

Recognition of Prior Learning -- (ICT (Operation and Support))

Employer/Referee Review Form

過往資歷認可 -- (資訊及通訊科技業 (營運與支援))

僱主/諮詢人評估表格

Title and Code of VQP qualification 職業階梯資歷名稱及編號:	ITOS029L2 Help Desk Support 求助台支援 (QF Level 資歷級別: 2)	FOR OFFICE USE 由本評估機構填寫 Application No. Date:
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Note: This form shall be filled in by applicant's employer or an authorized person or referee only.

註: 此表格需由申請人之僱主或其委託人或諮詢人填寫

I APPLICANT'S PERSONAL PARTICULARS 申請人個人資料 (*Please delete whichever not applicable 請刪去不適用者)

Name in English 英文姓名	Surname 姓氏	Given Name (in full) 名字	
Name in Chinese 中文姓名			Title: *Mr / Ms 稱謂: *先生 / 女士
*HKID Card / Passport No. *香港身份證/護照號碼		Date of Birth (DD/MM/YY) 出生日期(日/月/年)	
Home Tel. 住所電話		Mobile Tel. 流動電話	
E-mail 電郵地址			
Correspondence Address 通訊地址			

II EMPLOYER'S PARTICULARS 僱主資料 (*Please delete whichever not applicable 請刪去不適用者)

Company Name 公司名稱			
Contact Person 聯絡人姓名	Surname 姓氏	Given Name (in full) 名字	
Name in Chinese 中文姓名			Title: *Mr / Ms 稱謂: *先生 / 女士
Contact Phone No. 聯絡電話號碼			
E-mail 電郵地址			
Company Address 公司地址			

III EMPLOYMENT PARTICULARS 就業資料

How many years have you known the applicant? 你與申請人認識多少年? _____

How long has the applicant worked for your company? 申請人在貴公司工作了多少年? _____

How long has the applicant worked in ICT (Operation and Support) industry?

申請人從事資訊及通訊科技業 (營運與支援) 的年資有多久? _____

What are the applicant's position and major responsibilities: 申請人之工作崗位及主要職責是?

Would you recommend the applicant to obtain the RPL qualification?

你是否推薦申請人取得過往資歷認證?

☐ Yes 是

☐ No 否

IV APPLICANT'S COMPETENCY ASSESSMENT 申請人的能力評估

Please put a "v" in the ☐ if the applicant meets the performance requirements of below Unit(s) of Competency (UoC). 如申請人達到以下能力單元之表現要求，請在☐內加上v號。

	UoC 能力單元	Credit 學分	
1	107860L1 Perform next level escalation 執行升級程序	1	☐
2	107861L1 Understand the System Development Life Cycle for technical support 了解系統開發周期以作技術支援	1	☐
3	107862L1 Understand the principle of troubleshooting 了解故障排除的原理	3	☐
4	107863L1 Understand the principle of data security 了解數據安全的原理	1	☐
5	107864L1 Understand the principle of data protection 了解保障資料原則	1	☐
6	107865L1 Understand professional ethics and conducts 了解專業道德及操守	3	☐
7	107866L2 Keep user/client informed of status of work 讓用戶／客戶知悉工作情況	1	☐
8	107867L2 Provide support to users 向用戶提供支援	3	☐
9	107869L2 Comply with anti-bribery law and adopt a high standard of integrity in the operation and procurement of ICT products and services 在營運及採購資訊科技及通訊產品及服務時，遵守反賄賂法，並維持高度的誠信	1	☐
10	107873L2 Install and configure Apps on client devices 在客戶端的裝置上安裝及設定應用程式	3	☐
11	107876L2 Install and configure email clients 安裝及設定電子郵件客戶端	3	☐
12	107894L2 Provide support for different operating systems 為不同的操作系統提供支援	3	☐
13	107895L2 Configure desktop client environment 設定桌上客戶端裝置的工作環境	3	☐
14	107896L2 Perform Operating System installation 安裝操作系統	3	☐
15	107899L2 Provide help desk support 提供求助台支援	3	☐
16	107906L3 Troubleshoot Operating System issues 解決操作系統問題	3	☐

V PLEASE PROVIDE ANY FURTHER COMMENTS AS APPROPRIATE* 補充資料 (如適用)*

*Please use separate sheet if necessary. 如不敷應用，請另備紙張填寫。

Processing of Personal Data

A database will be compiled by the RPL Assessment Office as part of the processing of all applications, which will include information such as documents submitted by applicants and assessment reports. All data will be kept confidential. The RPL Assessment Office is committed to ensuring that all personal data are handled in accordance with the provisions of the Personal Data (Privacy) Ordinance (PDPO). No access or downloading of files will be allowed without approval from the RPL Assessment Officer.

The applicant's personal data may be provided to authorised government departments and other organisations or agencies for matters relating to RPL application, such as the reimbursement of assessment fee.

個人資料收集聲明

評估辦事處將編制數據庫以處理所有個人資料及其他補充證明文件。評估辦事處重視個人資料，一切資料將絕對保密，並致力確保所有個人資料的處理均符合 個人資料(私隱)條例 條文規定。查閱或下載檔案都必須經項目經理批准。

如有需要，申請人的個人資料可能會送交獲授權的政府部門及其他組織或機構，用以處理與申請過往資歷認可的相關事宜，例如發還評估費用。

Signature 簽署: _____ Date 日期: _____

Name 姓名: _____ (IN BLOCK LETTERS 請用正楷)