

香港義工學院

Hong Kong Institute of Volunteers

本局成立的「香港義工學院」(學院)，是香港首間致力發展義務工作培訓，提升義工服務質素的學院。年內共舉辦195項課程，培訓近26,500人次，服務的滿意度超逾九成，在新常態下學院仍維持高質素的培訓服務。

在充滿挑戰的環境下，學院積極開拓網上學習平台，注入科技元素，如線上另類實境遊戲、線上體驗式互動短片及線上解謎遊戲等，以提升網上培訓的互動及效益，讓義工、義工領袖及管理人員透過網絡繼續接受各種培訓服務。同時，學院更開設YouTube頻道，與市民大眾分享義務工作相關議題的資訊短片，讓行義進一步融入生活。

學院YouTube頻道
IoV YouTube Channel



AVS Hong Kong Institute of Volunteers (IoV) is a pioneer facility dedicated to enhancing the quality of volunteer service by the provision of volunteer training programmes. Under the new normal, a total of 195 training courses were delivered during the year to around 26,500 participants, 90% of whom were satisfied with the quality of our training.

Under the challenging environment, IoV has developed new online learning modes such as Alternate Reality Game, Online Interactive Videos and Online Puzzle Game, allowing volunteers, volunteer leaders and management to continue with their training. The launch of IoV YouTube Channel was also an effective means to spread the spirit of volunteerism and to share related news and stories with the public.

義工資訊網

「義工資訊網」電子互動平台於2007年設立，為各界提供本地及海外最新的義務工作資訊。為配合服務使用者的需要，於2016年及2019年分別增設Facebook專頁及Instagram帳戶，更於2020年全面更新網頁，讓義工更方便搜尋義務工作資訊。年內製作「資訊科技與義務工作」及「義務工作如何支持可持續城市的發展」義工專輯，並出版「網絡會議之潛在危機」及「義工網上培訓：設計指南」，為舉行網上培訓及活動提供參考指引。「義工資訊網」於年內透過3個平台合共吸引12多萬人次瀏覽。

義工資訊網
Volunteer Link



Facebook



Instagram

Volunteer Link

To share the latest local and overseas information on volunteering, the online platform – Volunteer Link (V-Link) was launched in 2007 and had its Facebook page and Instagram account set up in 2016 and 2019 respectively. To make easy the search of volunteer information, the V-Link webpage was revamped in 2020. In the year, journals with the theme 'Information Technology x Volunteering' and 'Volunteering for Sustainable Cities' were published while 'Potential Risks in Online Meeting' and 'Reference Guide for Volunteer Online Training' were also shared on the platforms. The V-Link received over 120,000 hits in the year.

VQ「行義生活台」

縱使新型冠狀病毒肆虐，學院繼續推展網上學習，年內推出「行義生活台」，一連製作9段以「綠色行義」為題的影片，教授以循環再用材料製作小家品、錢包及掛飾等，並鼓勵義工把製成品送贈有需要人士，發揮行義精神，影片總觀看人次超過6,000。

4C 青年義工領袖計劃

計劃自2009年開展，透過4C發展模式（Confidence自信、Care關懷、Commitment承擔、Courage勇氣），培育青年的健全品格及公民意識，以達致全人發展。計劃亦協助學校於校內建立核心義工團隊，並支援青年義工領袖推動及組織校內同學參與義工服務，推廣義工精神，讓學生關心弱勢社群的需要。

本年度以「行義・裝備中」為主題，聚焦於青年作為義工領袖的成長，協助青年認識及裝備自己，從多方面探索自我、服務對象及社區的需要，增強技能和經驗，同時開拓服務設計的創新思維，成為有抱負及能幹的青年義工領袖，提供具質素的「真・服務」。

年內成功協助21間中學建立22隊青年義工領袖團隊，培訓逾350位青年義工領袖。基於大部份主體活動如團隊迎新日、聯校培訓營及聯校服務日等，受疫情影響未能如常舉行，計劃作出了全新嘗試，製作「4C Online! 行義研習室」，內容包括「YouTube體驗式互動短片」、「4C Online! 另類實境解謎遊戲」、「4C行義・星座大調查」及「Instagram互動式行義故事」，以協助青年義工清晰自己行義方向，裝備行義所需的知識、技能及態度。

Volunteering Channel

Amidst the pandemic, the Institute launched the Volunteering Channel to promote online learning. Nine thematic videos on 'Green Volunteering' were produced, teaching volunteers handicraft skills to make household items, wallets and ornaments out of recycled materials. To embody the spirit of volunteering, the volunteers were encouraged to share their products with people in need. The videos generated more than 6,000 views.

4C Youth Volunteer Leadership Project

The Project was launched in 2009. Through the 4C (Confidence, Care, Commitment, Courage) development model, it fostered the youth's holistic development and nurtured their all-rounded personalities and civic awareness. The Project also facilitated schools to build student volunteer teams and supported the youth volunteer leaders to mobilize their fellow schoolmates to volunteer, in order that the spirit of volunteerism could be cultivated and students would care more about the needs of the disadvantaged.

With the theme of 'Volunteering x Gearing Up', this year's programme focused on leadership development of young volunteers, encouraging them to actualize their own potential and to build capacity to meet the needs of service recipients and the communities. Students were taught creative thinking skills to design "real services" that address the areas of need at its core.

During the year, 21 secondary schools joined the programme by setting up in total 22 youth volunteer leader teams, allowing more than 350 youth volunteers to receive leadership training. While the viral outbreak brought a lot of challenges to the on-site training and service activities, the Project initiated '4C Online! Volunteering Study Room'. Various kinds of online activities, such as '4C YouTube Interactive Videos', '4C Online! Joint-School Alternate Reality Game', '4C Horoscopes Video x Volunteering' and 'Instagram Interactive Volunteering Story' were organized to assist the students in finding their volunteering direction, equipping them with the necessary knowledge, skills and mindset.

此外，計劃更安排多項線上服務及活動，方便青年義工在家行義，包括擔任「公民科學家」，協助點算加拿大白鯨、倫敦雀鳥數量及肯亞動物種類、分析火星地形、分析德國集中營倖存者資料。並參與線上導賞團，認識露宿者服務。而學生義工團隊亦積極運用所學，於疫情下策劃及籌備各類型線上及實體的義工服務，包括為長者舉行新春慶祝活動、與小朋友進行線上旅行、清潔狗場及沙灘等，共提供超過3,600小時的服務。

A variety of online services and activities were arranged to let young volunteers contribute from home. Through the service 'Citizen Scientist', they participated by taking statistics of wild animals in Canada, UK and Kenya, analyzing the areography of Mars, and organizing information of concentration camps survivors to support scientific research. Volunteers also joined the online guided tour to learn about services for the homeless. In addition, the teams actively applied what they had learned to organize various kinds of online and face-to-face volunteer services, including the Chinese New Year celebrations for elderly, online sightseeing with children, the cleaning up of dog shelters and beaches, altogether contributing over 3,600 hours of service.

參與學校 (2020-2021)	Participating Schools (2020-2021)
庇理羅士女子中學	Belilios Public School
中華基督教會基智中學	CCC Kei Chi Secondary School
天主教喇沙會張振興伉儷書院	Chong Gene Hang College
基督教宣道會宣基中學	Christian and Missionary Alliance Sun Kei Secondary School
五邑司徒浩中學	FDBWA Szeto Ho Secondary School
香港四邑商工總會陳南昌紀念中學	HKSYC & IA Chan Nam Chong Memorial College
旅港開平商會中學	Hoi Ping Chamber of Commerce Secondary School
聖母無玷聖心書院	Immaculate Heart of Mary College
賽馬會萬鈞毅智書院	Jockey Club Man Kwan EduYoung College
九龍工業學校	Kowloon Technical School
九龍真光中學	Kowloon True Light School
葵涌循道中學	Kwai Chung Methodist College
羅定邦中學	Law Ting Pong Secondary School
世界龍岡學校劉皇發中學	Lung Kong WFSL Lau Wong Fat Secondary School
民生書院	Munsang College
保良局董玉娣中學	Po Leung Kuk Tang Yuk Tien College
嘉諾撒培德書院	Pui Tak Canossian College
伊利沙伯中學舊生會中學	Queen Elizabeth School Old Students' Association Secondary School
聖芳濟各書院	St. Francis of Assisi's College
東華三院馮黃鳳亭中學	Tung Wah Group of Hospitals Mrs Fung Wong Fung Ting College
華英中學	Wa Ying College

以學校英文名稱排序
Schools listed in alphabetical order



學生投入參與義工服務
Students actively participated in volunteer services



專題講座及分享會

學院經常邀請專業人士和義工領袖主持專題講座及工作坊，本年度無懼疫情影響，由實體走到線上，課題涵蓋廣泛，包括網絡會議安全、限聚令下的慈善服務、良好管治文化、防止性騷擾、非牟利機構的宣傳策略、企業義務工作的可持續發展及策略，以及如何維持身心靈健康等。此外，為提升義工服務技巧，學院更首辦「服務特殊教育需要兒童證書課程」，並舉辦第2屆「服務健智人士義工證書課程」。

Seminars and Workshops

The Institute engaged professionals and experienced volunteer leaders to speak on selected topics. Under the pandemic, the seminars and workshops went online and covered a wide range of topics, including online conferencing security, NGOs' services under the prohibition on group gathering, corporate governance, prevention of sexual harassment, NGOs' effective ways of promotion, sustainable development and strategies of corporate volunteering, and ways to maintain physical and mental health, etc. Moreover, to develop the competence of volunteers, IoV launched the pilot 'Online Certificate Course of Service Skills for Children with Special Educational Needs (SEN)' and delivered the '2nd Certificate Course on Serving the Dementia' via online platform.

特約培訓

因應不同機構和團體的需要，學院為義工、義工領袖及管理人員量身設計各類培訓項目，包括義務工作基礎培訓、服務技巧培訓、領袖培訓，及義務工作管理學培訓，以提升義工服務的質素和成效。年內使用特約培訓服務的機構合共56間，包括香港金融管理學院、廉政公署、香港公共關係專業人員協會、新世界發展有限公司、香港中文大學及香港工程師學會等，各項課程均由具有豐富義工管理及培訓經驗的人員教授，以確保質素。學院更增設線上授課形式予服務使用機構選擇，年內共提供超過80節線上培訓，效果相當理想。



學院為不同界別的機構團體量身設計各類培訓項目
The Institute tailor-made training courses for organizations from various sectors

Specialized Training Programmes

Under the Specialized Training Programmes, basic volunteer training, service skills training, leadership and volunteer management training are tailor-made for volunteers, volunteer leaders and administrators according to their needs. During the year, a total of 56 organizations were served, including Hong Kong Financial Services Institute, Hong Kong Independent Commission Against Corruption, Hong Kong Public Relations Professionals' Association, New World Development Co Ltd, The Chinese University of Hong Kong and The Hong Kong Institution of Engineers, etc. To ensure quality, all training programmes were conducted by qualified and experienced trainers. In addition, the introduction of online training mode was well received by service users, with over 80 sessions conducted in the year.



「義務工作管理學」 大專培訓計劃

隨著義務工作的普及，大專學生於未來工作上會有很多機會接觸或發展義工團隊。為支援大專院校課程，學院於2017年推出「義務工作管理學」大專培訓計劃，教授義工管理及組織義工服務的知識及技巧。年內為香港高等教育科技學院的運動及康樂管理學系學生提供培訓。

「耆義人生」義工領袖 培訓計劃

「老有所屬、老有所養、老有所為」一直是香港安老服務的願景；而推廣年長人士參與義務工作是本局發展方向。為此，學院於2018年起推出「耆義人生」義工領袖培訓計劃，透過和長者服務中心合作，推動年長人士積極參與義務工作，並成為義工領袖，使其發揮所長，實踐「老有所為」。年內約500位長者義工接受培訓。

「義工小領袖」 網上證書課程

為鼓勵學生於疫情期間『停課不停學』，學院首次為本港小三至小六學生推出「義工小領袖」網上證書課程，讓他/她們安坐家中也可學習義務工作的基本知識及技巧，培育義工精神。課程自推出後反應熱烈，超過650名學生參與。

Volunteer Service Management – Tertiary Education Programme

With volunteer service gaining increasing popularity, post-secondary school students will have ample opportunities to work with or develop volunteer teams. To complement the post-secondary curriculum, the Institute started a 'Volunteer Service Management – Tertiary Education Programme' in 2017, to equip students with the knowledge and skills on volunteer service management. In the year, students of the Faculty of Sports and Recreation Management of Technological and Higher Education Institute of Hong Kong received the training.

Senior Volunteer Leadership Training Programme

The promotion of older people's sense of belonging, security and worthiness is the mission of Hong Kong's elderly services, which is also in alignment with AVS' strategic direction to engage more elderly volunteers in service. Since the launch of the 'Senior Volunteer Leadership Training Programme' in 2018, we have been partnering with elderly centres to develop volunteer leadership skills for older people, unleashing their potential in serving the community and, along the way, strengthening their sense of worthiness. During the year, nearly 500 elderly volunteers were trained, achieving very positive results.

Junior Volunteer Leader Online Certificate Course

To encourage students to keep learning while classes were suspended, the Institute piloted the 'Junior Volunteer Leader Online Certificate Course' for primary 3 to 6 students. Through the course, the students learnt at home the basic knowledge and skills of volunteering. The course has since trained more than 650 students.