

Diamond Federation of Hong Kong, China

香港鑽石總會



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Training and Development in the Industry and Qualifications Framework

Mr. Winston CHOW, Chairman of the Diamond Federation of Hong Kong, China

Mr. King LI, Chairman of the Jewellery Industry Training Advisory Committee

行業人才培育與資歷架構

香港鑽石總會主席周允成先生及珠寶行業培訓諮詢委員會主席李景熹先生

Over the last few decades, the jewellery industry in Hong Kong has grown steadily and has earned impeccable reputation in the international market. To enhance overall competitiveness of the industry, the Education Bureau of the HKSAR Government supports the industry in the implementation of Qualifications Framework. Looking into the future, how will the jewellery industry develop? In this interview report, Mr. Winston Chow, Chairman of the Diamond Federation of Hong Kong and Mr. King Li, Chairman of the Jewellery Industry Training Advisory Committee share their views.

Perfecting the Jewellery Retail Business

In face of the rising expectations of customers on the products and sales services, jewellery retailers in Hong Kong have to perfect their services in order to remain competitive in the international jewellery retail market. Drawing on past experiences, a proficient team is the key to success. Enhanced proficiency of the team starts with a recruitment process which is based on industry needs. Selecting suitable talents and uncovering their potentials in full through appropriate training enables effective use of company resources. On the other hand, practitioners have to appreciate the industry trend, understand the skills and knowledge required in the different functional areas at work, know their career paths, and pursue continuous learning to attain the required level of competency.

The implementation of Qualifications Framework has been carried out in the jewellery industry for four years. The Specification of Competency Standards (SCS) for the jewellery industry has been developed with active participation of industry stakeholders. The SCS systematically lays out the standards and requirements for the skills and knowledge in various functional areas of the industry. Stakeholders and practitioners can refer to the SCS to assess their own capacities and plan for future developments. Education and training providers can also make reference to the SCS to design programmes which meet industry needs.

For industry practitioners, the objective standards presented systematically in the SCS can serve as a basis for self-assessment. They can then advance to the next level of competency by joining quality-assured programmes under the Qualifications Framework. For businesses, the SCS can be applied in daily operations like

香港的珠寶業在過去幾十年間穩步發展，並成功在國際市場建立良好商譽。為提升行業的整體競爭力，香港特區政府教育局協助行業推行「資歷架構」。展望將來，珠寶業又將如何發展？本會主席周允成先生及珠寶行業培訓諮詢委員會主席李景熹先生分別就零售業務及珠寶生產製造接受訪問，發表了他們的寶貴意見。

優化珠寶零售業務

顧客對珠寶產品及銷售服務的要求愈來愈高，香港的珠寶零售業要保持在國際珠寶零售市場的競爭力，必須優化服務質素。總結過往經驗，一支有水準的從業員隊伍是成功的關鍵。首先，要有效地提升從業員的技能水平，從針對行業對人才的要求招聘開始，揀選合適的專才，並透過適當培訓，令從業員的能力得以全面發揮，使企業投放的資源可有效運用。同時，從業員需要清楚了解行業的遠景、認識行業在各範疇所需的能力要求、掌握事業發展的方向，並持續學習以達到應有的技能水平。



香港鑽石總會主席周允成先生
Mr. Winston CHOW, Chairman of the Diamond Federation of Hong Kong, China

珠寶行業推展「資歷架構」已有四年多，在業界積極參與下完成了珠寶行業《能力標準說明》的編訂工作。這套《能力標準說明》有系統地輯錄了整個行業中各個職

human resources planning, transfers and development. In sum, Qualifications Framework provides a systematic, dynamic platform to facilitate learning. With the synergy derived from industry-wide participation, the jewellery retail industry in Hong Kong will boom with a galaxy of talents and vitality.



珠寶行業培訓諮詢委員會主席 李景熹先生
Mr. King LI, Chairman of the Jewellery Industry Training Advisory Committee

A legacy of mastery in production

Over the past 40 years, the jewellery manufacturing industry in Hong Kong has experienced significant growth and technology advancement. The recent development of jewellery manufacturing industry in neighbouring regions and countries, such as mainland China and India, and the recruitments of skilled craftsmen and experienced practitioners in Hong Kong by overseas manufacturers have made the small pool of top professionals scarce. At the same time, the specialisation in one type of products or in one single market of many manufacturers has rendered them vulnerable to market fluctuations and economic changes. Their employees may likewise be unable to adapt to new market and work demands due to the lack of comprehensive training and industry education as a result of specialisations.

All-round professionals who can master the skills in both production and management are the gems of the industry. Although many production lines have moved to the mainland, Hong Kong still plays an important part in management and planning. Successful managers have to be fluent in all aspects of the production process. It is imperative to preserve in an orderly manner the great legacy of knowledge and skills from experienced craftsmen who grew with the industry over the past few decades. Through the implementation of Qualifications Framework and the systematic description of skills required for various functional areas in the Specification of Competency Standards for the jewellery industry, I hope newcomers can grasp a full picture of the work processes in the industry. Existing practitioners can further their careers and enhance individual competitiveness through education and training. I wish that experienced craftsmen and professionals in the industry can act as mentors to the younger generation to pass on skills and knowledge. In a nutshell, we should make the best use of Qualifications Framework and the Specification of Competency Standards for the industry to nurture talents, develop existing staff, enhance management effectiveness, and prepare for new developments and possible challenges in the future.

能範疇對技能的要求及標準。業界和從業員可透過《能力標準說明》對本身的過去、現在及未來作出評估，為行業及個人的發展作出規劃。培訓機構則可參照《能力標準說明》，為行業設計合適的課程。

對從業員而言，《能力標準說明》為他們提供有系統及客觀的資料，作為自我能力評估的基礎，再透過參與「資歷架構」下有質素保證的課程，從業員的技能及知識可得以提升，為事業前途作好準備。對企業而言，可將《能力標準說明》應用在日常運作上，完善人力資源的計劃、調配及培訓。總括而言，「資歷架構」為業界提供一個有系統、互動的學習平台。通過各方參與發揮協同效應，令香港的珠寶零售業成為一個人才濟濟、朝氣勃勃的行業。

承傳全面生產技巧

回顧過去四十多年，香港的珠寶製造業經過了蓬勃的發展和技術的改進。現在行業正面對來自各方面的新挑戰。近年鄰近地區及國家，如中國內地及印度等相繼發展珠寶製造業務，求才若渴，加上其他國家亦來港招攬擁有高超技術的工匠和經驗豐富的從業員，令優秀的人才流失。此外，很多廠家專注生產單一類型產品或將產品供應給個別市場，遇有市場波動或外圍經濟逆轉，就較易受影響；其員工亦可能因長期專注單一類型產品而忽略了對行業的全面了解或培訓，遇到逆境時未必可及時轉型。

能全面掌握生產技術及具管理能力的人才才是本港珠寶行業的寶貴資源。雖然生產線大量北移，香港仍擔當重要的管理、策劃角色。優秀的管理人員，必須對生產製造的各環節有充分認識。早幾十年發展時期與業界一同成長的一些富經驗的工匠，他們的技術與知識需要有系統地保留。冀望「資歷架構」的推行及《能力標準說明》對珠寶製造業各職能範疇技能有系統的表述，可讓新入職者充分了解整個行業的各個工序和細節。現職從業員通過培訓增強競爭力，以助個人事業發展。祈望有經驗的工匠和業界賢才，可以擔任指導角色，將技術和經驗傳授予後輩。總而言之，業界應善用「資歷架構」及《能力標準說明》為行業培育專才，提升現職員工技能水平，改善公司營運效益，為未來發展或可能面對的挑戰作好準備。