



Youth Work Experience and Training Scheme

**Trainee's Handbook**

**2008/09**



**Labour Department**

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**Words to Trainees**

Thank you for joining the Youth Work Experience and Training Scheme (“the Scheme”). We hope that with this handbook, you will have a better idea of the components of the Scheme. We also sincerely hope that you can make good use of this opportunity to enhance your vocational skills and prepare yourselves for joining the society and starting your career.

August 2008

The Youth Work Experience and Training Scheme Office

Labour Department

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## 1. Trainees

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- ◆ A letter of notification will be sent to successful applicants of the Youth Work Experience and Training Scheme (YWETS). In the letter, trainees will find their name, trainee number and information of their training body for:
  - ☑ referring to their trainee number when registering training vacancies; and
  - ☑ contacting their training body and case manager.
  
- ◆ A trainee card from the YWETS Office will also be sent to trainees. Information of trainees and their training body is available on the card. Please note that **NO** replacement of trainee card will be arranged if it is damaged or lost. Trainees may contact the Youth Employment Service Hotline at 2112 9932 (press 1-3-2) for their trainee number and information of their case manager.
  
- ◆ Please contact the YWETS Office immediately if you have changed your personal information.

## 2. Case Managers

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- ◆ The YWETS Office will arrange a registered social worker to be your case manager who will provide you with career counseling and support services. In general, you can enjoy the services of YWETS from the day you are admitted to the Scheme until the end of the Scheme year (normally 6<sup>th</sup> Aug of every year). The YWETS Office will inform you about the service end date by mail.
  
- ◆ Case manager will do an assessment with you so as to understand your career preferences and necessities, and to assess the suitability of your application for the Scheme, or to refer you to other appropriate service where necessary.
  
- ◆ You **MUST** finish the above assessment, otherwise your job referral service may be suspended.
  
- ◆ The Case Manager will:

### **Before On-the-job Training**

- help you review your job interviewing skills, conduct mock interviews with you and assess your interviewing skills;
- help you prepare documents for attending interviews (e.g. resume) or revise your resume;
- help you identify and choose training posts and other employment opportunities;
- help you prepare for interviews, notify you of interview results, evaluate your performance and provide relevant support;

### **During On-the-job Training**

- keep in touch with the employer after you have been employed to assess and

follow up on your needs, and to provide support;

- discuss with you and give you advice in choosing off-the-job vocational training courses (if you are placed in training vacancies under the Scheme);
  
- ◆ When you are referred to attend Modular Training under the Youth Pre-employment Training Programme (YPTP) by your case manager, the YWETS Office will suspend job referral service until you have completed the Modular Training.
  
- ◆ Upon completion of on-the-job training or at the end of the service period, the case manager will evaluate your performance and assist you to formulate future plans. The case manager may also refer you to other appropriate services where necessary.

### **Notes**

- ◆ **Please take the initiative to keep close contact with your case manager.**
  
- ◆ If you would like to change the training body arranged for you for special reasons, please send your written request to the YWETS Office by fax (2383 6414) and state clearly the reasons. Please be reminded that re-arrangement of training body may result in delay of activating your trainee number for vacancy registration.
  
- ◆ You may call the training body by the contact number shown on your trainee card or notification letter for the contact information of your case manager.
  
- ◆ If you fail to reach your case manager in case of urgent matters, please call the Youth Employment Service Hotline at 2112 9932 (press 1-3-2) directly for seeking our assistance.

### 3. Induction Course

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- ◆ If you have not attended Module B -“Job Search and Interpersonal Skills Training” under the Youth Pre-employment Training Programme, or any other training of similar nature provided by other NGOs, the YWETS Office may arrange a 40-hour pre-employment induction training for you upon the advice of the case manager and subject to the availability of training places.
  
- ◆ Contents of the course include:
  - ☑ Self understanding and building of personal image;
  - ☑ Communication, interpersonal skills and team spirit at work;
  - ☑ Job search and interviewing skills;
  - ☑ Tactics in collection of careers information;
  - ☑ Skills and tactics in job search;
  - ☑ Developing proper work attitude and value;
  - ☑ Writing application letter and resume;
  - ☑ Precautions against job traps;
  - ☑ Introduction to labour legislation, and occupational safety and health;
  - ☑ Work discipline and conduct;
  - ☑ Latest labour market information; and
  - ☑ Other relevant topics.
  
- ◆ Upon completion of the course, you should possess:
  - ☑ Experience of writing application letters;
  - ☑ Experience of writing resume;

- ☑ Experience in preparing personal information kit (including resume, proof of academic qualifications, proof of work experience, relevant certificates, photos, etc.); and
- ☑ Experience in attending job interviews.
  
- ◆ Upon completion of the induction course, the training centre will give you an “Induction Course Evaluation Form” to collect your comments. Please help complete the form.
  
- ◆ Please send your latest resume to the YWETS Office by email ([ywets@labour.gov.hk](mailto:ywets@labour.gov.hk)) and state your trainee number in the email so that the YWETS Office can send your resume to the relevant employer after you have registered training vacancies.
  
- ◆ Every trainee can only attend induction course once during the same programme year. (Note: YWETS trainee who has been successfully transferred from the last programme year can only attend induction course once during the whole registration period.)
  
- ◆ If you attain an attendance rate of 80% or above, you will be awarded a certificate by the training body, and eligible to apply for the transport subsidy. Attendance will be counted on the basis of a training day. If you have been late/absent for more than 30 minutes on a training day, or absent on a training day (if the training day lasts for one day, then absence for half day will still be counted as absence for one day), such training day will be discounted from calculating the attendance and the amount of transport subsidy. (Note: If you cannot attend an induction course due to illness, you will be deemed as absent regardless of having proof of a medical certificate or not.)

#### 4. Transport Subsidy for Induction Course

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- ◆ YWETS trainee with 80% attendance or above of a induction course should approach your Case Management training body within one month upon completion of the course to apply for transport subsidy.
  
- ◆ Attendance rate of induction course is calculated as the number of valid training days attended divided by the number of total training days. Attendance rate will be counted on the basis of a training day. If you have been late/absent for more than 30 minutes on a training day, or absent on a training day (if the training day lasts for one day, then absence for half day will still be counted as absence for one day), such training day will be discounted from calculating the attendance and the amount of transport subsidy. (Note: If you cannot attend an induction course due to illness, you will be deemed as absent regardless of having proof of a medical certificate or not.)
  - Example: A trainee attended all lessons of an induction course lasting for 6 days. Nevertheless, he was late for more than 30 minutes in one morning. This training day will not be regarded as a valid training day and will thus be discounted from the calculation of attendance rate. Calculation of attendance rate:  $5 \text{ days (no. of valid training days)} \div 6 \text{ days (no. of total training days)} \times 100\% = 83\%$ . According to the above calculation, this trainee has attained an attendance rate over 80% and is eligible to apply for transport subsidy.
  
- ◆ Transport subsidy is calculated in accordance with the number of valid training days attended by the trainee in the same induction course. Eligible trainees will receive a subsidy of \$30 per valid training day attended, subject to a maximum of \$300 for at most 10 valid training days irrespective of the total duration of the course. If the course lasts

less than 10 days, travel subsidy will be calculated based on the actual valid training days attended.

- Example 1: A 5-day induction course starts at 10 a.m each day. A trainee arrived at 10:35 a.m. and was late for 35 minutes in the first lesson. Then he arrived punctually for the rest of the course. In sum, the number of valid training days is 4 and the attendance rate is 80%. The total amount of transport allowance entitled:  $\$30 \times 4 \text{ days} = \$120$ .
- Example 2: A trainee attended in full all lessons of a 12-day induction course. The total amount of transport allowance entitled:  $\$30 \times 10 \text{ days} = \$300$ .
- Example 3: An induction course lasts for 10 days. One day, a trainee arrived punctually in the morning session, but was absent in the afternoon session due to personal affairs. In another day, he was late for 45 minutes. For the remaining 8 training days, he attended in full. In sum, the number of valid training days is 8 and the attendance rate is 80%. The total amount of transport allowance entitled:  $\$30 \times 8 \text{ days} = \$240$ .

◆ You should submit application for transport allowance through your Case Management training body and collect the transport allowance in person.

◆ Application Procedures:

- Submit the duly signed and completed “Part I” of the application form within one month upon course completion (Application forms are available in training bodies);  
and
- Present your HKID card to the training body for verifying your identity.

◆ Training body will pay the transport subsidy to you directly. You should check the

amount immediately and acknowledge receipt by signing on “Part II” of the application form.

- ◆ You can only apply transport subsidy for an induction course once. Under any circumstance, you need to pay back the amount of overpayment to the government.
  
- ◆ If you have any queries on the attendance rate and the number of training days attended, you should clarify with your Case Management training body in order to verify the number of valid training days attended and the amount of transport subsidy.
  
- ◆ YWETS trainee, who is referred to YPTP for taking Modules A, C, D training or tailor-made training through the “revolving-door mechanism” with 80% attendance or above, is also eligible to apply for transport subsidy. Applications should be submitted to YPTP Office through your Case Management training body. You can contact the Youth Employment Service Hotline at 2112 9932 (press 1-2-2) for obtaining the application guidelines from YPTP Office.

## 5. Selection of Training Posts

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- ◆ Selection of training posts:
  - ☑ Up-to-date information on training vacancies is uploaded to the YWETS website (<http://www.ywets.labour.gov.hk>). You may choose suitable training vacancies on your own or seek assistance from your case manager. You may then apply for the vacancies online or call the Youth Employment Service Hotline at 2112 9932 (press 1-3-2);
  - ☑ Please record all vacancy number of training posts that you have registered for easy reference in the future;
  - ☑ Staff of the YWETS Office may also contact you and introduce jobs to you by phone. If you have doubts on the identity of the caller, please mark down the name of the caller, telephone no. and vacancy information, etc and contact the YWETS Office for verification.
  
- ◆ Registration and referral procedures:
  - ☑ You may apply for a maximum of 4 training posts for every 4 working days.
  - ☑ Upon receipt of your registration of training posts, our staff will notify you of the progress **within 4 working days** by the following means **(Please note that such notification is just about the progress of vacancy registration but not the result of interview or whether you are employed or not):**
    - i. If the employer would like to receive the trainee's resume first, our staff will call you and then pass your resume to the relevant employer upon obtaining your consent. Accordingly, if the employer decided to arrange an interview for you, he/she may notify you about it directly or through the YWETS Office. (Please note that submission of resume does **not** imply that job

interview will be arranged or you are employed.) If you receive no notification about arrangement of interview 2 weeks after submission of resume, you may continue choosing or registering other training vacancies.

- ii. Upon receipt of interview arrangement from the employer, our staff will notify you by phone the details of the interview. Your case manager will also help you prepare for the interview.
  - iii. If the employer has not decided on the interview arrangement or will not arrange an interview for the trainee as the employer thinks that the trainee is not suitable for the post, our staff will notify you by email. Your case manager will also help you review the case and choose other training vacancies.
- Our staff will also inform your case manager about the progress of your vacancy registration by email.
  - If you cannot attend or decide not to attend the interview, you should notify the YWETS Office as soon as possible. We will try to contact the employer to see if another interview can be arranged. However, the employer may refuse to do so. In this circumstance, you will lose a chance for attending job interview. We will also treat this as a case of failure to attend job interview.
  - Please consider carefully whether the post and the interviewing time are suitable before you agree to attend an interview. Please take seriously any interview opportunities. If our trainees are frequently absent from job interviews, it will affect the image of the Scheme and the Scheme trainees. It may result in the reduction of trainees' employment opportunities if the employer decided to cancel the training vacancies. Therefore, for trainees who fail to attend job interviews as arranged for three times, job referral service will be suspended for four weeks as a penalty.

- If you are not a permanent resident of Hong Kong, please present a valid visa for proving your eligibility to be employed in Hong Kong to the employer during interview. If you have any doubts on your employability, you may contact the Immigration Department 24-hour Enquiry Hotline at 2824 1551.
  
- ◆ Results of interviews:
  - If you pass the job interview, our staff will inform you the arrangement of employment upon receipt of notification from the employer. Your case manager will also be informed by email so that he/she can help you prepare for work.
  - If you fail in the job interview, our staff will inform your case manager by email upon receipt of notification from the employer so that he/she can help you review the case and choose other suitable training vacancies.
  
- ◆ Upon completion of on-the-job training, the employer will issue a testimonial to you certifying your skill level and period of employment.
  
- ◆ To better utilize our resources, for trainees who have no job registration or referral within any 3 months, if they also fail to reply to the letter of the Scheme Office on their wish to continue using our service, their eligibility to use the Scheme's service will cease.
  
- ◆ **If you are placed in a training vacancy under the Scheme, you should inform your case manager and the Scheme Office as soon as possible, so that we could confirm your employment arrangement in order to protect your rights and benefits. You can also update your employment situation through the YWETS website (<http://www.ywets.labour.gov.hk>) so that we can provide appropriate job-referral**

service to you.

- ◆ **If you find a job not under the Scheme, you have to notify the YWETS Office and your case manager as soon as possible. This will allow us to know your latest employment situation.**
  
- ◆ If you have any queries on job-referral procedures, job-seeking situation, interview preparation and on-the-job support, you should contact your case manager actively in order to seek assistance and career counseling services.

#### **Notes**

- ◆ You should stay calm and cautious in finding jobs to avoid falling into employment traps, and access information on employment traps by downloading the relevant booklet from the website (<http://www.labour.gov.hk/public/pdf/eip/BewareEmployTrap.pdf>).
  
- ◆ If you have any doubts and problems during job-seeking, interview and on-the-job training, you should consult and seek advice from your case manager or call the Youth Employment Service Hotline at 2112 9932 (press 1-3-2) for seeking assistance from the Scheme Office.
  
- ◆ You should also 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 possible hazards, and follow guidelines provided by the employers to prevent work injuries.

## **6. On-the-Job Training**

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### **6.1 Relationship between Employer and Trainee**

- ◆ You will be engaged as an employee during the period of “on-the-job training”. There is an employment relationship between you and the employer.
- ◆ The “Employment Ordinance”, “Employees’ Compensation Ordinance”, “Mandatory Provident Fund Schemes Ordinance” and other relevant legislation shall apply.

### **6.2 Points to Note**

- ◆ If you have questions on the relevant legislation during the period of on-the-job training, you may call the Labour Department hotline at 2717 1771 for enquiries (the hotline is handled by “Integrated Call Centre”).
- ◆ If your employer unilaterally changes the terms of employment, which amounts to reduction of your rights and interests, please inform your case manager and the YWETS Office as soon as possible.
- ◆ When you leave your job, you have to notify your case manager and the YWETS Office as soon as possible for updating your records. You may then continue applying for other job vacancies in YWETS.

### **6.3 Mentors and Their Roles**

- ◆ During the on-the-job training period, the employer will appoint existing staff with relevant experience to be your mentor.

- ◆ The mentor will:
  - ☑ familiarize you with the working environment;
  - ☑ teach you how to build up good relationship with colleagues and understand the regulations of the organization;
  - ☑ teach you how to perform your duties and solve problems encountered at work;
  - ☑ teach you relevant job skills and how to use facilities at the workplace;
  - ☑ assess your work performance and conduct at work, and provide appropriate counseling and advice where necessary;
  - ☑ help you understand the culture;
  - ☑ act as a bridge between the employer and you and foster mutual understanding;  
and
  - ☑ co-operate and maintain good communication with your case manager to facilitate him/her to keep track of your progress and provide support.

## **7. Off-the-job Vocational Training Courses**

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### **7.1 Off-the-job Vocational Training Courses**

- ◆ If you wish to enroll in any 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 prior approval, your wages will not be deducted.
  
- ◆ The YWETS Office collects information on vocational training courses and uploads it to the YWETS website from time to time for your reference.

### **7.2 Application Procedures**

- ◆ You should fill in Part 1 of the “Application Form for Enrollment in Off-the-job Vocational Training Courses”, and fax or post it to the YWETS Office at least two weeks before the commencement of the course. The application form can be downloaded from the website of the Scheme.
  
- ◆ The YWETS Office may inform and consult your employer about your application.
  
- ◆ Result of the application (Part 2 of the application form) will be mailed to you and your employer will also be notified.

**7.3 Your application will be vetted according to the following criteria, yet the final decision would be made by the YWETS Office:**

- ◆ The skills acquired from the course are relevant to the training post;
- ◆ The course contains assessment elements; and
- ◆ The training is provided by a legitimate and appropriate organization.

**7.4 You must obtain prior approval from the YWETS Office by written application before changing courses. If your application has been approved by the YWETS Office, you cannot apply for the same course again and such application will not be considered.**

**7.5 Reimbursement of Off-the-job Vocational Training Course Fee**

- ◆ You may apply for reimbursement of course and examination fees up to \$4,000 for each on-the-job training placement if prior approval for taking the course or examination has been given by the YWETS Office beforehand. Also you have to successfully acquire relevant qualifications, or attain an attendance rate of 90% or above. For details, please refer to the notes of the “Application Form for Enrollment in Off-the-job Vocational Training Courses”.

## **8. Personal Information Collection Statement**

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◆ **Purpose of collection:**

The personal data collected will be used for consideration of your application for the Youth Work Experience and Training Scheme and matters related thereto.

◆ **Classes of Transferees:**

The information you provide may be transferred to your parents/ guardians, service providers of the Scheme, employers and other related organizations for the purpose of processing your application, arrangement of on-the-job training, evaluation and review of the Scheme, and other related services.

◆ **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:**

Enquiries on the collection, access and correction of your personal data can be addressed to:

Youth Work Experience and Training Scheme Office, 9/F, Kowloon East Government Offices, 12 Lei Yue Mun Road, Kwun Tong.

- \* Contents of this handbook may be revised from time to time. For the most up-to-date version, please visit the website of the Scheme: <http://www.ywets.labour.gov.hk>
  
- \* For any enquiries or comments on our Scheme or this handbook, please email to [ywets@labour.gov.hk](mailto:ywets@labour.gov.hk)

Youth Employment Service Hotline: 2112 9932

Fax: 2382 3121

Email: [ywets@labour.gov.hk](mailto:ywets@labour.gov.hk)

Website: <http://www.ywets.labour.gov.hk>

Address: Youth Work Experience and Training Scheme Office  
9/F, Kowloon East Government Offices  
12 Lei Yue Mun Road  
Kwun Tong, Kowloon