

HKIC Performance Pledge for the Public

Services		Performance Pledge	Target level (%)
Enquiries			
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	95%
4	Acknowledgement to written enquiries	5 working days upon receipt	95%
Complaint handling			
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"> Simple cases Complex cases (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.) 	<p>5 working days upon receipt</p> <p>3 calendar months upon receipt</p> <p>6 calendar months upon receipt</p>	85%
Training			
6	Acknowledge receipt of applications	Online application – Immediately auto-reply via OPAS Paper form - 5 working days upon receipt	95%
7	Issue of result and certificate	20 working days after the assessment results are approved	90%
Career Support Services			
8	Acknowledge enquiries from employers and graduates	Next working day upon receipt	95%
9	Examine and approve the application for Job Posting in Career Portal	3 working days after receipt of an application	95%
10	Follow-up on job interview result with students and employers	5 working days after the interview conducted	95%
Approved Technical Talents Training Programmes & Collaborative Training Scheme			
11	Examine and approve applications	15 working days upon receipt of duly completed application	95%

		form with all accurate details and all related valid supporting documents	
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	95%
Student Recruitment			
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)	95%
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%
Student Development			
15	Arrange counselling service	Within 3 working days upon receipt of request	100%
16	Reply to student's enquiries (including activities, service and campus life)	Within 1 working day upon receipt of request	100%
Disbursement of Training Allowance			
17	Disbursement of training allowance to eligible students	Disbursement of training allowance within 25 working days upon the confirmation of students' eligibility	85%