

Youth Employment and Training Programme



Trainee's Handbook

2014/15 Programme



Labour Department

Words to Trainees

The Youth Employment and Training Programme (YETP) aims to provide a comprehensive platform of job search with one-stop and diversified pre-employment and on-the-job training for young school leavers aged 15 to 24 with educational attainment at sub-degree or below level so as to enhance their employability.

Thank you for joining the YETP. We hope that with this handbook, you will have a better idea of the components of the Programme. We also sincerely hope that you can make good use of this opportunity to enhance your vocational skills and prepare yourselves for landing on the labour market smoothly.

The Youth Employment and Training Programme Office
Labour Department

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1. Trainees

1.1 Letter of notification and trainee card

- ◆ A letter of notification and trainee card will be sent to you after you had been successfully admitted to the Programme. In the letter and the trainee card, you will find your name, trainee number, the service period of your case management and employment support services (case management services) and information of your service provider and case manager, for the purposes of:
 - ☑ referring to the trainee number when registering for pre-employment training courses, workplace attachment training or on-the-job training vacancies, as well as the valid service period of the case management services; and
 - ☑ contacting your service provider and case manager.
- ◆ If your trainee card is damaged or lost, you are required to submit a written explanation to the Programme Office. Upon receipt of the document, the Programme Office will issue a new trainee card if necessary.
- ◆ Please contact the Programme Office at 2112 9932 or by mail immediately if you have changed your personal information, such as contact number and email address.

1.2 Service period

- ◆ Case Management Services consists of 12 months' Basic Case Management Services and 12 months' Extended Case Management Services (if eligible).

Basic Case Management Services

- ◆ The basic case management service period (basic service period) commences once you are successfully assigned to a service provider and lasts for 12 months. For example, if you are assigned to a service provider on 10 September 2014, your basic service period will come to an end on 9 September 2015.
- ◆ During the basic service period, personalised case management services will be provided to you by registered social workers. You can also enrol on pre-employment training courses with the assistance of your case manager, and apply for workplace attachment training or on-the-job training vacancies.
- ◆ One month before the expiry of the basic service period, your case manager will conduct a review with you. If you are employed in the open job market and wish to continue to receive career counselling and support services, you can choose to extend the case management services for another 12 months. If you are receiving on-the-job training under the Programme, you will also be entitled to such extended case management services of further 12 months.

- ◆ Trainees may enrol in the Programme again upon expiry of their basic service period.

Extended Case Management Services

- ◆ The extended case management service period (extended service period) also lasts for 12 months, commencing on the following day immediately after the expiry of the basic service period. For example, if your basic service period expires on 9 September 2015, your extended service period will commence on 10 September 2015 and come to an end on 9 September 2016.
- ◆ During the extended service period, you will continue to receive personalised case management services provided by registered social workers. Nonetheless, you are **not eligible** for registering for pre-employment training courses, or applying for workplace attachment training or on-the-job training vacancies.

2. Case Management Services

2.1 Trainee referral and Initial screening

- ◆ According to your preference and taking into consideration the trainee capacity of the service provider, the Programme Office would assign you to a service provider for the purpose of rendering 12-month's basic case management services to you. In case the trainee capacity of the service provider of your choice is full, the Programme Office will make reference to your residential district and assign another service provider to you.
- ◆ Once you have been assigned with a service provider, the Programme Office will inform you via mail or email of the information of the service provider, including the name, contact number and mailing address.
- ◆ The service provider will arrange to you a case manager who is a registered social worker. Your case manager will meet with you and inspect your Hong Kong Identity Card (HKIC) and academic qualification documents. Your case manager will also make a copy of your HKIC and submit it to the Programme Office for administrative purposes. The copy will only be kept for two years before destroyed. Please note that **if you have not yet provided a copy of your HKIC to your case manager, please do so immediately or you will not be allowed to register for any pre-employment training courses under the Programme.**
- ◆ Your case manager will also conduct an initial screening with you to ascertain whether you are eligible and suitable for joining the Programme; as well as to understand your training and employment needs. If you are found eligible and suitable for joining the Programme, your case manager will assist you to formulate a "training and career plan";

if not, your case manager may refer other suitable services to you.

- ◆ Upon completion of initial screening, trainees aged 15 to 19 who join the Programme for the first time are required to participate in core course training. Upon attaining at least 80% attendance rate in a core course, trainees may enrol on elective courses with the assistance of case manager, apply for workplace attachment training or on-the-job training vacancies.
- ◆ Trainees aged 20 to 24 or joined the Programme before may, after initial screening, enrol on elective courses with the assistance of case manager, apply for workplace attachment training or on-the-job training vacancies. On recommendation of their case managers, trainees may also enrol on a core course.
- ◆ Young school leavers aged 15 to 24 with special employment and training needs (including youth receiving outreaching services, ethnic minority youth, young new arrivals from the Mainland, youth with learning difficulties, delinquent youth, as well as disabled and chronically ill youth) upon completion of initial screening, may enrol on tailor-made training courses under the “Targeted Career Training Mission” (TCTM), or being referred to apply for workplace attachment training or on-the-job training vacancies on the recommendation of case managers.

2.2 Case management services in basic service period

- ◆ In general, after initial screening, you are going to receive from your case manager up to 15 hours of personalised counselling services. Upon completion of the 15 hours of counselling services, your case manager will, in accordance with your training and employment needs, continue to provide you with suitable case management services.
- ◆ The counselling services provided by your case manager at different stages include:
 - ☑ Vocational assessment
 - ☑ Training support
 - ☑ Pre-employment counselling and employment assistance
 - ☑ Post-employment support
 - ☑ Interim progress and case review

Vocational Assessment

- ◆ The Case Manager will:-
 - ☑ introduce you to the objectives and various kinds of services of the Programme; and
 - ☑ assist you to formulate a suitable training and career plan.

Training support

- ◆ The Case Manager will:-

- ☑ discuss with you suitable pre-employment training courses offered by the Programme and assist you to enrol on the courses;
- ☑ explain to you the requirements on course attendance and the eligibility of training allowance;
- ☑ share and evaluate with you the learning outcomes and training experiences upon completion of the enrolled training courses; and
- ☑ help you to apply for training allowance if eligible (please refer to Chapter 5).

Pre-employment counselling and employment assistance

- ◆ The Case Manager will help you to:-
 - ☑ set up job-seeking action plans and make preparations for job searching (such as prepare resumes, assess your interview skills and conduct mock interviews);
 - ☑ select suitable workplace attachment training and on-the-job training opportunities offered by the Programme or other employment opportunities in the open market; and
 - ☑ prepare for job interviews (such as discuss with you the transportation arrangements), evaluate your performance after interview and provide relevant support.

Post-employment support

- ◆ After you have been successfully employed, your case manager will:-
 - ☑ keep in touch with you and your employer with a view to providing appropriate follow-up services;
 - ☑ If you are placed in an on-the-job training vacancy under the Programme, discuss with you about enrolling on relevant off-the-job vocational training courses and examinations (please refer to Chapter 8).

Interim progress and case review

- ◆ The case manager will conduct:
 - ☑ an interim review with you six months after the commencement of the basic service period in order to understand your latest situation and training progress; and
 - ☑ a case review with you within 1 month before the basic service period expiry date.

2.3 Case management services in extended service period

- ◆ Extended case management services is applicable to the following trainees:
 - ☑ You are receiving on-the-job training under the Programme upon expiry of your basic service period; or

- You have found employment in the open job market and wish to continue to receive career counselling and support services upon having a case review with your case manager before expiry of your basic service period.
- ◆ Your case manager will keep in touch with you and your employer during the extended service period, so as to provide you with necessary follow-up services.
- ◆ Your case manager will conduct an interim review with you six months after the commencement of the extended service period; and a case review with you within one month before the extended service period expiry date.
- ◆ You could terminate your extended case management services via your case manager if:
 - you have completed the on-the-job training;
 - your on-the-job training has come to an early end and you have notified the Programme Office of the last date of your on-the-job training;
 - the job you have secured in the open market has come to an end; or
 - other reasons (e.g. further study).

2.4 Points to note

- ◆ Please take the initiative to keep close contact with your case manager.
- ◆ You may call your service provider by the contact number shown on your notification letter or trainee card to inquiry about the contact information of your case manager, if necessary.
- ◆ If you fail to reach your case manager in case of urgent matters, please contact your service provider or the Programme Office at 2112 9932 for assistance.
- ◆ In order to collect your opinions and level of satisfaction on the services rendered, the Programme Office would send an email to you upon the expiry of your 12 months' basic service period, inviting you to complete a questionnaire through YETP online system. Please complete the questionnaire as requested.

3. Core Course - Job search and interpersonal skills training

3.1 Course requirement

- ◆ Trainees aged 15 to 19 who join the Programme for the first time are required to complete a core course with an attendance rate of 80% or above after initial screening. Upon completion of the course, they are eligible for enrolment on elective courses, and application for workplace attachment training or on-the-job training vacancies.
- ◆ Trainees aged 20 to 24 or those who have joined the Programme before may enrol on a core course on the recommendation of case manager after completion of initial screening.

In these cases, you shall be eligible for the enrolment on elective courses, and the application for workplace attachment training or on-the-job training vacancies, even if your attendance of the core course is less than 80%.

- ◆ Trainees aged 15-24 who joined TCTM will enrol on training courses with core course elements under TCTM. Therefore, trainees are not required to attend a core course under normal circumstances.

3.2 Course contents

- ◆ Course Contents are as follows:

- Self-understanding and career planning;
- Good work ethics;
- Interpersonal communication; and
- Job search methods and job interview skills.

- ◆ Upon completion of the course, you will be able to:

- Enhance your self-understanding;
- Recognise the importance of communication and team spirit;
- Write an application letter;
- Write a resume;
- Prepare a personal portfolio (consists of resume, academic certificates, work reference letters, vocational certificates, photos and job samples, etc); and
- Master basic job interview skills.

3.3 Course enrolment (applicable only to trainees aged 15-19 who have never joined YETP)

- ◆ After the completion of initial screening, your case manager will, taking into account various factors including your residential district, enrol a core course for you via YETP online system. If the core course you have successfully enrolled on is to be cancelled, the Programme Office will notify you. You should then contact your case manager as soon as possible in order to enrol on another core course.
- ◆ Whether core courses will be successfully launched rests on various factors, including the number of trainees enrolled.
- ◆ When the core course you have enrolled on is confirmed to be launched, you will receive an email from the Programme Office enlisting the course details (such as name of training service provider, venue, date and time of the training course, etc).
- ◆ Core course training is mandatory. You are required to complete a core course, with an

attendance rate of 80% or above, before you are eligible for enrolment on elective courses, and application for workplace attachment training/on-the-job training vacancies or other special employment projects, etc.

3.4 Points to note

- ◆ Your case manager could only enrol you on a core course through YETP online system after the Programme Office has duly received a copy of your HKIC.
- ◆ In the last session of a training course, the service provider will ask you to complete a Course Evaluation Survey on the training course delivered. Please complete the survey as requested.
- ◆ Upon attaining an attendance rate of at least 80% in a training course, you will be awarded a Certificate of Accomplishment or a Certificate of Commendation by the service provider of the training course.
- ◆ Trainees must abide by the rules and regulations laid down by individual service providers. Trainees will be cautioned if they misbehave or have disciplinary problems; and in serious cases, may be disqualified from participating in YETP.

4. Elective Courses

4.1 Elective courses will be held year-round on a quarterly basis. Please refer to the programme website (www.yes.labour.gov.hk) for details of the updated course information.

4.2 Categories of elective courses

- ◆ **Elective Course I: Discipline and motivation training**
Underpinned by outdoor activities and training, the module aims to build up trainees' self-esteem, self-confidence, self-discipline, leadership and team building skills, as well as to cultivate their positive thinking;
- ◆ **Elective Course II: Computer application training**
Mainly focuses on common business software applications, software applications for Internet browsing, graphic production and basic computer programming, etc; and
- ◆ **Elective Course III: Job-specific skills training**
A wide range of job-specific skills training, e.g. clerical, beauty culture and cooking training, catering for the prevailing needs of the employment market are offered. Trainees are introduced to the latest development information, basic knowledge and trade skills of a particular trade or industry, with a view to helping them to assess their suitability for pursuing a career in the trade or industry, and building up their

confidence in finding jobs in the relevant trade or industry.

4.3 Course enrolment

- ◆ You may enrol on a maximum of 5 elective courses. To broaden your knowledge of different industries, you are not recommended to take courses of similar nature under the same elective course category. You may make reference to the “training and career plan” drawn up by you and your case manager in deciding which courses to enrol on.
- ◆ You may log-in the YETP online system (www.yes.labour.gov.hk) to check out the details of the courses in which you have enrolled. To gain access to the online system, you can use your trainee number as login name and the first four digits of your HKIC number as password.
- ◆ Whether a training class will be held depends on a number of factors including the number of trainees enrolled.

4.4 Points to note

- ◆ Your case manager could only enrol you on a training course through YETP online system after the Programme Office has duly received a copy of your HKIC.
- ◆ In the last session of an elective course, the service provider will ask you to complete a Course Evaluation Survey on the training course delivered. Please complete the survey as requested.
- ◆ Trainees must abide by the rules and regulations laid down by individual service providers. Trainees will be cautioned if they misbehave or have disciplinary problems; and in serious cases, may be disqualified from participating in YETP.
- ◆ Upon attaining an attendance rate of at least 80% in a training course, you will be awarded a Certificate of Accomplishment or a Certificate of Commendation by the service provider of the training course.
- ◆ Upon attaining an attendance rate of at least 80% in a core course and four elective courses, you will be awarded a Certificate by the Programme Office at the end of your basic service period.

4.5 Professional examinations

- ◆ Some elective training courses may lead to professional examinations. Under normal circumstances, the service provider organising the course will arrange you to sit for the examination within 90 days upon completion of the concerned training course. You must, via the service provider of the course, apply for reimbursement of examination fees within 90 days upon completion of the examination.
- ◆ To be eligible for reimbursement of examination fees, you must attain an attendance rate

of at least 80% in the concerned training course and attend the relevant examination. The Programme Office will reimburse examination fees of one approved professional examination per training course to eligible trainees for a maximum amount of \$1,800 per trainee.

- ◆ Where there is more than one paper in a single examination sitting, you must, via the service provider of the course, submit **ONE** application for reimbursement of examination fees after completion of all concerned papers.
- ◆ Please note that the service provider should not charge you any fee (e.g. administrative fee, material costs etc.) whatsoever and the Programme Office will only reimburse you with the examination fees of the approved professional examination.
- ◆ For enquiries about professional examinations, examinations fees and reimbursement procedures, please contact the Programme Office at 2112 9932.

4.6 Class arrangement in times of typhoon warning and rainstorm warning signals

A. Typhoon Warning Signals

Typhoon Warning Signal No.1 and No.3	All training courses will proceed as usual, but outdoor activities should be avoided.
Typhoon Warning Signal No.8 or above	All training courses will be suspended. Service providers should arrange make-up classes for trainees.
Typhoon Warning Signal No.8 or above is in force after 6:30 a.m.	All training courses will be cancelled. Service providers should arrange make-up classes for trainees.

B. Rainstorm Warning Signals

	Amber or Red Rainstorm Warning	Black Rainstorm Warning
The warning is in force before commencement of class	Trainees should, depending on the road and traffic conditions, determine if it is safe and practicable for them to attend class.	All training classes will be cancelled. Service providers should arrange make-up classes for trainees.
The warning is in force during lesson	Classes already in progress should continue but outdoor activities should be avoided.	Trainees should continue their lessons as usual unless it is dangerous to do so. Outdoor activities should be

		suspended.
The warning remains effective when lesson ends	Trainees should be released as usual.	Trainees should be released as usual. If trainees prefer to stay at the training venue, Service providers should provide suitable shelter.

- ◆ Trainees should, depending on the weather and road and traffic conditions, determine if it is safe and practicable to attend class. Trainees should also pay attention to the announcements on radio and television about special measures in times of typhoon and rainstorm warnings.

5. Training Allowance

5.1 If you obtain at least 80% attendance rate in a **core course, elective course, tailor-made course or TCTM course under YETP**, you may submit an application for training allowance via your **case management service provider within one month** upon course completion.

5.2 Calculation of allowance

- ◆ The amount of training allowance payable is calculated at a rate of \$50 per valid training day.
- ◆ Attendance rate is calculated on a half-day basis. If you are late or leave early for over 30 minutes in one half-day session, you will be deemed absent for such session and that session will not be counted as a valid training session/day when calculating your training allowance.

Example 1:

If you have attended 7 days (i.e. 14 sessions) in an 8-full-day (i.e. 16 sessions) training course, your attendance rate should be $14/16$ (sessions) $\times 100\% = 87.5\%$ and you will be eligible for training allowance in the amount of \$350 (7 days \times \$50).

Example 2:

If you have attended 9 days in a 10-full-day (i.e. 20 sessions) training course, and have been late / left early for over 30 minutes in a session on one of the 9 attended days, your attendance rate should be $17/20$ (sessions) $\times 100\% = 85\%$ and you will be eligible for the training allowance in the amount of \$425 (8.5 days \times \$50).

Example 3:

If you have attended 9 days in a 10-half-day (i.e. 10 sessions) training course, and have been late / left early for over 30 minutes in a session on one of the 9 attended days, your attendance rate should be $8/10$ (sessions) $\times 100\% = 80\%$ and you will be eligible for the training allowance in the amount of \$400 (8 days \times \$50).

Example 4:

If you have attended 3.5 full days and 2 half days in an 8 full-day cum half-day training course (i.e. 4 full days cum 4 half days totalling 12 training sessions), you have actually attended a total of $(3.5 \times 2) + 2 = 9$ training sessions. Your attendance rate should be $9/12$ (sessions) $\times 100\% = 75\%$ ($<80\%$), and you will NOT be eligible for any training allowance.

- ◆ If you fail to attend class due to sickness, you will be considered absent even if you can provide a sick leave certificate.
- ◆ If classes are cancelled and rescheduled due to tropical cyclone warning or black rainstorm warning, the rescheduled training sessions approved by the Programme Office will be regarded as valid training sessions for determining your attendance rate and the amount of training allowance that you are entitled to receive.
- ◆ If service provider arranges make-up training sessions for trainees who fail to attain an attendance rate of at least 80% in core course, or arranges voluntary make-up sessions without the approval of the Programme Office, such make-up training sessions will not be regarded as valid training sessions. Trainees will not be eligible to apply for training allowance for these make-up sessions.

5.3 Application procedures

- ◆ You must submit applications to and collect payments **in person** from your case management service provider.
- ◆ When submitting applications for training allowance, you must:
 - ☑ Log-in YETP online system (www.yes.labour.gov.hk) and verify if your attendance information is correct (to gain access to YETP online system, you can use your applicant number and the first four digits of your HKIC number as login name and password respectively);
 - ☑ Submit a completed and duly signed form of “Application for Training Allowance”; and
 - ☑ Present your HKIC and trainee identity card for verifying your identity.

5.4 The payment of training allowance will be effected to you by your service provider directly. On receiving the payment, you should verify the amount carefully and acknowledge receipt of payment on the form of “Application for Training Allowance”.

- 5.5 You should only submit **ONE** application for each training course. Under any circumstances, if you have received an allowance in excess of your entitlement, you must return the whole or overpaid sum to the service provider or Government of HKSAR as the case may be.
- 5.6 If you have any questions with respect to your attendance record shown on the online system, or such information is still not available **10 days after the course completion date**, you should approach the service provider organising the training course for verification.

6. Workplace Attachment Training

6.1 Workplace Attachment Training (WPA) aims at providing you an opportunity to gain valuable experience in a real working environment, develop a positive work attitude and good work habits, polish your interpersonal skills and gain insightful knowledge about different industries. Workplace Attachment Training would also enable you to discover your own potential and unearth employment opportunities.

6.2 Eligibility

◆ **Trainees aged 15-19 who have not participated in YETP before:**

After initial screening by service providers and completion of core course with an attendance rate of 80% or above.

◆ **Trainees aged 20-24 or those who have participated in YETP before:**

After initial screening by service providers and being accepted by the Programme Office.

◆ **Trainees aged 15-24 who joined TCTM:**

Referred by case managers to participate in WPA after initial screening.

◆ Trainees attended recruitment functions organised by the Programme Office and selected by employers may undergo WPA.

◆ Trainees must also fulfil the following conditions before they are allowed to join WPA:

- ☑ **Not** attending any core or elective training courses; or
- ☑ **Not** going to attend any training courses commencing within the following 14 working days and there is **no time-clash** with the training courses that the trainees are going to attend; and
- ☑ Not participating, or planning to participate in other WPA / On-the-job Training / special employment projects under the Programme.

6.3 Selection and registration of WPA vacancies

- ◆ You may, or with the assistance of your case managers, search for suitable WPA vacancies on the programme website (www.yes.labour.gov.hk).
- ◆ Once you identify suitable WPA vacancies, please call our hotline at 2112 9932 (press 2-1-3) for registration.
- ◆ For registration via hotline, you should provide the following information:
 - Trainee registration number or HKID card number; and
 - WPA vacancy number.
- ◆ Under normal circumstances, the Programme Office would not accept any request for changes once the registration is confirmed.

6.4 Meeting with trainees

- ◆ Where necessary, host organisations may arrange interviews with you to consider whether you are suitable for the WPA vacancy concerned.

6.5 WPA period

- ◆ Each WPA lasts for one month and no extension will be allowed.
- ◆ Trainees will be allowed to participate in WPA twice during the 12 months' basic service period provided that:
 - They have completed the first WPA with an attendance rate of 80% or above; and
 - The **host organisation** being selected in the second WPA should be different from the one in the first WPA.

6.6 WPA hours

- ◆ Not more than 5 days per week and 8 hours per day (excluding meal breaks).

6.7 Relationship with host organisations

- ◆ There is no employer and employee relationship between the host organisations and you.

6.8 Mentor

- ◆ Host organisations will assign a staff member as your mentor. Your mentor will guide you in your daily work, assess your work performance, and provide appropriate counselling and advice where necessary.

6.9 Attachment allowance and certificate of accomplishment

- ◆ If you have completed the WPA and attained an attendance rate of 80% or above, you will receive a WPA certificate issued by the host organisations as a token of recognition.

- ◆ You can apply for a WPA allowance of \$3,000 from the Programme Office through the host organisation if you have completed the WPA and attained an attendance rate of 80% or above. Your host organisation is required to submit the completed “Workplace Attachment Allowance Application Form” together with your attendance record to the Programme Office to apply for the WPA allowance. The Programme Office will verify the information submitted and arrange Treasury to mail you the WPA allowance in a crossed cheque.

6.10 Insurance

- ◆ The Programme has taken out insurance for all trainees covering personal injuries and accidents, and third-party liabilities.

6.11 During WPA, “DO NOT”

- Undertake work of a hazardous nature, such as working at height, handling dangerous goods and chemicals, and operating heavy machinery;
- Work at construction sites;
- Carry out illegal or immoral activities;
- Perform outdoor work alone;
- Work outside Hong Kong; or
- Disclose confidential information of the host organisations.

6.12 Support services

- ◆ You may seek advice and assistance from your mentor or case manager if you have encountered problems at work or interpersonal relationships.

6.13 Points to note

- ◆ If you fail to attend interviews without prior notification to the Programme Office, you will be suspended from referral service. For resumption please contact your case manager.
- ◆ Host organisations are not allowed to engage any person who is currently working for the organisations, has worked for the organisations before (full-time, part-time or any form of employment / service provision) or relatives of the organisations’ responsible persons as trainees under WPA of the Programme.
- ◆ If there is any discrepancy in job duties, WPA period, WPA hours or working location, please contact the Programme Office at our hotline at 2112 9932 (press 2-1-3) as soon as possible.

7. On-the-job Training

7.1 You have the opportunity to be engaged as direct employee by taking up the on-the-job training (OJT) vacancy offered by employers for a period of 6 to 12 months. This can help enrich your work experience, vocational skills and qualifications, so as to enhance your employability.

7.2 Eligibility

◆ **Trainees aged 15-19 who have not participated in YETP before:**

After initial screening by service providers and completion of core course with an attendance rate of 80% or above.

◆ **Trainees aged 20-24 or those who have participated in YETP before:**

After initial screening by service providers and being accepted by the Programme Office.

◆ **Trainees aged 15-24 from the “Targeted Career Training Mission”:**

Referred by their case managers to participate in OJT after initial screening.

◆ Trainees attended recruitment functions organised by the Programme Office and selected by employers may undergo OJT.

◆ Trainees must also fulfil the following conditions before they are allowed to join OJT:

Not attending any core or elective training courses; or

Not going to attend any training courses commencing within the following 14 working days; and

Not participating, or planning to participate in other WPA / OJT / special employment projects under the Programme.

7.3 Selection of OJT Vacancy:

◆ In general, OJT vacancy information will be posted on our programme website (www.yes.labour.gov.hk). You may choose suitable OJT vacancies on your own or seek assistance from your case manager. You may then apply for the selected OJT vacancies online or call our hotline 2112 9932 (press 2-1-2) for registration.

◆ Please record the OJT vacancy numbers and relevant information of the vacancies that you have registered for enquiry in the future.

◆ Whenever necessary and appropriate, the Programme Office may introduce suitable OJT vacancies to you via phone, emails or other contact means. If you have doubts about the identity of the caller, you may jot down the name of the caller, the incoming telephone number and vacancy information, etc. You may then contact the Programme Office for verification.

- ◆ You shall proactively apply for suitable OJT vacancies or accept those introduced by the Programme Office, so as to obtain more job referrals or employment opportunities. If you have ever requested the Programme Office to suspend job referral service but intend to resume the service, you should inform the Programme Office by calling our hotline 2112 9932 (press 2-1-2).
- ◆ Employers are not allowed to employ their relatives, friends or persons who have worked for the employers (full-time, part-time or in any form of employment/service provision) to undergo OJT. Trainees should report to the Programme Office immediately at 2112 9932 (press 2-1-2) if the above situation was found.

7.4 Registration of OJT vacancy and referral procedures:

- ◆ You may apply for a maximum of 4 OJT vacancies for every 4 working days.
- ◆ Upon preliminary verification of your eligibility of applying for OJT vacancies, the Programme Office will contact employers to make interviews or resume submission arrangement. The Programme Office will notify you of the progress within 4 working days via the following methods (**Attention: Please note that such notification only concerns the progress of OJT vacancy registration but not the interview results or whether you are being employed or not**). We will also notify your case manager of the registration progress by email to facilitate his / her provision of necessary assistance and guidance to you.
 - ☑ If the employer requests to receive your resume first, the Programme Office will call you to obtain your consent before passing your resume to the relevant employer. You will be notified of the progress by email (if you have provided us your email address). If the employer decides to arrange an interview with you after receiving your resume, he/she may contact you direct or through the Programme Office. If you did not receive any notification about interview two weeks after submission of resume, we recommend that you should consider other suitable OJT vacancies. (**Attention: Please note that your resume contains your personal information. The Programme Office will obtain your consent to release your resume every time an employer put up such a request. The submission of resume does not imply that job interviews will be arranged or you will be employed**).
 - ☑ If the employer wants to arrange an interview with trainees via the Programme Office, the Programme Office will notify you by phone of the details of the interview. We would also remind you of the same by email (if you have provided us your email address) after you have agreed to attend the interview. Your case manager will help you prepare for the interview.
 - ☑ If the employer fails to arrange an interview or considers the trainee not suitable for

the post, the Programme Office will notify you (if you have provided us your email address) and your case manager by email upon receipt of notification from the employer. Your case manager will discuss and review the case with you and help you choose other OJT vacancies.

- ◆ Whenever you are invited to attend an interview by an employer or the Programme Office, please consider carefully whether the OJT vacancy, the date and time of the interview are agreeable before accepting the interview offer. Please regard the interview opportunities seriously and do not give up easily. If you are being offered an employment, please also treasure the OJT opportunity and do not decline easily. It would definitely affect your employment opportunities as well as the image of the Programme and other trainees if you frequently failed to attend job interviews, cancelled interviews or declined job offers. The OJT opportunities of other trainees may also reduce as employers may stop offering OJT vacancies to the Programme. Against this background, **job referral service will be suspended by the Programme Office for four weeks if trainees failed to attend job interviews arranged for three times.**
- ◆ If you cannot attend or decide not to attend an interview, you should notify the Programme Office and /or the employer concerned as soon as possible.
- ◆ If you are being suspended from job referral service due to failure to attend job interviews for three times, the Programme Office will notify your case manager via email so that he / she can take follow-up action and provide guidance.
- ◆ If you are not a permanent Hong Kong resident, please check your identity card / passport / Certificate of Identity / travel document carefully, and provide employers with a valid document to prove that you are legally employable in Hong Kong during interviews. If you have doubts you may contact your case manager or the Immigration Department by calling 2824 1551.
- ◆ If you need to update your resume that has already been sent to the Programme Office, please email the updated version to: account@yes.labour.gov.hk.

7.5 Results of interviews:

- ◆ If you pass an interview, the employer or the Programme Office (upon receipt of notification from the employer concerned) will call you to confirm the employment details. If you accept the offer, we will also notify your case manager via email so that he / she can provide appropriate assistance.
- ◆ If you failed an interview, the Programme Office will inform you (if you have provided us your email address) and your case manager by email upon receipt of notification from the employer. Your case manager will help you review the case and choose other suitable OJT vacancies.

7.6 Employers may make employment arrangement with you directly. **If you are being employed in an OJT vacancy under the Programme, you should inform your case manager and the Programme Office as soon as possible, so that we could confirm your employment with the employer concerned with a view to protecting your rights and benefits.** You can also update your employment status on the Programme website (www.yes.labour.gov.hk) so that we can provide appropriate job referral service to you.

7.7 **If you find a job in the open job market, you should inform your case manager as soon as possible. Keeping your case manager abreast of your employment status would allow his / her provision of the most appropriate follow-up and support to you.**

7.8 Points to note when searching for jobs:

- ◆ You should stay calm and cautious when searching for jobs to avoid falling into employment traps. An employment trap emerges in different forms, you should always stay alert. For details, please refer to the booklet “Beware of Employment Traps” sent to you together with the letter of notification and your trainee card. You may also download the booklet from the Labour Department website (<http://www.labour.gov.hk/eng/public/eip/BewareJobTrap.pdf>).
- ◆ If you have any doubts or problems during job-seeking, interview and OJT, you should consult and seek advice from your family, case manager, or someone whom you trust. You may also call our hotline at 2112 9932 (press 2-1-2) for assistance from the Programme Office.

7.9 Relationship between employers and trainees

- ◆ You will be engaged as an employee during the OJT period. There is an employment relationship between you and your employer. The “Employment Ordinance”, “Employees’ Compensation Ordinance”, “Mandatory Provident Fund Schemes Ordinance”, “Minimum Wage Ordinance” and other relevant legislations shall apply. If you have any questions on the above legislations, you may call the Labour Department hotline at 2717 1771 for enquiries (the hotline is handled by “1823 Call Centre”) or the Mandatory Provident Fund Schemes Authority hotline at 2918 0102.

7.10 Points to note after commencement of employment

- ◆ The Programme Office will send you a confirmation letter providing relevant information about the OJT arrangements (including OJT post, job duties, employment terms, and name of the employer, etc) after the commencement of your OJT. Before signing any document(s) (e.g. receipt of salary) at work, please make sure that the contents are in order and agreeable to you. If your employer unilaterally changes the terms of

employment which diminishes your rights and benefits, or fails to provide OJT as approved by the Programme Office, please immediately inform your case manager and the Programme Office.

- ◆ During the OJT period, your case manager will make close contact with you. He / she will understand your work situation, help you accommodate to the working environment, assist you in solving any work-related or interpersonal problems, and conduct regular review.
- ◆ You should pay particular attention to occupational safety and health to avoid work injuries. You should carefully assess your own capabilities before taking up a job and pay close attention to the work environment to identify potential hazards, and follow guidelines provided by your employer to prevent work injuries.
- ◆ Upon completion of OJT, your employer will issue a testimonial to you certifying your skills/qualifications and the OJT period. If your employment terms and conditions are changed after the OJT period, you may negotiate with your employer direct in compliance with relevant legislations. Please note that the OJT period is not necessarily equal to the employment contract period. If you decide to decline the offer of further employment, you must give notice period or wages in-lieu-of notice to your employer as stipulated in the employment contract.
- ◆ If you quit the employment pre-maturely during the OJT period, you must give notice period or wages in-lieu-of notice to your employer according to your employment contract. Also, you should inform your case manager and the Programme Office by phone or through the Programme website as soon as possible so that we could update your employment records accordingly. You may then apply for other OJT vacancies under the Programme.

7.11 Mentors and their roles

- ◆ During the OJT period, the employer will appoint an existing staff with relevant experience to act as your mentor.
- ◆ The mentor will:
 - ☑ assist you to familiarise yourself with the working environment and regulations;
 - ☑ guide you how to build a good relationship with colleagues.
 - ☑ guide you how to handle difficulties at work;
 - ☑ teach you relevant work skills and how to use facilities at workplace;
 - ☑ assess your work performance and discipline and provide appropriate counselling and advice where necessary;

- ☑ encourage you when your performance meets expectations;
- ☑ assist you to understand the culture of your employing organisation to enhance your sense of belonging;
- ☑ act as a bridge between you and your employer to foster mutual understanding; and
- ☑ maintain good communication with your case manager so as to assist you in achieving better performance at work.

8. Off-the-job Vocational Training Courses

8.1 Off-the-job Vocational Training Courses

- ◆ If you are undergoing on-the-job training under the Programme and wish to enrol on off-the-job vocational training courses during the on-the-job training period, you should consult and obtain agreement from your employer.
- ◆ If you attend off-the-job vocational training courses or examinations during working hours with employer's prior approval, your wages will not be deducted.
- ◆ You may refer to the information on vocational training courses available in the programme website for your reference.
- ◆ If you have secured a job placement in the open market and wish to enrol on off-the-job vocational training courses, you should inform your case manager as soon as possible, so that he/she can help assess whether your job placement is qualified to apply for admission into the Programme. If so, your case manager would help submit an application to the Programme. Only after your job placement is admitted into the Programme could you be eligible to apply for enrolment in off-the-job vocational training courses. Submission of the "Application Form for Enrolment in Off-the-job Vocational Training Courses" can only be made after your job placement has been admitted into the Programme.

8.2 Application Procedures

- ◆ You must fill in Part 1 of the "Application Form for Enrolment in Off-the-job Vocational Training Courses" (the application form), and submit it to the YETP (Kowloon Office) by fax (no. 2383 6414), by mail or in person at least two weeks before the commencement of the relevant course/examination. The application form can be downloaded at the "Trainees' Space" section of the programmes website.
- ◆ The off-the-job vocational training course/examination must commence within your on-the-job training period.

- ◆ The Programme Office may consult your employer about your application when necessary.
- ◆ The Programme Office will inform you and your employer of the result of application by phone and send you the written confirmation (Part 2 of the application form) by mail.

8.3 Your application will be vetted according to the following criteria:

- ◆ Vocational skills or qualifications acquired from the course/examination are relevant to your on-the-job training post;
- ◆ The training course/examination includes assessment elements (e.g. certificate of pass) for evaluating students' performance ;
- ◆ The training course comprises designated in-class hour, and the training organisation would record the attendance of the participants and issue attendance proof / certificate; and
- ◆ The relevant training course/examination is open to public and provided by a legitimate and appropriate training organisation.

8.4 You must obtain prior approval from the Programme Office in writing before the commencement of the training course or attending the examination in respect of any change of your off-the-job course/examination enrolment.

8.5 You cannot apply for enrolment in the same course/examination during the same on-the-job training period if such course has been approved and relevant qualification/certificate has been obtained.

8.6 Reimbursement of Off-the-job Vocational Training Course Fees

- ◆ You may apply for reimbursement of course and examination fee up to \$4,000 for each on-the-job training placement if (i) you have obtained **prior approval in principal** from the Programme Office, **and** (ii) attained a course attendance rate of 90% or above, and/or successfully passed the examination/assessment or acquired the relevant qualifications of the course. For details, please refer to the notes on “Application Form for Enrolment in Off-the-job Vocational Training Courses”.
- ◆ Application for reimbursement of off-the-job course/examination fee must be made **within six months** upon completion of the course or acquisition of the relevant qualification or certificate, by submitting the application form and the following documents to the Programme Office. Late submission will not be entertained.
 - ☑ A copy of the certificate of pass, relevant qualifications, or attendance issued by the institution/ training body organising the course (or the original part 4 of the application form completed by the institution/ training body to specify your

course attendance rate); and

Original receipt of the course and examination fee.

- ◆ The decision of the Programme Office in respect of the approval for reimbursement of fees shall be final.

9. Personal Information Collection Statement

- ◆ **Purpose of collection:**

The personal data collected will be used for consideration of your application for and participation in YETP and matters related thereto.

- ◆ **Classes of Transferees:**

The information you provide may be transferred to your parents/guardians, service providers of the Programme, employers, the Youth Employment Start, and other organisations commissioned by the Programme Office for the purpose of processing your application, arranging training courses, workplace attachment training or on-the-job training; providing job matching and referral service, and information on recruitment or promotion activities; conducting evaluation and review of the Programme; processing insurance claims; investigating and following up complaints against YETP services and other YETP related services. Your information may also be transferred to other divisions of the Labour Department for the purpose of enforcing ordinances under the purview of the Labour Department.

- ◆ **Access of Personal Data:**

You have the right of access and correction with respect to your personal data as provided for in sections 18 and 22 and Principle 6 of Schedule 1 of the Personal Data (Privacy) Ordinance. Your right of access includes the right to obtain a copy of the personal data you provided.

- ◆ **Enquiries:**

If you wish to inquire on the collection, access and correction of your personal data, or withdraw your consent to YETP for using your personal data for direct marketing purposes, please address your inquiry or request to:

Youth Employment and Training Programme (Hong Kong Office), 16/F, Southorn Centre, 130 Hennessy Road, Wan Chai, Hong Kong.

- * Contents of this handbook may be revised from time to time. For the most up-to-date version, please visit the website of the Programme: www.yes.labour.gov.hk
- * For any enquiries or comments on our Programme or this handbook, please email to

enquiry@yes.labour.gov.hk.