署評核報告的撰寫技巧			#			***							
Y	Y					Y	Y			Y		社會福利署呈法庭個案報告撰寫技巧	#		#			***							
Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	社會福利署職務普通話						***							
												E-LEARNING COURSEWARE / RESOURCE													
												Family and Child Welfare Service													
	Y	Y			Y	Y	Y	Y	Y	Y	Y	Adjustment after Divorce	***				#								

Note 1 : Y = target participants

Note 2 : General setting = ISTB, services Br., HRM Br., CAO and DO

Note 3 : *** = main area of training, # = area covered though it is not the main focus

**Reference Kit of Competency-based Training Programmes for Social Work Officer Grade
(2004-2005)**

Rank (Note 1)					Setting (Note 2)							Types of Training Programme	Core Competency (Note 3)							
ASWO	SWO	SSWO	CSWO	PSWO	General	FCW	MSS	ELD	REH	OFF	YOUTH		Professional Knowledge	Planning & Resource Management	Analysis & Decision Making	Leadership & Team Building	Customer Focus	Communication Skills	Staff Management & Development	Personal Effectiveness
Y	Y	Y			Y	Y	Y		Y		Y	Child Protection Training Online (CPTOL)	***		#		#			
Y	Y	Y				Y	Y					Demographic and Psychosocial Profile of Battered Spouse Cases	***		#		#			
Y	Y					Y	Y				Y	Intake in Family Services	***		#		#			
Y	Y	Y	Y	Y	Y	Y						Overseas Training on Family & Child Welfare Services (18.2.03 RB)		***	#					
Y	Y	Y				Y	Y				Y	Seminar on Parenting After Divorce in High Conflict Families	***		#		#			
Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Support of Psychological Service in Case Handling	#				#		#	***
Y	Y	Y				Y	Y		Y		Y	United Nations Conventions on the Rights of the Child (UNCRC) (Social Welfare)	***		#		#			#
Y	Y	Y				Y						Workshop on Conducting Child Custody Evaluations (Basic and Advanced)	***		#		#			
Y	Y	Y			Y	Y	Y		Y		Y	保護家庭及兒童課-新調任職員分享會			#	#	#			***
Y	Y	Y				Y	Y	Y	Y	Y	Y	打開「家」鎖	***		#		#	#		#
Y	Y	Y	Y	Y	Y	Y	Y				Y	保護兒童服務案例彙編	***					#		
Y	Y	Y			Y	Y	Y				Y	風雨同路 - 識別及協助危機家庭手冊	***		#					#
Y	Y	Y			Y	Y	Y	Y	Y	Y	Y	如何與子女談離婚	***					#		
												Youth Service								
Y	Y	Y			Y	Y				Y	Y	Overseas Training Programme on Youth & Corrections Services (2.5.03 RB)			#	#	#		#	***
Y	Y	Y	Y	Y		Y	Y		Y	Y	Y	Seminar on Drug Abuse for Social Workers 2003	***	#			#		#	
Y	Y	Y			Y	Y			Y	Y	Y	Working with Unemployed Youth	***	#	#		#			
Y	Y	Y			Y	Y					Y	生命清泉學校工作坊(短片及教材套)	***		#		#			#
												Elderly Service								
Y	Y	Y	Y	Y	Y	Y	Y	Y				[家家精神好]- 關注長者精神健康	***				#			
Y	Y	Y			Y	Y	Y	Y				「生命的晚期：部署與裝備」研討會	***	#			#			
Y	Y	Y			Y	Y	Y	Y				「長者口腔衛生護理」講座	***		#		#			
Y	Y	Y			Y	Y	Y	Y				老人善終照顧	***				#			#
Y	Y	Y			Y	Y	Y	Y				改善長者家居安全資源手冊	***	#			#			#
Y	Y	Y	Y	Y	Y	Y	Y	Y				長者營養健康研討會	***				#			#
Y	Y	Y	Y	Y	Y	Y	Y	Y				長者常用藥物研討會	***	#			#			
Y	Y	Y				Y	Y	Y				家居腹膜透析	***				#			
Y	Y				Y	Y	Y	Y				跌倒及預防	***		#		#			#
Y	Y				Y	Y	Y	Y				壓瘡、皮膚及足部護理	***		#		#			#
Y	Y	Y				Y	Y	Y				長者健康及家居評估臨牀評估紀錄之排泄抑制	***				#			
Y	Y				Y	Y	Y	Y				藥物管理	***		#		#			
Y	Y	Y			Y	Y	Y	Y				攜手介入長者被虐問題研討會	***		#		#			

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**Reference Kit of Competency-based Training Programmes for Social Work Officer Grade
(2004-2005)**

Rank (Note 1)					Setting (Note 2)							Types of Training Programme	Core Competency (Note 3)							
ASWO	SWO	SSWO	CSWO	PSWO	General	FCW	MSS	ELD	REH	OFF	YOUTH		Professional Knowledge	Planning & Resource Management	Analysis & Decision Making	Leadership & Team Building	Customer Focus	Communication Skills	Staff Management & Development	Personal Effectiveness
												Rehabilitation & Medical Social Work								
Y	Y	Y			Y	Y						Attention-Deficit/Hyperactivity Disorder - Input from Teachers	***	#					#	
Y	Y				Y	Y	Y		Y			Clinical Skills & Tools for ASWOs in Handling Psychiatric Emergencies	***	#	#		#	#		#
Y	Y	Y			Y	Y	Y	Y	Y	Y	Y	Coping Stress for Men	***		#					
Y	Y	Y			Y	Y	Y	Y	Y	Y	Y	Depression and Men	***		#					
Y	Y	Y			Y	Y	Y	Y	Y	Y	Y	Depression in Women	***		#					
Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Forums on "Unity Against SARS"	***		#				#	***
Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Seminar on SARS-related Grief Work	***	#						
Y	Y	Y			Y	Y	Y	Y	Y			Sexuality of Mentally Retarded Adults	***		#			#		
Y	Y	Y			Y	Y	Y		Y			Understanding & Handling Challenging Behaviour in Autistic Individuals	***		#		#	#		
Y	Y	Y			Y	Y	Y	Y	Y			Understanding & Handling Challenging Behaviour in MR Adults	***		#		#	#		
Y	Y	Y			Y	Y	Y	Y	Y	Y	Y	Understanding Generalized Anxiety Disorder	***		#					
Y	Y	Y			Y	Y	Y	Y	Y	Y	Y	Understanding Panic Disorder	***		#					
Y	Y	Y			Y	Y	Y	Y	Y	Y	Y	Understanding Post-Traumatic Stress Disorder	***		#					
Y	Y	Y			Y	Y	Y	Y	Y	Y	Y	Understanding Social Phobia	***		#					
Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	從挑戰中學習：臨床心理學家諮詢個案實錄			#			#		***
Y	Y	Y			Y	Y	Y	Y	Y	Y	Y	當所愛遠逝 - 與子女共同面對轉變	#				#			***
Y	Y	Y			Y	Y	Y	Y	Y	Y	Y	融合的空間			#					***
Y	Y	Y	Y	Y		Y	Y	Y	Y			中九龍社區醫療復康服務(九龍醫院)	***	#			#			
Y	Y	Y			Y	Y	Y	Y	Y			如何透過[家居訓練及支援服務]讓殘疾人士真正享受社區生活	***	#			#			#
Y	Y	Y				Y	Y	Y	Y			自我照顧輕鬆之道	***				#			
Y	Y	Y	Y	Y	Y	Y	Y	Y	Y			為殘疾人士提供社區支援服務	***	#	#		#			
Y	Y				Y	Y	Y		Y			康導工作先導課程	***		#		#			#
Y	Y	Y			Y	Y	Y	Y	Y	Y	Y	處理自殺備忘	***		#			#		
Y	Y	Y				Y	Y					處理精神病人復發及危機介入	***		#			#		#
Y	Y					Y	Y		Y			認識自閉症及特殊學習障礙兒童	***		#		#			
Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	急救：非常任務							***	#
												Offender Service								
Y	Y	Y			Y	Y	Y		Y	Y		Offender Rehabilitation in the 21st Century	***		#		#			#
Y	Y	Y				Y				Y	Y	處理院舍青少年的情緒及行爲問題	***		#		#	#		
												Management/Administration								
Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Anything You Want to Know About Copyright		***						#
Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Basic Law Triathlon Game								***
Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Core Competency and Performance Management		#	#	#	#	#	***	#

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Note 2 : General setting = ISTB, services Br., HRM Br., CAO and DO

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**Reference Kit of Competency-based Training Programmes for Social Work Officer Grade
(2004-2005)**

Rank (Note 1)					Setting (Note 2)							Types of Training Programme	Core Competency (Note 3)							
ASWO	SWO	SSWO	CSWO	PSWO	General	FCW	MSS	ELD	REH	OFF	YOUTH		Professional Knowledge	Planning & Resource Management	Analysis & Decision Making	Leadership & Team Building	Customer Focus	Communication Skills	Staff Management & Development	Personal Effectiveness
Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y								#	***
Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y									***
Y	Y	Y				Y	Y	Y	Y	Y	Y								***	#
Y	Y				Y	Y	Y	Y	Y	Y	Y								#	***
Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y								***	#
Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y								#	***
Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y									#
Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y									***
Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y									***
Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y									***
Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y									***
Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y									***
Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y									***

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**Reference Kit of Competency-based Training Programmes for Social Work Officer Grade
(2004-2005)**

Rank (Note 1)					Setting (Note 2)							Types of Training Programme	Core Competency (Note 3)							
ASWO	SWO	SSWO	CSWO	PSWO	General	FCW	MSS	ELD	REH	OFF	YOUTH		Professional Knowledge	Planning & Resource Management	Analysis & Decision Making	Leadership & Team Building	Customer Focus	Communication Skills	Staff Management & Development	Personal Effectiveness
												General								
Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y								#	***
Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y									***
Y	Y	Y				Y	Y	Y	Y	Y	Y			***		#		#		#
Y	Y	Y			Y	Y	Y	Y	Y	Y	Y								#	***
Y	Y				Y	Y	Y	Y	Y	Y	Y		***	#	#				#	#
Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y			#	#	#			#	***
Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y		***	#	#					#
Y	Y				Y													***	#	#
Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y								#	***
Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y						***			
Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y								#	***
Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y									***
Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y									***
Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y									***
Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y								#	***
Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y								#	***
Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y									***
Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y								#	***
Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y									***
Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y								#	***

Note 1 : Y = target participants

Note 2 : General setting = ISTB, services Br., HRM Br., CAO and DO

Note 3 : *** = main area of training, # = area covered though it is not the main focus

Training and Development Roadmap for ASWO/SWO/SSWO/CSWO/PSWO

Rank	Posting Guide	Professional Knowledge		Management Training	
		<i>Job Specific Core Programmes*</i>	<i>Support Programmes</i>	<i>Core and Strategic Programmes</i>	<i>Supporting Programmes</i>
ASWO	<ul style="list-style-type: none"> ● to be transferred once every 3 years ● preferably to a post of different service nature 	<ul style="list-style-type: none"> ● Briefing by DSWO/ ADSWO/ Unit head on the organisation structure, job nature and responsibility related to the 1st posting assigned and VMV of SWD (within 1st week in the grade) ● Induction Course ● Courses related to own service ● Courses on application of guidelines/ procedures/ ordinances ● Courses on knowledge or skills in social work intervention ● Sensitivity training and risk assessment 	<ul style="list-style-type: none"> ● matching with mentor to ASWO who newly joins the SWD to help them adapt to the new job and to start instilling and developing culture of sharing and communication ● Orientation Course ● coaching by supervisors ● peer learning, self-learning and district staff development programs ● courses on emergency relief, outreaching services after office hours and disaster management ● local/overseas conferences/attachments ● courses to prepare for the next posting or acting appointments 	<ul style="list-style-type: none"> ● Supervisory management courses ● financial management ● performance management ● negotiation skills ● customer service ● team building 	<ul style="list-style-type: none"> ● Language and communication <ul style="list-style-type: none"> – Official Chinese writing – Effective report writing – Achieving accuracy in writing (English) – Putonghua ● China studies <ul style="list-style-type: none"> – Self-learning packages – CSTDI courses ● Information technology <ul style="list-style-type: none"> – Basic training in essential PC and Chinese computing applications

Rank	Posting Guide	Professional Knowledge		Management Training	
		<i>Job Specific Core Programmes*</i>	<i>Support Programmes</i>	<i>Core and Strategic Programmes</i>	<i>Supporting Programmes</i>
SWO	<ul style="list-style-type: none"> ● to be transferred once every 3 to 4 years 	<ul style="list-style-type: none"> ● courses related to own service ● courses for mastery of professional knowledge and advanced practice skills in social work intervention and application of guidelines/ procedures/ ordinances ● courses for development of clinical supervision ● advanced courses on sensitivity training and risk assessment ● Induction courses on roles/ function of district administration, working/ consultation with local leaders, DB members and working with NGOs 	<ul style="list-style-type: none"> ● refresher courses on emergency relief, outreaching services after office hours, and disaster management ● peer learning, self-learning and district staff development programmes ● local/ overseas conferences ● sponsored long local courses ● overseas attachments ● courses to prepare for the next post or acting appointment 	<ul style="list-style-type: none"> ● supervisory management courses ● courses on <ul style="list-style-type: none"> – decision-making – stress management – financial management – leadership skills – managing change – negotiation skills – performance management – team building – personal effectiveness 	<ul style="list-style-type: none"> ● Language and communications <ul style="list-style-type: none"> – official Chinese writing – performance appraisal report writing – Putonghua – chairing meetings – managing other people’s writing – media training ● China studies <ul style="list-style-type: none"> – CSTD courses and self-learning packages ● Information technology <ul style="list-style-type: none"> – Advanced training in computing applications

Rank	Posting Guide	Professional Knowledge		Management Training	
		<i>Job Specific Core Programmes*</i>	<i>Support Programmes</i>	<i>Core and Strategic Programmes</i>	<i>Supporting Programmes</i>
SSWO CSWO PSWO	SSWO/ CSWO normally transferred once every 3-4 years	<ul style="list-style-type: none"> ● courses for development of expertise in one's own functional area of services ● courses on roles/ functions of district administration, district planning and coordination, working/ consultation with local leaders, DB members, working with NGOs, implementation and monitoring of new projects, resources management, etc. 	<ul style="list-style-type: none"> ● courses for updating knowledge of new trends/ issues of welfare services, application of revised guidelines/ procedures/ amended ordinances, disaster management ● local/ overseas conferences ● overseas attachments ● self-learning, peer learning, district staff development programmes 	<ul style="list-style-type: none"> ● SSWO <ul style="list-style-type: none"> – HRM introductory course – Leadership skills – Team building – Financial management ● CSWO <ul style="list-style-type: none"> – The above courses for SSWO plus senior management development programmes (overseas or local) and courses on <ul style="list-style-type: none"> – leadership for change – project management on HRM practices – resource management – strategic planning ● PSWO <ul style="list-style-type: none"> – The above courses for CSWO plus <ul style="list-style-type: none"> ● manpower planning ● project management ● HRM best practices 	<ul style="list-style-type: none"> ● Language and communication <ul style="list-style-type: none"> – strategic communications – crisis communications – media training – presentation skills – chairing meetings – Putonghua – Performance appraisal report writing ● China studies <ul style="list-style-type: none"> – CSTD courses and self-learning packages – directorate seminars (for PSWO only) ● Information technology <ul style="list-style-type: none"> – IT seminars/ short courses in information system management

Notes :

- * Core programmes mean those programmes highly recommended for staff but applications are subject to availability of quota.
- Learning can be more effectively acquired in the work place. Self-motivation to learn is an important attitude leading to continuous growth in professional knowledge and managerial skills.
- Officers are encouraged to draw up individual training and career development plans with assistance from their senior/supervising officers and planned actions to fill their own competency gaps on an on-going basis.
- The Roadmap is only a guide for SWO grade officers who are encouraged to take initiatives to equip their core competencies throughout their career development process. The training programmes are also subject to changes arising from the availability of trainers, venue and other operational reasons.
- The Reference Kit of Competency-based Training Programs can be referred to for quick reference on the training courses provided or arranged by SDTS and CSTD/ CSB exclusively for SWO grade staff. Officers are also encouraged to equip themselves by self-learning or receive training organised by other institutes. For courses organised by CSTD/ CSD for all departments, please refer to its annual prospectus for information.

**Reference Kit of Competency-based Training Programmes for Social Security Officer Grade
(2004-2005)**

Rank				Categories of Training Programme	Core Competency							
CSSO	SSSO	SSOI	SSOII		Professional Knowledge	Analysis & Judgement	Customer Focus	Leadership and Team Building	Planning and Resource Management	Staff Management	Communication Skills	Personal Effectiveness
				Professional Knowledge								
				Training Area	Job Specific Core Programme							
			Y		Orientation Course for New Departmental Grade Staff of SWD	#		***				
			Y		Induction Course for Newly Recruited SSB Staff	***		#	#			
		Y	Y	Emergency relief	Emergency Relief for Duty/Assistant Duty Officers	***						
		Y	Y	Knowledge and skills in verification and authorization	Professional Knowledge on Investigation and Verification : Insurance Policies and Investment Products	***	#					
		Y	Y		Labour Law, Labour Compensation & Mandatory Provident Fund	***	#					
		Y	Y		Professional Skills in Handling Fraud Cases and Giving Evidence in Court	***	#					
		Y	Y		Workshop on Social Investigation & Verification Techniques	***	#					
		Y	Y		Matrimonial Law in Hong Kong	***	#					
		Y	Y		Law for Daily Use	***	#					
		Y	Y		Property Law in Mainland and Hong Kong (中國及香港房地產的法律)	***	#					
		Y	Y		The Marriage Law and Welfare in the Mainland-From the Perspective of Social Security (從社會保障看內地婚姻法及支援網絡)	***	#					
		Y	Y		Customer Service Skills	Caring for Complaining Customers	***		***			#
		Y	Y	Workshop on Harm Reduction, Crisis Intervention and Suicide Prevention		***	#	***			#	
		Y	Y	In the Face of Violence		***	#	***			#	
		Y	Y	Understanding of the clientele	Working with People with Mental Disorder	***		***			#	
		Y	Y		Working with Customers in Debt	***		***				
		Y	Y		Working with Single Parent Families	***		***			#	
		Y	Y		Advanced Course on Working with Unemployed Youth	***		***				
		Y	Y		Introduction to Abnormal Psychology	***		***			#	

**Reference Kit of Competency-based Training Programmes for Social Security Officer Grade
(2004-2005)**

Rank				Categories of Training Programme	Core Competency									
CSSO	SSSO	SSOI	SSOH		Professional Knowledge	Analysis & Judgement	Customer Focus	Leadership and Team Building	Planning and Resource Management	Staff Management	Communication Skills	Personal Effectiveness		
				Management Training										
				<i>Training Area</i>	<i>Core and Strategic Programme</i>									
		Y	Y	Management Skills	Management Workshop for Newly Appointed SSOs I/II		***		***	#	***	#	#	
Y	Y	Y	Y		Stress Management									***
Y	Y	Y	Y		Contract Management for Government Services		#			***				
Y	Y	Y	Y		Business Data Analysis		#			***				
Y	Y	Y	Y		Contract Management and Outsourcing of Government IT Projects		#			***				
		Y	Y		*Supervisory Management Course Module I				#		***			
		Y	Y		*Supervisory Management Course Module II				#		***			
		Y	Y		*Human Resource Management Introductory Course (for Junior Managers)					***	#	#		
Y	Y				*Human Resource Management for Line Managers					***				
Y	Y	Y	Y		Marketing Strategies for Service Planning and Delivery		#			***				
Y	Y				Change Enablement and Positive Thinking Workshop for Middle Managers of SWD		***							***
Y	Y	Y	Y		Turning Crisis into Opportunity		***							***
Y	Y	Y	Y		Change Management and Positive Thinking Workshop for Frontline Staff		***							***
Y	Y				*Management Development Course		***							
		Y	Y		Decision-making	Workshop on Creative Problem Solving		***			#			
Y	Y					*Decision Thinking and Creativity		***			#			
		Y	Y	Personal Effectiveness	Enhancing Personal Effectiveness at Work								***	
		Y	Y		*Performing Through EQ (for Junior Managers)									***
Y	Y				*Emotional Intelligence in Action									***
Y	Y			Leadership Skills	*Team Success				***		#			
Y	Y	Y	Y		Team Building in Face of Organizational Change					***		#		
Y	Y				*Leadership Skills					***		#		

**Reference Kit of Competency-based Training Programmes for Social Security Officer Grade
(2004-2005)**

Rank				Categories of Training Programme	Core Competency							
CSSO	SSSO	SSOI	SSOH		Professional Knowledge	Analysis & Judgement	Customer Focus	Leadership and Team Building	Planning and Resource Management	Staff Management	Communication Skills	Personal Effectiveness
Y	Y			Communication Skills	*Negotiation Skills						***	
		Y	Y		*Effective Influencing & Negotiation Skills						***	
		Y	Y		Supervisory Management Course: The Competent Communicator for Social Security Officers			#		#	***	
Y	Y	Y	Y	Coaching Skills	*Workshop on Coaching, Counselling & Mentoring			#		***	#	
Y	Y				*Performance Management					***		
		Y	Y		Managing for Service Excellence: Manager as a Coach			#		***	#	
				Language and Communication								
				<i>Training Area</i>	<i>Support Programme</i>							
		Y	Y	Official English Writing Skills	Written Communication Course for Social Security Officers	#	#				***	
		Y	Y		社會福利署覆投訴信的寫作技巧		#				***	
		Y	Y		社會福利署評核報告的撰寫技巧		#				***	
		Y	Y	Performance appraisal report writing	Performance Appraisal Workshop for Social Security Officers Module I : English Writing Skills		#			#	***	
		Y	Y		Performance Appraisal Workshop for Social Security Officers Module II: Interviewing Skills		#			#	***	
Y	Y	Y	Y	Putonghua	社會福利署職務普通話						***	
				Information Technology								
				<i>Training Area</i>	<i>Support Programme</i>							
			Y	Use of Computerised Social Security System (CSSS)	CSSS Application Training	***						
Y	Y	Y	Y	Refresher or updating on CSSS Application	Advanced CSSS Application Training	***						
Y	Y	Y	Y	Advanced training in computer software applications	**Advanced Use of Internet					***		
Y	Y	Y	Y		**Advanced MS-Excel					***		
Y	Y	Y	Y		**Advanced MS-Word					***		
Y	Y	Y	Y		**Advanced Power Point					***		

Training and Development Roadmap for the Social Security Officer Grade

Compulsory Programmes

1st year of Appointment

Generic Courses	
1. Orientation Course for New Departmental Grade Staff of SWD 2. Induction Course for Newly Recruited SSB Staff 3. CSSS Application Training	
Professional Knowledge	Management Training
4. Emergency Relief for Duty/Assistant Duty Officers	6. Management Workshop for Newly Appointed SSOsI/II
5. Workshop on Social Investigation & Verification Techniques	



2nd year of Appointment

Professional Knowledge	Management Training
7. Professional Skills in Handling Fraud Cases and Giving Evidence in Court	10. Managing for Service Excellence : Manager as a Coach
8. Law for Daily Use	
9. Written Communication Course for SSOs	



3rd year of Appointment

Professional Knowledge	Management Course
11. In the Face of Violence	12. Performance Appraisal Workshop for Social Security Officers Module I : English Writing Skills
	13. Performance Appraisal Workshop for Social Security Officers Module II : Interviewing Skills
	14. Enhancing Personal Effectiveness at Work

Training and Development Roadmap for the Social Security Officer Grade

Optional Programmes

Customer Service Skills
<ol style="list-style-type: none">1. Caring for Complaining Customers2. Workshop on Harm Reduction, Crisis Intervention and Suicide Prevention
Professional Knowledge Training Courses
<ol style="list-style-type: none">1. Professional Knowledge on Investigation and Verification: Insurance Policies and Investment Products2. Labour Law, Labour Compensation & Mandatory Provident Fund3. Matrimonial Law in Hong Kong4. Property Law in Mainland and Hong Kong (中國及香港房地產的法律)5. The Marriage Law and Welfare in the Mainland-From the Perspective of Social Security (從社會保障看內地婚姻法及支援網絡)6. Introduction to Abnormal Psychology7. Working with People with Mental Disorder8. Working with Single Parent Families9. Working with Customers in Debts
Language Training Courses
<ol style="list-style-type: none">1. 社會福利署覆投訴信的寫作技巧2. 社會福利署評核報告的撰寫技巧3. 社會福利署職務普通話
Personal Effectiveness Training Courses
<ol style="list-style-type: none">1. Stress Management2. Supervisory Management Course: The Competent Communicator for Social Security Officers3. Workshop on Creative Problem Solving4. Enhancing Personal Effectiveness at Work5. Computer Training Courses<ol style="list-style-type: none">(a) Advanced CSSS Application Training(b) Advanced Use of Internet(c) Advanced MS-Excel(d) Advanced MS-Word(e) Advanced Power-point
Management Courses
<ol style="list-style-type: none">1. Contract Management for Government Services2. Business Data analysis3. Contract Management and Outsourcing of Government IT Projects (a Train-the-Trainer Programme)4. Marketing Strategies for Service Planning and Delivery

5. Turning Crisis into Opportunity
6. Change Management and Positive Thinking Workshop for Frontline Staff
7. Team Building in Face of Organisational Change
8. Change Enablement and Positive Thinking Workshop for Middle Managers of SWD (Train-the-trainer programme)

***Management Courses provided by CSTDI/CSB**

For SSOs I/II

1. Effective Influencing & Negotiation Skills
2. Performing Through EQ (for Junior Managers)
3. Human Resource Management Introductory Course (for Junior Managers)
4. Supervisory Management Course Module I & II

For SSSOs and CSSOs

1. Management Development Course
2. Negotiation Skills
3. Team Success
4. Performance Management
5. Leadership Skills
6. Human Resource Management Course for Line Managers
7. Emotional Intelligence in Action
8. Workshop on Coaching, Counselling & Mentoring
9. Decision Thinking and Creativity



*Provision of these courses is subject to further review by CSTDI/ CSB

Notes : Systematic approach to staff training and development for the Social Security Officer (SSO) Grade

- To equip newly appointed Social Security Officers (SSOs) with essential knowledge and skills required for effective service delivery, Training & Development Roadmap was developed to provide a guide for them to identify the training focus in relation to their competency gaps at different stages of their career development and sets out the identified training opportunities as the staff progress in the grade.
- Newly appointed SSOII should attend all compulsory programmes during the first three years of appointment (**exemption may be granted to officers on courses already attended upon request**). They are recommended to attend other optional programmes with consultation with their supervising officers to pursue their professional growth and career development when they progress in the grade.
- To enable them to understand the mission, functions and structures of department and their role and position in the organisation and acquire core job knowledge and management skills to help them discharge their duties effectively, generic courses and basic professional knowledge training courses would be arranged for them in the first year.
- To strengthen their professional knowledge and management skills to assume their authorization, supervising and coaching role in the field, knowledge-based programmes and management programme would be organised for them in the second year.
- To further enhance their personal effectiveness and skills to lead their subordinates to provide effective services, staff management courses and customer service training would be provided for them in the third year.
- To encourage them to take ownership of their training, they are responsible for retaining and updating their own training records.
- To facilitate them to plan training activities, newly appointed SSOsII could retrieve a 'Training Record Card' from the Computerised Social Security System and save it as a personal training record card.

TRAINING RECORD CARD FOR SOCIAL SECURITY OFFICER

Each newly appointed SSOII can retrieve this Training Record Card through the CSSS Desktop> Other Manual/Doc > Others > LTTC Training Materials and save it as a personal Training Record Card. They are responsible for recording their attendance of training courses in their personal Training Record Card and share it with their supervisor on the training plan according to their operational needs and career development.

Optional Programmes			Compulsory Programmes		
		<i>Date of Course Attended</i>			<i>Date of Course Attended</i>
			<i>Year One Stage 1</i>		
			1.	Orientation Course for New Departmental Grade Staff of SWD	
			2.	Induction Course for Newly Recruited SSB Staff	
			3.	CSSS Application Training	
			4.	Emergency Relief for Duty/Assistant Duty Officers	
			5.	Workshop on Social Investigation & Verification Techniques	
			6.	Management Workshop for Newly Appointed SSOs/II	
			<i>Year Two Stage 2</i>		
			7.	Professional Skills in Handling Fraud Cases and Giving Evidence in Court	
			8.	Law for Daily Use	
			9.	Writing Communication for Social Security Officers	
Other Short/Long Local Courses			10.	Managing for Service Excellence: Manager as a Coach	
			<i>Year Three Stage 3</i>		
			11.	In the Face of Violence	
			12.	Performance Appraisal Workshop for Social Security Officers Module I: English Writing Skills	
			13.	Performance Appraisal Workshop for Social Security Officers Module II: Interviewing Skills	
			14.	Enhancing Personal Effectiveness at Work	
 社會福利署 Social Welfare Department			 社會福利署 Social Welfare Department		
Staff Development and Training Section Training Record Card <i>For Social Security Officer</i>					
Name: _____					
Rank: _____					
(Date of appointment to present rank: _____)					
(SSO Rev 6/04)					

Reference Kit of Competency-based Training Programme for Social Security Assistant Grade
(2004-2005)

Rank		Types of Training Programme	Core Competency									
SSSA	SSA		Professional Knowledge	Organization of Work	Investigation and Case Processing Techniques	Personal Effectiveness	Communication Skills	Customer Focus	Teamwork	Staff Coaching	Writing Skills	Computer Skills
		ESSENTIAL PROGRAMMES										
	Y	Orientation Course for Non-Civil-Service Contract Staff of SWD	#					***				
	Y	Induction Course for Newly Recruited SSB Staff	***	***	#			#	#			
	Y	Training on Understanding Customers' Problems, Needs and Related Welfare Services	***				#	***				
	Y	Counter Staff – Frontline Ambassadors	***				#	#				
	Y	Interviewing: The Practical Skills	***				#	#				
	Y	Workshop on Social Investigation, Verification Techniques and Fraud Detection	***		***							
	Y	Dealing with Hard-to-handle Customers	***				#	***				
	Y	Skills for Effective Performance of Work		***		***			***			
	Y	Teaming Up				#	#		***	#		
	Y	Matrimonial Law in Hong Kong	***		#							
	Y	The Marriage Law and Welfare in the Mainland-From the Perspective of Social Security (從社會保障看內地婚姻法及支援網絡)	***		#							
	Y	Property Law in Mainland and Hong Kong (中國及香港房地產的法律)	***		#							
		OPTIONAL PROGRAMMES										
		Professional Knowledge										
Y	Y	Professional Skills in Handling Fraud Cases and Giving Evidence in Court	***		***							
Y	Y	Workshop on Social Investigation & Verification Techniques	***		***							
Y	Y	Labour Law, Labour Compensation & Mandatory Provident Fund	***		#							
Y	Y	Professional Knowledge on Investigation and Verification: Insurance Policies & Investment Products	***		#							
Y	Y	Law for Daily Use	***		#							
		Customer Service Skills										
Y	Y	In the Face of Violence	***				#	#				
Y	Y	Workshop on "Harm Reduction, Crisis Intervention and Suicide Prevention"	***				#	#				
Y	Y	Working with Single Parent Families	***				#	***				
Y	Y	Workshop on Breakaway Techniques	***				#	#				
Y	Y	Working with Customers in Debts	***				#	***				
Y	Y	Telephone Handling Skills	***				#	***				
Y	Y	Working with People with Mental Disorder	***				#	***				

**Reference Kit of Competency-based Training Programme for Social Security Assistant Grade
(2004-2005)**

Rank		Types of Training Programme	Core Competency									
SSSA	SSA		Professional Knowledge	Organization of Work	Investigation and Case Processing Techniques	Personal Effectiveness	Communication Skills	Customer Focus	Teamwork	Staff Coaching	Writing Skills	Computer Skills
Y	Y	Introduction to Abnormal Psychology	***				#	#				
Y	Y	Caring for Complaining Customers	***				#	***				
		Management										
Y	Y	To Be a Happy Frontline Staff				***						
Y	Y	Stress Management				***						
Y		Managing for Service Excellence: Manager as a Coach					#		#	***		
Y	Y	Workshop on Creative Problem Solving		#		***						
Y	Y	Enhancing Personal Effectiveness at Work				***						
		Communication										
Y	Y	社會福利署覆投訴信的寫作技巧					#				***	
Y	Y	Written Communication Course for SSSAs and SSAs					#				***	
Y	Y	社會福利署職務普通話					***					
		Computer										
Y	Y	Computerized Social Security System (CSSS) Application Training										***
		Computer Training Courses :										
Y	Y	**Use of Internet										***
Y	Y	**MS-Excel										***
Y	Y	**MS-Word										***
Y	Y	**PowerPoint										***

Training and Development Roadmap for the Social Security Assistant Grade

Essential Programmes

1st Year of Appointment

Stage 1 (Newly Recruited to 2 Months)
Generic Courses
1. Orientation Course for Non-Civil Service Contract Staff of SWD 2. Induction Course for Newly Recruited SSB Staff 3. CSSS Application Training
Stage 2 (2 Months to 12 Months)
Customer Service
4. Counter Staff: Frontline Ambassadors 5. Interviewing: The Practical Skills



2nd Year of Appointment

Professional Knowledge	Customer Service
6. Training on Understanding Customers' Problems, Needs and Related Welfare Services	8. Dealing with Hard-to-handle Customers
7. Workshop on Social Investigation, Verification Techniques & Fraud Detection	Management Course
	9. Skills for Effective Performance of Work



3rd Year of Appointment

Professional Knowledge	Management Course
10. Matrimonial Law in Hong Kong 11. China Studies a) 從社會保障看內地婚姻法及支援網絡 b) 中國及香港房地產的法律	12. Teaming Up

Training and Development Roadmap for the Social Security Assistant Grade

Optional Programmes



Customer Service Skills
<ol style="list-style-type: none">1. Caring for Complaining Customers2. In the Face of Violence3. Working with Customers in Debts4. Telephone Handling Skills5. Workshop on Breakaway Techniques6. Working with People with Mental Disorder7. Working with Single Parent Families8. Introduction to Abnormal Psychology9. Workshop on Harm Reduction, Crisis Intervention and Suicide Prevention
Professional Knowledge Training Courses
<ol style="list-style-type: none">1. Workshop on Social Investigation and Verification Techniques & Fraud Detection2. Law for Daily Use3. Labour Law, Labour Compensation & Mandatory Provident Fund4. Professional Knowledge on Investigation & Verification: Insurance Policies & Investment Products5. Professional Skills in Handling Fraud Cases and Giving Evidence in Court6. Language Training Courses:<ol style="list-style-type: none">a) Written Communication Course for SSAs and SSSAsb) 社會福利署覆投訴信的寫作技巧c) 社會福利署職務普通話
Management & Personal Effectiveness Training Courses
<ol style="list-style-type: none">1. To be a Happy Frontline Staff2. Stress Management3. Workshop on Creative Problem Solving4. Managing for Service Excellence: Manager as a Coach5. Enhancing Personal Effectiveness at Work6. Computer Training Courses:<ol style="list-style-type: none">a) Advanced CSSS Application Trainingb) Use of Internetc) MS-Exceld) MS-Worde) PowerPoint

Notes: Systematic approach to staff training and development for the Social Security Assistant (SSA) Grade

- To ensure quality service for the public, all new recruits should be equipped with basic work knowledge and skills.
- To enable newly recruited Social Security Assistants to have a timely grasp of the basic knowledge and skills for service delivery and promote a culture of self-learning as well, new staff will be provided with a CD-ROM on “Induction Course for Newly Recruited Social Security Staff” when they report for duty.
- Newly recruited Social Security Assistants should attend Orientation Course, Induction Course and CSSS Application Training within two months of their first appointment as far as possible.
- Other basic professional knowledge/ skills and customer service training, e.g. interviewing skills would be arranged for SSA staff within the first year after they have joined the service.
- To strengthen the investigation skills and to build up the confidence of SSA staff, training courses covering the social investigation techniques and skills for effective performance of work are scheduled in the second year.
- To further develop staff’s knowledge, skills, abilities and attitude required for improvement of service, some work related subjects, e.g. legal issues and China studies would be organised in the third year.
- To encourage them to take ownership of their training, they are responsible for retaining and updating their own training records.
- To facilitate them to plan their training activities, newly recruited SSAs can retrieve a “Training Record Card” from the Computerised Social Security System and save it as a personal training record card.

TRAINING RECORD CARD FOR NEWLY RECRUITED SOCIAL SECURITY ASSISTANTS

Each newly recruited SSA can retrieve this Training Record Card through the CSSS Desktop> Other Manual > Doc > Others > LTTC Training Materials and save it as a personal Training Record Card. They are responsible for recording their attendance of training courses in their personal Training Record Card and share it with their supervisor on the training plan according to their operational needs and career development

Optional Programmes			Compulsory Programmes		
		<i>Date of Course Attended</i>			<i>Date of Course Attended</i>
			<i>Year One Stage 1</i>		
			1.	Orientation Course for New Departmental Grade Staff of SWD	
			2.	Induction Course for Newly Recruited SSB Staff	
			3.	CSSS Application Training (1)	
			4.	CSSS Application Training (2)	
			5.	Counter Staff : Frontline Ambassadors	
			6.	Interviewing : The Practical Skills	
			<i>Year Two Stage 2</i>		
			7.	2 day Training on Understanding Customers' Problems, Needs and Related Welfare Services	
			8.	Workshop on Social Investigation, Verification, Techniques & Fraud Detection	
			9.	Dealing with Hard-to-Handle Customers	
Other Short/Long Local Courses			10.	Skills for Effectiveness Performance of Work	
			<i>Year Three Stage 3</i>		
			11.	Matrimonial Law in Hong Kong	
			12.	從社會保障看內地婚姻及支援網絡	
			13.	中國及香港房地產的法律	
			14.	Teaming Up	
 社會福利署 Social Welfare Department Staff Development and Training Section Training Record Card <i>For Social Security Assistant</i> Name: _____ Rank: _____ (Date of appointment to present rank: _____)			 社會福利署 Social Welfare Department		
(SSO Rev 6/04)					

Rules & Regulations for SDTS Course Enrollment

For optimal training benefits, the following should be strictly observed.

Nominating Officers

- ◆ To meet deadline for nominations.
- ◆ Wherever applicable, to inform all nominees within set quota to attend training programme as scheduled and other applicants the position of their applications.
- ◆ Whenever applicable, to arrange sharing sessions within the unit/ district after the course.

Supervisors

- ◆ To make timely recommendation to the nominating officer.
- ◆ To ensure the result of the nomination to reach the nominee at least 2 days before the course commences or earlier according to the course announcement.
- ◆ To ensure the timely fulfilment of pre-course requirements by the trainees, if applicable.
- ◆ To advise trainee on the importance of punctuality and full attendance.
- ◆ Wherever applicable, to decide whether the reason for the trainee to be absent from the course is justifiable and to give written confirmation to the course coordinator.
- ◆ If information on trainee who is unable to attend the whole course is available before the commencement of the course, the course coordinator should be informed the soonest possible.
- ◆ To coach the trainees on the applicability of the knowledge/ skill/ attitude learned throughout/ after the course.
- ◆ To arrange sharing session within the unit/ district.

Staff

- ◆ To ensure all requirements for course attendance is fulfilled.
- ◆ To be punctual and attend the full course.
- ◆ To dress appropriately for the course.
- ◆ To turn off the sound of the tele-communications devices during class.
- ◆ To pay high regard to own safety when engaged in activities during the course.
- ◆ To fulfil all pre-course/ course requirement.
- ◆ In case of being unable to attend part of or the full course, trainees should inform the course coordinator after permission from their supervisor has been obtained. A written confirmation to the course coordinator via the supervisor is required.
- ◆ To discuss with the supervisor on the applicability of the knowledge/ skill/ attitude learned from the course for improvement at work.
- ◆ To share with colleagues on the knowledge/ skill/ attitude learned and the experience of the implementation.

Nomination Procedures

- 1. For nomination with quota**, Oi/cs of service units should submit their nomination by using the nomination form to their respective nominating officers, i.e. DSWOs/ CCP/ Subject Chiefs/ SSSOs. After receiving and screening of the nominations from the units, the nominating officers can make nomination directly to the SDTS. The nominating officers should inform the nominees within the set quota to attend the training programmes as scheduled and other applicants of the position of their application. No separate notice will be given to the nominees within quota by the SDTS. In case of doubt, Oi/cs of service units should check with their nominating officers for successful nominees.
- 2. For nomination with no set quota**, nominations can be made directly to SDTS by Oi/cs of service units. The Oi/cs of service units should inform the nominees to attend the training programmes as scheduled. No separate notice will be given to the nominees by SDTS.
- 3. For nomination exceeding quota**, nominations can still be put on the reserve list by the nominating officers. SDTS will issue notification of result to the nominating officers/ nominees' supervisors according to the procedures laid down in the course announcement. The Oi/cs of service units should inform the successful nominees to attend the training programmes as scheduled.
- 4. For courses commissioned to external training providers**, nominating officers can make nominations directly to the respective training providers as specified on the course announcement and notification of result will be served by the training providers according to the procedures laid down in the course announcement.
- 5. For SSO/ SSA grade**, staff will be informed to attend the Essential (Core) Programmes according to the Training Roadmap. Separate nomination is not required.

Arrangement of Classes During Bad Weather

Weather Condition \ Type of Training	Indoor classroom training	Visit	Outdoor training activity (e.g. Mountaineering, hiking)
Typhoon			
Signal No. 1 or 3	conducted as usual	conducted as usual	cancelled and rescheduled
Signal No. 8 or above			
(i) cancelled before 7:00am	conducted as usual	conducted as usual	conducted as usual
(ii) remain in effect at or after 7:00am	cancelled and rescheduled	cancelled and rescheduled	cancelled and rescheduled
(iii) hoisted during training	cancelled and rescheduled	cancelled and rescheduled	cancelled and rescheduled
Rainstorm warning signal			
Amber or red			
(i) cancelled before 7:00am	conducted as usual	conducted as usual	conducted as usual
(ii) remain in effect at or after 7:00am	conducted as usual	conducted as usual	cancelled and rescheduled
(iii) issued during training	conducted as usual	conducted as usual	cancelled and rescheduled
Black			
(i) cancelled before 7:00am	conducted as usual	conducted as usual	conducted as usual
(ii) remain in effect at or after 7:00am	cancelled and rescheduled	cancelled and rescheduled	cancelled and rescheduled
(iii) issued during training	conducted as usual (*)	cancelled and rescheduled	cancelled and rescheduled

(*) Participants who are required to perform specific duties or are with special reasons may leave the class after informing the course coordinator.

惡劣天氣下的課程安排

課程類別 天氣情況	室內課堂訓練	探訪活動	戶外訓練活動 (例如：爬山、遠足)
颱風			
一號或三號	如常舉行	如常舉行	取消及另作安排
八號或以上			
(i) 於早上七時前除下	如常舉行	如常舉行	如常舉行
(ii) 於早上七時或之後繼續懸掛	取消及另作安排	取消及另作安排	取消及另作安排
(iii) 於課堂期間懸掛	取消及另作安排	取消及另作安排	取消及另作安排
暴雨警告信號			
黃雨或紅雨			
(i) 於早上七時前取消	如常舉行	如常舉行	如常舉行
(ii) 於早上七時或之後繼續生效	如常舉行	如常舉行	取消及另作安排
(iii) 於課堂期間發出	如常舉行	如常舉行	取消及另作安排
黑雨			
(i) 於早上七時前取消	如常舉行	如常舉行	如常舉行
(ii) 於早上七時或之後繼續生效	取消及另作安排	取消及另作安排	取消及另作安排
(iii) 於課堂期間發出	如常舉行(*)	取消及另作安排	取消及另作安排

(*) 如須執行特定職務或有特別理由的參加者，可於通知課程統籌主任後離開。

Types of Training Programmes by Levels and by Subject Areas

Training Programmes: by Levels

1. *Orientation Courses*

- to introduce the work and organisation structure as well as culture of the Department to new staff
- to prepare local social work students before they start field work placement in the Department

2. *Induction Courses*

- to equip staff new to certain fields of practice with specific skills and knowledge
- scope includes family & child welfare services, medical social services, corrections services, children & youth services and social security services

3. *Staff Development Programmes*

- to enhance growth, development and competence of professional and general grade staff and to meet new service requirements
- in the form of short courses delivered in various classroom, e-learning and blended modes; seminars, workshops, overseas training and attachment programmes, and short and long local courses at tertiary institutes covering a wide range of topics

Professional Training: by Subject Areas

1. *Working with Children and Families*

- multi-skilled training on working with individuals and families encountering physical and psychosocial problems or in crises
- working with batterers, victims and family members of domestic violence and child abuse
- knowledge and skills on working with children and different types of customers, like street sleepers, new arrivals and pathological gamblers

2. *Working with Youth*

- volunteer service management
- working with young people in disadvantaged circumstances
- developmental and preventive educational programmes for young people and their families

3. *Working with Elderly*

- understanding the physiological, psychological, emotional and social needs of the elderly
- working with the demented elders
- multi-skilled training in working with the elders

4. *Working with People with Illnesses and Disabilities*

- working with patients suffering from chronic and terminal illness in multi-disciplinary and community-based rehabilitation approaches
- working with mentally incapacitated persons requiring mental health interventions
- working with individuals with disabilities for their rehabilitation and support for their families

- working with children with special needs

5. *Working with Offenders*

- working with offenders receiving community-based rehabilitation programmes, including probation service and Community Service Orders Scheme, etc.
- working with young offenders in residential settings

6. *Training for Social Security Staff*

- operating Computerized Social Security System
- processing application for different types of social security services
- appeal board
- special investigation teams
- emergency relief service
- promoting self-reliance

Generic Skills Training

- knowledge and skills applicable to all or a number of service settings

Management Training

- change management
- contract management
- new concept on social/ welfare policy

Language and Communication Training

Information Technology Training

Index of Training Programmes

Orientation Courses

TAU ORC	1	Orientation Course for New Departmental Grade Staff of SWD
TAU ORC	2	Orientation Course for New General/ Common Grades Staff of SWD
TAU ORC	3	Orientation Course for Non-Civil Service Contract Staff of SWD
TAU ORC	4	Orientation Course for Summer Student Workers

Induction Courses

SWT INC	1 Blended	Induction Course for Medical Social Workers
SWT INC	2 Blended	Induction Course for Newly Posted FCPSU Workers
SWT INC	3 Blended	Induction Course for Social Workers in FSCs/ IFSCs
SWT INC	4 Blended	Integrated Induction Course for Staff Working in Correctional Settings
SST INC	1	Induction / SFS Training Course for Employment Assistance Co-ordinators
SST INC	2	Induction Course for Newly Recruited SSB Staff
SST INC	3 New	Training Package for Re-deployed Staff

Staff Development Programmes - Professional Training

Working with Children and Families

SWT CHF	1	Advanced Skills Training for Family Counselling Unit of IFSCs
SWT CHF	2	Basic Training on Child Protection Special Investigation
SWT CHF	3 New	Briefing session on Adoption (Amendment) Bill
SWT CHF	4 New	Integrated Course on Working with Families

SWT CHF	5	Intervention for Children Exposed to Domestic Violence
SWT CHF	6	Legal Aspect in Handling Child Custody Cases
SWT CHF	7	Multi-skills Training for Family Resources Unit and Family Support Units of IFSCs
SWT CHF	8	Refresher Training for Clinical Supervisor/ Trainees on Clinical Supervision
SWT CHF	9 Revamped	Refresher Training on Child Protection Special Investigation
SWT CHF	10 New	Seminar on Attachment Issues and Common Diseases for Children
SWT CHF	11	Seminar on Handling Cases of Divorce and Child Custody Issues for Child Care Staff
SWT CHF	12	Seminar on Handling Cases of Domestic Violence for Child Care Staff
SWT CHF	13 New/Blended	Seminar on Permanency Planning and UNCRC
SWT CHF	14 New	Seminar on Understanding Current Public Housing Policy and Housing Service
SWT CHF	15	Working with Customers in Debts
SWT CHF	16 Revamped	Working with Ethnic Minorities
SWT CHF	17 Revamped	Working with Pathological Gamblers and their Families
SWT CHF	18 New	Working with Single Parent Families
SWT CHF	19	Workshop on Handling Suspected Child Sexual Abuse Cases
SWT CHF	20 New	Workshop on Marital Therapy (Advanced)
SWT CHF	21	Workshop on Working with Perpetrator and Battered Spouse of Domestic Violence

Working with Youth

SWT YOU	1 Blended	Advanced Course on Working with Unemployed Youth
SWT YOU	2	Seminar on Drug Abuse for Social Workers 2004
SWT YOU	3	Workshop on Launching Adventure-base Training Programme for Youth-at-risk
SWT YOU	4	Workshop on Understanding Triad Culture and Working with Marginal Youth
SWT YOU	5	Workshop on Working with Street Gangs and High Risk Youth
SWT YOU	6	Workshop on Working with Young Substances Abusers

Working with Elderly

SWT ELD	1	Revamped	Orientation Training for Welfare Workers of Placement Units, SCNAMO(ES)s
SWT ELD	2		Talk on Infectious Disease
SWT ELD	3	New	Training Course for Professional Staff of DECCs and NECs upon the Implementation of Central Waiting List (CWL) and Long Term Care Services Delivery System (LDS)
SWT ELD	4	New	Training Course for Welfare Workers of Placement Units upon the Implementation of Central Waiting List (CWL)and Long Term Care Services Delivery System (LDS)
SWT ELD	5	New	Training for Enrolled Nurses and Welfare Workers of SCNAMO(ES) and LORCHE on Gerontology
SWT ELD	6		Training for MDS-HC Assessors
SWT ELD	7		Training on Dementia Care for Professional Staff
SWT ELD	8	New	Training Programme for Staff of Integrated Home Care Services Team (Frail Cases)
SWT ELD	9		Workshop on Elder Suicide
SWT ELD	10		長者照顧綜合技能訓練課程
SWT ELD	11		長者照顧綜合技能補充課程
SWT ELD	12		照顧員課程：照顧老年痴呆症長者

Working with People with Illness or Disabilities

SWT ILD	1		Certificate Course in Rehabilitation Services
SWT ILD	2	New	Community Care and Network for Ex-mentally Ill Persons
SWT ILD	3	New	Course on Vocational Services for Trainers in Integrated Vocational Rehabilitation Service Centres
SWT ILD	4	Revamped	Integrated Course on Mental Health Social Work
SWT ILD	5	New	Refresher Training for Approved Social Workers
SWT ILD	6	New	Seminar on Capacity: Threshold of Validity
SWT ILD	7		Suicide and Violence: Course on Assessment, Prevention and Post-trauma Intervention
SWT ILD	8	New	Training on Standardized Need Assessment Tool for Mentally/ Physically Handicapped Persons

SWT ILD	9 New	Training on Strategies and Techniques in Bidding Public Contracts for Staff Working in Vocational Rehabilitation for People with Disabilities
SWT ILD	10 Blended	Training Workshop for Approved Social Workers (Mental Health Ordinance)
SWT ILD	11	Workshop on Alternatives to Residential Care for People with Disabilities
SWT ILD	12 New	Workshop on Working with Patients and Families Affected by SARS

Working with Offenders

SWT OFF	1	Advanced Course on Conducting Therapeutic Groups for Probationers
SWT OFF	2	Basic Course on Assessment Framework on Criminogenic Needs of Probationers
SWT OFF	3 New	Induction Course on Basic First Aid Knowledge and Fire Safety Issues in Drug Treatment & Rehabilitation Centres
SWT OFF	4 New	Sharing on Implementing Community Service Scheme and Other Supportive Services under the Integrated Community Support Services
SWT OFF	5	Workshop on Applying Family Approaches in Working with Adolescent Drug Abusers
SWT OFF	6 New	Workshop on Conducting Family Conference for Children/ Juveniles Cautioned under the Police Superintendent's Discretion Scheme
SWT OFF	7 New	Workshop on Managing Withdrawal Symptoms and Abnormal Behaviour in Drug Treatment and Rehabilitation Centres
SWT OFF	8 New	Workshop on Management Issues in Correctional/ Residential Settings

Generic Skills Training

SWT GEN	1 New	Training Course for Staff of Licensing Office
SWT GEN	2 New	Training Course on Implementation of Client Information System (CIS)
SWT GEN	3 New	Workshop on Breakaway Techniques

Training for Social Security Staff - Understanding of the Work Targets

SST UWT	1	Introduction to Abnormal Psychology
SST UWT	2	Workshop on Harm Reduction, Crisis Intervention and Suicide Prevention
SST UWT	3	Working with People with Mental Disorder
SST UWT	4	Working with Single Parent Families
SST UWT	5	Working with Unemployed Persons and Employment Counselling Skills

Training for Social Security Staff - General Vocational Skills

SWT GVS	1	Basic First Aid Course for Community Work Organizers
SST GVS	1	Emergency Relief for Newly Appointed Duty Officers/ Assistant Duty Officers
SST GVS	2	Labour Law, Labour Compensation & Mandatory Provident Fund
SST GVS	3 Revamped	Law for Daily Use
SST GVS	4	Matrimonial Law in Hong Kong
SST GVS	5 Revamped	Professional Knowledge on Investigation and Verification: Insurance Policies & Investment Products
SST GVS	6 Revamped	Professional Skills in Handling Fraud Cases and Giving Evidence in Court
SST GVS	7	Property Law in Mainland and Hong Kong
SST GVS	8	The Marriage Law and Welfare System in the Mainland-From the Perspective of Social Security
SST GVS	9	Training Course for Community Work Organizers
SST GVS	10	Training on Understanding Customers' Problems, Needs and Related Welfare Services
SST GVS	11 Revamped	Workshop on Social Investigation and Verification Techniques
SST GVS	12	Workshop on Social Investigation, Verification Techniques and Fraud Detection (Core Programme for SSAs)

Management Training

TAU MGN	1 New	Business Data Analysis
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TAU MGN	2 New	Change Enablement and Positive Thinking Workshop for Middle Managers of SWD (Train-the-trainer programme)
TAU MGN	3 Revamped	Change Management and Positive Thinking Workshop for frontline staff
TAU MGN	4 New	Contract Management and Outsourcing of Government IT Projects
TAU MGN	5 New	Contract Management for Government Services
TAU MGN	6	Enhancing Personal Effectiveness at Work
TAU MGN	7	Marketing Strategies for Service Planning and Delivery
TAU MGN	8 New	Negotiation and Marketing Policies and Services
TAU MGN	9 New	Turning Crisis into Opportunity
TAU MGN	10	Supervisory Management Course: The Competent Communicator for Social Security Officers
TAU MGN	11 New	Team Building in Face of Organization Change
TAU MGN	12	Understanding Corporate Governance
SWT MGN	1	Marketing and Service Planning of Integrated Family Service
SWT MGN	2 New	Training for Planning and Coordinating Teams
SST MGN	1	Caring for Complaining Customers
SST MGN	2	Counter staff: Frontline Ambassadors
SST MGN	3	Dealing with Hard-to-handle Customers
SST MGN	4	In the Face of Violence
SST MGN	5	Interviewing: The Practical Skills
SST MGN	6	Managing for Service Excellence : Manager as a Coach
SST MGN	7	Skills for Effective Performance of Work
SST MGN	8	Stress Management
SST MGN	9	Teaming Up
SST MGN	10	Telephone Handling Skills
SST MGN	11 Revamped	To be a Happy Frontline Staff
SST MGN	12	Workshop on Creative Problem Solving

Language and Communication Training

TAU COM	1	Performance Appraisal Workshop for Social Security Officers Module I: English Writing Skills
TAU COM	2	Performance Appraisal Workshop for Social Security Officers Module II: Interviewing Skills
TAU COM	3	Report Writing Course for ASWOs & SSWAs
TAU COM	4 Revamped	Written Communication Course for SSOs
TAU COM	5 Revamped	Written Communication Course for SSSAs and SSAs
TAU COM	6 New	Written Communication Course for Employment Assistance Coordinators (EACo)
TAU COM	7	Written Communication Course for SWOs
TAU COM	8	Written Communication Courses for ASWOs and SSWAs
TAU COM	9	Written Communication Course for SWAs
TAU COM	10	社會福利署覆投訴信的撰寫技巧
TAU COM	11	社會福利署評核報告的撰寫技巧
TAU COM	12	社會福利署呈法庭個案報告撰寫技巧
TAU COM	13	社會福利署職務普通話

