

Existing and Planned Measures on Promotion of Racial Equality

Hong Kong Education City Limited

Hong Kong Education City Limited (EdCity) promotes and supports e-Learning and innovative education in Hong Kong. EdCity manages a one-stop professional education portal (EdCity.hk) to provide information, resources, interactive communities, online tools and services to teachers, students, parents, corporate partners and the general public.

Services
Concerned

- Website information; digital resources of learning, teaching and assessment; eLearning platforms; professional development activities and student activities.

Existing
Measures

- EdCity has established Policy on Equal Opportunities to eliminate any form of discrimination. EdCity ensures all service users of diverse races have an equal opportunity to access and use our services.
- EdCity’s service information published on websites and other communication channels are bilingual (English and Chinese).
- EdCity’s customer services are available in both written and spoken Chinese and English.
- The availability of language services is publicised at all service delivery venues and EdCity website which brings this to the attention of service users.
- ‘Language identification card’ displayed at the service delivery venues to indicate the availability of language services is helpful to service users who can communicate with limited Chinese or English.
- Appropriate language services will be provided where necessary.

Assessment of
Future Work

- EdCity will continue to strictly enforce the existing measures and assess the language service needs regularly based on the

statistics on the provision of the language services provided.

Additional
Measures
Taken / to Be
Taken

- Ensures all service users of diverse races have an equal opportunity to access our services. Appropriate language services including interpretation or translation services will be provided where necessary.
- Refine operation guidelines for language services, ensure all staff, especially frontline customer service staff, are aware of the language services policies and familiar with the prescribed work procedure, and provide staff with timely direction and assistance whenever needed
- Provide training to staff to enhance their sensitivity and understanding of racial equality in the provision of services, required skills and techniques to work effectively with service users, interpreters, etc.

For enquiries concerning the existing and planned measures on the promotion of racial equality, please contact Ms Bonnie Tam, Head of Corporate Services, via the following channels:

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May 2025