

# Course Administration Guidelines for FDRC Empanelment Training 2026 2026年FDRC入選培訓課程管理指引

## Co-organisers Information 合辦機構資料

### FDRC

The Financial Dispute Resolution Centre (FDRC) was set up in November 2011 as a non-profit making company limited by guarantee with seed funding from the HKSAR Government, the Hong Kong Monetary Authority and the Securities and Futures Commission. It commenced operations in June 2012 and independently and impartially administers the Financial Dispute Resolution Scheme (FDRS). It provides an effective and cost-efficient channel to resolve monetary disputes between financial institutions and their customers in Hong Kong, primarily through a “Mediation First, Arbitration Next” approach. Together with stakeholders, the FDRC is committed to providing an amicable market environment to reinforce Hong Kong’s role as an international financial centre.

金融糾紛調解中心（FDRC）於2011年11月以非牟利擔保有限公司形式成立，並獲香港特別行政區政府、香港金融管理局及證券及期貨事務監察委員會出資成立。FDRC於2012年6月投入服務，獨立公正地管理金融糾紛調解計劃（調解計劃），主要以「先調解，後仲裁」的方式，為香港金融機構及其客戶提供一個有效及具高成本效益的渠道，協助解決他們之間的金錢糾紛。FDRC與各持份者致力為香港締造一個融和的市場環境，以鞏固香港作為國際金融中心的地位。

### PEAK

Institute of Professional Education And Knowledge (PEAK) is a member of the VTC Group with over 20 years of experience in professional education and training and corporate human resources development. We are one of the leading in-service training organisations and qualifying bodies in Hong Kong. Our programmes cover the following areas: financial services, management, information technology, languages, construction, hospitality, property management, aviation, etc. Since 2003, more than 200 well-established companies have adopted our products and services to enhance the technical competency and professional expertise of their employees.

高峰進修學院（PEAK）是 VTC 機構成員，致力為業界提供全面的在職培訓及專業考試服務，擁有超過 20 年專業及企業人才培訓經驗，實力及規模皆處於領導地位。為配合社會的發展和需要，本學院不斷開設多項培訓課程，涵蓋範圍包括：財經事務、管理專業、資訊科技、語文、建築、酒店及旅遊、物業管理及航空等。由 2003 年至今，已有超過 200 家大型企業採用本學院的培訓產品或專業服務，藉以提升員工的專業知識和技能。

## Enquiry Contact 查詢聯絡

	For training venues and facilities:	FDRC Mediator/Arbitrator recruitment, course enrollment:
	培訓地點及設施資料：	FDRC調解員及仲裁員，報名事宜：
Address:	9/F, VTC Tower, 27 Wood Road, Wan Chai, HK	Room 408-409, 4/F, West Wing, Justice Place, 11 Ice House Street, Central, HK
Office Hours <sup>^</sup> :	Mon – Fri: 9:00am – 7:30pm Sat: 9:00am – 12:00noon (Closed on Sundays and Public Holidays)	9:00am – 6:00pm Closed
General Enquiry:	Tel: 2836 1922 Website: <a href="http://www.peak.edu.hk/">http://www.peak.edu.hk/</a>	3199 5101 <a href="http://www.fdrc.org.hk">www.fdrc.org.hk</a>

地址:	香港灣仔活道 27 號職業訓練局大樓 9 樓	香港中環雪廠街11號律政中心西座4樓408-409
室		
辦公時間:	星期一至五: 上午九時至晚上七時三十分	上午九時至下午六時
	星期六: 上午九時至中午十二時	休息
	(星期日及公眾假期休息)	
一般查詢:	電話: 2836 1922	3199 5101
	網址: <a href="http://www.peak.edu.hk/">http://www.peak.edu.hk/</a>	<a href="http://www.fdrc.org.hk">www.fdrc.org.hk</a>

## **Programme Administration 課程管理**

### **Enrolment 課程報名**

- Please use the specified online enrollment form to apply for programmes.
- **All places are allocated on a first-come-first-served basis.**
- 請使用指定的網上報名表格報讀課程。
- 所有課程名額均以先到先得方法分配。

### **Deadline for Application 截止報名日期**

The deadline for application is 5 June 2026.

截止報名日期為2026年6月5日。

### **Notification of Class Commencement 開課通知**

FDRC will notify successful applicants of the class confirmation and relevant information by the email address specified on the online enrollment form at least 7 working days<sup>##</sup> before class commencement. Please contact FDRC at 3199 5101 or PEAK at 2936 1922 if you do not receive the notification 3 working days<sup>##</sup> before the class commencement.

成功申請人將於開課前至少七個工作天<sup>##</sup>接獲FDRC以閣下指定的電郵地址通知開課確認及相關資料。申請人如在開課前三個工作天<sup>##</sup>尚未接獲課程確認或取消的通知，請致電FDRC（電話: 3199 5101）或 PEAK（電話: 2836 1922）查詢。

### **Programme Fees / Receipt 學費 / 收據**

Students are required to settle the programme fees by cash, cheque or bank transfer. Receipt will be issued on the first day of the registered course and must be signed as acknowledgment.

**Programme fees paid are non-refundable, except for cases of unsuccessful applications and programme cancellation or rescheduling. Fees paid and places enrolled are also not transferable, and request for programme swapping will not be entertained.**

學生必須以現金、支票或銀行轉帳繳交學費，收據將於已報讀課程的第一堂發出並需簽收作實。

除學生之申請不獲接納或所選課程取消 / 改期外，所有已繳學費恕不退還。學費及學額亦不可作任何更改（包括不可轉班）或轉讓他人。

### **Class Venue 上課地點**

All classes will be held at room 1006, 10/F, VTC Tower, 27 Wood Road, Wan Chai, Hong Kong. Please refer to the venue directory at PEAK before attending classes, or call us at 2836 1922 for enquiry.

所有課堂均在香港灣仔活道 27 號職業訓練局大樓10樓1006室舉行。學生可於上課前到本院查看課室編排表，或致電 2836 1922 向本院查詢。

### **Medium of Instruction 授課語言**

All classes are conducted in Cantonese and supplemented with English terminology. Programme handouts will be provided in Chinese or English.

所有課程均以廣東話授課，部份輔以英文專業用語，講義為英文或中文。

### **Attendance-Taking Procedures 點名程序**

Students are required to take attendance at the venue specified in the class confirmation email. Taking attendance for another student is strictly prohibited. If found, PEAK has the right to terminate the study of such student and the fees paid will not be refunded. **For Continuing Professional Development (CPD) programmes, the CPD / CPT hours of students who are late for class will be deducted on a pro-rata basis.** PEAK will require students to present valid photo identification documentations (HKID Card / Passport / Travel Document, or valid visa / entry permit for study issued by the Immigration Department of HKSAR) for identity verification purpose. In particular, CPD Students should read and observe the **“CPD Programme – Notes to Students”** carefully.

學生需於開課通知電郵上列明之地點點名方可進入課室。學生不可由他人代為點名，如被發現，本院有權終止該學生之學籍，所繳款項亦概不發還。 **凡報讀持續專業發展課程（CPD 課程）而遲到之學生，其持續專業進修（CPD）／持續培訓（CPT）時數將按比例扣減。** PEAK 要求學生出示有相片及有效身份證明文件（由香港特區入境事務處所簽發的香港身份證／護照／旅行證件、或來港就讀之簽證／進入許可）以核實身份。此外，報讀持續專業發展課程之學生亦應特別注意及遵守指引內的「持續專業發展課程-學生須知」。

## Working days (exclusive of Saturdays, Sundays and Public Holidays)

## 工作天（不包括星期六、日及公眾假期）

## **CPD Programme – Notes to Students 「持續專業發展課程 – 學生須知」**

**MPFA / SFC / HKMA / IA 積金局 / 證監會 / 金管局 / 保監局**

1. Individual employers may have their own guidelines regarding the recognition of relevant CPD/CPT hours of a course. Applicants may consult their employers about the recognition criteria where necessary.  
個別僱主對於是否認可課程的相關持續專業培訓/進修時數或有不同指引。如有需要，報讀人士可向其僱主了解有關要求。
2. Students of Continuing Professional Development (CPD) programmes are required to sign in and out on the attendance sheet for every single class. CPD / CPT hours will be given to students according to the attendance record. Students who have not signed in and / or out on the attendance sheet for a particular class will be deemed to have been absent from that class.  
凡參加持續專業發展（CPD）課程之學生，請緊記於每一課堂上課前及每一課堂完結時在點名簿上簽名，以便計算持續專業進修（CPD）／持續培訓（CPT）時數。學生若未有按上述指示於點名簿上簽名，將一律被當作缺席處理。
3. Students who are late for a CPD class should go to the Registration Desk right outside the classroom to sign on the attendance sheet. **The CPD / CPT hours of students who are late for class will be deducted on a pro-rata basis.**  
學生若因事遲到，請立即前往班房門外登記處簽到。請注意，高峰進修學院將按學生遲到的時間扣減持續專業進修（CPD）／持續培訓（CPT）時數。
4. CPD / CPT hours for students will be calculated on a pro-rata basis according to the attendance record. Please note that the minimum unit of CPD / CPT hour is 0.5. Hence, for students who are late for class, absent from the class or leave before the class ends, even for less than 30 minutes, a minimum of 0.5 hour will be deducted.  
學生可獲的持續專業進修（CPD）／持續培訓（CPT）時數將根據出席課堂的時數按比例計算。有關時數的最少單位為 0.5 分，遲到、早退或離開課室不足半小時亦作半小時計算。
5. To comply with relevant Guidance Notes on Assessment of CPD Activities by the Hong Kong Council for Accreditation of Academic and Vocational Qualifications (HKCAAVQ), **students who are late for class, absent from the class or leave before the class ends with a cumulative total of 15 minutes or more, IA-CPD hour will be deducted, and the minimum deduction unit is 0.5 IA-CPD hour.**  
根據香港學術及職業資歷評審局（評審局）關於持續專業培訓活動評核指引的要求，學生如遲到、早退或離開課室達 15 分鐘或以上，將被扣減 IA-CPD 時數，而被扣減的最少單位為 0.5 IA-CPD 時數。
6. Students will not be given any IA-CPD hours, if they are **late for class for 30 minutes or above.**  
學生若遲到 30 分鐘或以上，他們將不可獲取任何 IA-CPD 時數。
7. Time spent on recess, lunch or assessment such as test or examination will not be counted as CPD hours.  
小休、午膳或考核時間，例如測驗或考試，將不能列入培訓時數內。
8. Students **should arrive PEAK's Registration Desk right outside the classroom 15 minutes before the class commencement time for registration.**  
學生須於課堂開始前 15 分鐘到達職業訓練局大樓 指定班房門外簽到。
9. Students must fulfil the above requirements of HKCAAVQ for obtaining the CPD hours and Certificate from PEAK.  
學生須遵守及達到上述評審局的出席要求，方可獲發由高峰進修學院頒發的 CPD 學分及證書。

10. Students will not be given any MPFA, SFC and ECF hours if they are late for class, absent from the class or leave before the class ends in total for MORE than the specified time shown in the following table.  
學生若遲到、早退或離開課室合共超過下列時數，將不能獲得任何MPFA，SFC及ECF時數。

Duration of Programme (Hour(s)) 課程時數	No MPFA, SFC and ECF hours will be given if students are late for class, absent from class or leave before the class ends for more than the specified time below 若遲到、早退或離開課室合共超過下列時數，將不能獲得任何MPFA，SFC及ECF時數
1	15 minutes / 15 分鐘
2	15 minutes / 15 分鐘
3	30 minutes / 30 分鐘
4	30 minutes* / 30 分鐘*
5	1 hour* / 1 小時*
6	1 hour* / 1 小時*
7	1 hour* / 1 小時*
10	2 hours* / 2 小時*

\*Note: For programmes which comprise 2 lessons, MPFA, SFC and ECF hours will be given based on the total duration of the programme that the students have attended.  
\*註：若有關課程分兩節課堂舉行，本院將按學生於兩節課堂的總出席時數計算MPFA, SFC及ECF時數。

11. Students should refer to the digital clock displayed at PEAK for signing in and signing out purpose.  
高峰進修學院將以院內的時鐘所顯示之時間記錄學生出席時數。

### **Certificate 證書頒發**

Students with an attendance rate\* of 80% or higher will be issued an Attendance Certificate. PEAK will issue an Attendance Certificate and distribute to students who attend and complete the registered course at the end of the class. However, the certificate will not be ready at the end of the class in the following cases:

- Students enroll in a programme in less than 7 working days<sup>##</sup> before the class commencement date; and / or
- **Students who are late and leave from the classroom (including leaving the course before the end of the course) cumulate 15 minutes or more of the Continuous Professional Development (CPD) course**

For the cases mentioned above, the certificate will be issued within 7 working days<sup>##</sup> after the end of the programme and FDRC staff will contact respective students for the collection arrangement. If students choose to collect the certificates by mail, FDRC will not be responsible for any loss in mailing.

For those students who lost their certificates and would like PEAK to reissue a certificate to them will be required to pay an administrative charge of HK\$100 and with a written application to "The Programme Team" of PEAK. If payment is made by cheque, a crossed cheque payable to "Vocational Training Council" should be sent to PEAK. For enquiry, please contact us at 2836 1922.

出席率\*達到80%或以上的學生將獲發出席證書。出席並完成所報課程之學生將於課程完結當天派發出席證書，但在以下情況下，證書將未能於課程完結當日發出予學生：

- 學生於開課日前少於7個工作天<sup>##</sup>報名；及 / 或
- 學生於持續專業發展課程（CPD課程）的課堂遲到、早退及中途離開課室累積達15分鐘或以上

在上述情況，FDRC會於課程完結後7個工作天<sup>##</sup>內發出證書，並會通知學生領取證書的安排。如學生選擇以郵寄方式收取證書，FDRC對郵遞失誤概不負責。

如學生因遺失證書而需PEAK補發，需以書面通知PEAK課程組，並需繳付港幣100元手續費。如以支票付款，請將支票遞交至高峰進修學院，支票抬頭為「職業訓練局」。查詢請致電2836 1922。

Students who complete and pass the e-assessment will receive a recognition letter issued by FDRC. FDRC will contact the relevant students of the collection arrangements. (For details, please refer to the course rundown.)

完成網上測驗並合格的學生，將獲發FDRC發出之認可信件，FDRC會聯絡相關學生通知領取事宜。（詳細資料請參閱培訓課程流程表）

<sup>##</sup> Working days (exclusive of Saturdays, Sundays and Public Holidays)

<sup>##</sup> 工作天（不包括星期六、日及公眾假期）

**Class / Examination\*\* Arrangement in Times of Tropical Cyclones / "Extreme Conditions" and Rainstorms 熱帶氣旋 / 「極端情況」及暴雨期間之課堂 / 考試\*\*安排**

**Tropical Cyclones/ "Extreme Conditions" 熱帶氣旋 / 「極端情況」**

When tropical cyclones / "extreme conditions" affect Hong Kong, the following arrangements for classes / examinations\*\* of the Institute of Professional Education And Knowledge (PEAK) will apply:

熱帶氣旋或「極端情況」襲港期間，高峰進修學院課堂 / 考試\*\*安排如下：

<b>Tropical Cyclone Warning Signal / "Extreme Conditions"</b> 熱帶氣旋警告信號 / 「極端情況」	<b>Action to be taken (PEAK Classes / Examinations**)</b> 安排事宜 (高峰進修學院課堂 / 考試**)	
No. 1 一號熱帶氣旋警告信號	Classes / Examinations** conducted as scheduled (unless specified by PEAK / VTC otherwise) 課堂 / 考試**如期進行 (除非高峰進修學院 / 職訓局另有宣佈)	
No. 3 三號熱帶氣旋警告信號	Classes / Examinations** conducted as scheduled (unless specified by PEAK / VTC otherwise) 課堂 / 考試**如期進行 (除非高峰進修學院 / 職訓局另有宣佈)	
Pre-No.8 Special Announcement# / Tropical Cyclone Warning Signal No. 8 or above / "Extreme Conditions" Announcement 八號預警# / 八號或以上熱帶氣旋警告信號 / 「極端情況」	(a) Issued or in force <b>at 6:15 am or before 11:00 am</b> 上午六時十五分至十一時前發出或仍然生效	PEAK classes / examinations** scheduled to commence within 9:00 am – 12:00 noon 上午九時至正午十二時開始之高峰進修學院課堂 / 考試** <b>Cancelled 取消</b>
	(b) Issued or in force <b>at 11:00 am or before 4:00 pm</b> 上午十一時至下午四時前發出或仍然生效	PEAK classes / examinations** scheduled to commence within 12:00 noon – 6:00 pm 正午十二時至下午六時開始之高峰進修學院課堂 / 考試** <b>Cancelled 取消</b>
	(c) Issued or in force <b>at 4:00 pm or thereafter</b> 下午四時或以後發出或仍然生效	PEAK classes / examinations** scheduled to commence within 6:00 pm – 10:00 pm 晚上六時至十時開始之高峰進修學院課堂 / 考試** <b>Cancelled 取消</b>
	(d) Issued when classes / examinations** are <b>in session</b> 上課 / 考試**期間懸掛	All classes / examinations** will be immediately <b>suspended</b> for the session. <b>即時終止</b> 在該時段進行的課堂 / 考試**
	(e) Issued <b>before start</b> of examinations** 考試**開始前懸掛	Examinations** to be held in that particular session should be <b>postponed</b> . 在該時段舉行的考試**將會延期
<b>Lowering to No. 3 or below or lowering all signals or cancellation of "Extreme Conditions" at any time</b> 改掛三號或以下熱帶氣旋警告信號，或除下所有熱帶氣旋警告信號，或取消「極端情況」	All classes / examinations** <b>to resume with the next session</b> unless road or other conditions remain adverse. 若路面或其他情況許可，恢復在下一時段進行的所有課堂 / 考試**	

\*\* Examinations refer to internal examinations of PEAK.

\*\* 考試指高峰進修學院校內考試。

# Where possible, the Hong Kong Observatory will issue an early alert (i.e. a "Pre-No. 8 Special Announcement") within two hours of the hoisting of the Tropical Cyclone Warning Signal No. 8.

# 如情況許可，香港天文台在發出八號熱帶氣旋警告信號前兩小時內會發出預警 (即八號預警)。

## Rainstorms (暴雨)

When rainstorm warning signal is issued, the following arrangements for classes / examinations\*\* of the Institute of Professional Education And Knowledge (PEAK) will apply:

香港天文台發出暴雨警告信號期間，高峰進修學院課堂 / 考試\*\*安排如下：

Rainstorm Warning Signal 暴雨警告信號	Action to be taken (PEAK Classes / Examinations**) 安排事宜 (高峰進修學院課堂 / 考試**)	
AMBER Rainstorm 黃色暴雨警告	Classes / Examinations** conducted as scheduled (unless specified by PEAK / VTC otherwise) 課堂 / 考試**如期進行 (除非高峰進修學院 / 職訓局另有宣佈)	
RED Rainstorm 紅色暴雨警告	Classes / Examinations** conducted as scheduled (unless specified by PEAK / VTC otherwise) 課堂 / 考試**如期進行 (除非高峰進修學院 / 職訓局另有宣佈)	
BLACK Rainstorm 黑色暴雨警告	(a) Issued or in force at <b>6:15 am or before 11:00 am</b> 上午六時十五分至十一時前發出或仍然生效	PEAK classes / examinations** scheduled to commence within 9:00 am – 12:00 noon 上午九時至正午十二時開始之高峰進修學院課堂 / 考試** <b>Cancelled 取消</b>
	(b) Issued or in force at <b>11:00 am or before 4:00 pm</b> 上午十一時至下午四時前發出或仍然生效	PEAK classes / examinations** scheduled to commence within 12:00 noon – 6:00 pm 正午十二時至下午六時開始之高峰進修學院課堂 / 考試** <b>Cancelled 取消</b>
	(c) Issued or in force at <b>4:00 pm or thereafter</b> 下午四時或以後發出或仍然生效	PEAK classes / examinations** scheduled to commence within 6:00 pm – 10:00 pm 晚上六時至十時開始之高峰進修學院課堂 / 考試** <b>Cancelled 取消</b>
	(d) Issued when classes / examinations** are <b>in session</b> 上課 / 考試**期間發出	All classes / examinations** should <b>continue</b> (except those take place outdoors) until the end of the session, and if it is the end of the school day where RED / BLACK signal is still in force, students should be advised to return home only when conditions are safe. 所有課堂 / 考試**應繼續進行 (在戶外舉行者除外)。在課堂 / 考試**結束時，若已到放學時間，而紅色 / 黑色暴雨警告信號仍然生效，則會在安全情況下才讓學生 / 學員回家。  <i>Remarks:</i> <i>If students are not yet in the campus premises due to differences in class timetables, they should stay home or take shelter in a safe place. For classes/examinations** conducted outdoors, the responsible staff on the spot should suspend the activities immediately and ensure that all students have taken shelter in a safe place.</i> 注意： 若由於上課時間表安排的差異，學生 / 學員當時尚未返抵學院 / 上課地點，應留在家中或在安全地方暫避。如課堂 / 考試**在戶外舉行，在場負責的職員會即時終止活動，並安排所有學生 / 學員在安全地方暫避。
	(e) Issued <b>before start</b> of examinations** 考試**開始前發出	Examinations** to be held in that particular session should be <b>postponed</b> . 在該時段舉行的考試**將會延期。
Lowering to AMBER Rainstorm warning signal or lowering of all rainstorm warning signals at any time 改發黃色暴雨警告信號或取消所有暴雨警告信號	All classes / examinations** <b>to resume with the next session</b> unless road or other conditions remain adverse. 若路面或其他情況許可，恢復在下一時段進行的所有課堂 / 考試**	

\*\* Examinations refer to internal examinations of PEAK.

\*\* 考試指高峰進修學院校內考試。

## **Fees 費用**

Apart from programme fees, fees will be charged for provision of other programme-related services to students upon a student's request. These services include replacement of attendance certificates, etc. Students are advised to contact PEAK directly at 2836 1922 on matters relating to administrative fees.

All administrative charges or programme fees quoted are subject to change without further notice.

除報讀課程的費用，學生如要求其他與課程有關的服務，包括補領出席證書等，本院將向學生收取行政費用。學生如需有關行政費用的詳情，請致電 2836 1922 向本院查詢。

所有行政或課程費用如有所調整，恕不另行通知。

## **Classroom Discipline 課室規則**

1. Smoking is prohibited in all areas of PEAK and VTC Tower.
2. Video taking or recording during lessons without permission is prohibited.
3. Principal of the Institute has the authority to terminate the study of any student who violates PEAK's policies.

1. 學院及職訓局大樓範圍內嚴禁吸煙
2. 未經許可，課堂期間禁止錄影或錄音
3. 如學生違反學院規則，學院院長有權終止學生的學籍

## **Suggestions and Complaints 建議及投訴**

We are very keen to receive feedback from students on all aspects of the Institute. If students wish to make a suggestion on or lodge a complaint about any campus matter, they may contact PEAK Programme Team. For more details, please call us at 2836 1922 during office hours (Please refer to P.1).

我們非常重視學生對學院各方面的意見。如學生對學院事務有任何建議或投訴，可與課程組聯絡。學生如需更多詳情可於辦公時間內（請參閱第一頁）致電 2836 1922。