

Training & Development

(Homepage Version)

Staff Development and Training Section
Human Resource Management Branch
April 2024

Prospectus

Table of Contents

| | Page |
|--|---------|
| User Guide----- | i |
| Arrangement of Classes during Bad Weather----- | ii-iii |
| Training Programmes | |
| Corrections Services----- | 1-3 |
| Elderly Services----- | 4-22 |
| Family and Child Welfare Services----- | 23-59 |
| Medical Social Services----- | 60-66 |
| Rehabilitation Services----- | 67-73 |
| Youth Services----- | 74-90 |
| Social Security Services----- | 91-119 |
| Communication----- | 120-128 |
| Information Systems and Technology----- | 129-130 |
| Management----- | 131-147 |
| Non-service Specific----- | 148-161 |

User Guide

This Training and Development Prospectus 2024-25 gives an overview of the training programmes to be organised. To facilitate users' reference, the programmes are categorised into 3 programme types, namely (A) new programme; (B) re-run programme; and (C) revamped programme, covering the following 11 training areas:

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

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

The related e-Learning course information / resources can be accessed through the departmental e-learning platform <http://elc.swd.gov.hk> (log-in is required).

Staff Development and Training Section
Human Resource Management Branch
April 2024

ARRANGEMENT OF CLASSES DURING BAD WEATHER

| Weather Condition | Type of Training | Classroom Training (AM & PM) | Visit (AM & PM) | Outdoor Training Activity (e.g. Mountaineering, hiking) (AM & PM) |
|---|-------------------------|---|----------------------------|--|
| Tropical Cyclone Warning Signal | | | | |
| Signal No. 1 or 3 | | as scheduled | as scheduled | to be rescheduled |
| Signal No. 8 or Above | | | | |
| (i) cancelled before 7:00 a.m. | | as scheduled | as scheduled | as scheduled |
| (ii) remain in effect at or after 7:00 a.m. | | to be rescheduled | to be rescheduled | to be rescheduled |
| (iii) hoisted during training | | to be rescheduled | to be rescheduled | to be rescheduled |
| Extreme conditions | | | | |
| (i) cancelled before 7:00 a.m. | | as scheduled | as scheduled | as scheduled |
| (ii) remain in effect at or after 7:00 a.m. | | to be rescheduled | to be rescheduled | to be rescheduled |
| Rainstorm Warning Signal | | | | |
| Amber or Red | | | | |
| (i) cancelled before 7:00 a.m. | | as scheduled | as scheduled | as scheduled |
| (ii) remain in effect at or after 7:00 a.m. | | as scheduled | as scheduled | to be rescheduled |
| (iii) issued during training | | as scheduled | as scheduled | to be rescheduled |
| Black | | | | |
| (i) cancelled before 7:00 a.m. | | as scheduled | as scheduled | as scheduled |
| (ii) remain in effect at or after 7:00 a.m. | | to be rescheduled | to be rescheduled | to be rescheduled |
| (iii) issued during training | | as scheduled* | to be rescheduled | to be rescheduled |

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

惡劣天氣下的課程安排

| 天氣情況 \ 課程類別 | 課堂訓練 (上午及下午) | 探訪活動 (上午及下午) | 戶外訓練 (例如：爬山、遠足) (上午及下午) |
|-----------------------|-------------------|-----------------|-------------------------------|
| 颱風 | | | |
| 一號或三號 | 如常舉行 | 如常舉行 | 另作安排 |
| 八號或以上 | | | |
| (i) 於早上七時前除下 | 如常舉行 | 如常舉行 | 如常舉行 |
| (ii) 於早上七時或之後 繼續懸掛 | 另作安排 | 另作安排 | 另作安排 |
| (iii) 於課堂期間懸掛 | 另作安排 | 另作安排 | 另作安排 |
| 極端情況 | | | |
| (i) 於早上七時前除下 | 如常舉行 | 如常舉行 | 如常舉行 |
| (ii) 於早上七時或之後 繼續懸掛 | 另作安排 | 另作安排 | 另作安排 |
| 暴雨警告信號 | | | |
| 黃雨或紅雨 | | | |
| (i) 於早上七時前取消 | 如常舉行 | 如常舉行 | 如常舉行 |
| (ii) 於早上七時或之後 繼續生效 | 如常舉行 | 如常舉行 | 另作安排 |
| (iii) 於課堂期間發出 | 如常舉行 | 如常舉行 | 另作安排 |
| 黑雨 | | | |
| (i) 於早上七時前取消 | 如常舉行 | 如常舉行 | 如常舉行 |
| (ii) 於早上七時或之後 繼續生效 | 另作安排 | 另作安排 | 另作安排 |
| (iii) 於課堂期間發出 | 如常舉行 [❖] | 另作安排 | 另作安排 |

[❖] 如須執行特定職務或有特別理由的參加者，可於通知課程統籌主任後離開。

Induction Course for Staff Newly Posted to Correctional Service Settings (5.5 days)

Revamped

Course Code : COR 50312/2425

Enquiries : S(T)6 Tel. : 3974 5434

Objectives

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

Target Participants

- Social workers newly posted to correctional service settings including High Court and District Court Probation Office, Probation and Community Service Orders Offices, Co-ordinating Office of Community Service Orders, Post-Release Supervision of Prisoners Scheme and Tuen Mun Children and Juvenile Home of SWD
- Social workers from non-correctional casework settings of SWD who are probation officers and want to refresh relevant knowledge and skills
- Supervisors from casework settings of SWD who are not probation officers

Contents

- ✚ Overview of criminal justice system in Hong Kong
- ✚ Understanding the criminal prosecution procedures and sentencing options
- ✚ Ordinances related to offender services
- ✚ Introduction to the departmental policy and offender services
- ✚ Roles and duties of social workers in criminal courts
- ✚ Skills in working with different kinds of offenders
- ✚ Skills in writing court reports related to offenders
- ✚ Working with offenders of ethnic minorities
- ✚ Familiarisation visits to correctional institution(s), Community Service Orders work site(s) and/or the Government Laboratory

Related Core Competencies

- Professional knowledge
- Investigation and case processing techniques
- Analysis and decision making
- Writing skills

Number of Class : 2

Commencement Schedule

April / May 2024

October / November 2024

Pre-course Requirement

Completion of the 'E-Course of Corrections Service' in e-Learning Centre of SWD

Training Course on Understanding the Ordinances Related to Probation Service (0.5 day)

Re-run

Course Code : COR 50352/2425

Enquiries : S(T)6 Tel. : 3974 5434

Objectives

This course aims at enhancing the participants' knowledge and understanding of the criminal law and procedure in Hong Kong as well as the application of ordinances related to probation service

Target Participants

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

Contents

- ✚ General principles of criminal law and procedure in Hong Kong
- ✚ Ordinances related to probation service in Hong Kong

Related Core Competencies

- Professional knowledge
- Administration / legal knowledge

Number of Class : 2

Commencement Schedule

April / May 2024

October / November 2024

| | |
|---|-----------------|
| Training Course on Skills in Engaging and Working with Drug Abusers and their Families (0.5 day) | Revamped |
|---|-----------------|

Course Code : COR 50360/2425

Enquiries : S(T)6 Tel. : 3974 5434

Objectives

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

Target Participants

- Social workers from casework settings and Tuen Mun Children and Juvenile Home of SWD
- Social workers from IFSCs / ISCs, Neighbourhood Support Child Care Project (NSCCP), After School Care Programme for Pre-primary Children [ASCP(PC)], Integrated Community Centres for Mental Wellness, Secondary School Social Work Service, Youth Outreaching Social Work Service, Integrated Children and Youth Services Centres, Children and Youth Centres, Cyber Youth Support Teams, Outreaching Teams for Ethnic Minorities, Counselling Centres for Psychotropic Substance Abusers (CCPSAs), Drug Treatment and Rehabilitation Centres (DTRCs), Centres for Drug Counselling (CDCs), Boys'/Girls' Homes, Boys'/Girls' Hostels, Small Group Homes, Children's Homes, Residential (Special) Child Care Centres, Children's Reception Centre, Crisis Residential Service for Youth-at-risk, Residential Service for Young Probationers and High-Risk Youth and Social Work Service for Pre-primary Institution (SWSPPI) of NGOs
- Nursing staff from CCPSAs, DTRCs and CDCs of NGOs

Contents

- ✚ Understanding common stress and special needs of drug abusers and their family members
- ✚ Sharing of experience and skills in working with drug abusers and their families
- ✚ Skills in engaging and handling cases with drug-abusing parents having young children
- ✚ Community resources and multi-disciplinary collaborative work for drug abusers and sustaining the positive change of those families
- ✚ Handling crisis situation during home visit

Related Core Competencies

- Professional knowledge
- Customer focus
- Team work

Number of Class : 1

Commencement Schedule

September 2024

**Training Course on interRAI™-Home Care Version 9.3
Assessment for Assessors (5 days)**

Re-run

Course Code : ELD 50491/2425

Enquiries : S(T)2 Tel. : 3974 5431

Objectives

This course aims at equipping the participants with knowledge and skills in acting as accredited assessors to conduct interRAI™-Home Care Version 9.3 assessment on elderly applicants for long term care services

Target Participants

- Social workers, nursing staff, physiotherapists (PTs) and occupational therapists (OTs) from casework settings and Standardized Care Need Assessment Management Offices (Elderly Services) of SWD
- Social workers from Integrated Family Service Centres / Integrated Services Centres of NGOs
- Social workers, nursing staff, PTs and OTs from elderly community service settings of NGOs
- Medical Social Workers of the Hospital Authority

Contents

- ✚ Development of the assessment tool and general principles
- ✚ Study the assessment tool for long term care services for the elders
- ✚ Assessment summary and service recommendations

Related Core Competencies

- Professional knowledge
- Analysis and decision making
- Customer focus

Number of Class : 5

Commencement Schedule

April 2024

May 2024

November 2024

Bridging Course for interRAI™ check-up Assessment (0.5 day)**New****Course Code : ELD 50500/1/2425****Enquiries : S(T)2 Tel. : 3974 5431****Objectives**

This training course aims at equipping the participants, who are existing interRAI™-HC 9.3 assessors, with knowledge and skills in acting as accredited assessors to conduct interRAI™ check-up assessment on elderly applicants for Home Care and Support Services for Elderly Persons with Mild Impairment (HSMI)

Target Participants

- Social workers, nursing staff, physiotherapists (PTs) and occupational therapists (OTs) who are accredited interRAI™-HC 9.3 Assessors from casework settings and Standardized Care Need Assessment Management Offices (Elderly Services) of SWD
- Social workers, nursing staff, PTs and OTs who are accredited interRAI™-HC 9.3 Assessors from elderly residential and community service settings of NGOs and Contract Operators
- Medical Social Workers of the Hospital Authority who are accredited interRAI™-HC 9.3 Assessors

Contents

- ✚ Recapping basic concepts of comprehensive geriatric assessment using the interRAI™ 9.3 assessment system
- ✚ Introduction to the interRAI™ check-up instrument, and the difference between interRAI™-HC 9.3 and interRAI™ check-up
- ✚ Administering the interRAI™ check-up instrument for the HSMI Introduction to service matching

Related Core Competencies

- Professional knowledge
- Analysis and decision making
- Customer focus

Number of Class : 4**Commencement Schedule**

May 2024

September 2024

January 2025

Training Course on Understanding Geriatric Disease in interRAI™-HC 9.3 Assessment Tool (0.5 day)

Re-run

Course Code : ELD 50495/2425

Enquiries : S(T)2 Tel. : 3974 5431

Objectives

This course aims at enhancing the participants' knowledge on the geriatric diseases specified in the I part of interRAI™-HC 9.3 assessment tool

Target Participants

- Social workers, nursing staff, physiotherapists (PTs) and occupational therapists (OTs) who are accredited interRAI™-HC 9.3 Assessors from casework settings and Standardized Care Need Assessment Management Offices (Elderly Services) of SWD
- Social workers, nursing staff, PTs and OTs who are accredited interRAI™-HC 9.3 Assessors from elderly residential and community service settings of NGOs and Contract Operators
- Medical Social Workers of the Hospital Authority who are accredited interRAI™-HC 9.3 Assessors

Contents

- ✚ Cause and symptoms of the geriatric diseases as specified in the I part of the interRAI™-HC 9.3 assessment tool
- ✚ Effects of those geriatric diseases on daily functioning and the care of the elders
- ✚ Common medication list and treatment approach on those geriatric diseases

Related Core Competencies

- Professional knowledge
- Analysis and decision making
- Customer focus

Number of Class : 2

Commencement Schedule

May 2024

October 2024

interRAI™ check-up Assessor Training (2 days)

Re-run

Course Code : ELD 50500/2425

Enquiries : S(T)2 Tel. : 3974 5431

Objectives

This training course aims at equipping the participants with knowledge and skills in acting as accredited assessors to conduct interRAI™ check-up assessment on elderly applicants for Home Care and Support Services for Elderly Persons with Mild Impairment (HSMI)

Target Participants

- Social workers from Intergrated Home Care Services (IHCS) Teams of NGOs
- Social workers, nursing staff, physiotherapists (PTs) and occupational therapists (OTs) from Standardised Care Need Assessment Management Offices (Elderly Services) [SCNAMOs(ES)] of SWD

Contents

- ✚ Basic concepts of comprehensive geriatric assessment using the interRAI™ 9.3 assessment system
- ✚ Introduction to the interRAI™ check-up instrument
- ✚ Administering the interRAI™ check-up instrument for the HSMI Introduction to service matching

Related Core Competencies

- Professional knowledge
- Analysis and decision making
- Customer focus

Number of Class : 2

Commencement Schedule

June 2024

December 2024

Sharing Session on Managing a Residential Care Home for the Elderly with use of Self-supporting Care Model (Re-enablement Care Model) (0.5 day)

Re-run

Course Code : ELD 50498/2425

Enquiries : S(T)2 Tel. : 3974 5431

Objectives

Introduction to the Self-supporting Care model and its core applications

Hicups and challenges in developing and applying a practice model

Collaboration amongst elderly residents, family members and staff

Case sharing

Target Participants

- Social workers and nursing staff from Elderly Branch and Licensing and Regulation Branch of SWD
- Social workers, nursing staff, physiotherapists (PTs), occupational therapists (OTs) and speech therapists (STs) from elderly residential and community service settings of NGOs
- Social workers, nursing staff, PTs, OTs and STs from contract, self-financing and private residential care homes for the elderly

Contents

- ✚ Introduction to the Self-supporting Care model and its core applications
- ✚ Overview for a coherence approach for different professional caring and training services with a residential care home
- ✚ Hicups in developing a practice model
- ✚ Seeking collaboration amongst elderly residents, family members and staff

Related Core Competencies

- Professional knowledge
- Planning and resource management
- Customer focus
- Team work

Number of Class : 1

Commencement Schedule

July 2024

Training Course on Understanding Behavioural and Psychological Symptoms of Elders with Dementia (2 days)

Revamped

Course Code : ELD 50484/2425

Enquiries : S(T)2 Tel. : 3974 5431

Objectives

This course aims at equipping the participants with knowledge of behavioural and psychological symptoms of elders with dementia as well as skills in assessing and managing the distressing behaviours of elder with dementia with case studies

Target Participants

- Social workers, nursing staff, physiotherapists (PTs) and occupational therapists (OTs) from Elderly Branch, Licensing and Regulation Branch, casework settings and Standardized Care Need Assessment Management Offices (Elderly Services) of SWD
- Social workers, nursing staff, PTs, OTs and speech therapists (STs) from elderly residential and community service settings of NGOs and Contract Operators

Contents

- ✚ Global trend of development in dementia care
- ✚ Emotional, behavioural and cognitive functions of elders with dementia
- ✚ Understanding the distressing behaviour of elders with dementia
- ✚ Management of distressing behaviour of elders with dementia
- ✚ Prevention of multiple restraints in dementia care
- ✚ Local and overseas protocols in respond to distressing behaviour of elders with dementia
- ✚ Non-pharmacological care of elders with distressing behaviour
- ✚ Walk along with carers in the dementia care journey
- ✚ Case studies

Related Core Competencies

- Professional knowledge
- Customer focus
- Communication skills

Number of Class : 1

Commencement Schedule

July 2024

「照顧院舍內受監護的精神上無行為能力的長者及殘疾人士」 講座暨個案分享會 (一天)

重辦

課程編號：ELD 50428/2425

查詢：社會工作主任 (訓練) 2 電話：3974 5431

目的

本課程旨在提升參加者對居於院舍內並接受社會福利署監護的「精神上無行為能力的長者及殘疾人士」的認識；並透過個案分享以增進參加者認識處理這些院友的關注事項，以及院舍員工與其監護人的溝通合作

對象

- 現時任職於非政府機構、合約、自負盈虧及私營安老院的管理人員、社工、護士、物理治療師、職業治療師、言語治療師及保健員
- 現時任職於非政府機構、自負盈虧及私營殘疾人士院舍的管理人員、社工、護士、物理治療師、職業治療師、言語治療師及保健員

內容

- ✚ 簡介《精神健康條例》第 IVB 部有關「精神上無行為能力的人」的監護令
- ✚ 關於監護申請的考慮及流程
- ✚ 監護人的權力和責任
- ✚ 社會福利署監護人對居於院舍並受監護的「精神上無行為能力的長者及殘疾人士」的權力、職責及關注事項
- ✚ 安老院及殘疾人士院舍員工與社會福利署監護人緊密合作及溝通的重要性
- ✚ 安老院及殘疾人士院舍員工在處理居於院舍內並接受社會福利署監護的「精神上無行為能力的住客」的職責及關注事項

關鍵才能

- 專業知識
- 以客為本
- 溝通技巧

舉辦次數：1

開課月份

2024 年 7 月

Training Course on Understanding the Needs of and Providing Support for Carers of Elders with Dementia (1 day)

Re-run

Course Code : ELD 50493/2425

Enquiries : S(T)2 Tel. : 3974 5431

Objectives

This course aims at enhancing the participants’ understanding of the needs of the carers of elders with dementia and providing support for these carers

Target Participants

- Social workers, nursing staff, physiotherapists (PTs) and occupational therapists (OTs) from Elderly Branch, casework settings and Standardised Care Need Assessment Management Offices (Elderly Services) of SWD
- Social workers, nursing staff, PTs, OTs and speech therapists from elderly residential and community service settings of NGOs
- Social workers, nursing staff, PTs, OTs and speech therapists from contract, self-financing and private residential care homes for the elderly

Contents

- ✚ Overview of the sources of carer stress
- ✚ Understanding and assessing carers’ physical and psychological needs and financial stress
- ✚ Dyadic relationship between elder and the carer
- ✚ Support to carers in the care journey: psycho-educational intervention, group support, meditation

Related Core Competencies

- Professional knowledge
- Customer focus
- Communication skills

Number of Class : 1

Commencement Schedule

August 2024

Sharing Session on the Application of Memorandum of Coding of interRAI™-HC 9.3 (編碼備忘) (0.5 day)

New

Course Code : ELD 50501/2425

Enquiries : S(T)2 Tel. : 3974 5431

Objectives

This course aims at equipping the participants with the knowledge of the updated Memorandum of Coding of interRAI™-HC 9.3 and its application

Target Participants

- Social workers, nursing staff, physiotherapists (PTs) and occupational therapists (OTs) who are accredited interRAI™-HC 9.3 Assessors from SWD, NGOs, Hospital Authority and Contract Operators

Contents

- ✚ Introduction and the application of Memorandum of Coding of interRAI™-HC 9.3 Case sharing and discussion

Related Core Competencies

- Professional knowledge
- Analysis and decision making

Number of Class : 1

Commencement Schedule

September 2024

Training Course on Assessing and Intervening Elders and Elderly Carers with Depression and Suicidal Thoughts (1 day)

Re-run

Course Code : ELD 50478/2425

Enquiries : S(T)2 Tel. : 3974 5431

Objectives

This course aims at equipping the participants with knowledge and skills in assessing and intervening the elders and elderly carers with depression and suicidal thoughts

Target Participants

- Social workers, nursing staff, physiotherapists (PTs) and occupational therapists (OTs) from Elderly Branch, Licensing and Regulation Branch, casework settings, Planning and Co-ordinating Teams and Standardized Care Need Assessment Management Offices (Elderly Services) of SWD
- Social workers, nursing staff, PTs, OTs and speech therapists (STs) from residential and community service settings of NGOs contract, self-financing and private residential care homes for the elderly
- Social workers, nursing staff, PTs, OTs and STs from subvented, contract, self-financing and private residential care homes for persons with disabilities

Contents

- ✚ Theoretical overview of elders and their carers with depressive symptoms and suicidal thoughts
- ✚ Ways to assess and approach elders and their carers with depressive symptoms and suicidal thoughts / attempts
- ✚ Treatment modalities for depression and suicide in the elders and their carers
- ✚ Emotional need of hidden elders and their carers

Related Core Competencies

- Professional knowledge
- Customer focus
- Communication skills

Number of Class : 2

Commencement Schedule

September 2024

December 2024

Training Course on Working with Elders with Dementia and their Carers for Professional Staff (3 days)

Re-run

Course Code : ELD 50407/2425

Enquiries : S(T)2 Tel. : 3974 5431

Objectives

This course aims at enhancing the participants' knowledge in dementia, skills in devising care plans, providing therapeutic intervention for demented elders in the community or residential settings of elderly services and empowering their carers

Target Participants

- Social workers, nursing staff, physiotherapists (PTs) and occupational therapists (OTs) from Elderly Branch, Licensing and Regulation Branch, casework settings and Standardized Care Need Assessment Management Offices (Elderly Services) of SWD
- Social workers, nursing staff, PTs, OTs and speech therapists (STs) from elderly residential and community service settings of NGOs
- Social workers, nursing staff, PTs, OTs and STs from contract, self-financing and private residential care homes for the elderly

Contents

- ✚ Overview of the global trends of development and main features of dementia including causes, types, assessment and medical intervention
- ✚ Effective communication regarding changes of emotional, behavioral and cognitive functions among people with dementia
- ✚ Understanding the distressing behavior in dementia care
- ✚ Environmental design and modification through technological support in dementia care;
- ✚ Care planning for elders with dementia regarding IADLs and ADLs
- ✚ Non-pharmacological interventions and possible therapeutic consideration in dementia care
- ✚ Supporting the caregivers and relevant interventions in the dementia care journey
- ✚ Dementia friendly community and future development of dementia care

Related Core Competencies

- Professional knowledge
- Customer focus
- Communication skills

Number of Class : 2

Commencement Schedule

September 2024

January 2025

「照顧患有認知障礙症長者」訓練課程 (兩天)**重辦**

課程編號：ELD 50411/2425

查詢：社會工作主任 (訓練) 2 電話：3974 5431

目的

本課程旨在增進參加者認識認知障礙症，照顧認知障礙症長者的技巧及支援其照顧者

對象

► 現時任職於非政府機構安老服務、合約安老服務、自負盈虧安老服務及私營安老院的保健員及照顧員／護理員

內容

- ✚ 認知障礙症的成因、種類及藥物治療
- ✚ 認知障礙症長者的情緒、行為及認知功能之變化
- ✚ 人本溝通概念及與認知障礙症長者有效的溝通方法
- ✚ 為認知障礙症長者設計相關的活動
- ✚ 評估及處理認知障礙症長者的行為問題
- ✚ 如何支援認知障礙症長者的照顧者
- ✚ 與認知障礙症有關的法律考慮及預防虐待長者的可能性

關鍵才能

- 專業知識
- 以客為本
- 溝通技巧

舉辦次數：3**開課月份**

2024 年 9 月

2024 年 11 月

2025 年 1 月

「認識虐待長者及處理懷疑虐待長者個案」訓練課程 (一天)

重辦

課程編號：ELD 50481/2425

查詢：社會工作主任 (訓練) 2 電話：3974 5431

目的

本課程旨在增進參加者認識虐待長者及處理懷疑虐待長者個案的程序及原則

對象

➤ 現時任職於非政府機構安老服務、合約安老服務、自負盈虧安老服務及私營安老院的保健員及照顧員／護理員

內容

- ✚ 虐待長者的定義及形式
- ✚ 長者被虐待的表徵
- ✚ 處理懷疑虐待長者事件應注意的事項
- ✚ 認識照顧被虐待長者
- ✚ 被虐長者的法律保障及支援服務
- ✚ 預防虐待長者及支援被虐待長者的照顧者

關鍵才能

- 專業知識
- 以客為本
- 溝通技巧

舉辦次數：2

開課月份

2024 年 9 月

2024 年 12 月

「處理及照顧有情緒問題的長者」訓練課程 (一天)

重辦

課程編號：ELD 50457/2425

查詢：社會工作主任 (訓練) 2 電話：3974 5431

目的

本課程旨在幫助參加者認識長者情緒問題，老人精神科疾病和學習處理有情緒問題長者及其照顧者的適當的態度及技巧

對象

➤ 現時任職於非政府機構安老服務、合約安老服務、自負盈虧安老服務及私營安老院的保健員及照顧員／護理員

內容

- ✚ 認識長者常見的情緒及精神問題及有關徵狀
- ✚ 認識常見老人精神科疾病的醫學治療
- ✚ 適當的溝通技巧
- ✚ 處理在社區及宿舍服務中有侵略性及暴力行為的長者
- ✚ 處理長者情緒問題相關的資源
- ✚ 認識照顧者的壓力

關鍵才能

- 專業知識
- 以客為本
- 溝通技巧

舉辦次數：2

開課月份

2024 年 9 月

2025 年 1 月

Training Course on Working with Elder Abuse Victims and the Abusers for Professional Staff (1 day)

Re-run

Course Code : ELD 50479/2425

Enquiries : S(T)2 Tel. : 3974 5431

Objectives

This course aims at enhancing the participants' knowledge and skills in working with elder abuse victims and the abusers in residential care settings and community service settings

Target Participants

- Social workers, nursing staff, physiotherapists (PTs) and occupational therapists (OTs) from Elderly Branch, Licensing and Regulation Branch, casework settings and Standardized Care Need Assessment Management Offices (Elderly Services) of SWD
- Social workers, nursing staff, PTs, OTs and speech therapists (STs) from elderly residential and community service settings of NGOs
- Social workers, nursing staff, PTs, OTs and STs from contract, self-financing and private residential care homes for the elderly

Contents

- ✚ Definition, categories and current phenomenon of elder abuse in Hong Kong
- ✚ Early identification of elder abuse cases, signs and symptoms of elder abuse in both community and residential context
- ✚ Risk assessment for vulnerable elders and those suspected elder abuse cases
- ✚ Procedures of reporting and handling elder abuse cases
- ✚ Intervention approaches with the victims and the abusers in elder abuse cases, and engagement of the victims in the helping process
- ✚ Legal protection and supportive services for the abused elders
- ✚ Prevention of elder abuse including attitude towards ageing, public awareness and carers' support service

Related Core Competencies

- Professional knowledge
- Customer focus
- Communication skills

Number of Class : 2

Commencement Schedule

October 2024

December 2024

Training Course on Working with Elders having Emotional / Mental Problems and their Carers for Professional Staff (1 day)

Re-run

Course Code : ELD 50454/2425

Enquiries : S(T)2 Tel. : 3974 5431

Objectives

This course aims at equipping the participants with knowledge of psycho-geriatric illnesses and effective intervention skills in working with elders having emotional/mental problems and empowering their carers

Target Participants

- Social workers, nursing staff, physiotherapists (PTs) and occupational therapists (OTs) from Elderly Branch, Licensing and Regulation Branch, casework settings and Standardized Care Need Assessment Management Offices (Elderly Services) of SWD
- Social workers, nursing staff, PTs, OTs and speech therapists (STs) from elderly residential and community service settings of NGOs
- Social workers, nursing staff, PTs, OTs and STs from contract, self-financing and private residential care homes for the elderly

Contents

- ✚ Understanding common psycho-geriatric illnesses and the symptoms, such as depression and suicidal thoughts, dementia, delirium, adjustment disorder, etc.
- ✚ General knowledge of treatment and medication for those common psycho-geriatric illnesses from medical perspective
- ✚ Effective approaches or skills in engaging elders having emotional/mental problems
- ✚ Effective communication and intervention skills with elders having emotional/mental problems and their families
- ✚ Skills in handling elders with aggressive behaviour in both community and residential context
- ✚ Sharing of other community/residential services serving elders having mental problems and relevant appropriate resources

Related Core Competencies

- Professional knowledge
- Customer focus
- Communication skills

Number of Class : 2

Commencement Schedule

November 2024

January 2025

Introductory Course on Common Geriatric Diseases: Prevention and Impact (0.5 day)

Re-run

Course Code : ELD 50462/2425

Enquiries : S(T)2 Tel. : 3974 5431

Objectives

This course aims at enhancing the participants’ knowledge of common geriatric diseases, the prevention and the impact on elders’ daily living from medical perspective

Target Participants

- Social workers, nursing staff, physiotherapists (PTs) and occupational therapists (OTs) from Elderly Branch, Licensing and Regulation Branch, casework settings and Standardized Care Need Assessment Management Offices (Elderly Services) (SCNAMO(ES)) of SWD
- Welfare Worker grade staff from SCNAMO(ES) of SWD
- Social workers, nursing staff, PTs, OTs and speech therapists (STs) from elderly residential and community service settings of NGOs
- Social workers, nursing staff, PTs, OTs and STs from contract, self-financing and private residential care homes for the elderly

Contents

- ✚ Meaning of positive ageing
- ✚ Knowledge of common geriatric diseases
- ✚ Symptoms and significance for early identification
- ✚ Prevention of geriatric diseases

Related Core Competencies

- Professional knowledge
- Customer focus

Number of Class : 1

Commencement Schedule

December 2024

Understanding and Helping Elderly Carers Suffering from Carers' Stress from Multi-disciplinary Perspective (1 day)

Re-run

Course Code : ELD 50494/2425

Enquiries : S(T)2 Tel. : 3974 5431

Objectives

This course aims at enhancing the participants' knowledge and skills in understanding and helping elderly carers who are suffering from carers' stress from a multi-disciplinary perspective

Target Participants

- Social workers, nursing staff, physiotherapists and occupational therapists from casework settings, Standardized Care Need Assessment Management Offices (Elderly Services) and relevant Service Branches of SWD
- Social workers, nursing staff, PTs, OTs and speech therapists from elderly residential and community service settings of Non-Governmental Organizations and Contract Operators

Contents

- ✚ Caring needs of Elders
- ✚ Stress and dilemmas encountered by elderly caregivers
- ✚ Environmental coping strategy for caregivers
- ✚ Community resources for helping different types of elderly caregivers

Related Core Competencies

- Professional knowledge
- Customer focus
- Communication skills

Number of Class : 1

Commencement Schedule

January 2025

Training Course on Helping and Supporting the elderly persons being abused from Legal Perspective (1 day)

Revamped

Course Code : ELD 50477/2425

Enquiries : S(T)2 Tel. : 3974 5431

Objectives

This course aims at equipping the participants' with knowledge of legal protection on elders and skills in helping and supporting the elderly persons being abused from legal perspective

Target Participants

- Social workers, nursing staff, physiotherapists and occupational therapists from Elderly Branch, Licensing and Regulation Branch, casework settings and Standardized Care Need Assessment Management Offices (Elderly Services) of SWD
- Social workers, nursing staff, PTs, OTs and speech therapists from elderly residential and community service settings of NGOs and Contract Operators

Contents

- ✚ Related ordinances and legal knowledge on elder abuse cases
- ✚ Legal proceedings and limitations related to elder abuse cases
- ✚ Roles and points to note for elderly persons being abused, their family members and professional workers as prosecution witnesses
- ✚ Legal concerns when handling elder abuse cases
- ✚ Legal Protection on Elders: Advance Directives and Enduring Power of Attorney
- ✚ Overview of Part II Committee under the Mental Health Ordinance
- ✚ Difference between Enduring Power of Attorney and Continuing Power of Attorney
- ✚ Experience sharing of handling complicated elder abused cases in community or residential setting involving legal concerns or proceedings
- ✚ Statutory consideration when handling elder abuse case involving legal concerns or proceedings

Related Core Competencies

- Professional knowledge
- Administration / legal knowledge
- Customer focus

Number of Class : 1

Commencement Schedule

February 2025

Workshop for Chairperson of Multi-disciplinary Case Conference (MDCC) on Protection of Child with Suspected Maltreatment Cases (1.5 days)

Re-run

Course Code : FCW 50591/2425

Enquiries : A(T)1 Tel. : 3974 5441

Objectives

This workshop aims at equipping the participants with basic knowledge and skills to be a chairperson of MDCC on Protection of Child with Suspected Maltreatment cases

Target Participants

- Social workers who have to chair MDCC with no or minimal experience as chairpersons from (1) casework settings of SWD; (2) units with family and child related casework services of NGOs; and (3) Medical Social Services Units of the Hospital Authority

Contents

- ✚ Relevant Knowledge
- ✚ Basic Principles on arranging MDCC
- ✚ Roles and Responsibilities of Chairperson and Members
- ✚ Pre-conference Preparation
- ✚ Parent and Child Participation
- ✚ Skills for conducting MDCC
- ✚ Post-conference Management

Related Core Competencies

- Professional knowledge
- Team work
- Customer focus
- Analysis and decision making

Number of Class : 2

Commencement Schedule

April 2024

September 2024

「處理兒童及精神上無行為能力人士受虐待個案」訓練課程 (VCM 第 IA 階段) (一天半)

重辦

課程編號：FCW 50537/2425

查詢：助理社會工作主任（訓練）1 電話：3974 5441

目的

本課程旨在讓有機會處理懷疑虐待兒童或精神上無行為能力人士的專業人員認識處理相關個案的基本知識及技巧

對象

- 社會福利署提供個案服務的社工及臨床心理學家
- 非政府機構(提供家庭服務、兒童及青少年服務、中小學學校社會工作服務、教育心理學家服務、學前單位社工服務、學前兒童課餘託管服務、鄰里支援幼兒照顧計劃、幼兒服務、兒童住宿照顧服務、少數族裔外展服務、以及康復服務) 的社工和臨床心理學家
- 衛生署及醫院管理局的社工、臨床心理學家及醫護人員
- 律政司律政人員
- 兒童住宿照顧服務(包括留宿幼兒中心、設有住宿服務的特殊幼兒中心、兒童院、兒童收容中心、男/女童院/宿舍)的院長/主管/社工

內容

- ✚ 多專業合作處理懷疑虐待兒童／保護兒童個案程序
- ✚ 認識受虐待兒童 - 醫學篇及心理篇
- ✚ 認識性侵犯者、性侵犯受害人及其家庭
- ✚ 虐待兒童案件的刑事調查和檢控程序，以及審訊虐待兒童案件的法例及罪行條例
- ✚ 有關保護懷疑受虐待精神上無行為能力人士的法例及措施
- ✚ 處理精神上無行為能力人士懷疑受虐待個案

關鍵才能

- 專業知識
- 調查及處理個案技巧
- 行政／法律知識

舉辦次數：2

開課月份

2024 年 4 月

2024 年 10 月

Induction Course for Staff Newly Posted to Family and Child Protective Services Units (FCPSUs) (4 days)

Re-run

Course Code : FCW 50541/2425

Enquiries : S(T)3 Tel. : 3974 5438

Objectives

This course aims at providing a systematic training to equip the participants with essential knowledge and skills in delivery of services in FCPSUs

Target Participants

- Social workers newly or to be posted to FCPSUs of SWD

Contents

- ✚ Overview of policy of combating domestic violence
- ✚ Subject matters under Domestic Violence Team of SWD
- ✚ Services and work approaches in FCPSUs
- ✚ Overview of IPV in Hong Kong
- ✚ Understanding intimate partner violence (IPV)
- ✚ Understanding children witnessed domestic violence
- ✚ Overview of Child Custody Issues
- ✚ Handling of Child Protection cases

Related Core Competencies

- Professional knowledge
- Customer focus
- Investigation and case processing techniques

Number of Class : 1

Commencement Schedule

May 2024

Induction Course on Services of Integrated Family Service Centres (IFSCs) (SWD: 5 days NGOs: 4 days)

Re-run

Course Code : FCW 50542/2425

Enquiries : A(T)3 Tel. : 3974 5443

Objectives

This course aims at equipping the participants with knowledge of working with individuals and families as well as delivery of services in IFSCs

Target Participants

- Social workers from IFSCs and other casework settings of SWD
- Welfare Worker grade staff and teaching staff from Planning and Co-ordinating Teams and casework settings of SWD
- Social workers from IFSCs / Integrated Services Centres of NGOs

Contents

- ✚ Management of cases, conducting intake and outreaching in IFSCs
- ✚ Working with persons with mental illnesses and their families
- ✚ Understanding guardianship cases under Part IVB of the Mental Health Ordinance
- ✚ Working with ethnic minorities and clients having accommodation problems
- ✚ Understanding the services of Family and Child Protective Services Unit of SWD
- ✚ Handling domestic violence and suspected child maltreatment cases
- ✚ Preparation for child protection investigation report and notes of MDCC on protection of child with suspected maltreatment
- ✚ Understanding and application of the Protection of Children and Juveniles Ordinance
- ✚ Formulating welfare plans for care or protection cases
- ✚ Overview of schools for social development/residential homes, foster care, residential child care and adoption services
- ✚ Introduction to the Special Needs Trust
- ✚ Understanding medical fee waiving (SWD only)
- ✚ Handling cases involving funds held in trust by the Director of Social Welfare Incorporated (SWD only)

Related Core Competencies

- Professional knowledge
- Analysis and decision making
- Investigation and case processing techniques
- Planning and resource management

Number of Class : 2

Commencement Schedule

May 2024

November 2024

Training Course on Handling Adoption Issues for Child Welfare Cases (0.5 day)

Revamped

Course Code : FCW 60001/2425

Enquiries : S(T)4 Tel. : 3974 5433

Objectives

This course aims at equipping the participants with knowledge and skills in handling adoption issues for child welfare cases

Target Participants

- Social workers from casework settings of SWD
- Clinical psychologists of SWD
- Social workers from Integrated Family Service Centres / Integrated Services Centres of NGOs

Contents

- ✚ Introduction to legal provisions in handling adoption cases
- ✚ Considerations substantiating application for freeing order for children
- ✚ Experience sharing of handling adoption cases

Related Core Competencies

- Professional knowledge
- Customer focus
- Analysis and decision making

Number of Class : 1

Commencement Schedule

May 2024

Training Course on Handling Children under age 6 with Anxiety Problem (0.5 day)

Revamped

Course Code : FCW 60230/2425

Enquiries : S(T)4 Tel. : 3974 5433

Objectives

This course aims at equipping the participants with knowledge and skills in handling children under age 6 with anxiety problem

Target Participants

- Social workers from casework settings of SWD
- Social workers from Integrated Family Service Centres / Integrated Services Centres, Pre-Primary Institutions, Small Group Homes, Children's Homes and Children's Reception Centre of NGOs

Contents

- ✚ Reasons of causing anxiety of the children under age 6
- ✚ Skills in assisting children to cope with anxiety
- ✚ Ways of strengthening children's abilities to face challenges in life
- ✚ Intervention skills and case demonstration

Related Core Competencies

- Professional knowledge
- Customer focus

Number of Class : 1

Commencement Schedule

May 2024

Training Course on Promoting Racial Equality and Working with Ethnic Minorities (EMs) (0.5 day)

Re-run

Course Code : FCW 60215/2425

Enquiries : A(T)3 Tel. : 3974 5443

Objectives

This course aims at promoting the participants' concept of racial equality so as to enhance provision of welfare services for the EMs

Target Participants

- Social workers from casework settings of SWD
- Clinical psychologists of SWD
- Social workers from units with casework services and Outreaching Teams for Ethnic Minorities of NGOs
- Ethnic Minority District Ambassadors of SWD and NGOs
- Medical Social Workers of the Hospital Authority
- Social Workers / Welfare Workers from Residential Child Care Services of NGOs, Crisis Residential Service for Youth-at-risk, Service for Young Probationers and High-risk Youth and Cyber Youth Support Teams

Contents

- ✚ Understanding the characteristics, cultural and religious background of EMs in Hong Kong
- ✚ Overview of racial equality concept in Hong Kong
- ✚ Experience sharing of techniques in working with EMs
- ✚ Sharing on legal/religious aspects upon handling of divorce issue on EM couple, and services provided to them to go through the process
- ✚ Available welfare services and community resources for EMs

Related Core Competencies

- Professional knowledge
- Planning and resource management
- Customer focus

Number of Class : 2

Commencement Schedule

May 2024

November 2024

Workshop on Handling and Investigating Suspected Child Maltreatment Cases (1 day)

Revamped

Course Code : FCW 60267/2425

Enquiries : A(T)1 Tel. : 3974 5441

Objectives

To equip the participants with knowledge and skills in handling and investigating suspected child maltreatment cases

Target Participants

- Social workers from casework units who are required to conduct child protection investigation and have not attended similar training in the past 3 years from the following setting;
- ASWOs or above from casework settings of SWD
- Social workers from Integrated Family Service Centres / Integrated Services Centres and school social work service of NGOs
- Medical Social Workers of the Hospital Authority

Contents

- ✚ Initial assessment on suspected child maltreatment cases
- ✚ Immediate child protection actions and legal provisions
- ✚ Child protection investigation and risk assessment
- ✚ Arrangement of Multi-disciplinary Case Conference on Protection of Child with Suspected Maltreatment
- ✚ Formulation of follow-up plan and safety plan
- ✚ Following up the child protection cases

Related Core Competencies

- Professional knowledge
- Administration / legal knowledge
- Analysis and decision making
- Investigation and case processing techniques

Number of Class : 3

Commencement Schedule

May 2024

August 2024

September 2024

Pre-course Requirement

The participants are required to have joined a e-Learning programme on child protection (including definition and types of child maltreatment, impact of child maltreatment, identification and reporting of suspected child maltreatment cases and brief procedures for handling child maltreatment incidents) before attending the workshop

| | |
|--|-----------------|
| Workshop on the Parenting Capacity Assessment Framework (for the 0 - 6 years old) (1 day) | Revamped |
|--|-----------------|

Course Code : FCW 60164/2425

Enquiries : S(T)4 Tel. : 3974 5433

Objectives

To equip the participants with knowledge and skills in using the Parenting Capacity Assessment Framework (PCAF) with a view to facilitate the observation on child care and parenting conditions for early identification of the health and social needs of 0-6 years old (especially 3-6 years old child); and the common language and collaboration among organisations working with the children and their carers

Target Participants

- Social workers from casework settings of SWD
- Inspectors of Child Care Centres Advisory Inspectorate of SWD
- Social workers from units with family and child related casework services of NGOs
- Social workers and nursing staff from Counselling Centres for Psychotropic Substance Abusers, Drug Treatment and Rehabilitation Centres and Centres for Drug Counselling of NGOs
- Social workers from Outreaching Teams for Ethnic Minorities
- Social Workers for Pre-primary Institutions of NGOs
- Medical Social Workers of the Hospital Authority

Contents

- ✚ Introduction and use of the PCAF
- ✚ Assessment domains of the PCAF including nutrition and growth, daily routine and schooling arrangement, personal hygiene, health care, development and parenting, and safety
- ✚ Identifying the usual, alerting and serious conditions as well as the corresponding actions to be taken
- ✚ Sharing of case handling of difficult/ unmotivated parents/ carers with child care problem
- ✚ Case management and inter-disciplinary collaboration

Related Core Competencies

- Professional knowledge
- Customer focus
- Team work

Number of Class : 1

Commencement Schedule

May 2024

與兒童及精神上無行為能力證人錄影會面 - 基礎課程 (VCM 第 IB 階段) (一天)

重辦

課程編號：FCW 60154/2425

查詢：社會工作主任 (訓練) 3 電話：3974 5438

目的

本課程旨在幫助參加者掌握與兒童及精神上無行為能力證人錄影會面前所需的知識

對象

- 社會福利署保護家庭及兒童服務課高級社會工作主任及社會工作主任
- 社會福利署臨床心理學家
- 香港警務處警務人員及臨床心理學家

內容

- ✚ 跨部門合作處理涉及侵害兒童及精神上無行為能力人士個案
- ✚ 錄影會面的基礎、程序及安排
- ✚ 認識法醫證據
- ✚ 受害人及證人支援
- ✚ 協助受害人及其家庭康復

關鍵才能

- 專業知識
- 行政／法律知識
- 調查及處理個案技巧

舉辦次數：2

開課月份

2024 年 5 月

2024 年 10 月

報讀先決條件

必須已完成「處理兒童及精神上無行為能力人士受虐待個案」訓練課程
(VCM 第 IA 階段)

與兒童及精神上無行為能力證人錄影會面 - 實務課程 (VCM 第 II 階段) (六天半)

重辦

課程編號：FCW 50500/2425

查詢：社會工作主任 (訓練) 3 電話：3974 5438

目的

本課程旨在幫助參加者掌握與兒童及精神上無行為能力證人進行錄影會面的方法，以符合香港法例刑事訴訟的證據要求，同時達到保護證人免受進一步傷害的雙重目的，讓參加者認識錄影會面前的準備工作、錄影會面的程序和技巧，以及錄影會面後的各項安排

對象

- 社會福利署保護家庭及兒童服務課高級社會工作主任及社會工作主任
- 社會福利署臨床心理學家
- 香港警務處警務人員及臨床心理學家

內容

- ✚ 認識兒童成長與發展 - 與兒童證人溝通
- ✚ 認識精神上無行為能力人士 - 與精神上無行為能力證人溝通
- ✚ 錄影會面提問技巧及基本程序
- ✚ 認識辨認證物
- ✚ 使用人體娃娃及人體圖
- ✚ 錄影會面前：準備及制訂策略
- ✚ 錄影會面後：即時評估個案及後續工作
- ✚ 錄影會面技巧練習 - 性侵犯案件
- ✚ 特別情況的處理
- ✚ 與年幼及有特別需要的證人會面
- ✚ 真實個案錄影會面檢視
- ✚ 受虐待兒童／精神上無行為能力人士的感受
- ✚ 錄影會面練習感受總結、團隊精神、調查人員的感受及心理健康
- ✚ 錄影會面的準備及技巧總結
- ✚ 錄影會面評核準則及安排
- ✚ 錄影會面技巧評核

關鍵才能

- 專業知識
- 行政／法律知識
- 調查及處理個案技巧
- 分析及決策技巧

舉辦次數：2

開課月份

2024 年 6 月
2024 年 12 月

報讀先決條件

必須已完成「與兒童及精神上無行為能力證人錄影會面 - 基礎課程」
(VCM 第 IB 階段)

與兒童及精神上無行為能力證人錄影會面 - 實務課程
(VCM 第 II 階段 - 複修) (半天)

重辦

課程編號：FCW 50500/1/2425

查詢：社會工作主任 (訓練) 3 電話：3974 5438

目的

本課程旨在協助參加者重溫在「與兒童及精神上無行為能力證人錄影會面 - 實務課程」(VCM 第 II 階段)學習的技巧及進階練習

對象

- 社會福利署保護家庭及兒童服務課高級社會工作主任及社會工作主任
- 社會福利署臨床心理學家
- 香港警務處警務人員及臨床心理學家

內容

✚ 錄影會面技巧重溫及進階練習

關鍵才能

- 專業知識
- 行政／法律知識
- 調查及處理個案技巧
- 團隊精神

舉辦次數：2

開課月份

2024 年 6 月

2025 年 1 月

Sharing Session on Social Work Supervision for Supervisors of Casework Settings (1.5 days)

Revamped

Course Code : FCW 60259/2425

Enquiries : S(T)4 Tel. : 3974 5433

Objectives

This course aims at enhancing the participants' knowledge and skills in coaching staff in case handling through peer learning and sharing of facilitator

Target Participants

- Supervisors of casework settings of SWD

Contents

- ✚ Functions of social work supervision
- ✚ Elements and planning of supervision
- ✚ Styles and skills of supervision
- ✚ Relationship between supervisor and supervisees
- ✚ Knowledge for case management, assessment and intervention in social work supervision
- ✚ Coaching staff in handling difficult / high risk cases
- ✚ Good practice in staff appraisal
- ✚ Quality of a good supervisor

Related Core Competencies

- Staff management and development
- Staff coaching
- Professional knowledge

Number of Class : 1

Commencement Schedule

July 2024

與兒童及精神上無行為能力證人錄影會面 - 聯合調查訓練課程 (VCM 第 III 階段) (一天)

重辦

課程編號：FCW 60155/2425

查詢：社會工作主任（訓練）3 電話：3974 5438

目的

本課程旨在讓參加者認識香港警務處及社會福利署對各種複雜的虐待兒童個案的聯合調查及處理程序，並促進員工彼此的合作

對象

- 社會福利署保護家庭及兒童服務課高級社會工作主任及社會工作主任；及
- 香港警務處虐兒案件調查組警務人員

內容

- ✚ 保護兒童特別調查組聯合調查侵害兒童個案的程序
- ✚ 聯合調查涉及家庭成員之間的性侵犯兒童個案
- ✚ 如何取得沒有參與性侵犯兒童的家長的合作
- ✚ 處理涉及多名侵犯者／受害人或機構員工性侵犯兒童的個案
- ✚ 如何確定兒童曾否被性侵犯
- ✚ 處理涉及父母離異的兒童性侵犯舉報

關鍵才能

- 專業知識
- 行政／法律知識
- 調查及處理個案技巧
- 團隊精神

舉辦次數：2

開課月份

2024 年 7 月

2025 年 1 月

報讀先決條件

已修讀上述課程系列 VCM 第 IA 階段及第 IB 階段的課堂

| | |
|--|-----------------|
| Sharing Session on Using Psychological Treatment Materials Produced by Clinical Psychological Service Branch of SWD (1 day) | Revamped |
|--|-----------------|

Course Code : FCW 60248/2425

Enquiries : S(T)4 Tel. : 3974 5433

Objectives

This course aims at enhancing the participants' understanding of the theoretical framework of the psychological treatment materials produced by Clinical Psychological Service Branch (CPSB) of SWD and equipping their skills in using the materials in the helping process

Target Participants

- Social workers from FCWB and casework settings of SWD
- Clinical psychologists of SWD
- Social workers and Clinical Psychologists from units with casework services in Family and Child Welfare Service and Rehabilitation Service of NGOs

Contents

- ✚ Theoretical framework of the psychological treatment materials
- ✚ Skills in applying the materials

Related Core Competencies

- Professional knowledge
- Customer focus

Number of Class : 1

Commencement Schedule

August 2024

| | |
|--|-----------------|
| Sharing Session on Work and Services of the Immigration Department Related to Resident Status and Identity / Travel Documents (0.5 day) | Revamped |
|--|-----------------|

Course Code : FCW 60172/2425

Enquiries : A(T)3 Tel. : 3974 5443

Objectives

This course aims at enhancing the participants' understanding of the work and services of the Immigration Department related to the resident status and identity / travel documents

Target Participants

- Social workers from casework settings of SWD
- Social workers from IFSCs / ISCs and Outreaching Teams for Ethnic Minorities (OTEM) of NGOs

Contents

- ✚ Different types of Hong Kong residents and their eligibility criterion
- ✚ Identity and travel documents for different types of Hong Kong residents
- ✚ Code on Hong Kong Identity Card (HKID) and Birth Certificate (Established and Non-established)
- ✚ "CZ" code of non-refoulement claimants
- ✚ Criteria of application and extension of dependant visa

Related Core Competencies

- Professional knowledge
- Customer focus

Number of Class : 1

Commencement Schedule

August / September 2024

Training Course on Identification and Handling of Suspected Child Psychological Maltreatment Cases (0.5 day)

Re-run

Course Code : FCW 60243/2425

Enquiries : S(T)3 Tel. : 3974 5438

Objectives

To equip the participants with knowledge of identification and handling of child psychological maltreatment cases as well as the impact on the development of children being psychologically maltreated

Target Participants

- Social workers from casework settings of SWD
- Social workers from units with family and child related casework services of NGOs
- Medical Social Workers of the Hospital Authority, Counselling Centres for Psychotropic Substance Abusers, Centres for Drug Counselling and Drug Treatment and Rehabilitation Centres, social workers from SWSPPI, superintendents/social workers from Residential Child Care Services , Crisis Residential Service for Youth-at-risk, Residential Service for Young Probationers and High-Risk Youth
- Social workers of Outreaching Teams for Ethnic Minorities

Contents

- ✚ Definition of child psychological maltreatment
- ✚ Identification and handling of suspected child psychological maltreatment cases
- ✚ Short term and long term impacts of child being psychological maltreated

Related Core Competencies

- Professional knowledge
- Customer focus
- Analysis and decision making

Number of Class : 1

Commencement Schedule

August / September 2024

Training Course on Introduction of Mindfulness-Based Cognitive Therapy (MBCT) as a Clinical Application (2 days)**Revamped**

Course Code : FCW 60036/2425**Enquiries : A(T)3 Tel. : 3974 5443**

Objectives

To provide participants with a basic introduction of the structure, components and theories underlying the Mindfulness-Based Cognitive Therapy (MBCT). Brief experiential mindfulness practices will be interweaved with didactic teachings to offer participants a conceptual overview and experiential taste of the key elements of the MBCT and its effectiveness as a clinical intervention for people with mood disorders

Target Participants

- Social workers from casework settings of SWD
- Clinical Psychologists of SWD
- Social workers from Integrated Family Service Centres / Integrated Services Centres of NGOs

Contents

- ✚ Introduction to the history, theoretical foundations, structure and treatment effectiveness of MBCT for people with mood and stress problems
- ✚ Brief guided experiential mindfulness exercises
- ✚ Group enquiries and discussions
- ✚ Pathways to become a mindfulness-based programs teacher

Related Core Competencies

- Professional knowledge
- Customer focus

Number of Class : 1**Commencement Schedule**

August 2024

Training Course on Working with Children with Special Needs in Residential Service Settings (1 day)

Revamped

Course Code : FCW 60113/1/2425

Enquiries : A(T)3 Tel. : 3974 5443

Objectives

This course aims at enhancing the participants' effectiveness and competence in handling children with special needs in residential settings

Target Participants

- Social workers from FCW Branch, RM Branch, YC Branch and Tuen Mun Children and Juvenile Home (TMCJH) of SWD
- Welfare Worker grade staff from TMCJH of SWD
- Superintendents / Persons-in-charge of service units / social workers providing residential child care services, including Residential Child Care Centres, Residential Special Child Care Centres, Children's Homes, Children's Reception Centres, and Boys'/Girls' Homes and Hostels, Crisis Residential Service for Youth-at-risk and Residential Service for Young Probationers and High-Risk Youth of NGOs

Contents

- ✚ Common signs and symptoms of children and youth with special needs, including
 - Attention-Deficit/Hyperactivity Disorder (ADHD)
 - Autism Spectrum Disorder (ASD)
 - Oppositional Defiant Disorder (ODD)/aggressive behaviours
 - Other mood/ psychiatric conditions
- ✚ Common concerns and difficulties of carers in taking care of children and youth with special needs in residential service settings
- ✚ Effective strategies in supporting children with special needs and their carers in residential service settings
- ✚ Case consultation and discussion

Related Core Competencies

- Professional knowledge
- Customer focus

Number of Class : 1

Commencement Schedule

August / September 2024

Training Course on Working with Ethnic Minorities (EMs) and Handling their Family Relationship (0.5 day)

Revamped

Course Code : FCW 60141/2425

Enquiries : A(T)3 Tel. : 3974 5443

Objectives

This course aims at enhancing the participants' knowledge, awareness and skills in working with EMs and handling their family relationship issues

Target Participants

- Social workers from casework settings and Planning and Co-ordinating Teams (PCTs) of SWD
- Teaching staff from PCTs of SWD
- Social workers from units with casework services, Social Work Service for Pre-primary Institutions (SWSPPI), Outreaching Teams for Ethnic Minorities (OTEM), Neighbourhood Support Child Care Project (NSCCP) and After School Care Programme for Pre-primary Children [ASCP(PC)] of NGOs
- Social workers from subvented Parents/Relatives Resource Centres and District Support Centres for Persons with Disabilities of NGOs
- Medical Social Workers of the Hospital Authority

Contents

- ✚ Understanding the profiles, characteristics, cultural and religious background of EMs in Hong Kong
- ✚ An overview of the concept about the family and marriage of EMs
- ✚ Experience sharing of techniques in handling family relationship issues of EMs
- ✚ Available welfare services and community resources for EMs

Related Core Competencies

- Professional knowledge
- Customer focus
- Planning and resource management

Number of Class : 1

Commencement Schedule

August / September 2024

| | |
|--|-----------------|
| Training Course on Working with Parents with Parenting Difficulties for Pre-schoolers through Group Work Intervention (1 day) | Revamped |
|--|-----------------|

Course Code : FCW 60179/2425

Enquiries : A(T)3 Tel. : 3974 5443

Objectives

This course aims at enhancing participants' knowledge and skills in effective coaching for parents with parenting difficulties for pre-schoolers through group work intervention

Target Participants

- Social workers from casework settings of SWD
- Social workers from IFSCs / ISCs and Social Work Service for Pre-primary Institutions of NGOs

Contents

- ✚ Understanding parenting difficulties and stress
- ✚ Knowledge and skills in supervising children effectively
- ✚ Relationship-based parenting and a three-step approach
- ✚ Knowledge and skills in conducting supportive group for parents with parenting difficulties and stress for pre-schoolers

Related Core Competencies

- Professional knowledge
- Customer focus

Number of Class : 1

Commencement Schedule

August / September 2024

Training Course on Writing Child Custody Report (1 day)

Re-run

Course Code : FCW 60206/2425

Enquiries : S(T)3 Tel. : 3974 5438

Objectives

This course aims at equipping the participants with knowledge and skill in writing effective child custody evaluation reports

Target Participants

➤ Social workers from Family and Child Protective Services Units of SWD

Contents

- ✚ Key elements of an effective child custody report
- ✚ Report Tone, content coverage, structure and organisation of report
- ✚ Writing skills, language use and editing
- ✚ Child-focused analysis and recommendation
- ✚ Common mistakes drawbacks in writing child custody report

Related Core Competencies

- Professional knowledge
- Analysis and decision making
- Writing skills

Number of Class : 1

Commencement Schedule

August / September 2024

Pre-course Requirement

It is advisable for participants to take this course after attending the Training Course on Conducting Social Investigation on Child Custody Cases

| | |
|--|-----------------|
| Training Series on Effective Parenting for Children with Special Needs – Families having Children with Autism Spectrum Disorder (ASD) (1 day) | Revamped |
|--|-----------------|

Course Code : FCW 60113/2425

Enquiries : A(T)3 Tel. : 3974 5443

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 of SWD
- Teaching staff from Planning and Co-ordinating Teams of SWD
- Social workers from IFSCs / ISCs, Integrated Children and Youth Services Centres, Children and Youth Centres, Secondary School Social Work Service and Counselling Centres for Psychotropic Substance Abusers (CCPSA) and Social Work Service for Pre-primary Institutions (SWSPPI)

Contents

- ✚ Identification of children with autistic problem
- ✚ Understanding the common signs and symptoms of children with autistic problem
- ✚ Effective parenting strategies and experience sharing in handling children with autistic problem in family

Related Core Competencies

- Professional knowledge
- Customer focus

Number of Class : 1

Commencement Schedule

August / September 2024

Workshop for Facilitators of Batterer Intervention Programme (BIP) (2 days)

Re-run

Course Code : FCW 60139/2425

Enquiries : A(T)1 Tel. : 3974 5441

Objectives

This workshop aims at equipping the participants with knowledge and skills in running BIP

Target Participants

- Social workers from Family and Child Protective Services Units of SWD who are responsible for delivery of BIP or supervising the facilitators of BIP

Contents

- ✚ Background of BIP
- ✚ Brief introduction to theoretical framework and programme logics of BIP
- ✚ Recruitment and pre-group interview
- ✚ Protocol, core content and process of each session
- ✚ Special issues on programme delivery

Related Core Competencies

- Professional knowledge
- Customer focus

Number of Class : 1

Commencement Schedule

August 2024

Workshop on Conducting Social Investigation into Child Custody Cases (1 day)

Re-run

Course Code : FCW 60252/2425

Enquiries : S(T)3 Tel. : 3974 5438

Objectives

This workshop aims at equipping the participants with knowledge and skills in conducting social investigation into child custody cases

Target Participants

➤ Social workers from Family and Child Protective Services Units of SWD

Contents

- ✚ Purposes and principles of child custody investigation
- ✚ Roles, positioning and expertise of Social Investigation Officer
- ✚ Checklist and framework of assessment
- ✚ Investigation steps and data collection in relation to report writing
- ✚ Clinical approach and skills in conducting interviews, observation sessions, home visits and collateral contacts
- ✚ Handling special circumstances during investigation process
- ✚ Practical tips and reminders in conducting social investigation

Related Core Competencies

- Professional knowledge
- Customer focus
- Investigation and case processing techniques

Number of Class : 1

Commencement Schedule

August 2024

Pre-course Requirement

It is advisable for participants to take this course prior to attending the Training Course on Writing Child Custody Report

| | |
|---|-----------------|
| Training Series on Effective Parenting for Children with Special Needs – Families having Children with Attention-Deficit/Hyperactivity Disorder (ADHD) (0.5 day) | Revamped |
|---|-----------------|

Course Code : FCW 60114/2425

Enquiries : A(T)3 Tel. : 3974 5443

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 of SWD
- Teaching staff from Planning and Co-ordinating Teams of SWD
- Social workers from IFSCs / ISCss, Integrated Children and Youth Services Centres, Children and Youth Centres, Secondary School Social Work Service and Counselling Centres for Psychotropic Substance Abusers (CCPSA) and Social Work Service for Pre-primary Institutions (SWSPPI)

Contents

- ✚ Common concerns and difficulties of parents or carers having children with ADHD
- ✚ Understanding the children's behaviours and their underlying problems
- ✚ Parents or carers' role in the development of children with ADHD
- ✚ Strategies and experience sharing in handling possible behavioural problems of children with ADHD in family

Related Core Competencies

- Professional knowledge
- Customer focus

Number of Class : 1

Commencement Schedule

September / October 2024

| | |
|---|-----------------|
| Training Series on Effective Parenting for Children with Special Needs – Families having Children with Specific Learning Difficulties / Dyslexia (0.5 day) | Revamped |
|---|-----------------|

Course Code : FCW 60115/2425

Enquiries : A(T)3 Tel. : 3974 5443

Objectives

This course aims at equipping the participants with knowledge and skills in effective parenting for children with specific learning difficulties / dyslexia

Target Participants

- Social workers from casework settings of SWD
- Teaching staff from Planning and Co-ordinating Teams of SWD
- Social workers from IFSCs / ISCs, Integrated Children and Youth Services Centres, Children and Youth Centres, Secondary School Social Work Service and Counselling Centres for Psychotropic Substance Abusers (CCPSA) and Social Work Service for Pre-primary Institutions (SWSPPI)

Contents

- ✚ Identification of children with specific learning difficulties / dyslexia
- ✚ Understanding the common signs and symptoms of children with specific learning difficulties / dyslexia
- ✚ Effective strategies and experience sharing in helping children with specific learning difficulties / dyslexia
- ✚ Effective parenting in supervising children with specific learning difficulties / dyslexia

Related Core Competencies

- Professional knowledge
- Customer focus

Number of Class : 1

Commencement Schedule

September / October 2024

Introduction to Mindful Self-compassion (1 day)**Revamped**

Course Code : FCW 60264/2425**Enquiries : A(T)3 Tel. : 3974 5443**

Objectives

This course aims at providing participants with a basic introduction of the structure, component and theory underlying the Mindfulness Self-Compassion (MSC) program, developed by Christopher Germer and Kristen Neff aiming at cultivating mindfulness and self-compassion skills in times of challenge and adversity. Brief experiential mindfulness and self-compassion practices will be interweaved with didactic teaching to offer a conceptual overview and experiential taste of the key elements of the MSC

Target Participants

- Social workers from casework settings of SWD
- Clinical Psychologists of SWD
- Social workers from Integrated Family Service Centres / Integrated Services Centres of NGOs

Contents

- ✚ Introduction of the development, structure and components of MSC
- ✚ Exploring the underlying theoretical foundations of MSC, especially the three key elements of self-compassion: i.e. mindfulness, common humanity and self-kindness
- ✚ Brief guided mindfulness and self-compassion practices from MSC
- ✚ Group enquiry and discussion

Related Core Competencies

- Professional knowledge
- Staff management and development

Number of Class : 1**Commencement Schedule**

October / November 2024

Training Course on Child Dispute Related Issues – Court Attendance for Cross-examination and Children’s Dispute Resolution (CDR) Hearing (0.5 day)

Re-run

Course Code : FCW 60186/2425

Enquiries : S(T)3 Tel. : 3974 5438

Objectives

To enhance the participants’ knowledge of preparation for court hearing for cross-examination on child dispute issues and CDR

Target Participants

- Social workers from casework settings of SWD [Priority for Family and Child Protective Services Units]
- Clinical Psychologists of SWD

Contents

- ✚ Time frame and purposes of CDR and trial in court proceedings
- ✚ Roles and positioning of Investigating Officer during CDR and trial
- ✚ Preparation for court attendance
- ✚ Court courtesy and conduct
- ✚ Admissible evidence and process of examining a witness in court
- ✚ Possible questions, practical skills and tips for giving evidence in the witness box

Related Core Competencies

- Professional knowledge
- Customer focus
- Administration / legal knowledge

Number of Class : 1

Commencement Schedule

October / November 2024

Training Course on Understanding Divorce Proceedings and Services of the Legal Aid Department Related to Family Issues (0.5 day)**Re-run**

Course Code : FCW 60178/2425**Enquiries : S(T)4 Tel. : 3974 5433**

Objectives

This course aims at equipping the participants with knowledge of the law and ordinances as well as legal issues related to divorce

Target Participants

- Social workers from casework settings of SWD
- Social workers from Integrated Family Service Centres / Integrated Services Centres, Victim Support Programme for Victims of Family Violence, Multi-purpose Crisis Intervention and Support Centre, Family Crisis Support Centre and Refuge Centres for Women of NGOs
- Medical Social Workers of the Hospital Authority

Contents

- ✚ Introduction to legal aid service related to family cases including divorce, maintenance, child custody, etc.
- ✚ Introduction to divorce proceedings
- ✚ Brief introduction to the use of family mediation in divorced / divorcing cases

Related Core Competencies

- Administration / legal knowledge
- Customer focus

Number of Class : 1**Commencement Schedule**

October 2024

Training Series on Intimate Partner Violence (2 days)

Revamped

Course Code : FCW 60262/2425

Enquiries : A(T)1 Tel. : 3974 5441

Objectives

To equip the participants with knowledge and skills in handling intimate partner violence cases

Target Participants

- Social workers from casework settings of SWD
- Clinical psychologists of SWD
- Social workers from IFSCs / ISCs, Secondary and Primary School Social Work Service, Social Work Service for Pre-primary Institutions, Victim Support Programme for Victims of Family Violence, Multi-purpose Crisis Intervention and Support Centre, Family Crisis Support Centre, Refuge Centres for Women, Support Programme for Enhancing Peaceable Relationship, Outreaching Team for Ethnic Minorities, Counselling Centres for Psychotropic Substance Abusers, Drug Treatment and Rehabilitation Centres and Centres for Drug Counselling of NGOs
- Medical Social Workers of the Hospital Authority

Contents

- ✚ Understanding Intimate Partner Violence (IPV)
- ✚ Understanding Children Witnessed Domestic Violence
- ✚ Risk Assessment and Case Management of IPV Cases
- ✚ Casework and Group Work Intervention for IPV Cases

Related Core Competencies

- Professional knowledge
- Investigation and case processing techniques
- Customer focus

Number of Class : 1

Commencement Schedule

November 2024

Sharing Session on Working with Ethnic Minorities (EMs) having Family Violence and Risk of Child Maltreatment (0.5 day)

Re-run

Course Code : FCW 60063/2425

Enquiries : A(T)1 Tel. : 3974 5441

Objectives

This course aims at equipping the participants with basic knowledge and skills when handling domestic violence and/or suspected child maltreatment cases in ethnic minority families in Hong Kong

Target Participants

- Social workers from casework settings of SWD
- Clinical psychologists of SWD
- Social workers from units with family and child related casework services, Counselling Centres for Psychotropic Substance Abusers, Centres for Drug Counselling and Drug Treatment and Rehabilitation Centres and Outreaching Teams for Ethnic Minorities of NGOs
- Medical Social Workers of the Hospital Authority

Contents

- ✚ Overview of EMs in Hong Kong
- ✚ Culture, parenting styles and marital relationship of EMs
- ✚ Family and domestic violence in the communities of EMs
- ✚ Skills and sensitivity in intake, engaging and working with parents and children of EMs having family disputes and violence as well as suspected child maltreatment
- ✚ Support services for EMs
- ✚ Collaboration among different professionals
- ✚ Case sharing

Related Core Competencies

- Professional knowledge
- Customer focus

Number of Class : 1

Commencement Schedule

December 2024

**Training Course on Grief Counselling in Casework Settings
(2 days)**

Re-run

Course Code : FCW 60226/2425

Enquiries : S(T)4 Tel. : 3974 5433

Objectives

This course aims at equipping the participants with knowledge and skills in understanding and handling grief

Target Participants

- Social workers from casework settings of SWD
- Social workers from Integrated Family Service Centres / Integrated Services Centres / Integrated Community Centres for Mental Wellness of NGOs

Contents

- ✚ Definition and identification of grief counselling
- ✚ Understanding and facilitating natural process of adaption to loss
- ✚ Principles and procedures of grief treatment
- ✚ Sharing of handling difficult cases: sudden death, suicide case and child death

Related Core Competencies

- Professional knowledge
- Customer focus

Number of Class : 1

Commencement Schedule

January 2025

Training Course on Application of Positive Psychology in Helping Pre-school Children with Challenging Behaviour (0.5 day)

Revamped

Course Code : FCW 60224/2425

Enquiries : A(T)3 Tel. : 3974 5443

Objectives

This course aims at enhancing the participants' basic knowledge and skills in application of positive psychology to help children with challenging behaviour

Target Participants

- Social workers from casework settings of SWD
- Social workers from IFSCs / ISCs, Social Work Service for Pre-primary Institutions and subvented Residential Child Care Services of NGOs

Contents

- ✚ Introduction to concepts of positive psychology
- ✚ Application of positive psychology in handling the challenging behaviour of children, including children with Autism Spectrum Disorder

Related Core Competencies

- Professional knowledge
- Customer focus

Number of Class : 1

Commencement Schedule

February / March 2025

**Training Course on Handling Child Custody Supervision Cases
(0.5 day)**

Re-run

Course Code : FCW 60205/2425

Enquiries : S(T)3 Tel. : 3974 5438

Objectives

This course aims at equipping the participants with essential knowledge and skills in handling child custody supervision cases

Target Participants

➤ Social workers from Family and Child Protective Services Units of SWD

Contents

- ✚ Legal provisions in relation to child custody supervision
- ✚ Terms of supervision order
- ✚ Positioning and responsibilities of supervising officer
- ✚ Working with Specialised Co-parenting Support Centres
- ✚ Child-focused strategies and intervention on access
- ✚ Writing progress report

Related Core Competencies

- Professional knowledge
- Customer focus
- Administration / legal knowledge

Number of Class : 1

Commencement Schedule

February / March 2025

**Good Practice on Permanency Planning for Child Welfare Cases
(0.5 day)**

Re-run

Course Code : FCW 50517/2425

Enquiries : A(T)3 Tel. : 3974 5443

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 IFSCs / ISCs, Social Work Service for Pre-primary Institutions, Secondary School Social Work Service, Integrated Children and Youth Services Centres, Children and Youth Centres, Youth Outreaching Social Work Service, subvented residential child care services, Counselling Centres for Psychotropic Substance Abusers, Centres for Drug Counselling and Drug Treatment and Rehabilitation Centres of NGOs

Contents

- ✚ Permanency planning approach
- ✚ Case sharing of good practice on family assessment and intervention in permanency planning for child welfare cases

Related Core Competencies

- Professional knowledge
- Customer focus
- Planning and resource management

Number of Class : 1

Commencement Schedule

March 2025

Training Course on Conceptualisation of Child Maltreatment Cases and Safety Planning (1 day)

Re-run

Course Code : FCW 60244/2425

Enquiries : S(T)3 Tel. : 3974 5438

Objectives

This course aims at equipping the participants with an understanding of the contributing factors in child maltreatment and Adverse Childhood Experiences (ACEs) in order to strengthen the conceptual framework in case analysis and formulate a family-owned safety planning for child maltreatment cases

Target Participants

- Social workers from casework settings of SWD
- Social workers from units with family and child related casework services of NGOs
- Medical Social Workers of the Hospital Authority, Counselling Centres for Psychotropic Substance Abusers, Centres for Drug Counselling and Drug Treatment and Rehabilitation Centres, social workers from SWSPPI, superintendents/social workers from Residential Child Care Services , Crisis Residential Service for Youth-at-risk, Residential Service for Young Probationers and High-Risk Youth

Contents

- ✚ Conceptualisation of child maltreatment
- ✚ Introduction to ACEs
- ✚ Setting up a safety planning roadmap in case assessment
- ✚ Making use of questioning skills for systematic case intervention

Related Core Competencies

- Professional knowledge
- Customer focus
- Analysis and decision making

Number of Class : 1

Commencement Schedule

March 2025

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

Re-run

Course Code : MSS 50663/2425

Enquiries : S(T)1 Tel. : 3974 5435

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 casework settings of SWD
- Medical Social Workers of the Hospital Authority (HA)
- Staff of Cluster Checking Units and Medical Fee Assistance Section of HA
- Executive Assistants and clerical staff working in Medical Social Services Units of SWD and HA

Contents

- ✚ Overview of medical fee waiving, Samaritan Fund and Community Care Fund Medical Assistance Programmes
- ✚ Points to note in conducting financial assessment to establish the applicants' eligibility in the applications
- ✚ Experience sharing of handling applications for financial assistance and verifying / checking of supporting documents

Related Core Competencies

- Professional knowledge
- Administration / legal knowledge
- Investigation and case processing techniques

Number of Class : 1

Commencement Schedule

April 2024

Training Course for Helping Professions in Handling Life and Death Issues of the Help Seekers (1 day)

New

Course Code : MSS 50688/2425

Enquiries : S(T)1 Tel. : 3974 5435

Objectives

This course aims at strengthening MSWs with the knowledge skills for handling the life and death issues for the help seekers and the management

Target Participants

- Social workers from MSSUs of SWD
- Social workers from HA

Contents

- ✚ Introduction of common and uncommon reactions towards death of close relatives
- ✚ Gist of application of bereavement counselling
- ✚ Mental health and emotions handling for social workers working with victim of family members involving in large-scale lethal accidents/incidents

Related Core Competencies

- Professional knowledge
- Customer focus
- Investigation and case processing techniques

Number of Class : 2

Commencement Schedule

May 2024

Nov 2024

Training Course for Approved Social Workers (ASWs) under the Mental Health Ordinance (MHO) (3 days)

Revamped

Course Code : MSS 50605/2425

Enquiries : S(T)1 Tel. : 3974 5435

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 the MHO

Target Participants

- ASWOs or above from psychiatric settings of SWD who are required to perform the statutory duties of ASWs in relation to the MHO

Contents

- ✚ Recapitulation of concepts of mental disorders
- ✚ Mental state examination and detention of relapse
- ✚ Risk assessment of mental incapacity
- ✚ Skills in working with potentially aggressive clients
- ✚ Overview of the MHO
- ✚ Duties of ASWs in relation to the MHO
- ✚ Working with families with mental health challenges
- ✚ Addressing the needs of parents and children with mental health issues
- ✚ Handling psychiatric emergencies and preparation for reports on psychiatric emergencies
- ✚ Collaboration between Medical Social Workers and the parties concerned
- ✚ Debriefing for overcoming post-trauma reaction after handling psychiatric emergencies
- ✚ Actual practices sharing on application for Form 1,2,3 for compulsory admission
- ✚ Introduction to MHO on conditional discharge and and case follow-up
- ✚ Warrant to Search for and Remove Mentally Incapacitated Persons

Related Core Competencies

- Professional knowledge
- Administration / legal knowledge
- Analysis and decision making
- Customer focus

Number of Class : 1

Commencement Schedule

June 2024

Training Course on Risk Assessment and Intervention in Working with Persons with Suicidal Ideation and Violence (0.5 day)

Re-run

Course Code : MSS 50682 /2425

Enquiries : S(T)1 Tel. : 3974 5435

Objectives

This course aims at strengthening the participants' knowledge and skills in risk assessment and working with persons with suicidal ideation or violence-prone behaviour

Target Participants

- Social workers from casework settings of SWD
- Social workers from Integrated Family Service Centres / Integrated Services Centres and psychiatric rehabilitation services of NGOs
- Social workers from school social work service and youth outreaching social work service

Contents

- ✚ Overview the concepts related to suicide and violence-prone behaviour
- ✚ Risks factors associated with suicide and violence
- ✚ Intervention skills and strategies in handling the persons with suicidal ideation or violent behaviour
- ✚ Brief sharing of mental health first aid

Related Core Competencies

- Professional knowledge
- Customer focus
- Analysis and decision making

Number of Class : 1

Commencement Schedule

July 2024

| | |
|---|-----------------|
| Training Course on Understanding Part II and Part IVB of the Mental Health Ordinance (MHO) for Social Security Staff (0.5 day) | Revamped |
|---|-----------------|

Course Code : MSS 50666/2425

Enquiries : S(T)1 Tel. : 3974 5435

Objectives

This course aims at equipping the participants with an understanding of the legal provisions under Part II – Management of Property and Affairs of Mentally Incapacitated Persons and Part IVB – Guardianship of the MHO

Target Participants

➤ SSOIIs or above / SSAs or above of SWD

Contents

- ✚ Legal provisions under Part II and Part IVB of the MHO
- ✚ The work of the Guardianship Board
- ✚ Consideration of Part II and Part IVB of the MHO

Related Core Competencies

- Professional knowledge
- Administration / legal knowledge
- Planning and resource management

Number of Class : 1

Commencement Schedule

July 2024

Induction Course for Medical Social Workers (MSWs) (3.5 days)

Re-run

Course Code : MSS 50622/2425

Enquiries : S(T)1 Tel. : 3974 5435

Objectives

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

Target Participants

- ASWOs or above newly posted to Medical Social Services Units of SWD
- Newly recruited MSWs of the Hospital Authority (HA)

Contents

- ✚ An Overview of Medical Social Services in Hospital Authority
- ✚ Service on MSWs and Collaboration with Multi-disciplinary Team
- ✚ Introduction of MSS Service Guidelines
- ✚ Overview of HA IT systems & development
- ✚ Basic understanding of EWS & SF&CCF system and the relevant guidelines
- ✚ Medicine Knowledge for Medical Social Worker
- ✚ Nursing service and collaboration with MSWs
- ✚ Medical Knowledge to equip MSW on Orthopedic Services
- ✚ Service on Physiotherapy and Collaboration with MSWs
- ✚ Service on Occupational Therapy and Collaboration with MSWs
- ✚ Concept of Biopsychosocial Model and Case Formulation
- ✚ The Provision of MSS and the interface of MSS and other social services in the community
- ✚ Sharing on handling cases with discharge issues in the framework of biopsychosocial model
- ✚ Basic knowledge and case handling on cases related to Mental Health Ordinance (Cap. 136)
- ✚ Practice Wisdom on Conducting Medical Financial Assistance to Patients
- ✚ Medical Knowledge on Rehabilitation Services
- ✚ Life and Death Education for Medical Social Worker

Related Core Competencies

- Professional knowledge
- Planning and resource management
- Administration / legal knowledge
- Customer focus

Number of Class : 1

Commencement Schedule

September 2024

Training Course on Understanding Guardianship under Part IVB of Mental Health Ordinance (MHO) (0.5 day)

New

Course Code : MSS 50687/2425

Enquiries : S(T)1 Tel. : 3974 5435

Objectives

This course aims at equipping helping professions in understanding of the Part IV under Mental Health Ordinance and to strengthen them the knowledges of the Guardianship Order in the formulation and execution of the welfare, care and rehabilitation plans for the best interest of mentally incapacitated persons

Target Participants

- Medical social workers, medical officers, nursing staff (Psy) of HA
- Social workers from IFSC/ISC of NGOs rehabilitation and elderly Social workers and frontline professional staff from community and residential rehabilitation and elderly services of NGOs

Contents

- ✚ Introduction of Guardianship under Part IVB of the MHO
- ✚ Powers of Guardianship Order
- ✚ Considerations in Initiating Applications for Guardianship

Related Core Competencies

- Professional knowledge
- Administration / legal knowledge
- Customer focus

Number of Class : 1

Commencement Schedule

March 2025

Training Course on the Application of Assessment Tool for Home Care Service for Persons with Severe Disabilities (0.5 day)

Re-run

Course Code : REH 50739/2425

Enquiries : S(T)1 Tel. : 3974 5435

Objectives

This course aims at equipping the participants with knowledge and skills in acting as accredited assessors of home care service for persons with severe disabilities by prescribed assessment tool

Target Participants

- Social workers, nursing staff, physiotherapists and occupational therapists, who are accredited assessors of the residential services for people with disabilities, from the service providers of Home Care Service for Persons with Severe Disabilities and Integrated Support Service for Persons with Severe Physical Disabilities of NGOs

Contents

- ✚ Application of Assessment Tool for Home Care Service for Persons with Severe Disabilities
- ✚ Practice and Discussion

Related Core Competencies

- Professional knowledge
- Planning and resource management
- Analysis and decision making
- Customer focus

Number of Class : 2

Commencement Schedule

June 2024

December 2024

Pre-course Requirement

Participant is eligible to attend this course only if he/she has already completed the Training Course on the Application of Standardised Assessment Tool for Residential Services for People with Disabilities (REH 50704)

Training Course on the Application of Standardised Assessment Tool for Residential Services for People with Disabilities (1 day)

Re-run

Course Code : REH 50704/2425

Enquiries : S(T)1 Tel. : 3974 5435

Objectives

This course aims at equipping the participants with knowledge and skills in acting as accredited assessors of residential services for people with disabilities by prescribed assessment tool

Target Participants

- Social workers from Rehabilitation and Medical Social Services Branch (RMB) and casework settings of SWD
- Social workers from rehabilitation service units and Integrated Family Service Centres / Integrated Services Centres of NGOs and from Special Schools
- Nurses, physiotherapists and occupational therapists from Licensing and Regulation Branch and RMB of SWD and from rehabilitation service units of NGOs
- Medical Social Workers of the Hospital Authority
- Social worker from Vocational Training Counsel Shine Assessment Service

Contents

- ✚ Development of the Standardised Assessment Tool and general principles
- ✚ Assessment on nursing care need, family coping, functional impairment and challenging behaviour
- ✚ Assessment summary and service recommendations
- ✚ Introduction to community support services
- ✚ Practice and discussion

Related Core Competencies

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

Number of Class : 2

Commencement Schedule

June 2024

December 2024

「認識殘疾人士院舍常見精神科藥物」培訓課程 (半天)

重辦

課程編號：REH 50722/2425

查詢：社會工作主任 (訓練) 1 電話：3974 5435

目的

本課程旨在讓於殘疾人士宿舍工作之員工認識常由醫生處方給殘疾人士之精神科藥物及其副作用，以制定更適切的照顧安排

對象

- 社會福利署牌照及規管課職員
- 社會福利署個案工作社工
- 非政府機構營運之資助殘疾人士院舍職員
- 私營殘疾人士院舍職員

內容

- ✚ 介紹於殘疾人士院舍常見之精神科藥物及其副作用
- ✚ 辨識殘疾人士院友對藥物反應
- ✚ 協助精神科醫生更掌握病人的治療需要
- ✚ 如何處理殘疾人士院友因藥物反應導致的行為問題

關鍵才能

- 專業知識
- 以客為本

舉辦次數：1

開課月份

2024年7月

殘疾人士院舍／日間康復服務中心 – 感染控制課程 (半天)

重辦

課程編號：REH 50731/2324

查詢：社會工作主任 (訓練) 1 電話：3974 5435

目的

本課程旨在因應殘疾人士院舍及日間康復服務中心的情況，加強參加者認識在這些處所內有關感染控制的知識、技巧及措施

對象

- 社會福利署牌照及規管科、康復及醫務社會服務科及屯門兒童及青少年院相關專業員工
- 非政府機構津助、自負盈虧及私營殘疾人士院舍員工
- 非政府機構日間康復服務中心員工
- 特殊學校 (暨宿舍) 員工
- 受資助非政府機構臨床心理學家

內容

- ✚ 傳染病的爆發及處理
- ✚ 殘疾人士院舍實施感染控制的現況
- ✚ 重點傳染病簡介及預防措施
- ✚ 預防多重耐藥性菌類的傳播
- ✚ 做好殘疾人士院舍通風的基礎概念

關鍵才能

- 專業知識
- 個人效能
- 團隊精神

舉辦次數：2

開課月份

2024 年 7 月

2024 年 8 月

Sharing Session on Pre-school Rehabilitation Services for Children with Special Needs (0.5 day)

Re-run

Course Code : REH 50747/2425

Enquiries : S(T)1 Tel. : 3974 5435

Objectives

This course aims at enhancing the participants' understanding of the current services for the children with special needs under the Central Referral System for Rehabilitation Services (CRSRehab) and the related programmes with a view to facilitating services introduction and referral

Target Participants

- Social workers from casework settings of SWD (Priority for Child Assessment Centre)
- Social workers from NGOs operating Integrated Family Service Centres / Integrated Services Centres, Social Work Service for Pre-primary Institutions and Outreaching Team for Ethnic Minority
- Social workers / child care workers from Residential Child Care Service
- Social workers / child care workers from Neighbourhood Support Child Care Project (NSCCP) and After School Care Programme for Pre-primary Children ASCP(PC)
- Medical Social Workers of the Hospital Authority
- Therapists from Central Paramedical Support Service Unit

Contents

- ✚ Introduction to service description, eligibility for the services and application procedures for the following pre-school rehabilitation services –
 - Early Education and Training Centre
 - Integrated Programme in Kindergarten-cum-Child Care Centre
 - On-site Pre-school Rehabilitation Services
 - Special Child Care Centre
 - Residential Special Child Care Centre
 - Occasional Child Care Service
- ✚ Introduction to service description, eligibility for the services and application procedures for the Training Subsidy Programme for Children on the Waiting List of Subvented Pre-school Rehabilitation Services
- ✚ Introduction to bridging support for children with special needs discharging from pre-school rehabilitation services to primary schools

Related Core Competencies

- Professional knowledge
- Planning and resource management

Number of Class : 1

Commencement Schedule

October 2024

「認識老年化智障人士的情緒照顧技巧」培訓課程 (半天)

重辦

課程編號：REH 50750/2425

查詢：社會工作主任 (訓練) 1 電話：3974 5435

目的

本課程旨在讓於智障人士宿舍工作之員工認識和了解老年化智障人士的情緒及照顧需要，從而加強提升他們對老年化智障人士的情緒支援及照顧技巧

對象

- 社會福利署牌照及規管課職員
- 社會福利署個案工作社工
- 非政府機構營運之資助殘疾人士院舍職員
- 私營殘疾人士院舍職員

內容

- ✚ 認識老年化智障人士的生理、情緒及心理轉變
- ✚ 評估老年化智障人士的情緒和照顧需要
- ✚ 處理老年化智障人士的情緒和身體照顧之技巧

關鍵才能

- 專業知識
- 以客為本

舉辦次數：1

開課月份

2024 年 12 月

「照顧自閉症或智力障礙人士」培訓課程 (一天)

重辦

課程編號：REH 50741/2425

查詢：社會工作主任 (訓練) 1 電話：3974 5435

目的

本課程旨在增進參加者對照顧自閉症或智力障礙人士的認識及加強相關的溝通技巧

對象

- 社會福利署提供個案服務的社工
- 為自閉症或智力障礙人士提供康復服務的非政府機構社工及福利工作人員
- 私營殘疾人士院舍員工
- 受資助非政府機構臨床心理學家

內容

- ✚ 認識自閉症或智力障礙人士的特點
- ✚ 認識自閉症或智力障礙人士的感官處理困難
- ✚ 認識照顧自閉症或智力障礙人士的常見挑戰
- ✚ 認識自閉症或智力障礙人士的情緒及常見行為問題
- ✚ 探討與自閉症或智力障礙人士溝通及相處技巧
- ✚ 探討如何處理自閉症或智力障礙人士的情緒及行為問題
- ✚ 探討提供給自閉症或智力障礙人士的生活技能訓練
- ✚ 探討如何有效支援自閉症或智力障礙人士的家長

關鍵才能

- 專業知識
- 溝通技巧
- 以客為本

舉辦次數：1

開課月份

2025 年 1 月

Training Course on Working with Youth Suicide and Relevant Preventive Measures (1 day)

Re-run

Course Code : YOU 50842/2425

Enquiries : S(T)6 Tel. : 3974 5434

Objectives

This course aims at enhancing the participants' understanding of the factors causing youth suicide and equipping them with intervention skills in helping the youth with suicidal risks or ideation as well as introducing relevant preventive measures

Target Participants

- Social workers from casework settings, Planning and Co-ordinating Teams, and Tuen Mun Children and Juvenile Home of SWD
- Social workers from IFSCs / ISCs, Integrated Children and Youth Services Centres, Children and Youth Centres, Secondary School Social Work Service, Youth Outreaching Social Work Service, Cyber Youth Support Teams, Outreaching Teams for Ethnic Minorities, Counselling Centres for Psychotropic Substance Abusers, Drug Treatment and Rehabilitation Centres, Centres for Drug Counselling, Integrated Community Centres for Mental Wellness, Boys'/Girls' Homes, Boys'/Girls' Hostels, Small Group Homes, Children's Homes, Crisis Residential Service for Youth-at-risk and Residential Service for Young Probationers and High-Risk Youth of NGOs

Contents

- ✚ Concepts related to suicide
- ✚ Predictable factors of youth depression and suicidal ideation
- ✚ Risk factors and protective factors associated with youth suicide
- ✚ Intervention skills and strategies in handling the youth with suicidal ideation and their family members
- ✚ Measures and community resources to prevent youth suicide

Related Core Competencies

- Professional knowledge
- Customer focus
- Investigation and case processing techniques

Number of Class : 3

Commencement Schedule

April / May / June 2024

Workshop on Application of Drama Therapy in Working with the Youth having Emotional Disturbance (2 days)

Re-run

Course Code : YOU 50873/2425

Enquiries : S(T)6 Tel. : 3974 5434

Objectives

This workshop aims at enhancing the participants' knowledge and skills in application of drama therapy to work with young people having anxiety or emotional disturbance

Target Participants

- Social workers from casework settings and Tuen Mun Children and Juvenile Home of SWD
- Social workers from IFSCs / ISCs, Secondary School Social Work Service, Youth Outreaching Social Work Service, Integrated Children and Youth Services Centres, Children and Youth Centres, Cyber Youth Support Teams, Counselling Centres for Psychotropic Substance Abusers, Drug Treatment and Rehabilitation Centres, Centres for Drug Counselling, Boys'/Girls' Homes, Boys'/Girls' Hostels, Small Group Homes, Children's Homes, Crisis Residential Service for Youth-at-risk and Residential Service for Young Probationers and High-Risk Youth of NGOs

Contents

- ✚ Overview of the concept of drama therapy
- ✚ Using drama and movement in a safe environment to express the needs and emotions
- ✚ Understanding drama therapy techniques and activities in handling the youth's emotional disturbance
- ✚ Role play and live demonstration

Related Core Competencies

- Professional knowledge
- Customer focus

Number of Class : 1

Commencement Schedule

April / May 2024

Sharing Session on Working with the Youth having Video and Internet Gaming Addiction (0.5 day)

Re-run

Course Code : YOU 50867/2425

Enquiries : A(T)2 Tel. : 3974 5442

Objectives

This course aims at enhancing the participants' knowledge and skills in working with the youth having video and internet gaming addiction

Target Participants

- Social workers from casework settings and Tuen Mun Children and Juvenile Home of SWD
- Social workers from IFSCs / ISCs, Secondary School Social Work Service, Youth Outreaching Social Work Service, Integrated Children and Youth Services Centres, Children and Youth Centres, Crisis Residential Service for Youth-at-risk, Cyber Youth Support Teams, Community Support Service Scheme, Integrated Community Centres for Mental Wellness, Residential Service for Young Probationers and High-Risk Youth, Boys'/Girls' Homes, Boys'/Girls' Hostels, Small Group Homes and Children's Homes of NGOs

Contents

- ✚ Understanding video and internet gaming addiction
- ✚ Common psychosocial manifestations of the youth addicted to video or internet games
- ✚ Sharing of experience and skills in working with the youth with such addiction behaviour
- ✚ Case discussion and introduction of community resources in helping the youth having video and internet gaming addiction

Related Core Competencies

- Professional knowledge
- Customer focus

Number of Class : 1

Commencement Schedule

June 2024

Workshop on Working with the Youth having Repeated Suicidal Ideation and Behaviour (1 day)

Re-run

Course Code : YOU 50851/2425

Enquiries : S(T)6 Tel. : 3974 5434

Objectives

This workshop aims at enhancing the participants’ knowledge and strengthening their skills in helping the youth having repeated suicidal ideation and behaviour as well as working with their families

Target Participants

- Social workers from casework settings, Planning and Co-ordinating Teams, and Tuen Mun Children and Juvenile Home of SWD
- Social workers from IFSCs / ISCs, Integrated Children and Youth Services Centres, Children and Youth Centres, Secondary School Social Work Service, Youth Outreaching Social Work Service, Cyber Youth Support Teams, Outreaching Teams for Ethnic Minorities, Counselling Centres for Psychotropic Substance Abusers, Drug Treatment and Rehabilitation Centres, Centres for Drug Counselling, Integrated Community Centres for Mental Wellness, Boys’/Girls’ Homes, Boys’/Girls’ Hostels, Small Group Homes, Children’s Homes, Crisis Residential Service for Youth-at-risk and Residential Service for Young Probationers and High-Risk Youth of NGOs

Contents

- ✚ Understanding mental health problem in the youth
- ✚ Intervention skills and strategies in helping the youth with suicidal history
- ✚ Support services and system for those youths and their family members

Related Core Competencies

- Professional knowledge
- Customer focus
- Investigation and case processing techniques

Number of Class : 2

Commencement Schedule

June / July 2024

Sharing Session on Cyber Bullying and Skills in Handling the Youth with Bullying Behaviours (0.5 day)

Re-run

Course Code : YOU 50877/2425

Enquiries : A(T)2 Tel. : 3974 5442

Objectives

This course aims at enhancing the participants’ understanding of cyber bullying and the skills in handling the adolescents with bullying behaviours

Target Participants

- Social workers from casework settings and Tuen Mun Children and Juvenile Home of SWD
- Social workers from IFSCs / ISCs, Integrated Children and Youth Services Centres, Children and Youth Centres, Secondary School Social Work Service, Youth Outreaching Social Work Service, Crisis Residential Service for Youth-at-risk, Cyber Youth Support Teams, Community Support Service Scheme, Integrated Community Centres for Mental Wellness, Residential Service for Young Probationers and High-Risk Youth, Boys’/Girls’ Homes, Boys’/Girls’ Hostels, Small Group Homes and Children’s Homes of NGOs

Contents

- ✚ Understanding the concept of cyber bullying
- ✚ Strategies and intervention skills in working with the youth with cyber bullying behaviours
- ✚ Strategies and intervention skills in working with youth victims of bullying
- ✚ Case studies

Related Core Competencies

- Professional knowledge
- Customer focus
- Communication skills

Number of Class : 1

Commencement Schedule

July / August 2024

Sharing Session on Working with Survivors of Youth Suicide Deaths (0.5 day)

Re-run

Course Code : YOU 50855/2425

Enquiries : S(T)6 Tel. : 3974 5434

Objectives

This course aims at enhancing the participants' knowledge, sensitivity and skills in handling the survivors of youth suicide deaths

Target Participants

- Social workers from casework settings and Tuen Mun Children and Juvenile Home of SWD
- Social workers from IFSCs / ISCs, Integrated Children and Youth Services Centres, Children and Youth Centres, Secondary School Social Work Service, Youth Outreaching Social Work Service, Cyber Youth Support Teams, Counselling Centres for Psychotropic Substance Abusers, Drug Treatment and Rehabilitation Centres, Centres for Drug Counselling, Integrated Community Centres for Mental Wellness, Boys'/Girls' Homes, Boys'/Girls' Hostels, Small Group Homes, Children's Homes, Crisis Residential Service for Youth-at-risk and Residential Service for Young Probationers and High-Risk Youth of NGOs

Contents

- ✚ Understanding the behaviours and emotional response of the survivors of youth suicide deaths
- ✚ Intervention skills and strategies in the youth suicide prevention
- ✚ Treatment and support services for survivors of youth suicide deaths

Related Core Competencies

- Professional knowledge
- Customer focus
- Investigation and case processing techniques

Number of Class : 1

Commencement Schedule

July / August 2024

Sharing Session on Anti-drug Abuse (0.5 day)**Revamped****Course Code : YOU 50821/2425****Enquiries : S(T)6 Tel. : 3974 5434****Objectives**

This course aims at providing the participants with 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, Licensing Office of Drug Dependents Treatment Centres, Tuen Mun Children and Juvenile Home, Planning and Co-ordinating Teams and casework settings of SWD
- Social workers from IFSCs / ISCs, Outreaching Teams for Ethnic Minorities, Integrated Community Centres for Mental Wellness, Secondary School Social Work Service, Youth Outreaching Social Work Service, Integrated Children and Youth Services Centres, Children and Youth Centres, Cyber Youth Support Teams, Counselling Centres for Psychotropic Substance Abusers (CCPSAs), Drug Treatment and Rehabilitation Centres (DTRCs), Centres for Drug Counselling (CDCs), Boys’/Girls’ Homes, Boys’/Girls’ Hostels, Small Group Homes, Children’s Homes, Crisis Residential Service for Youth-at-risk and Residential Service for Young Probationers and High-Risk Youth of NGOs
- Social Workers of Self-financing Drug Dependent Persons Treatment & Rehabilitation Centres
- Nursing staff and peer support workers from CCPSAs, DTRCs and CDCs of NGOs

Contents

- ✚ Epidemiology and introduction to drug abuse in Hong Kong
- ✚ Acute and chronic presentations of abusers with focuses on stimulants and depressants abuse
- ✚ Other illicit drugs and novel psychotropic substances with focus on cannabis
- ✚ Drug testing – interpretation and pitfalls

Related Core Competencies

- Professional knowledge
- Customer focus
- Analysis and judgement

Number of Class : 1**Commencement Schedule**

August 2024

Training Course on Understanding the Nature of Nonsuicidal Self-Injury (NSSI) and Suicidal Behaviour cum Skills Practice in Helping Adolescents in Crisis (1 day)

Re-run

Course Code : YOU 50874/2425

Enquiries : S(T)6 Tel. : 3974 5434

Objectives

To enhance the participants’ understanding and intervention skills in handling adolescents’ Nonsuicidal Self-injury Behaviour (NSSI) and Suicidal Behaviour

Target Participants

- Clinical psychologists, Planning and Co-ordinating Teams, Social workers from casework settings and Tuen Mun Children and Juvenile Home of SWD
- Subvented Clinical psychologists, Social workers from IFSCs / ISCs, Secondary School Social Work Service, Youth Outreaching Social Work Service, Integrated Children and Youth Services Centres, Children and Youth Centres, Cyber Youth Support Teams, Counselling Centres for Psychotropic Substance Abusers, Drug Treatment and Rehabilitation Centres, Centres for Drug Counselling, Integrated Community Centres for Mental Wellness, Boys’/Girls’ Homes, Boys’/Girls’ Hostels, Small Group Homes, Children’s Homes, Crisis Residential Service for Youth-at-risk and Residential Service for Young Probationers and High-Risk Youth of NGOs

Contents

- ✚ Understanding and responding to adolescents’ nonsuicidal self-injury behaviour (NSSI) from attachment theory
- ✚ NSSI as a manifestation of emotional dysregulation, and do’s and don’ts in counselling sessions
- ✚ Understanding the features of adolescent’s neurological vulnerability and it’s relation to the risk factors for NSSI and suicide
- ✚ Enhancing adolescents’ help-seeking behavior
- ✚ Therapist’s psychological preparation in helping suicidal adolescent

Related Core Competencies

- Professional knowledge
- Analysis and decision making
- Planning and resource management

Number of Class : 1

Commencement Schedule

August 2024

Training Course on the Use of Story-telling in Counselling and Conducting Therapeutic Groups for the Youth (2 days)

Re-run

Course Code : YOU 50869/2425

Enquiries : A(T)2 Tel. : 3974 5442

Objectives

This course aims at enhancing the participants' knowledge and skills in application of story-telling in counselling and conducting therapeutic groups to work with the youth having emotional disturbance

Target Participants

- Social workers from casework settings and Tuen Mun Children and Juvenile Home of SWD
- Social workers from IFSCs / ISC, Secondary School Social Work Service, Youth Outreaching Social Work Service, Integrated Children and Youth Services Centres, Children and Youth Centres, Crisis Residential Service for Youth-at-risk, Cyber Youth Support Teams, Community Support Service Scheme, Integrated Community Centres for Mental Wellness, Residential Service for Young Probationers and High-Risk Youth, Boys'/Girls' Homes, Boys'/Girls' Hostels, Small Group Homes and Children's Homes of NGOs

Contents

- ✚ Overview of the concept and purpose of story-telling in psychotherapy
- ✚ Skills in applying story-telling in counselling and conducting therapeutic groups for the youth
- ✚ Skills in using metaphors in a variety of therapeutic setting
- ✚ Companion with other intervention strategies such as drawing
- ✚ Live demonstration of application of story-telling in working with the youth having emotional disturbance

Related Core Competencies

- Professional knowledge
- Customer focus

Number of Class : 1

Commencement Schedule

September 2024

Training Course on Working with the Youth over Sexual Orientation Issues (1 day)
Re-run**Course Code : YOU 50829/2425****Enquiries : A(T)2 Tel. : 3974 5442****Objectives**

This course aims at enhancing the participants' understanding of the issues of sexual identity, sexual orientation and the skills in working with same sex attracted young people and their parents

Target Participants

- Social workers from casework settings and Tuen Mun Children and Juvenile Home of SWD
- Social workers from IFSCs / ISCs, Secondary School Social Work Service, Youth Outreaching Social Work Service, Integrated Children and Youth Services Centres, Children and Youth Centres, Crisis Residential Service for Youth-at-risk, Cyber Youth Support Teams, Integrated Community Centres for Mental Wellness, Counselling Centres for Psychotropic Substance Abusers, Drug Treatment and Rehabilitation Centres, Centres for Drug Counselling, Residential Service for Young Probationers and High-Risk Youth, Boys'/Girls' Homes, Boys'/Girls' Hostels, Small Group Homes and Children's Homes of NGOs

Contents

- ✚ Basic concepts about sexual orientation
- ✚ Understanding the developmental needs and difficulties faced by same sex attracted young people
- ✚ Therapeutic framework for supporting young people to explore their sexual orientation and coping with the stresses associated with their sexual orientation
- ✚ Therapeutic framework for counselling parents of such young people

Related Core Competencies

- Professional knowledge
- Customer focus

Number of Class : 1**Commencement Schedule**

September 2024

| | |
|--|-----------------|
| Sharing Session on Understanding Triad Culture in Hong Kong (0.5 day) | Revamped |
|--|-----------------|

Course Code : YOU 50804/2425

Enquiries : A(T)2 Tel. : 3974 5442

Objectives

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

Target Participants

- Social workers from casework settings and Tuen Mun Children and Juvenile Home of SWD
- Social workers from IFSCs / ISCs, Secondary School Social Work Service, Youth Outreaching Social Work Service, Integrated Children and Youth Services Centres, Children and Youth Centres, Crisis Residential Service for Youth-at-risk, Cyber Youth Support Teams, Community Support Service Scheme, Integrated Community Centres for Mental Wellness, Residential Service for Young Probationers and High-Risk Youth, Boys'/Girls' Homes, Boys'/Girls' Hostels, Small Group Homes and Children's Homes, Counselling Centres for Psychotropic Substance Abusers, Centres for Drug Counselling, Drug Treatment and Rehabilitation Centres of NGOs

Contents

- ✚ History and development of triad societies in Hong Kong
- ✚ Activities of triad societies
- ✚ Myths and reality in triad societies
- ✚ Ordinances related to triad societies

Related Core Competencies

- Professional knowledge
- Customer focus

Number of Class : 1

Commencement Schedule

October 2024

Training Course on Using Strength-based Cognitive Behavioural Therapy (CBT) Approach in Working with the Youth with Attention Deficit Hyperactivity Disorder (ADHD) and Autism Spectrum Disorder (ASD) Symptoms' (2 days)

Re-run

Course Code : YOU 50876/2425

Enquiries : A(T)2 Tel. : 3974 5442

Objectives

This course aims at enhancing the participants' knowledge and skills in using the strength-based CBT approach to work with the youth having ADHD and ASD symptoms

Target Participants

- Social workers from casework settings and Tuen Mun Children and Juvenile Home of SWD
- Social workers from IFSCs / ISCs, Secondary School Social Work Service, Youth Outreaching Social Work Service, Integrated Children and Youth Services Centres, Children and Youth Centres, Crisis Residential Service for Youth-at-risk, Cyber Youth Support Teams, Community Support Service Scheme, Integrated Community Centres for Mental Wellness, Counselling Centres for Psychotropic Substance Abusers, Drug Treatment and Rehabilitation Centres, Centres for Drug Counselling, Residential Service for Young Probationers and High-Risk Youth, Boys'/Girls' Homes, Boys'/Girls' Hostels, Small Group Homes and Children's Homes of NGOs

Contents

- ✚ Understanding the concept of strength-based CBT approach
- ✚ Delivering specific and empirical interventions based on strength-based CBT approach for the youth having ADHD and ASD symptoms and their families
- ✚ Case studies

Related Core Competencies

- Professional knowledge
- Customer focus

Number of Class : 1

Commencement Schedule

October 2024

Sharing Session on Working with Ethnic Minorities and Sexual Minorities having Drug Abusive Behaviour (0.5 day)

Revamped

Course Code : YOU 50859/2425

Enquiries : S(T)6 Tel. : 3974 5434

Objectives

This course aims at enhancing the participants’ sensitivity, knowledge and skills in working with ethnic minorities and sexual minorities having drug abusive behaviour

Target Participants

- Social workers from casework settings and Tuen Mun Children and Juvenile Home of SWD
- Social workers from IFSCs / ISC, Integrated Community Centres for Mental Wellness, Secondary School Social Work Service, Youth Outreaching Social Work Service, Integrated Children and Youth Services Centres, Children and Youth Centres, Cyber Youth Support Teams, Outreaching Teams for Ethnic Minorities, Counselling Centres for Psychotropic Substance Abusers (CCPSAs), Drug Treatment and Rehabilitation Centres (DTRCs), Centres for Drug Counselling (CDCs), Boys’/Girls’ Homes, Boys’/Girls’ Hostels, Small Group Homes, Children’s Homes, Crisis Residential Service for Youth-at-risk and Residential Service for Young Probationers and High-Risk Youth of NGOs
- Social Workers of Self-financing Drug Dependent Persons Treatment & Rehabilitation Centres
- Nursing staff and peer support workers from CCPSAs, DTRCs and CDCs of NGOs

Contents

- ✚ An overview of the characteristics and culture of ethnic minorities and sexual minorities
- ✚ Understanding the characteristics and culture of ethnic minorities and sexual minorities having drug abusive behaviour (target groups)
- ✚ Intervention skills and strategies in helping the target groups
- ✚ Relevant supportive services and community resources for the target groups

Related Core Competencies

- Professional knowledge
- Customer focus
- Planning and resource management

Number of Class : 1

Commencement Schedule

November / December 2024

Training Course for Using Music as a Therapy Tool to Engage the Adolescents in Group Counselling (2 days)

Revamped

Course Code : YOU 50879/2425

Enquiries : A(T)2 Tel. : 3974 5442

Objectives

This course aims at enhancing the participants' knowledge and skills in using music to engage the youth

Target Participants

- Social workers from casework settings and Tuen Mun Children and Juvenile Home of SWD
- Social workers from IFSCs / ISCs, Secondary School Social Work Service, Youth Outreaching Social Work Service, Integrated Children and Youth Services Centres, Children and Youth Centres, Crisis Residential Service for Youth-at-risk, Cyber Youth Support Teams, Community Support Service Scheme, Integrated Community Centres for Mental Wellness, Residential Service for Young Probationers and High-Risk Youth, Boys'/Girls' Homes, Boys'/Girls' Hostels, Small Group Homes and Children's Homes, Counselling Centres for Psychotropic Substance Abusers, Centres for Drug Counselling, Drug Treatment and Rehabilitation Centres of NGOs

Contents

- ✚ Understanding the concept of music therapy in group counselling
- ✚ Understanding different musical activities
- ✚ Using various techniques to increase the engagement of the youth in musical activities

Related Core Competencies

- Professional knowledge
- Customer focus

Number of Class : 1

Commencement Schedule

November 2024

Training Course on the Concept and Basic Skills in Becoming a Life Youth Coach (1 day)
Re-run**Course Code : YOU 50868/2425****Enquiries : A(T)2 Tel. : 3974 5442****Objectives**

This course aims at enhancing the participants' understanding about the concept of coaching and skills in becoming a life youth coach

Target Participants

- Social workers from Youth and Corrections Branch, casework settings and Tuen Mun Children and Juvenile Home of SWD
- Social workers from IFSCs / ISCs, Integrated Children and Youth Services Centres, Children and Youth Centres, Secondary School Social Work Service, Youth Outreaching Social Work Service, Crisis Residential Service for Youth-at-risk, Cyber Youth Support Teams, Community Support Service Scheme, Counselling Centres for Psychotropic Substance Abusers, Drug Treatment and Rehabilitation Centres, Centres for Drug Counselling, Residential Service for Young Probationers and High-Risk Youth, Boys'/Girls' Homes, Boys'/Girls' Hostels, Small Group Homes and Children's Homes of NGOs

Contents

- ✚ Concept of life coaching
- ✚ Belief and mentality of a life coach
- ✚ The coaching process and its point-to-note
- ✚ Introduction to different coaching techniques
- ✚ Ways to encourage the youth to develop career planning and motivate them to build up confidence
- ✚ Brief of skill in conducting relevant group work
- ✚ Case study exercise

Related Core Competencies

- Professional knowledge
- Customer focus

Number of Class : 1**Commencement Schedule**

November 2024

Sharing Session on School Bullying Cases (0.5 day)

Re-run

Course Code : YOU 50878/2425

Enquiries : A(T)2 Tel. : 3974 5442

Objectives

This course aims at enhancing the participants' understanding of school bullying and the skills in handling the adolescents with bullying and violent behaviours

Target Participants

- Social workers from casework settings and Tuen Mun Children and Juvenile Home of SWD
- Social workers from Integrated Family Service Centres / Integrated Services Centres, Integrated Children and Youth Services Centres, Children and Youth Centres, Secondary School Social Work Service, Youth Outreaching Social Work Service, Crisis Residential Service for Youth-at-risk, Cyber Youth Support Teams, Community Support Service Scheme, Integrated Community Centres for Mental Wellness, Residential Service for Young Probationers and High-Risk Youth, Boys'/Girls' Homes, Boys'/Girls' Hostels, Small Group Homes and Children's Homes of NGOs

Contents

- ✚ Understanding the concept of school bullying
- ✚ Intervention skills in working with the youth with school bullying behaviours
- ✚ Strategies and intervention skills in working with youth victims of school bullying
- ✚ Case studies and discussion

Related Core Competencies

- Professional knowledge
- Customer focus

Number of Class : 1

Commencement Schedule

December 2024

Workshop on Application of Art Therapy in Working with the Youth having Emotional Disturbance (2 days)

Re-run

Course Code : YOU 50870/2425

Enquiries : S(T)6 Tel. : 3974 5434

Objectives

This workshop aims at enhancing the participants' knowledge and skills in application of art therapy to handle young people having anxiety or emotional disturbance

Target Participants

- Social workers from casework settings and Tuen Mun Children and Juvenile Home of SWD
- Social workers from IFSCs / ISCs, Secondary School Social Work Service, Youth Outreaching Social Work Service, Integrated Children and Youth Services Centres, Children and Youth Centres, Cyber Youth Support Teams, Counselling Centres for Psychotropic Substance Abusers, Drug Treatment and Rehabilitation Centres, Centres for Drug Counselling, Boys'/Girls' Homes, Boys'/Girls' Hostels, Small Group Homes, Children's Homes, Crisis Residential Service for Youth-at-risk and Residential Service for Young Probationers and High-Risk Youth of NGOs

Contents

- ✚ Understanding concept and effectiveness of art therapy
- ✚ Using creative activities in stress and emotions management of the youth
- ✚ Intervention skills in application of art therapy to handle young people having anxiety or emotional disturbance
- ✚ Sharing of planning the group sessions and its intervention

Related Core Competencies

- Professional knowledge
- Customer focus

Number of Class : 1

Commencement Schedule

December 2024 / January 2025

Orientation cum Induction Programme for Newly Recruited SSOsII (5 days)

Re-run

Course Code : SST 51392/2425

Enquiries : A(SST)1 Tel. : 3974 5439

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 of 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 of SWD

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
- Personal effectiveness

Number of Class : 1

Commencement Schedule

May / June 2024

Orientation cum Induction Programme for Newly Recruited SSAs (4 days)

Re-run

Course Code : SST 51391/2425

Enquiries : A(SST)2 Tel. : 3974 5440

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 of 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 of SWD

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 : 3

Commencement Schedule

May 2024

September 2024

January 2025

Workshop on Early Identification of At-risk Families for Appropriate Referrals to Integrated Family Service Centres (IFSCs), Medical Social Services Units (MSSUs) and Family and Child Protective Services Units (FCPSUs) for Social Security Staff (0.5 day)

Re-run

Course Code : SST 51402/2425

Enquiries : A(SST)1 Tel. : 3974 5439

Objectives

This workshop 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 action

Target Participants

- SSOsII or above / SSAs or above of SWD

Contents

- ✚ What at-risk families refer to
- ✚ Challenges in identifying at-risk families
- ✚ Early identification of different natures of at-risk cases
- ✚ Sharing of practice wisdom in identifying at-risk cases from dormant cases in Social Security Field Units
- ✚ Referral of at-risk cases, community resources and follow-up actions
- ✚ Service provision of IFSCs, MSSUs and FCPSUs for at-risk cases

Related Core Competencies

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

Number of Class : 1

Commencement Schedule

May / June 2024

Workshop on Understanding the Scope of Service Provided by Non-governmental Organisations (NGOs) and Problems Encountered by Comprehensive Social Security Assistance (CSSA) Customers Under the Support for Self-reliance (SFS) Scheme (0.5 day)

Re-run

Course Code : SST 51408/2425

Enquiries : A(SST)2 Tel. : 3974 5440

Objectives

This workshop aims at enhancing the participants’ understanding of the needs and problems encountered by CSSA customers requiring to join the SFS Scheme with related welfare services available for them, and fostering of positive working relationship with NGOs

Target Participants

- SSOsII or above / SSAs or above / EASAs of SWD

Contents

- ✚ Characteristics, problems and needs of the CSSA customers participating in the SFS Scheme
- ✚ Skills and attitude in working with SFS Scheme participants
- ✚ Employment related assistance / services and other welfare services for the SFS Scheme participants
- ✚ Case sharing by NGOs

Related Core Competencies

- Customer focus
- Communication skills
- Professional knowledge

Number of Class : 1

Commencement Schedule

May 2024

Sharing Session on Treatment of Hong Kong Resident Status and Identity / Travel Documents by the Immigration Department for Social Security Staff (0.5 day)**Re-run****Course Code : SST 51358/2425****Enquiries : A(SST)1 Tel. : 3974 5439**

Objectives

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

Target Participants

➤ SSOsII or above / SSAs or above of SWD

Contents

- ✚ Types of Hong Kong resident status and their eligibility criterion
- ✚ Types of Identity Cards and travel documents for Hong Kong residents
- ✚ Codes on Hong Kong Identity Card and Birth Certificate
- ✚ Details of Landing Slip and Hong Kong Visa / e-Visa
- ✚ Confirmation of a person's residential status
- ✚ Examination of a person's departure / arrival records on travel documents
- ✚ Treatment of minor / dependent cases

Related Core Competencies

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

Number of Class : 1**Commencement Schedule**

June 2024

Training Course on Procedures for Administrating the Employment Support Services under the Support for Self-reliance (SFS) Scheme (0.5 day)

Re-run

Course Code : SST 51404/2425

Enquiries : A(SST)2 Tel. : 3974 5440

Objectives

This course aims at enabling the participants to familiarise with the SFS Scheme and its related operational arrangements and procedures

Target Participants

➤ SSOsII or above / SSAs or above of SWD

Contents

- ✚ Project contents and category of service delivery of Employment Support Services under the SFS Scheme
- ✚ Operational procedures for making referral, granting exemption and handling non-compliance event(s) / sanctioning

Related Core Competencies

- Professional knowledge

Number of Class : 1

Commencement Schedule

June 2024

Training Course on Emergency Relief for Duty Officers and Team Members (1 day)

Re-run

Course Code : SST 51385/2425

Enquiries : A(SST)1 Tel. : 3974 5439

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 / ASWOs or above / SWAs or above / WWs or above of SWD

Contents

- ✚ Practical guidelines for delivery of Emergency Relief (ER) services
- ✚ Duties of ER duty officers and team members
- ✚ Operation of ER Fund
- ✚ Sharing by Information and Public Relations Unit
- ✚ Sharing by Home Affairs Department
- ✚ Local emergency relief services provided by the Hong Kong Red Cross
- ✚ Web-based training video on ER duties for SWD staff
- ✚ Experience sharing on the delivery of ER duty
- ✚ Mock exercise

Related Core Competencies

- Professional knowledge
- Planning and resource management
- Organisation of work

Number of Class : 1

Commencement Schedule

July 2024

Training Course on Labour Law, Labour Compensation and Protection of Wages (0.5 day)

Re-run

Course Code : SST 51308/2425

Enquiries : A(SST)2 Tel. : 3974 5440

Objectives

This course aims at enabling the participants to have a general understanding of Labour Law and related ordinances for handling social security cases

Target Participants

➤ SSOsII or above / SSAs or above of SWD

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

July 2024

**Training Course on Law for Social Investigation and Verification
(1 day)**

Re-run

Course Code : SST 51309/2425

Enquiries : A(SST)1 Tel. : 3974 5439

Objectives

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

Target Participants

- SSOsII under the Training and Development Roadmap for SSO Grade / SSOsII or above / SSAs or above of SWD

Contents

- ✚ 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

July / August 2024

Training Course on Skills in Examination of Customers' Financial Background on Insurance Policies (1 day)

Re-run

Course Code : SST 51306/2425

Enquiries : A(SST)2 Tel. : 3974 5440

Objectives

This course aims at enabling the participants to identify and detect concealment of assets by understanding the features of insurance policies through examining insurance statements

Target Participants

➤ SSOsII or above / SSAs or above of SWD

Contents

- ✚ Introduction to different types of insurance policies with its living benefit / value
- ✚ Analysis of various insurance statements
- ✚ Identification of common types of insurance deception on social security payments

Related Core Competencies

- Professional knowledge
- Investigation and case processing techniques

Number of Class : 1

Commencement Schedule

August 2024

**Training Course on Working with People with Mental Problem
(1 day)**

Re-run

Course Code : SST 51318/2425

Enquiries : A(SST)1 Tel. : 3974 5439

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 of SWD

Contents

- ✚ Introduction to 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

Related Core Competencies

- Customer focus
- Communication skills
- Professional knowledge

Number of Class : 1

Commencement Schedule

August / September 2024

Workshop on Skills for Effective Performance of Work (1 day)

Re-run

Course Code : SST 51314/2425

Enquiries : A(SST)2 Tel. : 3974 5440

Objectives

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

Target Participants

➤ SSAs under the Training and Development Roadmap for SSA Grade

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

August 2024

**Workshop on Social Investigation and Verification Techniques
(1 day)**

Re-run

Course Code : SST 51319/2425

Enquiries : A(SST)2 Tel. : 3974 5440

Objectives

This workshop 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 of SWD

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 of handling Disability Allowance applications / reviews
- ✚ Thematic sharing of CSSA / SSA cases

Related Core Competencies

- Investigation and case processing techniques
- Professional knowledge
- Analysis and judgement

Number of Class : 1

Commencement Schedule

August 2024

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

Re-run

Course Code : SST 51406/2425

Enquiries : A(SST)1 Tel. : 3974 5439

Objectives

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

Target Participants

➤ SSOsII or above / SSAs or above / EASAs of SWD

Contents

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

Related Core Competencies

- Personal effectiveness
- Staff management and development

Number of Class : 1

Commencement Schedule

August 2024

Training Course on Effective Coaching (1 day)

Re-run

Course Code : SST 51310/2425

Enquiries : A(SST)1 Tel. : 3974 5439

Objectives

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

Target Participants

- SSOsII under the Training and Development Roadmap for SSO Grade / SSOsII or above / SSSAs of SWD

Contents

- ✚ Understanding different styles of leadership
- ✚ Leader as a coach
- ✚ Essence of coaching
- ✚ Coaching processes and skills
- ✚ Coaching staff in different situations
- ✚ Overcoming hurdles to motivation
- ✚ Guidelines for active listening and reflection
- ✚ Methods of handling emotional staff

Related Core Competencies

- Staff coaching
- Staff management and development
- Leadership and team building

Number of Class : 1

Commencement Schedule

October / November 2024

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

Re-run

Course Code : SST 51325/2425

Enquiries : A(SST)2 Tel. : 3974 5440

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 of SWD

Contents

- ✚ Importance of the customer service excellence
- ✚ Promotion of positive public image to stakeholders
- ✚ Understanding of customers' behaviour, needs and expectation
- ✚ Telephone handling skills and face-to-face customer service skills
- ✚ Identification of difficult and potential complainants
- ✚ Key skills and positive attitude in handling customer complaints effectively
- ✚ Management of issues to prevent escalating crisis situations and complaint handling
- ✚ Ways to calm down complainants
- ✚ Steps to turn anger, difficult and emotional situations into opportunities

Related Core Competencies

- Customer focus
- Communication skills

Number of Class : 2

Commencement Schedule

October 2024

November 2024

Workshop on Preventing Workplace Violence (1 day)

Re-run

Course Code : SST 51382/2425

Enquiries : A(SST)1 Tel. : 3974 5439

Objectives

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

Target Participants

- SSOsII under the Training and Development Roadmap for SSO Grade / All other staff of SWD

Contents

- + Introduction to the circumstances of workplace violence
- + 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
- Analysis and decision making

Number of Class : 1

Commencement Schedule

October / November 2024

**Training Course on Property Law in Hong Kong and the
Mainland (1 day)**

Re-run

Course Code : SST 51313/2425

Enquiries : A(SST)2 Tel. : 3974 5440

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

Contents

- + Land Law and Property Law
- + Sale and purchase procedures
- + Title investigation and valuation of property
- + Inheritance and transfer of property
- + Knowledge sharing of relevant particulars of land register documents

Related Core Competencies

- Administration / legal knowledge
- Investigation and case processing techniques

Number of Class : 1

Commencement Schedule

November 2024

Training Course on Teaming Up (1 day)

Re-run

Course Code : SST 51315/2425

Enquiries : A(SST)2 Tel. : 3974 5440

Objectives

This course aims at enabling the participants to understand the role of a team member and the importance of 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 of SWD

Contents

- ✚ Charting team goals and priorities
- ✚ Roles and qualities of 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

November 2024

December 2024

Training Course on Understanding the Criminal Law and Fraudulence of Public Fund for Social Security Staff (1 day)

Re-run

Course Code : SST 51410/2425

Enquiries : A(SST)1 Tel. : 3974 5439

Objectives

This course aims at equipping the participants with the legal knowledge of the Theft Ordinance, Crimes Ordinance and its related ordinances on deception of public fund for social security cases handling

Target Participants

➤ SSOsII or above / SSAs or above of SWD

Contents

- ✚ Overview of the Theft Ordinance and Crimes Ordinance
- ✚ Other applicable ordinance(s)/offences in relation to deception
- ✚ Definition and elements of crime
- ✚ Common law offences versus Statutory offences
- ✚ Legal issues and liabilities on obtaining pecuniary advantage or property by deception and misusing/misappropriate of public funds

Related Core Competencies

- Administration / legal knowledge
- Investigation and case processing techniques

Number of Class : 1

Commencement Schedule

November / December 2024

Workshop on Understanding the Power of Non-verbal Communication (1 day)

Re-run

Course Code : SST 51427/2425

Enquiries : A(SST)1 Tel. : 3974 5439

Objectives

This workshop aims at introducing the participants to the types, effects and expressions of unspoken communication and behaviour in order to promote effective communication

Target Participants

➤ SSOsII or above / SSAs or above / EASAs of SWD

Contents

- ✚ Types of non-verbal communication
- ✚ Understanding of human expression through postures, gestures, eye contacts, hidden emotions and body movements
- ✚ Effect of non-verbal communication on unspoken thoughts

Related Core Competencies

- Communication skills
- Customer focus

Number of Class : 1

Commencement Schedule

November / December 2024

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

Re-run

Course Code : SST 51375/2425

Enquiries : A(SST)2 Tel. : 3974 5440

Objectives

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

Target Participants

- SSAs under the Training and Development Roadmap for SSA Grade / SSOsII or above / SSAs or above of SWD

Contents

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

Related Core Competencies

- Customer focus
- Communication skills
- Professional knowledge

Number of Class : 2

Commencement Schedule

November 2024

December 2024

Refresher Training Course on Calculation of Overpayment Arising from Excessive Assets under Comprehensive Social Security Assistance (CSSA) Scheme (1 day)

Re-run

Course Code : SST 51359/2425

Enquiries : A(SST)1 Tel. : 3974 5439

Objectives

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

Target Participants

➤ SSOsII or above / SSAs or above of SWD

Contents

- ✚ Recapitulating of guidelines as stipulated in SSMP on calculation of overpayment arising from capital resources in excess of permissible limit under CSSA Scheme
- ✚ Sharing of the handling of cases with overpayment by the Debt Recovery Team (DRT)
- ✚ Sharing of calculation of overpayment arising from excessive assets through practising exercises by the Fraud Assessment Team (FAT)

Related Core Competencies

- Professional knowledge
- Analysis and judgement
- Investigation and case processing techniques

Number of Class : 1

Commencement Schedule

December 2024 / January 2025

Sharing Session on Common Pitfalls in Case Handling and Practical Application of Management Information System (MIS) Reports (0.5 day)

Re-run

Course Code : SST 51419/2425

Enquiries : A(SST)1 Tel. : 3974 5439

Objectives

This course aims at outlining issues being overlooked frequently and sharing ways to resolve those issues for avoiding common pitfalls in case handling and enhancing the participants' understanding of essential MIS reports with effective applications for monitoring and managing social security cases

Target Participants

➤ SSOsII or above / SSAs or above of SWD

Contents

- ✚ Issues / concerns of CSSA case processing and assessment
- ✚ Issues / concerns of SSA case processing and assessment
- ✚ An overview of the Outstanding Repayment Report
- ✚ Guides on handling the Outstanding Repayment Report
- ✚ Sharing by the Debt Recovery Team

Related Core Competencies

- Organisation of work
- Investigation and case processing techniques
- Personal effectiveness

Number of Class : 1

Commencement Schedule

December 2024 / January 2025

Training Course on Matrimonial Law in Hong Kong and the Mainland (1 day)

Re-run

Course Code : SST 51311/2425

Enquiries : A(SST)2 Tel. : 3974 5440

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

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

December 2024

Workshop on Understanding the Elders’ Problems, Needs and Related Welfare Services (1 day)

Re-run

Course Code : SST 51317/2425

Enquiries : A(SST)2 Tel. : 3974 5440

Objectives

This workshop aims at enhancing the participants’ understanding of the problems and needs encountered by the elderly and the welfare services available for them

Target Participants

- SSAs under the Training and Development Roadmap for SSA Grade / SSOsII or above / SSAs or above of SWD

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

December 2024

January 2025

Sharing Session on Handling Comprehensive Social Security Assistance (CSSA) Application of New Arrivals from the Mainland (0.5 day)

Re-run

Course Code : SST 51397/2425

Enquiries : A(SST)1 Tel. : 3974 5439

Objectives

This course aims at enhancing the participants' knowledge and investigation techniques 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 of SWD

Contents

- ✚ Knowledge and legislation related to property and asset, labour and pension systems, insurance policy, etc. of the Mainland
- ✚ Sharing from the Fraud Investigation Team 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

January / February 2025

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

Re-run

Course Code : SST 51312/2425

Enquiries : A(SST)1 Tel. : 3974 5439

Objectives

This workshop aims at enabling the participants to understand the procedures in handling fraud cases by the 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 of SWD

Contents

- ✚ Procedures in handling fraud cases by the Police
- ✚ Fraud investigation and evidence collection by the Police
- ✚ How to make statement with the Police
- ✚ Procedures in handling suspected fraud cases by FITs
- ✚ Point-to-note / observations upon FITs' fraud investigation
- ✚ Criminal justice system and magistracy procedure
- ✚ Understanding the court setting and procedures
- ✚ Preparation and skills for prosecution and being witness
- ✚ Proper conduct in Court when acting as a witness
- ✚ Point-to-note on giving evidence in Court
- ✚ Common challenges in cross examination
- ✚ Demonstration video - Preparation for Giving Evidence in Court

Related Core Competencies

- Investigation and case processing techniques
- Professional knowledge

Number of Class : 1

Commencement Schedule

January / February 2025

Refresher Training Course on Treatment of Income Resources under Comprehensive Social Security Assistance (CSSA) Scheme (1 day)

Re-run

Course Code : SST 51360/2425

Enquiries : A(SST)2 Tel. : 3974 5440

Objectives

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

Target Participants

➤ SSOsII or above / SSAs or above of SWD

Contents

- ✚ Guidelines and common practices on the treatment of income resources under CSSA Scheme
- ✚ Hands-on practical exercise 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 2025

English Written Communication Course for ASWOs (2 days)

Re-run

Course Code : COM 50910/2425

Enquiries : EOI(SDT) Tel. : 3974 5455

Objectives

This course aims at enhancing the participants' knowledge of effective communication and accuracy in writing

Target Participants

➤ Newly recruited ASWOs of SWD

Contents

- ✚ Effective grammar
- ✚ Principles of effective writing: 4Cs – Correctness, Clarity, Conciseness and Coherence
- ✚ Organisation of ideas
- ✚ Appropriate tone and style for effective writing
- ✚ Samples sharing and writing practice

Related Core Competencies

- Writing skills

Number of Class : 3

Commencement Schedule

June 2024

August 2024

October 2024

Better Spoken English for Frontline Staff (1 day)

Re-run

Course Code : COM 50956/2425

Enquiries : EOI(SDT) Tel. : 3974 5455

Objectives

This course aims at enhancing the spoken English skills of frontline staff for providing quality customer service

Target Participants

➤ Workmen II / Office Assistants / Clerical Assistants of SWD

Contents

- ✚ Taking telephone calls
- ✚ Face-to-face encounters
- ✚ Offering help and making referrals
- ✚ Answering simple enquiries
- ✚ Simple social conversations
- ✚ Accuracy of pronunciation and common pronunciation errors

Related Core Competencies

- Communication skills

Number of Class : 1

Commencement Schedule

July 2024

常用公文寫作入門 (一天)

重辦

課程編號：COM 50948/2425 查詢：一級行政主任（員工發展及訓練） 電話：3974 5455

目的

本課程旨在讓參加者可以用合適的文種，撰寫合規格而達意的中文公文

對象

- 社會福利署新入職的助理社會工作主任及社會工作助理
- 社會福利署社會保障職系員工

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

舉辦次數：7

開課月份

- 2024 年 7 月
- 2024 年 8 月
- 2024 年 10 月
- 2024 年 11 月
- 2025 年 1 月

覆投訴信寫作技巧 (一天)

重辦

課程編號：COM 50957/2425 查詢：一級行政主任（員工發展及訓練） 電話：3974 5455

目的

本課程通過分析覆投訴信的應有元素、小組討論及語文練習，引導學員掌握說理明晰、措辭得體、語調合宜、組織嚴謹的寫作技巧

對象

- 社會福利署高級社會工作主任 / 社會工作主任 / 高級社會保障主任 / 一級社會保障主任
- 其他執行職務時需要書面回覆投訴的員工

內容

- ✚ 覆函寫作原則
- ✚ 組織篇章
- ✚ 援引法例規條的技巧
- ✚ 正面回應寫作方法

關鍵才能

- 寫作技巧
- 語文運用

舉辦次數：2

開課月份

2024 年 7 月

2024 年 11 月

English Written Communication Course for SWAs (2 days)

Re-run

Course Code : COM 50920/2425

Enquiries : EOI(SDT) Tel. : 3974 5455

Objectives

This course aims at enhancing the participants' knowledge of effective communication and accuracy in writing

Target Participants

➤ Newly recruited SWAs of SWD

Contents

- ✚ Effective grammar
- ✚ Principles of effective writing: 4Cs – Correctness, Clarity, Conciseness and Coherence
- ✚ Organisation of ideas
- ✚ Appropriate tone and style for effective writing
- ✚ Samples sharing and writing practice

Related Core Competencies

- Writing skills

Number of Class : 1

Commencement Schedule

August 2024

**English Written Communication Course for Social Security
Assistant Grade and Welfare Worker Grade (1 day)**

Re-run

Course Code : COM 50905/2425

Enquiries : EOI(SDT) Tel. : 3974 5455

Objectives

This course aims at enhancing the participants' knowledge of effective communication and accuracy in writing

Target Participants

➤ SSAs or above / WWs or above of SWD

Contents

- ✚ Essential grammar
- ✚ Organisation of ideas
- ✚ Strategies for writing clearly and concisely
- ✚ Samples sharing and writing practice

Related Core Competencies

- Writing skills

Number of Class : 2

Commencement Schedule

August 2024

February 2025

Essential English Writing Skills (1 day)

Re-run

Course Code : COM 50955/2425

Enquiries : EOI(SDT) Tel. : 3974 5455

Objectives

This course aims at giving an overview of the essential English writing skills for handling daily writing tasks at work

Target Participants

- ASWOs or above / SSOsI or above / SSWAs or above / OTsI or above / PTsI or above, teaching staff and nursing staff of SWD

Contents

- ✚ Introduction to official writing
- ✚ Getting to the point, writing from a reader-centred perspective
- ✚ Organisation of ideas
- ✚ Presenting information in a logical and visually attractive way
- ✚ Strategies for writing clearly and concisely
- ✚ Strategies for creating an appropriate tone
- ✚ Strategies for forming effective paragraphs

Related Core Competencies

- Writing skills

Number of Class : 2

Commencement Schedule

September 2024

December 2024

普通話會面交流工作坊 (一天)

重辦

課程編號：COM 50952/2425 查詢：一級行政主任（員工發展及訓練） 電話：3974 5455

目的

本工作坊旨在介紹會面時以普通話交流討論的溝通技巧，通過實況練習，讓參加者掌握交換意見時常用的口語、禮儀和技巧，使接待探訪團時能有效地介紹部門的運作及服務

對象

➤ 社會福利署所有員工(需要以普通話交流、接待、進行會議或研討會的員工優先)

內容

- ✚ 社會福利署的服務類別
- ✚ 廣普常用語法對照
- ✚ 初次會面常用語
- ✚ 意見交流口語表達
- ✚ 促進討論技巧

關鍵才能

- 語文運用
- 溝通技巧

舉辦次數：1

開課月份

2025 年 1 月

English Written Communication Course for SSOs II (2 days)

Re-run

Course Code : COM 50901/2425

Enquiries : EOI(SDT) Tel. : 3974 5455

Objectives

This course aims at enhancing the participants' knowledge of effective communication and accuracy in writing

Target Participants

➤ Newly recruited SSOsII of SWD

Contents

- ✚ Effective grammar
- ✚ Principles of effective writing: 4Cs – Correctness, Clarity, Conciseness and Coherence
- ✚ Organisation of ideas
- ✚ Appropriate tone and style for effective writing
- ✚ Samples sharing and writing practice

Related Core Competencies

- Writing skills

Number of Class : 1

Commencement Schedule

February 2025

Basic Course on Use of Business Intelligence (BI) Tool for CIS/SPMIS Users (0.5 day)

Revamped

Course Code : IST 40004/2425**Enquiries : SEO(SDT) Tel. : 2573 0372**

Objectives

This course aims at equipping the participants with an understanding of the major features and functions of BI Tool for retrieving data from the Client Information System (CIS) and Service Performance Management Information System (SPMIS) for strategic planning and other work tasks

Target Participants

- BI Tool users from Service Branches, District Social Welfare Offices and District Services Units of SWD

Contents

- ✚ Features and functions of BI Tool
- ✚ Exploring data in the CIS/SPMIS
- ✚ Creating and modifying workbooks and worksheets for data analysis
- ✚ Sharing a workbook and worksheet with others
- ✚ Live demonstration / Hands-on exercises of getting data for strategic planning and other work tasks

Related Core Competencies

- Computer skills

Number of Class : 2**Commencement Schedule**

May 2024

November 2024

Pre-course Requirement

The participants have the operational needs to use BI Tool to access to the database of the CIS/SPMIS to generate reports and statistics for strategic planning and other work tasks

Workshop on Information Security (0.5 day)

Re-run

Course Code : IST 40005/2425

Enquiries : SEO(SDT) Tel. : 2573 0372

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 (IT) devices

Target Participants

➤ All staff of SWD

Contents

- ✚ IT security concepts
- ✚ Understanding the Government information security management framework
- ✚ Data security and access control security
- ✚ Portable electronic storage device security
- ✚ Network and communication security
- ✚ Hints and tips to prevent Malware’s attack
- ✚ Security features in NextGen ITI
- ✚ SWD security policy and guidelines & useful information from OGCIO

Related Core Competencies

- Computer skills

Number of Class : 2

Commencement Schedule

June 2024

October 2024

Leadership Development Programme for ASWOs (2 days)

Re-run

Course Code : MGT 51159/2425

Enquiries : SEO(SDT) Tel. : 2573 0372

Objectives

The course aims at enhancing the participants’ knowledge and skills in leadership and developing their competence in cultivating productive team work and mutual trust in a multi-generational workplace

Target Participants

- ASWOs of SWD with 5 years in-service experience / assuming supervisory and management duties

Contents

- ✚ The 360-degree leader
- ✚ Teamwork with multi-generation
- ✚ Change management
- ✚ Problem solving
- ✚ Conflict management

Related Core Competencies

- Leadership and team building
- Staff management and development
- Communication skills

Number of Class : 2

Commencement Schedule

August 2024

January 2025

Speech Writing and Public Speaking (1 day)

Revamped

Course Code : MGT 51173/2425

Enquiries : EOI(SDT) Tel. : 3974 5455

Objectives

This course aims at giving an overview of the essential elements of preparing a speech and delivering a presentation in various work situations

Target Participants

- ASWOs or above of SWD
- Other staff who have to write speech or deliver presentation

Contents

- ✚ Introduction to speech writing
- ✚ Analysing the subject, occasion and target audience of the speech
- ✚ Highlighting the essential writing skills
- ✚ Project positive and confident image through communication and style
- ✚ Adopt strategy and handling unexpected or challenging questions and hostile audience

Related Core Competencies

- Communication skills
- Writing skills

Number of Class : 2

Commencement Schedule

September 2024

February 2025

Workshop on Staff’s Conduct and Discipline (1 day)

Re-run

Course Code : MGT 51130/2425

Enquiries : EOI(SDT) Tel. : 3974 5455

Objectives

This workshop aims at enhancing the participants’ understanding of managing staff’s conduct and discipline

Target Participants

- ASWOs or above / EOII or above / NOs or above / SCPs or above / SSOsII or above of SWD with supervisory duties
- SOTs / SPTs of SWD with supervisory duties

Contents

- ✚ Corruption prevention, conflict of interest and management of staff integrity
- ✚ Issues of staff conduct (e.g. staff attendance and outdoor work)
- ✚ Misconduct and disciplinary action

Related Core Competencies

- Staff management and development
- Analysis and decision making

Number of Class : 1

Commencement Schedule

September 2024

Workshop on Understanding Good Practices of Human Resource Management (HRM) (0.5 day)

Re-run

Course Code : MGT 51148/2425

Enquiries : EO(HRM) Tel. : 3974 5456

Objectives

This workshop aims at strengthening the participants' supervisory role in staff management and performance alignment

Target Participants

➤ ASWOs or above / SSWAs or above / SSOsII or above / CPs or above of SWD

Contents

- ✚ Purposes of performance management and performance management cycle
- ✚ Performance review and coaching skills
- ✚ Conducting appraisal interview
- ✚ Staff management challenges and supervisory accountability

Related Core Competencies

- Staff management and development
- Personal effectiveness
- Staff coaching

Number of Class : 1

Commencement Schedule

September 2024

**Management Development Programme for Middle Managers
(10 days)**

Revamped

Course Code : MGT 51142/2425

Enquiries : SS(SWT) Tel. : 2893 3626

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 / CPs / SSSOs of SWD

Contents

- ✚ Personal managing skills
- ✚ Managing staff
- ✚ Building effective teams
- ✚ Crisis and complaint management
- ✚ Statutory considerations

Related Core Competencies

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

Number of Class : 1

Commencement Schedule

October 2024

**Team Building Workshop through Silence and Terrariums
(0.5 day)**

Re-run

Course Code : MGT 51167/2425

Enquiries : EO(HRM) Tel. : 3974 5456

Objectives

This workshop aims at enhancing the competencies of the participants in teamwork, communication and problem solving through completion of different experiential learning activities in complete silence

Target Participants

➤ ASWOs or above / SWAs or above / CPs or above of SWD

Contents

- ✚ Team building
- ✚ Communication skills
- ✚ Problem solving
- ✚ Adopt a positive mindset and build resilience when facing adversities and challenges

Related Core Competencies

- Team work
- Communication skills

Number of Class : 1

Commencement Schedule

October 2024

Workshop on Performance Appraisal Writing for SWOs or above and SSWAs or above (1.5 days)

Revamped

Course Code : MGT 51149/2425

Enquiries : EO(HRM) Tel. : 3974 5456

Objectives

This workshop aims at equipping the participants with the skills in writing performance appraisal reports

Target Participants

➤ SWOs or above / SSWAs or above of SWD

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
- ✚ Observations and recommendations of the Assessment Panel

Related Core Competencies

- Staff management and development
- Writing skills
- Analysis and judgement

Number of Class : 3

Commencement Schedule

October 2024

November 2024

December 2024

Self-enhancing Workshop for Clerical and Secretarial Grade Officers (1 day)

Re-run

Course Code : MGT 51144/2425

Enquiries : EO(HRM) Tel. : 3974 5456

Objectives

This workshop aims at enhancing the personal effectiveness of the participants and strengthening their self-resilience towards stress

Target Participants

➤ All clerical and secretarial grade staff of SWD

Contents

- ✚ Embracing changes
- ✚ Managing emotions, stress and adversities
- ✚ Collaborative resilience and support network
- ✚ Ways to enhance personal effectiveness
- ✚ Ways to create and sustain positive energy

Related Core Competencies

- Personal effectiveness

Number of Class : 1

Commencement Schedule

November 2024

Sharing Session on Writing Consistent and Holistic Performance Appraisal Reports (0.5 day)

New

Course Code : MGT 51175/2425

Enquiries : EO(HRM) Tel. : 3974 5456

Objectives

This course aims at enhancing the participants' competence in writing consistent and fair performance appraisal reports with effective benchmarking system

Target Participants

➤ SWOs or above of SWD

Contents

- ✚ Observations and recommendations of the SWO grade Assessment Panel
- ✚ Skills in writing fair and fully justified performance appraisal reports
- ✚ Tips on selecting quality work for individual assessment
- ✚ Gatekeeping role of appraising officers to perform benchmarking for the assessment

Related Core Competencies

- Staff management and development
- Writing skills
- Analysis and judgement

Number of Class : 1

Commencement Schedule

November / December 2024

**Workshop on Handling Demanding and Difficult Customers
(1 day)**

Re-run

Course Code : MGT 51163/2425

Enquiries : EO(HRM) Tel. : 3974 5456

Objectives

This workshop aims at equipping the participants with the skills in handling demanding and difficult customers, and techniques in coping with verbal violence in the workplace

Target Participants

➤ ASWOs or above / SWAs or above / SSOsII or above / SSAs or above of SWD

Contents

- ✚ Personality styles and behavioural patterns of demanding and difficult customers and the process of dealing with them
- ✚ Effective communication skills and interaction with difficult customers to avoid conflicts
- ✚ Knowledge and skills in handling difficult and persistent complainants effectively
- ✚ Strategies, skills and case studies on preventing and handling verbal violence at work
- ✚ Ways to manage service-related stress and negative emotions arising from verbal violence
- ✚ Sharing of experience in handling demanding and difficult customers

Related Core Competencies

- Customer focus
- Communication skills
- Personal effectiveness

Number of Class : 2

Commencement Schedule

November 2024

December 2024

Workshop on Productivity and Emotional Quotient (EQ) Management in the Workplace (1 day)

Re-run

Course Code : MGT 51125/2425

Enquiries : EO(HRM) Tel. : 3974 5456

Objectives

This workshop aims at enhancing the participants' productivity and EQ to cope with challenges and adversities in the workplace

Target Participants

➤ ASWOs or above / SWAs or above / SSOsII or above / SSAs or above / WWs or above / Nursing staff / PTs or above / OTs or above of SWD

Contents

- ✚ Analyse current productivity in terms of time and priority management
- ✚ Skills to strengthen productivity in the workplace
- ✚ Concept of EQ
- ✚ Different causes of stress
- ✚ Positive psychology
- ✚ Ways to apply EQ to cope with stress and adversities in the workplace

Related Core Competencies

- Personal effectiveness
- Organisation of work
- Staff management and development

Number of Class : 1

Commencement Schedule

November 2024

顧客服務危機處理工作坊 (一天)

重辦

課程編號：MGT 51169/2425

查詢：行政主任（人力資源管理） 電話：3974 5456

目的

本工作坊旨在讓參加者作為前線顧客服務員工而設，協助他們了解優質顧客服務的元素，掌握處理棘手情境和化解衝突的技巧，以提供優質顧客服務

對象

➤ 社會福利署的助理文書主任／文書助理／辦公室助理員／第一標準薪級員工（包括二級工人）

內容

- ✚ 了解優質服務的元素
- ✚ 掌握顧客應對的技巧
- ✚ 處理棘手情境和衝突的要訣
- ✚ 面對及處理語言暴力的方法
- ✚ 溝通技巧的重要性
- ✚ 自我情緒調適

關鍵才能

- 以客為本
- 溝通技巧
- 個人效能

舉辦次數：1**開課月份**

2024 年 11 月

**Workshop on Myers-Briggs Type Indicator (MBTI) at Work
(1 day)**

Re-run

Course Code : MGT 51170/2425

Enquiries : EO(HRM) Tel. : 3974 5456

Objectives

This workshop aims at introducing the concept of MBTI through the 16 Personalities model and enhancing the participants' effectiveness at work

Target Participants

➤ ASWOs or above / SSWAs or above of SWD

Contents

- ✚ Theories of MBTI and 16 Personalities model
- ✚ Traits and behaviours of the 16 MBTI types
- ✚ Application of MBTI in the workplace, such as enhancing communication effectiveness and facilitating team-building

Related Core Competencies

- Personal effectiveness
- Communication skills

Number of Class : 2

Commencement Schedule

December 2024

January 2025

活出好心情工作坊 (一天)

重組

課程編號：MGT 51124/2425

查詢：行政主任（人力資源管理） 電話：3974 5456

目的

本工作坊旨在讓參加者保持正面的思維以面對未來的挑戰和轉變，以及提升處理壓力的適應力

對象

➤ 社會福利署的辦公室助理員／技工／炊事員／院舍服務員／工場導師／二級工人

內容

- ✚ 擁抱變革與挑戰
- ✚ 情緒、壓力及逆境管理
- ✚ 協作抗逆和支援網絡
- ✚ 增強個人效能的方法
- ✚ 增強和保持正能量的方法

關鍵才能

- 個人效能

舉辦次數：1

開課月份

2024 年 12 月

Sharing Session on Conducting Investigations and Handling Complaint Cases referred by the Office of The Ombudsman (1 day)

Re-run

Course Code : MGT 51172/2425

Enquiries : SEO(HRM) Tel. : 2891 1272

Objectives

This course aims at enhancing the participants' effectiveness and competence in handling enquiries / complaints referred by the Office of The Ombudsman

Target Participants

➤ SWOs or above / SSOsI or above of SWD

Contents

- ✚ Roles and responsibilities of the Office of The Ombudsman
- ✚ Key steps of conducting complaint investigations, identifying issues of concerns and working out improvement measures
- ✚ Essential skills in analysing and investigating the crux of the enquiries / complaints
- ✚ Write ups of investigation findings, conclusions and recommendations
- ✚ Staff supervision and coaching for handling of referrals from the Office of The Ombudsman
- ✚ Making replies to the complainants and the Office of The Ombudsman
- ✚ Experience and case sharing

Related Core Competencies

- Investigation and case processing techniques
- Writing skills
- Analysis and decision making

Number of Class : 1

Commencement Schedule

January 2025

Workshop on Performance Appraisal Writing for SSOs (1 day)

Revamped

Course Code : MGT 51127/2425

Enquiries : EO(HRM) Tel. : 3974 5456

Objectives

This workshop aims at equipping the participants with the skills in writing performance appraisal reports

Target Participants

➤ SSOsII or above of SWD

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

January 2025

Workshop on Personnel Management (0.5 day)

Re-run

Course Code : MGT 51152/2425

Enquiries : EOI(SDT) Tel. : 3974 5455

Objectives

This workshop aims at enhancing the participants' understanding of some common personnel issues such as sick leave, performance management and injury on duty

Target Participants

- ASWOs or above / EOII or above / NOs or above / SCPs or above / SSOsII or above of SWD with supervisory duties
- SOTs / SPTs of SWD with supervisory duties

Contents

- ✚ Performance management
- ✚ Sick leave management
- ✚ Overtime work management
- ✚ Job-related allowances
- ✚ Injury on duty

Related Core Competencies

- Staff management and development
- Analysis and decision making

Number of Class : 1

Commencement Schedule

March 2025

Orientation Programme for Newly Recruited ASWOs (5.5 days)

Re-run

Course Code : NSP 51258/2425

Enquiries : SS(SWT) Tel. : 2893 3626

Objectives

This course aims at enhancing the participants' understanding of the Department's core services and important administrative issues with a view to consolidating their confidence and capabilities to take up the new job and challenges ahead

Target Participants

➤ Newly recruited ASWOs of SWD

Contents

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

Related Core Competencies

- Professional knowledge
- Personal effectiveness
- Team work

Number of Class : 3

Commencement Schedule

June / July 2024

September 2024

January / February 2025

Workshop on the Application of the Personal Data (Privacy) Ordinance (PD(P)O) and Code on Access to Information (0.5 day)

Re-run

Course Code : NSP 51243/2425

Enquiries : EOI(SDT) Tel. : 3974 5455

Objectives

This workshop aims at enhancing the participants' knowledge of the application of the PD(P)O and Code on Access to Information

Target Participants

➤ All staff of SWD

Contents

- Overview of PD(P)O and Code on Access to Information
- Application of PD(P)O and Code on Access to Information

Related Core Competencies

- Administration / legal knowledge

Number of Class : 1

Commencement Schedule

June 2024

文書及秘書職系《個人資料（私隱）條例》工作坊（半天）

重辦

課程編號：NSP 51299/2425 查詢：一級行政主任（員工發展及訓練） 電話：3974 5455

目的

本工作坊旨在讓參加者認識和理解《個人資料（私隱）條例》的精神和原則，推動他們採取謹慎措施保障個人資料私隱

對象

➤ 社會福利署文書、秘書職系員工及機密檔案室助理

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

舉辦次數：1

開課月份

2024年6月

Workshop on Handling of Data Access Requests under the Personal Data (Privacy) Ordinance (PD(P)O) and Code on Access to Information (the Code) for Supervisors (0.5 day)

Re-run

Course Code : NSP 70020/2425

Enquiries : EOI(SDT) Tel. : 3974 5455

Objectives

This workshop aims at enhancing the participants' knowledge and understanding of the provisions relating to data access under the PD(P)O and the Code as well as appropriate handling of data access requests under the PD(P)O and the Code

Target Participants

- CSWOs / CSSOs / SCPs or above from relevant Branches of SWD
- SWOs or above / SSSOs from all Districts of SWD

Contents

- ✚ Overview of the PD(P)O and the Code with related provisions on data access
- ✚ Proper ways in handling data access requests under the PD(P)O and the Code to avoid common mistakes
- ✚ Sharing of case examples

Related Core Competencies

- Administration / legal knowledge

Number of Class : 1

Commencement Schedule

July 2024

健樂員工系列 - 快樂工作與生活專題講座 (半天)

重辦

課程編號：NSP 70023/2425 查詢：一級行政主任（員工發展及訓練） 電話：3974 5455

目的

本課程旨在透過不同的「生活與工作平衡」專題，讓參加者檢示自己的工作及生活態度，以及喚醒他們對身體及心理健康的反思，從而活出各方面兼顧及平衡的快樂人生

對象

➤ 社會福利署所有員工

內容

- ✚ 認識情緒及壓力
- ✚ 生活平衡的重要
- ✚ 保健養生
- ✚ 上班族常見的健康問題

關鍵才能

- 個人效能

舉辦次數：1

開課月份

2024年7月

健樂員工系列：情緒及壓力管理工作坊 (一天)

重辦

課程編號：NSP 70040/2425 查詢：一級行政主任（員工發展及訓練） 電話：3974 5455

目的

本工作坊旨在讓參加者認識及管理自己的情緒，當生活或工作遇上壓力時，能以正面和積極的思維去處理自己的情緒

對象

➤ 社會福利署所有員工

內容

- ✚ 認識情緒和壓力
- ✚ 了解焦慮與抑鬱
- ✚ 壓力水平測試
- ✚ 提昇個人認知，建立正面思想
- ✚ 舒緩壓力之道及簡易抗壓技巧

關鍵才能

- 個人效能

舉辦次數：2

開課月份

2024 年 8 月

2025 年 2 月

Workshop on Anti-discrimination Ordinances (1 day)**Re-run****Course Code : NSP 70002/2425****Enquiries : EO(HRM) Tel. : 3974 5456****Objectives**

This workshop 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 / CPs or above / WWs or above / teaching staff / Nursing staff / PTs or above / OTs or above of SWD

Contents

- ✚ An overview of equal opportunities legislation in Hong Kong, including the four anti-discrimination ordinances, major exceptions under the ordinances and their latest amendments
- ✚ Sharing of court cases or complaints from the Government bureaux / departments 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**

September 2024

健樂員工系列：「活在當下」 - 靜觀體驗坊 (一天)

重辦

課程編號：NSP 51294/2425 查詢：一級行政主任（員工發展及訓練） 電話：3974 5455

目的

本課程透過連串的體驗活動，讓參加者學習活在當下，初步探索靜觀(mindfulness)是甚麼

對象

➤ 社會福利署所有員工

內容

- ✚ 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
- ✚ 短講及分享討論

關鍵才能

- 個人效能

舉辦次數：2

開課月份

2024 年 9 月
2024 年 11 月

Orientation Programme for Newly Recruited SWAs (4.5 days)

Re-run

Course Code : NSP 51277/2425

Enquiries : SS(SWT) Tel. : 2893 3626

Objectives

This course aims at enhancing the participants’ understanding of the Department’s core services and important administrative issues with a view to consolidating their confidence and capabilities to take up the new job and challenges ahead

Target Participants

➤ Newly recruited SWAs of SWD

Contents

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

Related Core Competencies

- Professional knowledge
- Personal effectiveness
- Team work

Number of Class : 1

Commencement Schedule

October 2024

在大灣區為港人提供的跨境家庭、諮詢及支援服務 (半天)

重組

課程編號：NSP 70044/2425

查詢：社會工作主任（訓練）6 電話：3974 5434

目的

本課程旨在增進參加者了解在大灣區為香港人及其家庭提供的跨境家庭、諮詢及支援服務，以提升服務成效及協作

對象

- 社會福利署提供個案服務、策劃及統籌小組的社工
- 非政府機構綜合家庭服務中心／綜合服務中心、綜合青少年服務中心的社工

內容

- ✚ 認識在大灣區香港人及其家庭的服務需要、可使用福利及支援服務
- ✚ 認識為大灣區香港人及其家庭提供的跨境家庭、諮詢及支援服務
- ✚ 了解香港福利服務機構與大灣區單位的協作

關鍵才能

- 專業知識
- 以客為本

舉辦次數：1

開課月份

2024 年 10 月

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

Re-run

Course Code : NSP 70016/2425

Enquiries : EOI(SDT) Tel. : 3974 5455

Objectives

This workshop aims at promoting awareness of the participants on the importance of managing conflict of interest and enhancing their knowledge of preventing misconduct related to the common law offence of misconduct in public office

Target Participants

- SWD staff with salary starting points on MPS 14 or above (or equivalent) with 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
- Staff management and development

Number of Class : 1

Commencement Schedule

December 2024

Workshop on Understanding the Companies Ordinance, Societies Ordinance and Business Registration Process in Hong Kong (1 day) **Revamped**

Course Code : NSP 51281/2425

Enquiries : EO(HRM) Tel. : 3974 5456

Objectives

This workshop aims at giving the participants an overview of the general provisions of the Companies Ordinance, Societies Ordinance and related business registration process in Hong Kong

Target Participants

- Staff of SWD who have operational need

Contents

- ✚ Basic provisions of the Companies Ordinance and Societies Ordinance under the laws of Hong Kong
- ✚ Types, responsibilities and liabilities of different business entities and stakeholders, including sole proprietorships, partnerships, companies and unincorporated societies
- ✚ Business registration process
- ✚ Registration status and liabilities of NGOs
- ✚ Overview of the annual account statements of different business entities, including NGOs

Related Core Competencies

- Administration / legal knowledge
- Planning and resource management

Number of Class : 1

Commencement Schedule

January 2025

Administration and Best Practices in (1) Procurement and Departmental Accounting Matters and (2) Government's Accrual-based Accounts and Fees and Charges (1.5 days)

Re-run

Course Code : NSP 70015/2425**Enquiries : EOI(SDT) Tel. : 3974 5455**

Objectives

This course aims at enhancing the participants' understanding of the budgetary control, procurement and departmental accounting matters, accrual-based accounts, fees and charges and best practices in procurement and contract management

Target Participants

- All staff of SWD who are required to oversee and/or handle procurement and departmental accounting matters, accrual-based accounts (e.g. fixed assets), fees and charges and revenue collection

Contents

- + Procurement of Stores and Services
- + Tender Procedures
- + Stores and Supplies Related Matters
- + Payment
- + Claims for Reimbursement of Expenses and Operation of Sub-Imprest
- + Budgetary Control
- + Overview on Accrual-based Accounts
- + Fees and Charges and Revenue Collection
- + Best Practice of Corruption Prevention in Procurement and Contract Management

Related Core Competencies

- Administration / legal knowledge

Number of Class : 1**Commencement Schedule**

February 2025

Orientation Programme for Newly Joined Non-Civil-Service Contract Staff and Other Civil Servants (1 day)

Re-run

Course Code : NSP 51233/2425

Enquiries : EOI(SDT) Tel. : 3974 5455

Objectives

This course aims at enhancing the participants' understanding of the major operational issues of the Department

Target Participants

- Staff who have newly joined SWD (other than social work and social security staff)

Contents

- + Department's organisation structure
- + Department's vision, mission and values
- + Personnel matters
- + Personal Data (Privacy) Ordinance and Code on Access to Information
- + Prevention of Bribery Ordinance
- + Records Management

Related Core Competencies

- Administration / legal knowledge

Number of Class : 1

Commencement Schedule

March 2025