



持續進修基金辦事處

OFFICE OF THE CONTINUING EDUCATION FUND

香港荃灣青山公路 388 號中染大廈 25 樓 07-11 室

Units 07-11, 25/F., CDW Building, 388 Castle Peak Road, Tsuen Wan, Hong Kong

電話 Telephone 3142 2277

圖文傳真 Fax No. 2152 9898, 2152 9899

網址 Website <https://www.wfsfaa.gov.hk/cef>

Continuing Education Fund (CEF)
Opinion Survey

Aiming at improving our service quality, the Office of the Continuing Education Fund is conducting a survey to collect opinions of applicants on our service and operation. You are invited to complete the enclosed questionnaire, which can also be downloaded from our website <https://www.wfsfaa.gov.hk/cef> or obtained by fax through our 24-hour manned enquiry hotline at 3142 2277.

If you have further comments on our operation or the quality of CEF reimbursable courses, please contact us at the following:

Telephone : 3142 2277

Fax No. : 2152 9898 / 2152 9899

Email : cef_sfo@wfsfaa.gov.hk

Address : Units 07-11, 25/F., CDW Building

388 Castle Peak Road, Tsuen Wan, Hong Kong

Office of the Continuing Education Fund

CEF Questionnaire

Personal Information

- 1) CEF Application No. : _____
- 2) Daytime Contact No. : _____
- 3) Age: 18-30 31-40 41-50 51-60 61-70
- 4) Gender: Male Female
- 5) Race: Chinese Pakistani Nepalese Others
- 6) What is your level of education?
 Primary or below Secondary
 Certificate / Diploma / Sub-degree Bachelor Degree Postgraduate or above
- 7) What industry are you working in?
 Government/Public sector Social service Education
 Hospital/Rehabilitation Centre Tourism/Hotel Food & Beverage
 Business services/Insurance Accounting/Finance
 Real estate/Property management Information technology/Telecommunication
 Manufacturing/Construction Media/Entertainment
 Transportation/Logistics Import and export trading/Wholesale/Retail
 Student Unemployed Other industries: _____

Course of Study

- 8) Which category(ies) does / do your CEF course(s) belong to? (May select more than one answer)
- Business Services Financial Services Logistics
 Tourism Design Creative Industries
 Interpersonal and Intrapersonal Skills for the Workplace
 Specifications of Competency Standards
 Specifications of Generic (Foundation) Competencies

Language Proficiency Courses

- English Written Chinese Putonghua French German
 Japanese Spanish Korean Italian Sign Language
 Russian

- A01 Architecture and Town Planning A02 Arts, Design and Performing Arts
 A03 Business and Management A04 Computer Science and Information Technology
 A05 Education A06 Engineering and Technology
 A07 Humanities A08 Languages and Related Studies
 A09 Law
 A10 Mass Media & Communications, Journalism & Public Relations
 A11 Medicine, Dentistry and Health Sciences
 A12 Sciences A13 Services A14 Social Sciences

- 9) Do you think your knowledge / skills can be enhanced by studying CEF course(s)?
 Yes No Not Applicable
- 10) What do you think of the attainment of the specified level of specified benchmark test / examination in respect of CEF language proficiency courses?
 Easy Normal Difficult Not Applicable
- 11) Are you satisfied with the quality of the CEF course(s)?
 Very Satisfied Satisfied Neutral Dissatisfied
 Very Dissatisfied

CEF Reimbursement Procedures

- 12) Is the Guidelines on the Reimbursement Procedures for the CEF clear?
 Yes No (If no, please specify: _____)
- 13) Is the CEF Application Form easy to complete?
 Yes No (If no, please specify: _____)
- 14) Are the distribution channels for obtaining CEF Application Form (i.e. through Home Affairs Enquiry Centres, CEF course providers and CEF website) sufficient?
 Yes No (If no, please specify: _____)
- 15) Are the methods for submission of CEF Application Form (i.e. by electronic submission, post, in person & drop-in box) sufficient?
 Yes No (If no, please specify: _____)
- 16) Applicants are required to submit their completed CEF Application Forms stamped by CEF course providers, together with a photocopy of their supporting documents to our Office. Do you think this is reasonable?
 Yes No (If no, please specify: _____)
- 17) Currently, reimbursement will be made by direct credit to the saving / current accounts nominated by the applicants. Do you think this is convenient?
 Yes No (If no, please specify: _____)
- 18) Our Office commits to issue application results to applicants within 6 weeks from the date of receipt of the application for existing CEF account holders or 8 weeks for applicants who submit an application for the first time, subject to complete and satisfactory supporting documents being provided. Can we fulfill this commitment regarding your case?
 Yes No
- 19) In the event that there is overpayment due to error of calculation, the amount overpaid must be refunded by the applicant in one lump sum upon demand. Do you think this is reasonable?
 Yes No (If no, please specify: _____)
- 20) Overall, to what extent do you find the Reimbursement Procedures user-friendly?
 Strongly Agree Agree Neutral
 Disagree Strongly Disagree

Quality of Service

- 21) Is the information provided by our 24-hour hotline adequate?
 Yes No (If no, please specify: _____)
 Not Applicable
- 22) Is the information provided in our website <<https://www.wfsfaa.gov.hk/cef>> adequate?
 Yes No (If no, please specify: _____)
 Not Applicable
- 23) Do you know that applicants can check the progress of their CEF applications through the SFO E-link Services?
 Yes No
- 24) Are the instructions provided regarding the request for additional information for your application clear?
 Yes No Not Applicable
- 25) Is the time provided regarding the request for additional information for your application sufficient?
 Yes No Not Applicable
- 26) Are you satisfied with the service of our staff?
 Yes No
- 27) Our Office commits to send an acknowledgement to complainant within 3 working days and provide a written response within 15 working days on receipt of a complaint. Can we fulfill this commitment regarding your case?
 Yes No Not Applicable
- 28) Overall, are you satisfied with our service?
 Very Satisfied Satisfied Neutral
 Dissatisfied Very Dissatisfied
- 29) Do you have any comments or suggestions on the Continuing Education Fund?

*** Thank you for your opinion ***

Please return the completed questionnaire to our office by fax, post or e-mail. If you have further comments on the operation of the CEF or quality of CEF courses, please feel free to contact us at the following:

Telephone : 3142 2277
Fax No. : 2152 9898 / 2152 9899
Email : cef_sfo@wfsfaa.gov.hk
Address : Units 07-11, 25/F., CDW Building, 388 Castle Peak Road
Tsuen Wan, Hong Kong