

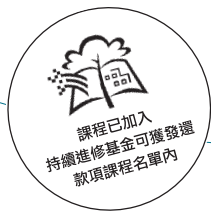


*CERTIFICATE PROGRAMME ON
HUMAN RESOURCES
MANAGEMENT*

人力資源管理證書課程

26 October - 28 December 2010

CERTIFICATE PROGRAMME ON HUMAN RESOURCES MANAGEMENT



DESIGNED FOR

Human Resources Officers, Supervisors, Human Resources Assistants, Human Resources Administrators who want to:

- receive formal training in the human resources field
- update himself/herself on the most updated developments in human resources function
- build a strong foundation to proceed to a high level of educational study in the subject of human resources
 - sharpen his or her practical skills in dealing with different human resources issues

INTRODUCTION

Many new developments in organizations and the community greatly affect our human resources management systems that include employee productivity, employee morale in the present economic environment, organizational downsizing, work diversity, new development of many employment related ordinances including the Mandatory Provident Fund Scheme, different Discrimination Ordinance, Private Data Ordinance, etc. Human resources executives and administrators face these new and unconventional employment issues and challenges which require them to have a new set of skills and knowledge to cope with the new demands and present contexts on human resources function.

學員修畢此課程後應可：

1. 對人力資源管理有全面的認識
2. 懂得如何招聘及甄選的技巧
3. 如何適當地培訓及發展員工
4. 對員工管治及各種相關的法例有更深的認識

LANGUAGE MEDIUM

Cantonese (supplemented with English terminology)
Course manuals will be in English

AWARD OF CERTIFICATE

A participant who has:

1. maintained a minimum of 70% overall attendance of total lecture hours; and
2. passed the mid-term exercise;
3. passed the final project

will be awarded a "Certificate in Human Resources Management".

REIMBURSABLE BY CONTINUING EDUCATION FUND (CEF)

Institution Code: 300 CEF Course Code: 21Z02958-4

This programme is included to be reimbursable under the Continuing Education Fund (CEF). Upon successful completion of this programme, eligible participants will be reimbursed 80% of the course fee or \$10,000, whichever is lower.

Interested applicants must be Hong Kong residents aged 18 to 65, and must submit the completed and certified application form, together with a photocopy of the HKID card directly to the CEF Office before the commencement date of the course. For details, please visit the website: www.sfaa.gov.hk/cef/ or call the enquiry hotline: 3142 2277.

DATES AND TIME

Tuesday
26 October; 2, 9, 16, 23, 30 November;
7, 14, 21, 28 December 2010
7:00 pm - 10:00 pm

FEE

Member: HK\$1,425 x 2 instalments = HK\$2,850
Non-member: HK\$1,525 x 2 instalments = HK\$3,050
Participants are required to settle the payment of the first instalment 5 days before the commencement of the programme (i.e. **21 October**) and the second instalment on or before **30 November**. Participants who submit the bank receipt are requested to write their name, mobile phone number and course enrolled on the back of the original copy of the receipt.

VENUE

Dr Kennedy Y H Wong Management Development Centre
The Hong Kong Management Association
1/F First Commercial Building
33-35 Leighton Road
Causeway Bay HONG KONG

LECTURER

Mr D Chow holds a BA Degree together with a number of diplomas in management from the University of California and the University of Alabama, USA. He possesses over 25 years of hands-on experience in management. He started off his career in the Hong Kong Government and later joined the private sector, serving as a senior executive in a number of reputable corporations. At present, he is a Management and Human Resources Consultant, and has conducted numerous management courses for the HKMA, as well as a number of tertiary and well-established training bodies in the territory. Over 1500 supervisory, managerial and senior staff coming from a wide array of organizations have attended various courses run by him. In recent years, Mr Chow has also turned his attention to the Mainland. Since 1995, he has been running training in Management and Human Resources Management, in-house training courses in Macau, and in the major cities in Southern China. His wide experience in life and his success in running management courses have made him one of the most sought-after lecturers in Hong Kong.

CONTENTS

1. **INTRODUCTION (介紹)**
 - a. Meeting Present and Emerging Human Resources Challenges
 - b. Changing Roles of Human Resources Department in Hong Kong
2. **PRESENT CONTEXT OF HUMAN RESOURCES MANAGEMENT (人力資源管理的現況)**
 - a. Linking Human Resources Management with Business Objectives
 - b. Managing a Flexible Workforce
 - c. Enhancing Employee Productivity
 - d. Increasing Employee Morale
 - e. Handling New Employment Issues Upon New Labour Related Ordinance
 - f. Adopting Information Technology in Human Resources Management to Increase Work Efficiency
 - g. Human Resources Strategies to Cope with Present Challenges
3. **STAFFING ORGANIZATION (機構之人手配套)**
 - a. Flexible Manpower Planning
 - Manpower Planning Process
 - Human Resources Related Issues in Handling
 - . Temporary Employees
 - . Part-Time Employees
 - . Contract Employees
 - . Out-sourcing Employees
 - Case Studies
 - b. Practical Guidelines for Human Resources Administrators and Executives on:
 - Downsizing Workforce
 - Employee Redundancy and Separation
 - Employee Outplacement
 - Case Studies
 - c. Human Resources Options in Manpower Cost Saving
4. **EMPLOYEE RECRUITMENT AND SELECTION (員工招聘及甄選)**
 - a. Conducting Job Analysis
 - b. Writing Job Descriptions and Job Specification
 - c. Various Recruitment Techniques
 - d. Selection Interview & Other Selection Methods
 - e. New Trends in Handling Employee Selection
5. **EMPLOYEE TRAINING AND DEVELOPMENT (員工培訓及發展)**
 - a. Employee Training:
 - Training Cycle
 - Techniques in Training Needs Analysis
 - Designing Effective Training Programmes
 - Audit Learning Principles
 - Measurement of Training Effectiveness
 - New Trends in Training and Development
 - b. Employee Development:
 - Job Rotation Programme
 - Cross Exposure Training Programme
 - Mentoring and On-the-Job Coaching System
 - Management Development Programme
 - Employee Career Management Programme and System
 - Case Studies
6. **REWARD AND PERFORMANCE MANAGEMENT (獎賞及表現評估)**
 - a. Employee Financial Reward Programme:
 - Employee Compensation and Benefits
 - Mandatory Provident Fund System
 - Key Features and Human Resource's Roles
 - b. Non-Financial Reward Programme
 - c. Trends of Reward Management Programme
 - d. Performance Management:
 - Performance Management Cycle
 - Setting Performance Appraisal Objectives
 - Performance Appraisal Interview
 - Coaching for Performance Improvement
 - Case Studies - Setting a Performance Management System
7. **EMPLOYEE GOVERNANCE (員工管治)**
 - a. Employee Ordinance:
 - Techniques of Drafting Employment Contract
 - . Provision for Validation of Employment Terms
 - Key Provisions of Employment Ordinance
 - Most Updated Development of Employment Ordinance
 - b. Employee Communication Policy and Guidelines
 - c. Respecting Employee Rights:
 - Practical Human Resources Guidelines on Private Data Ordinance
 - Practical Human Resources Guidelines in Equal Opportunity Ordinance
 - d. Employee Complaints and Grievances
 - Practical Human Resources Guidelines and Policy
 - e. Handling Employee Labour Disputes Policy and Guidelines
 - f. Employee Occupational and Job Safety Policy and Guidelines
8. **CONCLUSION (總結)**

Meeting the Challenge of International Human Resources Management

ARTICULATION TO PROFESSIONAL DIPLOMA PROGRAMMES

Upon completion of this programme, participants will be exempted from the following module of the HKMA Professional Diploma:

Exempted Module	For enquiries
1. Professional Diploma in Human Resources Management - Human Resources Management	2774-8501 (Customer Service Department)
2. Advanced Diploma in Secretarial and Administrative Studies - Human Resources Management	

ENQUIRIES

For enrolment and general enquiries, please contact Customer Service Department on 2774-8501 or via fax 2774-8503. For course details, please call Ms Ann Poon on 2774-8576 or Ms Candy Ho on 2774-8554; or visit the HKMA website: www.hkma.org.hk/cert.

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人力資源管理證書課程 CB-30002-2010-6-FC 26 October - 28 November 2010

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(Surname) (Other Names) (中文)

HKID Card No.: _____() HKMA Membership No.: _____

Position: _____

Company: _____

Address of Company: _____

Nature of Business (e.g. Toy Manufacturing), please specify: _____

Job Responsibilities: _____

Telephone No. (Office): _____ (Residence): _____ Mobile: _____

Fax No. (Office/Home): _____ E-mail: _____

Correspondence Address: _____

Cheque Number: _____ Cheque Amount: HK\$ _____

Education Level: Master or above Bachelor HKMA Diploma Other Diploma
 Matriculation Secondary Others (Please specify) _____

Total Number of Years' Working Experience _____ Years of Working Experience in Course-Related Field _____

Name & Title of Nominator (if applicable): _____

Nominator email/address: _____

Sponsorship: Self-sponsored Company-sponsored (please fill in the following information if a cheque/ receipt is not attached)

<i>Our company undertakes to pay the course fee for the above applicant</i>	
Name of Contact Person	_____
Position	_____
Telephone No.	_____ E-mail: _____
Signature:	_____ Company Chop and Date: _____

From where did you **FIRST** learn about this Programme?

- Email from HKMA Email from other (Please specify): _____
- HKMA Website Website Advertisement (Please specify): _____
- Direct Mailing Newspaper (Please specify): _____
- MTR Station _____ Exhibition (Please specify) _____

I understand that all handout materials obtained in class are strictly for my own educational purposes. **OINA**

Signature: _____ Date: _____

- This form together with a crossed cheque payable to **The Hong Kong Management Association** should be returned to: Director General, The Hong Kong Management Association, 16/F Tower B Southmark, 11 Yip Hing Street, Wong Chuk Hang, Hong Kong.
- Registration must be made on the Enrolment Form provided and returned to the Association before the programme commencement date (Not less than 5 days) with fee.
- Acceptance is subject to the discretion of the Association.
- Applicants will be notified by telephone to confirm receipt of the application form and programme fee. An official receipt will be sent to you within two weeks.
- Applicants are expected to attend the course at the place and time specified in the brochure unless otherwise notified.
- When a programme is over-subscribed, additional classes may be started in some cases. Applicants may then be notified of the new time, dates and place of meetings when necessary.
- For **ENROLMENT** and **ENQUIRIES** please call **2774-8501** (Customer Service Department) during normal office hours or fax **2774-8503**.
- No refund will be made after payment, but participants can arrange to have their places substituted should they be unable to attend the programme by notifying the Association at least 2 days prior to programme commencement.
- Fax reservations are welcomed. Participants are required to settle the payment of the first instalment 5 days before the commencement of the programme and the following instalment(s) according to the payment schedule. Participants who submit the bank receipt are requested to write their name, mobile phone number and course enrolled on the back of the original copy of the receipt.
- Applications, upon payment, will be processed on a first-come first-served basis.
- Before classes/examinations commence, if the Observatory announces that Typhoon Signal No.8 or above/Black Rainstorm Warning is in force; or Typhoon Signal No. 8 or above will be hoisted within 2 hours, no classes/examinations will be held. Replacement classes and remedial examinations will be arranged. (All classes will be held as scheduled if Typhoon Signal No.8 or above/Black Rainstorm Warning is lowered at or before 7:00 am; 2:00 pm classes and examinations thereafter will be held as scheduled if Typhoon Signal No.8 or above/Black Rainstorm Warning is lowered at or before 12:00 noon; 6:00 pm classes and examinations thereafter will be held as scheduled if it is lowered at or before 4:00 pm.)
- When Typhoon Signal No.8 or above is in force during classes/examinations, all classes and examinations will be dismissed immediately. Replacement classes and remedial examinations will be arranged. When Black Rainstorm Warning is in force during classes/examinations, all classes and examinations will be held as scheduled.
- The Association reserves the right to cancel a programme and/or make alterations in relation to its lecturers, contents, dates, time, venue and other particulars without prior notice. **For course details, please contact Ms Ann Poon on 2774-8576 or Ms Candy Ho on 2774-8554.** Website: WWW.HKMA.ORG.HK
- Personal data will be used for the purposes of market research, programme development and direct mailing.
- The HKMA supports the equal opportunities policy, without discriminating against any person on the grounds of gender, disability, family status or any other basis.