Page 1

Self-learning Kit for

Job Seekers with Disabilities Having Higher Educational Qualifications

Selective Placement Division

Labour Department

Page 2

Table of Contents

Foreword

Overview

Applying for a Job

Job Search Channels Provided by the Labour Department

Application Form

Cover Letter

Resume

Aptitude Test

Interview

Follow-up after Interview

Job Offer Rejection Letter

Workplace Communication

Stress Management

Application for Government Jobs by Persons with Disabilities

Ordinances for Protecting the Rights and Interests of Employees

Appendix: Relevant questions about your disability

Page 3

Foreword

Dear Job Seeker,

Thank you for using this tool-kit which is written especially for you.

It is conceivable that job seekers who have completed their tertiary education or/and acquired professional qualifications would like to land on a job with requirements commensurate with their educational or professional qualifications. With the ‘upskilling’ of the employment market and the expansion of post-secondary education opportunities, there has been keen competition among the graduates and many roles suitable for well-educated job seekers require high levels of competencies and diversified skills.

Nowadays, business enterprises in Hong Kong are increasingly embracing the idea of corporate social responsibility. By providing equal opportunities for all, many employers are willing to offer job opportunities to persons with disabilities who possess suitable capabilities to contribute to their companies.

This, however, does not mean that job search process is any easier. Like their able-bodied counterparts, job seekers with disabilities are also expected to demonstrate good potential in the selection process and may face challenges to convince prospective employers that they are capable for the jobs.

With this in mind, this tool-kit aims to give you tips and guide you through the job search process, in order to get you well-prepared, thereby improving your chance of landing a suitable job which can give full play to your strength and qualifications.

A good preparation is the starting point to a successful job search. Your Employment Consultant in the Selective Placement Division of the Labour Department will help you through the process. You are also encouraged to review the tips in this tool-kit from time to time to seek for self-improvements.

Good luck on your job search!

Best regards,

Selective Placement Division

Labour Department

Page 4

Overview

Building up your confidence is the first step to the road of success in the process of job search, and only a good preparation can get you to this goal.

Job seekers must obtain the latest information about the job market, such as the market requirements and trends of various trades and industries, through different channels. You should make sure that you can fulfill the market and job requirements before applying for a job.

Job seekers are usually required to submit an application form, a cover letter and resume when applying for the job. You should let your prospective employer know what contributions you can make in the role, rather than just telling your life story which has nothing to do with the job.

After receiving your application, employers may arrange different types of tests and interviews to assess whether you are the right one. You should conduct research on the internet or other channels for mock questions that employers might ask, and practise as many as possible. After an interview, you should evaluate your performance, take note of any mistakes made and adjust your interview strategies so that you can improve your performance in the next opportunities.

Most of the persons with disabilities possess good work capability comparable to that of their able-bodied counterparts. Despite your competency to discharge the duties of the job for which you are applying, you may also need to make preparation for addressing the concern and misgivings of some prospective employers about your disabilities and your ability to fully take up the job.

When you have a job offer, you should decide to accept or decline it within a reasonable time. In order to maintain good relationship with employers, you should inform the employer in writing politely and promptly if you decide to decline the offer.

Once you start your new job, you should maintain a positive attitude and establish good relationship with your colleagues. Working in a new environment can be stressful. So you should also manage your stress level, and find ways to relieve your stress.

Page 5

Applying for a job

Before applying for a job, you should read the job advertisement and understand the job responsibilities and requirements. You should evaluate your career objectives and expectations, your educational background and work experience as well as your abilities and physical conditions, etc. Make sure these elements largely match with those specified in the job advertisement, so that you know you would stand a chance in getting the job.

Tips:

“XX years of relevant experience?”

Some job advertisements might state “one year’s relevant experience” as a requirement. Although you may lack the relevant work experience, as a general human resources practice, some employers might not completely rule out your application in the first instance. You may state your experiences which are relevant to and suitable for the job, such as extra-curricular activities and voluntary work for the employers to consider. However, if the job requirement states explicitly “Applicants must have at least xx years of relevant experience”, you might better consider other job opportunities.

Page 6

Job Search Channels Provided by the Labour Department

Apart from the various recruitment platforms in the career market, such as online recruitment websites, mobile applications, printed recruitment advertisements, etc., job seekers might also use the following channels provided by the Labour Department during the job search process:

Higher Education Employment Information e-Platform http://www.hee.gov.hk

The Labour Department launched the "Higher Education Employment Information e-Platform" to provide degree holders with employment-related information and a job search channel so as to strengthen employment support for them.

 ◎圖片：QR Code ◎

Interactive Employment Service website http://www.jobs.gov.hk

Job seekers may visit Labour Department's Interactive Employment Service (iES) website (http://www.jobs.gov.hk) anytime to obtain the latest vacancy information, register with the employment services of Labour Department and conduct simple job matching.

Job seekers may also make use of the iES mobile applications to search for suitable vacancies from Labour Department's vacancy database anytime and anywhere through their smart phones or mobile reading devices.

Job seekers may apply for the posts either by approaching the employer direct or turning up at Job Centres for job referral service, as specified in the job information.

 ◎圖片：QR Code ◎

Job Fairs

Labour Department organizes large-scale job fairs in shopping malls and other venues in various districts and district-based job fairs in job centers from time to time to help job seekers find work. Job seekers may make job applications and have job interview with employers on the spot.

Job seekers may visit iES website (http://www1.jobs.gov.hk/1/0/WebForm/jobfairs.aspx) for the updated information on the large-scale and district-based job fairs. Interested job seekers may check for more

Page 7

information using the telephone numbers provided in the posters of the recruitment activities. Registered job seekers may opt for receiving updated information of job fairs through SMS.

 ◎圖片：QR Code ◎

Employment Services of the Selective Placement Division

The Selective Placement Division of Labour Department is dedicated to providing free employment services to persons with disabilities fit for open employment. Through our free recruitment service, we also help employers look for suitable job seekers with disabilities.

Our Employment Consultants stand ready to help in providing vocational counselling/guidance, job matching and referral services to our job seekers. They also help job seekers prepare for job interviews, accompany them to attend such interviews where necessary, and provide them with post-placement support service.

If you have any questions relating to your job search or wish to seek career advice, our Employment Consultants are very happy to help.

Page 8

Application Form

Many employers require their applicants to submit a job application form either available online or in printed format.

Points to note when completing an application form:

- Prepare an information sheet to facilitate fast and accurate completion of your application form;

- Read the form and the instructions carefully;

- Complete all the required information and “Not applicable” should be indicated for the items which are inapplicable;

- Make sure all information you provided is true and accurate;

- If in printed format, write clearly and neatly in block letters, using black or blue ink;

- Sign the form personally;

- Double check your application form before you submit it; and

- Keep a copy for future-reference.

Page 9

Cover Letter

Cover letter, which is a one-page document attached to the front of your resume, serves to impress and draw your prospective employer’s attention. You should keep your cover letter clear and concise, and briefly state your qualifications and strengths that make you a suitable candidate to take up the position.

Points to note when writing a cover letter:

- State specifically what position you are applying for and where you find it;

- Use a few sentences to express what you are trying to achieve;

- Tell the employer how you fit the job by describing your academic and professional qualifications;

- Connect the job requirements with your experience;

- Summarize your points in three to five paragraphs and keep the letter in one page;

- Do not copy from your resume word-to-word;

- Use power words, such as “facilitate” or “supervise”

- Use simple language and sentence structure;

- Proofread before sending out to avoid typos and grammatical mistakes; and

- Keep a copy for future-reference.

Tips:

If you have previous experiences which are relevant to the job, you may start with something like “I have four years’ varied accounting experience”, and explain the specific responsibilities and achievements in the resume in detail. Do not overload your cover letter with every detail about yourself.

Page 10

Example

Job advertisement

ABC Company

ACCOUNTING ASSISTANT

We are one of the largest accounting firms in Hong Kong and now invite high caliber candidates for the positions of:

ACCOUNTING ASSISTANT (Ref.: AA1234)

Responsibilities:

- Responsible for daily accounting operations

- Assist in month-end closing and prepare regular reports

- Handle general office administrative work

- Assist in ad hoc assignment when required

Requirements:

- Bachelor degree in Accounting or Finance, with LCCI higher qualification

- Minimum 1 year’s relevant experience

- [Commented S1: Highlight keywords] Proactive, self-motivated, responsible, well-organized, with strong accounting skills and ability to work independently in a team environment

- [Commented S1: Highlight keywords] Able to meet tight deadlines

- Proficiency in MS Office

- Immediately available is preferred

- Fresh graduate will also be considered

Attractive salary and fringe benefits will be offered to the successful candidates.

Please apply with full resume by mail to [Commented S2: Address your letter to the right person] Mr. David Lee, Administrator, ABC Company, GPO Box 1234, Hong Kong or by fax at 2123 4567 or by e-mail to humanresources@abc.com

\*(Please quote the ref. no. on letter)

Personal data provided by job applicants will be used for recruitment purpose only.

Page 11a

A sample Cover Letter

Flat 1234, Fok Lok Mansion

300 Fok Lok Road

Kowloon

3 Jul 20XX

Mr. David Lee

Administrator

ABC Company

GPO Box 1234

Hong Kong

Re: Accounting Assistant (Ref. ID: AA1234) [Commented S3: Job reference number]

Dear Mr. Lee, [Commented S4: Avoid opening letter with salutations like “To whom it may concern” and “Dear Sir / Madam]

◎文字置中及文字下有底線◎“Application for the Post of Accounting Assistant” [Commented S5: Heading: Post that you are applying for]

I am writing to apply for the position of Accounting Assistant in your company. As a fresh graduate of Business Administration in Accounting, the position appears to fit well with my education, experiences and career interests. I am certain that I will be able to further strengthen my expertise as well as contribute to the growth of ABC company in this position.

During my service as a part-time accounting assistant of the XYZ International Accounting Firm and the intern office assistant of DEF Company, I handled more than twenty accounts payable and receivable reports every day and coordinated with banking agencies to deal with financial transactions and fund package. I have demonstrated that I am well-motivated self-starter and am able multi-task in my previous experiences. I trust that these attributes would enable me to perform outstandingly in the above position.

For more details, you may refer to my resume attached. I look forward to [Commented S6: Express that you are eager to get a chance for interview]hearing from soon. I can be reached by email at janechan@xxxxx.com.hk or phone 9123 4567. [Commented S7: Means of your contact]

Thank you for considering my application.

Yours sincerely,

Signature

Page 12

(CHAN Siu-lin, Jane)

Encl.

Page 13

Resume

A resume plays a key role to a successful job search. A winning resume impresses your prospective employer and wins you a chance to job interviews.

Points to note when preparing a resume:

- State your job-related skills, responsibilities of the previous jobs, qualifications, and achievements explicitly, with quantified results;

- Fill the gaps: If you took a year out, state what you have done, such as travelling for a few months of studying;

- Use point form and headings;

- Skip the personal summary / career objective if you do not have confidence to be able to write a good one;

- Be consistent in spacing, font size, style, formatting and action verbs;

- For work experience and education, arrange in a reverse chronological order;

- Do not give trivial information such as hobbies if the information is not directly relevant to the job specifications;

- Condense your resume to one to two pages, and tailor-made for the applied post;

- Skip the ‘references’ section unless the employer requires it and seek prior agreements from your referees if required;

- Proofread before sending out to avoid typos and grammatical mistakes; and

- Prepare evidence to support your statements in the resume as you might be asked about that in the interview.

Page 14

Common layout of a resume

Contact Details

Name:

Mobile number:

Email:

Career Objective (OPTIONAL)

<Please insert career objective>

Work Experience

ABC Company MM / YYYY – MM / YYYY

Title 1 (Full-time)

Nature: <Please insert a short description of the company>

- <Job Duty 1>

- <Job Duty 2>

- <Job Duty 3>

DEF Company MM / YYYY – MM / YYYY

Title 2 (Full-time)

Nature: <Please insert a short description of the company>

- <Job Duty 1>

- <Job Duty 2>

- <Job Duty 3>

Education

ABC University MM / YYYY – MM / YYYY

Bachelor of XXX (Majoring in XXX)

DEF Secondary School MM / YYYY – MM / YYYY

F1 – F7

Professional Qualification

<Please insert Professional Qualification 1> MM / YYYY – MM / YYYY

ABC Institute

Extra-Curricular Activities

President, <ABC Society, DEF University> MM / YYYY – MM / YYYY

- <Duty 1>

- <Duty 2>

Page 15

Awards and Achievements

<Please insert Prize 1> MM / YYYY – MM / YYYY

ABC Institute

<Please insert Prize 2> MM / YYYY – MM / YYYY

DEF Training School

Skills

Language

<Please insert Languages Mastered and Level of Proficiency>

Computer

<Please insert Proficiency in Microsoft Office (Word, Excel, Powerpoint) and other relevant computer skills>

Reference (OPTIONAL)

<Please insert:

Name of referee

Position

Name of Company

Company’s address

Email

Contact number

Relationship with you>

Tips:

Prior agreements from your referees are required.

Expected Salary (OPTIONAL)

E.g. HK$ xxxxx (Negotiable)

Tips:

Applications with expected salary that are set exceedingly high or that fall far too low from the market might risk the chance of being screened out by human resources managers. If you are not sure if your expected salary is either too high or too low to be considered, you may state “expected salary (negotiable)” in your resume.

Availability (OPTIONAL)

E.g. Immediate

Page 16

A sample resume

◎文字置中間及文字下有底線◎ Resume

◎文字大寫及文字下有底線◎ PERSONAL INFORMATION

Name: CHAN Siu-lin Jane（陳少蓮）

Tel. No.: 2312 3456 / 9123 4567

Email Address: [janechan@xxxxx.com.hk](mailto:janechan@xxxxx.com.hk) [Commented S8: Basic information including your name and means of contact. Residential address might not be strictly necessary]

◎文字大寫及文字下有底線◎ WORK EXPERIENCE

XYZ International Accounting Firm 5/2015 – 7/2015

Part-time Accounting Assistant,

Responsibilities:

- Performed general accounting duties including data input and voucher preparation

- Assisted senior accounting team in performing ad hoc accounting duties

- Resolved financial issues with new products

Achievements:

- Coordinated [Commented S9: Begin sentence with action words such as “facilitate” and “demonstrate”] with 10 external banking agencies to process financial transactions

- Analyzed reports on about 20 accounts receivable and payable daily [Commented S10: Quantify your achievements]

DEF Company 5/2014 – 7/2014

Office Assistant Intern

Responsibilities:

- Performed clerical duties such as data input, email sending, quotation, etc.

- Assisted to deal with telephone enquiries

- Was responsible for outdoor document delivery and collection

Achievements:

- Handled about 30 customer enquiries daily

- Prepared about 20 quotations and other documents each week

- Updated about 20 new customer records into computer systems daily

◎文字大寫及文字下有底線◎ PROFESSIONAL QUALIFICATIONS

LCCI- Certificate in Level 3 Accounting 2015

AAT Qualifications - certificate in Level 1 to Level 8 2014

The CIMA Certificate in Business Accounting 2014

◎文字大寫及文字下有底線◎ EDUCATION

Hong Kong XXX University 9/2022 – 7/2015

Page 17

Bachelor of Business Administration (Honours) in Accountancy

◎文字大寫及文字下有底線◎ SKILLS

Microsoft Office (Word, Excel, PowerPoint and Access), ERP Systems

◎文字大寫及文字下有底線◎ LANGUAGES

Cantonese (Native), English (Proficient), Mandarin (Proficient)

◎文字大寫及文字下有底線◎ REFERENCE

Miss Judy Mak

Marketing Manager

DEF Company

10/F, DEF Building, GHI Street, Hong Kong

judymak@def.com

(852) xxxx xxxx

(Miss Judy Mak was my supervisor at DEF company)

◎文字大寫及文字下有底線◎ EXPECTED SALARY

HK$ xxxxx (Negotiable)

◎文字大寫及文字下有底線◎ AVAILABILITY

Immediate

Page 18

Aptitude Test

To preliminarily shortlist suitable candidates, companies sometimes use aptitude tests to assess an applicant’s knowledge and ability in different aspects, such as verbal reasoning and numerical reasoning. The tests generally include a series of multiple choice questions and require applicants to complete within a strict time limit. It is not uncommon that only a few applicants are able to finish all questions within the specified time.

To boost your performance on the aptitude test, you may search different types of aptitude test questions on the internet and try to practise as many questions as possible and set time limit for each section of practice. Although it is your target to complete all questions, the accuracy of your answers is of equal importance.

You may visit the sample questions of aptitude test by the Civil Service Bureau: <http://www.csb.gov.hk/english/recruit/cre/352.html>

 ◎圖片：QR Code◎

Page 19

Interview

If your resume has successfully impressed your prospective employer, your job search process will most likely move to the next stage - the job interview. A job interview is an interview between a job applicant and the representative(s) of an employer. It is the most common tool for candidate selection. A hiring decision would be made based on an assessment of the candidate’s performance during the job interview.

There are different formats of job interviews, depending on each corporate’s practice. Irrespective of the format the job interview, you should get very well-prepared. Remember, a good preparation helps boost your confidence!

Preparation before interview:

Know about the company

- Job requirements and roles and responsibilities from the job advertisement;

- Company background, development, culture and commitment;

- Company’s market position and its competitors;

- Information of related jobs with similar nature; and

- Latest news of the industry.

Tips:

You can find company information from the company’s own website or brochure. If the scale of the company is relatively small, you may know more by conducting online search from other websites or enquiring industry insiders regarding the industry.

Basic requirements on the day of interview:

- Arrive 15 minutes before the scheduled time is desirable;

- Dress properly;

- Sit straight and give your answers confidently;

- Keep smiling and maintain appropriate eye-contact with your interviewer; and

- Give suitable response to your interviewer at intervals, such as by nodding or smiling gently.

Tips:

On the day of interview, please remember to behave properly and be aware of your composure at all times even when you are outside the interview room as everything you do might give bearings to the interviewers on what kind of person you are.

Mode of interview

Page 20

Individual interview:

The interviewee has to answer questions raised by one or more interviewers. Some companies hold more than one round of interviews, e.g. first interview by human resources department followed by a second interview by the hiring department.

Tips:

Sometimes the interview may be conducted over phone instead of being done face-to-face. In that case, you should find a suitable place with good signal to conduct the phone interview. You should get ready with you the company information, a notepad to jot down notes and your resume.

Group interview:

Several interviewees will be asked to hold a discussion on some topics or to work on a task together. Interviewees might also need to answer interviewer’s questions in turn. One of the purposes of this mode of interview is to observe an interviewee’s personality traits and role while working in a team.

Possible questions during an interview and tips for answering

1. Background information and work experience

“Could you please introduce yourself?”

Most candidates make a mistake when answering this question: narrating his life story in detail. In answering this question, a candidate should try to briefly provide his / her personal background and work experience which are relevant to the job applied, so as to make the interviewer(s) find interests in knowing more about you in the time that follows. That said, there is no need to burden the interviewer(s) with too much details of each work experience at this stage.

Points to note when answering the above question:

- Finish your speech within five minutes if time limit is not specified;

- Brief self-introduction: your name, years of work experience, organizations you have worked in the past and the latest position;

- Arrange your work experience and life events in chronological order, so that the listener can follow easily;

- State the reasons why you apply for the position, such as the positive image of the company, and your personal skills and specific strengths, for example, excellent customer service skills;

- Relate your past experience to the job; and

Page 21

- State your career objectives, such as a plan for self-enhancement in the next five years.

More tips for answering questions relating to past work experience

- Prepare a draft in bullets, creating a logical order of what you intend to say. However, the draft is just meant to help you organize your presentation. When presenting, you have to deliver naturally without sounding like reciting a script.

- Fresh graduates or those without previous work experiences: you might highlight your excellent academic results, your active role in your extra-curricular activities or voluntary experiences that can demonstrate your strengths and personalities.

- People who have varied work experiences: talk about the challenges in your previous job, your notable achievements and what you have learnt from these experiences.

- Be a good storyteller: If time permits, briefly narrate an incident that highlights your strengths would impress an interviewer better than plainly explaining your job duties in the past. For example, describe a particular scenario in your previous work experience first, and then express your feelings and what you have learnt from this.

- Good time management: Make careful use of your time to make sure all the points you want to make are sufficiently delivered.

“Why did you resign from your previous job?”

Provide objective reasons briefly without evasion, such as looking for more promotional opportunities and career aspirations. Do not leave any doubts from the interviewer unanswered. However, in any event, you should not relate negative feedback on your previous employer.

“What are your major weaknesses?”

Mention one to two of your weaknesses with lesser negative effects or bearing less relevance to the job briefly. Provide measures you have taken to improve.

“Why should we hire you?”

Ask yourself why you are suitable for this job first. Be specific, rather than saying something high-sounding like “I can become a valuable asset to the company when I can have this job”. Compare the job requirements with your abilities in order to find out the best answers. You may support your points by quoting past work experience.

Page 22

2. Curveball interview questions

Curveball questions are questions that might sound bizarre or surreal and are usually unpredictable. There is no right or wrong to your answer. They are meant to test a candidate’s reaction. Logicality, personality, creativity, or problem-solving ability of the candidates can also be reflected through these questions. Think thoroughly and keep calm when answering these questions.

Example: “If you could be any kind of animal, what would you be?”

You are free to choose any kind of animal that comes to your head. What employers want to know is your creativity and personality, rather than your choice of animal. You may make a choice that can be related to the requirements of the position.

3. Role play

The interviewer will give you a real life situation that may be encountered in the position. You must totally understand the given situation and immerse yourself in the role play. Be as fluent, calm and confident as possible.

Take customer service role as an example: you are asked to handle a situation which requires you to deal with an arrogant customer. You need to stay calm in responding to the questions posed by the interviewers who might have taken the role as that arrogant customer. Take your own pace, ponder the possible solutions and explain your rationale, maintain your poise and avoid getting emotional. The same applies to all other situational questions which aim to test your ability to handle difficult real life scenarios.

4. Behavioral Job Interview

Asking about your past behaviour allows the interviewer to predict your future behaviour. Behavioral job interview questions are more specific than traditional interview questions, mostly starting with phrases like “give me an example of…” or “tell me about a time when…”. Answer the question by narrating your stories, including the specific situation, the actions you did and how the results were.

For example, “give me an example of how you have worked in a team.”

A possible answer can be: “I worked in a team for the project in an accounting class. The project is required to analyse financial reports from particular accounts receivable and payable. We discussed what the main elements should include and the methods of calculating. Although some members had different perspectives on these calculations, I tried to lead the team to reach a consensus by searching through the books and on

Page 23

the Internet. In order to meet the tight deadline, I suggested that the financial reports to be divided into small parts, and allocated to our members fairly and equally. As a result, we got an A grade of our project and all our team members were proud of the outcome.”

5. Others

“We can only offer an annual salary HK$ XXXXX. Would you accept it?”

Rather than considering monetary benefits only, other factors to consider include the experience that gain from this company and promotional prospects.

“Do you have any questions?”

It is the last question asked by your interviewer. You may ask questions relating to the job, for example the culture and working environment of the company, in order to show your enthusiasm to the job position. Avoid asking questions about the remuneration and benefits. Unless you have a good and sensible question to ask, it is advisable to tell the interviewer frankly that you have no questions to ask than to think of some questions that make nonsense.

Additional examples

The above questions are the most commonly asked question during an interview. You may try the following questions for further practice.

1. How much do you know about our company?

2. How would you see yourself in five years?

3. What do you look for in this position?

4. Why did you change your job frequently?

5. How would your friends describe you?

6. What is the biggest mistake you have made?

7. Tell me about a time you felt most stressful.

8. Tell me about a time when you were unable to complete a task on time.

9. Tell me about a time when your team members do not agree with you.

6. Questions relating to disabilities

General advice

As the Selective Placement Division specialises in providing employment services for persons with disabilities fit for open employment, if you wish to seek the help of your Employment Consultant to make a referral to your prospective employer, the disclosure of your health/medical or physical conditions to employers is required. However, if you make your own job application, it is always up to you to decide

Page 24

whether any information in relation to disabilities should be disclosed to the employer at any stage of the job application.

As there is likelihood that the employer might raise questions concerning your physical or health/medical condition and its effect on your capability of coping with the job, you should get well prepared to address any concerns that the employer might have in this respect. With reference to the job specifications, you should contemplate questions and prepare answers relating to any hindrances, or any special work arrangements and support required (such as equipment and facilities) in respect of your disabilities in order for you to capably discharge your future duties. You should deal with these questions in an honest, competent and confident manner without showing any hint of evasion.

To convince the prospective employer that your disabilities would not pose any impediment on your capabilities of discharging your duties, you might, where appropriate, provide real examples from your previous work or your life experience to demonstrate how you had overcome the challenges. To impress the employer further, you might even leverage the disabilities and turn the inherent disadvantages into winning attributes. For example, a job seeker with autistic disorder can demonstrate his tenacity by stating his repeated attempts to improve his communication techniques. A wheel-chair bound candidate’s willingness to commute long distance to work might help illustrate his/her dedication and will power.

Approaching issues relating to your disability

In deciding whether to make your disability clear to your prospective employer, you might consider the following:

Degree of disability

- Is there any chance that your disability might affect performance on the job you are applying for?

- Do you require technical aids or reasonable accommodations?

Employer’s acceptance

If you decide to make your health/medical or physical conditions known to the prospective employer, consider to relate the fact on the following occasion as appropriate:

- When applying for the job

> Indicate your disability in your application letter, resume, application form

Page 25

or in the telephone conversation.

- After scheduling the job interview

> Disclose your disability after you have secured the job interview;

> Indicate your concerns or requirements of special arrangement / accommodations, for example “I am a wheelchair user. Can I gain access into your office?

- During the interview

> If you are certain that your disability will not adversely affect your performance in the interview or the job, you may consider disclosing your disability during the interview.

Answering techniques

During your job search process, a prospective employer or human resource personnel may ask you questions about your disability. The questions are not intended to offend you but are largely out of concern for your health/medical condition or the lack of understanding of your disability. Their questions are meant to learn more about you and for the preparation of making necessary arrangements/accommodations if you are employed. A precise account of your disability or physical/medical condition can enhance both parties’ mutual understanding, thereby reassuring the employer of your capabilities in taking up the job and establishing a good rapport with you upon employment. The following are some questions that concern prospective employers or human resource personnel and here are some possible approaches on answering them.

Relevant questions about your disability

Please refer to the Appendix for the relevant questions that may be raised by the prospective employers during your job search process.

Other key points to note:

- Generally speaking, employers are concerned whether you have disabilities so that they can make appropriate arrangements / accommodations avoid risking your physical / medical condition;

- If you require Employment Consultants’ assistance in seeking employment, detail your disability, physical / medical condition, your concerns and requirements. This relevant information can then be related to prospective employers;

- Ensure that your referee or consultant are aware of your disability and physical / medical condition because your prospective employer may contact them

Page 26

for enquiries;

- Find / Seize opportunity to discuss with the prospective employer your disability and physical / medical condition, for example: “I am visually impaired, but I have confidence in taking up this job. I will give you an account of my visual impairment when we meet.”

- Take it easy and remain composed. There is no need to get agitated, impatient or lose confidence;

- Detail your disability naturally and directly. Indicate your willingness to share your experience and address to the prospective employer’s concerns;

- Do not hide any information, explain your limitations and needs clearly; and;

- Emphasise your work competence and strengths, for example you work earnestly, you are seldom on sick leaves, late for or absent from work.

- Discuss with the prospective employer about applying for suitable technical aids and support services to enhance your work efficiency.

Before leaving the interview room

- Thank the interviewer(s) nicely with suitable eye contact;

- Depending on circumstances, may ask for a copy of their name cards; and;

- Must not overdo the personal touch.

Page 27

Follow-up after Interview

Many applicants only focus on the preparation before an interview. However, the follow-up after the interview is also important as you can seek improvements from past interview experience.

Evaluate on the basic requirements

- Did you arrive on time?

- Did you dress properly and being clean and tidy?

- Did you keep smiling and maintain eye-contact during the interview?

- Did you show your interest in this job to the interviewer(s)?

- Did you thank your interviewer(s) politely before leaving the interview room?

List out the questions asked in that interview

- When we encounter unfamiliar questions during an interview, we would feel anxious and might fail to answer the questions well sometimes. You should write down the questions raised during an interview and consider if there are better answers if you are asked similar questions in future.

Reflect on your weaknesses

- Did you make any mistakes during the interview? If yes, what can you do or improve next time?

- During an interview, did you find out more things that your potential employers expect from you, such as some personality traits or some skills that you do not possess yet?

Think the next step in advance

- An interview does not only provide an opportunity for the employer to assess the applicants. It is also a chance for the applicants to know more about the company. As your potential employer may contact you anytime, you should think about the following questions to check whether you are suitable for this company.

- Will you take this job, if offered? If not, why?

- What do you think about this company, e.g. would you love to work with the people you met in the company if you are offered the job?

- How do you think about the working environment and culture of this company?

If you have any questions about the company, you should jot it down and you might ask when you have a second-interview, or when you have another chance to talk to the

Page 28

employer.

Page 29

Job Offer Rejection Letter

In order to maintain a good relationship with the employer and keep the door open for future possibilities, it is important to send a polite letter promptly if you decide not to accept the offer. Once you send a rejection letter, there should be no more chance you will be offered the job again.

You should show thankfulness for being offered a job opportunity. You may briefly mention a reason for turning down the job. Avoid any potentially offensive reasons. It is also not necessary to state whose offer you have accepted.

A sample Job Offer Rejection Letter

Flat 1234, Fok Lok Mansion

300 Fok Lok Road

Kowloon

3 Jul 20XX

Mr. David Lee

Administrator

ABC Company

GPO Box 1234

Hong Kong

Dear Mr Lee, [Commented S11: Address to the person who formally offered you the job]

Thank you very much for offering me the Accounting Assistant position at ABC Company. [Commented S12: Thank the employer for offering you the opportunity] Although it is a difficult decision, I have decided not to accept the offer [Commented S13: State you are not interested in the job clearly] after much thought and careful consideration.

I sincerely appreciate you taking the time to interview me and to share information on the job and your company. I wish you will find a suitable candidate for the position.

Again, thank you for your kind consideration.

Yours sincerely,

Signature

(CHAN Siu-lin, Jane)Page 30

Workplace Communication

Attitudes in the Workplace

When you start a new job, you may get a bit confused on how to get along with your colleagues. In order to establish good interpersonal relationships and immerse yourself in an unfamiliar environment, there are some positive ways to help you get ahead in the workplace.

1. Keep smiling and greet everyone

Keep smiling and do not feel shy to greet your colleagues with a friendly “Hello” when you come to the workplace. You will be surprised how fast and easy this small polite action can thaw the workplace relations.

2. Keep your interest in the work

You might not like every part of your job, but you should stay enthusiastic, positive and committed to every task you have been assigned to.

3. Ask for help if necessary

When you are not sure about a task, you may politely ask your colleagues. However, you should try to find out your solution first and think of other means of looking for an answer before speaking to your colleagues.

4. Speak kindly

Even if you might not agree with your colleagues on certain issues, you should stay polite and show respect to your colleagues.

5. Participate proactively

Instead of simply finishing the tasks assigned by your supervisor, you should try to understand his/her expectations, or suggest new tasks you wish to complete for him or her. For example, when your supervisor has assigned you to promote the company’s new products, you may give a number of suggestions, with recommendations. Even if your ideas may not be accepted at the end, you have learnt more about the operations of the company and your supervisor will appreciate your proactive attitude.

Page 31

Stress Management

All sorts of situations can cause stress. Sometimes an appropriate level of stress is a good thing, for example, it motivates people and might enhance productivity. However, continuous and excessive stress will lead to insomnia and various physical and psychological problems. Here are some methods to handle stress.

Dealing with stress

- Develop good living habits, such as having balanced diets and exercising regularly;

- Participate in the relaxing activities that you enjoy, for example, listening to music, after work and on weekends;

- Avoid heavy drinking, cigarettes and drugs;

- Build up and maintain social circles around you;

- Talk to your friends, family or someone you trust; and

- Ask for professional help if necessary (please refer to the online version of this tool-kit (http://www2.jobs.gov.hk/isps/Web/WebForm/Information/Publications/default.aspx for contacts and information).

Page 32

Application for Government Jobs by Persons with Disabilities

Like the able-bodied counterparts, many job seekers with disabilities are interested in applying for government jobs. While all job seekers need to go through the same application procedures and selection process, the Government has a preferential recruitment policy for persons with disabilities.

The Government, being an Equal Opportunities Employer, is committed to eliminating disabilities and other forms of discrimination in employment. For applying government jobs, you may either request referrals from your Employment Consultant of the Selective Placement Division or submit your applications directly to relevant Departments or Grades (D/Gs), if you identify suitable government vacancies yourself.

If you wish to seek the help of your Employment Consultant to submit your application, the disclosure of your health conditions to relevant Departments or Grades is required. Please make sure the application form and the relevant documents had been provided to your Employment Consultant beforehand and please make your request at least two working days prior to the deadline of the application.

Government Policy and Related Measures on Employment of Persons with Disabilities

The key elements of the Government’s policy on employment of persons with disabilities are:

- Applicants with disabilities who meet the basic entry requirements for a post will not be subject to shortlisting criteria, if any. They will be automatically invited to attend selection test / interview.

- After the selection test or interview, if an applicant with disability is found suitable for employment, he / she will be given an appropriate degree of preference for appointment over other applicants.

The Government has put in place suitable measures to ensure that persons with disabilities will have equal access, like other applicants, to job opportunities in the Government. The related measures include:

The Government has put in place suitable measures to ensure that persons with disabilities will have equal access, like other applicants, to job opportunities in the Government. The related measures include:

- The recruiting department / grade (D/G) would ascertain from the applicant with disability who is invited to a selection test / interview whether any assistance or accommodation is needed, and would make suitable adjustments to cater for his or her special needs.

Page 33

- An applicant with disability may also suggest other arrangements in view of his / her disability for consideration by the recruiting D/G.

Assistance Provided to Persons with Disabilities Working in the Government

The Government provides on-the-job assistance and reasonable accommodation to employees with disabilities, such as modifications of work areas and facilities, appropriate adjustments to job designs and work schedules, etc.

The Government also purchases technical aids, such as computers with braille displays, telephone amplifiers, etc. for employees with disabilities.

Tips on Application for Government Posts

How to Obtain Information on Government Vacancies?

Job seekers may obtain information on civil service and non-civil service vacancies for open recruitment through the Government Vacancies Enquiry System on the website of the Civil Service Bureau (CSB) (http://www.csb.gov.hk) [Recruitment > Government Vacancies].

 ◎圖片：QR Code◎

The Selective Placement Division (SPD) of the Labour Department (LD) also assists job seekers with disabilities who have registered with SPD by referring their applications to the corresponding recruiting D/Gs.

How to Fill in the Government Job Application Form?

Job seekers who wish to apply for government jobs are generally required to fill in the Application Form for Employment with the Government of the Hong Kong Special Administrative Region (i.e. G.F. 340).

The above-mentioned application form may be obtained from the following means:

- Download from the CSB website or those of the recruiting departments;

- Obtain from the SPD offices or Job Centres of the Employment Services Division, LD; and

- Obtain from Public Enquiry Service Centres of District Offices, Home

Page 34a

Affairs Department.

If the applicants fail to provide all the information required in the recruitment advertisement, the application forms will not be processed.

- If applicants with disabilities wish to make use of the arrangements applicable to persons with disabilities during the selection processes, they should specify their disabilities and the special arrangements needed in the related section of the application form G.F. 340 (as shown in the following).

 ◎圖片◎ 描寫：G.F. 340表格，內容如下：

B部（可選擇是否填寫） Section B (Optional)

你是否殘疾人士？ Are you a candidate with disability? 是Yes 206 ( ) 否No 207 ( )

如為殘疾人士，請註明殘疾性質及程度

If yes, please indicate nature and degree of disability ----

請註明在參加考試／面試時，是否需要特別的安排

Please specify whether you need special arrangement for taking the examination / attending an interview

考試 是208 否209

Examination Yes ( ) No ( )

如需特別考試安排，請列明有關要求

If yes, please specify the arrangement required for examination.

----

面試 是210 否211

Interview Yes ( ) No ( )

如需特別面試安排，請列明有關要求

If yes, please specify the arrangement required for interview.

----

Page 34b

（註：政府在遴選時對殘疾人士及其他申請人會一視同仁。申請人如需獲得為殘疾人士而設的聘任相關安排，有關部門可能要求提交醫生證明其為殘疾人士。）

(Note: Candidates with disabilities are considered on equal terms with other applicants. The Government may require medical proof of their disability if candidates wish to make use of the appointment arrangements applicable to candidates with disabilities.)

- The recruiting D/Gs may require the applicants to produce medical proof to confirm their disabilities in order to make suitable arrangements.

- Disclosure of the information on disability by applicants is solely on a voluntary basis.

Detailed version of the above topic is available at Selective Placement Division Offices or on the website of the Selective Placement Division (http://www.jobs.gov.hk/isps) [Information Gallery > Publications].

Page 35

 ◎圖片：QR Code◎

Page 36

Ordinances for Protecting the Rights and Interests of Employees

- Employment Ordinance

- Employees' Compensation Ordinance

- Disability Discrimination Ordinance

- Sex Discrimination Ordinance

- Family Status Discrimination Ordinance

- Race Discrimination Ordinance

- Personal Data (Privacy) Ordinance

- Mandatory Provident Fund Schemes Ordinance

If you have any enquiries or need more information, please contact the relevant bodies and authorities. (Please refer to the online version of this tool-kit http://www2.jobs.gov.hk/isps/Web/WebForm/Information/Publications/default.aspx for contacts and information)

Page 37

Appendix

Relevant questions about your disability

How is your health / medical or physical condition? Does it affect your performance at work?

- Give an account of your condition positively, for example emphasising that you have recovered or your condition is stable, and only regular follow-up consultations are required; and

- Detail which duties you are not capable of discharging (like standing for long hours) so that the employer can make necessary arrangements / accommodations.

Do you feel inferior due to your disability or are you susceptible about it?

- Cite your participation in social activities as examples to illustrate your easy-going character and rapport established with others; and

- Emphasise that you are as competent as other colleagues with appropriate and reasonable accommodations.

If you require assistance due to your physical or medical condition, what should I do?

- Reassure that you are attending regular follow-up consultations and taking medication, and your physical / medical condition is stable; and

- Provide names of your family members and social workers, and means of contacting them in case of an emergency.

Do you need to take leaves frequently to attend follow-up consultations?

- Detail frankly your follow-up consultation schedule and the frequency; and

- If you work in shifts, reassure that you will try to schedule your medical appointments on your day-offs as far as possible to avoid taking leaves or being absent for work.

Does your disability / medical condition impair your work abilities / skills?

- Give an account of whether or how your work ability is affected by your disability or medical condition;

- Focus on the job-related competencies required and exemplify the skills you possess; and

- Detail the training you have received, if any, and indicate if you have plan to continue your studies / training to improve your knowledge or skills.

Answering questions related to visual impairment

Page 38

Working environment

- Reassure that the mobility training you have received and your good memory allow to orient yourself in new environment travel independently; and

- Cite examples of adjustments on previous job or studies illustrate independent mobility.

Reading documents operating computers

- Detail how cope with impaired vision, for instance, close-range reading larger prints, using spectacles magnifiers, etc.; and

- Demonstrate can operate a computer independently suitable technical aids, such as closed-circuit television magnifying system, font-enlarging and screen-softwares, PowerBraille display, etc.

Answering questions related to hearing impairment

Communicating

- Illustrate how you communicate with others, for instance by hearing aids, lip reading, sign language, body language or writing; and

- Prompt your employer to give you guidance by means of writing, demonstrating or speaking slowly.

Work competence

- Indicate how competent you are in meeting the job requirements;

- Emphasise that you have received relevant training or the qualifications relating to the job; and

- Turn your disability into your strength, for example you can concentrate on your work even in a working environment with noises or distracting conversations.

Answering questions related to physical impairment

Commuting

- Clarify your physical condition and mobility, including:

> It is convenient for you to take rehabus or other public transport even if you are wheelchair-bound, and the route you can take from home to the working location;

> You can walk with the aid of walking stick(s) / crutches; and

> You can walk even without technical aids or special facilities.

Work competence

- Indicate that, in spite of your mobility limitation, you are as competent as people without disabilities, both in academic qualifications and working abilities; and

- Explain that your performance can be enhanced by ensuring that the main

Page 39

passages are barrier-free and the frequently-used objects are placed somewhere easily accessible.

Answering questions related to autism

Impact on work

- Indicate that although you have difficulties in social interaction, as long as you are placed in suitable job position and guidance is provided, you are as competent as others;

- Give examples on how you overcome the social barriers in school or at work based on previous experience; and

- Emphasise your strengths, such as exceptional memory, ability to notice details and handle mechanical or repetitive work patiently and in an orderly manner.

Answering questions related to mental illness

Impact on work:

- Address the prospective employer’s concerns by reassuring that you are recovered from mental distress and do not have any irrational or aggressive behaviour;

- Indicate that you are attending regular follow-up consultations and taking medication. Stress that your emotional / medical condition is stable and you are fit for employment; and

- Detail the training, if any, you have received during the period of hospitalisation or cite recent work experience to prove your working ability.

Answering questions related to chronic illness

Impact on work

Cerebral Palsy (patients commonly known as spastics)

- Clarify that cerebral palsy can cause cramps or uncoordinated movements. It is not a disease and your physical condition will not deteriorate; and

- Indicate that your intelligence and working ability are no different from that of people without disabilities.

Epilepsy

- Reassure that your medical condition is under control and seizures are infrequent for you are attending regular follow-up consultations and taking medication; and

- Emphasise that you can handle your seizures. For instance, if you have aura before seizures, there is sufficient time for you to put down your task and take rest in a safe place for two or three minutes before regaining consciousness.

Renal Disease

Page 40

- Clarify your physical / medical condition, for instance your condition is under control by replacing the dialysate for peritoneal dialysis regularly every day; and

- Emphasise your work competence, skills and experience possessed that are relevant to the job you applied for.

Answering questions related to specific learning difficulties

Impact on work

- Reassure that you have normal intelligence and have no obvious disability; and

- Indicate that, with proper training and assistance, you can give full play to your strengths on the job just like people without disabilities.

Answering questions related to attention deficit / hyperactivity disorder (ADHD)

Impact on work

- While symptoms of inattention, disorganisation, distractibility and impulsivity often persist into adulthood, reassure that on medication and behavioral therapy, your can control your condition and cope effectively with daily work.