

Arbitration and Mediation Programmes Series

The application of arbitration and mediation has become increasingly popular in Hong Kong. With a common law legal system and geographical convenience, Hong Kong is an ideal venue for arbitration of commercial disputes. The Hong Kong SAR Government has also actively promoted the use of mediation as an effective means for conflict resolution in different aspects of life. HKU SPACE has been offering a wide range of arbitration and mediation programmes, from short courses to postgraduate diploma level for over 15 years.

The Postgraduate Diploma in Arbitration / Arbitration and Mediation programmes are accredited by The Chartered Institute of Arbitrators (CIArb) and those who have successfully completed either one of these programmes are eligible to apply for Membership of CIArb. The Mediation Practice courses, delivered in both English and Chinese are accredited by the Hong Kong Mediation Accreditation Association Limited (HKMAAL). Upon completion of the 40-hour course, attendees are accepted as meeting Stage One requirement leading to accreditation as a member of the Association General Panel of mediators.



Postgraduate Diploma in Arbitration

Programme Code: HB015A

Application Code: 1945-HB015A



\$ HK\$51,500 (2 instalments; Members of HKIA, HKIE, HKIS, HKIH and CILTHK are given a 5% discount to the advertised course fees.)

For course details, please refer to the common information below.

Postgraduate Diploma in Arbitration and Mediation

Programme Code: HB013A

Application Code: 1945-HB013A



\$ HK\$67,000 (2 instalments; *Members of HKIA, HKIE, HKIS, HKIH and CILTHK are given a 5% discount to the advertised course fees for the arbitration modules.)

For course details, please refer to the common information below.

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The application of arbitration has become increasingly popular in Hong Kong. With a common law legal system and geographical convenience, Hong Kong provides the ideal venue for speedy and reliable dispute resolution or commercial conflicts. The Postgraduate Diploma in Arbitration was launched to meet the expanded application of arbitration.

R Applicants shall hold:-

- A bachelor's degree awarded by a recognized university or equivalent, in a relevant discipline with at least 2 years of experience; OR
- A relevant professional qualification (e.g. RIBA/HKIA, RICS/HKIS, CIOB/HKICM, CIBSE/ICE/HKIE, HKIH/CIH, CILT, ICS, CIPS/HKIPS etc)

If the degree or equivalent qualification is from an institution where the language of teaching and assessment is not English,

applicants shall provide evidence of English proficiency such as:

- an overall band of 6.0 or above with no subtests lower than 5.5 in the IELTS; or
- a score of 550 or above in the paper-based TOEFL, or a score of 213 or above in the computer-based TOEFL, or a score of 80 or above in the internet-based TOEFL; or
- HKALE Use of English at Grade E or above;
- HKDSE Examination English Language at Level 3 or above; or
- equivalent qualifications.

Applicants with other qualifications will be considered on individual merit.

\$ Application Fee: HK\$200

D 1 year

English

Q Level 6 (Reg. No.: 09/002258/6) Validity Period: 05 May 2008 - on-going

Mediation Practice

Programme Code: SC507A



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Mediation Practice are all submitted to Hong Kong Mediation Accreditation Association Limited (HKMAAL) for accreditation as meeting Stage One training requirements leading to accreditation as a member of the Association General Panel of mediators. The attendee needs to complete two further satisfactory assessments to apply for such accreditation. Each course is individually accredited.

R Applicants shall hold:

- A bachelor's degree awarded by a recognized university or equivalent, in a relevant discipline with at least 2 years of experience; OR
- A relevant professional qualification (e.g. RIBA/HKIA, RICS/HKIS, CIOB/HKICM, CIBSE/ICE/HKIE, HKIH/CIH, CILT, ICS, CIPS/HKIPS etc)

If the degree or equivalent qualification is from an institution where the language of teaching and assessment is not English, applicants shall provide evidence of English proficiency such as:

- an overall band of 6.0 or above with no subtests lower than 5.5 in the IELTS; or
- a score of 550 or above in the paper-based TOEFL, or a score of 213 or above in the computer-based TOEFL, or a score of 80 or above in the internet-based TOEFL; or
- HKALE Use of English at Grade E or above; or
- HKDSE Examination English Language at Level 3 or above; or
- equivalent qualifications.

Applicants with other qualifications will be considered on individual merit.

\$ HK\$16,000

D 3 weeks

English

證書 (單元 : 調解實務)

課程編號 : HB030A



報名代碼 : 1940-HB030A



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完成此 40 小時的課程後當符合香港調解資歷評審協會有限公司 (HKMAAL) 認可的第一階段訓練，學員可進一步報考 HKMAAL 的第二階段模擬調解考試，以獲取認可綜合調解員的資格。

R 持有認可大學頒發的學士學位或其他同等學歷 (報讀人士需提供學歷證明)

\$ HK\$16,000

D 4 個星期

粵語，輔以英語

**Q 資歷架構級別 : 6 資歷名冊登記號碼 : 14/003658/L6
資歷名冊登記有效期 : 2015 年 3 月 13 日 - 持續有效**

NCR¹ This is an exempted course under the Non-Local Higher and Professional Education (Regulation) Ordinance. 根據《非本地高等及專業教育(規管)條例》，本課程屬獲豁免課程。 It is a matter of discretion for individual employers to recognize any qualification to which this course may lead. 個別僱主可酌情決定是否承認本課程可令學員獲取的任何資格。

NCR² These are exempted courses under the Non-Local Higher and Professional Education (Regulation) Ordinance. 根據《非本地高等及專業教育(規管)條例》，這些課程屬獲豁免課程。 It is a matter of discretion for individual employers to recognize any qualification to which these courses may lead. 個別僱主可酌情決定是否承認這些課程可令學員獲取的任何資格。

NCR³ The course operator is applying for exemption under the Non-local Higher and Professional Education (Regulation) Ordinance. 課程主辦人正根據《非本地高等及專業教育(規管)條例》辦理豁免註冊手續。 It is a matter of discretion for individual employers to recognize any qualification to which this course may lead. 個別僱主可酌情決定是否承認本課程可令學員獲取的任何資格。

Alternative Dispute Resolution

非訴訟式紛爭解決方法

職間調解與衝突管理 2.0 (進階深化版)

課程編號 : DRES9019

 2508 8862

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隨著社會大對生活質素的提昇，企業主管無論在應對消費者服務要求的投訴或對企業內員工之間的意見分歧及糾紛處理都浪費不少資源在低效率的方式上。

香港的民事司法制度改革於2009年全面實施後，公眾對調解的認識和信心日漸增強。適當運用調解技巧，不但能平和地解決民事訴訟案件，如果能夠提早運用於職間，更能創造和融的職間環境、利用有效的溝通模式增進同事間人際關係，同時更能提昇員工及個人處理業務的效率，令企業營運及個人有更高效的发展。

 HK\$2,500

 2個星期

 粵語

職間調解與衝突管理 1.0

課程編號 : DRES9018

 2508 8862

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 HK\$5,000

 2-4個星期

 粵語

提昇企業領袖才能； 奠下企業成功基石

課程編號 : DRES9014

 2508 8862

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是次課程中，導師會分析不妥善解決的職場衝突會如何演化成企業的危機，對企業產生的潛在成本及影響，與及最終如何妨礙企業的發展和營運效率。另外導師亦會示範有才能的領袖如何透過調解的技巧，讓員工從衝突對抗的立場轉化為協作及解決問題的態度。

 HK\$1,380

 1日

 粵語，輔以英語

調解入門之投訴處理

課程編號 : DRES9005

 2508 8862

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香港經濟由服務性行業主導，管理人員經常需要處理投訴，此課程教授學員如何處理投訴，有助應付日常工作所需，技巧亦可應用於生活不同範疇。

 HK\$1,200

 1日

 粵語，輔以英語

Representing Your Organization in Mediation

Programme Code: DRES9004

 2508 8864

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After the implementation of Civil Justice Reform in Hong Kong, most disputants have to attend mediation meeting before their cases are presented in the court and executives are often required to represent their own organization in the mediation. Good preparation is half way to success and executives have to prepare for a successful mediation meeting whenever dispute arises.

 HK\$680

 1 day

 English

Mediation Skills Enhancement Course

Programme Code: DRES9001

Application Code: DRES-9001NW

 2508 8864

 wella.chau@hkuspace.hku.hk

Graduates of the Mediation Practice course might plan to obtain accreditation as a member of the Hong Kong International Centres General Panel of mediators. This skills enhancement course provides chances of practice coached by experienced mediators.

 HK\$3,200

 2 days

 Cantonese

調解技巧：提昇醫護人員 處理投訴和職間衝突

課程編號 : DRES9017

 2508 8862

 priscilla.lau@hkuspace.hku.hk

是次課程中，導師會分析職場衝突的成因，如何演化成部門或機構的危機。繼而讓學員練習不同的調解技巧處理投訴和職間同事的衝突。

 HK\$1,500

 1日

 粵語，輔以英語

See legend on page 1 & 9 圖像說明於第1及9頁

 Minimum Entry Requirements 基本入學要求 (P.300)

 Fee 學費

 Duration 修業期

 Medium of Instruction 教學語言

 Qualifications Framework 資歷架構

 Exemption 豁免

 Short Course 短期課程

For more and latest programme information, please visit our website
有關最新課程資訊及詳情，請瀏覽學院網站 hkuspace.hku.hk