

### 證書(單元：調解實務)

課程編號：HB030A

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報名代碼：2155-HB030A

☎ 2508 8862

✉ priscilla.lau@hkuspace.hku.hk

完成此40小時的課程後當符合香港調解資歷評審協會有限公司(HKMAAL)認可的第一階段訓練，學員可進一步報考HKMAAL的第二階段模擬調解考試，以獲取認可綜合調解員的資格。

**R** 持有認可大學頒發的學士學位或其他同等學歷(報讀人士需提供學歷證明)。

課程資訊

HK\$16,000

4個星期

粵語，輔以英語

資歷架構級別：6 資歷名冊登記號碼：14/003658/L6  
資歷名冊登記有效期：2015年3月13日 - 持續有效



### 提昇企業領袖才能；奠下企業成功基石

課程編號：DRES9014

S

☎ 2508 8862

✉ priscilla.lau@hkuspace.hku.hk

是次課程中，導師會分析不妥善解決的職場衝突會如何演化成企業的危機，對企業產生的潛在成本及影響，與及最終如何妨礙企業的發展和營運效率。另外導師亦會示範有才能的領袖如何透過調解的技巧，讓員工從衝突對抗的立場轉化為協作及解決問題的態度。

HK\$1,380

1日

### 調解技巧：提昇醫護人員處理投訴和職間衝突

課程編號：DRES9017

S

☎ 2508 8862

✉ priscilla.lau@hkuspace.hku.hk

是次課程中，導師會分析職場衝突的成因，如何演化成部門或機構的危機。繼而讓學員練習不同的調解技巧處理投訴和職間同事的衝突。

HK\$1,500

1日

### Mediation Practice

Programme Code: SC507A

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Application Code: 2160-SC507A

☎ 2508 8862

✉ priscilla.lau@hkuspace.hku.hk

The Mediation Practice courses are all submitted to Hong Kong Mediation Accreditation Association Limited (HKMAAL) for accreditation as meeting Stage One training requirements and each course is individually accredited. Students need to further complete two HKMAAL simulated general (non-family) mediation cases to become accredited general mediators.

**R** Applicants shall hold a bachelor's degree awarded by a recognized university or equivalent qualification.

If the degree or equivalent qualification is from an institution where the language of teaching and assessment is not English, applicants shall provide evidence of English proficiency such as:

- an overall band of 6.0 or above with no subtests lower than 5.5 in the IELTS; or
- a score of 550 or above in the paper-based TOEFL, or a score of 213 or above in the computer-based TOEFL, or a score of 80 or above in the internet-based TOEFL; or
- HKALE Use of English at Grade E or above; or
- HKDSE Examination English Language at Level 3 or above; or
- equivalent qualifications.

HK\$16,000

3 weeks

English

### 調解入門之投訴處理

課程編號：DRES9005

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報名代碼：2090-1419NW

☎ 2508 8862

✉ priscilla.lau@hkuspace.hku.hk

香港經濟由服務性行業主導，管理人員經常需要處理投訴，此課程教授學員如何處理投訴，有助應付日常工作所需，技巧亦可應用於生活不同範疇。

HK\$1,200

1日

粵語

### Representing Your Organization in Mediation

Programme Code: DRES9004

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☎ 2508 8864

✉ wella.chau@hkuspace.hku.hk

After the implementation of Civil Justice Reform in Hong Kong, most disputants have to attend mediation meeting before their cases are presented in the court and executives are often required to represent their own organization in the mediation. Good preparation is half way to success and executives have to prepare for a successful mediation meeting whenever dispute arises.

HK\$680

1 day

### Mediation Skills Enhancement Course

Programme Code: DRES9001

S

☎ 2508 8864

✉ wella.chau@hkuspace.hku.hk

Graduates of the Mediation Practice course might plan to obtain accreditation as a member of the Hong Kong Mediation Accreditation Association Limited (HKMAAL) General Panel of mediators. This skills enhancement course provides chances of practice coached by experienced mediators.

HK\$3,200

2 days

NCR<sup>1</sup>

This is an exempted course under the Non-Local Higher and Professional Education (Regulation) Ordinance, 根據《非本地高等及專業教育(規管)條例》，本課程屬獲豁免課程。

NCR<sup>2</sup>

These are exempted courses under the Non-Local Higher and Professional Education (Regulation) Ordinance, 根據《非本地高等及專業教育(規管)條例》，這些課程屬獲豁免課程。

NCR<sup>3</sup>

The course operator is applying for exemption under the Non-local Higher and Professional Education (Regulation) Ordinance, 課程主辦人正根據《非本地高等及專業教育(規管)條例》辦理豁免註冊手續。It is a matter of discretion for individual employers to recognize any qualification to which this course may lead. 個別僱主可酌情決定是否承認本課程可令學員獲取的任何資格。