

## **Existing and planned measures on the promotion of racial equality**

### **Employees Retraining Board**

Services  
Concerned

- The Employees Retraining Board (ERB) provides a diverse range of training courses and services to enhance the skills, quality, employability and competitiveness of the labour force with educational attainment at sub-degree level or below, irrespective of their race and ethnic origins. Full-time placement-tied and part-time skills upgrading and generic skills courses are offered, with an aim to helping the unemployed secure jobs and enabling the labour force to update and upgrade their skills.

Existing  
Measures

#### Providing suitable courses for people of different races

- ERB offers placement-tied and skills upgrading and generic skills courses conducted in English and dedicated for the ethnic minorities.
- ERB established the "Task Force for Reviewing Language Courses" to examine comprehensively its language training courses, with a view to assisting people of different races to overcome communication barriers and uplift their employability through enriching the practicality and articulation of the language courses, and for the building up of progression pathway for them. ERB will continue to strengthen its support in Chinese language training towards people of different races and put in place a structured Chinese language training scheme to enhance their Chinese proficiency for purposes of social integration and employment.
- ERB offers dedicated training courses targeting non-engaged youth of the ethnic minorities aged between 15 and 24 under the Youth Training Programme.
- ERB has formed a "Focus Group on the Training Needs of the Ethnic Minorities" to identify training and employment needs of people of different races, and to advise on strategies for promoting ERB courses and services to

people of different races. The focus group comprises ethnic minority groups, social services organisations, training bodies (TBs), employers and relevant government bodies. ERB will continue to develop new courses for people of different races with reference to the advice of the focus group.

- ERB has provided greater flexibility in the criteria of educational attainment for enrolment in the dedicated courses for the ethnic minorities.

#### Special measures and support services

- ERB requests TBs to arrange English speaking staff to provide services to people of different races and encourage TBs to use the translation and interpretation services provided by non-government organisations when rendering ERB services. Interpretation services in class by teaching assistants who can speak English and ethnic minority languages are arranged where necessary.
- ERB has been handling in a flexible manner the requirement of class size for training courses dedicated for the ethnic minorities.
- Ethnic minority trainees who have completed the dedicated placement-tied courses are provided with six-month placement follow-up service, whereas a three-month placement follow-up period is normally provided for general trainees.
- ERB publishes promotional leaflet of training courses in English and languages of different races as well as dedicated promotional leaflet in English for distribution to different race groups via diverse channels (including the social service organisations under the “Ambassador Schemes” of the Home Affairs Department (HAD)). The Course Prospectus is prepared in English, and advertisements are placed in newspapers in English, Urdu and Nepali.
- To further enhance its promotional efforts, ERB has been in close contact with the Support Service Centres for

Ethnic Minorities operated by non-government organisations and funded by HAD in the dissemination of service information of ERB to people of different races and conduction of dedicated training courses at the Centres. ERB regularly updates information of ERB courses and services featured in “Your Guide to Services in Hong Kong” published by HAD for the ethnic minorities.

- Targeted support services are offered for people of different races at the ERB Service Centre in Tin Shui Wai, including dedicated workshops and group activities on job search skills, interviewing skills, vocational English and Cantonese, etc. In collaboration with social service organisations, ERB sets up over 30 “ERB Service Spots” in various districts to provide enquiry and enrolment services for ERB courses, organise industry seminars and taster courses, and assist members of the public, including people of different races, to register for Training Consultancy Service.
- ERB's Training Consultancy Service provides people of different races with recommendations on suitable training and assistance to enrol in ERB courses by assessing their training needs and job aspirations through face-to-face interview or video conferencing. Training Consultants also proactively liaise with district associations, religious gathering places and social services organisations of people of different races to conduct seminars and workshops to promote ERB's courses and services.
- ERB funds TBs to collaborate with district organisations to organise district-based promotional activities and course experience activities to promote ERB courses as well as job opportunities and career prospects of different industries, including dedicated activities catering for the needs of people of different races. Besides, the "Training Support Services Subsidies" encourage TBs to develop supplementary training materials and provide learning support services to people of different races.
- Non-school-attending people of different races could receive subsidy from HAD to study in specified ERB language courses, with the aim of encouraging them to

engage in life-long learning and to enhance transferable job skills.

- ERB sets up the “ERB Training Net Course Search Terminal” at over 100 locations, including ERB Siu Sai Wan Headquarters, ERB Service Centre, ERB Service Spots, Labour Department Job Centres, Social Welfare Department (SWD) Social Security Field Units and non-governmental organisations commissioned by SWD. People of different races can obtain information on ERB courses, training centres, services and activities as well as register for Training Consultancy Service through the terminals.
- To facilitate their future study and career planning, ERB organises “Career Talks for School”, “Job Searching and Interviewing Skills Workshops” and “Company Visits” for upper secondary students of different races. Employer representatives are invited to share with the students the career prospects, working environment and entry requirements, etc. ERB representatives also introduce to the students ERB courses and services which are suitable for young people of different races.

#### Staff training

- To promote understanding of the culture of people of different races and enhance the sensitivity of staff in rendering services to them, ERB organises workshops in collaboration with different organisations, such as “Equal Opportunities Commission” and “Unison”, on cultural diversity for the staff of ERB and TBs.

#### Assessment of Future Work

- ERB reviews from time to time the training courses and services for people of different races, and strives to develop dedicated courses and services in addressing their training needs. In the process ERB will solicit views of various stakeholders, including the Focus Group on Training for Ethnic Minorities, trainees, training bodies and technical advisers. Statistical figures on the use of translation and interpretation service of people of different races are also collected to better understand their need on language services.

Additional  
Measures Taken  
/ To Be Taken

- To facilitate people of difference races who can speak and comprehend Cantonese to attend other training courses for the general public, ERB will continue preparing English training materials for more selected courses. It is also exploring development of new industry-specific training courses related to Business and Healthcare.

Enquiries

- For enquiries, please contact the Training Consultant of ERB (Tel: 6760 3801 / 6760 3608, Email: [erbhk@erb.org](mailto:erbhk@erb.org), Fax: 2369 8322).

## **Employees Retraining Board**

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