



## 綜合調解員培訓課程 General Mediator Training Course

### 香港和解中心簡介:

香港和解中心於1999年成立，獲香港特別行政區確認為慈善機構，是香港首家取得非牟利身份的調解組職。香港和解中心專注發展社區調解服務，希望推廣以調解去解決紛爭，透過中心的服務和活動，推動香港邁向成為一個和諧社會。

### 40小時綜合調解員培訓課程內容包括：

- ◆ 介紹何謂爭議，調解的定義及另類解決爭議的方法
- ◆ 調解的基本概念、趨勢及前景
- ◆ 調解程序 1：調解的步驟、開場白、應用範圍
- ◆ 調解程序 2：調解的步驟、聯席會議、獨立會議及共同探討細節
- ◆ 了解個人價值觀、偏見及歧視
- ◆ 調解技巧：溝通及提問技巧
- ◆ 調解技巧：聆聽技巧、身體語言的運用
- ◆ 調解技巧：促進技巧、重塑技巧、充權、談判技巧、打破僵局、消除最後分歧
- ◆ 合約的基本概念，經調解的和解協議及其他有關的文件
- ◆ 調解守則，調解條例
- ◆ 調解員專業守則及操守

### 學費:

港幣 13,000 元正

### 導師:

香港和解中心資深主任導師及助理導師  
(導師資歷均已獲調評會認可)

### 上課模式及語言:

以課堂形式進行，並透過小組討論、真實個案分享、小組角色扮演講授調解技巧  
教授語言以粵語為主，英語為輔（教材以英文為主）

### 上課日期:

課程編號 C19: 2014 年 8 月 23, 30 及 9 月 6, 20, 27 日(逢星期六，共 5 堂, 13/9/2014 暫停上課)

### 上課時間:

9:15a.m. - 6:45p.m.

### 上課地點:

香港灣仔軒尼詩道 245-251 號守時商業大廈 21 樓

### 截止報名日期:

2014 年 8 月 6 日

\*本中心於有需要時有權更改任何原定課程、上課時間、地點及內容

查詢: 香港和解中心 電話: 2866 1800 / 3622 2178 傳真: 2866 1299

網址: [www.mediationcentre.org.hk](http://www.mediationcentre.org.hk) 電郵: [admin@mediationcentre.org.hk](mailto:admin@mediationcentre.org.hk)





香港和解中心

Hong Kong Mediation Centre

www.mediationcentre.org.hk

Tel: 2866 1800 Fax: 2866 1299

由本中心填寫 For HKMC use only

Admitted  Rejected  Waiting list

Paid by cheque no.: \_\_\_\_\_

Paid by bank transfer

Receipt Date: \_\_\_\_\_

綜合調解員培訓課程報名表格 General Mediator Training Course Enrolment Form

請於填寫本報名表格前細閱背頁之申請須知 Please read the "Notes for Application" overleaf carefully before completing this form.

請以正楷填寫此表格 Please complete this form in BLOCK LETTERS

課程編號 Course code : C19

香港身份證號碼 HKID Card No: \_\_\_\_\_ ( )

稱謂 Title:  先生 Mr  小姐 Miss  太太 Mrs  女士 Ms 中文姓名 Name in Chinese: \_\_\_\_\_

英文姓名 Name in English: 姓氏 Surname \_\_\_\_\_ 名字 First Name \_\_\_\_\_

(中英文姓名必須與香港身份證相同 Both Chinese and English name must be the same as shown on HK ID card)

出生日期(月/年) Date of Birth (mm/yy): \_\_\_\_\_

職業 Occupation: \_\_\_\_\_ 工作機構 Name of Employer: \_\_\_\_\_

聯絡電話 Contact No.: 手提 Mobile: \_\_\_\_\_ 住宅 Home: \_\_\_\_\_ 辦公室: \_\_\_\_\_

電郵 E-mail: \_\_\_\_\_

通訊地址 Correspondence Address: \_\_\_\_\_

最高教育程度 Highest Achieved Education Level:

大專 Post-Secondary  大學 University  研究院或以上 Postgraduate or above  其他(請註明) Others \_\_\_\_\_

學歷及專業資格 Academic and Professional Qualifications:

由月/年 From MM/YYYY	至月/年 From MM/YYYY	頒授機構 Issuing Authority	學歷/專業資格 Academic/Professional Qualifications	頒發日期 Date of Issue

請填妥表格連同學歷證明副本及支票(支票付款抬頭寫香港和解中心), 寄回:

香港和解中心: 香港灣仔軒尼詩道 245-251 號守時商業大廈 21 樓

Please complete and send this application form with a cheque made payable to "Hong Kong Mediation Centre Ltd." to:

Hong Kong Mediation Centre : 21/F, Success Commercial Building, 245-251 Hennessy Road, Wan Chai

## 注意事項 IMPORTANT NOTES

1. 除非因課程額滿或取消，學員所繳學費將不獲退回。學員不論上課與否，已繳學費，恕不退還。Regardless of whether applicants have attended classes or not, fees paid are not refundable unless the enrolled course is full or cancelled.
2. 若報名人數不足或在特殊情況下，本中心有權取消該課程，並於有需要時更改任何原定課程之導師、上課時間及地點。HKMC reserves the right to cancel the course due to insufficient enrolment or other unforeseen reasons, and make alteration regarding trainers, class locations and class schedules if necessary.
3. 課程完畢後，出席率達 100%及課程末考試合格之學員可獲香港和解中心頒發『綜合調解員培訓證書』。憑此「綜合調解員培訓證書」之學員可自行報考由香港調解資歷評審協會有限公司（“調評會”）統籌的認可綜合調解員評核。考生成功通過調評會考核後，可申請成為調評會的“綜合調解員”及本中心的“專業調解會員”。申請人如欲報考調評會統籌的資歷評核，必須具備至少三年全職工作經驗。有關調評會最新評核試要求及費用詳情，請瀏覽調評會網站。Upon the completion of the 40-hour mediation training course, a “Certificate of General Mediator Training Course” will be issued to students who have achieved 100% attendance rate and have passed course-end assessment. With this Certificate, students can apply directly with the Hong Kong Mediation Accreditation Association Limited (“HKMAAL”) for attempting accreditation. Successful accreditation will lead to qualification of “General Accredited Mediator” and are eligible to apply for admission to HKMAAL and HKMC Panel List. Applicants who attempt Accreditation of the HKMAAL must have at least 3 years full-time working experience. Further details on the accreditation requirements and fees, please refer to HKMAAL’s website. [http://www.hkmaal.org.hk/en/HowToBecomeAMediator\\_G.php](http://www.hkmaal.org.hk/en/HowToBecomeAMediator_G.php)
4. 如有任何爭議，香港和解中心保留最終決定權。In case of disputes, Hong Kong Mediation Centre reserves the right to make final decision.

## 個人資料收集聲明 Personal Information Collection Statement

1. 本申請表內之有關個人資料將供作為處理報讀課程申請事宜之用，但若你未能提供有關資料，我們可能因此不能處理你的報名及與你聯絡。如申請者不獲取錄，本中心將於 3 個月內銷毀一切有關個人資料。Personal data provided in this application form will solely be used for the admission process. However, failure to provide such data may make it impossible to process your registration and communicate with you. All such data will be destroyed within 3 months should the application be unsuccessful.
  2. 此報名表格內所提供的個人資料將供本中心職員向申請人推廣中心最新資訊，包括任何舉辦之活動、開辦之課程、各項優惠及服務。這些個人資料不會轉交予中心以外的機構作上述用途。The personal data provided in this form will be used by HKMC staff for delivering information including any events and functions to be held, courses to be organized, discount, benefit and services offers. This personal data will not be transferred to other external parties for purposes as stated above.
  3. 根據個人資料(私隱)條例，申請人有權查閱及更改其個人資料。申請人如須查閱或更改其個人資料，請向本中心提交書面申請。Under the provisions of the Personal Data (Privacy) Ordinance, applicants have the right to request access to and correction of their personal data. Applicants wishing to access or make corrections to their data should submit written requests to Hong Kong Mediation Centre.
- 如閣下不欲接收此聲明第二項所述的資訊，請於空格內填上「✓」號。If you do not wish to receive information as stated in point 2 of this statement, please indicate your objection by ticking the box.

## 申請人聲明 Applicant’s Declaration

本人謹此聲明在此報名表格及隨附文件所載的資料均屬完整真確。本人已細閱、明白及同意「個人資料收集聲明」及「注意事項」  
I declare that all information provided in this enrolment form and the attached documents are accurate and complete. I have noted, understood and agreed to the contents of the Personal Data Collection Statement and “Important Notes”

簽名 Signature: \_\_\_\_\_

日期 Date: \_\_\_\_\_