

Training & Development

(Homepage Version)

Prospectus

Staff Development and Training Section
Human Resource Management Branch
March 2026

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User Guide

This Training and Development Prospectus 2026-27 gives an overview of the training programmes to be organised, covering the following 12 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) Subventions
- (ix) Communication
- (x) Information Systems and Technology
- (xi) Management
- (xii) Non-service Specific

This prospectus provides preliminary information of the planned training programmes with details to be confirmed. 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.

Information of the training programmes and e-learning courses / 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
March 2026

Guide to Training Activities (Non-SWD Organisations)

Points-to-note

To optimise precious training resources, all parties involved, including training coordinators, nominating officers / supervisors and trainees, are strongly advised to adhere to the following points-to-note:

(A) Training Coordinators

1. To disseminate course announcements to the concerned offices / units.
2. To consolidate nominations of their respective offices / units.
3. To set priorities based on knowledge of their training and development needs, complete the nomination form (one organisation with one form) and send the nominations with priorities to Staff Development and Training Section (SDTS) before deadline.
4. To timely inform the nominees of the nomination results after receiving the confirmation from SDTS.
5. To inform the trainees of any updated information (e.g. venue change) upon receipt of notification from SDTS.

(B) Nominating Officers / Supervisors

1. To identify specific training needs of individual staff.
2. To ensure the nominees are the target participants of the concerned training courses and they fulfill the related pre-course requirements, if applicable.
3. To make suitable nominations to individual training courses.
4. To remind the trainees to attend the training courses as scheduled and be punctual.
5. To inform the trainees of updated information (e.g. venue change) upon receipt of notification from SDTS.
6. To inform SDTS in writing with reason via the proformas at **Annexes (1) and (2)** or advise the trainee to do so as soon as possible if the trainee is **unable to attend** the course or for the trainee's **lateness or early departure**.
7. To discuss with the trainee about application of the newly learnt knowledge / skills.
8. To encourage the trainees to share the newly learnt knowledge / skills application and the application in the respective offices / units where appropriate.

(C) Trainees

1. To fulfil all pre-course requirements, if applicable.
2. If **unable to attend** the course, to inform SDTS in writing specifying the reason via the proforma at **Annexes (1) and (2)** as soon as possible, copied to their respective supervisors.
3. To dress appropriately for the course.
4. To be punctual and arrive at the training venue at least ten minutes before the start of the training activities for registration.
5. To participate actively in the training activities.
6. To avoid consuming food or drinks in the training venue.
7. To switch off mobile phones, or adjust them into vibrate mode during the class. To ensure smooth running of training activities, answering and making telephone calls should be conducted outside the training venue.
8. To observe individual safety and own health conditions when participating in the training activities.
9. To notify the concerned Training Officer/SDTS if they need to attend official duties / medical appointments, or cannot attend part of the training (i.e. any time from the beginning till the end) or for **lateness / early departure**, followed by a written notification **Annexes (1) and (2)** to SDTS copied to their respective supervisors specifying the duration / reason(s) for partial absence.
10. To discuss with the supervisor about the application of knowledge and skills gained from the course for making work improvement where appropriate.
11. To share with colleagues about the newly learnt knowledge and skills and the experience of applying the knowledge and skills.

Nomination, Selection and Replacement Mechanism

Training coordinators, nominating officers / supervisors and trainees shall take note of the mechanism detailed as follows:

(A) Nominations

1. Training quotas set for Social Welfare Department (SWD) and non-SWD organisations (including other government departments, non-governmental organisations, the Hospital Authority and other organisations, etc.) are subject to the class size and nature of the training programmes.

(B) Selection of Nominees

1. Nominations, who meet the criteria of 'target participants' and 'service settings' within allocated quota set for the SWD and non-SWD organisations, will be accepted.
2. In case of over-enrolment of individual organisation and/or branch / section / district of SWD, SDTS will distribute the quotas evenly among organisations and/or branches / sections / districts of SWD as appropriate, based on the priority order specified in their nomination forms.
3. After the afore-said (2), if there are remaining quotas, they will be allocated to the organisation and/or branches / sections / districts of SWD on a pro-rata basis having regard to the number of staff being nominated.
4. If the number of nominations significantly exceeds the planned quotas, the SDTS may consider to accept more nominees subject to the views of speaker/training institute and availability of a larger training venue, etc.
5. For special enrolment requests (e.g. submissions after the nomination period due to unforeseen circumstances or changes in posting, etc.), justifications have to be provided for SDTS to assess on individual case merit.

(C) Replacement of Successful Nominees

1. Upon receiving a notification from successful nominee who is unable to attend, SDTS will first arrange a replacement according to the recommendation order of that nominee's organisation and/or branches / sections / districts of SWD. If no replacement from that organisation and/or branches / sections / districts of SWD is available, SDTS will conduct a random draw (by organisation and /or branch / section / district of SWD) and arrange replacement according to the recommendation order.

傳真：2838 9595 / 2891 7712

訓練主任的電郵：_____

致：社會福利署員工發展及訓練組

(經辦人：_____) (訓練主任職位)

經參加者的上司#：_____

(姓名及職位)

(簽署)

課堂缺席通知書

課程名稱：_____

課程編號：_____

課程日期：_____

本人 *未能 / 未有於_____年_____月_____日 (缺席日期) 上午 / 下午
/ 全日*出席上述課堂，原因如下：

(請在適合方格內☑)

個人理由 (如:放假、病假)

不可預見 / 緊急職責

其他: (請例明) _____

簽署：_____

參加者姓名：_____

職級 / 職位：_____

辦事處：_____

電話：_____

傳真：_____

電郵：_____

日期：_____

此通知書須由參加者的上司簽署後才發送至員工發展及訓練組。

如通知書以電郵方式發送，須抄送給參加者的上司。

* 請刪除不適用者

Fax No. : 2838 9595 / 2891 7712
 Email of TO# : _____

To : SWD Staff Development and Training Section (SDTS)
 (Attn. _____) *(Post of Training Officer)*

Via : _____
Participant's Supervisor# _____

(Name and post) (Signature)

Notification of Absence from Training Course

Course name : _____
Course code : _____
Date of training course : _____

I would like to inform you that I *cannot / did not attend the above training course on (date of absence) _____ *a.m. / p.m. / full day, because of the following reason –

(Please the appropriate box)

- Personal reason e.g. vacation leave, sick leave
- Unforeseen / urgent duty
- Others: (please specify) _____

Signature : _____
 Name of Participant : _____
 Rank/Post : _____
 Office : _____
 Tel No. : _____
 Fax No. : _____
 Email : _____
 Date : _____

The notification has to be duly signed by Participant's Supervisor before reaching SDTS. Should the notification be sent to SDTS via email, please copy to Supervisor.

* *Please delete where appropriate.*

ARRANGEMENT OF CLASSES DURING BAD WEATHER

Type of Training [#] Weather Condition	Classroom / Online Training	Visit	Outdoor Training Activity (e.g. hiking)
Tropical Cyclone Warning Signal			
<i>Signal No. 1 or 3</i>	as scheduled		to be rescheduled
<i>Signal No. 8 or above</i>			
(i) cancelled before 7:00 a.m.	as scheduled		
(ii) remain in effect at or after 7:00 a.m.	to be rescheduled		
(iii) issued during training [@]	to be rescheduled		
Extreme Conditions			
(i) cancelled before 7:00 a.m.	as scheduled		
(ii) remain in effect at or after 7:00 a.m.	to be rescheduled		
(iii) issued during training	as scheduled*	to be rescheduled	
Rainstorm Warning Signal			
<i>Amber or Red</i>			
(i) cancelled before 7:00 a.m.	as scheduled		
(ii) remain in effect at or after 7:00 a.m.	as scheduled	to be rescheduled	
(iii) issued during training	as scheduled	to be rescheduled	
<i>Black</i>			
(i) cancelled before 7:00 a.m.	as scheduled		
(ii) remain in effect at or after 7:00 a.m.	to be rescheduled		
(iii) issued during training	as scheduled*	to be rescheduled	

[#] The arrangement applies to both half-day (morning or afternoon) and whole-day training.

[@] The Hong Kong Observatory may issue an early alert (i.e. a “Pre-No. 8 Special Announcement”) within two hours of the hoisting of the No. 8 Tropical Cyclone Warning Signal. If the Pre-No. 8 Special Announcement is issued during training, the training activity will be rescheduled.

* Participant required to perform special duties or with special reasons can leave the class after informing the course coordinator, followed by a written notification to the course coordinator copying to the supervisor.

Enquiry: 2575 4321

Training and Development Prospectus 2026-27
 惡劣天氣下的課程安排

課程類別#	課堂／網上訓練	探訪活動	戶外訓練 (例如：遠足)
天氣情況			
颱風			
一號或三號	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	
(ii) 於早上七時或之後 繼續生效		另作安排	
(iii) 於課堂期間發出		另作安排	
極端情況			
(i) 於早上七時前取消		如常舉行	
(ii) 於早上七時或之後 繼續生效		另作安排	
(iii) 於課堂期間發出	如常舉行*		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	
(ii) 於早上七時或之後 繼續生效	如常舉行		另作安排
(iii) 於課堂期間發出	如常舉行		另作安排
黑雨			
(i) 於早上七時前取消		如常舉行	
(ii) 於早上七時或之後 繼續生效		另作安排	
(iii) 於課堂期間發出	如常舉行*		另作安排

以上安排適用於半日(上午或下午)及全日訓練。

@ 天文台可能會於懸掛八號信號前兩小時之內發出預警(即「八號預警」)。如八號預警於課堂期間發出,相關課程將另作安排。

* 參加者如需執行特定職務或有特殊原因,可於通知課程統籌主任後離開課堂,並於事後以書面形式通知課程統籌主任及直屬上司。

查詢電話: 2575 4321

Induction Course for Staff Newly Posted to Correctional Service Settings (Classes A & B) (4.5 days)

Re-run

Course Code : COR 50312/2627

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
- ✚ Understanding the general principles of criminal law and procedure in Hong Kong
- ✚ Introduction to the departmental policy, current provision and future development of correctional 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
- ✚ Understanding and working with ethnically diverse group with law-breaking behaviours
- ✚ Engaging and working with drug abusers in community / drug parents with young children
- ✚ Familiarisation visits to correctional institution(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

June / July 2026

January / February 2027

Pre-course Requirement

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

Training Course on Understanding the General Principles of Criminal Law and Procedure in Hong Kong (Classes A & B) (0.5 day)

Re-run

Course Code : COR 50352/2627

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

Objectives

To enhance 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

June 2026

January 2027

Familiarisation Visit to Drug Dependent Persons Treatment and Rehabilitation Centre (0.5 day)

Re-run

Course Code : COR 50313/2627

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

Objectives

To provide the participants with an opportunity to familiarise with residential treatment and rehabilitation service for drug dependent persons

Target Participants

- Social workers from casework settings and Tuen Mun Children and Juvenile Home of SWD [Priority for correctional service units]

Contents

- ✚ Understanding the daily operation, training programmes and rehabilitation facilities of a drug dependent persons treatment and rehabilitation centre

Related Core Competencies

- Professional knowledge
- Customer focus

Number of Class : 1

Commencement Schedule

November 2026

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

Re-run

Course Code : ELD 50491/2627

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

Objectives

To equip 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, PTs and OTs from casework settings and SCNAMO(ES)s 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 (HA)

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 : 4

Commencement Schedule

May 2026

October 2026

「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 50428/2627

查詢：社會工作主任 (訓練) 2 電話：3974 5431

目的

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

- 社署牌照及規管科社工及護士
- 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 136 章)第 IVB 部有關「精神上無行為能力的人」的監護令
- ✚ 關於監護令申請的考慮及流程
- ✚ 監護人的權力和責任
- ✚ 社會福利署的官方監護人與院舍在處理受監護的精神上無行為能力的人的個案合作及關注事宜
- ✚ 有關監護令的個案討論及分享
- ✚ 簡介《處理虐待智障／精神復元成人個案工作指引》及個案分享

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

2026 年 5 月

Distress Management in Dementia Care (1 day)

New

Course Code : ELD 50507/2627

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

Objectives

To enhance the participants’ knowledge and skills in managing distressing behaviour of elders with dementia through case studies

Target Participants

- Social workers, nursing staff, PTs and OTs from EB, LRB, casework settings and SCNAMO(ES)s of SWD
- Social workers, nursing staff, PTs, OTs and STs from elderly residential and community service settings of NGOs and Contract Operators

Contents

- ✚ 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
- ✚ Crisis management

Related Core Competencies

- Professional knowledge
- Customer focus
- Communication skills

Number of Class : 1

Commencement Schedule

July 2026

Understanding Behavioural and Psychological Symptoms of Elders with Dementia (1 day)	Revamped
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Course Code : ELD 50484/2627

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

Objectives

To provide participants with basic understanding of behavioural and psychological symptoms of elders with dementia as well as assessment and non-pharmacological care of elders with distressing behaviour

Target Participants

- Social workers, nursing staff, PTs and OTs from EB, LRB, casework settings and SCNAMO(ES)s of SWD
- Social workers, nursing staff, PTs, OTs and 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
- ✚ Non-pharmacological care of elders with distressing behaviour
- ✚ Walk along with carers in the dementia care journey

Related Core Competencies

- Professional knowledge
- Customer focus
- Communication skills

Number of Class : 1

Commencement Schedule

July 2026

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

Re-run

Course Code : ELD 50493/2627

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

Objectives

To enhance the participants' understanding of the needs of the carers of those elders with dementia and providing support for the carers

Target Participants

- Social workers, nursing staff, PTs and OTs from EB, LRB, casework settings and SCNAMMO(ES)s of SWD
- Social workers, nursing staff, PTs, OTs and STs from elderly residential and community service settings of NGOs and Contract Operators

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 2026

Training Course on Assessing and Intervening Elders and Elderly Carers with Emotional Distress (1 day)

Re-run

Course Code : ELD 50478/2627

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

Objectives

To equip the participants with (1) knowledge and skills in assessing and intervening elders with emotional distress, including depression and suicidal thoughts; and (2) awareness and management of burnout in elderly carers

Target Participants

- Social workers, nursing staff, PTs and OTs from Elderly Branch, LRB, casework settings, PCTs and SCNAMO(ES)s of SWD
- Clinical psychologists of SWD
- Social workers, nursing staff, PTs, OTs and STs from elderly 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 contract, self-financing and private residential care homes for persons with disabilities

Contents

- ✚ Understanding the emotion vulnerability of elders
- ✚ Psychological interventions for elders experiencing emotional distress
- ✚ Identifying signs of burnout in elderly carers
- ✚ Effective stress management strategies for elderly carers

Related Core Competencies

- Professional knowledge
- Customer focus
- Communication skills

Number of Class : 1

Commencement Schedule

December 2026

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

Re-run

Course Code : FCW 60224/2627

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
- Social workers from Child Protection Support Service (ChildPRO)
- Social workers from Community Parents and Children Centre (CPCC)
- CPs from Subvented 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

April 2026

Workshop on Invoking the Protection of Children and Juveniles Ordinance (PCJO) in Handling Suspected Child Maltreatment Cases (0.5 day)

Re-run

Course Code : FCW 60175/2627

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

Objectives

To familiarise the participants with the considerations, procedures and skills in invoking the PCJO (Cap.213) in handling suspected child maltreatment cases

Target Participants

- SSWOs, SWOs and ASWOs of FCPSUs
- SWOs of casework units and supervising ADSWOs
- ASWOs of IFSCs and MSSUs

Contents

- ✚ Case study on invoking relevant provisions of the PCJO in the investigation and handling of suspected child maltreatment cases –
- ✚ Detention of child or juvenile in place of refuge or hospital (sections 34E and 34F)
- ✚ Child assessment procedure (section 45A)
- ✚ Safety planning and multi-disciplinary collaboration

Related Core Competencies

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

Number of Class : 2

Commencement Schedule

April 2026

November 2026

「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 50537/2627

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、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、保護兒童支援服務(ChildPRO)、共享親職支援中心以及康復服務的社工和臨床心理學家
- 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
- 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

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

2026 年 4 月

2026 年 10 月

**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 50500/1/2627

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：3

開課月份

2026 年 4 月

2026 年 8 月

2027 年 1 月

Helping Clients through Grief Journey (0.5 day)

New

Course Code : FCW 60290/2627

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

Objectives

This course aims at equipping the participants with basic knowledge and skills in helping clients through grief journey

Target Participants

- Social workers from casework settings of SWD
- Clinical Psychologists of SWD

Contents

- ✚ Identify normal grief reactions and facilitate bereavement
- ✚ Handle complicated bereavement and difficult points along grief journey
- ✚ Case illustrations: Facilitating clients to make meaning from their losses, to have transformed attachment with the deceased.

Related Core Competencies

- Professional knowledge
- Customer focus

Number of Class : 1

Commencement Schedule

May 2026

Induction Course for Staff Newly Posted to Family and Child Protective Services Units (FCPSUs) (4.5 days)

Revamped

Course Code : FCW 50541/2627

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 for 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 Section
- + Service Provision of FCPSU
- + Handling Suspected Child Maltreatment and Mandatory Reporting of Child Abuse
- + Overview of Child Custody Issues
- + Overview of IPV in Hong Kong
- + Understanding Intimate Partner violence (IPV)
- + Understanding Children Exposed to IPV

Related Core Competencies

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

Number of Class : 1

Commencement Schedule

May 2026

**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 60154/2627

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

2026 年 5 月

2026 年 11 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)

Training Series on Intimate Partner Violence (IPV) – Sharing Session on Understanding Children Exposed to IPV (0.5 day)
Re-run**Course Code : FCW 60286/2627****Enquiries : A(T)1 Tel. : 3974 5441****Objectives**

To equip the participants with knowledge of brain development and impact on the children exposed to intimate partner violence (IPV) as well as the assessment and intervention for those children and their families

Target Participants

- Social workers from casework settings of SWD
- Clinical psychologists of SWD
- Social workers from IFSCs / ISCs, 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, Centres for Drug Counselling, Non-refoulement Claimants (NRC) Project and Community Parents and Children Centre (CPCC) of NGOs
- Medical Social Workers of the Hospital Authority

Contents

- ✚ Introduction to Adverse Childhood Experiences and impact on brain development
- ✚ Understanding the impact on children exposed to IPV
- ✚ Case illustration on assessment and intervention of children exposed to IPV

Related Core Competencies

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

Number of Class : 1**Commencement Schedule**

June 2026

Training Series on Intimate Partner Violence (IPV) – Training Course on Risk Assessment and Case Management of IPV Cases, and Casework and Group Work Intervention for IPV Cases (0.5 day)

Revamped

Course Code : FCW 60287/2627

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

Objectives

To equip the participants with basic knowledge and skill in risk assessment and case management of IPV cases and practical knowledge and clinical experiences of casework and group work intervention for IPV cases

Target Participants

- Social workers from casework settings of SWD
- Clinical psychologists of SWD
- Social workers from IFSCs / ISCs, 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, Centres for Drug Counselling and Non-refoulement Claimants (NRC) Project of NGOs
- Medical Social Workers of the Hospital Authority

Contents

- ✚ Risk Assessment and Case Management of IPV Cases
 - an overview of local strategies and measures to tackle IPV
 - multi-disciplinary collaboration
 - resources for intervention for IPV cases
 - risk assessment and crisis intervention
 - case assessment and management
- ✚ Casework and Group Work Intervention for IPV Cases
 - understanding of family casework for IPV cases
 - case sharing on handling different nature of IPV cases
 - group work intervention and support services for IPV cases

Related Core Competencies

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

Number of Class : 1

Commencement Schedule

June 2026

Training Series on Intimate Partner Violence (IPV) – Training Course on Understanding IPV (0.5 day)

Re-run

Course Code : FCW 60161/2627

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, 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, Centres for Drug Counselling and Non-refoulement Claimants (NRC) Project of NGOs
- Medical Social Workers of the Hospital Authority

Contents

- ✚ Understanding violence and aggression
- ✚ Typology of IPV
- ✚ Cycle of violence
- ✚ Characteristics of the batterers and victims; Impacts of IPV on the batterers and victims
- ✚ Stress management in handling high-conflict IPV cases

Related Core Competencies

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

Number of Class : 1

Commencement Schedule

June 2026

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 50500/2627

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

2026 年 6 月
2027 年 1 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 - 聯合調查訓練課程 (VCM 第 III 階段) (一天)

重辦

課程編號：FCW 60155/2627

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
- 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兒童性侵犯個案
- ✚ 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

2026 年 7 月
2027 年 2 月

報讀先決條件

已修讀第 IB 階段的課堂

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

Re-run

Course Code : FCW 60252/2627

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

July 2026

Pre-course Requirement

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

Beyond Survival: Strategies for Supporting Survivors of Child Sexual Abuse (0.5 day)

Re-run

Course Code : FCW 60283/2627
Enquiries : S(T)3 Tel. : 3974 5438**Objectives**

This course aims at equipping social workers with knowledge and skills necessary to effectively support the survivors of child sexual abuse

Target Participants

- Social workers from casework settings of SWD [Priority for FCPSUs]
- Social workers from units with family and child related casework services of NGOs
- Social workers from Social Work Service for Pre-primary Institutions
- Superintendents and social workers from Residential Child Care Services, Crisis Residential Service for Youth-at-risk, Residential Service for Young Probationers and High-Risk Youth
- Supervisor/social worker from Small Group Home for Mildly Mentally Handicapped Children

Contents

- ✚ Common facts and misconceptions about child sexual abuse
- ✚ Impacts of sexual abuse on children
- ✚ Intervention techniques for effectively supporting survivors of child sexual abuse
- ✚ Supporting non-offending parents of children being sexually abused

Related Core Competencies

- Professional knowledge
- Customer focus
- Analysis and decision making

Number of Class : 1**Commencement Schedule**

August 2026

Sharing Session on Using Psychological Treatment Materials Produced by Clinical Psychological Service Branch of SWD (0.5 day)	Revamped
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Course Code : FCW 60248/2627

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
- Subvented CPs 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 2026

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

Re-run

Course Code : FCW 60243/2627

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

Objectives

This course aims at equipping 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 [Priority for FCPSU]
- Social workers from units with family and child related casework services of NGOs
- Social workers from Social Work Service for Pre-primary Institutions and staff of Cross-boundary and Inter-country Social Service
- Supervisors and social workers of Counselling Centres for Psychotropic Substance Abusers, Centres for Drug Counselling and Drug Treatment and Rehabilitation Centres
- 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 from Community Parents and Children Centre
- Medical Social Workers of the Hospital Authority

Contents

- ✚ Definition of child psychological maltreatment
- ✚ Identification and assessment 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 2026

Training Course on Writing Child Custody Report (1 day)

Re-run

Course Code : FCW 60206/2627

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 content coverage, structure and organisation
- ✚ Writing skills, language use and editing
- ✚ Keys to make analysis and recommendation
- ✚ Common mistakes to avoid in writing report

Related Core Competencies

- Professional knowledge
- Analysis and decision making
- Writing skills

Number of Class : 1

Commencement Schedule

August 2026

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

Workshop on Conducting Social Assessment for Child Protection (1 day)

Revamped

Course Code : FCW 60267/2627

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 social assessment for child protection and have not attended similar training, including Induction Course for Staff Newly Posted to FCPSUs, 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
 - Social workers of the Social Work Service for Pre-primary Institutions (SWSPPI) and Community Parents and Children Centre (CPCC) of NGOs
 - Medical Social Workers of the Hospital Authority

Contents

- ✚ Definition and types of child maltreatment
- ✚ Overview of the Mandatory Reporting of Child Abuse Ordinance
- ✚ Initial assessment on suspected child maltreatment cases
- ✚ Immediate child protection actions and legal considerations
- ✚ Social Assessment for Child protection and risk assessment
- ✚ Arrangement of Multi-disciplinary Case Conference on Protection of Child with Suspected Maltreatment

Related Core Competencies

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

Number of Class : 1

Commencement Schedule

August 2026

Pre-course Requirement

The participants are REQUIRED to have joined the 6-hour Online Self-learning Training – Module 1 and 2, which is part of the Child Protection Online Training covering basic knowledge on child protection, before attending the workshop. The Child Protection Online Training is co-ordinated by the Social Welfare Department in collaboration with the relevant government bureaux/departments and public organisation aiming at enhancing the relevant professionals' capacity for early identification and handling of suspected child abuse cases. Participants may register and participate in the training through the following website: <https://www.childprotectiontraining.hk/>.

「認識精神健康」家務指導員訓練課程 (半天)

重辦

課程編號：FCW 60225/2627

查詢：助理社會工作主任 (訓練) 3 電話：3974 5443

目的

本課程旨在讓參加者認識精神健康的課題及學習與懷疑有精神健康問題的服務使用者的溝通技巧

對象

- 社會福利署的家務指導員
- 非政府機構綜合家庭服務中心／綜合服務中心的家務指導員

內容

- ✚ 認識精神健康問題
- ✚ 與懷疑有精神健康問題的人士的溝通技巧

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

2026 年 8 月

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

Re-run

Course Code : FCW 60172/2627

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
- Social Work Service for Pre-primary Institutions (SWSPPI)

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

September / October 2026

Training Course on Understanding Children's Misbehavior through Temperament and Attachment Theory with a Focus on Interventions (1 day)**Re-run****Course Code : FCW 60285/2627****Enquiries : S(T)3 Tel. : 3974 5438**

Objectives

Combining temperament and attachment theory with practical application provides participants with a comprehensive perspective on children behavior and their expression of emotional and developmental needs, equipping them to formulate individualized long term plans for children and families

Target Participants

- Social workers from casework settings of SWD [Priority for FCPSUs]
- Clinical Psychologists of SWD
- Subvented Clinical Psychologists of NGOs

Contents

- ✚ Introduction on attachment theory
- ✚ Understanding concepts of childhood temperament
- ✚ Integration of attachment and temperament theories, and the implications on assessment, intervention formulation and case management
- ✚ Working with parents and caregivers through attachment and temperament informed practices

Related Core Competencies

- Professional knowledge
- Customer focus
- Analysis and decision making

Number of Class : 1**Commencement Schedule**

September 2026

Training Course on Working with Ethnic Minorities (EMs) and Handling their Family Relationship (0.5 day)
Re-run**Course Code : FCW 60141/2627****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), Non-refoulement Claimants (NRC) Project 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**

September / October 2026

Workshop for Chairperson of Multi-disciplinary Case Conference (MDCC) on Protection of Child with Suspected Maltreatment Cases (1 day)	Revamped
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Course Code : FCW 50591/2627

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

Target Participants

- Social workers who have to chair MDCC with no or minimal experience as chairpersons from (1) casework settings of SWD; and (2) casework units of NGOs responsible for conducting child protection investigation

Contents

- ✚ Objectives of MDCC
- ✚ Roles and Responsibilities of Chairperson and Members
- ✚ Pre-conference Preparation
- ✚ Coaching the investigating social worker to conduct child protection investigation and preparing child protection investigation report
- ✚ Knowledge and Skills for Chairing MDCC
 - Leading discussion on incident nature, risk assessment and follow-up plan
- ✚ Family Participation
- ✚ Post-conference Management
- ✚ Handling of Special Issues
 - False Allegations in the Divorce / High Conflict Cases
 - Working with “Unco-operative” Parents

Related Core Competencies

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

Number of Class : 1

Commencement Schedule

September 2026

Introduction to Mindful Self-compassion (1 day)**Re-run****Course Code : FCW 60264/2627****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
- Subvented clinical psychologists of NGOs
- CPs from Subvented 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 2026

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 60186/2627

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

Objectives

This course aims at enhancing the participants’ knowledge of preparation for court attendance for cross-examination and CDR on child dispute issues

Target Participants

- Social workers from 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 2026

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

Re-run

Course Code : FCW 60264/2627

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
- Subvented clinical psychologists of NGOs
- CPs from Subvented 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
- Staff management and development

Number of Class : 1

Commencement Schedule

October 2026

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 60178/2627

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
- Clinical Psychologists 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, Refuge Centres for Women, Community Parents and Children Centre of NGOs and Social Work Service for Pre-primary Institutions

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 2026

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

Re-run

Course Code : FCW 60114/2627

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 and PCTs of SWD
- Clinical Psychologists of SWD
- Teaching staff from Planning and Co-ordinating Teams of SWD
- Social workers from IFSCs / ISCs, Integrated Children and Youth Services Centres, Child Protection Support Service (ChildPRO) and Social Work Service for Pre-primary Institutions (SWSPPI) and Community Parents and Children Centre (CPCC)
- CPs from Subvented NGOs

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

October 2026

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

Re-run

Course Code : FCW 60113/2627

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
- Clinical Psychologists 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, Child Protection Support Service (ChildPRO), Social Work Service for Pre-primary Institutions (SWSPPI), Community Parents and Children Centre (CPCC) and CPs from Subvented NGOs

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

October 2026

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

Re-run

Course Code : FCW 60115/2627

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
- Clinical Psychologists 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, Child Protection Support Service (ChildPRO), 50542 Social Work Service for Pre-primary Institutions (SWSPPI), Community Parents and Children Centre (CPCC)
- CPs from Subvented NGOs

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**

October 2026

Induction Course on Service of IFSCs (SWD: 4.5 days NGO: 4 days)

Re-run

Course Code : FCW 50542/2627

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

November / December 2026

February / March 2027

Training Course on Application of Parenting Capacity Assessment Framework in Engaging and Handling Difficult / Unmotivated Clients with Child Care Problems (0.5 day)	Revamped
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Course Code : FCW 60164/2627

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

Objectives

This course aims at equipping the participants with essential knowledge and using the Parenting Capacity Assessment Framework (PCAF) with a view to facilitating early identification of the health and social needs of children (Age 0 to 6 years) and enhancing inter-disciplinary communication and collaboration skills, especially in handling Comprehensive Child Development Service (CCDS) cases

Target Participants

- Social workers from casework settings of SWD
- Inspectors of Child Care Centres Advisory Inspectorate
- 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 Work Service for Pre-primary Institutions, Child Protection Support Service (ChildPRO), Non-refoulement Claimants (NRC) Project and Community Parents and Children Centre of NGOs
- Medical Social Workers of the Hospital Authority

Contents

- ✚ Introduction of CCDS
- ✚ Overview and use of the PCAF
- ✚ Assessment aspects of the PCAF
- ✚ Identifying usual, alerting and serious conditions as well as practices and corresponding actions to be taken
- ✚ Sharing of case handling of difficult / unmotivated clients with child care problem (including CCDS cases)

Related Core Competencies

- Professional knowledge
- Customer focus
- Team work

Number of Class : 1

Commencement Schedule

November 2026

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

Re-run

Course Code : FCW 60205/2627

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

November 2026

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

Re-run

Course Code : FCW 60215/2627

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

Objectives

Training Course on Promoting Racial Equality and Working with Ethnic Minorities (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, After School Care Centres for Pre-primary Children [ASCP(PC)] of NGOs, Social Work Service for Pre-primary Institutions (SWSPPI), Neighbourhood Support Child Care Project (NSCCP)
- 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

November / December 2026

February / March 2028

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

Re-run

Course Code : FCW 60113/1/2627

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
- Clinical Psychologists 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, Non-refoulement Claimants (NRC) Project and High-Risk Youth of NGOs
- CPs from Subvented 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; and
 - 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

November 2026

Training Course on Working with Parents with Parenting Difficulties through Group Work Intervention (1 day)

Re-run

Course Code : FCW 60179/2627

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
- Clinical Psychologists of SWD
- Social workers from IFSCs / ISCs and Social Work Service for Pre-primary Institutions of NGOs, Child Protection Support Service (ChildPRO), Community Parents and Children Centre (CPCC)
- Cross-boundary and Inter-country Social Service (CISS)
- CPs from Subvented 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

November / December 2026

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

Re-run

Course Code : FCW 60139/2526

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

November 2026

「家務指導員」基本訓練課程 (半天)

重辦

課程編號：FCW 60089/2627

查詢：助理社會工作主任 (訓練) 3 電話：3974 5443

目的

本課程旨在讓參加者認識家務指導服務、家務指導員職責範圍及其工作守則

對象

➤ 社會福利署的家務指導員

內容

- ✚ 簡介家務指導服務的目標
- ✚ 簡介家務指導員之職責範圍及工作守則
- ✚ 介紹家務指導服務之常用表格
- ✚ 家務指導員經驗分享 (包括個案處理、工作坊及小組工作)

關鍵才能

- 專業知識
- 以客為本

舉辦次數：1

開課月份

2026 年 11 月

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

Re-run

Course Code : FCW 50517/2627

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 and subvented residential child care services

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

December 2026

**Play Therapy Basics: Child-centred and Directive Approaches
for Children and Adolescents (0.5 day)**

Re-run

Course Code : FCW 60277/2627

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

Objectives

This course aims at equipping participants with brief understanding of play therapy as well as its application on children and adolescents

Target Participants

- Social workers from casework settings, Clinical Psychologists of SWD and Tuen Mun Children and Juvenile Home (TMCJH) of SWD

Contents

- ✚ Introduction to play therapy
- ✚ Application of play therapy skills on children and adolescents
- ✚ Case sharing

Related Core Competencies

- Professional knowledge
- Customer focus

Number of Class : 1

Commencement Schedule

December 2026

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

Course Code : FCW 60063/2627**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, Social Work Service for Pre-primary Institutions (SWSPPI), Child Protection Support Service (ChildPRO), Counselling Centres for Psychotropic Substance Abusers, Centres for Drug Counselling, Drug Treatment and Rehabilitation Centres, Outreaching Teams for Ethnic Minorities and Non-refoulement Claimants (NRC) Project 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 2026

Training Course on Early Identification and Multi-disciplinary Collaboration in Child Protection in Residential Service Setting (0.5 day)

Re-run

Course Code : FCW 60260/2627

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

Objectives

This course aims at equipping the participants with knowledge of identification and initial handling of suspected child maltreatment cases

Target Participants

- Social workers from IFSC and TMCJH of SWD
- Social workers of family and child related casework services setting of NGOs
- Superintendents / social workers from Residential Child Care Services, Crisis Residential Service for Youth-at-Risk, Residential Service for Young Probationers and High-risk Youth
- Supervisors / Social workers from Small Group Home for Mildly Mentally Handicapped Children,
- Staff of Non-refoulment Claimants Project

Contents

- ✚ Principles in child protection work
- ✚ Definition and types of child maltreatment
- ✚ Early identification and initial assessment of suspected child maltreatment
- ✚ Investigation and Multi-disciplinary Case Conference on Protection of Child with Suspected Maltreatment
- ✚ Principles in handling of child maltreatment allegations against staff, carers and volunteers of Organisations
- ✚ Formulation of follow-up plan and multi-disciplinary cooperation in following up child protection cases

Related Core Competencies

- Professional knowledge
- Customer focus
- Analysis and decision making

Number of Class : 1

Commencement Schedule

December 2026

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

Revamped

Course Code : FCW 60001/2627

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 Centre / 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

December 2026

Incorporating Trauma-informed Practice into the Care of Children under Out-of-home / Residential Services (1 day)

Re-run

Course Code : FCW 60276/2627

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

Objectives

This course aims at enhancing the participants' knowledge and skills in application of trauma-informed practice to help children with childhood developmental trauma

Target Participants

- Social workers from casework settings of SWD
- Clinical Psychologists of SWD
- Social workers from IFSCs / ISCs and subvented Residential Child Care Services of NGOs
- CPs from Subvented NGOs

Contents

- ✚ Identifying the neurobiological, emotional and behavioral changes associated with childhood developmental trauma
- ✚ Creating a psychological-safe out-of-home/residential environment under the principle of trauma-informed practice
- ✚ Repairing attachment through interventions improving the sense of security and co-regulation with caregivers
- ✚ Introduction and practice of exercises that promote trauma-informed care

Related Core Competencies

- Professional knowledge
- Customer focus

Number of Class : 1

Commencement Schedule

January 2027

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

Re-run

Course Code : FCW 60244/2627

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 formulating 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
- Social workers from Social Work Service for Pre-primary Institutions, Child Protection Support Service and Outreaching Team for Ethnic Minorities
- Staff of Cross-boundary and Inter-country Social Service and Non-refoulment Claimants Project
- Supervisors and social workers of Counselling Centres for Psychotropic Substance Abusers, Centres for Drug Counselling and Drug Treatment and Rehabilitation Centres
- 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 from Community Parents and Children Centre
- Medical Social Workers of the Hospital Authority

Contents

- ✚ Conceptualisation of child maltreatment
- ✚ Introduction of Adverse Childhood Experiences (ACEs)
- ✚ Setting up a safety planning roadmap in case assessment
- ✚ Making use of assessment tools for systemic case intervention

Related Core Competencies

- Professional knowledge
- Customer focus
- Analysis and decision making

Number of Class : 1

Commencement Schedule

February 2027

Training Course on Psychological First Aid (PFA) (1 day)**Re-run****Course Code : FCW 60011/2627****Enquiries : S(T)4 Tel. : 3974 5433****Objectives**

PFA is an early psychological intervention approach to assist and support people in large critical incidents or disaster situation. It is developed by the National Child Traumatic Stress Network and National Centre for Post-traumatic Stress Disorder, USA. This course aims at equipping the participants with basic knowledge and skills in early psychological intervention and PFA.

Target Participants

- Social workers from all service settings of SWD
- Clinical psychologists of SWD
- Social workers from IFSCs / ISCs of NGOs
- Subvented CPs of NGOs

Contents

- ✚ Introduction to PFA
- ✚ Steps and skills of PFA
- ✚ Application of PFA
- ✚ Case sharing of handling local critical incidents

Related Core Competencies

- Professional knowledge
- Team work
- Customer focus

Number of Class : 1**Commencement Schedule**

March 2027

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 50663/2627

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 2026

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

Re-run

Course Code : MSS 50682/2627

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

April 2026

Workshop on Preparation and Management of Social Enquiry Reports (SERs) under Part IVB, Part IIIA & Part IIIB of the Mental Health Ordinance (MHO) (1 day)

Re-run

Course Code : MSS 50675/2627

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

Objectives

This workshop aims at sharing with the participants good practice and skills in preparing SERs on guardianship cases under the MHO

Target Participants

- SWOs who are responsible for preparing SERs under the MHO
- ADSWOs from District Social Welfare Offices of SWD
- Oi/cs of Regional Guardianship Offices

Contents

- ✚ Expectations of Guardianship Board and updates on handling guardianship cases
- ✚ Components of tenable SERs
- ✚ Observations on writing SERs
- ✚ Experience sharing of conducting social enquiry on guardianship application cases
- ✚ Legal advice on handling guardianship cases
- ✚ Introduction to Part III and Part IIIA and its case monitoring and court report writing

Related Core Competencies

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

Number of Class : 1

Commencement Schedule

May 2026

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

Re-run

Course Code : MSS 50605/2627

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 detection 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 Mentlly Incapacitated Persons

Related Core Competencies

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

Number of Class : 1

Commencement Schedule

June 2026

Training Course on Skills in Studying Insurance Policies and Investment Products in Conducting Financial Assessment (1 day)

Re-run

Course Code : MSS 50680/2627

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

Objectives

This course aims at enhancing the participants' knowledge and skills in examining clients' insurance policies, various investment products and stored valued facilities in conducting financial assessment

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 different types of insurance policies and related investment products with their living benefit / monetary value
- ✚ Analysis and interpretation on various insurance statements and documents of investment products
- ✚ Identification of common types of insurance / investment / stored valued facilities, deception involving public benefits
- ✚ Detection of concealment of assets from financial statements

Related Core Competencies

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

Number of Class : 1

Commencement Schedule

August 2026

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

Re-run

Course Code : MSS 50622/2627

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 2026

Training Course for Medical Social Workers in Handling Clients with Life and Death Issues and the Self-management (1 Day)

Re-run

Course Code : MSS 50690/2627

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

Objectives

To help the MSWs to understand the value and attitude towards life and death and equip them knowledge in helping those facing imminent death and bereavement counselling on sudden death

Target Participants

- Medical social workers from SWD and HA attending the Induction Course for Medical Social Workers (MSS 50622/2627)

Contents

- ✚ Exploration the participants' own values, attitude and experience relating to life and death issues;
- ✚ Helping clients and their family members to face imminent death and get through the last life passage e.g. those with terminal illness or very limited life expectancy and;
- ✚ Providing bereavement counselling for the family members of the deceased to overcome sudden death

Related Core Competencies

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

Number of Class : 1

Commencement Schedule

October 2026

Integrated Training Course on Mental Health Social Work (6 days)

Re-run

Course Code : MSS 50623/2627

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

Objectives

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

Target Participants

- Social workers from casework settings of SWD
- Social workers from units providing psychiatric rehabilitation services of NGOs
- Medical Social Workers of the Hospital Authority

Contents

- ✚ Concepts of mental disorders and classification in psychiatry
- ✚ Knowledge and skills in the intervention of psychiatric cases through integrative clinical case management approach
- ✚ Understanding the clinical features, aetiologies, prevalence, prognosis, psychosocial impact and management of different kinds of mental illnesses
- ✚ Risk assessment and management of mental relapse, suicidal cases and violent cases
- ✚ Introduction to mental health first aid and handling of psychiatric emergency
- ✚ An overview of community psychiatric rehabilitation services in Hong Kong

Related Core Competencies

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

Number of Class : 1

Commencement Schedule

November 2026

「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 50722/2627

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

2026 年 4 月

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 50739/2627

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 2026

December 2026

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

Re-run

Course Code : REH 50704/2627

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 2026

December 2026

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 50731/2627

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
- 非政府機構住宿戒毒康復服務中心員工
- 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

2026 年 7 月

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

Re-run

Course Code : REH 50747/2627

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) and Outreaching Team for EM
- 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

November 2026

「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 50750/2627

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
- 溝通技巧

舉辦次數：1

開課月份

2027 年 1 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 50741/2627

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前線員工
- 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照顧者

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

2027 年 1 月

Sharing Session on Working with Pre-school Ethnic Minority (EM) Children with Special Needs and their Families (0.5 day)

Re-run

Course Code : REH 50749/2627

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

Objectives

This course aims at equipping the participants with cultural sensitivity, basic knowledge and skills in working with and addressing to the specific needs of pre-school EM children with special needs and their families

Target Participants

- Social workers from Rehabilitation and Medical Social Services Branch and casework settings of SWD
- Social workers from Integrated Family Service Centres / Integrated Services Centres, Social Work Service for Pre-primary Institutions and Parents / Relatives Resource Centres of NGOs
- Social workers from Outreaching Teams for Ethnic Minorities
- Social workers / child care workers from residential child care services
- Social workers / child care workers from Neighbourhood Support Child Care Project (NSCCP)
- Social workers from After School Care Programme for Pre-primary Children ASCP(PC)
- Social workers, physiotherapists, occupational therapists, speech therapists and special child care workers from pre-school rehabilitation services of NGOs
- Staff of NRC Project

Contents

- ✚ Understanding the characteristics, strength, culture and taboo of EMs in Hong Kong
- ✚ Challenges to local EM children with special needs and their families
- ✚ Experience sharing of intervention skills and practice wisdom in working with pre-school EM children with special needs and their families

Related Core Competencies

- Professional knowledge
- Planning and resource management

Number of Class : 1

Commencement Schedule

February 2027

Training Course on Working with Youth Suicide and Relevant Preventive Measures (1 day)
Re-run**Course Code : YOU 50842/2627****Enquiries : S(T)6 Tel. : 3974 5434****Objectives**

To enhance the participants' understanding of the factors causing youth suicide and equip 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 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, 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 : 2**Commencement Schedule**

April 2026

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

Re-run

Course Code : YOU 50855/2627

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

Objectives

To enhance 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 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, 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 responses of the survivors of youth suicide deaths
- ✚ Intervention skills and strategies in working with survivors of youth suicide deaths
- ✚ 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

May 2026

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

Re-run

Course Code : YOU 50851/2627

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 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, 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 : 1

Commencement Schedule

May 2026

Sharing Session on Engaging and Handling Drug Abusers in Community (0.5 day)

Re-run

Course Code : YOU 50883/2627

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

Objectives

To enhance the participants knowledge on the latest drugs trend in Hong Kong and skills in engaging and handling drug abusers in the community

Target Participants

- Social workers from Youth and Corrections Branch, TMCJH and casework settings of SWD

Contents

- ✚ Sharing the latest drugs trend in Hong Kong with focus on Etomidate, and engagement of the youth
- ✚ Identification of drug abusing behaviours
- ✚ Introduction to community-based drug treatment and rehabilitation services
- ✚ Handling drug-abusing parents having young children

Related Core Competencies

- Professional knowledge
- Customer focus
- Team work

Number of Class : 1

Commencement Schedule

June / July 2026

January / February 2027

Sharing Session on Managing Stress and Challenges for Social Workers Supporting Youth in Crisis (0.5 day)

New

Course Code : YOU 50890/2627

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

Objectives

To equip social workers with effective strategies and tools for managing stress and overcoming challenges in their work with youth

Target Participants

- Social workers from casework settings and Tuen Mun Children and Juvenile Home of SWD
- Social workers from Integrated Family Service Centres / Integrated Services Centres, Suicide Crisis Intervention Centre, 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, Counselling Centres for Psychotropic Substance Abusers, Centres for Drug Counselling, Drug Treatment and Rehabilitation Centres, 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

- ✚ Identify common challenges faced by social workers in youth engagement
- ✚ Learn effective stress management & self-care techniques
- ✚ Explore the possibility of collaboration & support networks among peers, supervisors, & community resources to foster a supportive work environment

Related Core Competencies

- Professional knowledge
- Customer focus

Number of Class : 1

Commencement Schedule

June 2026

Sharing Session on Anti-drug Abuse (0.5 day)**Re-run****Course Code : YOU 50821/2627****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 Integrated Family Service Centres / Integrated Services Centres, Suicide Crisis Intervention Centre, 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, Methamphetamine and Etomidate
- ✚ Medications commonly used in treating drug-induced psychiatric problems and their side-effects
- ✚ Drug testing – interpretation and pitfalls

Related Core Competencies

- Professional knowledge
- Customer focus
- Analysis and judgement

Number of Class : 1**Commencement Schedule**

July 2026

Training Course on the Use of Narrative Therapy in Counseling and Conducting Theapeutic Groups for the Youth (1 day)

New

Course Code : YOU 50891/2627

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

Objectives

To equip participants with a comprehensive understanding of narrative therapy principles and techniques to effectively support youth in casework settings

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, Suicide Crisis Intervention Centre, 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

- ✚ Overview of narrative therapy principles, key concepts, and its relevance in youth counseling;
- ✚ Practical strategies for using narrative therapy techniques in casework settings

Related Core Competencies

- Professional knowledge
- Customer focus

Number of Class : 1

Commencement Schedule

September 2026

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 50874/2627

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 of NGOs
- Social workers from Integrated Family Service Centres / Integrated Services Centres, 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 : 2

Commencement Schedule

September 2026

March 2027

Training Course on Working with the Youth over Sexual Orientation Issues (1 day)

Re-run

Course Code : YOU 50829/2627

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

- Clinical Psychologists of SWD
- Social workers from casework settings and Tuen Mun Children and Juvenile Home of SWD
- Subvented Clinical Psychologists of NGOs
- Social workers from Integrated Family Service Centres / Integrated Services Centres, Suicide Crisis Intervention Centre, 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

- ✚ 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

October 2026

Working with Transgender & Gender Diverse Clients (2 days)

Re-run

Course Code : YOU 50884/2627

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

Objectives

To equip the participants with understanding and knowledge of transgender & Gender Diverse Clients

Target Participants

- Clinical psychologists, Social workers from casework settings, Planning and Co-ordinating Teams, and Tuen Mun Children and Juvenile Home of SWD
- Subvented Clinical psychologists, Social workers from Integrated Family Service Centres / Integrated Services Centres, Suicide Crisis Intervention Centre, 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, 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 the concept of gender, gender expression, and gender identity
- ✚ Diversified manifestations of the trans population
- ✚ Developmental trajectories to the formation of the trans identity
- ✚ Societal prejudice and discrimination faced by the trans people
- ✚ Common psychosocial stressors of the trans people
- ✚ Live sharing and Q&A session with a Male-to-Female (MtF) individual, a Female-to-Male (FtM) individual, and a parent
- ✚ Individual & group intervention to parents of children and adolescence with gender nonconforming manifestations
- ✚ Affirmative counseling to trans people
- ✚ Practical measures that would ensure better quality of life of the trans people

Related Core Competencies

- Professional knowledge
- Customer focus

Number of Class : 1

Commencement Schedule

October 2026

Sharing Session on Working with Youth with law-breaking behaviour (0.5 day)

New

Course Code : YOU 50892/2627

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

Objectives

To equip participants with effective strategies and intervention for engaging and rehabilitating youth exhibiting law-breaking behavior through collaborative sharing and practical applications

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, Suicide Crisis Intervention Centre, 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, Counselling Centres for Psychotropic Substance Abusers, Centres for Drug Counselling, Drug Treatment and Rehabilitation Centres, 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

- ✚ Exploring the social, psychological and environmental factors contributing to law-breaking behavior in youth
- ✚ Strategies for building rapport and trust with law-breaking youth
- ✚ Intervention strategies and programmes in redirecting youth behavior and promoting positive changes

Related Core Competencies

- Professional knowledge
- Customer focus

Number of Class : 1**Commencement Schedule**

November 2026

Training Course on Using Trauma-informed Care Practice in Working with Youth with Traumatic Experience (1 day)

Re-run

Course Code : YOU 50871/2627

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

Objectives

To provide the participants with knowledge of trauma-informed care practice and its application to work with youth with traumatic experience

Target Participants

- Social workers from Planning and Co-ordinating Teams, casework settings and Tuen Mun Children and Juvenile Home of SWD
- Subvented Clinical Psychologists of NGOs
- Social workers from Integrated Family Service Centres / Integrated Services Centres, Suicide Crisis Intervention Centre, 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' Home, 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
- Nursing staff from CCPSAs, DTRCs and CDCs of NGOs

Contents

- ✚ Understanding principles of trauma-informed care practice;
- ✚ Application of trauma-informed care in providing counselling for youth with traumatic experience;
- ✚ Introducing signs and strategies for coping with burnout, compassion fatigue and secondary traumatic stress reactions while working with traumatised individuals

Related Core Competencies

- Professional knowledge
- Customer focus

Number of Class : 1

Commencement Schedule

November 2026

Sharing Session on Cyber & School Bullying and Strategies for Addressing Youth Bullying (1 day)
Re-run**Course Code : YOU 50885/2627****Enquiries : A(T)2 Tel. : 3974 5442****Objectives**

To enhance participants' understanding of cyber bullying and school bullying, as well as to develop the skills in supporting the needs of youth involved in various roles related to bullying behaviors

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, Suicide Crisis Intervention Centre, 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 concepts of cyber and school bullying
- ✚ Strategies and intervention skills for addressing bullying behaviors and working with youth victims
- ✚ Case studies and group discussions

Related Core Competencies

- Professional knowledge
- Customer focus

Number of Class : 1**Commencement Schedule**

December 2026

Sharing Session on Engaging and Working with Substance-abusing Parents Having Young Children (0.5 day)

Re-run

Course Code : YOU 50882/2627

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

Objectives

To enhance the participants' knowledge and skills in engaging and working with substance-abusing parents with young children

Target Participants

- Social workers from casework settings and Tuen Mun Children and Juvenile Home (TMCJH) of SWD
- Social workers from Integrated Family Service Centres / Integrated Services Centres, Neighbourhood Support Child Care Project (NSCCP), After School Care Programme for Pre-primary Children [ASCP(PC)], Child Protection Support Service (ChildPRO), Community Parents and Children Centre (CPCC), Suicide Crisis Intervention Centre, 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, Non-refoulment Claimant (NRC) Project of NGOs
- Nursing staff from CCPSAs, DTRCs and CDCs of NGOs

Contents

- ✚ Understanding the trends in substance abuse and identifying substance-abusing behaviours
- ✚ Developing a deep understanding of the needs of substance abusers, including the common stressors and specific needs of substance-abusing parents with young children
- ✚ Strategies for engaging and handling cases involving substance-abusing parents
- ✚ Practice wisdom in managing crisis situations during home visits and when working with substance-abusing parents and their families
- ✚ Case sharing on mobilising community resources and multi-disciplinary collaborative work for substance-abusing parents to sustain positive changes of these families

Related Core Competencies

- Professional knowledge
- Customer focus

Number of Class : 1

Commencement Schedule

January / February 2027

Sharing Session on Exploring the Concept and Journey to Becoming a Life Coach (1 day)

Re-run

Course Code : YOU 50886/2627

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

Objectives

To enhance the participants' understanding about the concept of coaching and skill in becoming a life youth coach

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, Suicide Crisis Intervention Centre, 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

- ✚ Concept of Life Coaching
- ✚ Target audience for Life Coaching
- ✚ Mission of Life Coaching
- ✚ Demonstration about Life Coaching Techniques
- ✚ Strategic planning in Life Coaching and measuring its effectiveness
- ✚ Case sharing and discussion

Related Core Competencies

- Professional knowledge
- Customer focus

Number of Class : 1

Commencement Schedule

January 2027

Training Course on Supporting Youth with Neurosis and their Parents (0.5 day)

New

Course Code : YOU 50893/2627

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

Objectives

To equip participants with effective strategies to support youth suffering from neurosis while also addressing the stress and concerns of their parents

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, Suicide Crisis Intervention Centre, 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

- ✚ Identify common neurotic symptoms in youth and their effects on their well-being
- ✚ Explore effective communication & support techniques in addressing their special needs
- ✚ Equip parents with tools to manage their stress & support their child's mental health

Related Core Competencies

- Professional knowledge
- Customer focus

Number of Class : 1

Commencement Schedule

January 2027

Training Course on Collaborative Intervention Approaches for Special Educational Needs and Disabilities (SENS) Adolescents and Their Families (1 day)

Re-run

Course Code : YOU 50894/2627

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

Objectives

To equip participants with effective intervention strategies and practical skills specifically designed to support adolescents with special educational needs (SENS) and their families, enabling them to foster positive outcomes in communication, social skills, and personal development

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, Suicide Crisis Intervention Centre, 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

- ✚ Overview of special educational needs specific (SENS) to adolescents, including common conditions and their impact on development and family dynamics
- ✚ Approaches for effective intervention tailored to the unique needs of SENS adolescents, focusing on enhancing communication and social skills
- ✚ Strategies for actively involving families in the intervention process, fostering collaboration and support for adolescents
- ✚ Case sharing and discussions on supporting SENS adolescents and their families

Related Core Competencies

- Professional knowledge
- Customer focus

Number of Class : 1

Commencement Schedule

February / March 2027

Issues related to sexual behaviors among adolescents who have sex with the same sex and the impact on self-identity development and intimate relationship (1 day)

Re-run

Course Code : YOU 50887/2627

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

Objectives

To equip participants with comprehensive understanding of sexual behaviors among adolescent boys and young men who have sex with other men and the related challenges and impacts on their self-identity development and relationship dynamics.

Target Participants

- Clinical Psychologists of SWD
- Social workers from casework settings, planning and co-ordinating teams and Tuen Mun Children and Juvenile Home (TMCJH) of SWD
- Social workers from casework settings of NGOs
- Subvented Clinical Psychologists of NGOs

Contents

- ✚ Explore common sexual practices among adolescent boys and young men who have sex with other men, including hooking up for casual sex using online apps, group sex, BDSM, and "chem-fun";
- ✚ Understand the narratives of the persons engaging in these activities and how these practices and narratives shape their self-identity and dynamics in their intimate relationship;
- ✚ Evaluate the risks involved behind these sexual practices;
- ✚ Ways to establish a safe environment for discussing these issues with them, and enhance their sensitivity towards the need for self-protective measures.

Related Core Competencies

- Professional knowledge
- Customer focus

Number of Class : 1

Commencement Schedule

March 2027

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 51358/2627****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**

April / May 2026

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

Re-run

Course Code : SST 51308/2627

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

April 2026

Workshop on Emotional Wellness and Stress Management for Social Security Staff (0.5 day)

Re-run

Course Code : SST 51440/2627

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

Objectives

This course aims at enabling the participants to be aware of their emotional wellness, understand how to manage and handle stress effectively, and improve interpersonal relationship at workplace

Target Participants

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

Contents

- ✚ Identifying and managing burnout
- ✚ Understanding and listening to our emotions
- ✚ Learning about our sympathetic and parasympathetic nervous system
- ✚ Stress management in the workplace
- ✚ Bringing self-compassion and nourishing activities into daily life
- ✚ Practice of relaxation exercises
- ✚ Introduction to clinical psychological services

Related Core Competencies

- Personal effectiveness
- Staff management and development

Number of Class : 1

Commencement Schedule

April / May 2026

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

Re-run

Course Code : SST 51445/2627

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

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

May 2026

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 51402/2627

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

Objectives

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

Target Participants

- SSOsII or above / SSAs or above of SWD

Contents

- ✚ Common factors leading to families at risk
- ✚ Early identification of at-risk families with potential/ suspected domestic violence / suicide
- ✚ Service provision of IFSCs, MSSUs and FCPSUs for at-risk cases
- ✚ Referral of appropriate services / community resources and follow-up actions for at-risk families
- ✚ Collaboration of frontline caseworkers between Social Security Field Unit and Social Work service units
- ✚ Sharing of practice wisdom in handling at-risk cases from Social Security Field Units

Related Core Competencies

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

Number of Class : 1

Commencement Schedule

May / June 2026

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

Re-run

Course Code : SST 51391/2627

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 : 2

Commencement Schedule

June 2026

November 2026

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

Re-run

Course Code : SST 51309/2627

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
- + Limitation Ordinance

Related Core Competencies

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

Number of Class : 1

Commencement Schedule

June / July 2026

Workshop on Understanding the Scope of Service Provided by NGOs and Problems Encountered by CSSA Customers Under the Support for Self-reliance Scheme (0.5 day)

Re-run

Course Code : SST 51408/2627

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 Support for Self-reliance 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 support 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

June 2026

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

Re-run

Course Code : SST 51397/2627

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

July / August 2026

Training Course on Effective Coaching (1 day)

Re-run

Course Code : SST 51310/2627

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

August / September 2026

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

Re-run

Course Code : SST 51385/2627

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
- + 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

August 2026

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

Re-run

Course Code : SST 51306/2627

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 2026

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

Re-run

Course Code : SST 51325/2627

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

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

September 2026

October 2026

Training Course on Procedural Guidelines of the Support Programme for the Unemployed under the Support for Self-reliance Scheme (0.5 day)

Re-run

Course Code : SST 51404/2627

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

Objectives

This course aims at enabling the participants to familiarise with the Support Programme for the Unemployed and its related operational arrangements and procedures

Target Participants

➤ SSOsII or above / SSAs or above of SWD

Contents

- ✚ Project contents of Support Programme for the Unemployed 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

September / October 2026

Training Course on Teaming Up (1 day)

Re-run

Course Code : SST 51315/2627

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

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

September 2026

October 2026

Training Course on Understanding the Land Registration Ordinance, Land Law and Conveyancing Practice in Hong Kong (1 day)

Re-run

Course Code : SST 51439/2627

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

Objectives

This course aims at equipping the participants an overview of the general provisions of Land Registration Ordinance, Land Law and Conveyancing practice in Hong Kong

Target Participants

➤ SSOsII or above / SSAs or above of SWD

Contents

- ✚ Land Registration Ordinance in Hong Kong
- ✚ Overview of different types of land searches: knowledge of Land Register documents
- ✚ Landholding in Hong Kong: Nature and Types of Property
- ✚ Legal knowledge of land ownership in Hong Kong
- ✚ Overview of the Conveyancing Process in Hong Kong
- ✚ Transfer of ownership and deed of gift
- ✚ Title investigation and valuation of property

Related Core Competencies

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

Number of Class : 1

Commencement Schedule

September 2026

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

Re-run

Course Code : SST 51318/2627

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

Objectives

This course aims at equipping the participants with communication skills in handling customers with mental problem

Target Participants

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

Contents

- ✚ Introduction to mental problem
- ✚ Symptoms of different types of mental problem
- ✚ Identification of customers with potential mental problem or mental disorder
- ✚ Effective communication with customers with mental problem

Related Core Competencies

- Customer focus
- Communication skills
- Professional knowledge

Number of Class : 1

Commencement Schedule

September 2026

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

Re-run

Course Code : SST 51375/2627

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

September 2026

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 51359/2627

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

October / November 2026

Workshop on Preventing Workplace Violence (1 day)

Re-run

Course Code : SST 51382/2627

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 2026

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

Re-run

Course Code : SST 51317/2627

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

October 2026

November 2026

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

Re-run

Course Code : SST 51392/2627

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

November / December 2026

Workshop on Managing and Enhancing Personal Effectiveness at Work (1 day)

Re-run

Course Code : SST 51443/2627

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

Objectives

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

Target Participants

➤ SSOsII or above of SWD

Contents

- ✚ Analyse current effectiveness in terms of time and priority management
- ✚ Different causes of stress
- ✚ Positive psychology
- ✚ Stress and emotion management skills
- ✚ Time and priority management skills

Related Core Competencies

- Personal effectiveness
- Organisation of work

Number of Class : 1

Commencement Schedule

November / December 2026

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

Re-run

Course Code : SST 51314/2627

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

November 2026

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

Re-run

Course Code : SST 51311/2627

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 2026

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

Re-run

Course Code : SST 51313/2627

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

December 2026

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

Re-run

Course Code : SST 51410/2627

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, Oaths and Declarations 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
- ✚ Overview of Oaths and Declarations Ordinance
- ✚ Other applicable ordinance(s)/offence(s) in relation to deception
- ✚ Definition and elements of crimes
- ✚ Common law offences versus Statutory offences;
- ✚ Consequences of making false oaths and declarations
- ✚ 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

December 2026 / January 2027

**Workshop on Stress Management through Alcohol Ink Painting
for Social Security Staff (1 day)**

Re-run

Course Code : SST 51449/2627

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

Objectives

This workshop aims at empowering the participants' inner artist to use art to express themselves and cultivate their intuitive potential, and strengthening their resilience in coping with stress

Target Participants

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

Contents

- ✚ Use of Mindful Art in healing emotions
- ✚ Understanding the rationale, history and mission of Alcohol Ink Painting
- ✚ Experience of Alcohol Ink Painting for stress reduction and emotional management
- ✚ Mindfulness experience to increase focusing, calmness and self awareness

Related Core Competencies

- Personal effectiveness
- Staff management and development

Number of Class : 1

Commencement Schedule

January / February 2027

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

Re-run

Course Code : SST 51427/2627

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

January 2027

Refresher Training Course on Emergency Relief for Duty Officers and Team Members (0.5 day)

Re-run

Course Code : SST 51444/2627

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

Objectives

This course aims at refreshing and enhancing the participants' knowledge and skills in delivering emergency relief services

Target Participants

- 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
- ✚ Experience sharing on the delivery of ER duty

Related Core Competencies

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

Number of Class : 1

Commencement Schedule

February 2027

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

Re-run

Course Code : SST 51319/2627

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
- ✚ Points to note in handling OALA cases
- ✚ 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

February 2027

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

Re-run

Course Code : SST 51360/2627

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 II

Related Core Competencies

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

Number of Class : 1

Commencement Schedule

March 2027

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 51419/2627****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**

March 2027

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

Re-run

Course Code : SST 51312/2627

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

March 2027

Introduction to Lump Sum Grant Subvention System (LSGSS), Service Performance Monitoring System and Charitable Fund-raising Activities (0.5 day)

Re-run

Course Code : PCT 61018/2627

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

Objectives

To enhance the participants' understanding of the LSGSS for NGOs, the SPMS which is applicable to service units operated by the SWD and NGOs, and the monitoring mechanism of charitable fund-raising activities

Target Participants

➤ Social workers from relevant Branches/Section and all Districts of SWD

Contents

- ✚ Understanding the objectives and contents of LSGSS and SPMS
- ✚ Major concerns and issues about LSGSS and SPMS
- ✚ Monitoring mechanism of charitable fund-raising activities

Related Core Competencies

- Administration / legal knowledge
- Planning and resource management

Number of Class : 1

Commencement Schedule

November 2026

Essential English Writing Skills (1 day)

Re-run

Course Code : COM 50955/2627

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

April 2026

September 2026

覆投訴信寫作技巧 (一天)

重辦

課程編號：COM 50957/2627 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

2026 年 4 月

2026 年 10 月

English Written Communication Course for ASWOs (2 days)

Re-run

Course Code : COM 50910/2627

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 2026

August 2026

October 2026

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

Re-run

Course Code : COM 50905/2627

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

July 2026

February 2026

社會福利署實務普通話工作坊 (兩天)

重辦

課程編號：COM 50908/2627 查詢：一級行政主任（員工發展及訓練） 電話：3974 5455

目的

本工作坊旨在提升學員的普通話實務溝通技巧，通過實況練習，讓參加者掌握以普通話交流對應的技巧，能有效地介紹部門的運作及服務

對象

➤ 社會福利署所有主任級或以上的員工

內容

- ✚ 社會福利署的服務類別
- ✚ 廣普常用語法對照
- ✚ 以普通話交流對應的技巧

關鍵才能

- 語文運用
- 溝通技巧

舉辦次數：1

開課月份

2026年7月

常用公文寫作入門 (一天)

重辦

課程編號：COM 50948/2627 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：5

開課月份

- 2026 年 7 月
- 2026 年 9 月
- 2026 年 10 月
- 2026 年 11 月
- 2026 年 12 月

Better Spoken English for Frontline Staff (1 day)

Re-run

Course Code : COM 50956/2627

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

August 2026

普通話會面交流工作坊 (一天)

重辦

課程編號：COM 50952/2627 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

2026 年 10 月

English Written Communication Course for SWAs (2 days)

Re-run

Course Code : COM 50920/2627

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

November 2026

English Written Communication Course for SSOs II (2 days)

Re-run

Course Code : COM 50901/2627

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

December 2026

Data Security and Access to Information Systems with Personal Data (0.5 day)

New

Course Code : IST 40026/2627

Enquiries : SEO(SDT) Tel. : 2573 0372

Objectives

This course aims at enhancing participants' awareness on data security and "need-to-know" basis while using IT systems which store personal data

Target Participants

- Users of Client Information System (CIS)
- Data Virtualisation Layer (DVL)

Contents

- ✚ Related policy, guidelines and circulars on data security
- ✚ "Search Function" in CIS and DVL
- ✚ Audit Checking Mechanism
- ✚ Example sharing of data access abuse

Related Core Competencies

- Computer skills

Number of Class : 1

Commencement Schedule

May 2026

**Course on Use of Business Intelligence (BI) Tool for SWD Users
(0.5 day)****Re-run****Course Code : IST 40004/2627****Enquiries : SEO(SDT) Tel. : 2573 0372**

Objectives

This course aims at strengthening participants' knowledge of the major features and functions of BI tool and enhance their proficiency in using BI for data query or analysis of data from SWD systems, including the Client Information System (CIS) and Service Performance Management Information System (SPMIS) to meet operational needs

Target Participants

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

Contents

- ✚ Overview of role & capabilities of "Viewer" and "Explorer"
- ✚ Functions for Explorer in BI tool
- ✚ Creation of published data
- ✚ Creation of interactive dashboard
- ✚ Creation of tailored-made workbook
- ✚ Sharing of dashboard and workbook
- ✚ Hands-on practice

Related Core Competencies

- Computer skills

Number of Class : 2**Commencement Schedule**

June 2026

December 2026

Pre-course Requirement

The participants who have the operational needs to use BI Tool to generate reports and statistics for strategic planning and other work tasks in Branches / Districts

Generative AI – Applications and Regulations (1 day)

New

Course Code : IST 40025/2627

Enquiries : EOI(SDT) Tel. : 3974 5455

Objectives

The course aims to provide participants with an understanding of Generative AI, their applications in work and the ethical AI framework (including how to protect personal privacy and handle the potential risks involved)

Target Participants

➤ All officer grades of SWD

Contents

- ✚ Introduction to Generative AI
- ✚ Ethical AI framework
- ✚ Applications of AI (Prompt writing, AI for impactful presentation, AI for text analytics, etc)

Related Core Competencies

- Computer skills

Number of Class : 2

Commencement Schedule

June 2026

November 2026

IT Security Awareness Training (0.5 day)

Re-run

Course Code : IST 40005/2627

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

- ✚ Understanding information security and the Government Information Security Management Framework
- ✚ Our Roles to Play and End Users' Responsibilities
- ✚ Portable Electronic Storage Device Security
- ✚ Physical Security and Access Control
- ✚ Network and Communication Security
- ✚ Hints and Tips to Prevent Malware Attack
- ✚ Hints and Tips to Defend Phishing Emails
- ✚ Security Features in SWD IT Infrastructure
- ✚ SWD IT Security Policy and Guidelines & Useful Information from DPO

Related Core Competencies

- Computer skills

Number of Class : 2

Commencement Schedule

July 2026

January 2027

Workshop on Staff's Conduct and Discipline (0.5 day)

Re-run

Course Code : MGT 51130/2627

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

- ✚ Issues of staff conduct (e.g. acceptance of Advantages, conflict of interest, 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

May 2026

Workshop on Personnel Management (0.5 day)

Re-run

Course Code : MGT 51152/2627

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

June 2026

Sharing Session on Conducting Investigations and Handling Complaint Cases referred by the Office of The Ombudsman (0.5 day)

Re-run

Course Code : MGT 51172/2627

Enquiries : EO(HRM) Tel. : 3974 5456

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

July 2026

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

Re-run

Course Code : MGT 51148/2627

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 2026

Leadership Development Programme for ASWOs (2 days)

Re-run

Course Code : MGT 51159/2627

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

October 2026

February 2027

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

Re-run

Course Code : MGT 51163/2627

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

October 2026

November 2026

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

Re-run

Course Code : MGT 51149/2627

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

November 2026

December 2026

January 2027

顧客服務危機處理工作坊 (一天)

重辦

課程編號：MGT 51169/2627

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**

2026 年 11 月

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

Re-run

Course Code : MGT 51170/2627

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 / SSOII / SSA 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 2026

January 2027

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

Re-run

Course Code : MGT 51125/2627

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

December 2026

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

Re-run

Course Code : MGT 51142/2627

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

January 2027

Management Foundation Programme for Social Security Officers II (4 days)

Re-run

Course Code : MGT 51156/2627

Enquiries : SS(SST) Tel. : 2893 1736

Objectives

This course aims at strengthening the participants' managerial competencies in supervising staff, leading their teams, handling users and public, and managing conflicts and crisis, for better coping with the work challenges

Target Participants

➤ SSOsII or above of SWD

Contents

- ✚ Personal Effectiveness
- ✚ Customer Service
- ✚ Staff Management
- ✚ Crisis Management

Related Core Competencies

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

Number of Class : 1

Commencement Schedule

January 2027

Positive Management Seminar (1 day)

Re-run

Course Code : MGT 51170/2627

Enquiries : EO(HRM) Tel. : 3974 5456

Objectives

This workshop aims to enhance the supervisors' management and leadership skills in handling staff issues in a positive way

Target Participants

➤ SWOs / SSOIs / SSWAs / SSSAs or above of SWD

Contents

- ✚ Managerial communication strategy and skills
- ✚ Managing staff issues, such as how personalities influence behaviors at work, individual differences and job satisfaction, motivation and performance and handling staff with low stress-coping ability
- ✚ Interactive discussion on difficult staff management cases

Related Core Competencies

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

Number of Class : 1

Commencement Schedule

February 2027

Workshop on Anti-discrimination Ordinances (1 day)**Re-run****Course Code : NSP 70002/2627****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 : 2**Commencement Schedule**

April 2026

February 2027

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 51299/2627

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

2026年7月

大灣區青少年升學與就業發展支援及諮詢服務分享會 (半天)

新辦

課程編號：NSP 70053/2627

查詢：助理社會工作主任 (訓練) 2 電話：3974 5442

目的

協助參加者掌握香港成長的青少年前往大灣區升學、就業及生活的資訊，幫助他們了解各種選擇和機會

對象

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

內容

- ✚ 提供社區資源、及內地生活技能的分享，幫助青少年為未來考慮於大灣區就學或就業做好準備及適應

關鍵才能

- 專業知識
- 以客為本

舉辦次數：1

開課月份

2026 年 7 月

在大灣區為港人提供的跨境家庭、諮詢及支援服務 (半天)

重辦

課程編號：NSP 70044/2627

查詢：社會工作主任（訓練）6 電話：3974 5434

目的

本課程旨在協助參加者掌握香港人在大灣區的福利資源，連結在地支援網絡，優化跨境服務效能

對象

- 社會福利署提供個案服務及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、中學學校社工及綜合青少年服務中心的社工

內容

- ✚ 瞭解香港人在灣區的服務需求，掌握可運用的福利與支援
- ✚ 認識香港與大灣區機構的合作模式
- ✚ 透過真實案例，洞察香港家庭在大灣區的生活適應與支援策略

關鍵才能

- 專業知識
- 以客為本

舉辦次數：1

開課月份

2026 年 7 月

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 51243/2627

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

September 2026

健樂員工系列：藝術釋放之旅 (一天)

重組

課程編號：NSP 70040/2627

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認識及管理自己的情緒，當生活或工作遇上壓力時能用藝術釋放壓力，並以正面和積極的思維去處理

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
- ✚ 提升個人認知，有效處理壓力
- ✚ 用藝術釋放壓力，調節情緒技巧

關鍵才能

- 個人效能

舉辦次數：2

開課月份

2026 年 9 月

2027 年 1 月

Orientation Programme for Newly Recruited ASWOs (5.5 days)

Re-run

Course Code : NSP 51258/2627

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 : 2

Commencement Schedule

September / October 2026

February / March 2027

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 70020/2627

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

October 2026

Orientation Programme for Newly Recruited SWAs (4.5 days)

Re-run

Course Code : NSP 51277/2627

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

November 2026

健樂員工系列：禪 · 攝影工作坊 (一天)

重辦

課程編號：NSP 51294/2627

查詢：行政主任（人力資源管理） 電話：3974 5456

目的

本課程透過攝影，靜心觀察萬物，好好照顧及認識自己，從生生不息的萬物中獲得力量，令生活悠然在

對象

➤ 社會福利署所有員工

內容

✚ 在「禪·攝影工作坊」，同事能了解禪與攝影的關係，連結生活，並於實習環節提起相機／手機拍攝。希望同事能靜心觀察萬物，好好照顧及認識自己，並適當地應用於日常生活及工作中

關鍵才能

■ 個人效能

舉辦次數：2

開課月份

2026 年 11 月

2027 年 2 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 70016/2627

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 Point 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 2026

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

Re-run

Course Code : NSP 51281/2627

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

December 2026

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 70023/2627

查詢：行政主任（人力資源管理） 電話：3974 5456

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
- ✚ 身體護理及保健養生
- ✚ 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

2026 年 12 月

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 70015/2627**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-Imprests
- + 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**

January 2027

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

Re-run

Course Code : NSP 51233/2627

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

February 2027