

資歷架構快訊

QF EXPRESS

Launch of “Specification of Generic Competencies on Communication Skills” to Enhance the Soft Skills of Industry Practitioners



The development of Qualifications Framework (QF) is industry-driven, with various sets of Specification of Competency Standards (SCS) formulated for different industries within the QF. In view of the increasing importance of soft skills in the workplace, and the fact that good communication skills contribute to teamwork, effectiveness, and efficiency, a cross-industry working group was established in 2023 to develop the Specification of Generic Competencies (SGC) on Communication Skills.

Following more than one year of compilation work and two months of cross-industry consultation, the Communication Skills SGC is expected to be launched in the first quarter of 2025 for use by companies in different industries and training institutions. Companies may use the Units of Competency (UoCs) in the specification to develop communication skills related courses or incorporate communication skills content into existing courses to ensure that their employees master and improve their communication skills.



Speaking at the “Cross-industry Consultation cum Sharing Session on Communication Skills SGC” on 6 November 2024, Mr Steve Lai, General Manager of the QF Secretariat, said “The purpose of developing the Communication Skills SGC is to allow different industries to incorporate the necessary communication skills competencies into their training programs, such as competency-based courses and Vocational Qualifications Pathway (VQP) courses, and complement the SCSs in further enhancing talent development across industries.” Mr Lai expressed his gratitude to the working group convenor, Ms Winnie Chow, and all working group members for their time and effort devoted to the development of Communication Skills SGC.

The Communication Skills SGC covers communication skills related competencies at QF levels two to five. It includes six core areas: interpersonal communication, team communication, organisational communication, digital communication, critical scenario/crisis communication, and creative communication.

During the panel session, three representatives from industry and academia shared their experience of incorporating communication skills into talent development and course design. They emphasised that nowadays the most valued soft skill in industry is the communication skills of employees.



**Executive Director and Chief Operating Officer,
Luk Fook Holdings (International) Limited**

Ms Shirley Wong



Good communication skills enable an employee to know exactly what customers demand and clearly convey messages, contributing to customer satisfaction, facilitating transaction and building company reputation. For businesses, employees with good communication skills can better promote relationships with business partners and brand owners, reduce misjudgements and secure more favourable business terms for the company. Incorporating Communication Skills UoCs into training makes course design more focused. Training in virtual scenarios helps employees learn to communicate effectively in a diverse work environment, reconcile differences and show mutual understanding, thus achieving operational efficiency. In addition, improving management and training boosts employees' confidence and competitiveness.

Founder and Chairperson, Spa Collection Group

Ms Maggie Kwok



In addition to training in skills of the beauty profession, the company greatly values employee-customer relationships as well as cooperation and communication between work teams, aiming to improve the quality of work. The Communication Skills SGC provides standardised training reference materials for the industry, from basic interpersonal to group communication skills, boosting the confidence of young employees and new immigrant colleagues. The company has incorporated communication skills into staff appraisal, affecting chances of promotion.

**Senior Continuing Education Consultant, Continuing Education Office,
College of Professional and Continuing Education, The Hong Kong Polytechnic University**

Dr Keith Chau



Where there are people, there must be communication. Hence communication is an important element in curriculum design. Going forward, Communication Skills UoCs will be included in the college's curriculum to help students quickly master communication with employers and colleagues when they join the workforce. In the future, the college may integrate communication courses at different levels and use the Communication Skills SGC to design more industry-specific courses to address market needs and enhance Hong Kong's overall competitiveness.

The event attracted over 130 participants, including employers in various industries, human resources professionals, and representatives from training institutions.

Latest News

“Award Scheme for Learning Experiences” Tea Gathering

The year 2024 marks the 12th year of the “Award Scheme for Learning Experiences” launched by QF in 2013. So far, the scheme has attracted over 2,600 applications from practitioners in 23 QF-adopting industries and recognised over 750 awardees.

The “Award Scheme for Learning Experiences” allows industry practitioners, who continue to learn and deliver outstanding performance, to join local and non-local learning activities, such as industry competitions, seminars, exhibitions, and study tours. Awardees broadened their horizons, learned about latest industry developments, and expanded their networks in order to achieve personal and career goals.



After the pandemic, the QF Secretariat resumed the ‘Award Scheme for Learning Experiences’ Tea Gathering. On 8 October 2024, awardees enjoyed refreshments in a relax atmosphere while networking with representatives from various Industry Training Advisory Committees (ITACs), and sharing experience and insights.

In his welcome speech, Mr Esmond Lee, JP, Deputy Secretary for Education, said "The theme this year is ‘Together, we go further’. We hope the scheme can help practitioners participate in learning activities worldwide. We also hope that the QF can help you in your continual career advancement and achieving your goals."

The “Award Scheme for Learning Experiences” is open for applications from March to May each year. Industry practitioners have chances to win up to HK\$30,000 in prizes and participate in learning activities worldwide. Details of the scheme in 2025/26 will be announced on the QF website (www.hkqf.gov.hk).



Mr Esmond Lee, JP, Deputy Secretary for Education (middle in the front row); 22 representatives from the ITACs; media worker Ms Akina Fong (second from right in the front row); and Mr Steve Lai, General Manager of the QF Secretariat (first from right in the front row) officiated at the opening of the Tea Gathering.

Latest News

Cross-industry Consultation Session of HRM SCS-based Training Packages cum the HRM CITAC's 10th Anniversary Celebration

In 2021, the Human Resource Management (HRM) Cross-Industry Training Advisory Committee (CITAC) established the VQP for the HRM sector, based on the SCS of the sector, spelling out the related job requirements and outlining the advancement pathways for key job positions. The development of two sets of SCS-based training packages started last year with the aim of encouraging more training institutions and enterprises to use the SCS to develop QF-recognised courses. Drafting work was completed in October this year, followed by a cross-industry consultation to gather stakeholders' inputs and make the training packages more comprehensive and practical.

The two sets of training packages, "Staffing and Workforce Continuity" and "Essentials of Recruitment Practices", are both at QF Level 4. They are suitable for use in human resource management across industries and by training institutions. The training packages also include admission requirements, training contents, learning activities, and assessment guidelines. They provide practical references for curriculum design, thus reducing the time and resources needed for course development.



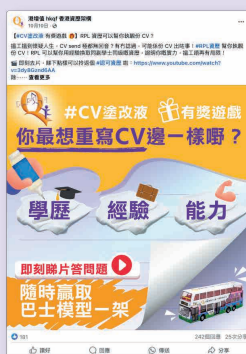
This year marks the 10th anniversary of the establishment of the HRM CITAC. The QF Secretariat expresses its gratitude to all the committee members for their dedication and contribution over the years and for starting the cross-industry consultation on the two new sets of training packages.

QF Dynamics

Social Media Promotion for "Recognition of Prior Learning" (RPL)

The RPL mechanism of QF recognises the work experience and competencies acquired by practitioners in the workplace, allowing them to obtain QF qualifications at Level 1 to Level 4, to support their continual learning, reduce redundant training, and enhance career advancement opportunities. RPL currently covers 19 industries with increasing acceptance by stakeholders, such as employers, training institutions and professional bodies.

QF Facebook page is actively promoting RPL, occasionally with games offering limited edition QF souvenirs.



QF Website has a new interface

The QF website has adopted a new interface for a fresh user experience.



Outreaching

Local

Case Sharing and Seminar on Employment Support Service

The "Case Sharing and Seminar on Employment Support Service" organised by The Hong Kong Council of Social Service on 30 July 2024 discussed how to strengthen employment support services for the disadvantaged. A representative from the QF Secretariat briefed on how the QF facilitates career planning, with information about VQP, RPL, etc. The seminar attracted more than 60 representatives from various social service organisations.



Ms Peggy Wong, Senior Manager of the QF Secretariat (second from right), shared information about employment support services for the disadvantaged with representatives from other organisations.

頒發嘉許狀

衷心感謝以下機構於 2023/24 學年舉辦的事業探索活動：(按照機構英文名稱順序排列)

- 政府總部公務員事務局
- 中華電力有限公司
- 創龍科技國際(香港)有限公司
- 建造業零碳天地
- 香港沙田萬怡酒店
- 香港海關
- 大昌行集團有限公司
- 德勤·關黃陳方會計師行
- 鑽一人才策略有限公司
- 碧翠有機耕種有限公司
- 機電業行業培訓諮詢委員會
- 機電工程署



"Business-School Partnership Programme" sharing session cum recognition ceremony hosted by Education Bureau

At the "Business-School Partnership Programme" sharing session cum recognition ceremony hosted by the Education Bureau on 30 September 2024, Ms Peggy Wong, Senior Manager of the QF Secretariat received, on behalf of the ITACs, certificates of recognition from the Education Bureau presented by Ms Cynthia Woo, Senior Education Officer. This was to assert the committees' efforts in organising career exploration activities to help young people learn about various industries.

Ms Peggy Wong, Senior Manager of the QF Secretariat (second from left in the front row), accepted the Education Bureau's recognition on behalf of the advisory committees.

Workshop on QF Knowledge for Employees Retraining Board (ERB)

ERB and the QF Secretariat held a "Workshop on QF Knowledge" on 10 October 2024. Close to 80 participants, including ERB staff, learned about the latest development of QF and toured the QF Resource Centre at the venue.

Currently, QF has two resource centres located in To Kwa Wan and Tin Hau respectively. The centres offer accredited training courses for different industries. Within each centre, there is a "Resource Corner" providing relevant QF information and pamphlets for public access.



The QF Resource Centres host QF-related activities from time to time.



QF Briefing for Secondary School Students

Representatives of the QF Secretariat visited Lung Kong WFSL Lau Wong Fat Secondary School on 27 September 2024 to introduce QF. Form 3 students learned how to use the Qualifications Register to find quality-assured training courses and ensure that their learning has a real worth.

Over 130 Form 3 students of Lung Kong WFSL Lau Wong Fat Secondary School attended the QF briefing session.

Outreaching

Mainland

Seminar on Guangdong-Hong Kong-Macao Greater Bay Area Qualifications Framework Cooperation

Mr Steve Lai, General Manager of the QF Secretariat, and a group of Hong Kong experts joined the “Seminar on Guangdong-Hong Kong-Macao Greater Bay Area Qualifications Framework Cooperation” in Shenzhen organised by the Guangdong Academic Credit Bank on 16 July 2024. At the seminar, Mr Lai spoke on the latest development of VQP under QF, while the experts discussed with the participants different topics related to QF.



Mr Steve Lai, General Manager of the QF Secretariat (second from right), took a group photo with other participating guests at the “Seminar on Guangdong-Hong Kong-Macao Greater Bay Area Qualifications Framework Cooperation”.



GOSGA delegates visited the QF Secretariat.

Sharing with representatives from Guangdong Occupational Skill Guidance Authority (GOSGA)

Delegates from GOSGA visited the QF Secretariat on 15 October 2024. The two parties exchanged experience and information about the latest development of manpower training and talent evaluation.

Overseas

TPQI Conference

The QF Secretariat accepted an invitation from the “Thailand Professional Qualification Institute” (TPQI) to address its conference on “Competency Development for Lifelong Learning and Future of Jobs” held from 30 to 31 July 2024. Our representative introduced the development of QF in Hong Kong and explained how SCS facilitates manpower training and the long-term development of an industry. The conference attracted more than 300 experts from all over the world.



Ms Jackie Hau, Senior Manager of the QF Secretariat (third from right in the front row), and experts from all over the world spoke on different topics at the TPQI conference.

Interaction with Industries

Industry-based Promotional Activities

Arboriculture and Horticulture Industry

Co-organised by Hong Kong Landscape and Arboriculture Professionals General Union, FTU Employment Development Service Limited, The University of Hong Kong's School of Professional and Continuing Education (HKU SPACE) and the QF Secretariat, the Arboriculture and Horticulture Industry RPL Seminar was held on 6 July 2024. Representatives from the QF Secretariat and assessment agencies briefed on the purpose and application methods of the RPL mechanism. Industry practitioners and employer representatives shared their views on the benefits and uses of RPL qualifications. The assessment agencies also set up booths to collect application forms on the spot.

In addition, Mr Steve Lai, General Manager of the QF Secretariat, spoke on the latest development of QF implementation in the industry at the annual dinner of Hong Kong Landscape and Arboriculture Professionals General Union on 27 July 2024.



Human Resource Management Sector



The QF Secretariat displayed QF information and answered inquiries at "IHRM Annual Conference & Exhibition 2024" held on 10 September 2024. The event attracted over 600 HR professionals from various industries.

Beauty Industry



Mr Steve Lai, General Manager of the QF Secretariat, was among the officiating guests at "Beauty & Wellness Expo 2024" award presentation ceremony.



Import & Export Industry



The Import & Export ITAC-produced YouTube live program Chit-chat Café was featured on the episode "AI 'Smart' Future" on 27 September 2024. It showed how SMEs could easily apply AI tools to various business processes to improve operational efficiency. It also introduced various QF tools for the import and export industry.

Automotive Industry



The QF Secretariat set up a QF booth at "International MotorXpo Hong Kong 2024" held from 5 to 8 December 2024 for visitors to learn about QF through games, and it attracted a number of students.



Interaction with Industries

Promoting QF and Industry Information among Secondary School Students

Information & Communications Technology Industry



Get to know Information & Communications Technology Industry with QF - QF Innovation Begins: Future IT Skills

Date: 13 June to 5 July 2024

Participating Schools:

CUHK FAA Thomas Cheung Secondary School
Munsang College (Hong Kong Island), S.K.H.
St. Mary's Church Mok Hing Yiu College,
Ho Yu College and Primary School (Sponsored
by Sik Sik Yuen), Fanling Rhenish Church
Secondary School and Fanling Lutheran
Secondary School



Beauty Industry



Get to know Beauty Industry with QF - Special Effects Makeup for Broken Fingers and Witch Noses

Date: 22 June to 13 July 2024

Participating Schools:

TWGHs Wong Fung Ling
College, HHCKLA Buddhist
Po Kwong School, and
Queen Elizabeth School Old
Students' Association Tong
Kwok Wah Secondary School



Jewellery Industry



Get to know Jewellery Industry with QF - Future Skills Experiential Workshop for the Jewellery Industry

Date: 3 to 11 July and 22 November 2024

Participating Schools:

SWCS Chan Pak Sha School
ELCHK Lutheran
Secondary School, and
Holy Trinity College



Watch & Clock Industry



Get to know
Watch & Clock
Industry with QF -
DIY Interactive

Experience Workshop

Date: 29 June 2024

Event Location: Pro-Act by VTC



Elderly Care Service Industry

Get to know Elderly Care Service Industry with QF - Elderly Care Service Navigation Program



Date: 24 June to 11 July 2024

Participating Schools:

Fortress Hill Methodist Secondary School and
Lui Cheung Kwong Lutheran College



Travel Industry



Get to know Travel Industry with QF - Tour Guide Experience Workshop

Date: 5 July 2024

Event Location:

Sai Kung town centre and
Hong Kong College of Technology
Jockey Club Ma On Shan Campus



The Travel ITAC piloted three "Backstage Tour of Travel Industry" activities in October and November 2024 during which secondary school students in HKDSE Tourism and Hospitality Studies visited travel agencies, including EGL Tours (Kwun Tong), Travel Circle International (Causeway Bay) and China Travel Service (HK) (Tsim Sha Tsui), to know about back-office operations and interact with industry practitioners. The activities, aimed at helping students understand industry prospects and advancement paths, as well as plan their study and career directions, received enthusiastic response. Participants opined that the activities enriched their learning, enhanced their understanding of the tourism industry and QF, and increased their interest in entering the industry. They also realised that QF would be a helpful tool in their educational journey.

