

# HKIC Performance Pledge for the Public

Services	Performance Pledge	Target level (%)
<b>Enquiries</b>		
1	Answer telephone enquiries within office hours for Hotlines	Answer within 20 seconds 85%
2	Acknowledge or reply telephone messages and fax which have contact details	Next working day upon receipt 85%
3	Acknowledge enquiries received via online enquiry on Website or enquiry emails	Auto reply set to be sent immediately 90%
4	Acknowledgement to written enquiries	5 working days upon receipt 90%
<b>Complaint handling</b>		
5	<p>Complaint acknowledgement</p> <p>Completion of complaint investigations and replies to complainants who have contact details</p> <ul style="list-style-type: none"> <li>• Simple cases</li> <li>• Complex cases <i>(Upon receipt of a complaint, the Assistant Director will determine whether the case is a simple or complex case depending on the scope of the investigation and the data collection required.)</i></li> </ul>	<p>5 working days upon receipt 85%</p> <p>3 calendar months upon receipt 6 calendar months upon receipt</p>
<b>Training</b>		
6	Acknowledge receipt of applications	<p>Online application – Immediately auto-reply via OPAS</p> <p>Paper form – 5 working days upon receipt</p> <p>90%</p>
7	Issue of result and certificate	20 working days after the assessment results are approved 90%
<b>Career Support Services</b>		
8	Acknowledge enquiries from employers and graduates	Next working day upon receipt 90%
9	Examine and approve the application for Job Posting in Career Portal	3 working days after receipt of an application 90%
10	Follow-up on job interview result with students and employers	5 working days after the interview conducted 90%

<b>Approved Technical Talents Training Programmes &amp; Collaborative Training Scheme</b>			
11	Examine and approve applications	15 working days upon receipt of duly completed application form with all accurate details and all related valid supporting documents	85%
12	Subsidy/completion bonus payment	25 working days upon receipt of duly completed application form with all accurate details and all related valid supporting documents	90%
<b>Student Recruitment</b>			
13	Arrange an interview (Full-time programmes)	Full-time Long Programmes – 2 working days upon receiving the application (except for the on-site interviews for the special events) Full-time Short Programmes – 5 working days upon receiving the application (except for the on-site interviews for the special events)	90%
14	Notification of offer (Full-time programmes)	Direct Offer – immediately upon the interview completed Conditional Offer – 3 working days upon receiving information from applicants	90%
<b>Student Development</b>			
15	Arrange counselling service	Within 3 working days upon receipt of request	90%
16	Reply to student's enquiries (including activities, service and campus life)	Within 1 working day upon receipt of request	90%
<b>Disbursement of Training Allowance</b>			
17	Disbursement of training allowance to eligible students	Disbursement of training allowance within 25 working days upon the confirmation of students' eligibility	85%