

香港義工學院

Hong Kong Institute of Volunteers

「香港義工學院」（學院）是香港首間致力發展義務工作培訓及提升義工服務質素的專業學院。年內共舉辦 365 項課程，培訓近 38,000 人次，逾九成服務使用者表示滿意。

學院致力發展多元化的培訓項目，積極推廣予不同人士，去年其網上學習平台、YouTube 及社交媒體總瀏覽量接近 180,000 次，並創辦了以義工訪談及義工故事為主題的播客 (Podcast)。上述各項有助提升了義工、義工領袖及義工管理者的參與度，弘揚義務工作精神。

學院為不同機構提供實務培訓，包括為「第十五屆全國運動會香港義工計劃」（十五運會義工計劃）、深圳大學公益慈善研究院、深圳南山區志願者聯合會、澳門善明會及香港教育大學提供旗艦課程——「義務工作管理學培訓課程」。同時，透過內地、大灣區及海外地區策略性合作，進一步推動義務工作跨區域的知識交流。此外，學院亦舉辦了多項計劃，如「民青局—聯合國義工實習計劃」及「行義青年大灣區全方位考察團」，以提升青年的能力。

The Hong Kong Institute of Volunteers (IoV) is a pioneering institute dedicated to enhancing the quality of volunteer service through the provision of volunteer training programmes. During the year, a total of 365 trainings were delivered to almost 38,000 participants, with a satisfaction rate exceeding 90%.

IoV developed an integrated online learning initiative, successfully expanding outreach to diverse audiences with nearly 180,000 total views across the IoV Online Learning Platform, YouTube, social media, and a pioneering podcast featuring volunteer interviews and stories. This initiative strengthens engagement among volunteers, leaders, and managers, thereby fostering the spirit of volunteerism.

IoV delivered practical training for various organisations, including its flagship Volunteer Service Management Training for the Hong Kong Volunteer Programme of the 15th National Games (NGVP), Institute for Philanthropy Shenzhen University, Shenzhen Nanshan District Volunteer Federation, Sin Meng Charity Association (Macau) and The Education University of Hong Kong. Strategic cross-border collaborations and partnerships further promote volunteerism and knowledge exchange across regions, including the Mainland, the Greater Bay Area (GBA), and overseas. Programmes such as the HYAB – United Nations Volunteer Internship Programme and GBA Youth Volunteering Expedition were organised to empower the young generation.



學院 YouTube 頻道
IoV YouTube Channel



學院舉辦「行義青年大灣區全方位考察團」，讓參與學生加深對大灣區發展的認識，並培養公民責任感與國民身份認同
IoV held the GBA Youth Volunteering Expedition from 15 to 17 July 2024, 20 students gained deeper understanding of the region's development and fostered civic responsibility and national identity through volunteer service



義工資訊網

「義工資訊網」透過不同的網上平台，包括網頁及社交媒體，為各界提供本地及海外義務工作資訊。年內製作了「義工專訪—【非組織義務工作】Kitti 海洋清道夫」專輯，透過訪談探討非組織義務工作的特質與發展；並推出「義工流失與 Burnout」，分享義工倦怠的徵狀、分析常見成因，並提供預防性管理策略。此外，為了提升義工技能，義工資訊網出版了「同理安慰三部曲」及「義務工作 101」兩個參考指引。義工資訊網於年內共錄得逾 17 萬人次瀏覽。



義工資訊網
Volunteer Link

VQ「行義生活台」

學院積極透過線上平台推動自主學習，鼓勵大眾按個人需要、學習模式及時間，靈活增長知識。學習頻道推出兩段全新動畫影片：「什麼是義務工作？」及「如何有效留住義工？」。此外，一連 4 集的《健康行義》系列，邀請了四位資深義工分享其義務工作經驗、理念與實踐心得，並講解相關醫學及健康知識。連同頻道內 12 段精選影片，累計超過 33,000 觀看人次。



VQ「行義生活台」
Volunteering Channel

Volunteer Link

Volunteer Link (V-Link) provides information on local and overseas volunteering opportunities through its website and social media channels. During the year, two journals were published: 'Interview – "Informal Volunteering" Kitti Ocean Cleanup' and 'Volunteer Retention and Burnout'. These publications explored the characteristics and development of informal volunteering, as well as shared on burnout symptoms, addressing common causes, and implementing effective retention strategies. In addition, reference guides on 'The Three Pillars of Comfort with Empathy' and 'Volunteer Service 101' were published to enhance volunteers' skills. The V-Link

website recorded over 170,000 visits during the year.



「義工專訪 - 【非組織義務工作】Kitti 海洋清道夫」專輯
'Interview – "Informal Volunteering" Kitti Ocean Cleanup'

Volunteering Channel

IoV actively promotes learning through its online Volunteering Channel, encouraging the public to acquire new knowledge tailored to their individual needs, preferred learning methods, and time. The e-learning platform introduced two new animated videos: 'Introduction to Volunteerism' and 'Volunteer Retention'. Additionally, a four-episode series titled 'Health and Volunteerism' featured volunteers sharing their experiences, missions, and insights. Alongside the 12 existing videos on the channel, the content accumulated over 33,000 views.



動畫影片「什麼是義務工作？」（左）及「如何有效留住義工？」（右）以深入淺出的方式闡釋義務工作及管理概念
The animated videos 'Introduction to Volunteerism' (left) and 'Volunteer Retention' (right) provide clear and easy-to-understand concepts of volunteerism



健康行義由 4 位資深義工主講，涵蓋醫護人員、社企創辦人、心理學家及曾參與海外義工服務的學生，分享策劃和推動義務工作的心得

Health and Volunteerism featured four experienced volunteers, including a healthcare professional, a social enterprise founder, a psychologist, and a student with overseas volunteering experience, sharing valuable insights on planning and promoting volunteer services

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。計劃協助學校建立核心義工團隊，並支援青年義工領袖推動和組織校內同學參與義工服務，藉此推行行義精神及引導學生關注弱勢社群的需要。

本年度計劃以「行義·探索」為主題，由認識自我、團隊建立到了解社區，積極發掘並探索更多有不同需要的群體，與團隊一同創造別具一格的服務體驗。計劃鼓勵青年聚焦服務對象的需要，發揮創意及義工領袖的思維，策劃切合社會及受眾需要的「真·服務」。

年內成功協助 20 間中學建立青年義工領袖團隊，培訓 384 位青年義工領袖。各團隊積極運用所學，策劃並推行多元義工服務，涵蓋關懷長者、視障人士、兒童、單親家庭、孤兒及發展障礙青少年，提供超過 6,400 服務小時。

4C Youth Volunteer Leadership Project

The Project, launched in 2009, aims to foster the comprehensive development and civic consciousness of young people through the 4C development model — Confidence, Care, Commitment and Courage. It facilitates schools in establishing core volunteer teams and supports youth volunteer leaders in mobilising their peers to participate in volunteer services, thereby promoting the spirit of volunteerism and increasing awareness of the needs of the underprivileged.

Under the theme of 'Volunteering x Exploration', this year's programme guided students through a journey of self-discovery, team building, and community engagement, helping them to develop and practise their personal 4C leadership qualities. Students were encouraged to explore the genuine needs of service recipients and to apply creativity and a youth volunteer leader's mindset in planning meaningful 'real services' that addressed the needs of both the community and the needy served.

During the year, the setting-up of youth volunteer leader teams in 20 secondary schools was facilitated, and 384 youth volunteer leaders were trained. These leaders actively applied their knowledge to plan and organise a variety of volunteer services, including support for the elderly, visually impaired, children, single-parent families, orphans, and teenagers with developmental disorders. Over 6,400 hours of volunteer services were contributed.

參與學校 (2024-2025)	Participating Schools (2024-2025)
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
中華基督教會蒙民偉書院	CCC Mong Man Wai College
宣道會鄭榮之中學	Christian Alliance Cheng Wing Gee College
基督教宣道會宣基中學	Christian and Missionary Alliance Sun Kei Secondary School
香港四邑商工總會陳南昌紀念中學	HKSYC&IA Chan Nam Chong Memorial College
香港道教聯合會圓玄學院第三中學	HKTA The Yuen Yuen Institute No.3 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
民生書院	Munsang College
聖母書院	Our Lady's College
保良局董玉娣中學	Po Leung Kuk Tang Yuk Tien College
天主教崇德英文書院	Shung Tak Catholic English College
聖芳濟各書院	St. Francis of Assisi's College
聖馬可中學	St. Mark's School
東華三院馮黃鳳亭中學	TWGHs 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



學生積極投入參與聯校培訓和義工服務
Students actively participated in joint-school training and volunteer services

專題講座及分享會

學院定期邀請專家主講，持續以線上及線下模式，推出多元化講座、培訓及活動，講者來自不同機構，主題涵蓋心肺復甦法、自動心臟除顫器、護眼、國際義工服務、照顧行動不便人士技巧及認知障礙訓練玩具指導等。

「精神健康」繼續是學院關注的課題，年內舉辦多項講座，邀請臨床心理學家、精神科醫生、精神科護士、物理治療師及資深社工主講「敘事治療證書課程」、「正向心理學講座」、「非暴力溝通講座」、「表達藝術減壓放鬆工作坊」及「精神健康體驗館導賞之旅」等，以促進社區對有關課題加深了解，並提供有效的心理健康支援。

此外，為緊貼趨勢，學院亦舉辦「點子播眾：TED Talk 名師演講實戰堂」、「從死悟生：生死教育體驗工作坊」、「航天科技專題講座暨氣壓火箭製造工作坊」及「創意思維證書課程」，全年累計逾 3,200 名參與。

Seminars and Workshops

IoV regularly invites experts to conduct online and offline thematic workshops, sharing sessions, and training activities. Those featured speakers from various sectors enhanced participants' knowledge and skills in topics like cardiopulmonary resuscitation (CPR), automated external defibrillator (AED), eye care, international volunteering, caring for individuals with mobility impairments, toy facilitation for dementia, etc.

Mental health remains a cornerstone of IoV's training, talks and workshops led by clinical psychologist, psychiatrist, psychiatric nurse, physiotherapist, and experienced social workers. In the year, these topics deepened the understanding and promoted effective mental health support in the community in Narrative Therapy Certificate Course, Positive Psychology, Nonviolent Communication, Expressive Arts Therapy, and Mind Space at Castle Peak Hospital Guided Tour.

Additionally, to keep up with current trends, IoV organised a variety of training activities, including the TED Talk Master Class on Public Speaking, Aerospace Workshop, Life and Death Education, and Design Thinking Certificate Course. Throughout the year, these training sessions attracted a total participation of over 3,200.



心肺復甦法及自動心臟除顫器課程
'Save a life' CPR & AED Course



行義無邊界—認識照顧行動不便人士的技巧
Engineering & Medical Volunteer Services: Skills for Caring for Individuals with Mobility Impairments



點子播眾：TED Talk 名師演講實戰堂
TED Talk Master Class on Public Speaking



創意思維證書課程
Design Thinking Certificate Course

特約培訓

學院因應不同機構及團隊的需求，為義工、義工領袖及管理人員度身設計各項線上及線下培訓計劃，涵蓋義務工作基礎、服務技巧、領袖培訓及義務工作管理學。年內為 116 間機構及單位提供培訓服務，當中包括十五運會義工計劃、九龍巴士有限公司、香港醫學會慈善基金、香港奧林匹克之友、澳門善明會、嶺南大學及香港教育大學等。所有培訓課程皆由資深且具豐富經驗的職員及義務培訓員主講，以確保培訓達高質素水平。

Specialised Training Programmes

The Specialised Training Programmes are customised to meet the specific needs of individual organisations through both online and offline delivery. These programmes are tailored for volunteers, volunteer leaders, and management staff, covering volunteer fundamentals, service skills, leadership development, and volunteer management. During the year, 116 organisations were served, including NGVP, The Kowloon Motor Bus Co. Ltd., The Hong Kong Medical Association Charitable Foundation, Hong Kong Olympic Fan Club, Sin Meng Charity Association (Macau), Lingnan University and The Education University of Hong Kong. To ensure high quality, all programmes were conducted by IoV's qualified and experienced staff and volunteer trainers.



學院為十五運會義工計劃提供義務工作管理學培訓課程，為 230 名團體義工服務統籌提供專業訓練，提升義務工作管理效能
IoV provided Volunteer Service Management Training for the NGVP, delivering professional training to 230 volunteer service coordinators



學院為長者義工提供溝通及遊戲帶領技巧培訓
IoV conducted training on communication and gamification techniques for elderly volunteers



行義培訓與實踐課程：泥涌石灘清潔活動
Volunteer Training & Service Programme: beach cleanup at Nai Chung Pebbles Beach



學院為多間學校舉辦「銀髮生命旅程研究室」生死教育培訓
IoV provided life and death education training for schools through the Silver Hair Lifestyle Research Lab

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核心願景；而推廣年長人士參與義務工作亦為本局發展策略之一。為此，學院於 2018 年起推出「耆義人生」義工領袖培訓計劃，透過與長者服務單位的合作，積極推動年長人士投身義務工作，並提升他們作為義工領袖的能力，使其發揮所長，實踐「老有所為」。年內共培訓 240 人次。

Senior Volunteer Leadership Training Programme

Promoting the elderly's sense of belonging, security and worthiness has long been the mission of Hong Kong's elderly services. In line with this, one of the strategic directions of AVS is to encourage elderly engagement in volunteering. Since the launch of the Senior Volunteer Leadership Training Programme in 2018, IoV has partnered with elderly service units to advocate for active volunteering among the seniors. The programme aims to enhance their leadership abilities and strengthen their sense of worthiness. During the year, 240 senior volunteers were trained.

中學及大專院校行義培訓與實踐課程

學院透過揉合行義知識與實踐，舉辦長者服務、動物服務、環境保護及殘疾人士服務等多元服務體驗培訓，讓學生在真實環境中親身接觸不同群體，不僅運用所學，更深入了解社會需求，激發回饋社會的熱忱。年內，學院為 14 間中學及大專院校逾 500 名學生提供培訓，並獲得積極回響。

網上學習平台

學院於本年推出網上學習平台，提供多元化的學習資源及培訓課程。參加者可根據個人時間與進度，透過平台自主學習，使學習更加便捷高效，從而鼓勵持續進修，深化義務工作的認知及積極行義。年內學習人次近 2,500。

愛國教育網上問答比賽

學院於 2024 年 10 月至 2025 年 1 月期間舉辦「愛國教育網上問答比賽」。適逢國慶 75 周年，活動旨在深化參與者對國家發展歷程與成就的認知，並透過推廣義務工作理念，增強社會大眾的歸屬感，為社會帶來積極正面的影響。活動吸引逾 3,000 人踴躍參與。

Volunteer Training & Service Programme for Secondary and Tertiary Institute

Service learning activities enable students to engage with diverse groups in real-world settings, deepen their understanding of societal needs, apply their knowledge and skills, and foster a commitment to community service. Over the year, IoV provided training to more than 500 students from 14 secondary schools and higher education institutions, receiving highly positive feedback.

Online Learning Platform

IoV launched its Online Learning Platform offering a wide range of resources and training courses. Participants were able to access the platform anytime and anywhere, learning at their own pace and according to their individual schedule. This initiative enhanced the convenience and efficiency of learning, deepened understanding of volunteer service, and promoted continuous learning and active participation in community service. Nearly 2,500 learners registered during the year.

Patriotic Education Online Quiz Competition

IoV organised an Online Quiz Competition on Patriotic Education from October 2024 to January 2025. Coinciding with the 75th anniversary of National Day, the event aimed to deepen participants' understanding of the nation's development and achievements. By promoting volunteerism, the initiative aimed to strengthen the public's sense of belonging and foster a positive impact on the community. The competition attracted over 3,000 participants.



義務工作發展局網上學習平台
AVS Online Learning Platform