

Information for Service Users of the Training Consultancy Service

Service Overview

1. To further assist the service users requiring more intensive support and personal advice on ERB courses, service targets who are interested in applying for the courses can make use of the “Training Consultancy Service”. By assessing the training needs and job aspirations of the service users through face-to-face interviews or video conferencing, training consultants will provide personalized support and advice on suitable ERB courses to the service users

Appointment Booking

2. The “Training Consultancy Service” will be provided on a first-come, first-served basis. Service users are recommended to make appointment by calling or visiting to the respective ERB Service Centre, ERB Service Spot, ERB Headquarters in Siu Sai Wan, booking via "ERB Training Net" Course Search Terminal or booking online through the website (www.erb.org/consultancy/en/). Service users can also make use of the service through referral from government departments, non-government organizations or schools etc.

Telephone number:	ERB Service Centre	3919 6100
	ERB Service Spots (New Territories)	2428 2283
	ERB Service Spots (Kowloon West)	2700 1777
	ERB Service Spots (Kowloon East)	2326 2133
	ERB Headquarters (Siu Sai Wan)	182 182

3. Each consultation session lasts for about 45 minutes. The Training Consultant will adjust the time on a need basis.
4. Service users should attend the consultation according to the appointment. The reserved session will be opened to other users if the service user is late for more than 15 minutes. To optimize the use of public resources, ERB encourages service users to make a notification as soon as possible in case of any change in the appointment. Cancelled sessions would be released for use by other service users.

Suspension and Termination of Service

5. In circumstance where a service user is being suspended or terminated the right of using the services and facilities in the ERB Service Centre, the service user concerned shall also be suspended or terminated from using the “Training Consultancy Service” in the concerned ERB Service Centre during that period of time.
6. Service users of the “Training Consultancy Service” shall comply with the “Rules and Regulations of ERB Service Centre” if the consultation is to be carried out in the ERB Service Centre. The Training Consultant reserves the right not to provide service to the service user who is in breach of the relevant rules and regulations.

Arrangement under Typhoon and Rainstorm

7. Please refer to the below table for the arrangement under typhoon and rainstorm.

Typhoon and Rainstorm Warning	Appointment of the Training Consultancy Service
i. Typhoon signal no. 1, no. 3 or when yellow or red rainstorm warning is issued	As scheduled
ii. Typhoon signal no. 8 or above, or when black rainstorm warning is issued	Appointment cancelled, training consultant will contact the users on the following working day to make arrangement
iii. Apply to the ERB Service Centre – Typhoon signal no. 8 or above, or when black rainstorm warning is lowered between 7:00am to 5:00pm Apply to ERB Siu Sai Wan Office – Typhoon signal no. 8 or above, or when black rainstorm warning is lowered between 7:00am to 3:00pm Apply to ERB Service Spot – Typhoon signal no. 8 or above, or when black rainstorm warning is lowered between 7:00am to 12:00pm	If the signal is lowered 3 hours before the time of appointment, the appointment will be conducted as scheduled

iv. Apply to the ERB Service Centre – Typhoon signal no. 8 or above, or when black rainstorm warning is lowered after 5:00pm Apply to ERB Siu Sai Wan Office –Typhoon signal no. 8 or above, or when black rainstorm warning is lowered after 3:00pm Apply to ERB Service Spot – Typhoon signal no. 8 or above, or when black rainstorm warning is lowered between after 12:00pm	Appointment cancelled, training consultant will contact the users on the following working day to make arrangement
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Disclaimer

8. The “Training Consultancy Service” provides personalized advice and recommendation on suitable ERB course(s). The use of “Training Consultancy Service” does not constitute the acceptance of application on certain ERB course(s). The service user should submit course application to the training body or through the ERB Service Centre/ERB Service Spot, and enquire on the application result from the training body concerned directly.
9. The ERB reserves the right to amend the “Information for Service Users of the Training Consultancy Service” without notifying individual service users. Please visit relevant website of ERB, refer to the notice in the ERB Service Centre or consult relevant staff for updated information.