# Table of Contents

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>User Guide</td>
<td>i</td>
</tr>
<tr>
<td>Training Programmes</td>
<td></td>
</tr>
<tr>
<td>Community Services</td>
<td>1</td>
</tr>
<tr>
<td>Corrections Services</td>
<td>2-10</td>
</tr>
<tr>
<td>Elderly Services</td>
<td>11-14</td>
</tr>
<tr>
<td>Family and Child Welfare Services</td>
<td>15-54</td>
</tr>
<tr>
<td>Information Systems and Technology</td>
<td>55-58</td>
</tr>
<tr>
<td>Medical Social Services</td>
<td>59-66</td>
</tr>
<tr>
<td>Rehabilitation Services</td>
<td>67-71</td>
</tr>
<tr>
<td>Youth Services</td>
<td>72-83</td>
</tr>
<tr>
<td>Social Security Services</td>
<td>84-118</td>
</tr>
<tr>
<td>Communication</td>
<td>119-123</td>
</tr>
<tr>
<td>Management</td>
<td>124-137</td>
</tr>
<tr>
<td>Non-service Specific</td>
<td>138-152</td>
</tr>
<tr>
<td>Training and Development Roadmaps</td>
<td></td>
</tr>
<tr>
<td>Training and Development Roadmap for the Social Work Officer Grade</td>
<td>153-155</td>
</tr>
<tr>
<td>Training and Development Roadmap for the Social Work Assistant Grade</td>
<td>156-158</td>
</tr>
<tr>
<td>Training and Development Roadmap for the Social Security Officer Grade</td>
<td>159-160</td>
</tr>
<tr>
<td>Training and Development Roadmap for the Social Security Assistant Grade</td>
<td>161-162</td>
</tr>
<tr>
<td>Guide to Training Activities</td>
<td>163-166</td>
</tr>
<tr>
<td>Arrangement of Classes during Bad Weather</td>
<td>167-168</td>
</tr>
</tbody>
</table>
User Guide

This Training and Development Prospectus 2017-18 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 coursewares / resources can be accessed through the website http://elc.swd.gov.hk.

Staff Development and Training Section  
Human Resource Management Branch  
March 2017
Training Course on Understanding Political Climate in Hong Kong (0.5 day)

Course Code: PCT 61004/1718

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 (PCTs) 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 District Council
- Implication to the Government under current political climate

Related Core Competencies
- Professional knowledge
- Analysis and judgement

Number of Class: 1

Commencement Schedule
September 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 50313/1718  
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 (TMCJH) 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
September / October 2017
September / October 2017
March / April 2018
Induction Course for Staff Newly Posted to Correctional Settings (6 days)

Course Code: COR 50312/1718

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 (TMCJH) 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
- Drug abuse and rehabilitation services in Hong Kong
- Working with ethnic minorities
- Familiarization visits to drug rehabilitation centre, correctional institution and CSO worksites

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

Number of Class: 2

Commencement Schedule
September / October 2017
March / April 2018

Pre-course Requirements
- Completion of the e-learning courseware on 'Corrections Service'
Training Course on the Application of Ordinances Related to Probation Service (0.5 day)

Course Code: COR 50352/1718

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
- Social workers from Corrections Section, all casework settings and Tuen Mun Children and Juvenile Home (TMCJH) of SWD

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

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

Number of Class: 2

Commencement Schedule
September / October 2017
March / April 2018
Training Session on Community Service Orders (CSO) Scheme (0.5 day)

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 all casework settings

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 (CSWs)
- Types of unpaid work not exceeding 240 hours in accordance with Community Service Orders Ordinance, Chapter 378
- Types 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 2017
- March / April 2018
Training Session on Writing Probation Officer's Report and Conducting Probation Supervision (0.5 day)

Course Code : COR 50363/1718  
Enquiries : S(T)6  
Tel. : 39745434

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

Target Participants
➢ Probation officers from all casework settings

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 reports
➢ Statutory supervision on probationers

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

Number of Class : 2

Commencement Schedule
September / October 2017
March / April 2018
Sharing Session on Working with Sex Offenders (0.5 day)

Course Code: COR 50346/1718
Enquiries: A(T)2 Tel.: 39745442

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

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

Contents
- Characteristics of sex offenders commonly handled by the Social Welfare Department
- 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 2017
Sharing Session on Working with Persons with Shop-lifting Behaviours (0.5 day)

Course Code: COR 50347/1718

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 (TMCJH) 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 2017
Training Course for Social Workers Posted to Tuen Mun Children and Juvenile Home (TMCJH) of SWD (0.5 day)

Course Code: COR 50343/1718
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 a gazetted residential home setting.

Target Participants
- Social workers of TMCJH of SWD

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

Related Core Competencies
- Professional knowledge
- Customer focus

Number of Class: 1

Commencement Schedule
November 2017
Seminar on Skills in Engaging and Working with Families having Drug Abusers (0.5 day)

Course Code: COR 50360/1718

Objectives
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 (TMCJH) of SWD
- Social workers from Integrated Family Service Centres (IFSCs), Integrated Services Centres (ISCs), school social work units, outreaching social work units, Integrated Children and Youth Services Centres (ICYSCs), Children and Youth Centres (CYCs), 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 and drug-abused parents with young children

Related Core Competencies
- Professional knowledge
- Customer focus

Number of Class: 1

Commencement Schedule
January 2018
Training Course for Professional Staff on Working with Elders with Dementia (3 days)

Course Code: ELD 50407/1718
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 (IFSCs), Medical Social Services Units (MSSUs), Standardized Care Need Assessment Management Offices (Elderly Services) [SCNAMO(ES)s] 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 2017
December 2017
January 2018
Training Course for Professional Staff on Working with Elders having Emotional / Mental Problems (1 day)

Course Code : ELD 50454/1718

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 (IFSCs), Medical Social Services Units (MSSUs), Standardized Care Need Assessment Management Offices (Elderly Services) [SCNAMO(ES)s] 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

Number of Class : 3

Commencement Schedule
November 2017
December 2017
January 2018
照顧認知障礙症長者訓練課程 (兩天)

課程編號：ELD 50411/1718
查詢：社會工作主任（訓練）2 電話：39745431

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

班次：五班

開課月份
二零一七年十一月
二零一七年十二月
二零一八年一月
處理及照顧有情緒問題長者的訓練課程 (一天)

課程編號：ELD 50457/1718

查詢：社會工作主任（訓練）
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癥狀
- 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

班次：三班

開課月份
二零一七年十一月
二零一七年十二月
二零一八年一月
Understanding on divorce proceedings and services of Legal Aid Department related to Family issues (0.5 day)

Objectives
This programme aims at equipping participants with knowledge on the laws and ordinances as well as legal issues related to divorce.

Target Participants
- Social workers from casework settings of SWD [priority for Integrated Family Service Centres (IFSCs) and Family and Child Protective Services Units (FCPSUs)]
- Social workers from IFSCs / Integrated Services Centres (ISCs) of NGOs

Contents
- Basic knowledge on the law on divorce, custody and access and ancillary proceedings on divorce and related legal issues
- Legal aid service

Related Core Competencies
- Professional knowledge

Number of Class: 1

Commencement Schedule
April 2017
Basic Training on Risk Assessment and Case Management of Intimate Partner Violence (IPV) Cases (0.5 day)

Course Code: FCW 50516/1718
Enquiries: A(T)1 Tel.: 39745441

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
- CPs of SWD
- Medical Social Workers of Hospital Authority

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

Related Core Competencies
- Professional knowledge
- Customer focus

Number of Class: 2

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

Course Code : FCW 60130/1718

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 (FCPSUs) of SWD
- Casework settings of SWD and NGOs
- CPs of SWD
- Medical Social Workers of Hospital Authority

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

Related Core Competencies
- Professional knowledge
- Customer focus

Number of Class : 2

Commencement Schedule
April 2017
October 2017
Understanding Intimate Partner Violence (0.5 day)

Course Code: FCW 60161/1718
Enquiries: A(T)1 Tel.: 39745441

Objectives
This course aims at equipping participants with basic knowledge of intimate partner violence as well as victims, batterers and children in IPV.

Target Participants
- ASWOs or above from Family and Child Protective Services Units (FCPSUs) of SWD
- Casework settings of SWD and NGOs
- CPs of SWD
- Medical Social Workers of Hospital Authority

Contents
- Typology of IPV
- Cycle of violence
- Understanding the victims, batterers and children in IPV
- Impacts of IPV on victims, batterers and children

Related Core Competencies
- Professional knowledge
- Customer focus

Number of Class: 2

Commencement Schedule
April 2017
October 2017
Training Course on Working with Cross-boundary Families and New Arrivals (0.5 day)

Course Code : FCW 50521/1718

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 (IFSCs)]
- Social workers from IFSCs / Integrated Services Centres (ISCs) of NGOs

Contents
- Understanding the profiles, needs and problems of cross-boundary families and new arrivals
- Introducing relevant welfare services / resources available
- Social work intervention in working with cross-boundary families and new arrivals
- Relevant legislation and policies

Related Core Competencies
- Professional knowledge
- Customer focus

Number of Class : 1

Commencement Schedule
May 2017
Training Course on Conducting Group Trainings for Parents with Children Suffering from Autism (1 day)

Course Code: FCW 60180/1718

Enquiries: A(T)3 Tel.: 39745443

Objectives
This course aims at equipping the participants with knowledge and skills in conducting group trainings for the parents with children suffering from Autism.

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

Contents
- Understanding difficulty in parenting for children with Autism
- Application of parenting skills training for families with children suffering from Autism
- Introduction of the content of JC A-Connect A-POWER (「喜伴力行」家長支援課程)
- Knowledge and skills in using JC A-Connect A-POWER as a tool in conducting group trainings for parents of children with Autism

Related Core Competencies
- Professional knowledge
- Customer focus

Number of Class: 1

Commencement Schedule
May 2017
Training on Parenting Capacity Assessment Framework - Seminar (1 day)

Course Code: FCW 60164/A/1718

Objectives
The seminar aims at equipping participants for using the Parenting Capacity Assessment 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 discipline.

Target Participants
- Social workers from casework settings of SWD [priority for Integrated Family Service Centres (IFSCs) and Family and Child Protective Services Units (FCPSUs)]
- Social workers from IFSCs / Integrated Services Centres (ISCs) of NGOs

Contents
- Early childhood development
- Overview of Assessment Framework
- Assessment aspects
- Use of Assessment Framework
- Identifying usual, alerting and serious conditions / practices and corresponding actions to be taken

Related Core Competencies
- Professional knowledge

Number of Class: 4

Commencement Schedule
May 2017
September 2017
Training on Parenting Capacity Assessment Framework - Workshop (0.5 day)

Course Code: FCW 60164/B/1718
Enquiries: S(T)4 Tel.: 39745433

Objectives
The workshop aims at equipping participants with skills and knowledge in using the Assessment Framework as well as formulating tailor-made management plans.

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

Contents
- Hands-on practice in using the Assessment Framework including the records form through case discussion
- Case illustration and inter-disciplinary collaborating in managing the case
- Group discussion

Related Core Competencies
- Professional knowledge

Number of Class: 8

Commencement Schedule
May 2017
September 2017
Induction Course on Services of Integrated Family Service Centre (5 days)

Course Code : FCW 50542/1718  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 (IFSCs) / teaching staff of SWD
- Social workers from IFSCs / Integrated Services Centres (ISCs) of NGOs

Contents
- Understanding Guardianship cases under Part IVB of MHO Cap. 136
- Working with mentally disordered persons
- 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
- Introduction to Clinical Psychology Service

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

Number of Class : 2

Commencement Schedule
May 2017
November 2017
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)

Target Participants
➢ SWOs or above from Family and Child Protective Services Units (FCPSUs) 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
➢ Formation of CPSIT

Related Core Competencies
■ Professional knowledge
■ Customer focus

Number of Class : 7

Commencement Schedule
May 2017 to March 2018
Introduction of Directive Play Therapy (2 days)

Course Code : FCW 60096/1718

Objectives
This course aims at equipping participant with the knowledge in applying play therapy in social work intervention

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

Contents
➢ Introduction of the concept and knowledge of play therapy and its application in working with children with emotional problems

Related Core Competencies
■ Professional knowledge
■ Customer focus

Number of Class : 1

Commencement Schedule
June 2017
Training Workshop on the Use of Story-telling in Counselling and Conducting Therapeutic Groups (2 days)

Course Code : FCW 60138/1718  Enquiries : A(T)3  Tel. : 39745443

Objectives
This course aims at enabling the participants using story-telling as a tool in counselling and conducting therapeutic groups

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

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 2017
Objectives
This course aims at equipping the participants with knowledge on: developmental needs of children aged 5 and below; effective child care for children aged 5 and below and assessment on the parents' child care abilities and parenting skills for children aged 5 and below.

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

Contents
- Developmental needs of children age 5 and below
- The influence of parenting and care conditions on the children's development
- Assessment of the parents' child care abilities and parenting effectiveness
- Resources and intervention available for parents with young children

Related Core Competencies
- Professional knowledge
- Customer focus

Number of Class: 1

Commencement Schedule
June 2017
Certificate Course on Psychological First Aid (PFA) (1 day)

Course Code: FCW 60011/1718
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
- PFA is a crisis intervention approach to support people in disaster situation. It is developed by National Child Traumatic Stress Network and National Centre for Post-traumatic Stress Disorder, USA. Participants will learn the skills, steps and knowledge of PFA.

Related Core Competencies
- Professional knowledge

Number of Class: 2

Commencement Schedule
June 2017
January 2018
Training Course on Bereavement Counselling (3 days)

Course Code : FCW 50514/1718

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 (IFSCs)]
- Social workers from IFSCs / Integrated Services Centres (ISCs) 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
July 2017
### Training Workshop on Conducting Supportive Group for Parents having Parenting Difficulties and Stress (1 day)

<table>
<thead>
<tr>
<th>Course Code</th>
<th>FCW 60179/1718</th>
<th>Enquiries</th>
<th>A(T)3 Tel.</th>
<th>39745443</th>
</tr>
</thead>
</table>

#### Objectives
This course aims at enabling the participants with knowledge and skills in conducting supportive group for the parents having parenting difficulties and stress.

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

#### Contents
- Understanding difficulty and stress in parenting children
- Skills and knowledge in supervising children
- Skills and knowledge in conducting supportive group for parents

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

#### Number of Class : 1

#### Commencement Schedule
July 2017
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 60112/1718

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

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

Contents
- Understanding characteristics and needs of children with special care and educational needs
- Sharing on how to teach or manage children with special educational needs
- Available welfare services and resources

Related Core Competencies
- Professional knowledge
- Customer focus

Number of Class: 1

Commencement Schedule
September 2017
Training Series on Effective Parenting for Children with Special Educational Needs - Families having Children with Autism (0.5 day)

Course Code: FCW 60113/1718  Enquiries: A(T)3  Tel.: 39745443

Objectives
This course aims at equipping the participants with knowledge and skills in effective parenting for children with autistic problem.

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

Contents
- Identification of children with autistic problem
- Understanding the common signs and symptoms of children with autistic problem
- Effective parenting strategies

Related Core Competencies
- Professional knowledge
- Customer focus

Number of Class: 1

Commencement Schedule
September 2017
Training and Development Prospectus 2017-18

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

Course Code : FCW 60114/1718

Enquiries : A(T)3 Tel. : 39745443

Objectives
This course aims at equipping the participants with knowledge and skills in effective parenting for children with ADHD

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

Contents
☒ Common concerns and difficulties of parents / caregivers of children with ADHD
☒ Understanding the children's behaviors and their underlying problems
☒ Strategies in handling children's possible behavioral problems

Related Core Competencies
■ Professional knowledge
■ Customer focus

Number of Class : 1

Commencement Schedule
September 2017
Training Series on Effective Parenting for Children with Special Educational Needs - Families having Children with Dyslexia Problem (0.5 day)

Objectives
This course aims at equipping the participants with knowledge and skills in effective parenting for children with dyslexia problem

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

Contents
- Identification of children with dyslexia problem
- Effective strategies in helping children with specific learning difficulties
- Understanding the common signs and symptoms of children with dyslexia problems

Related Core Competencies
- Professional knowledge
- Customer focus

Number of Class : 1

Commencement Schedule
September 2017
Workshop on Handling Suspected Child Sexual Abuse Cases (1 day)

Course Code: FCW 50518/1718
Enquiries: A(T)1 Tel.: 39745441

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 (CPSIT)
- 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 2017
Training Course on Working with Elders Suffering from Depression and Suicidal Thoughts (1 day)

Course Code: FCW 60100/1718

Objectives
This course aims at equipping the participants with appropriate 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
- Analysis and judgement

Number of Class: 2

Commencement Schedule
- September 2017
- October 2017

Enquiries: S(T)2  Tel.: 39745431

Training and Development Prospectus 2017-18
Application of Narrative Therapy in Casework Settings (3 days)

Course Code: FCW 60053/1718

Enquiries: S(T)4  Tel.: 39745433

Objectives
This course aims at equipping participants with basic knowledge and skills in application of Narrative Therapy in casework settings.

Target Participants
- Social workers from casework settings of SWD [priority for Integrated Family Service Centres (IFSCs)]
- Social workers from IFSCs / Integrated Services Centres (ISCs) of NGOs
- Clinical psychologists of SWD

Contents
- Introduction of poststructuralist ideas and its relation to Narrative Therapy
- Basic conversation maps and skills of Narrative Therapy
- Application of narrative practice in casework

Related Core Competencies
- Professional knowledge

Number of Class: 1

Commencement Schedule
October 2017
### 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 (IFSCs)]

### 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 2017
Training Course on Conducting Group Trainings for Parents with Children Suffering from ADHD (1 day)

Course Code: FCW 60167/1718

Objectives
This course aims at enabling the participants to acquire knowledge and skills in conducting group trainings for the parents with children suffering from ADHD.

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

Contents
- Understanding difficulty in parenting for children with ADHD
- Application of parenting skills training for families with children suffering from ADHD
- Knowledge and skills in conducting group trainings for parents of children with ADHD

Related Core Competencies
- Professional knowledge
- Customer focus

Number of Class: 1

Commencement Schedule
October 2017

Enquiries: A(T)3  Tel.: 39745443
Induction Course for Staff Newly Posted to Family and Child Protective Services Units (FCPSUs) (6 days)

Course Code: FCW 50541/1718
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 FCPSUs.

Target Participants
- ASWOs or above from FCPSUs Units of SWD

Contents
- Overview on policy of domestic violence
- Service and work approach in FCPSUs
- 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 approach for intimate partner violence cases
- Handling abuse cases against child and mentally incapacitated persons
- Handling of supervision cases
- Report writing skills and techniques

Related Core Competencies
- Professional knowledge
- Customer focus

Number of Class: 2

Commencement Schedule
October 2017
February 2018
Objectives
This course aims at equipping participants with knowledge and skills in the application of Narrative Therapy in working with young persons having behavioral difficulties.

Target Participants
- Social workers from casework settings of SWD [priority for Integrated Family Service Centres (IFSCs)]
- Social workers from IFSCs / Integrated Services Centres (ISCs) of NGOs
- Clinical psychologists of SWD

Contents
- Discourse on adolescents and children
- The use of narrative maps and conservations to facilitate the uncovering of skills and local knowledge of the young persons and the development of their preferred stories

Related Core Competencies
- Professional knowledge

Number of Class : 1

Commencement Schedule
November 2017
Training Course on Working with Ethnic Minorities (0.5 day)

Course Code: FCW 50513/1718
Enquiries: A(T)3 Tel.: 39745443

Objectives
This course aims at enhancing the participants’ knowledge, awareness and skills in working with the ethnic minorities.

Target Participants
- Social workers from casework settings / teaching staff of SWD
- Social workers from Integrated Family Service Centres (IFSCs) / Integrated Services Centres (ISCs), school social work units, outreaching social work units, Integrated Children and Youth Services Centres (ICYSCs) and Children and Youth Centres (CYCs) of NGOs
- Medical social workers of Hospital Authority

Contents
- Understanding the profiles, characteristics, cultural and religious background of ethnic minorities
- Difficulties and tips on working with ethnic groups
- Available resources for the ethnic minorities in Hong Kong

Related Core Competencies
- Professional knowledge
- Customer focus

Number of Class: 1

Commencement Schedule
November 2017
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 (FCPSUs)]
- CPs of SWD

Contents
- Assessment framework for child abuse cases
- Intervention framework and considerations for child abuse cases
- Sample assessment and intervention skills
- Case illustration and experience sharing on assessment and intervention of child abuse cases

Related Core Competencies
- Professional knowledge
- Customer focus

Number of Class: 1

Commencement Schedule
November 2017
Training Course for Professional Staff on Working with Elder Abuse Victims and Abusers (1 day)

Course Code: FCW 60061/1718
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 (IFSCs), Medical Social Services Units (MSSUs), Standardized Care Need Assessment Management Offices (Elderly Services) [SCNAMO(ES)s] 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
- 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

Number of Class: 2

Commencement Schedule
November 2017
January 2018
**Training Course on Handling Parents / Carers with Substance Abuse (0.5 day)**

<table>
<thead>
<tr>
<th>Course Code</th>
<th>FCW 60165/1718</th>
<th>Enquiries</th>
<th>S(T)4</th>
<th>Tel.</th>
<th>39745433</th>
</tr>
</thead>
</table>

**Objectives**
This course aims at enhancing participants' capacity in handling cases with substance-abusing parents / carers

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

**Contents**
- Introduction to various natures of dangerous drugs / substance and different drug treatment programmes / community resources
- Harmful effect of illicit drugs on parenting capacity and children
- Importance of early identification and intervention to achieve satisfactory early children development
- Skills in engaging and working with parents / carers with substance abuse

**Related Core Competencies**
- Professional knowledge

**Number of Class** : 1

**Commencement Schedule**
December 2017
Series of Training Programmes on Handling Child Welfare Cases:
Training Course on Handling Attachment Problem (0.5 day)

Course Code: FCW 50581/1718
Enquiries: A(T)3  Tel.: 39745443

Objectives
This course aims at enhancing the 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 (IFSCs) / Integrated Services Centres (ISCs) and subvented 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 2017
Series of Training Programmes on Handling Child Welfare Cases:
Training Course on Permanency Planning (0.5 day)

Course Code: FCW 50517/1718
Enquiries: A(T)3 Tel.: 39745443

Objectives
This course aims at enhancing the participants' knowledge and skills in permanency planning for child welfare cases.

Target Participants
- Social workers from casework settings of SWD
- Social workers from Integrated Family Service Centres (IFSCs) / Integrated Services Centres (ISCs) and subvented 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 2017
Workshop for Chairperson of Multi-disciplinary Case Conference on Protection of Child with Suspected Abuse (MDCC) and Intimate Partner Violence Cases (1 day)

Course Code: FCW 50591/1718

Objectives
This course aims at enhancing the participants' knowledge and skills in chairing multi-disciplinary case conference

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
December 2017
Objectives
This course aims at providing participants with basic legal knowledge on ordinance, court proceedings and related legal issues in divorce and child custody.

Target Participants
- ASWOs or above from Family and Child Protective Services Units (FCPSUs)
- Caseworkers from Integrated Family Service Centres (IFSCs) / Integrated Services Centres (ISCs)

Contents
- Introduction of the law of divorce, custody, access and ancillary relief
- Legal issues and concerns on child custody evaluations
- Children's voice in the process

Related Core Competencies
- Professional knowledge
- Customer focus

Number of Class: 1

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

Course Code: FCW 60162/1718

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 (IFSCs)]
- Social workers from IFSCs / Integrated Services Centres (ISCs) 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
January 2018
Training Course on Handling Family Relationship issues of Ethnic Minorities in HK (0.5 day)

Course Code : FCW 60141/1718

Objectives
This course aims at enhancing the participants' knowledge, awareness and skills in working with the ethnic minorities.

Target Participants
- Social workers from casework settings of SWD
- Social workers from Integrated Family Service Centres (IFSCs) / Integrated Services Centres (ISCs) of NGOs, school social work units, outreaching social work units, Integrated Children and Youth Services Centres (ICYSCs) and Children and Youth Centres (CYCs) of NGOs
- Medical social workers from Hospital Authority
- Social workers from subvented elderly community and residential service settings of NGOs and contract operators

Contents
- Background information of ethnic minorities in Hong Kong and cultures / religions of some South Asian countries
- Family concept, marriage pattern of South Asian
- Experience sharing of techniques in handling family relationship issues of ethnic minorities
- Skills in building up effective working relationships with ethnic minorities and available welfare services and resources

Related Core Competencies
- Professional knowledge
- Customer focus

Number of Class : 1

Commencement Schedule
January 2018
Training Course on Handling Adoption Issues for Child Welfare Cases (0.5 day)

Course Code: FCW 60001/1718
Enquiries: S(T)4 Tel.: 39745433

Objectives
This course aims at updating the participants' knowledge and skills in handling adoption issues for child welfare cases.

Target Participants
- Social workers and supervisors from casework settings of SWD

Contents
- Permanency planning and adoption arrangement
- Collaboration with Adoption Unit
- Case sharing-handling parents' application to revoke the consent to an adoption order

Related Core Competencies
- Professional knowledge

Number of Class: 1

Commencement Schedule
February 2018
Workshop on Handling Suspected Child Abuse Cases (1 day)

Course Code: FCW 50537/A/1718  Enquiries: A(T)1  Tel.: 39745441

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
March 2018
認識虐老及懷疑個案處理的訓練課程（一天）

課程編號：FCW 60060/1718
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
- 長者被虐的表徵
- 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

班次：二班

開課月份
二零一七年十一月
二零一七年十二月
Objectives
This course aims at equipping the participants' understanding of the major features and functions of BI Tool for retrieving data from the CIS for strategic planning and other work tasks.

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

Contents
- Features and functions of BI Tool
- Summary data and raw data in the CIS
- Building queries to get the required data
- Hands-on exercises of getting data for strategic planning and other work tasks

Related Core Competencies
- Computer skills

Number of Class: 1

Commencement Schedule
October 2017

Pre-course Requirements
- Completion of the e-learning courseware on 'Corrections Service'
Course on the Client Information System (CIS) Case Management for Supervisors in Casework Settings (1 day)

Course Code: IST 40009/1718
Enquiries: SEO(SDT) Tel.: 25730372

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

Target Participants
- SSWOs and SWOs who are required to use CIS and assume 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
- Statistics and reports
- Groups and programmes
- Hands-on practice

Related Core Competencies
- Computer skills

Number of Class: 1

Commencement Schedule
November 2017
Workshop on Information Security (0.5 day)

Course Code: IST 40005/1718

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
- IT security concepts
- Physical security and desktop security
- Data security and access control security
- Portable electronic storage device security
- Network and communication security
- Prevention of ransomware attacks

Related Core Competencies
- Computer skills

Number of Class: 2

Commencement Schedule
December 2017
January 2018

Enquiries: SEO(SDT) Tel.: 25730372
Introductory Course on the Client Information System (CIS)
Case Management (0.5 day)

Course Code : IST 40003/1718  Enquiries : SEO(SDT)  Tel. : 25730372

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

Target Participants
➢ New recruits of ASWOs and SWAs 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
Training Course for Approved Social Workers (ASWs) under Mental Health Ordinance (MHO) (3 days)

Course Code: MSS 50605/1718  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 ASWs 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 reports on psychiatric emergencies
- Overview of MHO and duties of ASWs 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
June 2017
Training Course on Understanding Part II and Guardianship of Mental Health Ordinance (MHO) for Social Security Staff (0.5 day)

Course Code: MSS 50666/1718
Enquiries: S(T)1 Tel.: 39745435

Objectives
This course aims at helping social security staff understand the legal provisions under Part II and Guardianship of MHO.

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 Part II and Part IVB of MHO

Related Core Competencies
- Professional knowledge

Number of Class: 1

Commencement Schedule
August 2017
Induction Course for Medical Social Workers (MSWs) (3 days)

Course Code: MSS 50622/1718

Enquiries: S(T)1 Tel.: 39745435

Objectives
This course aims at equipping the participants with basic knowledge and skills necessary for work in medical and health care settings.

Target Participants
- ASWOs or above newly posted to Medical Social Services Units (MSSUs) of SWD
- MSWs 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 2017
Objectives
This course aims at understanding genetic diseases and rare disorders; and noting the points in counselling / helping patients with genetic diseases / rare disorders and their parents or families.

Target Participants
- Social workers / PTs / OTs / nursing staff from Rehabilitation and Medical Social Services Branch and Standardized Care Need Assessment Management Offices (Elderly Services) [SCNAMO(ES)s] of SWD
- Social workers from all casework settings of SWD

Contents
- Genetic diseases and rare disorders
- Points to note in counselling / helping patients and their parents or families
- Useful community resources in helping patients and their parents or families

Related Core Competencies
- Professional knowledge

Number of Class : 1

Commencement Schedule
September 2017
Training Course on Management of Guardianship Cases under Part IVB of Mental Health Ordinance (MHO) cum Case Sharing and Updates (1 day)

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 guardianship cases (for both public and private guardianship cases)
- Sharing of difficult and complicated guardianship cases

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

Number of Class: 1

Commencement Schedule
October 2017
Integrated Training Course on Mental Health Social Work
(6 days)

Course Code: MSS 50623/1718
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 the intervention of psychiatric cases through integrative clinical approach
- Understanding the prevalence, clinical features, treatment and 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
December 2017
January 2018
Training Course on Understanding Part II of Mental Health Ordinance (MHO) (0.5 day)

Course Code: MSS 50647/1718
Enquiries: S(T)1 Tel.: 39745435

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

Target Participants
➢ Social workers from casework settings of SWD

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

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

Number of Class: 1

Commencement Schedule
January 2018
Training and Development Prospectus 2017-18

Refresher Training Course on Conducting Financial Assessment for Medical Fee Waiving, Samaritan Fund and Community Care Fund Medical Assistance Programmes (0.5 day)

Course Code : MSS 50663/1718 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 (HA)
➢ Staff of Cluster Checking Units and Medical Fee Assistance Section of HA
➢ Executive Assistants working in Medical Social Services Units (MSSUs) of SWD and HA

Contents
蠋 Overview on medical fee waiving, Samaritan Fund and Community Care Fund Medical Assistance Program
蠋 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
February 2018
Training Course on the Application of Standardised Assessment Tool for Residential Care Services for People with Disabilities (1 day)

Course Code: REH 50704/1718
Enquiries: S(T)1 Tel.: 39745435

Objectives
This course aims at equipping the participants with ability to act as accredited assessors of residential care services for people with disabilities by using the prescribed assessment tool.

Target Participants
- Social workers from casework settings of SWD / nursing staff / PTs and OTs of SWD
- Medical social workers of Hospital Authority
- Social workers from casework, rehabilitation services and special education units of NGOs

Contents
- Assessment on nursing care, functional impairment, challenging behavior and family coping
- Community support services
- Service matching and examination of the need for residential care
- Practice session

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

Number of Class: 2

Commencement Schedule
June 2017
December 2017

Rehabilitation Services
Refresher Training Course on Standardised Assessment Tool for Residential Services for People with Disabilities (0.5 day)

Course Code: REH 50726/1718

Objectives
This course aims at refreshing the skills and knowledge of accredited assessors in administering the Standardised Assessment Tool for Residential Care Services for People with Disabilities.

Target Participants
- Accredited assessors who have completed the training on the assessment tool for residential services for people with disabilities.

Contents
- Sharing of common concerns and difficulties in conducting standardised assessment.
- Refresher training on skills in conducting standardised assessment.

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

Number of Class: 2

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

Course Code : REH 50606/1718  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
November 2017
殘疾人士院舍／日間康復服務中心 - 感染控制課程 (半天)

課程編號：REH 50731/1718
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、傳染病爆發通報及處理、感染控制主任的角色和職責、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

內容
- 認識感染控制的基本原則
- 了解院舍常見的傳染病及預防方法
- 熟習感染控制的措施及其應用
- 認識傳染病爆發的處理及通報方法
- 更新季節性流感疫苗的資訊
- 了解多重耐藥性細菌及院舍內的建議措施
- 了解感染控制主任的角色及職責
- 認識手部衞生及如何使用個人防護裝備

關鍵才能
- 專業知識
- 個人效能
- 團體精神

班次：二班
開課月份
二零一七年七月
認識殘疾人士院舍常見精神科藥物培訓課程（半天）

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
二零一七年十二月
The Competence-based Professional Development Program (PDP) for Career Guidance Practitioners (Level 1) (2 days)

Course Code: YOU 50838/1718
Enquiries: A(T)2 Tel.: 39745442

Objectives
This course aims at enhancing the participants’ basic knowledge and techniques in providing life education and career guidance for young people.

Target Participants
- Social workers from casework settings and Tuen Mun Children and Juvenile Home (TMCJH) of SWD
- Social workers from the five district service teams of CLAP for Youth@JC of NGOs
- Social workers from Integrated Family Service Centres (IFSCs), Integrated Services Centres (ISCs), school social work units, outreaching social work units, Integrated Children and Youth Services Centres (ICYSCs), Children and Youth Centres (CYCs) of NGOs

Contents
- Basics of career theories and expanded notion of work
- Career intervention in school / community setting
- Individual planning: concepts and practice
- Exploration of multiple pathways

Related Core Competencies
- Professional knowledge
- Customer focus

Number of Class: 1

Commencement Schedule
April 2017

Pre-course Requirements
- Participants should have completed the training "The Competence-based Professional Development Program (PDP) for Career Guidance Practitioners (Level 1)"
Training Course on Use of Information and Communication Technology (ICT) in Social Work Intervention for Working with At-risk Youth (0.5 day)

Objectives
This course aims at enhancing the participants' understanding on the use of information and communication technology in social work intervention for working with at-risk youth.

Target Participants
- Social workers from Youth and Corrections Branch, Tuen Mun Children and Juvenile Home (TMCJH) and all casework settings of SWD
- Social workers from Integrated Family Service Centres (IFSCs), Integrated Services Centres (ISCs), school social work units, outreaching social work units, Integrated Children and Youth Services Centres (ICYSCs), Children and Youth Centres (CYCs) of NGOs

Contents
- An overview on the development of web-based youth work service in Hong Kong
- Effective use of ICT and social media (e.g. Facebook, Instagram) to engage of Youth at risk of social exclusion
- Experience sharing by the social workers of Jockey Club Cyber Youth Outreach Service

Related Core Competencies
- Professional knowledge
- Customer focus

Number of Class: 1

Commencement Schedule
April 2017
Training Course on Early Identification and Helping Youth with Suicidal Ideation (1 day)

Course Code: YOU 50842/1718
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 and skills in making early identification of the suicidal risks and helping youth with suicidal ideation.

Target Participants
- Social workers from casework settings and Tuen Mun Children and Juvenile Home (TMCJH) of SWD
- Social workers from Integrated Family Service Centres (IFSCs), Integrated Services Centres (ISCs), school social work units, outreaching social work units, Integrated Children and Youth Services Centres (ICYSCs), Children and Youth Centres (CYCs) of NGOs

Contents
- Factors in predicting youth depression and suicidal ideation
- Concepts related to suicide
- Risk factors and protective factors associated with suicide
- 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: 2

Commencement Schedule
April 2017
May 2017
Training Course on Working with Youth Over Sexual Orientation Issues (1 day)

Course Code: YOU 50829/1718
Enquiries: A(T)2  Tel.: 39745442

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 (TMCJH) 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
May 2017
The Competence-based Professional Development Program (PDP) for Career Guidance Practitioners (Level 2) (2 days)

Objectives
This course aims at enhancing the participants' practical knowledge, competences and techniques in providing life education and career guidance for young people.

Target Participants
- Social workers from casework settings and Tuen Mun Children and Juvenile Home (TMCJH) of SWD
- Social workers from the five district service teams of CLAP for Youth@JC of NGOs
- Social workers from Integrated Family Service Centres (IFSCs), Integrated Services Centres (ISCs), school social work units, outreaching social work units, Integrated Children and Youth Services Centres (ICYSCs), Children and Youth Centres (CYCs) of NGOs

Contents
- Comprehensive guidance and development program in school / community
- Professional issues and code of ethics in career guidance and counselling
- Connecting planned learning experiences (including mentorship and life coaching) to career exploration
- Individual and group counselling: Basic theories, skills and strategies
- Career assessments: Basic in qualitative and quantitative assessments
- Workplace learning experience and partnership with business / professional / community sectors

Related Core Competencies
- Professional knowledge
- Customer focus

Number of Class: 1

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

Course Code: YOU 50837/1718
Enquiries: A(T)2 Tel.: 39745442

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

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

Contents
- Literature review on risk background and developmental course of externalizing and conduct/antisocial behaviors 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:
June 2017
Seminar on Anti-drug Abuse (0.5 day)

Enquiries : S(T)6   Tel. : 39745434

Course Code : YOU 50821/1718

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

Target Participants
➢ Social workers from Youth and Corrections Branch, Tuen Mun Children and Juvenile Home (TMCJH) and all casework settings of SWD
➢ Social workers from Integrated Family Service Centres (IFSCs), Integrated Services Centres (ISCs), school social work units, outreaching social work units, Integrated Children and Youth Services Centres (ICYSCs), Children and Youth Centres (CYCs), 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
➢ Stimulant abuse and handling of abusers with drug-induced psychiatric disorders
➢ Other abuse drugs and novel psychotropic substances
➢ Drug testing - interpretation and pitfalls

Related Core Competencies
➢ Professional knowledge
➢ Customer focus

Number of Class : 1

Commencement Schedule
August 2017
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 (TMCJH) of SWD / teaching staff from planning and co-ordinating teams / clinical psychologists of SWD
- Social workers from Integrated Family Service Centres (IFSCs), Integrated Services Centres (ISCs), school social work units, outreaching social work units, Integrated Children and Youth Services Centres (ICYSCs), Children and Youth Centres (CYCs) 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 2017
Sharing Session on the Skills for Working with Hidden Youth (0.5 day)

Course Code: YOU 50812/1718
Enquiries: A(T)  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 (TMCJH) of SWD
- Social workers from Integrated Family Service Centres (IFSCs), Integrated Services Centres (ISCs), school social work units, outreaching social work units, Integrated Children and Youth Services Centres (ICYSCs), Children and Youth Centres (CYCs), Counselling Centres for Psychotropic Substance Abusers (CCPSAs) and Centres for Drug Counselling (CDCs) 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 2017
Training Course on Treating Abused Adolescents (0.5 day)

Course Code: YOU 50828/1718

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 (TMCJH) of SWD
- Social workers from Integrated Family Service Centres (IFSCs), Integrated Services Centres (ISCs), school social work units, outreaching social work units, Integrated Children and Youth Services Centres (ICYSCs), Children and Youth Centres (CYCs), Counselling Centres for Psychotropic Substance Abusers (CCPSAs), 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
October 2017
Training Course on Understanding Triad Culture in Hong Kong (0.5 day)

Course Code: YOU 50804/1718
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 (TMCJH) 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 (ICYSCs), Children and Youth Centres (CYCs), 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.

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 2017
Seminar on the Handling of Aggressive Behaviour among Young People (0.5 day)

Course Code: YOU 50825/1718

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 (TMCJH) of SWD
- Social workers from Integrated Family Service Centres (IFSCs), Integrated Services Centres (ISCs), school social work units, outreaching social work units, Integrated Children and Youth Services Centres (ICYSCs), Children and Youth Centres (CYCs), boys' / girls' homes and boys' / girls' hostels, small group homes and children's homes of NGOs

Contents
- Forms and subtypes of aggressive behaviours
- Developmental trajectory of different types of aggressor
- Intervention strategies in working with young people with aggressive behaviours

Related Core Competencies
- Professional knowledge
- Customer focus

Number of Class: 1

Commencement Schedule
January 2018
Objectives
This course aims at equipping the participants with the knowledge of treatment of Hong Kong resident status and enhancing their understanding on the different identity / travel documents issued by the Immigration Department.

Target Participants
➢ SSOsII or above / SSAs or above

Contents
- Different types of Hong Kong resident status and their eligibility criterion
- Identity and travel documents for different types of Hong Kong resident status

Related Core Competencies
- Administration / legal knowledge
- Investigation and case processing techniques
- Analysis and judgement

Number of Class : 1

Commencement Schedule
April 2017
Workshop on Early Identification of At-risk Families for Appropriate Referrals for Social Security Staff (0.5 day)

Course Code: SST 51402/1718

Objectives

This course aims at equipping the participants with the knowledge of identifying at-risk families with potential / suspected domestic violence suicide in their daily work and making prompt referrals to appropriate professional service units for follow-up.

Target Participants

- SSOsII or above / SSAs or above

Contents

- What at-risk families refer to
- Challenges in identifying at-risk families
- Early identification of at-risk cases of different natures
- Sharing of practice wisdom in identifying at-risk cases from dormant cases in Social Security Field Units (SSFUs)
- Referral of at-risk cases, community resources and follow-up actions

Related Core Competencies

- Investigation and case processing techniques
- Analysis and decision making
- Customer focus

Number of Class: 1

Commencement Schedule

May 2017
Workshop on Handling Procedures on Suspected Fraud Cases and Giving Evidence in Court (1 day)

Course Code: SST 51312/1718  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 prepare for acting as a witness in Court.

Target Participants
- SSOsII under the Training and Development Roadmap for SSO grade / 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
June 2017
Workshop on Dog Attack Prevention (0.5 day)

Course Code: SST 51384/1718
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 outdoor 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
- Personal effectiveness

Number of Class: 2

Commencement Schedule
June 2017
August 2017
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 SSO grade / 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 and mock exercise

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

Number of Class: 1

Commencement Schedule
July 2017
Workshop on Understanding the Problems, Needs and Related Welfare Services of Customers with Sensory or Physical Disabilities (1 day)

Course Code : SST 51375/1718

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 / SSOsII 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 : 2

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

Course Code : SST 51391/1718  
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 of organisation goals, values and best practices of Civil Service and SWD
- Understanding of various social security schemes
- Sharing by 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 : 2

Commencement Schedule
July 2017
January 2018
Sharing on Handling Comprehensive Social Security Assistance (CSSA) Application of New Arrivals from the Mainland (0.5 day)

Course Code: SST 51397/1718
Enquiries: A(SST)1 Tel.: 39745439

Objectives
This course aims at enhancing the knowledge and investigation techniques of frontline staff in conducting social investigation into the social and financial background of CSSA applicants who are new arrivals from the Mainland.

Target Participants
- SSOsII or above / SSAs or above

Contents
- Knowledge and legislation related to property and asset, labour and pension systems, insurance policy, etc. on the Mainland
- Sharing from the Special Investigation Section on suspected fraud cases with recipients who are new arrivals from the Mainland

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

Number of Class: 1

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

Course Code : SST 51325/1718

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 Grade / SSOsII 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
- Steps to turn difficult, anger and emotional situations into opportunities

Related Core Competencies
- Customer focus
- Communication skills

Number of Class : 3

Commencement Schedule
August 2017
November 2017
January 2018
Training Course on Introduction to Company Law, Criminal Law and Fraudulence of Public Fund (1 day)

Course Code: SST 51410/1718
Enquiries: A(SST)1  Tel.: 39745439

Objectives
This course aims at providing the participants with a general knowledge of Company Law, Criminal Law and ordinances related to 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
➢ Administration / legal knowledge
➢ Investigation and case processing techniques

Number of Class: 1

Commencement Schedule
September 2017
Effectively Engaging the Multi-generational Workforce (1 day)

Course Code: SST 51421/1718
Enquiries: A(SST)1 Tel.: 39745439

Objectives
This course aims at equipping the participants with the knowledge and skills in creating and maintaining a high-performing workforce with multi-generations.

Target Participants
- SSOsII or above / SSSAs

Contents
- What multi-generations refer to
- Understanding of different mindsets and preferences of multi-generations
- How to boost multi-generations towards a high-performing workforce
- Multi-generations engagement tips

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

Number of Class: 1

Commencement Schedule
September 2017
Workshop on Creating a Happy Workplace (1 day)

Course Code: SST 51381/1718
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 the ways to build a highly motivated and happy working environment.

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

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

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

Number of Class: 1

Commencement Schedule
September 2017
Workshop on Working with CSSA customers who are unemployed, low-wage earners, single parents and communicating with Non-Governments Organisations (NGOs) (1 day)

<table>
<thead>
<tr>
<th>Course Code</th>
<th>SST 51408/1718</th>
<th>Enquiries</th>
<th>A(SST)2</th>
<th>Tel.</th>
<th>39745440</th>
</tr>
</thead>
</table>

**Objectives**

This course aims to enhance the participants' understanding of the needs and problems encountered by CSSA customers requiring to join the Support for Self-reliance Scheme (SFS) with related welfare services available to them, and fostering of positive working relationship with NGOs.

**Target Participants**

- SSOsII or above / SSAs or above / EASAs

**Contents**

- Characteristics, problems and needs of the CSSA customers participating in the SFS
- Skills and attitude in working with SFS participants
- Employment related assistance / services and other 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 2017
Workshop on Social Investigation and Verification Techniques (1 day)

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 (T&D) Roadmap for SSO Grade / SSAs
- under the T&D Roadmap for SSA Grade / SSOsII or above / SSAs or above

Contents
- Social investigation and verification techniques in handling Comprehensive Social Security Assistance (CSSA) / Social Security Allowance (SSA) cases
- Points to note in preventing and detecting deception of social security benefits
- Sharing on handling Disability Allowance applications / reviews
- Thematic sharing on CSSA / SSA cases
- Sharing on professional practices to conduct investigation on customers who work in / run different industries / businesses

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

Number of Class: 1

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

Course Code: SST 51308/1718
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
- SSOsII or above / SSAs or above

Contents
- The rights and benefits of employees under the Employment Ordinance
- Provision of employee’s compensation in Hong Kong
- Coverage and application procedures of Protection of Wages on Insolvency Fund

Related Core Competencies
- Administration / legal knowledge
- Investigation and case processing techniques

Number of Class: 1

Commencement Schedule
September 2017
Objectives
This course aims at introducing the participants to the concept of Enneagram and its application facilitating 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 2017
October 2017
Workshop on Mastering Your Mind (1 day)

Course Code : SST 51393/1718
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 / EASAs

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 2017
Orientation cum Induction Programmes for Newly Recruited Social Security Officers II (SSOsII) (5 days)

Course Code : SST 51392/1718  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 important 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
- Sharing by Social Security Branch's sections
- Basic social investigation and verification techniques

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

Number of Class : 1

Commencement Schedule
October 2017
Training Course on Property Law in Hong Kong and the Mainland (1 day)

Course Code: SST 51313/1718
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 Grade / SSOsII or above / SSAs or above / social workers from casework settings of SWD (priority to be given to social security 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
- Administration / legal knowledge
- Investigation and case processing techniques

Number of Class: 1

Commencement Schedule
October 2017
Workshop on Understanding Your Thoughts and Mind through Emotion Drawing 「彩繪心靈」工作坊 (1 day)

Course Code: SST 51406/1718
Enquiries: A(SST)1  Tel.: 39745439

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

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

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

Related Core Competencies
- Personal effectiveness
- Staff management and development

Number of Class: 2

Commencement Schedule
- October 2017
- December 2017
Workshop on Skills for Effective Performance of Work (1 day)

Course Code: SST 51314/1718
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 Grade / 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 through 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: 2

Commencement Schedule
- October 2017
- December 2017
Training Course on Teaming Up (1 day)

Course Code : SST 51315/1718
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 of keeping a team being motivated to enhance productivity and happy working environment.

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

Contents
- Charting team goals and priorities
- Roles and qualities good team member
- Team communication and conflict resolution
- Building rapport with supervisors to accomplish goals by motivation

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

Number of Class : 2

Commencement Schedule
October 2017
December 2017
Workshop on Preventing Workplace Violence (1 day)

Course Code: SST 51382/1718

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
- SSOsII under the Training and Development Roadmap for SSO grade
- other SWD staff

Contents
- Factors associated with violent behaviour
- Impact of violence
- Assessment of customers with the risk of violence
- Strategies for preventing violence and self-protection
- De-escalation in situations and skills in handling customers with aggressive behaviours

Related Core Competencies
- Communication skills
- Customer focus

Number of Class: 1

Commencement Schedule
November 2017
Training Course on Matrimonial Law in Hong Kong and the Mainland (1 day)

Course Code: SST 51311/1718
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 Grade / SSOsII or above / SSAs or above / social workers from casework settings of SWD (priority to be given to social security 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, maintenance and finances upon divorce in Hong Kong and the Mainland

Related Core Competencies
- Administration / legal knowledge
- Investigation and case processing techniques

Number of Class: 1

Commencement Schedule
November 2017
Workshop on Effective Complaint Handling (1 day)

Course Code: SST 51374/1718

Enquiries: A(SST)2 Tel.: 39745440

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

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

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

Related Core Competencies
- Customer focus
- Communication skills

Number of Class: 1

Commencement Schedule
November 2017
Training Course on Working with People Suffering from Mental Disorder (1 day)

Course Code: SST 51318/1718

Enquiries: A(SST)1 Tel.: 39745439

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

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

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

Course Code: SST 51376/1718
Enquiries: A(SST)1 Tel.: 39745439

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

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

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

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

Number of Class: 2

Commencement Schedule
November 2017
January 2018
Workshop on Understanding the Elders' Problems, Needs and Related Welfare Services (1 day)

Course Code: SST 51317/1718
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 Grade / 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 elder 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: 2

Commencement Schedule
November 2017
January 2018
Training Course on Effective Coaching (1 day)

Course Code: SST 51310/1718
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 SSO grade / 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
December 2017
Training Course on Law for Social Investigation and Verification
(1 day)

Course Code: SST 51309/1718
Enquiries: A(SST)1 Tel.: 39745439

Objectives
This course aims at equipping the participants with the job-related legal knowledge of conducting social investigation and verification on social security applications.

Target Participants
- SSOsII under the Training and Development Roadmap for SSO grade / 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
- Administration / legal knowledge
- Analysis and judgement
- Investigation and case processing techniques

Number of Class: 1

Commencement Schedule
January 2018
Training Course on Insurance Policies and Related Investment Products (1 day)

Course Code: SST 51306/1718
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
- SSOsII or above / SSAs or above

Contents
- Different types of life insurance policy and living benefit product
- Parties involved in the policies
- Monetary value of life insurance policies and living benefits products
- Interpretation of various insurance documents
- Features of Mandatory Provident Fund system (MPF) 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
January 2018
Workshop on Employee Counselling (2 days)

Course Code: SST 51413/1718
Enquiries: A(SST)1 Tel.: 39745439

Objectives
This course aims at equipping junior supervisors with the skills and application of employee counselling to help their staff cope with change and work-related problems.

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

Contents
- What is employee counselling
- Basic counselling process
- Guidelines for active listening and reflection
- Essential skills for employee counselling
- Methods of handling emotional staff

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

Number of Class: 1

Commencement Schedule
February 2018
Adventure-based Training on Managing Stress (1 day)

Course Code: SST 51418/1718
Enquiries: A(SST)1 Tel.: 39745439

Objectives
This course aims at equipping the participants with stress management skills through experiential activities to relieve from pressure state.

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

Contents
➢ Understanding of stress and emotion through in-door adventure-based activities
➢ Easy way to relieve stress
➢ Transforming stress to positive energies

Related Core Competencies
➢ Personal effectiveness
➢ Staff management and development

Number of Class: 1

Commencement Schedule
February 2018
Refresher Course on Calculation of Overpayment arising from Excessive Assets under Comprehensive Social Security Assistance (CSSA) Scheme (1 day)

Course Code: SST 51359/1718
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
➢ SSOsII or above / SSAs or above

Contents
➢ Calculation of overpayment arising from capital resources in excess of permissible limit under CSSA scheme
➢ Sharing by Fraud Assessment Team on calculation of overpayment arising from excessive assets through practising exercises
➢ 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
February 2018
Refresher Training Course on Treatment of Income Resources under Comprehensive Social Security Assistance (CSSA) Scheme (1 day)

Course Code : SST 51360/1718
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 CSSA Scheme
- Hands-on practical exercises and discussion
- Input of Income Resources in the Computerised Social Security System

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

Number of Class : 1

Commencement Schedule
February 2018
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: 2

Commencement Schedule
June 2017
November 2017
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
August 2017
English Written Communication Course for SSSAs, SSAs, SWWs, WWs (3 days)

Course Code: COM 50905/1718
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
- 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
- September 2017
- January 2018
Objectives
This course aims at enhancing the participants' knowledge and skills in effective communication and accuracy in writing.

Target Participants
➢ SSOsI / SSOsII

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 2017
常用公文寫作入門 (一天)

課程編號：COM 50948/1718       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

內容
- 政府常用公文的
- 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
- 二零一七年七月
- 二零一七年十一月
- 二零一八年二月
Management Development Programme for SWOs and SSSOs
(10 days)

Course Code : MGT 51142/1718  Enquiries : SS(SWT)  Tel. : 28933626

Objectives
This course aims at enhancing the participants' understanding of the major concepts of human resource management and acquiring the knowledge and skills in motivating staff, managing problem staff, enhancing staff performance, supportive communication, building mutual trust in the workplace and aligning the vision, mission and values of the department with personal goals of the staff.

Target Participants
➢ SWOs / SSSOs

Contents
- Personal management skills
- Managing staff
- Building effective teams
- Crisis management
- Statutory considerations

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

Number of Class : 2

Commencement Schedule
May 2017
October to November 2017
Workshop on Managing and Enhancing Personal Effectiveness at Work (1 day)

Course Code: MGT 51105/1718
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 / SSOsII or above / SSAs or above / WWs or above / Nursing Staff / PTs and OTs

Contents
- Self-understanding
- Different causes of stress
- Positive psychology
- Stress and emotion management skills
- Ways of eliminating time wasters and embracing changes
- Golden rules of time management

Related Core Competencies
- Personal effectiveness
- Organisation of work

Number of Class: 3

Commencement Schedule
June / July 2017
July / August 2017
August / September 2017
Workshop on Staff's Conduct and Discipline (1 day)

Objectives
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
- Analysis and decision making

Number of Class: 1

Commencement Schedule
September 2017
Self-enhancing Workshop for Clerical and Secretarial Grade Officers (1 day)

Course Code : MGT 51144/1718  Enquiries : EO(HRM)  Tel. : 39745456

Objectives
To enhance the personal effectiveness of the participants and strengthen their self-resilience towards stress

Target Participants
➢ All clerical and secretarial grade staff

Contents
➢ Work challenges and changes
➢ Stress management skills
➢ Ways to enhance personal effectiveness
➢ Ways to create and sustain positive energy

Related Core Competencies
➢ Personal effectiveness

Number of Class : 1

Commencement Schedule
October 2017
Workshop on Performance Appraisal Writing for SWOs (1.5 days)

| Course Code: MGT 51149/1718 | Enquiries: EO(HRM) | Tel.: 39745456 |

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

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 2017
November 2017
Leadership Programme for ASWOs (2 days)

Objectives
This course aims at enhancing the knowledge and skills of the participants in leadership and develop their competence in cultivating productive team work and mutual trust in multi-generational workplaces.

Target Participants
- ASWOs with 5 years in-service experience / assuming supervisory and management duties

Contents
- The 360-degree leader
- Teamwork with multi-generation
- Change Management
- Problem solving and conflict management
- Motivation skills

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

Number of Class: 2

Commencement Schedule
October 2017
January 2018
Workshop on Emotional Quotient (EQ) and Adversity Quotient (AQ) (1 day)

<table>
<thead>
<tr>
<th>Course Code : MGT 51125/1718</th>
<th>Enquiries : EO(HRM)</th>
<th>Tel. : 39745456</th>
</tr>
</thead>
</table>

**Objectives**
This course aims at enhancing the competencies 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 work life.

**Target Participants**
- ASWOs or above / SWAs or above / SSOsII 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 work place

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

**Number of Class** : 2

**Commencement Schedule**
October / November 2017
November / December 2017
Objectives
This course aims at equipping the participants with the concept of customer service management and facilitating them to handle different types of difficult customers and to tackle complaints.

Target Participants
➢ ASWOs or above / SWAs or above / SSOsII or above / SSAs or above / RN / NO

Contents
- Basic principles of customers service management
- General needs and behaviour of customers
- Types of difficult customers
- Ways to avoid unnecessary complaints and customers' frustration
- The challenges of handling conflicting situations, e.g. with habitual complainant
- Ways of managing self-emotion as well as the emotions of customers and your staff

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

Number of Class : 1

Commencement Schedule
November 2017
Knowledge Management (KM) Workshop (1 day)

Course Code : MGT 51140/17/18
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
➢ ASWOs or above / SSOsII or above / Teaching staff

Contents
- Overview of KM
- Role of KM in the Government
- KM sharing tools and best practices
- Knowledge audit

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

Number of Class : 1

Commencement Schedule
November 2017
Enneagram in Leadership and Management (2 days)

Objectives
To introduce the concept of Enneagram and enhance participants' effectiveness in leading and managing staff.

Target Participants
➢ ASWOs or above / SSWAs or above

Contents
- Theory of Enneagram
- Traits and behaviours of nine Enneagram types
- Application of enneagram in leadership, such as enhancing leadership effectiveness and increasing collaboration within the organization
- Application of enneagram in management, such as skills in communicating, negotiating and resolution by using knowledge of enneagram types

Related Core Competencies
- Staff management and development
- Personal effectiveness

Number of Class: 2

Commencement Schedule
November / December 2017
January / February 2018
Workshop on Personnel Management (0.5 day)  Re-run

Course Code : MGT 51152/1718  Enquiries : EOI(SDT)  Tel. : 39745455

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

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

Contents
✓ Sick leave management
✓ Overtime work management
✓ Injury on duty

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

Number of Class : 1

Commencement Schedule
February 2018
Workshop on Performance Appraisal Writing for SSOs (1.5 days)  

Course Code : MGT 51127/1718  
Enquiries : EO(HRM)  
Tel. : 39745456

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

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 2018
Training and Development Prospectus 2017-18

前線員工自我增值工作坊  Self-enhancing Workshop for Frontline Staff (一天)

課程編號：MGT 51124/1718  查詢：行政主任（人力資源管理）  電話：39745456

目的
学习自我增值以面对未来的挑战和转变，以及提升处理压力的适应力

對象
分辨室助理員／技工／炊事員／院舍服務員／產業看管員／工場導師／二級工人

內容
了解变革的原因及其对员工的影响
面对挑战及转变的不同心態
克服由转变带来的焦虑及压力
压力处理
增强正能量的方法

關鍵才能
员工管理及发展

班次：一班

開課月份
二零一七年八月
優質顧客服務工作坊（一天）

課程編號：MGT 51136/1718

查詢：行政主任（人力資源管理）
電話：39745456

目的
加強前線員工對顧客服務的認識，提升他們與顧客溝通的技巧，以提供優質顧客服務

對象
共通職系員工（包括炊事員及技工）／第一標準薪級員工（包括產業看管員及二級工人）／辦公室助理員／助理文書主任／文書助理

內容
- 何謂優質顧客服務
- 如何應付不同類型的顧客的期望及要求
- 接待顧客的技巧
- 如何有效地與顧客溝通
- 如何運用合適的方法處理難於應付的顧客
- 自我情緒調適

關鍵才能
- 以客為本
- 溝通技巧

班次：一班

開課月份
二零一七年九月
**Workshop on the Application of the Code on Access to Information and Personal Data (Privacy) Ordinance (0.5 day)**

**Course Code**: NSP 51243/1718  
**Enquiries**: EOI(SDT)  
**Tel.**: 39745455

### Objectives
This workshop aims at enhancing the participants' knowledge on the application of the Code on Access to Information and Personal Date (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
- Administration / legal knowledge

### Number of Class: 1

### Commencement Schedule
May 2017
Workshop on Breakaway Techniques during Violent Situations
(0.5 day)

Course Code : NSP 70029/1718
Enquiries : A(T)1  Tel. : 39745441

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 workers 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 : 1

Commencement Schedule
July 2017
Workshop on Use and Release of Personal Data in Daily Work (0.5 day)

Course Code : NSP 70020/1718

Enquiries : EOI(SDT)   Tel. : 39745455

Objectives
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
- Administration / legal knowledge

Number of Class : 1

Commencement Schedule
August 2017
Workshop on Anti-discrimination Ordinances (1 day)

Course Code: NSP 70002/1718

Objectives
This course aims at strengthening the participants' understanding of the concept of equal opportunities and the four anti-discrimination ordinances, i.e. the Disability Discrimination Ordinance, the Sex Discrimination Ordinance, the Family Status Discrimination Ordinance and the Race Discrimination Ordinance as well as the skills to handle related cases in the workplace.

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

Contents
- An overview of equal opportunities legislation in Hong Kong, including the four anti-discrimination ordinances and major exceptions under the ordinances
- Sharing of court cases or complaints from government departments / bureaux or public sector
- Good management / 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
- Administration / legal knowledge
- Analysis and decision making
- Customer focus

Number of Class: 1

Commencement Schedule
August 2017
Protocol Training Course on Conducting Exchange with Mainland Officials / Visitors (0.5 day)

Course Code: NSP 51288/1718  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 2017
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 2017
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
- Administration / legal knowledge
- Planning and resource management

Number of Class: 2

Commencement Schedule
October 2017
December 2017
Administration and Best Practices in Procurement and Account Matters (1 day)

Course Code: NSP 70015/1718

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 2017
Workshop on Conflict of Interest for Managers in the Civil Service and the Common Law Offence of Misconduct in Public Office (0.5 day)

Course Code: NSP 70016/1718  
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
➢ All SWD Staff 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
➢ Administration / legal knowledge

Number of Class: 1

Commencement Schedule
December 2017
Orientation Programme for Newly Recruited Staff (0.5 day)

Course Code: NSP 51233/1718
Enquiries: EOI(SDT) Tel.: 39745455

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
Orientation Programme for Newly Recruited Assistant Social Work Officers (ASWOs) (5 days)

Course Code: NSP 51258/1718
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 51277/1718  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
健樂員工系列：情緒及壓力管理工作坊 (一天)

課程編號：NSP 70024/1718
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
二零一七年五月
二零一七年九月
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 51299/1718
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
■ 行政／法律知識

班次：一班

開課月份
二零一七年六月
健樂員工系列：「活在當下 善待自己」－ 靜觀體驗坊（一天）

課程編號：NSP 51294/1718    健樂員工系列：「活在當下 善待自己」－ 靜觀體驗坊（一天）

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
讓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
个人效能

班次：二班

開課月份
二零一七年十月
二零一八年二月
### 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>
</tr>
</thead>
<tbody>
<tr>
<td>ASWO</td>
<td>❖ To be transferred once every 3 to 4 years  ❖ Preferably to a post of different category of services</td>
<td>❖ 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</td>
<td>❖ 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</td>
</tr>
</tbody>
</table>

< 153 >
### 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>
</tr>
</thead>
</table>
| SWO  | To be transferred once every 3 to 4 years | Courses related to the officer's service  
Courses for mastery of professional knowledge and advanced practice skills in social work intervention and application of guidelines / procedures / ordinances  
Courses for development of clinical supervision  
Advanced courses on sensitivity training and risk assessment  
Induction courses on roles / function of district administration, working / consultation with local leaders, DB members and working with NGOs | Refresher courses on emergency relief, outreaching services after office hours, and disaster management  
Self-learning, peer learning and staff development programmes organised by the district / the service branch  
Local / Outside Hong Kong conferences  
Sponsored award-bearing local courses  
Outside Hong Kong attachments  
Courses to prepare for the next posting or acting appointments | Supervisor management courses  
Courses on  
- decision-making  
- stress management  
- financial management  
- leadership skills  
- managing change  
- negotiation skills  
- performance management  
- team building  
- personal effectiveness |

- 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>
</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>
</tr>
<tr>
<td></td>
<td>Preferably to a post of different category of services</td>
<td>Courses for updating knowledge of new trends / issues of welfare services, application of revised guidelines / procedures / amended ordinances, disaster management</td>
<td>HRM courses</td>
</tr>
<tr>
<td>CSWO</td>
<td></td>
<td>Local / Outside Hong Kong conferences</td>
<td>leadership skills</td>
</tr>
<tr>
<td>PSWO</td>
<td></td>
<td>Outside Hong Kong attachments</td>
<td>team building</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Self-learning, peer learning and staff development programmes organised by the district / the service branch</td>
<td>financial management</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>CSWO</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>The above courses for SSWO plus</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>manpower planning</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>project management</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>HRM best practices</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Language and communication</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>strategic communications</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>crisis communications</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>media training</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>presentation skills</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>chairing meetings</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Putonghua</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>performance appraisal</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>report writing</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>National studies</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>CSTDI courses and self-learning packages</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>directorate seminars (for PSWO only)</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Information technology</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>IT seminars / short courses in information system management</td>
</tr>
<tr>
<td>Rank</td>
<td>Posting Guide</td>
<td>Professional and Work Knowledge</td>
<td>Management Development</td>
</tr>
<tr>
<td>------</td>
<td>---------------</td>
<td>---------------------------------</td>
<td>------------------------</td>
</tr>
<tr>
<td>SWA</td>
<td></td>
<td>Fundamentals</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Job Specific Core Programmes</td>
<td>Supporting Measures / Programmes</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Orientation and induction programmes</td>
<td>On-the-job training</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>coaching by supervisors</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>staff development days / talks on specific topics / experience sharing sessions</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>emergency relief and disaster management</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Continuous learning and development</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>self-learning, peer learning and staff development programmes organised by districts / service branches</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Visits / Conferences to be held locally/ outside Hong Kong</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></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>
<th>Posting Guide</th>
<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>Supporting Measures / Programmes</td>
<td>Core and Strategic Programmes</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Supporting Measures / 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>
<th>Supporting Measures / Programmes</th>
</tr>
</thead>
</table>
| SSWA / CSWA | ❖ Normally to be transferred once every 3 (for TMCJH) or 4 (for non-home settings) years  
❖ Preferably to a post of a different category of services²  
❖ May be required to take up a posting in a different service setting of the same category of services as warranted by the situation | ❖ 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. | ❖ 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 | ❖ 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 | ❖ 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 |

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  
• CSSSS Application Training (on need basis)  
• Emergency Relief for Duty Officers

---

* 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”.

< 160 >
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”.

< 161 >
**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.
   ◆ 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>Signal No. 1 or 3</td>
<td></td>
<td>as scheduled</td>
<td>as scheduled</td>
<td>to be rescheduled</td>
</tr>
<tr>
<td>Signal No. 8 or above</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>Amber or red</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>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>Black</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
恶劣天气下的课程安排

<table>
<thead>
<tr>
<th>天气情况</th>
<th>车内训练 (上午及下午)</th>
<th>探访活动 (上午及下午)</th>
<th>户外训练 (例如：爬山、远足) (上午及下午)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>颱风</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>一號或三號</td>
<td>如常举行</td>
<td>如常举行</td>
<td>另作安排</td>
</tr>
<tr>
<td>八號或以上</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>(i) 於早上七時前除下</td>
<td>如常举行</td>
<td>如常举行</td>
<td>如常举行</td>
</tr>
<tr>
<td>(ii) 於早上七時或之後</td>
<td>另作安排</td>
<td>另作安排</td>
<td>另作安排</td>
</tr>
<tr>
<td>(iii) 於课堂期间</td>
<td>另作安排</td>
<td>另作安排</td>
<td>另作安排</td>
</tr>
<tr>
<td><strong>暴雨警告信号</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>黃雨或紅雨</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>(i) 於早上七時前取消</td>
<td>如常举行</td>
<td>如常举行</td>
<td>如常举行</td>
</tr>
<tr>
<td>(ii) 於早上七時或之後</td>
<td>如常举行</td>
<td>如常举行</td>
<td>另作安排</td>
</tr>
<tr>
<td>(iii) 於课堂期间</td>
<td>如常举行</td>
<td>如常举行</td>
<td>另作安排</td>
</tr>
<tr>
<td><strong>黑雨</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>(i) 於早上七時前取消</td>
<td>如常举行</td>
<td>如常举行</td>
<td>如常举行</td>
</tr>
<tr>
<td>(ii) 於早上七時或之後</td>
<td>另作安排</td>
<td>另作安排</td>
<td>另作安排</td>
</tr>
<tr>
<td>(iii) 於课堂期间</td>
<td>如常举行 *</td>
<td>另作安排</td>
<td>另作安排</td>
</tr>
</tbody>
</table>

* 如须执行特定职务或有特别理由的参加者，可於通知课程统筹主任后离开。

查询电话：2575 4321