

聯繫持份者

Connecting with Stakeholders



為紀念考評局成立四十周年，我們於2017年舉辦了一系列公眾活動，介紹我們多年來為考生提供公平、公正、可靠及有效評核之貢獻與承諾。我們亦參與不同學術會議，加強與本地及全球教育界的協作，以提升專業水平。

In 2017, the HKEAA celebrated its 40th Anniversary with a series of public events, highlighting its achievements and commitment to provide fair, impartial, reliable and valid assessment for candidates. To strengthen our capacity, we also participated in various academic forums to strengthen collaboration with the education communities at home and across the globe.

公開考試資訊中心
Public Examinations Information Centre



>58,700

電話
Telephone calls



>7,200

電郵和傳真
Emails and faxes

文憑試快線
DSE Express



>135,000

瀏覽次數
Blog visits

文憑試手機應用程式
HKDSE App



150,000

下載次數
Downloads

考生及學校 Candidates and Schools

公開考試資訊中心

公開考試資訊中心設有熱線和一站式客戶服務，處理公眾的查詢、投訴和意見。2017年，中心接獲逾58,700宗電話及逾7,200個電郵和傳真訊息，大部分是來自考生、教師、學校和公眾人士；中心亦處理約6,300份由考生經網上提交有關考試異常事件的報告。

考試相關參考資料

為協助學生、教師和公眾認識香港中學文憑考試(文憑試)，我們在考評局網站上載了甲類和乙類科目不同等級的答卷表現示例。

考試年度完結後，我們會出版一系列文憑試《試題專輯》，當中包括評卷參考和考生表現評語。我們並出版《考試報告》，提供實用的考試資訊和統計資料，與考學校、大專院校和市民均可在網上免費下載《考試報告》以作參考。

Public Examinations Information Centre

The Public Examinations Information Centre (PEIC) operates a hotline and one-stop customer service portal to handle enquiries, complaints and suggestions from the public. In 2017, the PEIC received over 58,700 telephone calls and more than 7,200 emails and faxes from candidates, teachers, schools and the public. It also processed around 6,300 online reports from candidates on examination irregularities.

Examination-related Reference Materials

To allow students, teachers and the public to better understand the Hong Kong Diploma of Secondary Education Examination (HKDSE), authentic samples of answer scripts illustrating performance at different levels of Category A and B subjects are released on the HKEAA website.

After the examination cycle, we publish a collection of HKDSE Question Papers, including the marking guidelines and comments on candidates' performance. Examination Reports providing useful information and statistics are also available for free. Participating schools, tertiary institutions and members of the public can download the reports online for reference.



回饋學校

考评局為學校編制《香港中學文憑考試學校統計報告》，協助學校了解其學生相對於全體日校考生的成績表現。報告設有學校報告、班級報告和教學組別報告三類。2017年的報告更首度加入由2012年至2017年的六年考試成績趨勢，並以圖表解說，為學校提供更豐富的資訊，了解學生在甲類科目考試表現的強弱。

Feedback Services to Schools

The Authority produces tailor-made HKDSE School Statistical Report to show how an individual school and its students perform, compared to all day schools candidates. Different types of reports including school reports, class reports and teaching group reports are offered. For the first time, the trend of examination results of the past six years from 2012 to 2017 was included in the 2017 Report, with illustration by charts and graphs. The new features provide more information for schools to understand the strengths and weaknesses of their students in Category A subjects.

學校議會及教育界

School Councils and Education Community

公開考試行政安排諮詢委員會

公開考試行政安排諮詢委員會由多個學校議會的校長和教師代表組成，委員會於2017年內舉行兩次會議，討論考務安排事宜。曾經討論的議題包括2018年及2019年文憑試考試規則之修訂、試場和監考人員的安排，以及檢討考試行政安排，如於放榜後發放考生的答卷予學校及提供電子版《考生手冊》以取代印刷版等。委員會亦檢視了有關一般試場及特別試場之考務人員培訓的問卷調查結果。

Advisory Committee on Public Examinations Administration

The Advisory Committee on Public Examinations Administration, consisting of school principals from various school councils and school teachers, met twice in 2017 to discuss examination administration matters. Topics discussed included the revisions to the 2018 and 2019 HKDSE examination regulations, arrangements of examination centres and invigilation staff, as well as a review of administrative arrangements, such as the provision of examination scripts to schools after the release of results and replacing the hardcopy of the Handbook for Candidates with an electronic version. The Committee also reviewed the survey results regarding the effectiveness of training and support to school examination personnel in normal centres and centres for candidates with special educational needs.

教師簡介會和培訓班

我們在2017年9月底至11月期間，就所有24個甲類科目和乙類科目舉辦簡介會，以檢視2017年考試。我們向教師講解考核重點、評卷標準，以及透過考試統計和考生答卷示例分析考生表現。

Briefing and Training sessions for School Teachers

Briefing sessions on the review of the 2017 examination were held for all 24 Category A subjects and Category B subjects from late September to November 2017. Teachers were briefed on the gist of the examination questions, marking criteria and performance of candidates as revealed by examination statistics and actual samples of candidates' work.

2017年內，我們為不同科目舉辦了超過200場簡介會、培訓班、工作坊和會議，包括筆試擬題和閱卷工作坊、教師會議和校本評核經驗分享會，以及為特定科目的校本評核設計課業及制定評分規範的課程。

Over 200 briefings, training sessions, workshops and conference sessions were held in 2017 for different subjects. These included workshops on question-setting and marking in written examinations, teachers' conferences and experience-sharing sessions on School-based Assessment (SBA), and training sessions on designing SBA tasks and developing assessment rubrics for specific subjects.

聯繫公眾

Engaging with the Public



學生及家長於荔景評核中心開放日，參加口試錄影系統模擬測試，了解口試運作

During the Lai King Assessment Centre Open Day, students and parents took part in the mock up testing of the Oral Recording System used in speaking tests

我們於2017年1月份舉辦了一年一度的開放日及一系列文憑試資訊講座，吸引約一千名公眾人士、學生及家長參與。各科目經理向參加者分享有用的資訊及講解文憑試的應試準備要點，並解答公開考試的常見問題，如公開考試的閱卷與評級。

四十周年慶祝活動

為慶祝考評局成立四十周年，我們舉辦連串活動，回顧本局歷年來信守專業，提供優質的考試和評核服務。我們於今年春季舉行周年活動啟動禮，並於夏季期間舉辦專業考評四十年特展及網上展覽。在2017年8月，超過160位嘉賓，包括中學與大專院校的校長及領袖、資深考評工作者、學者及教育界持份者出席了考評發展論壇午餐會，就促進香港公開考試及教育評核制度的發展作專業討論。

考評局亦推出周年網站，展示一系列的訪談及短片，講解公開考試的迷思，並回顧自1977年本局成立以來的評核和考試服務發展。

In January 2017, we organised the annual Open Day and a series of HKDSE information seminars, receiving a thousand members of the public comprising students and parents. HKEAA subject managers provided useful information to participants and discussed how candidates could best prepare for the HKDSE. Common queries on public examinations such as marking and grading were also handled.

40th Anniversary Programmes

To celebrate its 40th Anniversary, the Authority presented a series of events to showcase its commitment to upholding quality examination and assessment services. Following a kick-off ceremony in spring, a thematic and virtual exhibition on the 40-year development of the Authority was held this summer. More than 160 distinguished guests, including leaders of the schools and higher education sectors, experienced examination personnel, academics and stakeholders of the education community attended the 40th Anniversary Luncheon Forum in August 2017, at which all guests had a professional discussion on the development of the public examination and educational assessment system in Hong Kong.

A designated website, enriched with interviews and videos, was launched for the 40th Anniversary, debunking examination myths and reviewing the development of assessment and examination services since the establishment of the Authority in 1977.



教育局局長楊潤雄先生(左三)擔任考評發展論壇午餐會主禮嘉賓，他聯同(左起)考評局副主席麥志強博士及主席陳仲尼先生、中聯辦的劉建豐博士、香港大學專業進修學院董事局主席陳坤耀教授與前考評局秘書長唐創時教授主持啟動儀式

The Secretary for Education, Mr Kevin Yeung Yun-hung (third from left), officiated at the 40th Anniversary Luncheon Forum. Joining him at the kickoff ceremony were (from left) Dr Mak Chi-keung, Deputy Chairman and Mr Rock Chen Chung-nin, Chairman of the HKEAA; Dr Liu Jiang-feng of the Liaison Office of the Central People's Government in the HKSAR; Professor Edward Chen Kwan-yiu, Chairman of HKU SPACE Board of Directors, and Professor Tong Chong-sze, former Secretary General of the HKEAA

我們今年出版了《1978 香港中學會考試題選集》與《登峯》兩本周年特刊，讓讀者回顧考評局及考試制度在過去40年來的發展與變遷。考評局亦參加2017香港書展，推廣文憑試《試題專輯》及其他刊物。

走進數碼時代

考評局積極與年輕一代連繫，並通過網誌「文憑試快線」及香港中學文憑考試手機應用程式分享文憑試的最新資訊。在2017年，網誌錄得超過135,000瀏覽人次，而手機應用程式亦不時更新，自推出以來已錄得接近150,000次下載。

This year, we released two publications – *1978 HKCEE Question Papers Selection and Scaling a New Height* to provide an account of the progress and development of the HKEAA and the examination systems in the last four decades. We also participated in the 2017 Hong Kong Book Fair to meet the public and promote the HKDSE Question Papers series and other publications.

Reaching out to digital natives

We have continued to reach out to the young generation and shared the latest updates about the HKDSE through our blog, *DSE Express*, and the HKDSE App. More than 135,000 blog visits were recorded in 2017 alone and the app has been updated from time to time and downloaded nearly 150,000 times since its inception.

考評服務發展座談會

近30名學校議會、教育關注團體、青年團體、家長教師會及特殊學習需要關注團體的代表，出席2017年2月舉行的考評服務發展座談會，就考評服務及教育政策與考評局主席和高級管理層交換意見，促進溝通。

傳媒關係

考評局積極與傳媒聯繫，透過新聞發布會、訪談、新聞稿及專題文章，向公眾發布資訊及介紹考評政策。

Stakeholders Forum

In February 2017, nearly 30 representatives from school councils, education concern groups, youth groups, parent-teacher associations as well as concern groups for SEN students attended the Stakeholders Forum. Organised to facilitate communications, the event provided an opportunity for stakeholders to share their views on examination services and education policy in Hong Kong with the Chairman and senior management of the HKEAA.

The Media

The Authority proactively engages the media to disseminate information and lay out examination policies to the public through press conferences, profile interviews as well as press releases and contributed articles.



全球合作夥伴交流

作為國際教育評核協會 (IAEA) 的成員，考評局代表於2017年10月參加在格魯吉亞的巴統舉行的第43屆IAEA周年會議。我們發表以「運用科技以優化考試行政及評核」為題的論文，介紹2007年起於公開考試採用的試場通訊及支援系統。會上，我們與近300位來自37個國家的代表分享有關教育評核之創新理念與挑戰。

公開考試總監李王緯女士代表考評局於大會上，與英國、格魯吉亞及南非的代表，發表合作研究報告，題目為「世界各國量度考試水平及其定義的不同之處」，引發與會者熱烈的回應，並透過合作研究報告促進各地評核服務機構的彼此認識，以及計劃未來的發展。

2017年，考評局接待了國家教育部考試中心、廣東省教育考試院及天津市教育招生考試院的代表團，就公開考試的發展及推廣評核素養的措施交換意見。

Networking with Partners Across The World

As a member of the International Association for Educational Assessment (IAEA), an HKEAA delegation joined the 43rd IAEA Conference held at Batumi, Georgia in October 2017. A paper was presented on 'Enhancing examination administration and assessment through technology', to introduce the Public Examinations Support System which has been implemented in public examinations since 2007. At the conference, we also shared our achievements and challenges regarding educational assessment innovation with nearly 300 representatives from 37 countries.

Mrs Christina Lee, Director of Public Examinations, presented a joint project entitled, 'Exam Standards: How measures and meanings differ around the world' together with representatives from the United Kingdom, Georgia and South Africa. The presentation drew enthusiastic responses from the participants. The collaborative project brought about a better understanding of the roles of examination boards and plans for their future development.

In 2017, the Authority received delegations from the National Education Examinations Authority, the Education Examinations Authority of Guangdong Province, as well as the Tianjin Municipal Education Admission and Examinations Authority, and exchanged ideas on the development of public examinations and initiatives to promote assessment literacy.



卓越服務獲嘉許

Recognition of Our Service Excellence



考評局職員吳振鋒先生(左)與謝家穎小姐(右)獲頒「申訴專員嘉許獎—公職人員獎」

Mr Kickers Ng (left) and Miss Tse Ka-wing (right), staff members of the HKEAA, received The Ombudsman's Awards for Officers of Public Organisations

考評局職員憑藉傑出的客戶服務表現，連續第六年獲得申訴專員的嘉許。國際及專業考試部的吳振鋒先生及公共事務及傳訊組的謝家穎小姐於本年度獲頒發「2017申訴專員嘉許獎—公職人員獎」。

2012年至今，合共有九位考評局員工憑著卓越的客戶服務，獲申訴專員嘉許。

For six years in a row, staff members of the HKEAA have been recognised by The Ombudsman for their outstanding customer service. Mr Kickers Ng Chun-fung of the International and Professional Examinations Division and Miss Tse Ka-wing of the Public Affairs and Communications Unit were named for the individual Ombudsman's Awards for Officers of Public Organisations in 2017.

Since 2012, a total of nine staff members have been commended by The Ombudsman for their exemplary performance in customer care.