

高級和解員證書課程

課程編號：MC12P3

開課日期：2012年8月2日(逢星期四)

上課時間：7pm – 10pm [全期13課·共40小時]

上課日期：(待定)

*最後兩課，上課時間為6:30pm – 10pm

上課地點：觀塘鴻圖道52號百本中心15樓百本人才培訓學院

教授形式：以課堂形式為主，並透過影帶示範、討論、角色扮演及真實個案分享來進行。教授語言以粵語為主，英語為輔。教材以英文為主。

RN/EN 持續護理教育學分 CNE : 25 分

HCA/HW 持續醫護進修學分 CPD : 12.5 分

入學要求

- 中七、文憑或以上

課程費用：港幣 8,000 元正

報名行政費：港幣 100 元正 (行政費用將不獲退回)

課程內容

1. 製造「雙贏」局面遊戲
2. 介紹何為爭議，和解的定義及另類解決爭議的方法
3. 和解的基本概念、趨勢及前景
4. 和解程序 1：和解的步驟、開場白、應用範圍
5. 和解程序 2：和解的步驟、私下傾談及共同探討的細節
6. 和解員專業守則及操守
7. 了解個人價值觀、偏見及歧視
8. 和解技巧：溝通及提問技巧
9. 和解技巧：說話重塑技巧
10. 和解技巧：聆聽技巧、肢體語言的運用
11. 和解技巧：和解促進技巧及回答技巧
12. 組織、充權及談判技巧
13. 僵局、消除最後分歧
14. 合同的基本概念，和解協議書及其他有關的文件
15. 和解守則及其他和解方法和形式
16. 醫療疏忽及醫護衝突調解個案分析

報名辦法及詳情

填妥報名表格後，選以下其中一種方法繳付課程費用 (港幣 8100 元)：

方法1. 郵寄劃線支票至「九龍觀塘鴻圖道52號百本中心15樓 百本人才培訓學院」，支票抬頭請寫上：『BEST』。

方法2. 將課程費用存入匯豐銀行戶口(015-555741-838)，然後將收據連報名表格傳真至27781810或電郵至BEST@bamboos.com.hk。

方法3. 於辦公時間內(星期一至五，09:00 - 18:00)，親臨百本人才培訓學院辦理報名手續，以現金或支票形式繳付學費。

一經報名及繳費，除課程取消外，所繳之費用將不獲退回。

*注意：註冊護士及登記護士請附上有效執業證書(Practicing Certificate)，以獲發持續護理學分。

課程報名表格 Course Enrolment Form

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

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

每個報讀的課程須分別填寫報名表格 Please use separate enrolment form for each course to be enrolled

此表格可自行影印以用申請其他課程 This form can be photocopied for the purpose of enrolling in other courses

報讀課程 Course applied for:

課程編號 Course Code	MC12	課程名稱 Course Title	高級和解員證書課程
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甲部Part A: 個人資料 Personal Particulars

(須與香港身份證上資料相同·供頒發證書及核實身份之用·Must be the same as shown on HKID card.)

中文姓名 _____ 英文姓名 _____
Name in Chinese _____ Name in English _____

香港身份證號碼 _____ 出生日期 _____ 性別 _____
HKID Card No. _____ Date of Birth _____ Gender _____

手電 _____ 住宅電話 _____ 傳真號碼 _____
Mobile _____ Home Telephone _____ Fax _____

電郵地址 _____
E-mail Address _____

通訊地址 _____
Correspondence Address _____

最高教育程度 _____ 學校 _____ 畢業年份 _____
Highest Achieved Education Level _____ School _____ Year of leaving _____

現職公司 _____ 職位 _____ 辦事處電話 _____
Working Company _____ Position _____ Office Telephone _____

公司地址 _____
Office Address _____

緊急事故聯絡人 _____ 關係 _____ 電話 _____
Emergency Contact Person _____ Relationship _____ Phone _____

你從何得知本學院的課程資料? How did you receive the course information?

朋友 Friends 網頁廣告 Website 百本雜誌 BamBoOs! Life
 Facebook 報章廣告 Newspaper 百本通訊 Bamboos Email 其他 Others _____

乙部Part B: 繳費方法 Methods of Payment (詳情請參閱背頁 Please see overleaf of details)

現金 Cash

支票 Cheque · 支票號碼 Cheque No.: _____

銀行轉賬 (須附上銀行收據) Bank Transfer (Please attach the bank receipts)

丙部Part C: 聲明 Declaration

- 本人聲明此報名表格及隨附文件所載的資料·依本人所知均屬完整真確·資料如有失實·可被取消資格·並可能負上法律責任·I declare that all information provided in this enrolment form and the attached documents are the best of my knowledge, accurate and complete. Any false or misleading information therein shall lead to disqualification of my application for admission.
- 本人願意遵守 貴院所訂下的受訓章則·I consent I comply with all the Rules and Regulations stipulated by the School.
- 本人明白所繳交的一切費用·將不獲退還;本人亦不得轉讓學位予其他人士·I understand that the fees paid are not refundable and the studentship cannot be transferred from one person to another.
- 本人已細閱報名表格內之申請須知·並明白所有報名須知詳情均以 貴學院課程單張之最後更新版為依歸·I have read the 'Notes for Application' in this enrolment form and understood that the details of the Enrolment Guidelines are subject to revisions in the BEST prospectus.

申請人簽署 _____ 日期 _____
Applicant's Signature _____ Date _____

申請須知

報名程序

填妥的報名表必須連同所有有關資料副本 (如有註明) 及支票/銀行收據 (如有) · 傳真或郵寄 (請於信封面上註明「報名表格」) 或於辦公時間內交回本學院。申請將於報名表格、所有有關資料副本 (如有註明) 及繳費完整收受後才獲得處理。除特別通知外，申請人須依照課程手冊上之指定時間、日期和地點上課。本院將不會發出取錄通知書給申請人。若要求取錄通知書，學院將為每張取錄通知書收取行政費用港幣五十元。

繳費辦法

(i) 支票

如用支票，請以「BEST」名義抬頭，並加橫線，連同報名表格一併遞交。本院恕不接受期票。如報讀超過一個課程者，請分別填寫報名表及開列支票，及於支票背面寫上申請人英文姓名及課程編號。

(ii) 現金

可於辦公時間內(星期一至五，09:00-18:00)親臨本學院以現金繳費。

(iii) 銀行轉帳

申請人可轉帳至本學院的滙豐銀行戶口(戶口號碼：015-555741-838)，並須於轉帳後，將銀行入數紙連同報名表格一併交回/傳真/郵寄至本學院。

退款

除非因課程額滿、取消或於特殊情況下並得到本院同意，否則申請人不論上課與否，已繳之學費恕不退還。退款將會轉入申請人之銀行戶口。退款的行政時間需時三個月 (由開課日起計) · 若你在三個月後仍未收到退款，請電 2575 5689 與職員聯絡。

課程轉修

於課程額滿或取消的情況下，申請人可獲准轉修另一課程。在任何情況下，申請人必須得到本院同意及繳交手續費港幣一百元，才可轉讀另一課程。此項申請須於已報讀課程之開課日期前一星期提出，逾期恕不受理。此外，申請人已繳之學費及其學額不得轉讓他人。

課程更改

如報名人數不足，本院有權取消該課程，並於有需要時更改任何原定課程之導師、上課時間、地點及內容。

個人資料私隱聲明

在這份表格提供的個人資料，本學院用於課程登記和有關的用途；以及向申請人發放就業、培訓和其他類型的資訊和推廣。根據個人資料 (私隱) 條例第 18 及第 22 條，申請人有權查閱及修改個人資料。任何關於這份表格所收集的個人資料查詢，請向本學院提出。

Notes for Application

Enrolment Procedures

Please complete the correct enrolment form and send copies of supporting documents (if specified) and cheque/bank receipt (if any) to BEST in person or by fax or by mail (please mark "Enrolment Form" on the envelope). An application will be processed only upon receipt of the completed enrolment form, copies of supporting documents (if specified) and payment. Unless otherwise notified, applicants are expected to be present for class at the time and place indicated in the Prospectus. There is an administrative charge of HK\$50 on every request for a letter of acceptance.

Payment Methods

(i) Cheque

Crossed cheque should be made payable to "BEST" and returned together with your enrolment form. Post-dated cheque is not accepted. Applicants who enrol for more than one course should issue a separate cheque for each course. Please write the applicant's English name and course code on the back of each cheque.

(ii) Cash

Cash payment can be made at BEST during office hour (Mon-Fri, 09:00-18:00).

(iii) Bank Transfer

Payment can be made via ATM or Bank (HSBC Bank Account No.: 015-555741-838). Bank slip should be returned together with enrolment form to BEST in person or by fax or by mail.

Refund

Fees paid are not refundable regardless of whether applicants have attended classes or not. Fees paid are not refundable unless the enrolled course is full, cancelled or in exceptional circumstance deemed acceptable by BEST. BEST will transfer the refund to the bank accounts of the applicants concerned. The administrative process takes 3 months (counted from course commencement date). If you do not get the refund after 3 months, please check with us at 2575 5689.

Course Transfer

Transfer to another course is permitted if the enrolled course is full or cancelled. In any other event, transfer to another course can only be made subject to the approval of BEST and with an administrative charge of HK\$100. This application must be made not less than one week before commencement date of the enrolled course. Late application will not be considered. Furthermore, fees paid and the related studentship cannot be transferred from one person to another.

Course Changes

BEST reserves the right to cancel a course if enrolment is insufficient and make alterations regarding instructors, class locations, class schedules and the content of courses if necessary.

Personal Data Collection Statement

The personal data provided on enrolment forms are used by BEST for purposes related to the processing of enrolment and student administration, and for delivery of information and promotion materials about career, training and other subjects to you. You have the right to access and correct personal data as provided in section 18 and 22 of the Personal Data (Privacy) Ordinance. Enquiries concerning the personal data collected by means of this form, including the making of access and corrections, should be addressed to BEST.