

# DATA PROCESSING FOR "COURSE EVALUATION SURVEY 2024-25" SERVICE REQUIREMENTS

The Employees Retraining Board (ERB) conducts "Course Evaluation Survey 2024-25" (hereafter "Survey") regularly. The ERB would like to appoint a service provider to deliver data processing services for the Survey and the service requirements are listed below:

Item	Service Requirements
A	Service Period
1	Service period: April 1, 2024 to March 31, 2025
В	Data Processing
2	Estimated number of questionnaires to be processed throughout the service period would
	be around 150 000 (around 7 500 classes in total and each class contains around 20
	questionnaires). The actual number of questionnaires to be processed throughout the
	service period might be affected by course application rate and / or emergencies.
3	4 sets of questionnaires (samples of questionnaires refer to Appendix 1) are used for the
	Survey, 2 are in Chinese and 2 are in English. The proportion of questionnaires used in
	each set is estimated as follows:
	• Set A (Chinese, 2 pages) - around 99.1%;
	• Set B (Chinese, 4 pages) - around 0.6%;
	• Set C (English, 3 pages) - around 0.2%;
	• Set D (English, 6 pages) - around 0.1%.
4	Each set of questionnaire consists of mainly close-ended questions and 2 open-ended
	questions. The service provider is required to handle the close-ended questions and
	open-ended questions separately (details refer to Items 5 and 6).
5	Handling of close-ended questions:
5a	Editing is required to ensure cleansed output files to be provided to the ERB. Rules for
	data cleaning will be provided to the service provider upon commissioning of the service.
5b	Manual data punching is required as the input method for close-ended questions.
5c	Each class should have an individual output file.
5d	Cleansed data files of close-ended questions should be submitted in ASCII format.
	Layout of the data set will be provided to the service provider upon commissioning of the
	service.

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<sup>&</sup>lt;sup>1</sup> Number of trainers varies among different classes. For classes with 9 trainers or below, either Set A or Set C questionnaire will be used. For classes with 10 trainers or above, either Set B or Set D questionnaire will be used.

Item	Service Requirements
В	Data Processing (continued)
6	Handling of open-ended questions:
6a	Each set of questionnaire consists of 2 open-ended questions. Responses / feedback
	which require data processing are around 12% recently.
6b	Editing is required to ensure cleansed output files to be provided to the ERB. Rules for
	editing will be provided to the service provider upon commissioning of the service.
6c	Manual key-punching of the written responses / feedback is required for open-ended
	questions.
6d	Each class should have an individual output file.
6e	Cleansed output files of open-ended questions should be submitted in Excel and ASCII
	formats. Layout of the output files will be provided to the service provider upon
	commissioning of the service.
7	Case number has to be assigned to each questionnaire and data input of close-ended
	answers and open-ended answers must follow the order of the case number.
8	Quality control:
8a	100% manual double data entry of the questionnaires has to be done by the service
	provider.
8b	To ensure the accuracy of the data files, checking of data files against double entry data
	files should be done by the service provider prior to the submission of data files to the
	ERB, with amendments made where discrepancies are found.
8c	Separate records and results of the double data entry are required to be sent to the ERB.
8d	Scanning of 3-4 classes of questionnaires within the same batch has to be done by the
	service provider and soft copies to be sent to the ERB for quality assurance purpose.
<b>C</b>	The ERB may specify the classes that scanning of questionnaires should be done.
C	Service Arrangement
9a	Service provider shall maintain an office in Hong Kong for handling all the data
9b	processing works. Outsourcing arrangement of any part of the service is not acceptable.
90	The ERB will be responsible to deliver the questionnaires to the appointed service provider in batches. It is estimated 2 batches of questionnaires (around 75 classes per
	batch) will be delivered per week on average. A time schedule indicating the date of
	questionnaires delivery will be sent to the service provider.
10	Questionnaires will be delivered by the courier / operator appointed by the ERB.
10	Detailed courier / operator information will be provided to the service provider upon
	commissioning of the service.
	commissioning of the service.

Item	Service Requirements
C	Service Arrangement (continued)
11	For each batch, a checklist indicating the class information [including course code (課程
	編號), class (班別) and centre code (中心編號)] will be sent to the service provider prior
	to the questionnaires delivery. The service provider is required to report to the ERB on
	the status update of questionnaires delivery from the courier / operator within 2 working
	days upon the receipt of questionnaires. The status update includes indications of
	delivery for: i) on time returned questionnaires; ii) early returned questionnaires; iii) delay
	returned questionnaires; and iv) un-returned questionnaires. Follow-up actions with
	courier / operator will be done by the ERB.
12	Questionnaires from the same class are packed within a sealed envelope with a standard
	label thereon. Information including course code (課程編號), class (班別), training
	centre code (培訓中心編號), company chop (機構印章), signature of staff (職員簽署),
	application number (申請編號) and signature of trainees (學員簽署) are shown on the
	label. Information checking is required to be done by the service provider. The service
	provider is required to report the checking result to the ERB within 2 working days upon
12	the receipt of questionnaires.
13	Upon completion of data processing for each batch, the service provider is required to
	send a checklist to the ERB indicating the classes with data input completed. Indication
14	of classes with open-ended questions should be included in the checklist.
14	Scanning of 4-5 classes of envelope labels within the same batch has to be done by the service provider and soft copies to be sent to the ERB for quality assurance purpose.
	The ERB may specify the classes that scanning of envelope labels should be done.
15	At least 1 contact point (contact person) of the service provider has to be arranged for the
	daily communications and operations with the ERB.
16	Timing:
	For each batch, the service provider is requested to submit the data files (details refer to
	Items 5 and 6), double entry records / files (details refer to Item 8) within 5 working days
	upon receipt of questionnaires from the courier / operator. Scanned images of
	questionnaires (details refer to Item 8) and envelope labels (details refer to Item 14)
	should be sent to the ERB within 2 working days upon request from the ERB.
D	Cost
17	The quotation should state the cost PER questionnaire processed and the same unit cost
	should be applied for all 4 sets of questionnaires. The actual total project fee will
	therefore be the product of the unit cost stated in the quotation and the actual number of
	questionnaires processed during the contract period (details refer to Appendix 2).
18	The cost quoted should reflect, and inclusive of, all the costs and expenses incurred in
	relation to or as a result of delivering the services described in the "Service
	Requirements".

Item	Service Requirements											
D	Cost (continued)											
19	Payment will be made on quarterly basis:											
	Payment for services between April and June 2024 will be made in July 2024;											
	• Payment for services between July and September 2024 will be made in October											
	2024;											
	<ul> <li>Payment for services between October and December 2024 will be made in January</li> </ul>											
	2025;											
	• Payment for services between January and March 2025 will be made in April 2025.											
E	Miscellaneous											
20	The appointed service provider is required to attend a meeting with the ERB upon											
	commissioning of the service to discuss the service details. Progress meetings may be											
	required, if necessary.											
21	The appointed service provider is required to keep the questionnaires and envelopes											
	processed for 6 months. The ERB reserves the right to collect back the above materials											
	during the 6-month period. All materials should be destroyed properly before disposal.											

## SUBMISSION OF QUOTATION

- 2. Interested service provider (hereafter "bidder") is required to submit a quotation (based on the format given in Appendix 2) to the ERB. Quotation not following the given format will NOT be considered. Besides, all service requirements stated in Section A and Section B must be completed (i.e. putting " $\sqrt{}$ " in Section A to indicate whether the bidder will provide the required services and the quoted fee in Section B).
- 3. The cost quoted in the quotation should reflect, and inclusive of, all the costs and expenses incurred in relation to or as a result of delivering the above items and services, if any.
- 4. The lowest fee bid may not necessarily be accepted as the successful bid. The ERB reserves the right to appoint more than one service provider or not to appoint any service providers. The ERB is not responsible for any costs incurred by the service provider in the preparation of the quotation and the bidding process.

- 5. The quotation is to be:
  - In sealed envelope;
  - Marked "Private & Confidential (Quotation for Data Processing for "Course Evaluation Survey 2024-25" – R&D) [The bidder's name]";
  - Addressed to Manager (Human Resources and Administration) of the ERB; and
  - Deposited in the Tender Box of the ERB. The Tender Box of the ERB is located at 3/F to 6/F, 10 Siu Sai Wan Road, Chai Wan, Hong Kong.

The ERB will not be held responsible for lost / delay of quotation sent in by post. Irrespective of the means of submission, the proposal should reach the prescribed location by 3:00 p.m. on 27 February 2024 (Tuesday). Late submissions will not be accepted.

#### CONSENT TO DISCLOSURE

6. The ERB shall have the right to disclose to any relevant person / party, whenever it considers necessary in the public interest, and in such form and manner as it deems fit, the fees payable by the ERB for engaging the service provider. For this purpose, the bidder is required to complete the "Consent to Disclosure" form attached at Appendix 3. **Quotations with missing information in Appendix 3 will NOT be considered.** 

#### ANTI-COLLUSION

- 7. The bidder shall not communicate to any person other than the ERB the amount of any quotation, adjust the amount of any quotation by arrangement with any other person, make any arrangement with any other person about whether or not he or that other person should or should not tender or otherwise collude with any other person in any manner whatsoever in the tendering process until the bidder is notified by the ERB of the outcome of the tender exercise. Any breach of or non-compliance with this sub-clause by the bidder shall, without affecting the bidder's liability for such breach of rules and laws or non-compliance, invalidate his quotation.
- 8. Sub-clause (para. 7) of this Clause shall have no application to the bidder's communications in strict confidence with his own insurers or brokers to obtain an insurance quotation for computation of tender price and communications in strict confidence with his consultants / sub-contractors to solicit their assistance in preparation of quotation submission.
- 9. The bidder is required to submit to the ERB a duly signed letter in the form set out in Appendix 4 to the effect that he understands and will abide by these clauses. The letter shall be

signed by a person authorised to sign the contract on the bidder's behalf. **Quotations with** missing information in Appendix 4 will NOT be considered.

#### **EVALUATION CRITERIA**

10. All service requirements stated in Section A and Section B in <u>Appendix 2</u> must be completed (i.e. putting " $\sqrt{}$ " in Section A to indicate whether the bidder will provide the required services and the quoted fee in Section B). <u>Appendices 3 and 4</u> must be completed also. <u>Quotations with missing information or late submission of quotations will NOT be considered. The ERB will evaluate the quotation of the bidders and the evaluation will only be applied on those who meet all service requirements as stated in Section A in Appendix 2.</u>

#### **ENQUIRIES**

11. For enquiries regarding this document, please contact the Research & Development Section of the ERB at rd@erb.org.

Employees Retraining Board February 2024

\*erb

學員意見調查問卷

課程編號:

班別:

調查日期:	年	月	日	中心編號:

簡介:為提升僱員再培訓局的課程及服務質素,我們誠邀你填寫這份問卷,以助本局檢討課程成效和 持續改善服務。請你就下列各題(雙面印刷),<u>在最合適的答案填上●</u>。

1/.	對課程設計及安排的意見	_	非常滿意	頗沁	滿意	不力	<b>大滿意</b>	非常不	滿意	_	不清	滿意最主	要原因	3	不適用
a.	練習/實習的時間		0	(	)		0	0		⇒ : : :	<b>O</b> 太	少	〇太多	<b>多</b>	0
b.	課程內容的深淺程度		0	(	<b>O</b>		0	0			<b>O</b> 太	········ :淺	〇太洋	元 木 	
c.	課程的長度 / 訓練期		0	(	o ,		0	0		⇒ :	<b>O</b> 太	短	0太長	<u>.</u>	
d.	課程的實用性		0	(	)		0	0							
e.	課程的教材 / 筆記		0	(	O		0	0							
f.	教授模式(包括課堂與實習	∄)	0	(	O		0	0							
g.	申請課程的輪候時間		0	(	)		0	0							
h.	整體課程設計及安排		0	(	)		0	0							
2/.	對導師教學質素的意見	1.	[導師姓	名 [	列印]	]	2. [	導師她	生名	[列日	J]]	3. [	導師姓	性名 [	列印]]
		非常滿意	哲 頗 話 滿意	不太 滿意	非常不滿	意	非常滿意	頗 滿意	不太 滿意	非 不?	常 滿意	非常滿意	頗 滿意	不太 滿意	非常 不滿意
a.	教學態度	0	0	0	0		0	0	0	(	o l	0	0	0	0
b.	對課題的認識	0	0	0	0		0	0	0	(	o	0	0	0	0
c.	清楚教授課程內容的能力	0	0	0	0		0	0	0	(	<b>O</b>	0	0	0	0
d.	引起學員學習興趣的能力	0	0	0	0		0	0	0	(	<b>O</b>	0	0	0	0
e.	解答學員疑難的表現	0	0	0	0		0	0	0	(	<b>O</b>	0	0	0	0
f.	導師 <u>整體</u> 教學質素	0	0	0	0		0	0	0	(	C	0	0	0	0
	<u>-</u>		[導師姓		刘印]]			導師如		[列日			導師姓		列印]]
	-	非常滿意	哲 頗	不太 滿意	非常不滿	意	非常滿意	頗 滿意	不太 滿意	非不	常	非常滿意	頗 滿意	不太 滿意	非常 不滿意
a.	教學態度	0	0	0	0		0	0	0	(	<b>o</b>	0	0	0	0
b.	對課題的認識	0	0	0	0		0	0	0	(	O	0	0	0	0
c.	清楚教授課程內容的能力	0	0	0	0		0	0	0	(	C	0	0	0	0
d.	31/21/21/21/3/10/3	0	0	0	0		0	0	0	(	Э	0	0	0	0
e.	解答學員疑難的表現	0	0	0	0		0	0	0		O	0	0	0	0
f.	導師 <u>整體</u> 教學質素	0	0	0	0		0	0	0	(	Э	0	0	0	0
	-		[導師姓			:		導師如					導師姓		
	-	非常滿意	哲 頗 話 滿意	不太 滿意	非常不滿	意	非常滿意	頗 滿意	不太 滿意	不	常 滿意_	非常 滿意	頗 滿意	不太 滿意	非常 不滿意
a.	教學態度	0	0	0	0		0	0	0	(	<b>O</b>	0	0	0	0
b.	對課題的認識	0	0	0	0		0	0	0	(	O	0	0	0	0
c.	清楚教授課程內容的能力	0	0	0	0		0	0	0	(	C	0	0	0	0
d.	31/C 1 / 1 E / (C:13/18/3	0	0	0	0		0	0	0		C	0	0	0	0
e.	解答學員疑難的表現	0	0	0	0		0	0	0		Э	0	0	0	0
f.	導師 <u>整體</u> 教學質素	0	0	0	0		0	0	0	(	<b>O</b>	0	0	0	0

3/.	對 <u>考試及評估安排</u> 的意見	非常滿意	頗滿意	不太滿	意 非常不滿	意 不	滿意最主要原因	不適用
a.	考試及評估時間的長度	0	0	0	0	<b>⇒</b> 0±	(短 O 太長	0
b.	考試及評估內容(包括與教學 內容相符、深淺程度)	0	0	0	0	:⇒:	具課程内容不符 に淺 <b>O</b> 太深	
c.	整體考試及評估安排	0	0	0	0			
4/.	對 <u>培訓中心的設施和服務</u> 的意見	<b>扎</b> 非	丰常滿意 虎	領滿意 7	下太滿意 非常	常不滿意	不滿意最主要原因	不適用
a.	實操設備		0	0	0	0	: O數量太少	0
b.	中心地點的方便程度		0	0	0	0	O設備太舊	
c.	中心內環境舒適度		0	0	0	0	O其他原因	
d.	中心設施(教學設備、照明、空調、洗	手間等)	0	0	0	0		
	中心職員的服務態度		0	0	0	0		
f.	中心設施和整體服務		0	0	0	0		
5/.	這個課程對我的幫助		非常大	:幫助	頗大幫助	有一點幫	助 完全沒幫助	不適用
	學習新技能或提升現有技能,	幫助我…						
	i)		0		0	0	0	0
	ii)    轉業 iii)   增加收入		0		0	0	0	0
	iv)增加低八 iv)增加晉升機會		0		0	0	0	0
	v) 提升工作能力,應付工作	雲要	0		0	0	0	0
b.	改善工作態度、溝通技巧、情緣 時間管理等個人素養		0	1	0	0	0	0
c.	強化基礎技能(語文、電腦應用	用等)	0	)	0	0	0	0
d.	增強自信心		0	)	0	0	0	
e.	提高持續學習的興趣		0	)	0	0	0	
			非常	滿意	頗滿意	不	· 大滿意 非常	不滿意
6/.	課程的 <u>整體評價</u>		(	0	0		0	0
7/.	對課程設計及安排 /導師教學質	素 /考試	及評估多	·排/中	心設施和肌	B務不滿意	<b>動其他原因或</b>	<b></b>
	個人資料(可自願提供):		<b>.</b> .					
	性別 O男		O女					
b.	年齡組別 0 15-20		O21-			O 3	0 或以上	
c.	教育程度O中三或以下		〇中	四或以上	-			
d.	居港年期 O少於7年		0.7	年或以上	<u>.</u>			-
9/.	其他意見:							
10/	── . 「展翅青見計劃」學員:	O是	•		O否			

此問卷為僱員再培訓局所有,如拾獲者,請即送回本局【地址:香港柴灣小西灣道10號3至6樓;電話:182182】。

**\*erb** 

學員意見調查問卷

課程編號:

班別:

調查日期:	年	月	日	中心編號:

簡介:為提升僱員再培訓局的課程及服務質素,我們誠邀你填寫這份問卷,以助本局檢討課程成效和 持續改善服務。請你就下列各題(雙面印刷),<u>在最合適的答案填上●</u>。

1/.	對 <u>課程設計及安排</u> 的意見	非	常滿意	頗氵	滿意	不力	(滿意	非常不	滿意		不清	<b>献意最主</b>	要原因	<u> </u>	不適用
a.	練習/實習的時間		0	(	o		0	С	) :	⇒ : :	<b>0</b> 太	少	〇太多	<b>3</b>	0
b.	課程內容的深淺程度		0	(	o :		0	С	)	⇒ :	<b>0</b> 太	······ :淺	〇太氵	元 木 	
c.	課程的長度 / 訓練期		0	(	o		0	С	) :	⇒	0太	短	○太長	₹ :	
d.	課程的實用性		0	(	o Ü		0	С	)	-					
e.	課程的教材 / 筆記		0	(	<b>O</b>		0	С	)						
f.	教授模式(包括課堂與實習	图)	0	(	0		0	С	)						
g.	申請課程的輪候時間		0	(	0		0	С	)						
h.	整體課程設計及安排		0	(	)		0	С	)						
2/.	對導師教學質素的意見	1. [2	導師姓	性名 [	列印]]		2. [	導師如	性名	[列印		3. [美		性名 [	列印]]
	71 <u>-17 EL-177 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7</u>	非常滿意	頗 滿意	不太滿意	非常不滿意		非常滿意	頗 滿意	不太 滿意	- 非 不滿	<u></u>	非常滿意	頗 滿意	不太滿意	非常 不滿意
a.	教學態度	0	0	0	0		0	0	0		)	0	0	0	0
b.	對課題的認識	0	0	0	0		0	0	0		)	0	0	0	0
c.	清楚教授課程內容的能力	0	0	0	0		0	0	0		)	0	0	0	0
d.	引起學員學習興趣的能力	0	0	0	0		0	0	0		) !	0	0	0	0
e.	解答學員疑難的表現	0	0	0	0		0	0	0	C	)	0	0	0	0
f.	導師 <u>整體</u> 教學質素	0	0	0	0		0	0	0	C	)	0	0	0	0
	_		尊師姓		列印]]			導師如		[列印			尊師 姓		列印]]
	_	非常 滿意	頗 滿意	不太 滿意	非常 不滿意	意	非常滿意	頗 滿意	不太 滿意	非不清	常	非常滿意	頗 滿意	不太 滿意	非常 不滿意
a.	教學態度	0	0	0	0		0	0	0		)	0	0	0	0
b.	對課題的認識	0	0	0	0		0	0	0	C	)	0	0	0	0
c.	清楚教授課程內容的能力	0	0	0	0		0	0	0	C	)	0	0	0	0
d.	11位于只于日天地11加71	0	0	0	0		0	0	0	C	)	0	0	0	0
e.	解答學員疑難的表現	0	0	0	0		0	0	0	C		0	0	0	0
f.	導師 <u>整體</u> 教學質素	0	0	0	0		0	0	0		)	0	0	0	0
	-		尊師姓		列印]]	_		導師如		[列印			<b>算師姐</b>		列印]]
	-	非常 滿意	頗 滿意	不太 滿意	非常 不滿意	意	非常滿意	頗 滿意	不太 滿意	非不清	常	非常滿意	頗 滿意	不太 滿意	非常 不滿意
a.	教學態度	0	0	0	0		0	0	0		)	0	0	0	0
b.	對課題的認識	0	0	0	0		0	0	0		)	0	0	0	0
c.	清楚教授課程內容的能力	0	0	0	0		0	0	0	C	)	0	0	0	0
d.	引起學員學習興趣的能力	0	0	0	0		0	0	0	C	)	0	0	0	0
e.	解答學員疑難的表現	0	0	0	0		0	0	0	C	)	0	0	0	0
f.	導師整體教學質素	0	0	0	0		0	0	0		)	0	0	0	0

3/.	對 <u>考試及評估安排</u> 的意見	非常滿意	頗滿意	不太滿	意 非常不滿	i意	不滿	意最主要原因	不適用
a.	考試及評估時間的長度	0	0	0	0	⇨	O太短	0 太	長 O
b.	考試及評估內容(包括與教學 內容相符、深淺程度)	0	0	0	0	⇨		程内容不符 O太深	
c.	整體考試及評估安排	0	0	0	0				
4/.	對 <u>培訓中心的設施和服務</u> 的意	見 非	常滿意 頗	頁滿意 不	「太滿意 非常	常不滿意	意 不	滿意最主要原	下適用
a.	實操設備		0	0	0	0	: :	O數量太少	. 0
b.	中心地點的方便程度		0	0	0	0	:	O設備太舊	:
c.	中心內環境舒適度		0	0	0	0		O其他原因	
	中心設施(教學設備、照明、空調、	洗手間等)	0	0	0	0			
	中心職員的服務態度 中心設施和整體服務		0	0	0	0			
f.	<b>中心</b> 故		O	O	O	O			
	這個課程對我的幫助	ませ ロレイト	非常大	幫助	頗大幫助	有一	·點幫助	完全沒幫助	大適用
a.	學習新技能或提升現有技能, i)	幫助茲	0		0		0	0	0
	ii) 轉業		0		0		0	0	0
	iii) 增加收入		0		0		0	0	0
	iv) 增加晉升機會		0		0		0	0	0
	v) 提升工作能力,應付工作		0		0		0	0	0
b.	改善工作態度、溝通技巧、情 時間管理等個人素養	'緒管埋`	0		0		0	0	0
c.	強化基礎技能(語文、電腦應	用等)	0		0		0	0	0
	增強自信心		0		0		0	0	
e.	提高持續學習的興趣		0		0		0	0	
			非常	滿意	頗滿意		不太	滿意 非	常不滿意
6/.	課程的 <u>整體評價</u>		C	)	0		(	)	0
7/.	對課程設計及安排/導師教學質 「	質素 /考試	及評估安	排 /中	心設施和肌	及務不	滿意的	其他原因	或改善建議
	個人資料(可自願提供):								
	性別O男		O女						
b.	年齡組別 〇 15-20		O21-				O 30 E	<b>灭以上</b>	
c.	3707 1 1 1 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2			四或以上					
d.	居港年期 O少於7年		O 7 f	丰或以上	<u>.</u>				1
9/.	其他意見:								
10/		O是			O否				

此問卷為僱員再培訓局所有,如拾獲者,請即送回本局【地址:香港柴灣小西灣道 10 號 3 至 6 樓;電話:182 182】。



CA FORM 7 (P.3/4) (updated 05.2023) 課程編號:

學員意見調查問卷

班別:

調查日期: 年 月 日 中心編號:

簡介:為提升僱員再培訓局的課程及服務質素,我們誠邀你填寫這份問卷,以助本局檢討課程成效和 持續改善服務。請你就下列各題(雙面印刷),**在最合適的答案填上●**。

指示:請繼續填寫第2部分對導師教學質素的意見(雙面印刷),在(a)至(f)各項中最合適的答案填上 $\bullet$ 。

2/.	對 <u>導師教學質素</u> 的意見		導師:	姓名	[列印]]		導師?	姓名	[列印]]		導師如	性名	[列印]]
		非常 滿意	頗 滿意	不太 滿意	非常 不滿意	非常 滿意	頗 滿意	不太 滿意	非常 不滿意	非常 滿意	頗 滿意	不太 滿意	非常 不滿意
a.	教學態度	0	0	0	0	0	0	0	0	0	0	0	0
b.	對課題的認識	0	0	0	0	0	0	0	0	0	0	0	0
c.	清楚教授課程內容的能力	0	0	0	0	0	0	0	0	0	0	0	0
d.	引起學員學習興趣的能力	0	0	0	0	0	0	0	0	0	0	0	0
e.	解答學員疑難的表現	0	0	0	0	0	0	0	0	0	0	0	0
f.	導師 <u>整體</u> 教學質素	0	0	0	0	0	0	0	0	0	0	0	0
		13. [	導師如		[列印]]	14.	導師?		[列印]]	15. [	導師如	生名	[列印]]
		非常 滿意	頗 滿意	不太 滿意	非常 不滿意	非常滿意	頗 滿意	不太 滿意	非常 不滿意	非常滿意	頗 滿意	不太 滿意	非常 不滿意
a.	教學態度	0	0	0	0	0	0	0	0	0	0	0	0
b.	對課題的認識	0	0	0	0	0	0	0	0	0	0	0	0
c.	清楚教授課程內容的能力	0	0	0	0	0	0	0	0	0	0	0	0
d.	引起學員學習興趣的能力	0	0	0	0	0	0	0	0	0	0	0	0
e.	解答學員疑難的表現	0	0	0	0	0	0	0	0	0	0	0	0
f.	導師 <u>整體</u> 教學質素	0	0	0	0	0	0	0	0	0	0	0	0
	16. [導師姓名 [列印]]												
			導師如				導師		[列印]]		導師如		[列印]]
		16. [ 非常 滿意	導師如 類 滿意	性名 不太 滿意	[列印]] 非常 不滿意	17. [ 非常 滿意	導師 頻 滿意	性名 不太 滿意	[列印]] 非常 不滿意	18. [ 非常 滿意	導師 頻 滿意	性名 不太 滿意	[列印]] 非常 不滿意
a.	教學態度	非常	頗	不太	非常	非常	頗	不太	非常	非常	頗	不太	非常
a. b.	教學態度 對課題的認識	非常滿意	頗 滿意	不太滿意	非常 不滿意	非常滿意	頗 滿意	不太滿意	非常 不滿意	非常滿意	頗 滿意	不太滿意	非常 不滿意
		非常滿意	頗 滿意 O	不太 滿意	非常 不滿意	非常 滿意	類 滿意	不太 滿意	非常 不滿意	非常滿意	頗 滿意 O	不太 滿意	非常不滿意
b.	對課題的認識	非常高	頗 滿意 O	不太意 O O	非常 不滿意 〇	非常意	頗 滿意 〇	不太意 O O	非常 不滿意 O	非常意	頗 滿意 O	不太 滿意 O	非常 不滿意 〇 〇
b. c.	對課題的認識 清楚教授課程內容的能力	非常意	頗意 〇 〇	不太意 〇 〇	非常 不滿意 〇 〇	非常意 〇 〇	頗意 〇 〇	不太 滿 〇 〇	非常 不滿意 〇 〇	非常意	頗滿意 〇 〇	不太 滿意 〇 〇	非常 不滿意 〇 〇
b. c. d.	對課題的認識 清楚教授課程內容的能力 引起學員學習興趣的能力	非満〇〇〇〇	頗意 〇 〇 〇	不滿 O O O	非常 不滿意 〇 〇 〇	非常意 〇 〇 〇	頗意〇〇〇〇	不満〇〇〇〇	非常 不滿意 〇 〇 〇	非常意 〇 〇 〇	頗意 〇 〇 〇	不滿意 〇 〇 〇	非常 不滿意 〇 〇 〇
<ul><li>b.</li><li>c.</li><li>d.</li><li>e.</li></ul>	對課題的認識 清楚教授課程內容的能力 引起學員學習興趣的能力 解答學員疑難的表現	非滿	頗意 〇 〇 〇 〇 〇	不滿 〇 〇 〇 〇 〇	非常意	非常意	頗意〇〇〇〇〇	不滿意	非常不滿意	非常意	頗意〇〇〇〇〇	不滿 〇 〇 〇 〇 〇	非常 不滿意 〇 〇 〇 〇
<ul><li>b.</li><li>c.</li><li>d.</li><li>e.</li></ul>	對課題的認識 清楚教授課程內容的能力 引起學員學習興趣的能力 解答學員疑難的表現	非常意 O O O O O 19. [i	頗意 〇〇〇〇〇 師頗	不滿 O O O O O 名 太 不滿	非常意 O O O O O 可印] 非常	非常意 〇 〇 〇 〇 〇 〇 1 20. [ 非常	頗意 〇〇〇〇〇 導頗	不滿 O O O O O 名 太	非常 ( ) ( ) ( ) ( ) ( ) ( ) ( ) ( ) ( ) (	非常意 OOOO OOO 21. [	類意 〇〇〇〇〇 師頗	不滿 〇〇〇〇〇 名太	非常意 O O O O O 可印] 非常
<ul><li>b.</li><li>c.</li><li>d.</li><li>e.</li><li>f.</li></ul>	對課題的認識 清楚教授課程內容的能力 引起學員學習興趣的能力 解答學員疑難的表現 導師整體教學質素	非滿 O O O O O 19. [i	頗意 〇〇〇〇〇 師頗意	不滿 O O O O O 名 太意	非常意 〇〇〇〇〇 列印]] 非滿	非常意 OOOO OO 20.[ 非滿意	頗意 〇〇〇〇〇 鄭頗意	不滿 O O O O O 名 木意	非常 不滿意 〇 〇 〇 〇 〇 〇 〇 〇 〇 〇 〇 〇 〇 〇 〇 〇 〇 〇 〇	非常意 〇〇〇〇〇〇〇〇〇〇〇〇〇〇〇〇〇〇〇〇〇〇〇〇〇〇〇〇〇〇〇〇〇〇〇〇	頗意 〇〇〇〇〇 師頗意	不滿 O O O O O 名 太意	非常意 〇〇〇〇〇〇〇〇八月 非滿意
<ul><li>b.</li><li>c.</li><li>d.</li><li>e.</li><li>f.</li></ul>	對課題的認識 清楚教授課程內容的能力 引起學員學習興趣的能力 解答學員疑難的表現 <b>導師整體教學質素</b> 教學態度	非滿 O O O O 19. [a	頗意 〇〇〇〇〇 師頗意 〇	不滿 O O O O O 名 不滿 O	非常意 OOOO 列印]] 不 O	非常意 OOO OO 20. [ 非滿意 O	頗意 〇〇〇〇〇 鄭頗意 〇	不滿 O O O O O 名 太意 O	非常意	非常意 OOO OO 21.[ 非常意 O	頗意 〇〇〇〇〇 鄭頗意 〇	不滿 O O O O O 名 不滿 O	非滿 〇 〇 〇 〇 〇 〇 〇 〇 〇 〇 〇 〇 〇 〇 〇 〇 〇 〇 〇
<ul><li>b.</li><li>c.</li><li>d.</li><li>e.</li><li>f.</li></ul>	對課題的認識 清楚教授課程內容的能力 引起學員學習興趣的能力 解答學員疑難的表現 導師整體教學質素 教學態度 對課題的認識	非滿 O O O O O 19. [a	頗意 〇〇〇〇〇 師頗意 〇〇	不滿 O O O O O 名 不滿 O O	非常意 〇〇〇〇〇 列印]] 非滿 〇〇	非常意 OOOO O 20. [ 非滿意 OOO O	頗意 〇〇〇〇〇 鄭頗意 〇〇	不滿 O O O O O 名 太意 O O	非常 ( ) ( ) ( ) ( ) ( ) ( ) ( ) ( ) ( ) (	非常意 OOO OOO OIIIIIIIIIIIIIIIIIIIIIIIIIIII	類意 〇〇〇〇〇 師 頗意 〇〇	不滿 O O O O O O 名 不滿 O O	非常意 O O O O O O O O O O O O O O O O O O O
b. c. d. e. f. b. c.	對課題的認識 清楚教授課程內容的能力 引起學員學習興趣的能力 解答學員疑難的表現 導師整體教學質素 教學態度 對課題的認識 清楚教授課程內容的能力	非滿 〇 〇 〇 〇 〇 19. []	<ul><li>頗意</li><li>〇〇〇〇〇</li><li>師頗意</li><li>〇〇〇</li></ul>	不滿 O O O O O 名 太意 O O O	非滿 O O O O O 可則常滿 O O O	非常意 〇〇〇〇〇〇 20.[ 非滿 〇〇〇〇	頗意 〇〇〇〇〇 鄭頗意 〇〇〇	不滿 O O O O O 名 太意 O O O	非常意 〇〇〇〇〇 列印]] 非滿〇〇〇	非常意 OOO OO OIIIIIIIIIIIIIIIIIIIIIIIIIIIII	類意 O O O O O 師 頗意 O O O	不滿 O O O O O 名 太意 O O O	非滿 O O O O O 可則 非滿 O O O
b. c. d. e. f. c. d.	對課題的認識 清楚教授課程內容的能力 引起學員學習興趣的能力 解答學員疑難的表現 導師整體教學質素 教學態度 對課題的認識 清楚教授課程內容的能力 引起學員學習興趣的能力	非滿 〇 〇 〇 〇 〇 19. [5]	頗意 〇〇〇〇〇 師頗意 〇〇〇〇	不滿 O O O O O O 名 不滿 O O O O	非滿 O O O O O O O O O O O O O O O O O O O	非滿 O O O O 20. [ 非滿 O O O	頗意 〇〇〇〇〇 鄭頗意 〇〇〇〇	不滿 O O O O O 名 太意 O O O	非常意 〇〇〇〇〇回則 非滿〇〇〇〇	非常意 OOO O 21. [ 非滿 OOO O O O O O O O O O O O O O O O O	頗意 〇〇〇〇〇 師頗意 〇〇〇〇	不滿 〇 〇 〇 〇 〇 〇 名 不滿 〇 〇 〇 ○	非滿 O O O O O 印]]
b. c. d. e. f. b. c.	對課題的認識 清楚教授課程內容的能力 引起學員學習興趣的能力 解答學員疑難的表現 導師整體教學質素 教學態度 對課題的認識 清楚教授課程內容的能力	非滿 〇 〇 〇 〇 〇 19. []	<ul><li>頗意</li><li>〇〇〇〇〇</li><li>師頗意</li><li>〇〇〇</li></ul>	不滿 O O O O O 名 太意 O O O	非滿 O O O O O 可則常滿 O O O	非常意 〇〇〇〇〇〇 20.[ 非滿 〇〇〇〇	頗意 〇〇〇〇〇 鄭頗意 〇〇〇	不滿 O O O O O 名 太意 O O O	非常意 〇〇〇〇〇 列印]] 非滿〇〇〇	非常意 OOO OO OIIIIIIIIIIIIIIIIIIIIIIIIIIIII	類意 O O O O O 師 頗意 O O O	不滿 O O O O O 名 太意 O O O	非滿 O O O O O 可則 非滿 O O O

Appendix 1 – Set B
CA FORM 7 (P.4/4) (updated 05.2023)

_,	( Andre	22 [	计正计算	4. <i>勺</i> 1	zuchi]	22 [	猫症.	此力					05.2023)
2/.	(續)	22. [ā 非常	導師如 類	不太	[列印]] 非常		[導師] 類	<u>姓石</u> 不太	[列印]] 非常		導師如 類		[列印]] 非常
	對導師教學質素的意見	滿意	滿意	滿意	不滿意	非常 滿意	滿意	滿意	不滿意	滿意	滿意	不太 滿意	不滿意
a.	教學態度	0	0	0	0	0	0	0	0	0	0	0	0
b.	對課題的認識	0	0	0	0	0	0	0	0	0	0	0	0
c.	清楚教授課程內容的能力	0	0	0	0	0	0	0	0	0	0	0	0
d.	引起學員學習興趣的能力	0	0	0	0	0	0	0	0	0	0	0	0
e.	解答學員疑難的表現	0	0	0	0	0	0	0	0	0	0	0	0
f.	導師 <u>整體</u> 教學質素	0	0	0	0	0	0	0	0	0	0	0	0
		25. [	導師如	生名:	[列印]]	26. [	導師	姓名	[列印]]	27. [	導師如	生名:	[列印]]
		非常滿意	頗 滿意	不太 滿意	非常不滿意	非常滿意	頗 滿意	不太 滿意	非常 不滿意	非常滿意	頗 滿意	不太 滿意	非常 不滿意
a.	教學態度	0	0	0	0	0	0	0	0	0	0	0	0
b.	對課題的認識	0	0	0	0	0	0	0	0	0	0	0	0
c.	清楚教授課程內容的能力	0	0	0	0	0	0	0	0	0	0	0	0
d.	引起學員學習興趣的能力	0	0	0	0	0	0	0	0	0	0	0	0
e.	解答學員疑難的表現	0	0	0	0	0	0	0	0	0	0	0	0
f.	導師 <u>整體</u> 教學質素	0	0	0	0	0	0	0	0	0	0	0	0
			導師如	生名	[列印]]		導師	姓名	[列印]]		導師如	生名	[列印]]
		非常滿意	頗 滿意	不太 滿意	非常 不滿意	非常滿意	頗 滿意	不太滿意	非常 不滿意	非常滿意	頗 滿意	不太滿意	非常 不滿意
a.	教學態度	0	0	0	0	0	0	0	0	0	0	0	0
b.	對課題的認識	0	0	0	0	0	0	0	0	0	0	0	0
c.	清楚教授課程內容的能力	0	0	0	0	0	0	0	0	0	0	0	0
d.	引起學員學習興趣的能力	0	0	0	0	0	0	0	0	0	0	0	0
e.	解答學員疑難的表現	0	0	0	0	0	0	0	0	0	0	0	0
f.	導師 <u>整體</u> 教學質素	0	0	0	0	0	0	0	0	0	0	0	0
	_		導師如	生名	列印]]	32. [	導師	姓名	[列印]]	33. [	導師如	生名	[列印]]
		非常滿意	頗 滿意	不太滿意	非常 不滿意	非常滿意	頗 滿意	不太滿意	非常 不滿意	非常滿意	頗 滿意	不太 滿意	非常 不滿意
a.	教學態度	0	0	0	0	0	0	0	0	0	0	0	0
b.	對課題的認識	0	0	0	0	0	0	0	0	0	0	0	0
c.	清楚教授課程內容的能力	0	0	0	0	0	0	0	0	0	0	0	0
d.	引起學員學習興趣的能力	0	0	0	0	0	0	0	0	0	0	0	0
e.	解答學員疑難的表現	0	0	0	0	0	0	0	0	0	0	0	0
f.	導師 <u>整體</u> 教學質素	0	0	0	0	0	0	0	0	0	0	0	0
		34. [	導師如	生名:	[列印]]	35. [	導師?	姓名	[列印]]	36. [	導師如	生名:	[列印]]
		非常滿意	頗 滿意	不太 滿意	非常 不滿意	非常滿意	頗 滿意	不太 滿意	非常 不滿意	非常滿意	頗 滿意	不太 滿意	非常 不滿意
a.	教學態度	0	0	0	0	0	0	0	0	0	0	0	0
b.	對課題的認識	0	0	0	0	0	0	0	0	0	0	0	0
c.	清楚教授課程內容的能力	0	0	0	0	0	0	0	0	0	0	0	0
d.	引起學員學習興趣的能力	0	0	0	0	0	0	0	0	0	0	0	0
e.	解答學員疑難的表現	0	0	0	0	0	0	0	0	0	0	0	0
f.	導師 <u>整體</u> 教學質素	0	0	0	0	0	0	0	0	0	0	0	0



trainer

CA FORM 7 (P.1/3) (updated 05.2023) **Course Evaluation Survey Questionnaire** 

Course Code:

Class:

Interview Date:	(dd/mm/yyyy)	Centre Code:

Introduction: To enhance the quality of training courses and services of the Employees Retraining Board (ERB), we cordially invite you to complete this questionnaire. This can help us evaluate the course effectiveness and improve our services continuously. Please choose the most appropriate answer by filling in with a ● in the questions below (printed on both sides).

	-		-											
1/.	Course Design and Arrangement	_	Highly satisfied			Quite satisfied	Highly dissatisfi			Main rea			ap	Not plicable
a.	Time for practice / practical session		0	0	:	0	0	<del>-</del>	0	Too little	0	Too much		0
b.	Level of difficulty of the coucontent	ırse	0	0		0	0	⇨	0	Too easy	0	Too difficu		
c.	Duration of the course		0	0		0	0	⇔	0	Too short	0	Too lon		
d.	Practicability of the course		0	0		0	0							
e.	Course materials / notes		0	0		0	0							
f.	Mode of teaching (including lessons and practices)		0	0		0	0							
g.	Waiting time after application the course	n of	0	0		0	0							
h.	Overall performance on th course design and arrange		0	0		0	0							
2/.	Teaching Quality of Trainer		1. [«	trr1»]			2. [«trr	·2»]			3	s. [«trı	r3»]	
		Highly satisfied	Quite satisfied	Quite dissatisfied	Highly dissatisfied	Highly satisfied	-	Quite satisfied d	Highly issatisfied	Highly satisfie		uite isfied di	Quite ssatisfied	Highly dissatisfied
a.	Attitude of teaching	0	0	0	0	0	0	0	0	0	(	0	0	0
b.	Knowledge towards the course topics	0	0	0	0	0	0	0	0	0	(	0	0	0
c.	Ability to teach the course content in a clear manner	0	0	0	0	0	0	0	0	0	(	0	0	0
d.	Ability to arouse trainees' interest in learning	0	0	0	0	0	0	0	0	0	(	0	0	0
e.	Ability to answer trainees' queries	0	0	0	0	0	0	0	0	0	(	0	0	0
f.	Overall performance on teaching quality of the	0	0	0	0	0	0	0	0	0	(	0	0	0

## Appendix 1 – Set C

CA FORM 7 (P.2/3) (updated 05.2023)

2/.	Teaching Quality of Trainer (Con't)	4. [«trr4»]					5. [«trr5»] —					6. [«trr6»]			
		Highly satisfie		Quite dissatisfie	Highly d dissatisfie		Highly satisfied s	Quite satisfied	Quite dissatisfied		ghly tisfied	Highly satisfied	Quite satisfied	Quite dissatisf	Highly led dissatisfied
a.	Attitude of teaching	0	0	0	0		0	0	0	(	Э	0	0	0	0
b.	Knowledge towards the course topics	0	0	0	0		0	0	0	(	O	0	0	0	0
c.	Ability to teach the course content in a clear manner	0	0	0	0		0	0	0	(	O	0	0	0	0
d.	Ability to arouse trainees' interest in learning	0	0	0	0		0	0	0	(	O	0	0	0	0
e.	Ability to answer trainees' queries	0	0	0	0		0	0	0	(	O	0	0	0	0
f.	Overall performance on teaching quality of the trainer	0	0	0	0		0	0	0	(	J	0	0	0	0
			7. [‹	(trr7»]		İ		8. [«	trr8»]				9. [«	trr9»]	
		Highly		Quite dissatisfi	Highly ed dissatisfic		Highly satisfied s	Quite satisfied	Quite dissatisfied		ghly tisfied	Highly satisfied	Quite satisfied	Quite dissatisf	Highly ed dissatisfied
a.	Attitude of teaching	0	0	0	0		0	0	0	(	o	0	0	0	0
b.	Knowledge towards the course topics	0	0	0	0		0	0	0	(	O	0	0	0	0
c.	Ability to teach the course content in a clear manner	0	0	0	0		0	0	0	(	O	0	0	0	0
d.	Ability to arouse trainees' interest in learning	0	0	0	0		0	0	0	(	O	0	0	0	0
e.	Ability to answer trainees' queries	0	0	0	0		0	0	0	(	)	0	0	0	0
f.	Overall performance on teaching quality of the trainer	0	0	0	0		0	0	0	(	o	0	0	0	0
3/.	Examination and Assessmarrangement	ent -	Highly satisfied		uite isfied	di	Quite ssatisfied		ighly atisfied	<del>-</del> -		Main rea			Not applicable
a.	Duration of the examination as assessment	nd	0		0		0		0	⇨	0	Too short	0	Too long	
b.	Content of the examination an assessment (including the consistency with the course content and the level of difficu		0		0		0		0	₽	0		nsister the co		
c.	Overall performance on the examination and assessment arrangement	• /	0		0		0		0		0	Too 6	easy lifficu	lt	

4/.	Facilities and Services of Tra Centre		Highly satisfied	Quite satisfied	Quite dissatisfied	Highly dissatisfied		reason for atisfaction	Not applicable
	Facilities and equipments for pracsession	tical	0	0	0	0	0	Too little	0
b.	Accessibility of the training centr	e	0	0	0	0	0	Facilities are too old	
c.	Environment of the training centr	e	0	0	0	0	0	Other reasons	
	Facilities in the training centre (e.g. teaching equipment, lighting ventilation, washroom)	,	0	0	0	0			•
e.	Staff attitude		0	0	0	0			
	Overall performance on facilities services of the training centre	es and	0	0	0	0			
5/.	Helpfulness of the Course		ŀ	Very nelpful	Some helpful	Little helpful	No	ot helpful at all	Not applicable
a.	Learning new skills or upgraded s	kills helps			погрти	погртал		<u> </u>	принешене
	i) Job-hunting			0	0	0		0	0
	ii) Job-switching			0	0	0		0	0
	iii) Income increment			0	0	0		0	0
	iv) Increasing promotion oppor	tunity		0	0	0		0	0
	<ul> <li>Enhancing work ability to n requirements</li> </ul>	neet the jol	b's	0	0	0		0	0
b.	Improving my personal attributes (e.g. attitude at work, communi emotion management, time management)	cation skil gement)	lls,	0	0	0		0	0
	Strengthening my generic skills (e.g. language, computer applications)			0	0	0		0	0
d.	Strengthening my self-confidence			0	0	0		0	
e.	Enhancing my interest in continuo	ous learning	g	0	0	0		0	
				Highly satisfied	Qui satist	te (fied diss	Quite satisfied	Hig dissat	hly isfied
6/.	Overall Satisfaction on the C	ourse		0	0	)	0	(	
7/.	Other reasons for dissatisfaction & assessment arrangement /fa								
8/.	Personal Particulars: (Optio	nal)							
a.	Sex O	Male		C	Female				
b.	Age group O	15-20		C	21-29		0	30 or abov	ve
c.	Education Attainment O	F.3 or b	elow	C	F.4 or a	lbove			
d.	Length of residence in Hong Kong	Less tha	an 7 yea	ars C	7 years	or above			
9/.	Other Opinions:								
10/	VETP Trainee:	Ο,	Yes		O No				



CA FORM 7 (P.1/6) (updated 05.2023)

## **Course Evaluation Survey Questionnaire**

Course Code:

Class:

Interview Date:	(dd/mm/yyyy)	Centre Code:	

Introduction: To enhance the quality of training courses and services of the Employees Retraining Board (ERB), we cordially invite you to complete this questionnaire. This can help us evaluate the course effectiveness and improve our services continuously. Please **choose the most appropriate answer by filling in with a**  $\bullet$  in the questions below (printed on both sides).

1/.	Course Design and Arrangement	_	Highly Quite Qusatisfied dissat		Quite dissatisfied	Highly dissatisfied	Main reason for dissatisfaction					Not applicable
a.	Time for practice / practical session		0	0	0	0	⇒	0	Too little	0	Too :	0
b.	Level of difficulty of the concentration	ırse	0	0	0	0	⇒	0	Too easy	0	Too difficult	
c.	Duration of the course		0	0	0	0	⇨	0	Too short	0	Too long	
d.	Practicability of the course		0	0	0	0						
e.	Course materials / notes		0	0	0	0						
f.	Mode of teaching (including lessons and practices)	Ţ	0	0	0	0						
g.	Waiting time after application the course	on of	0	0	0	0						
h.	Overall performance on th course design and arrange		0	0	0	0						
2/.	Teaching Quality of Trainer	Highly	1. [«	trr1»]	hly Highly	2. [«trr2»]		ighly	Highl		. [«trr3»	

2/.	Teaching Quality of Trainer		1. [‹	«trr1»]			2. [«	trr2»]		3. [«trr3»]				
		Highly satisfied	Quite satisfied	Quite dissatisfied	Highly dissatisfied	Highly satisfied	Quite satisfied	Quite dissatisfied	Highly dissatisfied	Highly satisfied	Quite satisfied	Quite dissatisfied	Highly dissatisfied	
a.	Attitude of teaching	0	0	0	0	0	0	0	0	0	0	0	0	
b.	Knowledge towards the course topics	0	0	0	0	0	0	0	0	0	0	0	0	
c.	Ability to teach the course content in a clear manner	0	0	0	0	0	0	0	0	0	0	0	0	
d.	Ability to arouse trainees' interest in learning	0	0	0	0	0	0	0	0	0	0	0	0	
e.	Ability to answer trainees' queries	0	0	0	0	0	0	0	0	0	0	0	0	
f.	Overall performance on teaching quality of the trainer	0	0	0	0	0	0	0	0	0	0	0	0	

## Appendix 1 – Set D

CA FORM 7 (P.2/6) (updated 05.2023)

2/.	Teaching Quality of Trainer (Con't)	4. [«trr4»]					5. [«trr5»] —					6. [«trr6»]			
		Highly satisfie		Quite dissatisfie	Highly d dissatisfie		Highly satisfied s	Quite satisfied	Quite dissatisfied		ghly tisfied	Highly satisfied	Quite satisfied	Quite dissatisf	Highly led dissatisfied
a.	Attitude of teaching	0	0	0	0		0	0	0	(	Э	0	0	0	0
b.	Knowledge towards the course topics	0	0	0	0		0	0	0	(	O	0	0	0	0
c.	Ability to teach the course content in a clear manner	0	0	0	0		0	0	0	(	O	0	0	0	0
d.	Ability to arouse trainees' interest in learning	0	0	0	0		0	0	0	(	O	0	0	0	0
e.	Ability to answer trainees' queries	0	0	0	0		0	0	0	(	O	0	0	0	0
f.	Overall performance on teaching quality of the trainer	0	0	0	0		0	0	0	(	J	0	0	0	0
			7. [‹	(trr7»]		İ		8. [«	trr8»]				9. [«	trr9»]	
		Highly		Quite dissatisfi	Highly ed dissatisfic		Highly satisfied s	Quite satisfied	Quite dissatisfied		ghly tisfied	Highly satisfied	Quite satisfied	Quite dissatisf	Highly ed dissatisfied
a.	Attitude of teaching	0	0	0	0		0	0	0	(	o	0	0	0	0
b.	Knowledge towards the course topics	0	0	0	0		0	0	0	(	O	0	0	0	0
c.	Ability to teach the course content in a clear manner	0	0	0	0		0	0	0	(	O	0	0	0	0
d.	Ability to arouse trainees' interest in learning	0	0	0	0		0	0	0	(	O	0	0	0	0
e.	Ability to answer trainees' queries	0	0	0	0		0	0	0	(	O	0	0	0	0
f.	Overall performance on teaching quality of the trainer	0	0	0	0		0	0	0	(	o	0	0	0	0
3/.	Examination and Assessmarrangement	ent -	Highly satisfied		uite isfied	di	Quite ssatisfied		ighly atisfied	<del>-</del> -		Main rea			Not applicable
a.	Duration of the examination as assessment	nd	0		0		0		0	⇨	0	Too short	0	Too long	
b.	Content of the examination an assessment (including the consistency with the course content and the level of difficu		0		0		0		0	₽	0		nsister the co		
c.	Overall performance on the examination and assessment arrangement	• /	0		0		0		0		0	Too 6	easy lifficu	lt	

## Appendix 1 – Set D

CA FORM 7 (P.3/6) (updated 05.2023)

4/.	Facilities and Services of T Centre	Training	Highly satisfied	Quite satisfied	Quite dissatisfied	Highly dissatisfied		reason for tisfaction	Not applicable
a.	Facilities and equipments for psession	oractical	0	0	0	0	0	Too little	0
b.	Accessibility of the training ce	entre	0	0	0	0	0	Facilities are too old	
c.	Environment of the training ce	entre	0	0	0	0	0	Other reasons	
d.	Facilities in the training centre (e.g. teaching equipment, light ventilation, washroom)		0	0	0	0			
e.	Staff attitude		0	0	0	0			
f.	Overall performance on facil services of the training centr		0	0	0	0			
5/.	<b>Helpfulness of the Course</b>			Very helpful	Some helpful	Little helpful		helpful at all	Not applicable
a.	Learning new skills or upgrade	ed skills help		-	погрти	neipiui	<u> </u>	-	<u>арричане</u>
	i) Job-hunting			0	0	0		0	0
	ii) Job-switching			0	0	0		0	0
	iii) Income increment			0	0	0		0	0
	iv) Increasing promotion op	portunity		0	0	0		0	0
	v) Enhancing work ability t requirements	o meet the j	job's	0	0	0		0	0
b.	Improving my personal attribu (e.g. attitude at work, commemotion management, time ma	unication sl	xills,	0	0	0		0	0
c.	Strengthening my generic skill (e.g. language, computer appli			0	0	0		0	0
d.	Strengthening my self-confide	nce		0	0	0		0	
e.	Enhancing my interest in conti	nuous learni	ing	0	0	0		0	
				Highly satisfied	Qui satist	te fied dis	Quite satisfied	Hiş dissa	ghly tisfied
6/.	Overall Satisfaction on the	e Course		0	0	)	0	(	<b>)</b>
7/.	Other reasons for dissatisfaction & assessment arrangement	ction with c /facilities &	course de & service	esign & ar es of train	rangemen ing centre	t /teaching q or suggestion	uality of ns for in	f trainer / nproveme	examination
8/.	Personal Particulars: (Op	tional)							
a.	Sex	O Male		C	Female				
b.	Age group	O 15-20	ı	C	21-29		0	30 or abo	ve
c.	Education Attainment	O F.3 or	below	C	F.4 or a	lbove			
d.	Length of residence in Hong Kong	O Less t	han 7 ye	ars C	7 years	or above			
9/.	Other Opinions:								
10/	. YETP Trainee:		) Yes		O No				



#### **Course Evaluation Survey Questionnaire**

CA FORM 7 (P.4/6) (updated 05.2023)

Course Code:

Class:

«coz\_code»
«class no»

Interview Date: (dd/mm/yyyy) Centre Code: «ctr\_code»

Introduction: To enhance the quality of training courses and services of the Employees Retraining Board (ERB), we cordially invite you to complete this questionnaire. This can help us evaluate the course effectiveness and improve our services continuously. Please choose the most appropriate answer by filling in with a in the questions below (printed on both sides).

Note: Please continue Section 2 on Teaching Quality on Trainer (printed on both sides). Choose the <u>most appropriate</u> answer by filling in with a ● in questions (a) to (f).

2/.	Teaching Quality of		10. [<	ktrr10»	]		11. [«	trr11»]			12. [«	trr12»]	
	Trainer	Highly satisfied	Quite satisfied	Quite dissatisfied	Highly dissatisfied	Highly satisfied	Quite satisfied	Quite dissatisfied	Highly dissatisfied	Highly satisfied	Quite satisfied	Quite dissatisfied	Highly dissatisfied
a.	Attitude of teaching	0	0	0	0	0	0	0	0	0	0	0	0
b.	Knowledge towards the course topics	0	0	0	0	0	0	0	0	0	0	0	0
c.	Ability to teach the course content in a clear manner	0	0	0	0	0	0	0	0	0	0	0	0
d.	Ability to arouse trainees' interest in learning	0	0	0	0	0	0	0	0	0	0	0	0
e.	Ability to answer trainees' queries	0	0	0	0	0	0	0	0	0	0	0	0
f.	Overall performance on teaching quality of the trainer	0	0	0	0	0	0	0	0	0	0	0	0
			13. [<	ktrr13»	]		14. [«	trr14»]			15. [«	trr15»]	
		Highly satisfied	Quite satisfied	Quite dissatisfied	Highly I dissatisfied	Highly satisfied	Quite satisfied	Quite dissatisfied	Highly dissatisfied	Highly satisfied	Quite satisfied	Quite dissatisfied	Highly dissatisfied
a.	Attitude of teaching	0	0	0	0	0	0	0	0	0	0	0	0
b.	Knowledge towards the course topics	0	0	0	0	0	0	0	0	0	0	0	0
c.	Ability to teach the course content in a clear manner	0	0	0	0	0	0	0	0	0	0	0	0
d.	Ability to arouse trainees' interest in learning	0	0	0	0	0	0	0	0	0	0	0	0
e.	Ability to answer trainees' queries	0	0	0	0	0	0	0	0	0	0	0	0
f.	Overall performance on teaching quality of the trainer	0	0	0	0	0	0	0	0	0	0	0	0
	ti ainci		16. [<	ktrr16»	]		17. [«	trr17»]			18. [«	trr18»]	
		Highly satisfied	Quite satisfied	Quite dissatisfied	Highly I dissatisfied	Highly satisfied	Quite satisfied	Quite dissatisfied	Highly dissatisfied	Highly satisfied	Quite satisfied	Quite dissatisfied	Highly dissatisfied
a.	Attitude of teaching	0	0	0	0	0	0	0	0	0	0	0	0
b.	Knowledge towards the course topics	0	0	0	0	0	0	0	0	0	0	0	0
c.	Ability to teach the course content in a clear manner	0	0	0	0	0	0	0	0	0	0	0	0
d.	A 1 '11'	0	0	0	0	0	0	0	0	0	0	0	0
e.	Ability to answer trainees' queries	0	0	0	0	0	0	0	0	0	0	0	0
f.	Overall performance on teaching quality of the trainer	0	0	0	0	0	0	0	0	0	0	0	0

## Appendix 1 – Set D

CA FORM 7 (P.5/6) (updated 05.2023)

2/.	(Continue)	19. [«trr19»]					20. [«trr20»]					21. [«trr21»]			
		Highly satisfied	Quite satisfied	Quite dissatisfied	Highly dissatisfied	Highly satisfied	Quite satisfied	Quite dissatisfied	Highly dissatisfied	Highly satisfied	Quite satisfied	Quite dissatisfied	Highly dissatisfied		
a.	Attitude of teaching	0	0	0	0	0	0	0	0	0	0	0	0		
b.	Knowledge towards the course topics	0	0	0	0	0	0	0	0	0	0	0	0		
c.	Ability to teach the course content in a clear manner	0	0	0	0	0	0	0	0	0	0	0	0		
d.	Ability to arouse trainees' interest in learning	0	0	0	0	0	0	0	Ο	0	0	0	0		
e.	Ability to answer trainees' queries	0	0	0	Ο	0	0	0	Ο	0	0	0	0		
f.	Overall performance on teaching quality of the trainer	0	0	0	Ο	0	0	0	Ο	0	0	0	0		
	ti ainti		22. [<	(trr22»]			23. [«	trr23»]			24. [«	trr24»]			
		Highly satisfied	Quite satisfied	Quite dissatisfied	Highly dissatisfied	Highly satisfied	Quite satisfied	Quite dissatisfied	Highly dissatisfied	Highly satisfied	Quite satisfied	Quite dissatisfied	Highly dissatisfied		
a.	Attitude of teaching	0	0	0	0	0	0	0	0	0	0	0	0		
b.	Knowledge towards the course topics	0	0	0	0	0	0	0	Ο	0	0	0	0		
c.	Ability to teach the course content in a clear manner	0	0	0	Ο	0	0	0	Ο	0	0	0	0		
d.	Ability to arouse trainees' interest in learning	0	0	0	0	0	0	0	Ο	0	0	0	0		
e.	Ability to answer trainees' queries	0	0	0	0	0	0	0	0	0	0	0	0		
f.	Overall performance on teaching quality of the trainer	0	0	0	Ο	0	0	0	Ο	0	0	0	0		
	ti dine.		25. [<	(trr25»]			26. [«	trr26»]			27. [«	trr27»]			
		Highly satisfied	Quite satisfied	Quite dissatisfied	Highly dissatisfied	Highly satisfied	Quite satisfied	Quite dissatisfied	Highly dissatisfied	Highly satisfied	Quite satisfied	Quite dissatisfied	Highly dissatisfied		
a.	Attitude of teaching	0	0	0	0	0	0	0	0	0	0	0	0		
b.	Knowledge towards the course topics	0	0	0	0	0	0	0	0	0	0	0	0		
c.	Ability to teach the course content in a clear manner	0	0	0	0	0	0	0	Ο	0	0	0	0		
d.	Ability to arouse trainees' interest in learning	0	0	0	0	0	0	0	0	0	0	0	0		
e.	Ability to anaryar trainage,	0	0	0	0	0	0	0	Ο	0	0	0	0		
f.	Overall performance on teaching quality of the trainer	0	0	0	Ο	0	0	0	0	0	0	0	0		

## Appendix 1 – Set D

CA FORM 7 (P.6/6) (updated 05.2023)

2/.	(Continue)	28. [«trr28»]				29. [«trr29»]					30. [«trr30»]			
		Highly satisfied	Quite satisfied	Quite dissatisfied	Highly I dissatisfied	Highly satisfied	Quite satisfied	Quite dissatisfied	Highly dissatisfied	Highly satisfied	Quite satisfied	Quite dissatisfied	Highly dissatisfied	
a.	Attitude of teaching	0	0	0	0	0	0	0	0	0	0	0	0	
b.	Knowledge towards the course topics	0	0	0	0	0	0	0	0	0	0	0	0	
c.	Ability to teach the course content in a clear manner	0	0	0	0	0	0	0	0	0	0	0	0	
d.	Ability to arouse trainees' interest in learning	0	0	0	0	0	0	0	Ο	0	0	0	0	
e.	Ability to answer trainees' queries	0	0	0	0	0	0	0	0	0	0	0	0	
f.	Overall performance on teaching quality of the trainer	0	0	0	0	0	0	0	Ο	0	0	0	0	
	trainer		31. [	(trr31»]			32. [«	trr32»]			33. [«	trr33»]		
		Highly satisfied	Quite satisfied	Quite dissatisfied	Highly dissatisfied	Highly satisfied	Quite satisfied	Quite dissatisfied	Highly dissatisfied	Highly satisfied	Quite satisfied	Quite dissatisfied	Highly dissatisfied	
a.	Attitude of teaching	0	0	0	0	0	0	0	0	0	0	0	0	
b.	Knowledge towards the course topics	0	0	0	0	0	0	0	0	0	0	0	0	
c.	Ability to teach the course content in a clear manner	0	0	0	0	0	0	0	0	0	0	0	0	
d.	Ability to arouse trainees' interest in learning	0	0	0	0	0	0	0	0	0	0	0	0	
e.	Ability to answer trainees' queries	0	0	0	0	0	0	0	0	0	0	0	0	
f.	Overall performance on teaching quality of the trainer	0	0	0	0	0	0	0	Ο	0	0	0	0	
	ti unici		34. [<	(trr34»]			35. [«	trr35»]			36. [«	trr36»]		
		Highly satisfied	Quite satisfied	Quite dissatisfied	Highly I dissatisfied	Highly satisfied	Quite satisfied	Quite dissatisfied	Highly dissatisfied	Highly satisfied	Quite satisfied	Quite dissatisfied	Highly dissatisfied	
a.	Attitude of teaching	0	0	0	0	0	0	0	0	0	0	0	0	
b.	Knowledge towards the course topics	0	0	0	0	0	0	0	0	0	0	0	0	
c.	Ability to teach the course	0	0	0	0	0	0	0	Ο	0	0	0	0	
d.	A 1 '11'4 4	0	0	0	0	0	0	0	0	0	0	0	0	
e.	Ability to answer trainees' queries	0	0	0	0	0	0	0	Ο	0	0	0	0	
f.	Overall performance on teaching quality of the trainer	0	0	0	Ο	0	0	0	0	0	0	0	0	

#### **QUOTATION**

(To be completed by service provider)

#### Data Processing for "Course Evaluation Survey 2024-25"

#### Section A

Please indicate (by putting "\sqrt{"}") whether you will deliver the requested services according to the requirements set out in the Service Requirement:

Requirement	Reference*	Yes	No
Service Period			
Service period: April 1, 2024 to March 31, 2025	1		
Data Processing			
Estimated number of questionnaires to be processed throughout the service period would be around 150 000 (around 7 500 classes in total and each class contains around 20 questionnaires). The actual number of questionnaires to be processed throughout the service period might be affected by course application rate and / or emergencies.	2		
4 sets of questionnaires are used for the Survey, 2 are in Chinese and 2 are in English. The proportion of questionnaires used in each set is estimated as follows:  • Set A (Chinese, 2 pages) - around 99.1%;  • Set B (Chinese, 4 pages) - around 0.6%;  • Set C (English, 3 pages) - around 0.2%;  • Set D (English, 6 pages) - around 0.1%.	3		
Each set of questionnaire consists of mainly close-ended questions and 2 open-ended questions. The service provider is required to handle the close-ended questions and open-ended questions separately.	4		
Handling of close-ended questions: Editing is required to ensure cleansed output files to be provided to the ERB. Rules for data cleaning will be provided to the service provider upon commissioning of the service.	5a		
Manual data punching is required as the input method for close-ended questions.	5b		
Each class should have an individual output file.	5c		
Cleansed data files of close-ended questions should be submitted in ASCII format. Layout of the data set will be provided to the service provider upon commissioning of the service.	5d		
Handling of open-ended questions: Each set of questionnaire consists of 2 open-ended questions. Responses / feedback which require data processing are around 12% recently.	6a		
Editing is required to ensure cleansed output files to be provided to the ERB. Rules for editing will be provided to the service provider upon commissioning of the service.	6b		
Manual key-punching of the written responses / feedback is required for open-ended questions.	6c		

<sup>\*</sup> Detailed description and reference should refer to corresponding items in the Service Requirement

Requirement	Reference*	Yes	No
Data Processing (continued)			
Each class should have an individual output file.	6d		
Cleansed output files of open-ended questions should be submitted in Excel and ASCII formats. Layout of the output files will be provided to the service provider upon commissioning of the service.	6e		
Case number has to be assigned to each questionnaire and data input of close-ended answers and open-ended answers must follow the order of the case number.	7		
Quality control: 100% manual double data entry of the questionnaires has to be done by the service provider.	8a		
To ensure the accuracy of the data files, checking of data files against double entry data files should be done by the service provider prior to the submission of data files to the ERB, with amendments made where discrepancies are found.	8b		
Separate records and results of the double data entry are required to be sent to the ERB.	8c		
Scanning of 3-4 classes of questionnaires within the same batch has to be done by the service provider and soft copies to be sent to the ERB for quality assurance purpose. The ERB may specify the classes that scanning of questionnaires should be done.	8d		
Service Arrangement			
Service provider shall maintain an office in Hong Kong for handling all the data processing works. Outsourcing arrangement of any part of the service is not acceptable.	9a		
The ERB will be responsible to deliver the questionnaires to the appointed service provider in batches. It is estimated 2 batches of questionnaires (around 75 classes per batch) will be delivered per week on average. A time schedule indicating the date of questionnaires delivery will be sent to the service provider.	9b		
Questionnaires will be delivered by the courier / operator appointed by the ERB. Detailed courier / operator information will be provided to the service provider upon commissioning of the service.	10		
For each batch, a checklist indicating the class information [including course code (課程編號), class (班別) and centre code (中心編號)] will be sent to the service provider prior to the questionnaires delivery. The service provider is required to report to the ERB on the status update of questionnaires delivery from the courier / operator within 2 working days upon the receipt of questionnaires.	11		
Questionnaires from the same class are packed within a sealed envelope with a standard label thereon. Information including course code (課程編號), class (班別), training centre code (培訓中心編號), company chop (機構印章), signature of staff (職員簽署), application number (申請編號) and signature of trainees (學員簽署) are shown on the label. Information checking is required to be done by the service provider. The service provider is required to report the checking result to the ERB within 2 working days upon the receipt of questionnaires.	12		

<sup>\*</sup> Detailed description and reference should refer to corresponding items in the Service Requirement

Requirement	Reference*	Yes	No
Service Arrangement (continued)			-
Upon completion of data processing for each batch, the service provider is required to send a checklist to the ERB indicating the classes with data input completed. Indication of classes with open-ended questions should be included in the checklist.	13		
Scanning of 4-5 classes of envelope labels within the same batch has to be done by the service provider and soft copies to be sent to the ERB for quality assurance purpose. The ERB may specify the classes that scanning of envelope labels should be done.	14		
At least 1 contact point (contact person) of the service provider has to be arranged for the daily communications and operations with the ERB.	15		
For each batch, the service provider is requested to submit the data files and double entry records / files within 5 working days upon receipt of questionnaires from the courier / operator. Scanned images of questionnaires and envelope labels should be sent to the ERB within 2 working days upon request from the ERB.	16		
Cost			
The quotation should state the <u>cost PER questionnaire processed</u> and the <u>same unit cost should be applied for all 4 sets of questionnaires</u> . The actual total project fee will therefore be the product of the unit cost stated in the quotation and the actual number of questionnaires processed during the contract period.	17		
The cost quoted should reflect, and inclusive of, all the costs and expenses incurred in relation to or as a result of delivering the services described in the "Service Requirements".	18		
<ul> <li>Payment will be made on quarterly basis:</li> <li>Payment for services between April and June 2024 will be made in July 2024;</li> <li>Payment for services between July and September 2024 will be made in October 2024;</li> <li>Payment for services between October and December 2024 will be made in January 2025;</li> <li>Payment for services between January and March 2025 will be made in April 2025.</li> </ul>	19		
Miscellaneous			
The appointed service provider is required to attend a meeting with the ERB upon commissioning of the service to discuss the service details. Progress meetings may be required, if necessary.	20		
The appointed service provider is required to keep the questionnaires and envelopes processed for 6 months. The ERB reserves the right to collect back the above materials during the 6-month period. All materials should be destroyed properly before disposal.	21		

<sup>\*</sup> Detailed description and reference should refer to corresponding items in the Service Requirement

## **Section B**

Please quote the unit cos Service Requirement:	st for delivering the services according to the requirements set out in the
	HK\$ (Unit Cost)
	tal project cost will be the product of the unit cost stated above and the umber of questionnaires processed during the contract period.
Section C	
Consultant / Company /	Organisation:
Name of Consultant / Company / Organisation	:
Name and Signature of Authorised Person	:
	(Name in block letters and, where applicable, company chop)
Date	:
Contact Person of the C	ompany:
Name	:
Title	:
Email Address	:
Tel. No.	:
Fax. No.	:
Address	:

## **CONSENT TO DISCLOSURE**

To: The Employees Retraining Board

## DATA PROCESSING FOR "COURSE EVALUATION SURVEY 2024-25"

We,		, hereby
[Name of the Bidder in BLOCK LETTERS]		
irrevocably authorise, consent and agree that if th	e Employees Retrain	ing Board (hereafter
"ERB") agrees to engage us to carry out the caption	oned, the ERB may, v	whenever it considers
necessary in the public interest, and without any furth	ner reference to us, dis	sclose to any relevant
person in such form and manner as the ERB deems fi	t the fees payable by t	the ERB for engaging
us.		
We hereby waive and forego our right, if any,	to make any claims ag	ainst the ERB for any
loss, damages, costs, charges, liabilities, demands, pr	oceedings and actions	that may arise out of
or in consequence of such disclosure by the ERB.		
Dated this day of _	2024	ŀ
* SEALED with the Common Seal of	)	
	)	affix common
	)	seal of the Bidder
[Name of the Bidder in BLOCK LETTERS]		
and	)	
SIGNED by	)	
	)	
	)	
[Name(s) of the signator(ies)],		
the director(s) of the Bidder in the presence of:-	)	
Signature of Witness:		
Name of Witness:		

<sup>\*</sup> To be adopted if the Bidder is a limited company.

To: The Employees Retraining Board

[Signed for and on behalf of the Bidder]<sup>2</sup>

Dear Sir/Madam,

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#### DATA PROCESSING FOR "COURSE EVALUATION SURVEY 2024-25"

## **Confirmation Letter for Compliance with Anti-Collusion Clauses in Quotation**

we,
[Name of the Bidder in BLOCK LETTERS] <sup>1</sup>
[Address of the Bidder] <sup>1</sup>
refer to our quotation for the above Contract.
We confirm that before we sign this confirmation letter, we have been explained on and fully understood the anti-collusion clauses in the quotation.
We confirm that as at the time of submission of this letter and other than the Excepted Communications referred to in the last paragraph of this letter we had not communicated to any person other than the Employees Retraining Board (hereafter "ERB") the amount of any quotation, adjusted the amount of any quotation by arrangement with any other person, made any arrangement with any other person about whether or not we or that other person should quote or otherwise colluded with any other person in any manner whatsoever and undertake that at any time thereafter in the tendering process for the above Contract until the bidder is notified by the ERB of the outcome of the quotation exercise and other than the Excepted Communications referred to in the last paragraph of this letter we will not communicate to any person other than the ERB the amount of any quotation, adjust the amount of any quotation by arrangement with any other person, make any arrangement with any other person about whether or not we or that other person should quote or otherwise collude with any other person in any manner whatsoever.
In this letter, the expression "Excepted Communications" means our communications in strict confidence with our own insurers or brokers to obtain an insurance quotation for computation of tender price and communications in strict confidence with our consultants or sub-contractors to solicit their assistance in preparation of tender submission.

- 1. Where the bidder comprises two or more persons or companies acting in partnership, joint venture or otherwise, this part in square brackets should be expanded to include the respective names and addresses of such persons or as the case may be companies.
- 2. Where the bidder comprises two or more persons or companies acting in partnership, joint venture or otherwise, all such persons or as the case may be companies must sign. The signatory for each of such persons or companies shall be a person authorized to sign the contract on behalf of that person or as the case may be company.