

Funding and Service Agreement¹

Integrated Vocational Training Centre

I. Service Definition

Integrated Vocational Training Centre (IVTC) provides people with disabilities with comprehensive vocational rehabilitation training programme to equip them for their advancement to open employment, develop their potentials and enable them to integrate into the community. It contains a series of tailor-made training programmes including vocational training, sheltered work, supported employment and retraining, etc. to prepare trainees for open employment after a fixed period of training.

Purpose and objectives

The prime objective of IVTC is to enable people with disabilities to secure, retain and advance in employment and thereby to further their integration into society, in which they can be trained to achieve the following aims as far as possible:

- (i) to acquire job-related skills;
- (ii) to adjust to normal work requirements;
- (iii) to develop social skills and relationship; and
- (iv) to prepare for open employment.

It is a welfare-oriented vocational rehabilitation service without an employer-employee relationship between the service operator and the service users.

Nature of services

Service operators are required to meet the holistic needs of individual service users by providing a well-planned and coordinated range of services facilitative to the vocational rehabilitation for people with disabilities. The services provided by IVTC may include:

(A) Vocational training service

To provide training in vocational skills at operational or semi-skilled level.

¹ This Funding and Service Agreement is a sample document for reference only.

(B) Sheltered employment services**(i) Employment-related training**

Job finding, matching and coaching, sheltered placement, job attachment, on-the-job training, post-employment service and other employment related skills training, etc. through individual and group approach.

(ii) Retraining and other vocational training services

Activities such as retraining programme to enable people with disabilities to secure, retain and advance in open employment and integration into society.

(C) Support services

They include vocational assessment, counseling and other casework services, post-discharge services, social and recreational activities, family life education activities and other support activities for the trainees and their families. Post-discharge services would also be provided for the graduates for a period of three years.

Target trainees

The target group is people with disabilities aged 15 and above, who are

- (i) because of the nature of their disabilities and special needs, cannot follow mainstream vocational training; or
- (ii) in need of support to take up open employment.

Eligibility criteria

Referrals can be made by school social workers, medical social workers, family caseworkers and staff of rehabilitation service units, directly to the IVTC. Applicants can also approach the IVTC for direct application.

To be eligible for an IVTC place, an applicant should be:

- aged 15 and above;
- capable of self-care;
- possessing work motivation; and
- mentally and emotionally stable with no active infectious disease and severe disturbing behaviours.

II Performance Standards

The Operator will meet the following performance standards:

(a) Output standard

<u>Output Standard</u>	<u>Output Indicator</u>	<u>Agreed Level</u>
1	Average enrollment of trainees per month in a year ^(Note 1)	220
2	Total number of open employment cases of vocational training and sheltered employment service in a year ^(Notes 2)	35
3	Rate of completing progress reviews in a year ^(Note 3)	100%

(b) Outcome standard

<u>Outcome Standard</u>	<u>Outcome indicator</u>	<u>Agreed Level</u>
1	Trainees' satisfaction rate on service provided by the Operator ^(Note 4)	80%

Essential service requirements

- Registered social worker and teaching staff with qualified teacher/instructor status are the essential staff for the service.

Service quality standards

The Operator will meet the requirements of the 16 Service Quality Standards (SQSs).

III Obligations of SWD to the Operator

SWD will undertake the duties set out in the General Obligations of SWD to the Operator.

IV Basis of Subvention

The basis of subvention is set out in the offer and notification letters issued by SWD

to the Operator.

The service unit is required to comply with the rules on the use of the social welfare subventions in accordance with the latest Lump Sum Grant Manual and circular letters in force issued by SWD on subvention policies and procedures.

Notes and Definitions

1. **Enrollment** refers to the service users enrolled in the IVTC as at the end of each month.
2. **Open employment** refers to those trainees who have been settled in open employment for 6 months with average monthly salary over \$1,500. Continuous employment in the same job is not a must.

Sheltered employment services refer to services provided by the IVTC other than vocational training service such as Supported Employment service, Job Attachment, Sheltered Placement, Retraining, etc.

The total number of open employment cases of vocational training and sheltered employment services of IVTC in a year is 35. Such an agreed level is based on the summation of the total number of open employment cases of vocational training services and sheltered employment services.

3. **Progress review** refers to individual case plan review. A case plan should be formulated for each service user upon intake, to be reviewed at regular intervals. Taking into consideration that three months may be required to review any case plan, the no. of progress reviews due for completion in the year excludes those service users admitted for less than 3 months.

Rate of completing progress reviews within the financial year = Total number of progress reviews completed in the reporting year ÷ Total number of progress reviews due for completion in the reporting year x 100%.

4. **Trainees' satisfaction** on service provided by the Operator refers to the outcome of survey or questionnaire conducted by the Operator to collect views from trainees on the services provided by the Operator. The **rate** is calculated by the following formula:

The number of respondents indicating satisfaction on the services provided by the Operator ÷ Total number of respondents completing the survey within one year x 100 %.