Prospectus
2016–2017

Training and Development

Staff Development and Training Section
Human Resource Management Branch

Social Welfare Department
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User Guide

This Training and Development Prospectus 2016-17 gives an overview of the training programmes to be organised. To facilitate users’ reference, the programmes are categorised into 4 programme types, namely (a) blended programme (both classroom training and e-learning), (b) new programme, (c) re-run programme and (d) revamped programme, covering the following 12 training areas:

(i) Community Services  
(ii) Corrections Services  
(iii) Elderly Services  
(iv) Family and Child Welfare Services  
(v) Information Systems and Technology  
(vi) Medical Social Services  
(vii) Rehabilitation Services  
(viii) Youth Services  
(ix) Social Security Services  
(x) Communication  
(xi) Management  
(xii) Non-service Specific

This prospectus provides a preliminary description of the planned training programmes. Details of the programmes may, however, be subject to changes. Besides, ad-hoc programmes which are not included in this prospectus will be conducted as and when appropriate. Users should refer to individual course announcements or contact respective course coordinators for up-to-date information of the training programmes.

All e-learning courseware / resources can be found at the website http://elc.swd.gov.hk.

Staff Development and Training Section  
Human Resource Management Branch  
March 2016
Training Course on Understanding Political Climate in Hong Kong (0.5 day)

Objectives
This course aims at enhancing the participants’ understanding of political climate and changes in Hong Kong.

Target Participants
- Social workers and teaching staff from Planning and Co-ordinating Teams and service branches of SWD
- Social security staff from districts and service branches of SWD

Contents
- Understanding of current political climate and changes in Hong Kong
- Dynamics of and among political parties including those at District Councils
- Implication to the Government under current political climate

Related Core Competencies
- Professional knowledge
- Analysis and judgement
- Communication skills

Number of Class: 1

Commencement Schedule
September 2016
Induction Course for Staff Newly Posted to Correctional Settings
(6 days)

Course Code : COR / 50312 / 1617
Enquiries : S(T)6, Tel. : 39745434

Objectives
This course aims at equipping the participants with the basic knowledge and skills in working with offenders.

Target Participants
➢ ASWOs from correctional settings / social workers from Tuen Mun Children and Juvenile Home of SWD / supervisors of other casework settings who are not gazetted probation officers

Contents
- Philosophy and objective of offender services
- Ordinances related to offender services
- Introduction of offender services
- Skills in working with different kinds of offenders
- Skills in writing court reports

Related Core Competencies
- Professional knowledge
- Investigation and case processing techniques
- Analysis and judgement
- Writing skills

Number of Class : 2

Commencement Schedule
September / October 2016
March / April 2017

Pre-course Requirements
- Completion of the e-learning courseware on 'Corrections Service'
- Completion of the e-learning courseware on the 'United Nations Convention on the Rights of the Child'
Seminar on Skills in Engaging and Working with Families having Drug Abusers (0.5 day)

Objective
This course aims at enhancing the participants' knowledge and skills in working with families having drug abusers.

Target Participants
- Social workers from casework settings and Tuen Mun Children and Juvenile Home of SWD
- Social workers from Integrated Family Service Centres, School Social Work Units, Outreaching Social Work Units, Integrated Children and Youth Services Centres, Children and Youth Centres, Counselling Centres for Psychotropic Substance Abusers (CCPSAs), Drug Treatment and Rehabilitation Centres (DTRCs), Centres for Drug Counselling (CDCs), boys' / girls' homes and boys' / girls' hostels of NGOs
- Nurses of CCPSAs / DTRCs / CDCs of NGOs

Contents
- The common stress and special needs of the family members of drug abusers
- Sharing of experience and skills in working with families of drug abusers

Related Core Competencies
- Professional knowledge
- Customer focus

Number of Class: 1

Commencement Schedule
January 2017
Training Course on the Application of Ordinances Related to Probation Service (0.5 day)  

Course Code : COR / 50352 / 1617  
Enquiries : S(T)6, Tel. : 39745434

Objectives
This course aims at enhancing the participants’ knowledge on ordinances related to probation service and the issues related to the arrest and prosecution of offenders

Target Participants
Ø Social workers from Corrections Section, Tuen Mun Children and Juvenile Home of SWD and Family and Child Protective Services Units / gazetted probation officers from Probation and Community Service Orders Offices and other service settings

Contents
Ø Ordinances related to probation service in Hong Kong
Ø Issues related to the arrest and prosecution of offenders

Related Core Competencies
Ø Professional knowledge
Ø Customer focus
Ø Investigation and case processing techniques

Number of Class : 2

Commencement Schedule
September / October 2016
March / April 2017
Training Session on Community Service Orders (CSO) Scheme (0.5 day)

Course Code: COR / 50359 / 1617
Enquiries: S(T)6, Tel.: 39745434

Objectives
This course aims at enhancing probation officers’ understanding of the operation of CSO Scheme and their competence in carrying out the related statutory duties under the implementation of the Integration Community-based Services for Offenders.

Target Participants
- Probation officers from Probation and Community Service Orders Offices and other service units / social workers from Corrections Section and Tuen Mun Children and Juvenile Home of SWD

Contents
- The philosophy and practice of CSO Scheme
- The skills of assessing offenders’ suitability for performing community services under CSO and skills of writing Suitability Reports for CSO
- Statutory supervision on Community Service Workers
- Type of unpaid work under CSO Ordinance

Related Core Competencies
- Professional knowledge
- Customer focus
- Analysis and judgement
- Writing skills

Number of Class: 2

Commencement Schedule
- September / October 2016
- March / April 2017
Familiarisation Visits to Correctional Service Units of Correctional Services Department and Drug Rehabilitation Centres of Hong Kong (0.5 or 1 day)

Course Code: COR / 50313 / 1617
Enquiries: A(T)2, Tel.: 39745442

Objectives
This course aims at providing participants with an opportunity to familiarise with services for offenders in different settings.

Target Participants
- Social workers from casework settings and Tuen Mun Children and Juvenile Home of SWD (priority will be given to the staff of correctional settings)

Contents
- Visit to Government Laboratory, Correctional Services Department's institutions or NGOs' drug rehabilitation units

Related Core Competencies
- Professional knowledge
- Customer focus

Number of Class: 3

Commencement Schedule
- 1 class in April 2016
- 1 class in September / October 2016
- 1 class in March / April 2017
Sharing Session on Working with Sex Offenders (0.5 day)  

Course Code: COR / 50346 / 1617  
Enquiries: A(T)2, Tel.: 39745442

Objectives
This course aims at enhancing the participants’ understanding on the knowledge and skills in working with sex offenders.

Target Participants
- Social workers from casework settings and Tuen Mun Children and Juvenile Home of SWD (priority will be given to the staff of correctional settings)

Contents
- Characteristics of sex offenders commonly handled by social workers of SWD
- Psychological problems of sex offenders
- Sharing of experience in working with sex offenders

Related Core Competencies
- Professional knowledge
- Customer focus

Number of Class: 1

Commencement Schedule
November / December 2016
Workshop on Skills in Working with Drug Abusers - Motivational Interviewing Skills and Relapse Prevention (1 day)

Course Code: COR / 50357 / 1617

Objectives
This course aims at enhancing the participants’ knowledge and skills in the application of motivational interviewing skills and relapse prevention on drug abusers.

Target Participants
- Social workers from casework settings and Tuen Mun Children and Juvenile Home of SWD (priority will be given to the staff of correctional settings)
- Social workers from Counselling Centres for Psychotropic Substance Abusers (CCPSAs), Drug Treatment and Rehabilitation Centres (DTRCs), Centres for Drug Counselling (CDCs), boys’/girls’ homes and boys’/girls’ hostels of NGOs
- Nurses of CCPSAs/DTRCs/CDCs of NGOs

Contents
- The theory of motivational interviewing and drug relapse prevention
- Intervention strategies for working with drug abusers by motivational interviewing and relapse prevention skills

Related Core Competencies
- Professional knowledge
- Customer focus
- Analysis and judgement

Number of Class: 1

Commencement Schedule
January / February 2017
Sharing Session on Working with Persons with Shop-lifting Behaviours (0.5 day)

Course Code: COR / 50347 / 1617
Enquiries: A(T)2, Tel.: 39745442

Objectives
This course aims at enhancing the participants' understanding on the psychology of people with recurrent shop-lifting behaviors.

Target Participants
- Social workers from casework settings and Tuen Mun Children and Juvenile Home of SWD (priority will be given to the staff of correctional settings)

Contents
- Psychological and behaviour characteristics of people with recurrent shoplifting behaviors
- Sharing and discussion of intervention approaches

Related Core Competencies
- Professional knowledge
- Customer focus

Number of Class: 1

Commencement Schedule
November / December 2016
Training Course on Application of Group Work Approach in Building Up Resilience for Youth-at-risk (1 day)

Course Code: COR / 51362 / 1617
Enquiries: A(T)2, Tel.: 39745442

Objectives
This course aims at equipping the participants with the basic knowledge and skills in conducting groups for youth-at-risk for building up their psychological resilience.

Target Participants
- Social workers from casework settings and Tuen Mun Children and Juvenile Home of SWD (priority will be given to the staff of correctional settings)

Contents
- Understanding youth-at-risk
- Characteristics of people in adversity
- Therapeutic factors, group design, process and technique
- Group evaluation

Related Core Competencies
- Professional knowledge
- Customer focus

Number of Class: 1

Commencement Schedule
October / November 2016
Training Course for Social Workers Posted to Tuen Mun Children and Juvenile Home (0.5 day)

Course Code: COR / 50343 / 1617
Enquiries: A(T)2, Tel.: 39745442

Objectives
This course aims at enhancing the participants’ understanding and competence in communicating with the mal-adjusted children and juveniles as well as positioning the roles of social workers in gazetted residential home setting.

Target Participants
➢ Social workers of Tuen Mun Children and Juvenile Home of SWD

Contents
➢ An overview on the psycho-social characteristics and development needs of mal-adjusted children and juveniles
➢ Communication skills with mal-adjusted children and young persons
➢ Roles of social workers in gazetted residential home setting

Related Core Competencies
➢ Professional knowledge
➢ Customer focus

Number of Class: 1

Commencement Schedule
October 2016
Training Session on Writing Probation Officer's Report and Conducting Probation Supervision (0.5 day)

Course Code: COR / 50363 / 1617

Objectives
The course aims at enhancing probation officers' competence in writing Probation Officer's Report and conducting effective statutory supervision.

Target Participants
- Probation officers serving in Probation and Community Service Orders Offices
- Probation officers serving in other service units in all districts
- ASWOs or above working in Corrections Section and Tuen Mun Children and Juvenile Home of SWD

Contents
- The philosophy and practice of probation supervision
- The assessment of offenders' suitability for statutory supervision under probation order and skills of writing Probation Officer's Report
- Statutory supervision on probationers

Related Core Competencies
- Professional knowledge
- Investigation and case processing techniques
- Writing skills

Number of Class: 2

Commencement Schedule
September / October 2016
March / April 2017
Training Course on the Application of Narrative Therapy to work with persons who had Committed Offences (2 days)

Course Code: COR / 50364 / 1617
Enquiries: A(T)2, Tel.: 39745442

Objectives
To introduce the participants to the basic philosophical ideas and skills of Narrative Therapy and its application in working with persons who had committed offences.

Target Participants
- Social workers from casework settings and Tuen Mun Children and Juvenile Home of SWD (priority will be given to staff of correctional settings)

Contents
- Introduction of poststructuralist ideas and its relation to Narrative Therapy
- Basic conversation maps and skills of Narrative Therapy
- Application of narrative practice in working with Persons who had committed offences (with particular reference to correctional settings)

Related Core Competencies
- Professional knowledge
- Customer focus

Number of Class: 1

Commencement Schedule
December 2016
Objectives
This course aims at enhancing the participants' skills in conducting the Standardised Care Need Assessment by using MDS-HC assessment tool with a view to achieving accurate service matching.

Target Participants
- Social workers / nursing staff / PTs and OTs from SWD, NGOs and contract operators

Contents
- Background of MDS-HC and long term care services for the elderly
- Introduction of geriatric knowledge and diseases
- MDS-HC assessment tool
- Service matching
- Introduction of Clinical Assessment Protocols
- Practice sessions

Related Core Competencies
- Professional knowledge
- Analysis and decision making
- Communication skills

Number of Class: 2

Commencement Schedule
April 2016
Training Course for Professional Staff on Working with Elders Suffering from Dementia (3 days)

Course Code: ELD / 50407 / 1617
Enquiries: S(T)2, Tel.: 39745431

Objectives
This course aims at enabling the participants to identify dementia symptoms, acquire basic communication skills with the demented elders and formulate suitable treatment plan for them.

Target Participants
- Social workers / nursing staff / PTs and OTs from Integrated Family Service Centres, Medical Social Services Units, Standardized Care Need Assessment Management Offices (Elderly Services) and respective Service Branch of SWD
- Social workers / nursing staff / PTs and OTs from elderly community and residential service settings of NGOs and contract operators, self-financing and private residential care homes for the elderly

Contents
- Overview of dementia
- Emotional, behavioral and cognitive changes of the demented elders
- Skills for communicating with the demented elders
- Care of the demented elders in daily living
- Understanding and managing dementia behavior

Related Core Competencies
- Professional knowledge
- Analysis and decision making
- Communication skills

Number of Class: 3

Commencement Schedule
November 2016
December 2016
January 2017
Training Course for Professional Staff on Working with Elders having Emotional / Mental Problems (1 day)

Course Code: ELD / 50454 / 1617  Enquiries: S(T)2, Tel.: 39745431

Objectives
This course aims at equipping the participants with knowledge of psychogeriatric illnesses and effective intervention skills in working with elders having emotional problem / mental illness.

Target Participants
- Social workers / nursing staff / PTs and OTs from Integrated Family Service Centres, Medical Social Services Units, Standardized Care Need Assessment Management Offices (Elderly Services) and respective service branch of SWD.
- Social workers / nursing staff / PTs and OTs from elderly community and residential service settings of NGOs and contract operators, self-financing and private residential care homes for the elderly.

Contents
- Introduction of symptoms of psychogeriatric illnesses
- Effective assessment skills
- Case management and communication skills in working with elders having emotional problems / psychogeriatric illnesses

Related Core Competencies
- Professional knowledge
- Communication skills
- Customer focus

Number of Class: 3

Commencement Schedule
December 2016
January 2017
February 2017
照顧安老院舍內受監護的「精神上無行為能力」的長者座談會  (半天)

課程編號：ELD / 50428 / 1617  查詢：社會工作主任（訓練）2  電話：39745431

目的
本課程旨在提升安老院舍管理階層及有關員工對接受社會福利署監護的「精神上無行為能力」的長者的認識

對象
➤ 現職非政府安老服務安老院／合約安老院／自負盈虧及私營安老院管理階層人員，護士，物理治療師，職業治療師及保健員

內容
➤ 居於安老院舍並接受社會福利署監護的「精神上無行為能力」長者的照顧及需要
➤ 社會福利署監護人在監護安老院舍居住的「精神上無行為能力」長者的權力和職責及關注事項
➤ 安老院舍工作人員與社會福利署監護人緊密合作與溝通的重要性

關鍵才能
■ 專業知識
■ 以客為本

班次：一班

開課月份
二零一六年四月
照顧認知障礙症長者訓練課程（兩天）

課程編號：ELD / 50411 / 1617

目的
本課程旨在增進學員對認知障礙症的認識及照顧認知障礙症長者的技巧

對象
> 現職非政府安老服務／合約安老服務／私營安老院舍之照顧員及保健員

內容
- 認知障礙症的成因及表徵
- 認知障礙症長者的情緒、認知及心理變化
- 認知障礙症長者的常見行為問題及處理方法
- 與認知障礙症長者溝通的技巧
- 與認知障礙症有關的社區資源

關鍵才能
- 專業知識
- 溝通技巧
- 以客為本

班次：五班

開課月份
二零一六年十一月
二零一六年十二月
二零一七年一月
認識虐老及懷疑個案處理的訓練課程（一天）

課程編號：ELD / 60060 / 1617
查詢：社會工作主任（訓練）2 電話：39745431

目的
本課程旨在提升學員對虐老的認識及處理懷疑虐老個案的正確方法

對象
現職非政府安老服務／合約安老服務／私營安老院舍之照顧員及保健員

內容
- 虐老的定義
- 虐老的形式
- 引致虐老的危機因素
- 長者被虐的表現
- 處理懷疑虐老事件應注意的事項
- 與虐老有關的法例
- 監護委員會及監護令
- 安老院舍住客權利及照顧人員的法律責任

關鍵才能
- 專業知識
- 溝通技巧
- 以客為本

班次：二班

開課月份
二零一六年十一月
二零一六年十二月
處理及照顧有情緒問題長者的訓練課程（一天）

課程編號：ELD / 50457 / 1617

查詢：社會工作主任（訓練）2 電話：39745431

目的
本課程旨在幫助學員認識長者情緒問題及學習適當的照顧及溝通技巧

對象
現職非政府安老服務／合約安老服務／私營安老院舍之照顧員及保健員

內容
- 認識長者常見的情緒問題及有關徵狀
- 適當的溝通技巧及處理
- 危機處理

關鍵才能
- 專業知識
- 溝通技巧
- 以客為本

班次：三班

開課月份
二零一六年十一月
二零一六年十二月
二零一七年一月
Training Package on Video-Recorded Interview with Child and Mentally Incapacitated Witnesses (VCM) (Level I to Level III) Re-run (3-5 days)

Course Code: FCW / 60147 / 1617 Enquiries: S(T)3, Tel.: 39745438

Objectives
This course aims at:
(i) equipping the participants with the knowledge and skills to conduct or supervise Video-recorded Interview (VRI) for child or Mentally Incapacitated Persons (MIP) witness with essential investigation knowledge
(ii) equipping the VCM trained officers to form Child Protection Special Investigation Team (CPSIT)
(iii) equipping the participants to be VCM training officers

Target Participants
➢ SWOs or above from Family and Child Protective Services Units and CPs or above of SWD
➢ Police Officers and CPs of the Hong Kong Police Force

Contents
➢ The essential investigative knowledge in conducting or supervising VRI for child or MIP witness
➢ The knowledge and skills in performing the role as VCM trained officers
➢ Formation of CPSIT

Related Core Competencies
➢ Professional knowledge
➢ Customer focus

Number of Class: 7

Commencement Schedule
May 2016 to December 2016
Workshop for Chairperson of Multi-disciplinary Case Conference (MDCC) on Suspected Child Abuse and Intimate Partner Violence Cases (1 day)

Course Code : FCW / 50591 / 1617
Enquiries : S(T)3, Tel. : 39745438

Objectives
This course aims at enhancing the participants’ knowledge and skills in chairing multi-disciplinary case conference (MDCC)

Target Participants
- Social workers who need to chair MDCC from casework settings of SWD and NGOs
- Medical Social Workers of Hospital Authority

Contents
- Basic principals of arranging MDCC
- Role of chairperson at different stages
- Pre-conference preparation
- Parent and child participation
- Multi-disciplinary collaboration in follow-up work
- Post-conference management

Related Core Competencies
- Professional knowledge
- Customer focus

Number of Class : 1

Commencement Schedule
October 2016
Induction Course for Staff Newly Posted to Family and Child Protective Services Units (5 days)

Course Code: FCW / 50541 / 1617

Enquiries: S(T)3, Tel.: 39745438

Objectives
This course aims at equipping the participants with the necessary knowledge and skills for the delivery of services in Family and Child Protective Services Units

Target Participants
- ASWOs or above from Family and Child Protective Services Units of SWD

Contents
- Overview on policy of domestic violence
- Service and work approach in Family and Child Protective Services Units
- Handling of child dispute cases
- Risk assessment and management of intimate partner violence cases
- Understanding Batterer Intervention Programmes and the relevancy of core content to casework for intimate partner violence cases
- Handling abuse cases against child and mentally incapacitated persons

Related Core Competencies
- Professional knowledge
- Customer focus

Number of Class: 1

Commencement Schedule
January 2017
Understanding Batterer Intervention Programmes (BIP) and its Relevancy to Casework Intervention for Intimate Partner Violence Cases (0.5 day)

Course Code : FCW / 60017 / 1617  
Enquiries : S(T)3, Tel. : 39745438

Objectives
This course aims at introducing basic themes / focus in the training package of BIP and its application on casework intervention.

Target Participants
- ASWOs or above from Family and Child Protective Services Units of SWD
- Casework settings of SWD and NGOs
- CPs of SWD

Contents
- Overview of BIP for men and women
- Introduction of Educational Programme on Stopping Domestic Violence
- Highlights of various themes / focus of treatment for batterers in casework intervention

Related Core Competencies
- Professional knowledge
- Customer focus

Number of Class : 1

Commencement Schedule
March 2017
Sharing on Custody Report Writing (0.5 day)  

Course Code: FCW / 60027 / 1617  
Enquiries: S(T)3, Tel.: 39745438

Objectives
This course aims at equipping participants' knowledge and skills in writing custody reports.

Target Participants
➢ ASWOs or above from Family and Child Protective Services Units and CPs of SWD who is required to conduct custody evaluation

Contents
➢ Issues and techniques in conducting social investigation
➢ Keys in preparing custody evaluation reports
➢ Writing English and Chinese custody reports and keys to making recommendation
➢ Sharing of report samples

Related Core Competencies
➢ Professional knowledge
➢ Customer focus

Number of Class: 1

Commencement Schedule
December 2016
Special Issues in Child Custody Evaluation: Allegations of Parental Alienation and Child Sexual Abuse (1 day)  

Course Code: FCW / 60071 / 1617  
Enquiries: S(T)3, Tel.: 39745438

Objectives  
This course aims at providing participants with knowledge in the area of assessing commonly raised issues (sexual abuse and parental alienation) in the context of child custody evaluations.

Target Participants  
- ASWOs or above from Family and Child Protective Services Units and CPs of SWD  
- Social workers from Intercountry Casework and Cross-border Services of ISS-HK Branch

Contents  
1. Understanding the phenomenon of parental alienation from multiple perspectives  
2. Differentiating among abuse, estrangement and alienation  
3. Indicators of child sexual abuse  
4. Life event versus clinical syndrome  
5. Tips in assessment

Related Core Competencies  
- Professional knowledge  
- Customer focus

Number of Class: 1

Commencement Schedule  
March 2017
Workshop on Handling Suspected Child Abuse Cases (1 day) Re-run

Course Code: FCW / 50537/1 / 1617
Enquiries: A(T)1, Tel.: 39745114

Objectives
This course aims at equipping social workers with knowledge and skills in handling suspected child abuse cases.

Target Participants
- ASWOs or above from casework settings of SWD
- Social workers of NGOs
- Medical Social Workers of Hospital Authority

Contents
- Identification of child abuse
- Investigation of suspected child abuse cases
- Risk assessment and decision making
- Crisis intervention and legal provisions
- Multi-disciplinary collaboration
- Social enquiry
- Multi-disciplinary case conference

Related Core Competencies
- Professional knowledge
- Customer focus

Number of Class: 1

Commencement Schedule
January / February 2017

Pre-course Requirements
- Nominees enroll in this course must have attended 'Training on Handling Abuse Cases Against Child and Mentally Incapacitated Persons (Level 1A)' before or have experiences in handling suspected child abuse cases.
Workshop on Handling Suspected Child Sexual Abuse Cases (1 day)

Course Code: FCW / 50518 / 1617

Objectives
This course aims at equipping social workers with essential knowledge and skills in responding to allegations of suspected child sexual abuse cases and conducting social enquiries.

Target Participants
- ASWOs or above from casework settings of SWD
- Social workers of NGOs
- Medical Social Workers of Hospital Authority

Contents
- Identification of child sexual abuse case
- Reporting a suspected child sexual abuse case
- Preparing the child and non-offending parent for investigating procedures
- Simple questioning skills
- Cooperation with police and members of Child Protection Special Investigation Team
- Immediate protection plan and arrangement
- Handling cases where suspected abusers being school or agency staff
- Social enquiry and multi-disciplinary case conference

Related Core Competencies
- Professional knowledge
- Customer focus

Number of Class: 1

Commencement Schedule
September / October 2016

Pre-course Requirements
- Nominees enroll in this course must have attended 'Training on Handling Abuse Cases against Child and Mentally Incapacitated Persons (Level 1A)' before or have experiences in handling suspected child abuse cases.
Workshop on Breakaway Techniques during Violent Situations
(0.5 day)

Course Code: FCW / 50953 / 1617
Enquiries: A(T)1, Tel.: 39745114

Objectives
This course aims at enhancing participants’ capabilities in dealing with violent situations in violence cases and equip them with practical skills to minimise the risk of injury and enable escape from various attacks.

Target Participants
- Social work staff and supporting staff having direct or close contacts with customers
- Social security staff
- Clinical psychologists

Contents
- Prediction of violence and warning signs
- De-escalation skill, the assault process and post-incident debriefing
- Practice of breakaway techniques including safety rules and warm-up exercises

Related Core Competencies
- Personal Effectiveness
- Customer focus

Number of Class: 2

Commencement Schedule
July / August 2016
Sharing on Risk Assessment and Management of Intimate Partner Violence (IPV) Cases (0.5 day)

Course Code: FCW / 50516 / 1617
Enquiries: A(T)1, Tel.: 39745114

Objectives
This course aims at introducing and equipping participants with basic knowledge and skills in crisis management of IPV cases.

Target Participants
- Social workers from casework settings of SWD
- Social workers of NGOs
- Medical Social Workers of Hospital Authority
- CPs of SWD

Contents
- Impact of IPV on victims
- Risk assessment
- Protocol of case work management of IPV cases
- Community resources

Related Core Competencies
- Professional knowledge
- Customer focus

Number of Class: 1

Commencement Schedule
March 2017
Assessment and intervention of Abused Children and Families (0.5 day)

Course Code: FCW / 60157 / 1617

Objectives
This course aims at equipping participants with knowledge and basic skills to work with child abuse survivors and families.

Target Participants
- ASWOs or above from casework settings of SWD (priority for Family and Child Protective Services Units)
- Social workers of NGOs
- CPs of SWD

Contents

Related Core Competencies
- Professional knowledge
- Customer focus

Number of Class: 1

Commencement Schedule
October 2016

Pre-course Requirements
- With case experience in handling child abuse cases
Sharing on Working with South Asian Women in Family Dispute (0.5 day)

Course Code: FCW / 60063 / 1617  Enquiries: A(T)1, Tel.: 39745114

Objectives
This course aims at equipping participants with knowledge to work with South Asian women in family dispute

Target Participants
- Social workers from casework settings of SWD and NGOs
- Medical Social Workers of Hospital Authority
- CPs of SWD

Contents
- Overview of the South Asian communities in Hong Kong
- Family-related disputes/crisis and causes (e.g. perspectives on women's rights and roles)
- Faith-life and family support mechanisms
- Practice wisdom of working with South Asian Women

Related Core Competencies
- Professional knowledge
- Customer focus

Number of Class: 1

Commencement Schedule
December 2016
Training Course on Working with Elders Suffering from Depression and Suicidal Thoughts (1 day)

Course Code: FCW / 60100 / 1617
Enquiries: S(T)2, Tel.: 39745431

Objectives
This course aims at equipping the participants with knowledge and skills in working with elders suffering from depression and suicidal thoughts.

Target Participants
- Social workers / nursing staff / PTs and OTs from all settings of SWD providing casework service
- Social workers from subvented elderly community and residential service settings of NGOs

Contents
- Phenomenon of elder depression and suicide in Hong Kong
- Introduction of psychotherapies related to helping the depressed elders
- Application of psychotherapies in working with the depressed elders

Related Core Competencies
- Professional knowledge
- Communication skills
- Customer focus

Number of Class: 2

Commencement Schedule
September 2016
October 2016
Training Course for Professional Staff on Working with Elder Abuse Victims and Abusers (1 day)

Re-run

Course Code: FCW / 60061 / 1617

Enquiries: S(T)2, Tel.: 39745431

Objectives
This course aims at equipping the participants with appropriate knowledge and skills in working with elder abuse cases.

Target Participants
- Social workers / nursing staff / PTs and OTs from Integrated Family Service Centres, Medical Social Services Units, Standardized Care Need Assessment Management Offices (Elderly Services) and service branches of SWD
- Social workers / nursing staff / PTs and OTs from elderly community and residential service settings of NGOs and contract operators, self-financing and private residential care homes for the elderly

Contents
- Definition and categories of elder abuse
- Risk assessment on suspected elder abuse cases and early identification of elder abuse case
- Signs and symptoms of elder abuse in both community and institutional context
- Handling procedures and intervention on elder abuse cases, engagement of the abused elders in the helping process
- Cultural implications in the context of elder abuse
- Prevention of elder abuse

Related Core Competencies
- Professional knowledge
- Analysis and judgement
- Communication skills
- Customer focus

Number of Class: 2

Commencement Schedule
November 2016
Foundation Course on Couple Therapy (3 days)  

Course Code: FCW / 60035 / 1617  
Enquiries: S(T)4, Tel.: 39745433

Objectives
This course aims at enhancing the participants’ knowledge and skills in marital counselling.

Target Participants
- Social workers from casework settings of SWD (Priority for Integrated Family Service Centres)
- Social workers from Integrated Family Service Centres / Integrated Services Centres of NGOs
- CPs of SWD

Contents
- Different approaches of couple therapy
- Examination of key issues and perspectives in couple therapy at different intervention process

Related Core Competencies
- Professional knowledge

Number of Class: 1

Commencement Schedule
March 2017
Training Course on Helping Divorcing Couples (1 day)

Course Code: FCW / 60162 / 1617
Enquiries: S(T)4, Tel.: 39745433

Objectives
This course aims at equipping participants with knowledge and skills in helping couples on the verge of marital breakdown.

Target Participants
- Social workers from casework settings of SWD (Priority for Integrated Family Service Centres)
- Social workers from Integrated Family Service Centres / Integrated Services Centres of NGOs

Contents
- Process of dissolution of a marriage
- Counseling on divorce decision making
- Dynamics of uncoupling process
- Uncoupling counseling

Related Core Competencies
- Professional knowledge

Number of Class: 2

Commencement Schedule
November 2016
Foundation Course on Solution Focused Therapy (3 days)

Course Code: FCW / 60163 / 1617
Enquiries: S(T)4, Tel.: 39745433

Objectives
This course aims at equipping participants with knowledge and skills in the application of Solution Focused Therapy in casework settings.

Target Participants
- Social workers from casework settings of SWD (Priority for Integrated Family Service Centres)
- CPs of SWD

Contents
- Basic concepts and intervention skills of Solution Focused Therapy

Related Core Competencies
- Professional knowledge

Number of Class: 1

Commencement Schedule
October 2016
Sharing Session on Latest Adoption Issues (0.5 day)  Re-run

Course Code : FCW / 60136 / 1617  Enquiries : S(T)4, Tel. : 39745433

Objectives
This course aims at updating the participants' knowledge and approaches in handling adoption cases.

Target Participants
➢ Social workers from casework settings of SWD

Contents
➢ Latest adoption issues
➢ Practice issues relating to adoption cases

Related Core Competencies
➢ Professional knowledge

Number of Class : 1

Commencement Schedule
December 2016
Certificate Course on Psychological First Aid (1 day)  

Course Code: FCW / 60011 / 1617  
Enquiries: S(T)4, Tel.: 39745433

Objectives
This certified course aims at equipping the participants with basic skills and knowledge in crisis intervention and psychological first aid.

Target Participants
➢ Social workers from casework settings of SWD

Contents
➢ Basic training on crisis intervention and psychological first aid

Related Core Competencies
➢ Professional knowledge

Number of Class: 2

Commencement Schedule
May 2016
January 2017
Training Course on Bereavement Counselling (3 days)

Course Code : FCW / 50514 / 1617
Enquiries : S(T)4, Tel. : 39745433

Objectives
This course aims at enhancing participants' skills in helping families facing the loss of family members.

Target Participants
➢ Social workers from casework settings of SWD (Priority for Integrated Family Service Centres)
➢ Social workers from Integrated Family Service Centres / Integrated Services Centres of NGOs

Contents
➢ Worker's personal preparation and development of self competence in dealing with issues involving death, dying and bereavement
➢ Basic theory of bereavement counselling
➢ Complicated grief and risk factors
➢ Sudden death and suicide
➢ Grief reactions and grief process Intervention and counselling skills

Related Core Competencies
➢ Professional knowledge

Number of Class : 1

Commencement Schedule
October 2016
Training Series on Parenting Capacity Assessment - Seminar (0.5 day)

Course Code: FCW / 60164 / 1617
Enquiries: S(T)4, Tel: 39745433

Objectives
This course aims at facilitating the participants to use the parenting capability framework with a view to facilitating early identification of the health and social needs of the target service users and enhancing the collaboration of multiple disciplines.

Target Participants
- Social workers from casework settings of SWD (Priority for Integrated Family Service Centres)
- Social workers from Integrated Family Service Centres / Integrated Services Centres of NGOs

Contents
- Comprehensive Child Development Service
- Essence of early child development
- Parenting Capacity assessment
- Use of assessment framework and checklist

Related Core Competencies
- Professional knowledge

Number of Class: 4

Commencement Schedule
September 2016
January 2017
Training Series on Parenting Capacity Assessment - Workshop (0.5 day)

Course Code: FCW / 60165 / 1617  Enquiries: S(T)4, Tel.: 39745433

Objectives
This course aims at facilitating the participants to use the parenting capacity assessment framework with a view to facilitating early identification of the health and social needs of the target service users and case management and enhancing the collaboration of multiple disciplines.

Target Participants
- Social workers from casework settings of SWD (Priority for Integrated Family Service Centres)
- Social workers from Integrated Family Service Centres / Integrated Services Centres of NGOs

Contents
- Use of assessment framework and checklist
- Case management and inter-disciplinary collaboration
- Case discussion

Related Core Competencies
- Professional knowledge

Number of Class: 8

Commencement Schedule
September 2016
October 2016
January 2017
February 2017
Introduction on the Law on Divorce, Custody and Access and Ancillary Relief (0.5 day)

Course Code: FCW / 60160 / 1617
Enquiries: S(T)4, Tel.: 39745433

Objectives
The course aims equipping participants with the basic knowledge on the law on divorce, custody and access and ancillary relief.

Target Participants
➢ Social workers from casework settings of SWD
➢ Social workers from Integrated Family Service Centres / Integrated Services Centres of NGOs

Contents
➢ Basic knowledge on the law on divorce, custody and access and ancillary relief.
➢ Proposed changes by the Government on replacing the law on custody and access with the concept of "Parental Responsibilities"

Related Core Competencies
■ Professional knowledge

Number of Class: 1

Commencement Schedule
April 2016
Introduction to Family Therapy (4 days) Re-run

Course Code : FCW / 60117 / 1617  
Enquiries : A(T)3, Tel. : 39745443

Objectives
This course aims at equipping participants with fundamental concepts and major theories of family therapy and their application in social service settings.

Target Participants
➢ Social workers from casework settings of SWD (Priority for Integrated Family Service Centres)
➢ Social workers from Integrated Family Service Centres / Integrated Services Centres of NGOs
➢ CPs of SWD

Contents
➢ Fundamental concepts of family therapy
➢ Different approaches of family therapy
➢ Application of family therapy in social service settings

Related Core Competencies
➢ Professional knowledge

Number of Class : 1

Commencement Schedule
April 2016
Induction Course on Services of Integrated Family Service Centre
(5 days)

Course Code: FCW / 50542 / 1617
Enquiries: A(T)3, Tel.: 39745443

Objectives
This course aims at equipping the participants with knowledge on working with individuals and families.

Target Participants
- WWs or above / social workers from Integrated Family Service Centres / teaching staff of SWD
- Social workers from Integrated Family Service Centres / Integrated Services Centres of NGOs

Contents
- Working with mentally ill persons and Understanding Guardianship cases under Part IVB of MHO Cap. 136
- Working with clients having accommodation problems
- Conducting intake and outreaching
- Handling suspected child abuse and domestic violence cases
- Formulating welfare plan for care or protection cases
- Understanding Protection of Children and Juveniles Ordinance
- Understanding foster care and adoption services
- Understanding medical waiving
- Handling cases with DSWI Account
- Understanding services for specific groups

Related Core Competencies
- Professional knowledge
- Analysis and judgement
- Investigation and case processing techniques

Number of Class: 2

Commencement Schedule
May 2016
November 2016
Training Course on Working with Cross-boundary Families and New Arrivals (0.5 day)

Course Code: FCW / 50521 / 1617  Enquiries: A(T)3, Tel.: 39745443

Objectives
This course aims at enhancing the participants' knowledge and skills in working with cross-boundary families and new arrivals.

Target Participants
➢ Social workers from casework settings of SWD (priority for Integrated Family Service Centres)
➢ Social workers from Integrated Family Service Centres / Integrated Services Centres of NGOs

Contents
- Understanding the profiles, problems and needs of cross-boundary families and new arrivals
- Introducing relevant social services / support network available
- Skills in working with cross-boundary families and new arrivals
- Welfare system, related family ordinances of Mainland

Related Core Competencies
- Professional knowledge
- Customer focus

Number of Class: 1

Commencement Schedule
May 2016
Training Course on Application of Positive Psychology in Group Work (0.5 day)

Course Code: FCW / 60094 / 1617
Enquiries: A(T)3, Tel.: 39745443

Objectives
This course aims at equipping participants with the knowledge on positive psychology.

Target Participants
- Social workers from casework settings of SWD (priority for Integrated Family Service Centres)
- Social workers from Integrated Family Service Centres / Integrated Services Centres of NGOs

Contents
- Introduction of the concept and knowledge of positive psychology and its application in handling group work

Related Core Competencies
- Professional knowledge
- Customer focus

Number of Class: 1

Commencement Schedule
July 2016
Training Workshop on Using Games in Social Work Intervention (1 day)

Course Code: FCW / 60065 / 1617  
Enquiries: A(T)3, Tel.: 39745443

Objectives
This course aims at enhancing the participants' skills in using games as a social work intervention.

Target Participants
- Social workers from casework settings of SWD (priority for Integrated Family Service Centres)

Contents
- Characteristics of game
- Essential elements of game
- Game planning, leading, briefing and debriefing

Related Core Competencies
- Professional knowledge
- Analysis and decision making
- Organisation of work

Number of Class: 1

Commencement Schedule
October 2016
Introduction of Directive Play Therapy (2 days)  

Course Code : FCW / 60096 / 1617  
Enquiries : A(T)3, Tel. : 39745443

**Objectives**  
This course aims at using the play therapy in social work intervention

**Target Participants**  
➢ Social workers from casework settings of SWD (priority for Integrated Family Service Centres)

**Contents**  
きました Introduction of the concept and knowledge of play therapy and its application in handling emotional children

**Related Core Competencies**  
- Professional knowledge
- Customer focus

**Number of Class : 1**

**Commencement Schedule**  
September 2016
Training Series on Effective Parenting for Children with Special Educational Needs - An Overview on Children with Special Care and Educational Needs (0.5 day)

Course Code: FCW / 60112 / 1617
Enquiries: A(T)3, Tel.: 39745443

Objectives
This course aims at enabling the participants to have understanding on children with special needs.

Target Participants
- Social workers from casework settings and Tuen Mun Children and Juvenile Home / teaching staff of SWD
- Social workers from Integrated Family Service Centres / Integrated Services Centres, boys' / girls' homes and boys' / girls' hostels of NGOs

Contents
- Understanding developmental stages and needs of children with special needs

Related Core Competencies
- Professional knowledge
- Customer focus

Number of Class: 1

Commencement Schedule
August 2016
Training Series on Effective Parenting for Children with Special Educational Needs - Families having Children with Autism  Re-run (0.5 day)

Course Code: FCW / 60113 / 1617  Enquiries: A(T)3, Tel. : 39745443

Objectives
This course aims at enabling the participants to provide advice on exercising effective parenting skills for children with Autism.

Target Participants
- Social workers from casework settings and Tuen Mun Children and Juvenile Home / teaching staff of SWD
- Social workers from Integrated Family Service Centres / Integrated Services Centres, boys’ / girls’ homes and boys’ / girls’ hostels of NGOs

Contents
- Effective parenting skills for family have children with Autism

Related Core Competencies
- Professional knowledge
- Customer focus

Number of Class: 1

Commencement Schedule
August 2016
Training Series on Effective Parenting for Children with Special Educational Needs - Families having Children with ADHD Problem  Re-run (0.5 day)

Course Code : FCW / 60114 / 1617  Enquiries : A(T)3, Tel. : 39745443

Objectives
This course aims at enabling the participants to provide advice on exercising effective parenting skills for children with ADHD problem.

Target Participants
- Social workers from casework settings and Tuen Mun Children and Juvenile Home / teaching staff of SWD
- Social workers from Integrated Family Service Centres / Integrated Services Centres, boys' / girls' homes and boys' / girls' hostels of NGOs

Contents
- Effective parenting skills for family have children with ADHD problem

Related Core Competencies
- Professional knowledge
- Customer focus

Number of Class : 1

Commencement Schedule
September 2016
Training and Development Prospectus 2016-17

Training Series on Effective Parenting for Children with Special Educational Needs - Families having Children with Dyslexia Problem (0.5 day)

Course Code: FCW / 60115 / 1617
Enquiries: A(T)3, Tel.: 39745443

Objectives
This course aims at enabling the participants to provide advice on exercising effective parenting skills for children with dyslexia problem.

Target Participants
- Social workers from casework settings and Tuen Mun Children and Juvenile Home / teaching staff of SWD
- Social workers from Integrated Family Service Centres / Integrated Services Centres, boys' / girls' homes and boys' / girls' hostels of NGOs

Contents
- Effective parenting skills for family have children with dyslexia problem

Related Core Competencies
- Professional knowledge
- Customer focus

Number of Class: 1

Commencement Schedule
September 2016
Training Series on Effective Parenting for Children with Special Educational Needs - Sharing Session on Conducting Supportive Group for Parents with Children with Special Educational Needs (SEN) (0.5 day)

Course Code: FCW / 60166 / 1617
Enquiries: A(T)3, Tel.: 39745443

Objectives
This course aims at enabling the participants to conduct supportive group for parents with children having SEN.

Target Participants
- Social workers from casework settings of SWD (priority for Integrated Family Service Centres)
- Social workers from Integrated Family Service Centres / Integrated Services Centres of NGOs

Contents
- Difficulty in parenting for children with SEN
- Skills and knowledge in conducting supportive group for parents with children suffering from SEN

Related Core Competencies
- Professional knowledge
- Customer focus

Number of Class: 1

Commencement Schedule
October 2016
Training Series on Effective Parenting for Children with Special Educational Needs - Training Workshop on Conducting Supportive Group for Parents with Children Suffering from ADHD Problem (1 day)

Course Code : FCW / 60167 / 1617

Objectives
This course aims at enabling the participants to conduct supportive group for parents with children suffering from ADHD problem

Target Participants
➢ Social workers from casework settings of SWD (priority for Integrated Family Service Centres)
➢ Social workers from Integrated Family Service Centres / Integrated Services Centres of NGOs

Contents
➢ Difficulty in parenting for children with ADHD problem
➢ Skills and knowledge in supervising children suffering from ADHD
➢ Skills and knowledge in conducting supportive group for parents with children suffering from ADHD

Related Core Competencies
➢ Professional knowledge
➢ Customer focus

Number of Class : 1

Commencement Schedule
October 2016
Training Series on Effective Parenting for Children with Special Educational Needs - Training Workshop on Conducting Supportive Group for Parents with Children Suffering from Dyslexia Problem (1 day)

Course Code : FCW / 60119 / 1617  
Enquiries : A(T)3, Tel. : 39745443

Objectives
This course aims at enabling the participants to conduct supportive group for parents with children suffering from dyslexia.

Target Participants
- Social workers from casework settings of SWD (priority for Integrated Family Service Centres)
- Social workers from Integrated Family Service Centres / Integrated Services Centres of NGOs

Contents
- Difficulty in parenting for children with dyslexia problem
- Skills and knowledge in supervising children suffering from dyslexia
- Skills and knowledge in conducting supportive group for parents with children suffering from dyslexia

Related Core Competencies
- Professional knowledge
- Customer focus

Number of Class : 1

Commencement Schedule
October 2016
Training Course on Working with Ethnic Minorities (0.5 day)  
Re-run

Course Code: FCW / 50513 / 1617
Enquiries: A(T)3, Tel.: 39745443

Objectives
This course aims at enhancing the cultural sensitivity of the participants when working with ethnic groups and equipping them with the necessary knowledge and skills in service provision.

Target Participants
- Social workers from casework settings / teaching staff of SWD
- Social workers from Integrated Family Service Centres / Integrated Services Centres, schools, outreaching social work units, children and youth centres, integrated children and youth services centres of NGOs
- Medical social workers of Hospital Authority

Contents
- Understanding the profiles, characteristics, cultural and religious backgrounds of the ethnic groups
- Difficulties and tips on working with ethnic groups
- What works: casework, group work and networking
- Available resources for the ethnic minorities in Hong Kong

Related Core Competencies
- Professional knowledge
- Customer focus

Number of Class: 1

Commencement Schedule
November 2016
Training Workshop on the Use of Story-telling in Counselling and Conducting Therapeutic Groups (2 days)

Course Code : FCW / 60138 / 1617
Enquiries : A(T)3, Tel. : 39745443

Objectives
This course aims at providing participants with knowledge and skills in using the psychological tools of story-telling in counselling and conducting therapeutic groups.

Target Participants
➢ Social workers from casework settings of SWD (priority for Integrated Family Service Centres)

Contents
➢ Introduction of Story-telling in practical application in counselling and conducting therapeutic groups

Related Core Competencies
➢ Professional knowledge
➢ Customer focus

Number of Class : 1

Commencement Schedule
June 2016
Training Course on Handling Attachment Problem for Child Welfare Cases (0.5 day)

Course Code: FCW / 50581 / 1617
Enquiries: A(T)3, Tel.: 39745443

Objectives
To enhance participants' knowledge and skills in handling attachment problem for child welfare cases

Target Participants
- Social workers from casework settings of SWD
- Social workers from Integrated Family Service Centres / Integrated Services Centres and residential child care services of NGOs

Contents
- Clinical issues in attachment and emotional disturbances for child welfare permanency planning

Related Core Competencies
- Professional knowledge
- Customer focus

Number of Class: 1

Commencement Schedule
December 2016
Training Course on Permenancy Planning for Child Welfare Cases (0.5 day)

Course Code: FCW / 50517 / 1617
Enquiries: A(T)3, Tel.: 39745443

Objectives
To equip social workers with knowledge and major considerations in permanency planning for child welfare cases

Target Participants
- Social workers from casework settings of SWD
- Social workers from Integrated Family Service Centres / Integrated Services Centres and residential child care services of NGOs

Contents
- Permanency planning approach
- Case sharing on family assessment and intervention on child welfare matters

Related Core Competencies
- Professional knowledge
- Customer focus

Number of Class: 1

Commencement Schedule
December 2016
Introduction to Psychological Trauma (1 day)

Course Code: FCW / 60168 / 1617
Enquiries: S(T)4, Tel.: 39745433

Objectives
This course aims at introducing the basic concepts about psychological trauma so as to enhance participants' competency in handling clients suffering trauma.

Target Participants
➢ Social workers from casework settings of SWD
➢ Social workers from Integrated Family Service Centres / Integrated Services Centres of NGOs
➢ CPs of SWD

Contents
Introduction to psychological trauma: The what, why, when and how

Related Core Competencies
Professional knowledge

Number of Class: 1

Commencement Schedule
July 2016
Course on the Client Information System (CIS) Case Management for Supervisors in Casework Settings (1 day)

Course Code: IST / 40009 / 1617
Enquiries: SEO(SDT), Tel.: 25730372

Objectives
The course aims at enhancing the participants' understanding and proficiency in using CIS as a tool in case management and service monitoring.

Target Participants
- SSWOs of Family and Child Protective Services Units and SWOs with supervisory duties in casework settings

Contents
- An overview of CIS
- Navigating and User Interface
- Smart use of To-do-list and Bring-up functions
- Case management
- Groups and Programmes
- Hands-on practice

Related Core Competencies
- Computer skills

Number of Class: 1

Commencement Schedule
November 2016
Course on Use of Business Intelligence (BI) Tool (0.5 day)  

Objectives  
This course aims at equipping the participants with knowledge and skills on the features and functions of BI Tool.

Target Participants  
- BI Tool users from Service Branches, Planning and Coordinating Teams and District Social Welfare Offices.

Contents  
- Major features and functions of BI Tool such as introduction of the available data and building query to get useful data from the Client Information System for strategic planning and other work tasks.

Related Core Competencies  
- Computer skills

Number of Class: 1

Commencement Schedule  
October 2016

Course Code: IST / 40004 / 1617  
Enquiries: SEO(SDT), Tel.: 25730372
Introductory Course on the Client Information System (CIS) Case Management (0.5 day)

Course Code: IST / 40003 / 1617
Enquiries: SEO(SDT), Tel.: 25730372

Objectives
This course aims at equipping the participants with basic knowledge and skills on using the CIS

Target Participants
➢ New recruits and staff who are required to use CIS but have not received previous training on CIS

Contents
- An overview of CIS
- Person search
- Intake management
- Case management
- Hands-on practice

Related Core Competencies
- Computer skills

Number of Class: On need basis

Commencement Schedule
On need basis
Workshop on Information Security (0.5 day)  

Course Code: IST / 40005 / 1617  
Enquiries: SEO(SDT), Tel.: 25730372

Objectives
This workshop aims at equipping the participants with the knowledge of contemporary information systems security threat and increasing their awareness towards the safety use of information technology devices.

Target Participants
- All SWD Staff

Contents
- Differences between counselling and essential skills for employee counselling

Related Core Competencies
- Computer skills

Number of Class: 2

Commencement Schedule
December 2016
January 2017
Induction Course for Medical Social Workers (MSWs) (3 days) Re-run

Course Code: MSS / 50622 / 1617
Enquiries: S(T)1, Tel.: 39745435

Objectives
This course aims at equipping the participants with basic knowledge and skills in working in health care settings.

Target Participants
- ASWOs or above newly posted to Medical Social Services Units of SWD
- Medical social workers of Hospital Authority

Contents
- Life and Death Issues for MSWs
- Introduction of the structure of Hospital Authority and the Health Care System in Hong Kong
- Overview of Medical Social Services in Hong Kong
- Medical knowledge for MSWs
- Risk assessment and discharge planning

Related Core Competencies
- Professional knowledge
- Investigation and case processing techniques
- Team work

Number of Class: 1

Commencement Schedule
September 2016
Training Course for Approved Social Workers (ASWs) under Mental Health Ordinance (MHO) (3 days)

Course Code: MSS / 50605 / 1617
Enquiries: S(T)1, Tel.: 39745435

Objectives
This course aims at equipping the participants with knowledge and clinical skills in working with mental patients and performing the statutory duties of ASW in relation to MHO.

Target Participants
- ASWOs / SWOs from psychiatric settings required to perform the statutory duties of ASWs in relation to MHO

Contents
- Mental State Examination
- Risk assessment of mental incapacity
- Skills in working with potentially aggressive customers
- Handling psychiatric emergencies and preparation of report on psychiatric emergency
- Overview of MHO and duties of ASW in relation to MHO
- Debriefing for overcoming post-trauma reaction after handling psychiatric emergencies

Related Core Competencies
- Professional knowledge
- Investigation and case processing techniques

Number of Class: 1

Commencement Schedule
July 2016
Training Course on Management of Guardianship Cases under Part IVB of Mental Health Ordinance (MHO) cum Case Sharing and Updates (1 day)

Course Code : MSS / 50600 / 1617  Enquiries : S(T)1, Tel. : 39745435

Objectives
This course aims at equipping the participants with basic knowledge and skills in handling guardianship cases under Part IVB of MHO.

Target Participants
- Social workers from casework settings of SWD
- Medical social workers of Hospital Authority

Contents
- Basic concept in guardianship under Part IVB of MHO
- The work of Guardianship Board
- Consideration in initiating guardianship application
- Follow-up on guardianship cases (for both public and private guardianship cases)
- Sharing of difficult and complicated guardianship cases

Related Core Competencies
- Professional knowledge
- Investigation and case processing techniques

Number of Class : 1

Commencement Schedule
August 2016
Training Course on Understanding Part II and Guardianship Cases under Part IVB of Mental Health Ordinance (MHO) for Social Security Staff (0.5 day)

Objectives
This course aims at equipping the participants with basic knowledge on the legal provisions under Part II and Part IVB of MHO related to the financial matters.

Target Participants
- SSAs or above from social security service units of SWD

Contents
- Legal Provisions under Part II and Part IVB of MHO
- The work of Guardianship Board
- Consideration in applicability of guardianship of Part II and Part IVB of MHO

Related Core Competencies
- Professional knowledge

Number of Class : 1

Commencement Schedule
September 2016
Training Course on Understanding Part II of Mental Health Ordinance (MHO) (0.5 day)

Course Code: MSS / 50647 / 1617
Enquiries: S(T)1, Tel.: 39745435

Objectives
This course aims at equipping the participants with knowledge and skills in handling the assets of mentally incapacitated persons (MIPs) under Part II of MHO.

Target Participants
➢ Social workers from casework settings of SWD

Contents
➢ Legislative provision under Part II of MHO
➢ Consideration in invoking Part II of MHO
➢ Work flow and evidence, information required for appointment of committee and application under section 24 of Part II of MHO
➢ Collaboration amongst government counsel, official solicitor and caseworkers of SWD in handling assets and affairs of MIPs
➢ Case sharing

Related Core Competencies
➢ Professional knowledge
➢ Investigation and case processing techniques
➢ Team work

Number of Class: 1

Commencement Schedule
January 2017
Integrated Training Course on Childhood and Adolescence Disorders (6 days)

Re-run

Course Code: MSS / 50606 / 1617
Enquiries: S(T)1, Tel.: 39745435

Objectives
This course aims at enhancing the participants' knowledge and intervention skills in working with children and adolescents suffering from different kinds of developmental and/or mental disorder.

Target Participants
➢ Social workers from casework settings of SWD
➢ Social workers from psychiatric rehabilitation units of NGOs

Contents
Screening, assessment and treatment of eight common types of childhood and adolescence disorders:
- reading and writing disorders
- early psychosis
- anxiety disorders
- autism spectrum disorder
- attention-deficit hyperactivity disorder
- depression and suicide
- eating disorder
- conduct disorder

Related Core Competencies
➢ Professional knowledge
➢ Investigation and case processing techniques
➢ Team work

Number of Class: 1

Commencement Schedule
September 2016
Integrated Training Course on Mental Health Social Work (6 days)  Re-run

Course Code : MSS / 50623 / 1617  Enquiries : S(T)1, Tel. : 39745435

Objectives
This course aims at equipping the participants with knowledge and intervention skills in working with mentally ill patients and their families.

Target Participants
➢ Social workers from casework settings of SWD
➢ Social workers from psychiatric rehabilitation units of NGOs
➢ Medical social workers of Hospital Authority

Contents
➢ Concepts of mental disorders and classification in psychiatry
➢ Knowledge and skills in intervention of psychiatric cases through integrative clinical approach
➢ Understanding the prevalence, clinical features, treatment and their psycho-social impact on patients of different kinds of mental illnesses
➢ Risk assessment and management of severe mental cases, suicidal cases and violent cases
➢ Introduction of mental health first-aid and handling psychiatric emergency
➢ Overview on the community psychiatric rehabilitation services in Hong Kong

Related Core Competencies
■ Professional knowledge
■ Investigation and case processing techniques
■ Team work

Number of Class : 2

Commencement Schedule
November 2016
January 2017
Refresher Training Course on Conducting Financial Assessment for Medical Fee Waiving, Samaritan Fund and Community Care Fund Medical Assistance Applications (0.5 day)

Course Code: MSS / 50663 / 1617

Enquiries: S(T)1, Tel.: 39745435

Objectives
This course aims at enhancing the participants’ knowledge and skills in conducting financial assessment on applications for medical financial assistance.

Target Participants
- Social workers from all casework settings of SWD
- Medical Social Workers of Hospital Authority
- Staff of Cluster Checking Units and Medical Fee Assistance Section of Hospital Authority
- Executive Assistants working in Medical Social Services Units of SWD and Hospital Authority

Contents
- Overview on Medical Fee Waiving, Samaritan Fund and Community Care Fund Medical Assistance Program
- Points to note in conducting financial assessment to establish the service users’ eligibility in applications

Related Core Competencies
- Professional knowledge

Number of Class: 1

Commencement Schedule
January 2017
Training Course on Working with Adults with Autism Spectrum Disorder (ASD), Severe Grade Mental Retardation (MR) and New Behavioural Problems (0.5 day)

Course Code: REH / 50741 / 1617

Enquiries: S(T)1, Tel.: 39745435

Objectives
This course aims at enhancing the participants to understand the basics of ASD and facilitate them to work with adults with ASD, severe grade MR and behavioural problems.

Target Participants
- Social workers from all casework settings of SWD
- Social workers from psychiatric rehabilitation units of NGOs

Contents
- Understanding the basics of ASD
- How to work with adults with ASD, severe grade MR and behavioural problems

Related Core Competencies
- Communication skills
- Professional knowledge

Number of Class: 1

Commencement Schedule
September 2016
殘疾人士院舍及日間康復服務中心感染控制基本訓練課程（半天）

課程編號：REH / 50731/A / 1617  查詢：社會工作主任（訓練）1  電話：39745435

目的
認識殘疾人士院舍／日間康復服務中心常見的傳染病、認識傳染病爆發通報及處理、
認識感染控制主任的角色和職責、認識感染控制措施的基本原則和技巧

對象
➢ 本署各職系／職級同事
➢ 殘疾人士院舍／日間康復服務中心的員工（從未參與感染控制培訓的感染控制主
任、希望認識感染控制的主管或員工）

內容
常見傳染病資訊
傳染病爆發通報及處理
感染控制主任的角色及職責
感染控制的基本原則及應用
手部衛生及個人保護裝備

關鍵才能
■ 專業知識
■ 個人效能
■ 團體精神

班次：一班

開課月份
二零一六年七月
殘疾人士院舍及日間康復服務中心感染控制重温課程（半天） Re-run

課程編號：REH / 50731/B / 1617  查詢：社會工作主任（訓練）1 電話：39745435

目的
更新傳染病資訊、重溫傳染病爆發的處理方法、熟習感染控制措施及其應用

對象
‧ 殘疾人士院舍及日間康復服務中心的員工（曾參與感染控制培訓課程的感染控制主任或有醫護背景的員工）

內容
▪ 傳染病資訊更新
▪ 傳染病爆發的處理
▪ 感染控制措施及應用重溫

關鍵才能
▪ 專業知識
▪ 個人效能
▪ 團體精神

班次：一班

開課月份
二零一六年七月
認識殘疾人士院舍常見精神科藥物培訓課程（半天）

課程編號：REH / 50722 / 1617
查詢：社會工作主任（訓練）
電話：39745435

目的
加強殘疾人士院舍員工對精神科藥物的認識及管理能力

對象
▷ 津助、自負盈虧及私營殘疾人士院舍的員工

內容
▷ 精神科藥物類別介紹
▷ 殘疾人士院舍常見精神科藥物的用途及副作用
▷ 派發精神科藥物須注意的事項及服用精神科藥物須知
▷ 如何處理藥物的副作用
▷ 過量服用藥物的症狀和處理

關鍵才能
△ 專業知識

班次：一班

開課月份
二零一七年一月
Seminar on Anti-drug Abuse (0.5 day)  
Re-run

Course Code: YOU / 50821 / 1617  
Enquiries: S(T)6, Tel.: 39745434

Objectives
This course aims at providing participants with the knowledge of illicit drugs, drug-induced health problems and drug tests for abusers.

Target Participants
- Social workers from Youth and Corrections Branch, Tuen Mun Children and Juvenile Home and all service units of SWD
- Social workers from Integrated Family Service Centres, School Social Work Units, Outreaching Social Work Units, Integrated Children and Youth Services Centres, Children and Youth Centres, Counselling Centres for Psychotropic Substance Abusers (CCPSAs), Drug Treatment and Rehabilitation Centres (DTRCs), Centres for Drug Counselling (CDCs), boys' / girls' homes and boys' / girls' hostels of NGOs
- Anti-drug workers and nurses of CCPSAs/ DTRCs/ CDCs of NGOs

Contents
- Epidemiology of drug abuse presenting to the acute health care setting
- Health care problems related to drug abuse
- Drug testing - interpretation and pitfalls
- New abusive substances

Related Core Competencies
- Professional knowledge
- Customer focus

Number of Class: 1

Commencement Schedule
August 2016
Objectives
This course aims at giving the participants better understanding on issues of sexual identity, sexual orientation and the skills in working with same sex attracted young people and their parents.

Target Participants
- Social workers from casework settings and Tuen Mun Children and Juvenile Home of SWD
- Social workers from School Social Work Units of NGOs

Contents
- Basic concepts and definitions on sexual identity and sexual attraction
- Issues relating to same sex attraction
- Understanding the developmental needs / difficulties faced by same sex attracted young people
- Skills that can be employed to work with same sex attracted young people and their parents

Related Core Competencies
- Professional knowledge
- Customer focus

Number of Class : 1

Commencement Schedule
April 2016
Training Course on Understanding Triad Culture in Hong Kong (0.5 day)

Course Code: YOU / 50804 / 1617  
Enquiries: A(T)2, Tel.: 39745442

Objectives
This course aims at enhancing the participants' understanding on the organisation and activities of triad societies in Hong Kong and the anti-triad work of the police.

Target Participants
- Social workers from casework settings and Tuen Mun Children and Juvenile Home of SWD (priority will be given to the staff of correctional settings)
- Social workers from School Social Work Units, Outreaching Social Work Units, Integrated Children and Youth Services Centres, Children and Youth Centres, Counselling Centres for Psychotropic Substance Abusers, Drug Treatment and Rehabilitation Centres, Centres for Drug Counselling, boys' / girls' homes and boys' / girls' hostels of NGOs

Contents
- The history and development of triad societies in Hong Kong
- The activities of triad societies
- Myths and reality in the triad societies
- The ordinances relating to triad societies

Related Core Competencies
- Professional knowledge
- Customer focus

Number of Class: 1

Commencement Schedule
December 2016
Sharing Session on Working with Young People Indulging in the Internet World (0.5 day)

Course Code: YOU / 50823 / 1617

Enquiries: A(T)2, Tel.: 39745442

Objectives
This course aims at enhancing the participants' knowledge and skills in working with young people indulging in the internet world.

Target Participants
- Social workers from casework settings and Tuen Mun Children and Juvenile Home / teaching staff from Planning and Co-ordinating Teams / CPs of SWD
- Social workers from Integrated Family Service Centres, School Social Work Units, Outreaching Social Work Units, Integrated Children and Youth Services Centres, Children and Youth Centres of NGOs

Contents
- Current development and activities of the Internet world
- Common problems of young people indulging in the Internet world
- Strategies in working with young people who have Internet overuse problems and parents' work

Related Core Competencies
- Professional knowledge
- Customer focus

Number of Class: 1

Commencement Schedule
September 2016
Seminar on the Handling of Aggressive Behaviour among Young People (0.5 day)

Course Code: YOU / 50825 / 1617

Objectives
This course aims at enhancing the participants' understanding on the knowledge and skills in handling of aggressive behaviour among young people.

Target Participants
- Social workers from casework settings and Tuen Mun Children and Juvenile Home / CPs of SWD
- Social workers from Integrated Family Service Centres, School Social Work Units, Outreaching Social Work Units, Integrated Children and Youth Services Centres, Children and Youth Centres, boys' / girls' homes and boys' / girls' hostels, small group homes and children's homes of NGOs

Contents
- Forms and subtypes of aggressive behaviours
- Causes of aggressive personality and bullying behaviours
- Different interventions for treating young people with aggressive behaviors

Related Core Competencies
- Professional knowledge
- Customer focus

Number of Class: 1

Commencement Schedule
January 2017
Training Course on Helping the At-risk Children and Adolescents with Conduct Problems and Antisocial Behaviours (0.5 day)

Course Code : YOU / 50837 / 1617

Objectives
This course aims at enhancing the participants' knowledge on the development of externalizing / antisocial behaviors among children and adolescents and the relevant prevention and intervention will be highlighted and discussed.

Target Participants
- Social workers from casework settings and Tuen Mun Children and Juvenile Home of SWD

Contents
- Literature review on risk background and developmental course of externalizing and conduct / antisocial behaviours among children and adolescents
- Evidence-based prevention and intervention in the literature
- Discussion on intervention and case management (with case illustration) in our local setting

Related Core Competencies
- Professional knowledge
- Customer focus

Number of Class : 1

Commencement Schedule
May 2016
Sharing Session on the Skills for Working with Hidden Youth (0.5 day)

Course Code : YOU / 50812 / 1617  Enquiries : A(T)2, Tel. : 39745442

Objectives
This course aims at enhancing the participants' knowledge and skills in working with hidden youth.

Target Participants
- Social workers from casework settings and Tuen Mun Children and Juvenile Home of SWD
- Social workers from Integrated Family Service Centres, Integrated Services Centres, School Social Work Units, Outreaching Social Work Units, Integrated Children and Youth Services Centres, Children and Youth Centres, Counselling Centres for Psychotropic Substance Abusers of NGOs

Contents
- Definition and phenomenon of hidden youth
- Characteristics and needs of hidden youth
- Strategies and intervention skills in working with hidden youth

Related Core Competencies
- Professional knowledge
- Customer focus

Number of Class : 1

Commencement Schedule
September 2016
Training and Development Prospectus 2016-17

Training Course on Early Identification and Helping Youth with Suicidal Ideation (1 day)  

Course Code: YOU / 50842 / 1617  
Enquiries: S(T)6, Tel.: 39745434

Objectives
To give the participants a better understanding on the underlying reasons of youth suicide and to equip them with the capability in early identification of the suicidal risks and skills in helping youth with suicidal ideations.

Target Participants
- School social workers of NGOs
- Social workers from casework settings and Tuen Mun Children and Juvenile Home of SWD
- Social workers from Integrated Family Service Centres, Integrated Services Centres

Contents
- Factors in predicting depression and suicidal ideation among youth
- Ways to minimize suicidal ideation
- Early detection and risk factors leading to youth suicide
- Life education to young people
- Intervention strategies and techniques in handling those youths with suicidal ideation and their family members

Related Core Competencies
- Professional knowledge
- Customer focus
- Investigation and case processing techniques

Number of Class: 3

Commencement Schedule
May 2016 to June 2016
Training on Helping Youth in Building Up Psychological Resilience
(0.5 day)

Course Code: YOU / 50840 / 1617
Enquiries: A(T)2, Tel.: 39745442

Objectives
This course aims at enhancing the participants’ knowledge and skills in helping the youth in building up psychological resilience.

Target Participants
- Social workers from casework settings and Tuen Mun Children and Juvenile Home of SWD
- Social workers from Integrated Family Service Centres, School Social Work Units, Outreaching Social Work Units, Integrated Children and Youth Services Centres, Children and Youth Centres, Counselling Centres for Psychotropic Substance Abusers, boys' / girls' homes and boys' / girls' hostels of NGOs

Contents
- Basic concepts of resilience
- Skills in helping youth in building up psychological resilience

Related Core Competencies
- Professional knowledge
- Customer focus

Number of Class: 1

Commencement Schedule
October / November 2016
Training Course on Treating Abused Adolescents (0.5 day)  

Objectives  
This course aims at enhancing the participants' knowledge and intervention skills on adolescents being abused.

Target Participants  
- Social workers from casework settings and Tuen Mun Children and Juvenile Home of SWD  
- Integrated Family Service Centres, School Social Work Units, Outreaching Social Work Units, Integrated Children and Youth Services Centres, Children and Youth Centres, Counselling Centres for Psychotropic Substance Abusers, boys' / girls' homes and boys' / girls' hostels of NGOs

Contents  
- Common reactions to adolescent abuse  
- Impact of abuse on adolescents  
- Assessment and treatment with case illustrations

Related Core Competencies  
- Professional knowledge  
- Customer focus

Number of Class : 1

Commencement Schedule  
August 2016
Workshop on Team Building through Organic Farming 「農」情滿社 署工作坊 (0.5 day)

Course Code: SST / 51387 / 1617

Objectives
This course aims at enhancing the competencies of participants in teamwork, communication and problem solving through experiential and interactive farming activities.

Target Participants
➢ SSOsII or above / SSAs or above / EASAs

Contents
- Understanding of organic farming
- Facilitating team building through experiential and interactive group activities

Related Core Competencies
- Team work
- Communication skills
- Personal effectiveness

Number of Class: 2

Commencement Schedule
October 2016
November 2016
Workshop on Mastering Your Mind (1 day) Re-run

Course Code : SST / 51393 / 1617
Enquiries : A(SST)1, Tel. : 39745439

Objectives
This course aims at nurturing the mind flexibility of participants to help them develop optimistic thinking habits and positive living attitudes

Target Participants
➢ SSOsII or above / SSAs or above

Contents
➢ Understanding of thinking process
➢ Ways to change ways of thinking
➢ How to control and filter the contents of our minds
➢ Silencing our mind

Related Core Competencies
☐ Analysis and judgement
☐ Personal effectiveness
☐ Communication skills

Number of Class : 1

Commencement Schedule
October 2016
Workshop on 'Dialogue in Dark’ for Social Security Staff (0.5 day)

Course Code: SST / 51405 / 1617
Enquiries: A(SST)1, Tel.: 39745439

Objectives
This course aims at arousing participants’ self-awareness to embrace uncertainties and challenges with positive attitude, promote resilience in the face of adversity through innovation, problem-solving skills and leadership.

Target Participants
- SSOsII or above / SSAs or above

Contents
Through some experiential activities under the guidance of trainers with visual impairment, the participants will understand the importance of mutual respect, empathy, trust and collaboration in teamwork.

Related Core Competencies
- Leadership and team building
- Communication skills

Number of Class: 1

Commencement Schedule
May 2016
Workshop on Effective Communication with the Enneagram (2 days)  Re-run

Course Code : SST / 51356 / 1617  Enquiries : A(SST)1, Tel. : 39745439

Objectives
This course aims at introducing the participants to the concept of Enneagram and its application to facilitate effective communication with customers

Target Participants
➢ SSOsII or above / SSAs or above / EASAs

Contents
➢ Theory of Enneagram
➢ Traits and behaviours of different Enneagram types
➢ Communication style, attitude, fear and desire of different Enneagram types
➢ Effective communication with customers through the application of Enneagram
➢ Building rapport with customers through Enneagram

Related Core Competencies
➢ Communication skills
➢ Customer focus
➢ Personal effectiveness

Number of Class : 2

Commencement Schedule
September 2016
December 2016
Training Course on Law for Social Investigation and Verification (1 day)

Course Code: SST / 51309 / 1617

Enquiries: A(SST)1, Tel.: 39745439

Objectives
This course aims at equipping the participants with job-related legal knowledge.

Target Participants
- SSOsII under the Training and Development Roadmap for SSOsII / SSOsII or above / SSAs or above

Contents
- Hong Kong legal system and legal aid
- Bankruptcy and Individual Voluntary Arrangement
- Law of succession
- Wills and estates
- Ordinances related to mental health and guardianship
- Small claims proceedings

Related Core Competencies
- Professional knowledge
- Analysis and judgement
- Investigation and case processing techniques

Number of Class: 1

Commencement Schedule
June 2016
Workshop on Preventing Workplace Violence (1 day)  Re-run

Course Code : SST / 51382 / 1617  
Enquiries : A(SST)1, Tel. : 39745439

Objectives
This course aims at enhancing the participants' knowledge and skills in handling customers with potential violence at workplace

Target Participants
➢ All SWD staff

Contents
cursoFactors associated with violent behaviour
cursoImpact of violence
cursoAssessment of customers with the risk of violence
cursoStrategies for prevention of violence and self-protection
cursoDe-escalation in situations and skills in handling customers with aggressive behaviours

Related Core Competencies
□ Professional knowledge
□ Communication skills
□ Customer focus

Number of Class : 1

Commencement Schedule
November 2016
Objectives
This course aims at equipping the participants with communication skills in handling customers with mental disorder.

Target Participants
- SSOsII under the Training and Development Roadmap for SSOII / SSOsII or above / SSAs or above / EASA / ASWOs or above / SWAs or above from casework settings

Contents
- Introduction of mental disorder
- Symptoms of different types of mental disorder
- Identification of customers with potential mental problem or mental disorder
- Effective communication with customers with mental disorder
- Breaking bad news

Related Core Competencies
- Customer focus
- Communication skills
- Professional knowledge

Number of Class: 2

Commencement Schedule
- December 2016
- January 2017
Workshop on Using Myers-Briggs Type Indicators (MBTI) on Team Work for Social Security Staff (2 days)

Course Code: SST / 51376 / 1617
Enquiries: A(SST)1, Tel.: 39745439

Objectives
This course aims at introducing the participants to the theory of MBTI and its application to better team work.

Target Participants
- SSOsII or above / SSAs or above

Contents
- The concept of MBTI
- The 16 MBTI types
- The dynamic of different MBTI types and its impact
- Using MBTI on better team work

Related Core Competencies
- Team work
- Staff management and development
- Communication skills

Number of Class: 2

Commencement Schedule
November 2016
February 2017
Training Course on Introduction to Company Law, Criminal Law and Fraudulence of Public Fund (1 day)  

Re-run

Course Code: SST / 51410 / 1617  
Enquiries: A(SST)1, Tel.: 39745439

Objectives
This course aims at providing the participants with a general knowledge of Company Law and equipping them with Criminal Law and its related ordinances on deception of public funds.

Target Participants
- SSOsII or above / SSAs or above

Contents
- Basic provision of company law in Hong Kong
- Different types of company, assets value and financial situation
- Roles and liabilities of a company director
- Definition of a crime
- Common law offences and statute offences
- Deception and the Theft Ordinance

Related Core Competencies
- Professional knowledge
- Investigation and case processing techniques

Number of Class: 1

Commencement Schedule
September 2016
Workshop on Understanding Your Thoughts and Mind through Emotion Drawing 「彩繪心靈」工作坊 (1 day)

Objectives
This course aims at enhancing participants’ self-awareness of mental status under stress and the importance of emotions and thoughts adjustment through development of positive mindset.

Target Participants
➢ SSOsII or above / SSAs or above

Contents
➢ Self-awareness of mental state
➢ Positive thinking and emotion management

Related Core Competencies
➢ Personal effectiveness
➢ Staff management and development

Number of Class : 1

Commencement Schedule
January 2017
Training Course on Emergency Relief for Duty Officers and Team Members (1 day)  

Course Code: SST / 51385 / 1617  

Objectives  
This course aims at equipping the participants with the knowledge and skills in delivering emergency relief services.

Target Participants  
- SSOsII under the Training and Development Roadmap for SSOII / SSOsII or above / SSAs or above / WWs or above / SWAs or above / ASWOs or above

Contents  
- Practical guidelines for discharging emergency relief services
- Operation of Emergency Relief Fund
- Emergency relief services provided by the Hong Kong Red Cross
- Experience sharing

Related Core Competencies  
- Professional knowledge
- Planning and resource management
- Organisation of work

Number of Class: 1

Commencement Schedule  
September 2016
Orientation cum Induction Programmes for Newly Recruited SSOsII (5 days)

Course Code: SST / 51392 / 1617
Enquiries: A(SST)1, Tel.: 39745439

Objectives
This course aims at introducing the participants to the organisation goals, values and best practices of Civil Services and SWD as well as enhancing their understanding on the Department’s core services and importance administrative issues and the fundamental knowledge and skills in providing social security services.

Target Participants
➢ Newly recruited SSOsII

Contents
- Understanding of organisation goals, values and best practices of Civil Service and SWD
- Understanding of various social security schemes including Comprehensive Social Security Assistance (CSSA), Portable CSSA, Social Security Allowance, Traffic Accident Victims Assistance and Criminal and Law Enforcement Injuries Compensation and Emergency Relief
- Sharing by Social Security Appeal Board and Social Security Branch’s Sections
- Basic social investigation and verification techniques

Related Core Competencies
- Professional knowledge
- Investigation and case processing techniques

Number of Class: 2

Commencement Schedule
August 2016
March 2017
Refresher Course on Calculation of Overpayment arising from Excessive Assets under Comprehensive Social Security Assistance (CSSA) Scheme (1 day)

Course Code: SST / 51359 / 1617
Enquiries: A(SST)1, Tel.: 39745439

Objectives
This course aims at refreshing and enhancing the participants' knowledge on calculation of overpayment arising from capital resources in excess of permissible limit under CSSA Scheme in accordance with Social Security Manual of Procedures.

Target Participants
- SSOs II or above / SSAs or above

Contents
- Calculation of overpayment arising from capital resources in excess of permissible limit under Comprehensive Social Security Assistance scheme
- Sharing by Fraud Assessment Team on calculation of overpayment arising from excessive assets and exercises practice
- Sharing by Debt Recovery Team on the handling of cases with overpayment

Related Core Competencies
- Professional knowledge
- Analysis and judgement
- Investigation and case processing techniques

Number of Class: 1

Commencement Schedule
March 2017
Workshop on Procedures in Handling Suspected Fraud Cases and Giving Evidence in Court (1 day)  Re-run

Course Code : SST / 51312 / 1617  Enquiries : A(SST)1, Tel. : 39745439

Objectives
This course aims at enabling the participants to understand the procedures in handling fraud cases by Police, familiarise with the court system and make appropriate preparation for acting as a witness in Court.

Target Participants
➢ SSOsII under the Training and Development Roadmap for SSOII / SSOsII or above / SSAs or above

Contents
- Procedures in handling fraud cases by Police
- How to make statement with Police
- Court settings and procedures
- Preparation for giving evidence in Court
- Proper conduct in Court when acting as a witness
- Mock court exercise

Related Core Competencies
- Investigation and case processing techniques
- Professional knowledge

Number of Class : 1

Commencement Schedule
August 2016
Workshop on Creating a Happy Workplace (1 day)  Re-run

Course Code : SST / 51381 / 1617  Enquiries : A(SST)2, Tel. : 39745440

Objectives
This course aims at enhancing the participants' understanding on the creation and inspiration of happiness in the workplace and ways to build a highly motivated and happy working environment

Target Participants
➢ SSOsII or above / SSAs or above

Contents
➢ The meaning and philosophy of 'Happy Workplace'
➢ How to create a great workplace
➢ What makes people work at their best and play to their strengths
➢ Developing a pleasant management style
➢ Building and sustaining a high performance happy workplace

Related Core Competencies
➢ Staff management and development
➢ Leadership and team building
➢ Communication skills

Number of Class : 1

Commencement Schedule
September 2016
Training Course on Insurance Policies and Related Investment Products (1 day)

Course Code: SST / 51306 / 1617
Enquiries: A(SST)2, Tel.: 39745440

Objectives
This course aims at enabling the participants to understand the features of insurance policies and related investment products.

Target Participants
- SSOs II or above / SSAs or above

Contents
- Different types of life insurance policy and living benefit product
- Parties involved in a policy
- Monetary value of life insurance policies and living benefits products
- Varieties of insurance-related investment products and its monetary value
- Interpretation of various insurance documents
- Features of Mandatory Provident Fund (MPF) system and its investment products and development

Related Core Competencies
- Investigation and case processing techniques
- Analysis and judgement
- Professional knowledge

Number of Class: 1

Commencement Schedule
February 2017
Orientation cum Induction Programmes for Newly Recruited Social Security Assistants (4 days)

Course Code: SST/51391/1617

Enquiries: A(SST)2, Tel.: 39745440

Objectives
This course aims at introducing the participants to the organisation goals, values and best practices of Civil Service and SWD as well as enhancing their understanding on the Department's core services and important administrative issues and the fundamental knowledge and skills in providing social security services.

Target Participants
➢ Newly recruited SSAs

Contents
- Understanding organisation goals, values and best practices of Civil Service and SWD
- Understanding various social security schemes including Comprehensive Social Security Assistance (CSSA), Portable Comprehensive Social Assistance, Social Security Allowance, Traffic Accident Victims Assistance and Criminal and Law Enforcement Injuries Compensation and Emergency Relief
- Sharing by Social Security Appeal Board and Social Security Branch's Sections
- Basic social investigation and verification techniques

Related Core Competencies
- Professional knowledge
- Investigation and case processing techniques
- Customer focus

Number of Class: 3

Commencement Schedule
June 2016
November 2016
March 2017
Training Course on Excellence in Customer Service and Dealing with Hard-to-handle Customers (2 days)

Course Code : SST / 51325 / 1617
Enquiries : A(SST)2, Tel. : 39745440

Objectives
This course aims at enhancing the participants' knowledge and skills in providing excellent customer service, identifying potential complainants and handling difficult customers.

Target Participants
- SSAs under the Training and Development Roadmap for SSA / SSOII or above / SSAs or above / EASAs

Contents
- Importance of the customer service excellence
- Understanding of customers' behaviour, needs and expectation
- Telephone handling skills and face-to-face customer service skills
- Identification of difficult and potential complainants
- Ways to calm down complainants
- Positive steps to turn difficult, anger and emotional situations into opportunities

Related Core Competencies
- Customer focus
- Communication skills

Number of Class : 3

Commencement Schedule
August 2016
November 2016
January 2017
Workshop on Skills for Effective Performance of Work (1 day)  Re-run

Course Code : SST / 51314 / 1617  Enquiries : A(SST)2, Tel. : 39745440

Objectives
This course aims at enhancing the participants' professional effectiveness, interpersonal and management skills

Target Participants
➢ SSAs under the Training and Development Roadmap for SSA / SSAs or above / EASAs

Contents
- Principles of effective performance
- Understanding of organisational goal
- The gap between organisational goal and individual performance
- Keys to meeting organisational goal : interpersonal communication skills, organisation of work, coping with stress and time management

Related Core Competencies
- Personal effectiveness
- Organisation of work
- Communication skills

Number of Class : 1

Commencement Schedule
October 2016
Training Course on Matrimonial Law in Hong Kong and the Mainland (1 day)

Course Code: SST / 51311 / 1617
Enquiries: A(SST)2, Tel.: 39745440

Objectives
This course aims at equipping the participants with the knowledge of matrimonial law in Hong Kong and the Mainland

Target Participants
- SSAs under the Training and Development Roadmap for SSA / SSOsII or above / SSAs or above / social workers from casework settings of SWD (priority to be given to SS staff)

Contents
- Basic principles of matrimonial law in Hong Kong and the Mainland
- Ordinances related to divorce and separation in Hong Kong and the Mainland
- Arrangement of property, custody and financial matters (e.g. maintenance) upon divorce in Hong Kong and the Mainland

Related Core Competencies
- Professional knowledge
- Investigation and case processing techniques

Number of Class: 1

Commencement Schedule
November 2016
Training Course on Property Law in Hong Kong and the Mainland
(1 day)

Course Code: SST / 51313 / 1617
Enquiries: A(SST)2, Tel.: 39745440

Objectives
This course aims at equipping the participants with the knowledge of property law in Hong Kong and the Mainland.

Target Participants
- SSAs under the Training and Development Roadmap for SSA / SSOsII or above / SSAs or above / social workers from casework settings of SWD (priority to be given to SS staff)

Contents
- Land and property law
- Sale and purchase procedures
- Title investigation and valuation of property
- Inheritance and transfer of property
- Knowledge sharing on relevant particulars of land register documents

Related Core Competencies
- Professional knowledge
- Investigation and case processing techniques

Number of Class: 2

Commencement Schedule
September 2016
January 2017
Workshop on Understanding the Elders’ Problems, Needs and Related Welfare Services (1 day)

Course Code : SST / 51317 / 1617
Enquiries : A(SST)2, Tel. : 39745440

Objectives
This course aims at enhancing the participants’ understanding of the problems and needs encountered by the elderly and the welfare services available to them.

Target Participants
➢ SSAs under the Training and Development Roadmap for SSA / SSOsII or above / SSAs or above

Contents
➢ The ageing process and its impact
➢ Problems and needs of the elderly
➢ The ageing-related issues such as dementia and elderly abuse
➢ Skills and attitude in working with the elderly
➢ Community and welfare services for the elderly

Related Core Competencies
➢ Customer focus
➢ Communication skills
➢ Professional knowledge

Number of Class : 1

Commencement Schedule
December 2016
Training Course on Working with the Participants of Support for Self-reliance Scheme (SFS) and Effective Communication with Revamped NGOs (1 day)

Course Code: SST / 51408 / 1617

Enquiries: A(SST)2, Tel.: 39745440

Objectives
This course aims at enhancing the participants' understanding of the problems and needs encountered by Comprehensive Social Security Assistance customers (i.e. unemployed, low-wage earners and the single parents) joining the SFS with related services available to them, and fostering of a positive working relationship with NGOs

Target Participants
- SSOsII or above / SSAs or above / EASAs

Contents
- Characteristics, problems and needs of the SFS participants
- Skills and attitude in working with SFS participants
- The employment related assistance/services and welfare services for the SFS participants
- Keys to effective communication with NGOs

Related Core Competencies
- Customer focus
- Communication skills
- Professional knowledge

Number of Class: 1

Commencement Schedule
September 2016
Workshop on Effective Complaint Handling (1 day)  

Course Code: SST / 51374 / 1617  
Enquiries: A(SST)2, Tel.: 39745440

Objectives
This course aims at enhancing the participants' professional interpersonal and communication skills in dealing with customer complaints and turning a complaint into a win-win situation.

Target Participants
- SSoII or above / SSAs or above / EASAs

Contents
- Why customers lodge complaints
- Key skills and qualities in handling customer complaints effectively
- Building rapport and trust
- Defusing difficult customer emotional responses
- Turning complaints into compliments
- Dealing with complaints over the telephone

Related Core Competencies
- Customer focus
- Communication skills

Number of Class: 1

Commencement Schedule
November 2016
Workshop on Social Investigation and Verification Techniques (1 day)

Course Code: SST / 51319 / 1617
Enquiries: A(SST)2, Tel.: 39745440

Objectives
This course aims at enabling the participants to strengthen their social investigation and verification techniques in preventing and detecting fraud cases.

Target Participants
- SSOsII under the Training and Development Roadmap for SSOII / SSAs under the Training and Development Roadmap for SSA / SSOsII or above / SSAs or above

Contents
- Social investigation and verification techniques in handling Comprehensive Social Security Assistance / SSA cases
- Points to note in preventing and detecting deception of social security benefits
- Sharing on handling DA applications / reviews
- Thematic sharing on Comprehensive Social Security Assistance / SSA cases
- Sharing on professional practices to conduct investigation on customers working in / running different industries / businesses

Related Core Competencies
- Investigation and case processing techniques
- Professional knowledge
- Analysis and judgement

Number of Class: 1

Commencement Schedule
January 2017
Workshop on Dog Attack Prevention (0.5 day)

Course Code: SST / 51384 / 1617
Enquiries: A(SST)2, Tel.: 39745440

Objectives
This course aims at providing the participants with the basic training about the dogs’ behaviours, the emotions expressed by them, the causes of dog bite as well as the preventive and rescue measures to avoid or lessen the dog bite injuries during their works.

Target Participants
- SSOsII or above / SSAs or above

Contents
- Introduction of related safety legislations
- Distinction between dog’s behaviour and emotion expressed by them
- Causes of dog bite
- Prevention and rescue measures

Related Core Competencies
- Professional knowledge
- Personal effectiveness

Number of Class: 2

Commencement Schedule
October 2016
November 2016
Refresher Training Course on Treatment of Income Resources under Comprehensive Social Security Assistance (CSSA) Scheme  

Re-run (1 day)

Course Code: SST / 51360 / 1617  
Enquiries: A(SST)2, Tel.: 39745440

Objectives
This course aims at refreshing and enhancing the participants' knowledge on the treatment of income resources under CSSA Scheme in accordance with Social Security Manual of Procedures

Target Participants
➢ SSOsII or above / SSAs or above

Contents
➢ Guidelines and common practices on treatment of income resources under Comprehensive Social Security Assistance Scheme
➢ Hands-on practical exercises and discussion

Related Core Competencies
➢ Professional knowledge
➢ Analysis and judgement
➢ Investigation and case processing techniques

Number of Class: 1

Commencement Schedule
January 2017
Training Course on Labour Law, Labour Compensation and Protection of Wages (0.5 day)

Course Code: SST / 51308 / 1617
Enquiries: A(SST)2, Tel.: 39745440

Objectives
This course aims at enabling the participants to have a general understanding on labour law and related ordinances for handling Social Security cases.

Target Participants
- SSOs II or above / SSAs or above

Contents
- The statutory right and benefit for the employee in Hong Kong
- Provision of employee's compensation in Hong Kong
- Protection of wages on Insolvency Fund

Related Core Competencies
- Professional knowledge
- Investigation and case processing techniques

Number of Class: 1

Commencement Schedule
August 2016
Training Course on Teaming Up (1 day)

Course Code: SST / 51315 / 1617
Enquiries: A(SST)2, Tel.: 39745440

Objectives
This course aims at enabling the participants to understand the role of a team member and the importance to keep a team being motivated for enhancing productivity and happy working environment.

Target Participants
- SSAs under the Training and Development Roadmap for SSA / SSAs or above / EASAs

Contents
- Charting team goals and priorities
- Qualities and roles of a good team member
- Conflict resolution and team communication
- Building rapport with supervisor to accomplish goals by motivation

Related Core Competencies
- Team work
- Personal effectiveness
- Staff coaching

Number of Class: 2

Commencement Schedule
October 2016
December 2016
Training Course on Effective Coaching (1 day)  

Course Code: SST / 51310 / 1617  
Enquiries: A(SST)1, Tel.: 39745439

Objectives
This course aims at equipping the participants with the skills in coaching and motivating their subordinates for development and performance improvement.

Target Participants
- SSOsII under the Training and Development Roadmap for SSOII / SSOsII or above / SSSAs

Contents
- Understanding of different styles of leadership
- Leader as a coach
- Essence of coaching
- Coaching process and skills
- Coaching staff in different situations
- Overcoming hurdles to motivation

Related Core Competencies
- Staff coaching
- Staff management and development
- Leadership and team building

Number of Class: 1

Commencement Schedule
October 2016
Workshop on Employee Counselling (2 days)

Course Code: SST / 51413 / 1617

Objectives
This course aims at equipping the participants with quality customer service skills to provide quality service to customers.

Target Participants
- SSOsII under the Training and Development Roadmap for SSOII

Contents
- Identifying the customer's needs through questioning and listening
- Demonstrating empathy towards customers
- Building rapport and engaging with customers
- Defusing difficult customer's emotional responses and turning risks into opportunities
- Adopting the skills in handling complaints

Related Core Competencies
- Customer focus
- Communication skills
- Staff management and development

Number of Class: 1

Commencement Schedule
February 2017

Enquiries: A(SST)1, Tel.: 39745439
Workshop on Understanding the Problems, Needs and Related Welfare Services of Customers with Sensory or Physical Disabilities (1 day)

Course Code: SST / 51375 / 1617
Enquiries: A(SST)2, Tel.: 39745440

Objectives
This course aims at enhancing the participants’ understanding of the problems and needs encountered by customers with sensory or physical disabilities and the welfare services available to them.

Target Participants
- SSAs under the Training and Development Roadmap for SSA / SSOs II or above / SSAs or above

Contents
- Different types of sensory and physical disabilities
- Problems and needs of the disabled
- Skills and attitude in working with the disabled
- Rehabilitation services for the disabled

Related Core Competencies
- Customer focus
- Communication skills
- Professional knowledge

Number of Class: 1

Commencement Schedule
August 2016
English Written Communication Course for ASWOs (3 days) Re-run

Course Code: COM / 50910 / 1617

Enquiries: EOI(SDT), Tel.: 39745455

Objectives
This course aims at enhancing the participants' knowledge and skills in effective communication and accuracy in writing.

Target Participants
➢ ASWOs

Contents
➢ Principles of Effective Writing in the Workplace
➢ Grammar Review
➢ Common Errors in SWD sample writings
➢ Coherence and Cohesion

Related Core Competencies
➢ Writing skills

Number of Class: 3

Commencement Schedule
August 2016
September 2016
November 2016
English Written Communication Course for SSWAs, SWAs, PTs, OTs, Teaching Staff and Nurses (3 days)

Course Code: COM / 50920 / 1617  
Enquiries: EOI(SDT), Tel: 39745455

Objectives
This course aims at enhancing the participants’ knowledge and skills in effective communication and accuracy in writing.

Target Participants
- SSWAs / SWAs / PTs / OTs / Teaching Staff / Nurses of SWD

Contents
- Principles of Effective Writing in the Workplace
- Grammar Review
- Common Errors in SWD sample writings
- Coherence and Cohesion

Related Core Competencies
- Writing skills

Number of Class: 1

Commencement Schedule
January 2017
Objectives
This course aims at enhancing the participants' knowledge and skills in effective communication and accuracy in writing.

Target Participants
- SSOsII / SSOsI

Contents
- Principles of Effective Writing in the Workplace
- Grammar Review
- Common Errors in SWD sample writings
- Coherence and Cohesion

Related Core Competencies
- Writing skills

Number of Class: 1

Commencement Schedule
October 2016
English Written Communication Course for SSSAs, SSAs, SWWs, WWs (6 half-days)

Course Code: COM / 50905 / 1617

Objectives
This course aims at enhancing the participants' knowledge and skills in effective communication and accuracy in writing.

Target Participants
- SSSAs / SSAs / SWWs / WWs

Contents
- Principles of Effective Writing in the Workplace
- Grammar Review
- Common Errors in SWD sample writings
- Coherence and Cohesion

Related Core Competencies
- Writing skills

Number of Class: 2

Commencement Schedule
- December 2016
- February 2017
普通話客戶服務工作坊（一天）

課程編號：COM / 50951 / 1617 查詢：一級行政主任（員工發展及訓練） 電話：39745455

目的
本課程協助學員掌握服務過程中常用的普通話用語和技巧，內容涵蓋常見工作情景，通過實況練習，提升學員應用普通話的信心及應對能力，從而提供優質服務。

對象
➢ 有工作需要的同事（以下同事將獲優先考慮：在日常工作中需要提供前線服務/客戶服務（例如於接待處工作）的同事）

內容
➢ 客戶服務常用語
  ❘ 回答查詢
  ❘ 提供資訊
  ❘ 回應客人意見
➢ 處理困難情況
➢ 廣普對照

關鍵才能
➢ 溝通技巧
➢ 以客為本
➢ 個人效能

班次：一班

開課月份
二零一六年九月
普通話會面交流技巧工作坊（一天）

課程編號：COM / 50952 / 1617    查詢：一級行政主任（員工發展及訓練）    電話：39745455

目的
本課程重點介紹會面時以普通話交流的溝通技巧，通過實況練習，讓學員掌握交流時常用的口語、禮儀和技巧，使負責接待參訪團的員工能夠有效介紹部門的運作及服務

對象
➢ 本署各職系同事，須具備基本的普通話會話和聆聽能力

內容
➢ 會面前準備事項
➢ 初次會面常用語
➢ 意見交流口語表達
➢ 促進討論技巧
➢ 廣普對照

關鍵才能
■ 溝通技巧
■ 以客為本
■ 個人效能

班次：一班

開課月份
二零一六年十月
常用公文寫作入門（一天）

課程編號：COM / 50948 / 1617    查詢：一級行政主任（員工發展及訓練） 電話：39745455

目的
本課程旨在讓學員可以用合適的文種，撰寫合規格和達意的中文公文

對象
➢ 新入職的助理社會工作主任及社會工作助理
➢ 社會保障職系同事
➢ 有工作需要的同事

內容
➢ 政府常用公文
➢ 介紹常用公文的寫作要求
➢ 公文的語文運用
➢ 公文範例研習

關鍵才能
➢ 寫作技巧

班次：三班

開課月份
二零一六年七月
二零一六年十一月
二零一七年二月
撰寫中文投訴調查報告的技巧（一天）

課程編號：COM / 50593 / 1617　查詢：一級行政主任（員工發展及訓練）　電話：39745455

目的
本課程旨在讓學員可以認識中文投訴調查報告文體與結構、寫作技巧及語文運用，以便能撰寫合規格及達意的調查報告

對象

➢ 社會工作職系／護士職系

內容

● 調查報告的格式與基本結構、材料選擇及資料整理

關鍵才能

■ 語文運用
■ 寫作要求及注意事項
■ 範例研習

班次：一班

開課月份
二零一六年十月
Workshop on Staff's Conduct and Discipline (1 day)

Objective
This course aims at enhancing the participants' understanding of the acts of misconduct and ways of handling staff's misconduct.

Target Participants
- ASWOs / SSOsII / EOsII or above with managerial and supervisory duties / other staff with managerial and supervisory duties.

Contents
- Conduct related matters under CSRs
- Handling staff's conduct
- Different acts of misconduct
- Ways in handling disciplinary cases

Related Core Competencies
- Staff management and development
- Professional knowledge
- Analysis and decision making

Number of Class: 1

Commencement Schedule
September 2016
Workshop on Personnel Management (0.5 day)  

Course Code: MGT / 51152 / 1617  
Enquiries: EOI(SDT), Tel.: 39745455

Objectives
To enhance the understanding of supervisors on some common personnel issues such as injury on duty, sick leave, overtime work and performance management.

Target Participants
➢ ASWOs / SSOsII / EOssII or above with managerial and supervisory duties / other staff with managerial and supervisory duties.

Contents
➢ Sick Leave Management
➢ Overtime Work Management
➢ Injury on Duty
➢ Performance Management

Related Core Competencies
■ Staff management and development
■ Professional knowledge
■ Analysis and decision making

Number of Class: 1

Commencement Schedule
February 2017
Workshop on Emotional Quotient (EQ) and Adversity Quotient (AQ) (1 day)

Course Code: MGT / 51125 / 1617
Enquiries: EO(HRM), Tel.: 39745456

Objectives
This course aims at enhancing the competence of the participants in managing emotions and coping with challenges/adversity in the workplace with a view to helping them achieve a happy and healthy life.

Target Participants
- ASWOs or above / SWAs or above / SSOIs or above / SSAs or above / WWs or above

Contents
- Concepts of EQ and AQ
- Importance of EQ and AQ in personal and work life
- Ways to improve EQ and AQ and apply them in workplace to achieve a happier and healthier work life
- Techniques in enhancing the capability of EQ and AQ of oneself and team members at workplace

Related Core Competencies
- Staff management and development
- Personal effectiveness

Number of Class: 2

Commencement Schedule
October 2016
November 2016
Workshop on Managing and Enhancing Personal Effectiveness at Work (1 day)

Course Code: MGT / 51105 / 1617
Enquiries: EO(HRM), Tel.: 39745456

Objectives
This course aims at unleashing the potential of the participants and increasing their self-resilience towards stress with a view to working more effectively.

Target Participants
- ASWOs or above / SWAs or above / SSOIIs or above / SSAs or above / WWs or above

Contents
- Understanding time wasters
- Ways of eliminating time wasters
- Golden rules of time management
- Stress and emotion management skills

Related Core Competencies
- Personal effectiveness
- Organisation of work

Number of Class: 2

Commencement Schedule
May / June 2016
June / July 2016
Objectives
This course aims at equipping the participants with the skills of writing performance appraisal.

Target Participants
- SSOs

Contents
- Principles of performance appraisal
- A systematic approach to assess aspects of performance and overall performance
- Effective language for writing clear and accurate appraisal reports

Related Core Competencies
- Staff management and development
- Writing skills

Number of Class : 1

Commencement Schedule
February / March 2017
Workshop on Performance Appraisal Writing for SWOs (1.5 days)  Re-run

Objective
This course aims at equipping the participants with the skills of writing performance appraisal.

Target Participants
➢ SWOs or above

Contents
- Principles of performance appraisal
- A systematic approach to assess aspects of performance and overall performance
- Effective language for writing clear and accurate appraisal reports

Related Core Competencies
- Staff management and development
- Writing skills

Number of Class: 2

Commencement Schedule
October 2016
November 2016
Enneagram for Motivating Staff (2 days)

**Course Code:** MGT / 51151 / 1617  
**Enquiries:** SEO(SDT), Tel.: 25730372

**Objectives**
To introduce the concept of Enneagram and enhance participants' effectiveness in leading, influencing and motivating staff

**Target Participants**
- ASWOs or above / SSWA's or above

**Contents**
- Understanding Enneagram
- Traits and behaviours of nine Enneagram types
- Enneagram for motivating staff, improving relationship and communicating with staff
- Building rapport with the nine Enneagram types

**Related Core Competencies**
- Staff management and development

**Number of Class:** 2

**Commencement Schedule**
- November 2016
- January 2017
Management Development Programme for SWOs and SSSOs (15 days)

Course Code: MGT / 51142 / 1617  Enquiries: SEO(SDT), Tel.: 25730372

Objectives
This course aims at equipping the participants with the skills to perform the management work and supervisory duties more effectively.

Target Participants
➢ SWOs / SSSOs

Contents
➢ Developing Personal Management Skills
➢ Managing Staff
➢ Building Effective Teams
➢ Issue and Media Management
➢ Statutory Implications

Related Core Competencies
➢ Staff management and development
➢ Leadership and team building
➢ Communication skills
➢ Analysis and decision making

Number of Class: 1

Commencement Schedule
June 2016
Self-enhancing Workshop for Clerical and Secretarial Grade Officers (1 day)

Course Code: MGT / 51144 / 1617
Enquiries: SEO(SDT), Tel.: 25730372

Objectives
This course aims at equipping the staff with the mindset to face the challenges brought by organisational changes and strengthen their self-resilience towards stress.

Target Participants
➢ All clerical and secretarial grade staff

Contents
➢ Different behaviour towards change
➢ Ways of overcoming personal anxiety and stress towards changes
➢ Stress management skills

Related Core Competencies
➢ Personal effectiveness

Number of Class: 1

Commencement Schedule
October 2016
Workshop on Excellent Customer Service (1 day)

Course Code: MGT / 51136 / 1617
Enquiries: SEO(SDT), Tel.: 25730372

Objectives
This course aims at enhancing the participants' skills in providing excellent customer service

Target Participants
- Staff who need to serve at reception counter or have direct first point contact with customers

Contents
- Concepts and stages of employee counselling

Related Core Competencies
- Customer focus
- Communication skills

Number of Class: 1

Commencement Schedule
September 2016
Workshop on Knowledge Management (2 days)  

Course Code : MGT / 51140 / 1617
Enquiries : SEO(SDT), Tel. : 25730372

Objectives
This course aims at sustaining a knowledge management culture in the workplace, strengthening our resourceful and knowledge-based workforce and internalising the concept into the mindset of the supervisors with a view to helping them nurture their staff to achieve the ends

Target Participants
➢ Social workers / SSOsII or above / teaching Staff

Contents
➢ Overview of Knowledge Management (KM)
➢ KM Sharing Tools and Best Practices
➢ KM Systems and Knowledge Portals
➢ Taxonomy and Content Management
➢ KM Strategies and Planning

Related Core Competencies
➢ Organisation of work
➢ Analysis and decision making

Number of Class : 1

Commencement Schedule
September 2016
前線員工自我增值工作坊（一天）

課程編號：MGT / 51124 / 1617  單位：資政司副理（員工發展及訓練）  電話：25730372

目的
本課程旨在提升前線員工的能力以應付工作挑戰及轉變，減低工作壓力及加強他們處理壓力的適應力

對象
➢ 技工職系／炊事員職系／院舍服務員職系／產業看管員職系／二級工人職系

內容
➢ 了解變革的原因及其對員工的影響
➢ 面對挑戰及轉變的不同心態
➢ 克服因轉變帶來的焦慮及壓力
➢ 壓力處理
➢ 增強正能量的方法

關鍵才能
➢ 員工管理及發展

班次：一班

開課月份
二零一六年八月
Workshop on the Application of the Code on Access to Information and Personal Data (Privacy) Ordinance (0.5 day)

Course Code: NSP / 51243 / 1617

Objectives
This workshop aims at enhancing the participants' knowledge on the application of the Code on Access to Information and Personal Data (Privacy) Ordinance.

Target Participants
- All SWD staff

Contents
- Overview of the Code on Access to Information and Personal Data (Privacy) Ordinance Application

Related Core Competencies
- Professional knowledge

Number of Class: 1

Commencement Schedule
May 2016

Enquiries: EOI(SDT), Tel.: 39745455
Workshop on Use and Release of Personal Data in Daily Work (0.5 day)

Objective
This workshop aims to enhance the participants' knowledge on the application of Data Protection Principle 3 (Use of Personal Data) and Data Protection Principle 6 (Access to Personal Data) of Personal Data (Privacy) Ordinance.

Target Participants
- Staff who are required to handle personal data in daily work.

Contents
- Overview of Data Protection Principles 3 and 6
- Case study on use and release of personal data

Related Core Competencies
- Professional knowledge

Number of Class: 1

Commencement Schedule
August 2016
Administration and Best Practices in Procurement and Account Matters (1 day)

Course Code: NSP / 70015 / 1617

Objectives
To enhance the understanding of staff who are required to oversee and / or handle procurement and account matters the best practices for proper control and operation in payment arrangements, budget control, charging of expenditure, inventory and stores management and procurement.

Target Participants
➢ Social work / social security / clerical staff or equivalent who are required to oversee and / or handle procurement and account matters.

Contents
- Departmental Accounting Instructions and Procedures
- Departmental Finance
- Supplies Matters
- Anti-corruption Ordinances and Best Practices

Related Core Competencies
- Professional knowledge

Number of Class: 1

Commencement Schedule
November 2016
Orientation Programme for Newly Recruited Staff (0.5 day)  

Objectives
This course aims at enhancing the newly recruited staff's understanding on the major operational issues of the Department

Target Participants
- Newly recruited staff (other than social work and social security staff)

Contents
- Introduction of the Department's vision, mission and values
- Introduction of important administrative issues
- Prevention of Bribery Ordinance
- Personal Data (Privacy) Ordinance and Code on Access to Information

Related Core Competencies
- Professional knowledge
- Personal effectiveness

Number of Class : On need basis

Commencement Schedule
On need basis
Workshop on Conflict of Interest for Managers in the Civil Service and the Common Law Offence of Misconduct in Public Office Re-run (0.5 day)

Course Code : NSP / 70016 / 1617
Enquiries : EOI(SDT), Tel. : 39745455

Objectives
To promote awareness of supervisory staff and to enhance their knowledge in preventing misconduct cases relating to the common law offence of misconduct in public office

Target Participants
➢ ASWOs / SSOsII / SSWAs / EOII or above with managerial and supervisory duties

Contents
➢ Possible situation of conflict of interest and their consequences
➢ Laws and regulations related to conflict of interest
➢ Supervisory role in preventing and managing conflict of interest

Related Core Competencies
➢ Professional knowledge

Number of Class : 1

Commencement Schedule
December 2016
Briefing session on Lump Sum Grant Subvention System (LSGSS) for NGOs and Service Performance Monitoring System (SPMS) (0.5 day)

Course Code: NSP / 51273 / 1617
Enquiries: S(T)1, Tel.: 39745435

Objectives
This course aims at enhancing participants' understanding of LSGSS for NGOs, and SPMS which is applicable to service units operated by SWD and NGOs.

Target Participants
➢ Social workers from all settings of SWD

Contents
- Understanding the objectives and contents of LSGSS and SPMS
- Overview of the enhancement of LSGSS and SPMS
- Implementation of the Best Practice Manual for NGOs

Related Core Competencies
- Professional knowledge
- Personal effectiveness
- Team work

Number of Class: 1

Commencement Schedule
October 2016
Protocol Training Course on Conducting Exchange with Mainland Officials / Visitors (0.5 day)

Course Code: NSP / 51288 / 1617
Enquiries: S(T)1, Tel.: 39745435

Objectives
This course aims at enhancing the participants’ understanding of the political hierarchy of the Mainland Government and equipping them with appropriate attitude and etiquette in receiving and exchanging with Mainland officials / visitors.

Target Participants
➢ Staff who need to receive and exchange with Mainland officials / visitors

Contents
➢ General understanding of the political hierarchy of the Mainland Government
➢ Brief introduction on the social welfare and social security situations in the Mainland
➢ Appropriate attitude and etiquette in receiving and exchanging with Mainland officials / visitors

Related Core Competencies
➢ Professional knowledge
➢ Personal effectiveness
➢ Customer focus

Number of Class: 1

Commencement Schedule
September 2016
Workshop on Anti-discrimination Ordinances (1 day)  Re-run

Course Code: NSP / 70002 / 1617  Enquiries: SEO(SDT), Tel.: 25730372

Objectives
This course aims at improving the understanding of the concept on equal opportunities and the four anti-discrimination ordinances. Focus is put on the relationship of these ordinances and various practices in the workplace and service delivery

Target Participants
- ASWOs or above / SWAs or above / SSOs II or above / SSAs or above / Teaching grade staff / WWs or above

Contents
- Overview of the equal opportunities legislation in Hong Kong
- Four anti-discrimination ordinances
- Major exceptions under the ordinance
- Management issues / work practices relating to the ordinances and its applications in the workplace
- Ways to handle complaints against discrimination
- Practical steps to prevent unlawful acts

Related Core Competencies
- Professional knowledge
- Analysis and decision making
- Customer focus

Number of Class: 1

Commencement Schedule
August 2016
Workshop on Understanding the Companies Ordinance, Societies Ordinance and Business Registration Process in Hong Kong (2 days)

Course Code : NSP / 51281 / 1617

Enquiries : SEO(SDT), Tel. : 25730372

Objectives
This course aims at giving the participants an overview of the general provisions of the Company Ordinance, Societies Ordinance and the related business registration process in Hong Kong.

Target Participants
➢ Staff who have operational need

Contents
➢ Basic provision of the Companies Ordinance and Societies Ordinance under the laws of Hong Kong
➢ Types, responsibilities and liabilities of different business entities
➢ Business registration process
➢ Registration status and liabilities of NGOs
➢ Overview of the annual account statement of different business entities, including NGOs

Related Core Competencies
➢ Professional knowledge
➢ Planning and resource management

Number of Class : 1

Commencement Schedule
October 2016
Orientation Programme for Newly Recruited Assistant Social Work Officers (ASWOs) (5 days)

Course Code: NSP / 51258 / 1617
Enquiries: SS(SWT), Tel.: 28933626

Objectives
This course aims at enhancing the newly recruited ASWOs’ understanding on the Department's core service and important administrative issues with a view to consolidate their confidence and capabilities to take up the new jobs and challenges ahead.

Target Participants
- Newly recruited ASWOs

Contents
- Introduction of the Department’s vision, mission and values
- Overview of the Department’s core services
- Introduction of important administrative issues and job-related ordinances and Code of Practice
- Familiarisation visits

Related Core Competencies
- Professional knowledge
- Personal effectiveness

Number of Class: On need basis

Commencement Schedule
On need basis
Orientation Programme for Newly Recruited Social Work Assistants (SWAs) (4 days)

Course Code: NSP / 51277 / 1617  Enquiries: SS(SWT), Tel.: 28933626

Objectives
This course aims at enhancing the newly recruited SWAs' understanding on the Department's core service and important administrative issues with a view to consolidate their confidence and capabilities to take up the new jobs and challenges ahead.

Target Participants
- Newly recruited SWAs

Contents
- Introduction of the Department's vision, mission and values
- Overview of the Department's core services
- Introduction of important administrative issues and job-related ordinances and Code of Practice
- Familiarisation visits

Related Core Competencies
- Professional knowledge
- Personal effectiveness

Number of Class: On need basis

Commencement Schedule
On need basis
文書及秘書職系《個人資料（私隱）條例》工作坊（半天）

課程編號：NSP / 51299 / 1617  查詢：一級行政主任（員工發展及訓練）  電話： 39745455

目的
本工作坊旨在讓學員認識和理解《個人資料（私隱）條例》的精神和原則，推動學員採取謹慎措施保障個人資料私隱。

對象
➢ 文書及秘書職系同事

內容
● 條例的一般簡介
● 如何按條例定下的保障資料原則，解決工作上遇到的個人資料私隱問題

關鍵才能
■ 專業知識

班次：一班

開課月份
二零一六年六月
健樂員工系列：「活在當下 善待自己」－靜觀體驗坊（一天） Re-run

課程編號：NSP / 51294 / 1617 查詢：一級行政主任（員工發展及訓練） 電話：39745455

目的
本課程透過連串的體驗活動，使學員學習活在當下，善待自己，初步體驗探索何謂靜觀，及如何以靜觀回應當下的生活。

對象
➤所有同事

內容
让參加者在安靜開放的氣氛中，體驗不同的靜觀修習方法，如身體掃瞄、靜坐、伸展運動、靜心步行、靜觀進食等；另有短講及分享討論

關鍵才能
➤個人效能

班次：二班

開課月份
二零一六年十二月
二零一七年三月
健樂員工系列：情緒及壓力管理工作坊（一天）

課程編號：NSP / 70024 / 1617  查詢：一級行政主任（員工發展及訓練）  電話： 39745455

目的
本工作坊旨在讓參加者認識情緒及壓力，當生活或工作遇上壓力時，能以正面和積極的思維去處理

對象
➢ 所有同事

內容
➢ 情緒健康及壓力測試
➢ 都市常見情緒問題的徵狀及預防（抑鬱症、驚恐症、經常焦慮症等）
➢ 處理負面情緒的技巧
➢ 壓力來源及徵狀
➢ 多元減壓技巧，如鬆弛練習、食療減壓及正面思想法

關鍵才能
■ 個人效能

班次：二班

開課月份
二零一六年六月
二零一六年九月
健樂員工系列：快樂工作與生活講座（半天）

課程編號：NSP / 70023 / 1617 查詢：一級行政主任（員工發展及訓練） 電話：39745455

目的
本課程旨在讓參加者了解正向心理學，檢示自己的工作及生活，從而活出工作生活平衡的快樂人生

對象
> 所有同事

內容
- 認識正向心理學
- 快樂工作間 - 正面改觀及正面解讀技巧
- 生活失衡的表徵及測試
- 有效組織你的工作和生活
- 建立關愛和諧家庭
- 重拾生活的情趣

關鍵才能
- 個人效能

班次：一班

開課月份
二零一七年一月
16 型性格工作坊（一天）

課程編號：NSP / 70027 / 1617 查詢：一級行政主任（員工發展及訓練） 電話：39745455

目的
參加者透過 16 型性格的應用，了解自己的潛能、恐懼、軟弱、優點，幫助參加者對自我重新定位，加強對自己及他人的洞悉力，從而應用於改善人際關係及發揮，走出自己性格的局限

對象
➤ 文書職系／工場導師職系

內容
➤ 介紹 16 型性格
➤ 16 型性格的應用
➤ 認識自己的性格特徵和長短處

關鍵才能
➤ 個人效能

班次：一班

開課月份
二零一六年八月
## Training and Development Roadmap for the Social Work Officer Grade

<table>
<thead>
<tr>
<th>Rank</th>
<th>Posting Guide</th>
<th>Professional Knowledge</th>
<th>Management Training</th>
<th>Supporting Programmes</th>
</tr>
</thead>
</table>
| **ASWO** | ❖ To be transferred once every 3 to 4 years  
❖ Preferably to a post of different category of services | ❖ Briefing by DSWO / ADSWO / Service Branch Heads on the organisation structure, job nature and responsibilities 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 | ❖ 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  
❖ Self-learning, peer learning and staff development programmes organised by the district / the service branch  
❖ Courses on emergency relief, outreaching services after office hours and disaster management  
❖ Local / Outside Hong Kong conferences/ attachments  
❖ Sponsored award-bearing local courses | ❖ Supervisory management courses  
❖ Financial management  
❖ Performance management  
❖ Negotiation skills  
❖ Customer service  
❖ Team building | ❖ Language and communication  
➢ official Chinese writing  
➢ effective report writing  
➢ achieving accuracy and effectiveness in writing  
➢ Putonghua  
❖ National studies  
➢ self-learning packages  
➢ CSTDI courses  
❖ Information technology  
➢ basic training in essential PC and Chinese computing applications |

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Training and Development Roadmap for the Social Work Officer Grade

<table>
<thead>
<tr>
<th>Rank</th>
<th>Posting Guide</th>
</tr>
</thead>
<tbody>
<tr>
<td>SWO</td>
<td>To be transferred once every 3 to 4 years</td>
</tr>
<tr>
<td></td>
<td>Preferably to a post of different category of services</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Professional Knowledge</th>
<th>Management Training</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Job Specific Core Programmes</strong></td>
<td><strong>Supporting Programmes</strong></td>
</tr>
<tr>
<td>- Courses related to the officer’s service</td>
<td>- Refresher courses on emergency relief, outreaching services after office hours, and disaster management</td>
</tr>
<tr>
<td>- Courses for mastery of professional knowledge and advanced practice skills in social work intervention and application of guidelines / procedures / ordinances</td>
<td>- Self-learning, peer learning and staff development programmes organised by the district / the service branch</td>
</tr>
<tr>
<td>- Courses for development of clinical supervision</td>
<td>- Local / Outside Hong Kong conferences</td>
</tr>
<tr>
<td>- Advanced courses on sensitivity training and risk assessment</td>
<td>- Sponsored award-bearing local courses</td>
</tr>
<tr>
<td>- Induction courses on roles / function of district administration, working / consultation with local leaders, DB members and working with NGOs</td>
<td>- Outside Hong Kong attachments</td>
</tr>
<tr>
<td>- Courses to prepare for the next posting or acting appointments</td>
<td>- Courses to prepare for the next posting or acting appointments</td>
</tr>
</tbody>
</table>

- Language and communication
  - official Chinese writing
  - performance appraisal report writing
  - Putonghua
  - chairing meetings
  - managing other people’s writing
  - media training
- National studies
  - CSTDI courses and self-learning packages
- Information technology
  - advanced training in computing applications
## Training and Development Roadmap for the Social Work Officer Grade

<table>
<thead>
<tr>
<th>Rank</th>
<th>Posting Guide</th>
<th>Professional Knowledge</th>
<th>Management Training</th>
<th>Supporting Programmes</th>
</tr>
</thead>
<tbody>
<tr>
<td>SSWO</td>
<td>SSWO / CSWO normally to be transferred once every 3-4 years</td>
<td>Courses for development of expertise in one’s own functional areas of services</td>
<td>SSWO</td>
<td>SSWO: HRM courses, leadership skills, team building, financial management</td>
</tr>
<tr>
<td>CSWO</td>
<td>Preferably to a post of different category of services</td>
<td>Courses on roles / functions of district administration, district planning and coordination, working / consultation with local leaders, DC members, working with NGOs, implementation and monitoring of new projects, resources management, etc.</td>
<td>CSWO</td>
<td>The above courses for SSWO plus senior management development programmes (overseas or local) and courses on leadership for change, resource management, strategic planning</td>
</tr>
<tr>
<td>PSWO</td>
<td></td>
<td>Local / Outside Hong Kong conferences, Outside Hong Kong attachments, Self-learning, peer learning and staff development programmes organised by the district / the service branch</td>
<td>PSWO</td>
<td>The above courses for CSWO plus manpower planning, project management, HRM best practices</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Language and communication, strategic communications, crisis communications, media training, presentation skills, chairing meetings, Putonghua, performance appraisal, report writing</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>National studies, CSTD courses and self-learning packages, directorate seminars (for PSWO only)</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Information technology, IT seminars / short courses in information system management</td>
</tr>
</tbody>
</table>
# Training and Development Roadmap for the Social Work Assistant Grade

<table>
<thead>
<tr>
<th>Rank</th>
<th>Posting Guide</th>
<th>Professional and Work Knowledge</th>
<th>Supporting Measures / Programmes</th>
<th>Management Development</th>
<th>Supporting Measures / Programmes</th>
</tr>
</thead>
<tbody>
<tr>
<td>SWA</td>
<td></td>
<td>Orientation and induction programmes</td>
<td>On-the-job training</td>
<td>Management and personal development</td>
<td>Language proficiency and communication</td>
</tr>
<tr>
<td></td>
<td></td>
<td>orientation programme¹ for new recruits on VMV, the organisation structure and major service areas of SWD, relevant ordinances and work-related guidelines, Client Information System (CIS) case management, performance management, common administrative practices of the Government and visit</td>
<td>coaching by supervisors</td>
<td>analysis and judgement</td>
<td>interpersonal communication skills</td>
</tr>
<tr>
<td></td>
<td></td>
<td>briefing for new recruits by Grade Management Section and DSWO / ADSWO / Service Branch Heads on the job nature and responsibilities related to the 1st posting assigned</td>
<td>staff development days / talks on specific topics / experience sharing sessions</td>
<td>customer service skills</td>
<td>Chinese and English writing skills</td>
</tr>
<tr>
<td></td>
<td></td>
<td>induction course related to the officer’s category of services (mainly for IFSCs and TMCJH)</td>
<td>emergency relief and disaster management</td>
<td>personal effectiveness</td>
<td>Putonghua</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Continuous learning and development</td>
<td>Contact learning and development</td>
<td>stress management</td>
<td>effective report writing</td>
</tr>
<tr>
<td></td>
<td></td>
<td>self-learning, peer learning and staff development programmes organised by districts / service branches</td>
<td>team building</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Visits / Conferences to be held locally/ outside Hong Kong</td>
<td></td>
<td></td>
<td>National Studies</td>
</tr>
</tbody>
</table>

¹ The Orientation Programme for new recruits has been enhanced. New programme was launched in December 2010.
### Training and Development Roadmap for the Social Work Assistant Grade

<table>
<thead>
<tr>
<th>Rank</th>
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<th>Professional and Work Knowledge</th>
<th>Management Development</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Job Specific Core Programmes</td>
<td>Supporting Measures / Programmes</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Functional competency</td>
<td>Sponsored award-bearing local courses</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- courses related to the officer's own service</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>- courses on application of guidelines / procedures / ordinances / statutory requirements / welfare services (including different assistance schemes) / community resources etc.</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>- courses on skills in conducting groups / programmes including strategic planning and service collaboration</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>- courses on skills in counselling and social work intervention</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>- courses on sensitivity training and risk assessment</td>
<td></td>
</tr>
</tbody>
</table>
## Training and Development Roadmap for the Social Work Assistant Grade

<table>
<thead>
<tr>
<th>Rank</th>
<th>Posting Guide</th>
<th>Professional and Work Knowledge</th>
<th>Management Development</th>
</tr>
</thead>
</table>
| SSWA / CSWA| ❖ Normally to be transferred once every 3 (for TMCJH) or 4 (for non-home settings) years   | ❖ Functional competency  
  ➢ courses to enrich professional knowledge and practical skills related to the category of service  
  ➢ advanced courses to enhance skills on conducting groups / programmes, counselling, social work intervention, sensitivity and risk assessment  
  ➢ courses for refreshing knowledge of guidelines / procedures / ordinances / statutory requirements / welfare services (including different assistance schemes) / community resources etc.  

  ❖ On-the-job training  
  ➢ staff development days / talks on specific topics / experience sharing sessions  
  ➢ emergency relief and disaster management  
  ❖ Continuous learning and development  
  ➢ self-learning, peer learning and staff development programmes organised by districts / service branches  
  ❖ Visits / Conferences to be held locally / outside Hong Kong  
  ❖ Sponsored award-bearing local courses  |
|            | ❖ Preferably to a post of a different category of services ²  
  ❖ May be required to take up a posting in a different service setting of the same category of services as warranted by the situation | ❖ On-the-job training  
  ➢ staff development days / talks on specific topics / experience sharing sessions  
  ➢ emergency relief and disaster management  
  ❖ Continuous learning and development  
  ➢ self-learning, peer learning and staff development programmes organised by districts / service branches  
  ❖ Visits / Conferences to be held locally / outside Hong Kong  
  ❖ Sponsored award-bearing local courses  |
|            | ❖ Management and personal development  
  ➢ analysis and decision making  
  ➢ customer service skills  
  ➢ personal effectiveness  
  ➢ stress management  
  ❖ Leadership training  
  ➢ supervisory management skills  
  ➢ staff and performance management  
  ➢ leadership and team building  |
|            | ❖ Language proficiency and communication  
  ➢ interpersonal communication skills  
  ➢ Chinese and English writing skills  
  ➢ Putonghua  
  ➢ effective report writing  
  ➢ performance appraisal report writing  
  ❖ National Studies  
  ➢ CSTDI courses  
  ➢ CSTDI Cyber Learning Centre (CLC) Plus  
  ❖ Information Technology  
  ➢ advanced training in computing applications  
  ➢ seminars / short courses on IT management |

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² For SSWA: Since majority of the SSWA posts are in IFSCs, officers may be posted to different IFSCs.  
For CSWA: Since there are only about two categories of posts for CSWAs, officers may be posted to a different service unit under the same category to widen their exposure as situations warrant.
Training and Development Roadmap for the Social Security Officer Grade

Introductory Remarks

- The Training and Development Roadmap is put in place as a reference to prepare the newly recruited/appointed Social Security Officers II (SSOsII) for a systematic training to develop their competencies in the grade.

- Newly recruited/appointed SSOsII will be arranged to attend the basic training courses under the compulsory programmes in the first year of their appointment.

- They have to complete other training courses under the compulsory programmes during the first two years of their appointment. Exemption may be granted to them upon request on courses already attended before the current appointment.

- They are recommended to attend other optional programmes in consultation with their supervising officers to pursue their professional growth and career development as they progress in the grade.

- They are required to retain and update their own training records by retrieving a ‘Training Record Sheet’ from the Computerised Social Security System [CSSS Desktop > Other Manual / Doc > SDTS - Training and Development Materials > T&D Roadmap for SSO Grade > Revised Training Record Sheet for SSO Grade_April 2006].

Scope of Training Programmes

A Compulsory Programmes

Year One Programmes

I) Basic Training
- Orientation Course for Newly Recruited Social Security Staff*
- Induction Course for Newly Recruited Social Security Staff
- CSSS Application Training (on need basis)
- Emergency Relief for Duty Officers

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* Basic Course has been merged in the Orientation Course for Newly Recruited Social Security Staff
Programmes to be completed during the first two years of appointment

II) Professional Knowledge
   • Workshop on Social Investigation and Verification Techniques
   • Procedures in Handling Fraud Cases and Giving Evidence in Court
   • Law for Social Investigation and Verification
   • Workshop on Preventing Workplace Violence#

III) Management Training
   • Effective Coaching
   • Performance Appraisal Writing for SSOs
   • Managing and Enhancing Personal Effectiveness at Work

IV) Communication Training
   • Written Communication Course for SSOs

B Optional Programmes

The optional programmes covering different training areas to enrich and expand knowledge and skills of the SSO grade staff are listed in this Training and Development Prospectus.

# The course is renamed from Workshop on “In the face of Workplace Violence”.

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Training and Development Roadmap for the Social Security Assistant Grade

Introductory Remarks

- The Training and Development Roadmap is put in place as reference to prepare newly recruited Social Security Assistants (SSAs) for a systematic training to equip them with required knowledge and skills for effective service delivery.

- Newly recruited SSAs will be arranged to attend the compulsory programmes during the first two years of their appointment.

- They are recommended to attend other optional programmes in consultation with their supervising officers to pursue their professional growth and career development as they progress in the grade.

- They are required to retain and update their own training records by retrieving a ‘Training Record Sheet’ from the Computerised Social Security System [CSSS Desktop > Other Manual / Doc > SDTS - Training and Development Materials > T&D Roadmap for SSA Grade > Revised Training Record Sheet for SSA Grade_April 2006].

Scope of Training Programmes

A Compulsory Programmes

Year One Programmes

I) Generic Training

- Orientation Course for Newly Recruited Social Security Staff®
- Induction Course for Newly Recruited Social Security Staff®
- CSSS Application Training (Level 1)
- CSSS Application Training (Level 2)

II) Customer Service

- Excellence in Customer Service and Dealing with Hard-to-handle Customers

@ These 2 courses are combined into one programme as “Orientation cum Induction Programme for Newly Recruited Social Security Assistants”.

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**Year Two Programmes**

III) Professional Knowledge

- Training on Understanding Customers’ Problems, Needs and Related Welfare Services
- Workshop on Social Investigation and Verification Techniques
- Matrimonial Law in Hong Kong and the Mainland
- Property Law in Hong Kong and the Mainland

IV) Management Training

- Skills for Effective Performance of Work
- Teaming Up

B Optional Programmes

The optional programmes covering different training areas to enrich and expand knowledge and skills of the SSA grade staff are listed in this Training and Development Prospectus.

*This course is revamped and split into 2 courses known as "Workshop on Understanding the Elders’ Problems, Needs and Related Welfare Service" and "Workshop on Understanding the Problems, Needs and Related Welfare Services of Customers with Sensory or Physical Disabilities".*
Guide to Training Activities

To optimise training resources, all parties involved in the training activities should adhere to the following guides:

a) Branch / District Coordinators
   - To disseminate course announcements to all concerned offices / units.
   - To consolidate all nominations of their respective branches / districts and forward them to SDTS / external vendor for processing.
   - To inform all nominees of the result of the nomination immediately after receiving the confirmation from SDTS / external vendors.

b) Nominating Officers / Supervisors
   - To identify the specific training needs of individual officers.
   - To ensure timely fulfilment of pre-course requirements by the trainees, if applicable.
   - To make suitable nominations to individual training courses.
   - To remind the successful nominees to attend the training courses as scheduled and be punctual.
   - To inform SDTS in writing or advise the trainee to do so as soon as possible [before the commencement of the course] if the trainee is unable to attend the course.
   - To inform SDTS in writing or advise the trainee to do so, explaining the reasons of the trainee’s absence, lateness or early departure from the course.
   - To discuss with the trainees about the application of the knowledge and skills gained from the course for making improvement at work.
   - To arrange sharing sessions within their respective branches / districts / offices / units.

c) Trainees
   - To fulfil all pre-course requirements, if applicable.
   - To notify the course coordinator if they are absent from the training course, followed by a written notification [Annex (1) / Annex (2)] to the course coordinator via their respective supervisor specifying the reason of absence.
   - To dress appropriately for the course.
   - To be punctual, and arrive at the training venue at least ten minutes before the start of the training activities for registration.
   - To participate actively in the training activities.

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To avoid consuming food or drinks in the classroom.
To switch off mobile phones or pagers, or adjust them into vibrate mode during the class time. To ensure smooth running of training activities, answering and making telephone calls should be conducted outside the classroom.
To observe individual safety and own health conditions when participating in training activities.
To notify the course coordinator if they need to attend official duties during the course of training, followed by a written notification [Annex (1) / Annex (2)] to the course coordinator via their respective supervisor specifying the reasons of absence.
To discuss with the supervisor about the application of knowledge and skills gained from the course for making improvement at work.
To share with colleagues about the knowledge and skills obtained from the course and the experience from the implementation of such knowledge and skills.
課堂缺席通知書

致：__________ (訓練主任姓名及職位)

經：________________
（參加者的上司姓名、職位及簽署）

檔號：______________

傳真：2891 7712 / 2573 9760*

電郵：______________

課程名稱：__________________________

課程日期：__________________________

本人未能於________年____月____日上午/下午/全日*出席上述課堂，原因如下：

[ ] 個人理由（如：放假、病假）

[ ] 不可預見／緊急職責

[ ] 其他：（請例明）

________________________________

簽署：______________
姓名：______________
職級／職位：______________
辦事處：______________
電話：______________
傳真：______________
日期：______________

* 請刪除不適用者。
Notification of Absence from Training Course

To : (Name and post of Training Officer)

Via : (Name, post and signature of participant’s supervisor)

File Ref. :

Fax No. : 2891 7712 / 2573 9760*

Email :

Course name : ________________________________

Date(s) of training course : ________________________________

I would like to inform you that I cannot attend the above training course on _________________ a.m. / p.m. / full day* because of the following reason(s)

☐ Personal reason(s), e.g. vacation leave, sick leave

☐ Unforeseen / urgent duty

☐ Others : (please specify)

________________________________________________________________________

Signature : ________________________________

Name : ________________________________

Rank/Post : ________________________________

Office : ________________________________

Tel No. : ________________________________

Fax No. : ________________________________

Date : ________________________________

*Please delete where inappropriate
## Arrangement of Classes during Bad Weather

<table>
<thead>
<tr>
<th>Weather Condition</th>
<th>Type of Training</th>
<th>Classroom training (AM and PM)</th>
<th>Visit (AM and PM)</th>
<th>Outdoor training (e.g. Mountaineering, hiking) (AM and PM)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Typhoon</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Signal No. 1 or 3</strong></td>
<td></td>
<td>as scheduled</td>
<td>as scheduled</td>
<td>to be rescheduled</td>
</tr>
<tr>
<td><strong>Signal No. 8 or above</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>(i) cancelled before 7:00am</td>
<td></td>
<td>as scheduled</td>
<td>as scheduled</td>
<td>as scheduled</td>
</tr>
<tr>
<td>(ii) remain in effect at or after 7:00am</td>
<td></td>
<td>to be rescheduled</td>
<td>to be rescheduled</td>
<td>to be rescheduled</td>
</tr>
<tr>
<td>(iii) hoisted during training</td>
<td></td>
<td>to be rescheduled</td>
<td>to be rescheduled</td>
<td>to be rescheduled</td>
</tr>
<tr>
<td>Rainstorm warning signal</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Amber or red</strong></td>
<td></td>
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<td></td>
</tr>
<tr>
<td>(i) cancelled before 7:00am</td>
<td></td>
<td>as scheduled</td>
<td>as scheduled</td>
<td>as scheduled</td>
</tr>
<tr>
<td>(ii) remain in effect at or after 7:00am</td>
<td></td>
<td>as scheduled</td>
<td>as scheduled</td>
<td>to be rescheduled</td>
</tr>
<tr>
<td>(iii) issued during training</td>
<td></td>
<td>as scheduled</td>
<td>as scheduled</td>
<td>to be rescheduled</td>
</tr>
<tr>
<td><strong>Black</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>(i) cancelled before 7:00am</td>
<td></td>
<td>as scheduled</td>
<td>as scheduled</td>
<td>as scheduled</td>
</tr>
<tr>
<td>(ii) remain in effect at or after 7:00am</td>
<td></td>
<td>to be rescheduled</td>
<td>to be rescheduled</td>
<td>to be rescheduled</td>
</tr>
<tr>
<td>(iii) issued during training</td>
<td></td>
<td>as scheduled*</td>
<td>to be rescheduled</td>
<td>to be rescheduled</td>
</tr>
</tbody>
</table>

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

Enquiries: 2575 4321
## 惡劣天氣下的課程安排

<table>
<thead>
<tr>
<th>天氣情況</th>
<th>課程類別</th>
<th>課堂訓練（上午及下午）</th>
<th>探訪活動（上午及下午）</th>
<th>戶外訓練（例如：爬山、遠足）（上午及下午）</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>颱風</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>一號或三號</td>
<td></td>
<td>如常舉行</td>
<td>如常舉行</td>
<td>另作安排</td>
</tr>
<tr>
<td><strong>八號或以上</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>(i) 於早上七時前除下</td>
<td></td>
<td>如常舉行</td>
<td>如常舉行</td>
<td>如常舉行</td>
</tr>
<tr>
<td>(ii) 於早上七時或之後 OUR курс ies</td>
<td>另作安排</td>
<td>另作安排</td>
<td>另作安排</td>
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</tr>
<tr>
<td>(iii) 於課堂期間懸掛</td>
<td>另作安排</td>
<td>另作安排</td>
<td>另作安排</td>
<td></td>
</tr>
<tr>
<td><strong>暴雨警告信號</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>黃雨或紅雨</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>(i) 於早上七時前取消</td>
<td></td>
<td>如常舉行</td>
<td>如常舉行</td>
<td>如常舉行</td>
</tr>
<tr>
<td>(ii) 於早上七時或之後 延續生效</td>
<td>如常舉行</td>
<td>如常舉行</td>
<td>另作安排</td>
<td></td>
</tr>
<tr>
<td>(iii) 於課堂期間發出</td>
<td>如常舉行</td>
<td>如常舉行</td>
<td>另作安排</td>
<td></td>
</tr>
<tr>
<td><strong>黑雨</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>(i) 於早上七時前取消</td>
<td>如常舉行</td>
<td>如常舉行</td>
<td>如常舉行</td>
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<tr>
<td>(ii) 於早上七時或之後 延續生效</td>
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<td>另作安排</td>
<td>另作安排</td>
<td></td>
</tr>
<tr>
<td>(iii) 於課堂期間發出</td>
<td>如常舉行</td>
<td>另作安排</td>
<td>另作安排</td>
<td></td>
</tr>
</tbody>
</table>

*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。

查詢電話：2575 4321

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