



**就業發展  
綜合服務**  
Integrated Career  
Development Service



## 就業發展綜合服務

## Integrated Career Development Service

就業發展綜合服務由工商業社會服務部、青衣綜合服務中心及梨木樹綜合服務中心組成，旨在提升就業市場內各階層人士之就業能力和促進工作生活質素。三個服務單位各自針對行業、地區及本身優勢開展適切服務，其轄下均設有社會企業項目，結合培訓，以真實工作環境實踐在職培訓，提升職業能力及與工作世界接軌。

Integrated Career Development Service (ICDS) comprised of Industrial and Commercial Social Service Unit, Tsing Yi Integrated Service Centre and Lei Muk Shue Integrated Service Centre. ICDS aimed at strengthening the skill competent and promoting quality working life. Three service units had their own strength to handle the projects and social enterprises which provided different kinds of training programmes and on- job training. Its enhanced the working competence of the service users.



## 服務成效重點 Major Achievements

- **「培訓、實踐、就業」**  
以「培訓、實踐、就業」為推行策略，部門提供以人為本的就業培訓及服務，以社會企業為「實踐」平台，透過工作體驗及實習，讓參加者能實踐所學及了解真實的工作環境。
- **提供工作實踐及義工機會回饋社會**  
鼓勵學員運用課堂所學及個人專長參與義工服務或投身工作實踐，學員能發揮才能，建立自信，啟發職業及進修志向。
- **提供多項支援弱勢社群的就業服務**  
透過多項的服務計劃，支援不同的弱勢社群的就業需要，如新來港人士、領取綜援人士、較年長人士，協助他們搜尋培訓及職業資訊、並提供培訓、工作體驗及就業轉介等服務。
- **Training, Practice, Employment**  
“Training, Practice, Employment” is the core development strategy. Social Enterprise served as a platform for training practicum. Participants can practice what they have learned and understood the real working environment.
- **Providing the training practicum and volunteer services to the community**  
Encourage the trainees to join the volunteer service or on job training in order to establish their confidence, and inspire vocational education aspirations.
- **Providing different employment services to disadvantaged groups**  
Aim at dueling the needs of employment and supporting the disadvantaged groups, such as new arrivals, CSSA recipients and the young old, we provided different employment information, trainings, job experience programs and matching services.



## 服務對象 Target Group



勞動市場各階層人士  
People from all sectors of the labour market

# 工作報告 Services Report



## 工商業社會服務部 Industrial and Commercial and Social Service Unit

1.

### 重塑工作價值，發揮個人能力

部門致力向服務受眾提供職業訓練課程，透過開辦人才發展計劃內的就業掛鈎課程、新技能提升課程及「ERB服務點」，提升個人工作技能及擴闊工作機會。另外，部門亦致力協助低技術及低學歷人士提升工作能力，如協助綜援受助人提升工作技能。部門開展了「食物回收計劃」及「金山田園」服務，為綜援受助人提供工作體驗及義務工作經驗，並本著「各展所長」的原則，為受助人提供學習及鍛鍊平台，成功提升服務對象的工作動力及對自我價值的肯定，幫助他們重建信心及協助其個人成長。

### Remodeling Work Values, Exhibiting Individual Capacity

The purpose of our Manpower Development Scheme and ERB Service Spots is to help the low-skilled clients to get into job market and to provide market with applicable manpower. Furthermore, in order to maintain the working ability of CSSA (Comprehensive Social Security Assistance) recipients, we provide opportunity for service recipients to exert their talent, cultivate their work motivation and confidence. We operate different kinds of training and practicum for our clients, such as "Food Recycling program" and "Kam Shan agriculture project". It successfully improves service recipients to elevate and maintain their working motivation, value of self-affirmation, and rebuild their self-confidence.

2.

### 青年職志發展，為未來作準備

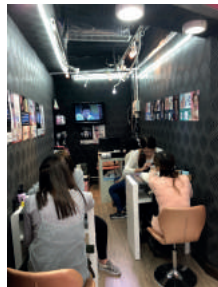
部門另一主力工作是為青年人提供職志導向及發展服務。本部門致力推行由勞工處資助的展翅青見計劃，透過個案輔導、小組活動及舉辦課程等方式，協助年齡介乎15-24歲的待業及待學青年提升就業資本，為他們踏入社會工作作好準備。同時，部門亦參與展翅青見計劃第一期「就業·起動」，共提名了4名學員參加計劃，其中1名學員於計劃中段因繼續升學而退出，而其餘3名學員均順利完成為期12個月的在職培訓。

### Career Development for Youth

To help the youth have good preparation for work is one of our tasks. We operate the "Youth Employment and Training programme" (YETP) which is subsidized by the Labor Department. The aim of the program is to assist those aged 15-24 teenagers who are seeking for jobs and further study to establish their social capital which turn out their employability being enhanced. We have nominated 4 participants to join YETP "Career Kick-start (Phase I)", one participant decided to back to school, and the other 3 participants accomplished the 12-month on-the-job training.



「ERB服務點」定期舉辦試讀班，讓市民掌握行業資訊及體驗各課程內容和特色。ERB Service Spots organized different kinds of taster courses to provide information of various industries and let the public to experience ERB courses.



悅麗居為畢業美甲學員提供實習及自僱實踐機會。Nail beauty technician got the placement and self-employed opportunities in I-Nail.

3.

### 發展社會企業，建立社會資本

部門持續發展社會企業 - 「麥理浩餐廳」、「建業坊」及「悅麗居」，讓社會企業結合職業訓練工作，以「培訓、實踐、就業」為服務發展策略，為畢業學員提供實習及自僱的機會。同時，透過「情境式學習」的手法，讓畢業學員於真實環境中體驗工作，並鞏固自身的實務技能及改善待人接物態度，從而強化個人競爭力及建立事業發展方向。社會企業為畢業學員提供就業平台，幫助他們打穩根基後，更有信心和有能力踏入公開市場就業。

「建業坊」已開業達第10個年頭，多年來訓練了不少出色的按摩師，他們不斷自我增值，考取不同資歷級別證書，部分按摩師甚至成功創業，於區內繼續為街坊服務。隨著「建業坊」的成功經營，部門把此營運模式應用於「悅麗居」，為美甲師提供在職培訓及最新市場資訊，短短2年間，已訓練了10多名優秀的美甲師，當中5名畢業學員亦已於區內創業，成效不俗。而「麥理浩餐廳」則於年度內獲香港賽馬會慈善信託基金贊助-麥理浩餐廳革新工程暨賽馬會「惜享人生『女』程計劃」，餐廳於2017年9月開始休業並進行內部裝修，將於2018年6月正式以全新面貌與服務受眾見面。

### Development of Social Enterprises

"Training, Practice and Employment" are the core developmental strategy of our unit. "Situational learning" and self-employed opportunities are provided through social enterprises - "MacLehose Canteen", "Career Station" and "I-Nail". These are the platform of practicum which enhances effectiveness and practicality for trainees to establish confidence in the industry and deepen professional competency.

"Career Station" has been established for 10 years. The massage technicians keep further studying for the relevant qualification and certification and some of them have started up their own business. Along with the successful operation model, it was applied to another social enterprise "I-Nail". On-the-job training and the updated industrial information have been provided to the nail beauty technicians. Till now, 16 skillful technicians have been trained up and 5 of them have opened their nail beauty shop. Regarding "MacLehose Canteen", a "Refurbishment of MacLehose Canteen and Jockey Club SHE for Sharing Economy Journey Programme" was approved by The Hong Kong Jockey Club Charities Trust. Therefore, "MacLehose Canteen" has been closed in September 2017 and it will be opened with a new look in June 2018.

4.

### 透過企業合作，提升就業機會

部門透過「就業資源閣」及「免費招聘服務」，分別為求職人士提供職位配對服務及為僱主提供職位空缺轉介平台，幫助社區內待業人士就業。此外，部門亦於年間舉行不同形式的行業資訊講座及招聘會，加強社區人士對不同行業的認識，並協助待業者重投工作環境。

### Cooperating with Business Enterprise, Enhancing Opportunities of Employment

With the utilization of "Employment Resources Corner" and "Free recruitment service", we serve as a job referral platform matching with the needs of job seekers and employers offering vacancies. Moreover, we pay close attention to the career development so that we organize job fairs and career talk for our service users, helping the unemployed clients getting into works.



1.

**致力為不同年齡的待業人士提供就業培訓、職業技能訓練、輔導及工作配對服務等，以提升其個人就業競爭力，並體現「培訓、實踐、就業」一條龍式的培訓及服務模式**

為協助待業人士增強就業能力，本部門續承辦僱員再培訓局之全日制就業掛鈎課程，讓學員掌握市場需要的技能，幫助學員重投勞動市場。年度所舉辦課程均與資歷級別掛鈎，以讓待業人士獲得認可資歷，增強競爭力。另配合在職人士提高技能水平，鼓勵在職人士自強增值，新技能提升課程則讓學員能透過培訓發展就業及轉職機會。同時，部門亦繼續提供由僱員再培訓局資助的一站式家居服務平台，為家居服務業之畢業學員及僱主提供轉介服務。此外，本部門轄下之2個社企項目，融藝工房是一布藝生產工場，接受訂單訂貨、訂造布藝環保產品等。融藝坊是一布藝飾品零售店。婦女及具有車縫經驗的人士透過車縫班學習及分享交流設計、繪畫紙樣心得，並嘗試車製不同布藝或環保產品，將所學的車縫技能發揮出來，在實踐所學。我們亦鼓勵婦女成為自僱人士，達致協助她們投身就業市場的社會目標。

**Providing job - skill training, job matching and supporting service for different age groups unemployees, in order to enhance their employability and competitiveness, and put the service model of “Training, Practice, Employment” one-stop training in full practice**

To enhance the employability of the unemployed, the department continued to host the Employees Retraining Board's full-time placement-tied courses. Allowing students to acquire skills that fit in the needs of market and helping them to re-enter the labor market. The courses are organized and linked to Qualifications Framework. We also provide different kind of courses to enhance the skills and attitude of the employees. In addition, the department provides the one-stop household referral service for graduates and employers which is subsidized by the Employees Retraining Board funding. “In Art Work Station” is a fabric production workshop accepting orders, tailor made environmental friendly fabric products. Besides, “In Art House” is a retail shop selling fabric ornaments as well as a platform in which women or other people with sewing experiences can exercise what they have learnt from sewing trainings through sharing different views among partners during the sewing trainings. With an attempt of sewing different fabric or environmental friendly products, their skills can fully be implemented. Apart from practicing what they have learnt, women are also encouraged to be self-employed in order to help them achieve the goal of engaging in labor market.

2.

**發展個人才能，建立人力及社會資本，建立和諧家庭及社區**  
凝聚社區內不同階層的較年長人士、婦女、待業人士，透過「乳妳同盟-母乳餵哺社區支援計劃」、「再顯耆才就業計劃」的訓練及活動增強他們的服務技巧、自信心。同時善用他們的才能及工作技能，為社區有需要的人士提供持續性服務，實踐及發揮個人潛能和才藝，建立和諧家庭及社區互助網絡。

**Developing the personal skills, and establishing the human and social capital for building up a harmonious family and community**

Making good use of elderly and women, we organized the training and program to enhance their skills and self-confidence. The projects also encouraged the women and elderly who are interested in re-investing in the labor market; developed the second career and improved their quality of life, and serve the community.

3.

**鼓勵及支援在職父母及其子女，讓家庭中不同成員可在家庭、工作崗位及社區內均稱職地擔當其角色**

青衣綜合服務中心(青衣教育中心)提供功課輔導服務，主要是協助在職家長們減輕下班後需照顧孩子功課的壓力。服務開辦接近15年，運作順利，家長亦有正面回應，學童平均人數為53人。本年度續舉辦為期2年「至醒祖父母計劃」。合共60名祖父母或準祖父母完成了照顧嬰兒或幼兒的培訓課程，並學習到照顧嬰幼兒的技巧，超過70%祖父母或準祖父母在完成課程後有在家照顧其孫兒，而孩童的父母亦可放心外出工作，以釋放更多勞動力，參加者對計劃各方面均表示滿意，計劃成效理想。

**Encourage and provide support services to the working parents for fulfilling to pay their roles in the family, workplace and community**

Tsing Yi Integrated Service Centre (Tsing Yi Education Centre) aims to reduce the pressure of busy working parents in taking care the schoolwork of their children. Around 15 years' experience and 53 children, the services received positive feedback gathered from the parents. Social Welfare Department (SWD) has appointed a two-year project 'Smart Grandparent Project'. 60 grandparents or grandparents-to-be learned how to take care of their infants and young children. More than 70% grandparents have to take care of their grandchildren at home with full confidence after training and they were satisfied with the course and project.

4.

**支援創業人士實現理想**

與香港按揭證券有限公司推行小型貸款計劃，支援有意創業之人士，計劃成功協助多個創業人士及自僱人士申請貸款。本機構亦有為有意創業人士提供培訓，內容包括以創業準備、險商機選擇、風險評估、財務預算等，以協助他們為創業作好準備。

**Support entrepreneurs to achieve their desire**

With cooperation of Microfinance Scheme of Hong Kong Mortgage Corporation Limited, we provided service to the people start up their own businesses. Program is successful for several entrepreneurs and self-employed persons who applied for the loan. Our centre also provides training for people interested in entrepreneurship, including entrepreneurship preparation, dangerous opportunities selection, risk assessment, financial budget etc.



初級美容師基礎證書課程  
Foundation Certificate in Junior Beautician Training



專業摩登大奩員基礎證書課程  
Foundation Certificate in Professional Modern Guide of Traditional Chinese Wedding Etiquettes Training



紙樣設計課程  
Course in Pattern Design and Modelling Techniques for Pattern Making



社會福利署資助「至醒祖父母計劃」結業禮。  
'Smart Grandparent Project' Closing Ceremony.



家庭成員正學習照顧嬰兒之技巧。  
The family members concentrated on learning the skills of taking care their babies.



## 梨木樹綜合服務中心 Lei Muk Shue Integrated Centre

### 1. 建立能力及興趣為本的事業發展路徑

一直以培訓為核心，並以「培訓、實踐、就業」為服務發展略，讓待業人士能得到全面性的支援，協助其重返勞動市場。在智能科技及全球化帶動的影響下，臨時工、零散工在就業市場上持續增長，公司規模及性質亦在轉變中，故此職業技能的培訓課程需要同步邁向多樣性，以迎合不同僱主的需要。就業服務策略重心亦從處理失業問題逐漸轉移至低就業能力問題，藉著開辦多類型的持續進修課程，讓學員掌握多門技能，工作人員亦從其興趣及技能著手延伸至職業規劃，讓學員能自主地管理自己的事業發展，而不單單依靠僱主安排的晉升階梯作為事業發展的路徑。

#### Co-develop a career path with vocational skills and interest based

“Training, Practice, Employment” is the core developmental strategy so as to facilitate the unemployed re-entre into the labour market at all time. In today's turbulent work environment, there is a fundamental change in the labour market, such as the growth in temporary employment, globalization and new technologies, along with organizational restructuring and downsizing, these changes reflects a new reality in working life that requires changes in employment strategies. Therefore our vocational skill training becomes in variety to respond the market need, they not only can acquire various vocational skills through continuous learning, but also we can base on their interest to co-develop and explore the alternatives of career path through career counselling, facilitate the users to take charge of their own careers rather than rely on their employers to do it for them.



商界伙伴攜手為在學青年提供職業探索。We co-work with business partners by providing career exploration, sharing on sector prospect and the work exposure opportunities for the youth.

### 2.

#### 協助青少年辨識個人職業性向特質及能力

青少年在現時的教育制度下，芸芸眾多的升學出路反而讓學生更不知應如何作出選擇，再加上在老師、家長、朋輩的影響下，青少年較少機會探索自己內在特質，故鮮有從自身本位的興趣、職業性向等角度為自己作決定；近年我們藉著透過多種職業導向相關的活動（例如：商界伙伴攜手為在學青年提供職業探索、行業前景分享及工作體驗的機會等）及親身實戰工作環境中體會工作世界的文化所帶出反思，讓學生從中重新檢視、發掘及辨識自己的能力、價值觀、興趣和熱情，讓青少年對自己的生涯規劃能作出更明確及扎實的決定。

#### Identify the occupational orientation and ability of the youth

Under the existing educational system, more confuse will be made by offering various path to the youth, coupled with the influence from teachers, parents and peers, the youth are not usually to think about what they want and their characteristics. Therefore, we mainly focus on the identification of the youth's interest, values, ability and enthusiasm by undergoing various occupation-related activities, such as co-work with business partners by providing career exploration, sharing on sector prospect and the work exposure opportunities for the youth. Throughout the reflecting and discovering process, we find that the youth can make a more clear decision on their life goal with person-centered approach.



藉著開辦多類型的職業技能持續進修課程，讓學員掌握多門技能，工作人員亦從其興趣及技能著手延伸至職業規劃。

Our vocational skill training becomes in variety to respond the market need, they not only can acquire various vocational skills, but also we can base on their interest to co-develop and explore the alternatives of career path through career counselling.

### 3.

#### 提高新來港人士的就業能力

去年成功推展為期兩年的「起步站(九龍西)」計劃，計劃致力協助新來港人士(來港未滿七年)提供全面的就業支援服務，透過就業力向導為本的服務策略，加強新來港人士的開放態度，讓他們建立自我，從而接納及適應本地的工作及聘用模式，服務內容包括：實地視察行業運作、組織學員出席招聘日、認識職業技能的工作坊、就業支援小組及就業轉介服務等。學員透過計劃能了解香港的工作文化、學習面試技巧及認識不同行業和崗位的聘用條件，從中啟動個人增值及裝備的需要，並在就業輔導過程中，跟學員一起規劃個人事業及生涯階段的發展。過程中，學員亦會認識其他新來港人士，藉著彼此分享在職場上克服困難的經驗，加強其適應香港工作環境及生活節奏。

#### Enhance the employability of the new arrivals

With the support of the Employees Retraining Board Fund, a scheme named “Smart Starter” was launched in last year and on a pilot basis to provide free referrals of part-time vacancies and follow-up services, as well as a host of support services for graduates of new arrival status (mainly women) with a view to assisting them to land on jobs, integrate into the society and sustain in employment. We work out this scheme by using employability orientation approach, they can be more open to develop themselves and to adapt to changing work model and situation after intervention, the service nature include company on-site visit, recruitment day, job nature orientation workshop, mutual help group as well. The new arrivals could understand more local work culture, acquire interview skills and understand the operation of different industries through the Scheme so as to find a suitable job. Besides, they could meet with other new arrivals to share their experiences in overcoming difficulties in workplace, provide mutual support and help each other to integrate into the community.



學員在支援小組中學習面試技巧。

The new arrivals acquire interview skills through the mutual support group.





# 服務統計資料 Statistics(17-18)



工商業社會服務部  
Industrial and  
Commercial  
Social Service  
Unit



青衣綜合服務中心  
Tsing Yi  
Integrated  
Service  
Centre



梨木樹綜合服務中心  
Lei Muk Shue  
Integrated  
Service Centre

## 再培訓局課程 Employees Retraining Programme

全年統計



## 綜合就業援助計劃 Integrated Employment Assistance Scheme



全年統計

### 麥理浩餐廳/會員餐廳 MacLehose Restaurant/ Members' Canteen

提供會員膳食服務,供膳人次  
Provided meal service to the members: 20,083

提供團體包餐服務人次  
Provide group meal service 4,397

### 餐飲培訓 Catering Training

舉辦培訓及活動  
No. of training and programmes 134

參與人次  
No. of attendances: 369

### 「建業坊」保健按摩中心 "Career Station" health Care Massage Centre

保健按摩次數  
No. of health care massage services 5,630

保健按摩師出勤次數  
No. of massages technician attendances: Beauty 1,480

美容次數  
No. of beauty services 139

美容師出勤次數  
No. of beautician attendances 105

### 青年展翅計劃 Youth Pre-employment Training Programme

個案數目  
No. of cases 102

### 悅麗居 I-Nail

美甲次數  
No. of nail beauty services 2,925

美甲師出勤次數  
No. of beautician attendances 478

### 融藝坊 In. Art House

零售交易次數  
No. of transactions 3107

### 融藝工房 In. Art WorkStation

訂單數目次  
Total number of invoicetimes 90

### 寵愛軒-培訓及實踐中心 Petzone-Training and Practice Centre

舉辦班數  
No. of training courses 23

參與人次  
No. of attendances 424

與外界合辦大型推廣活動  
Mass promotion programmes were held with outside partners 40

寵物美容次數  
No. of pet grooming services 1672

寵物美容見習生出勤次數  
No. of practice of pet groomer 44