

## EDUCATION BUREAU CIRCULAR MEMORANDUM NO. 48/2020

*From:* Secretary for Education                      *To:* Supervisors/Heads/Teachers of All Primary and Secondary Schools  
(except ESF and international schools)

*Ref:* EDB(TS)/ES/1/1

*Date:* 14 May 2020

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### **e-Services Portal – Management of Teachers’ Personal Profiles Updating Exercise for the 2020/21 School Year and Briefing on the e-Services Portal**

#### **Summary**

The purposes of this circular memorandum are to remind schools and teachers of the updating exercise of the e-Services Portal for the 2020/21 school year, and invite schools to nominate School Administrators to attend the briefing on the e-Services Portal.

#### **Background**

2. The e-Services Portal <https://eservices.edb.gov.hk> (hereafter called “the Portal”) aims at providing schools and teachers (including principals) a reliable, secure and user-friendly web-based system with multiple education services. The major services include the management of teacher profiles, web-enrolment of training courses and provision of email services. Teachers’ data collected through the Portal will be used for various educational purposes such as data analysis and compilation of teacher statistics.

3. Schools are required to create e-Services accounts for all monthly-paid teachers and teaching assistants (excluding “Teacher Assistants” of special schools), including teaching staff who are paid by Salaries Grant, cash grants from the government or schools’ private funding. For daily-paid supply teachers, schools may decide whether accounts should be created for them on the basis of schools’ operational needs.

#### **Updating and Verification of Teacher Data**

4. The updating exercise for the 2020/21 school year **should start on 1 September 2020 and be completed on or before 4 October 2020 (primary schools) / 11 October 2020 (secondary schools)**. Schools and teachers are required to pay special attention to the following issues:

#### **Serving Teachers**

5. All serving teachers are required to logon the Portal, accurately input or update their own information in “Teacher Profile”, including but not limited to the (a) provision and setting default of email address in “Personal Particulars”; (b) academic / degree qualifications in “Qualifications”; (c) teacher training qualifications in “Teacher Training”; (d) CPD activities records; and (e) duties / posts, subjects taught and number of teaching periods for the 2020/21 school year in “Serving

Schools”. It is particularly **important for language teachers to input appropriate data in compliance with the language qualification requirements as stipulated in (b) and (c).**

6. The School Administrators should verify the personal profiles submitted by the teachers and update their appointment information if there is a change in rank, terms of employment or “Full-time Equivalent”.

### **New Teachers / Teachers Transferred from Other Schools**

7. For schools with new teachers / teachers transferred from other schools, the School Administrators have to add their records to their respective school’s account on the Portal. These teachers, like other serving teachers, are also required to input / update their personal profile and submit it to schools for verification.

### **Departing Teachers**

8. For departing teachers, the School Administrators have to input relevant information to the Portal including the end date of their employment and the reason of termination. This step should be completed before the last date of employment.

### **Teachers Teaching Non-language Subjects in English**

9. Under the fine-tuning medium of instruction arrangements<sup>1</sup>, non-language subject teachers are required to meet the teacher capability criterion for teaching non-language subjects in English and / or conducting extended learning activities in English. These teachers are hence requested to fill in / update appropriate information to “Teachers Teaching Non-language Subjects in English” in “Serving Schools”. All the information should be submitted to schools for verification.

10. A flowchart showing the updating process is at **Appendix 1** and a summary of the major tasks is at **Appendix 2** for quick reference. A Personal Information Collection Statement is also attached at **Appendix 3**.

## **Briefing for School Administrators**

11. To provide better services for schools and teachers, functions of the Portal have been continually enhanced with the online Help Manual updated accordingly. To familiarise School Administrators with the functions of the Portal as well as the updating procedures for the 2020/21 school year, two identical briefing sessions for School Administrators will be held on 7 and 8 July 2020. Detailed information can be obtained from the Training Calendar System in Education Bureau (EDB) Homepage at <https://tcs.edb.gov.hk> (Course ID: PDT020200105). Schools are encouraged to arrange the School Administrators to attend the briefing. Participants will be notified in the event of change of date.

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<sup>1</sup> In accordance with the EDB Circular No. 6/2009 dated 5 June 2009 on Fine-tuning the Medium of Instruction for Secondary Schools, the fine-tuned medium of instruction arrangements have taken effect from the 2010/11 school year, starting with S1 level and progressing each year to a higher form of the junior secondary levels.

## **Enquiries**

12. If you have any enquiries, please contact the e-Services Team by phone at 3698 3640, by fax at 2119 9826 or through email at [eservices@edb.gov.hk](mailto:eservices@edb.gov.hk).

Benjamin YUNG  
for Secretary for Education

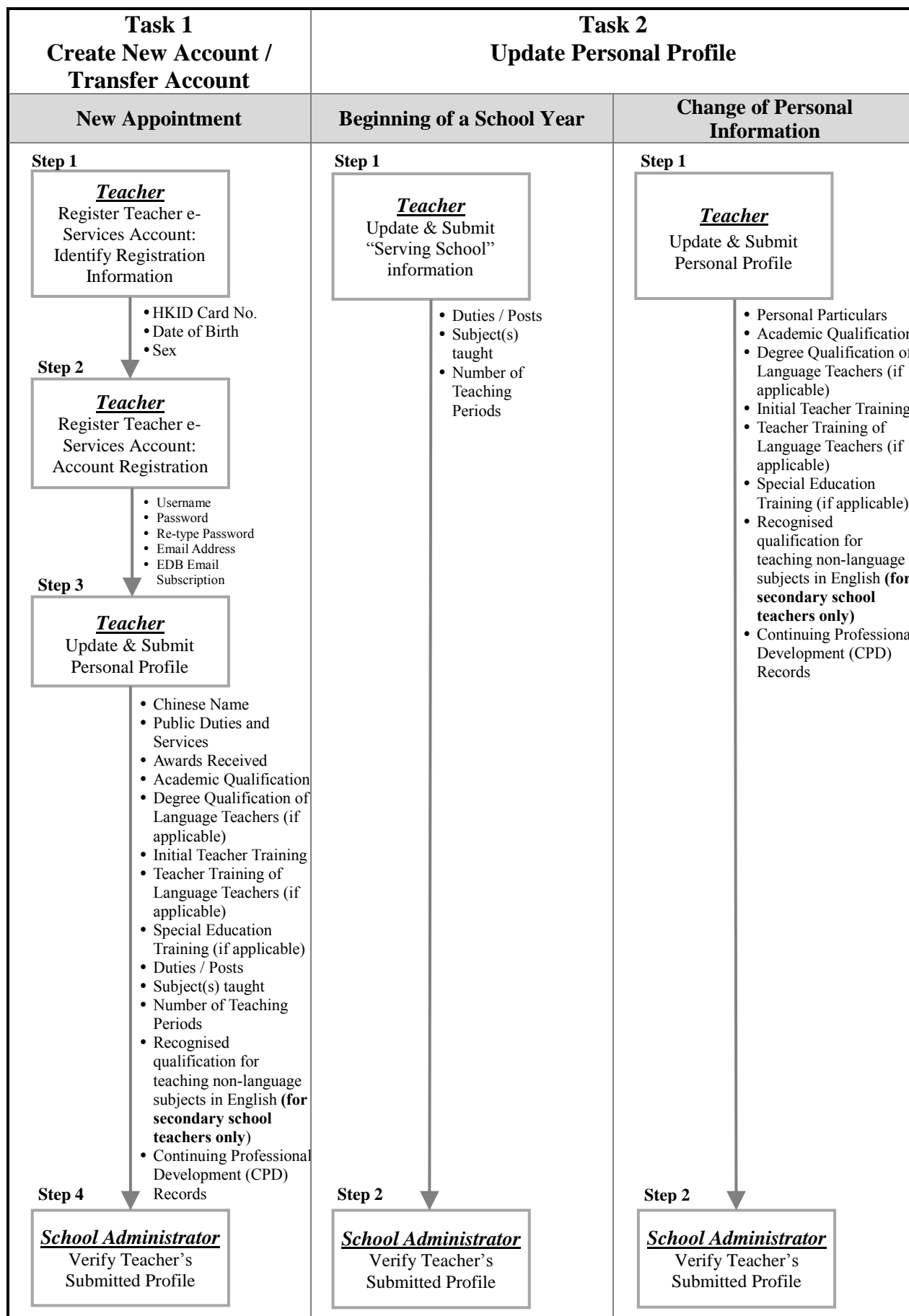
c.c. Heads of Sections – for information

**Flowchart on Updating Processes**

**(A) Workflow for School Administrators**

Task 1 Create Teacher Account	Task 2 Update Staff Appointment Information		Task 3 Verify Staff Profile
New Teacher / Teacher from Another School	Serving Teacher	Departing Teacher	
<p><b>Step 1</b></p> <p><b><u>School Administrator</u></b> New Appointment / Re-Appointment: Add New Staff</p> <ul style="list-style-type: none"> <li>• Name, Sex,</li> <li>• Date of Birth</li> <li>• Title</li> <li>• HKID Card No.</li> <li>• Re-type HKID Card No.</li> </ul> <p><b>Step 2</b></p> <p><b><u>School Administrator</u></b> New Appointment / Re-Appointment: Add New Staff</p> <ul style="list-style-type: none"> <li>• Email Address</li> <li>• School Group (if applicable)</li> <li>• Effective Date of Appointment</li> <li>• Substantive Rank</li> <li>• Terms of Employment</li> <li>• Full-time Equivalent</li> </ul> <p><b>Step 3</b></p> <p><b><u>Teacher</u></b> Register Teacher e-Services Account: Identify Registration Information</p> <ul style="list-style-type: none"> <li>• HKID Card No.</li> <li>• Date of Birth</li> <li>• Sex</li> </ul> <p><b>Step 4</b></p> <p><b><u>Teacher</u></b> Register Teacher e-Services Account: Account Registration</p> <ul style="list-style-type: none"> <li>• Username</li> <li>• Password</li> <li>• Re-type Password</li> <li>• Email Address</li> <li>• EDB Email Subscription</li> </ul> <p><b>Step 5</b></p> <p><b><u>Teacher</u></b> Register Teacher e-Services Account: Finish Account Registration</p>	<p><b><u>School Administrator</u></b> Update Appointment Information</p> <ul style="list-style-type: none"> <li>• Effective Date of Appointment</li> <li>• Substantive Rank</li> <li>• Terms of Employment</li> <li>• Full-time Equivalent</li> </ul>	<p><b><u>School Administrator</u></b> Update Information on Termination of Appointment</p> <ul style="list-style-type: none"> <li>• End Date of Employment to Present School</li> <li>• Termination Reason</li> </ul>	<p><b><u>School Administrator</u></b> Verify Teacher's Submitted Profile</p> <ul style="list-style-type: none"> <li>• Personal Particulars</li> <li>• Academic Qualification</li> <li>• Degree Qualification of Language Teachers (if applicable)</li> <li>• Initial Teacher Training</li> <li>• Teacher Training of Language Teachers (if applicable)</li> <li>• Special Education Training (if applicable)</li> <li>• Duties / Posts</li> <li>• Subject(s) taught</li> <li>• Number of Teaching Periods</li> <li>• Recognised qualification for teaching non-language subjects in English (<b>for secondary school teachers only</b>)</li> <li>• Continuing Professional Development (CPD) Records</li> </ul>

**(B) Workflow for Teachers**



## Summary of Major Tasks

### (A) Major Tasks of School Administrators (Principals, Administrative Staff or Delegated Teachers)

#### Task 1: Add Accounts of New Staff / End Appointment Records of Departing Teachers

- School Administrators should input relevant information of the staff who will leave or have left the school, including the “End Date of Employment to Present School” and the “Termination Reason”, through the “Termination of Employment” in “Appointment Management”.
- School Administrators should register to the e-Services Portal any personal accounts of new staff who are transferred from other schools or newly appointed by schools. In principle, schools are required to create e-Services accounts for all monthly-paid teachers, including those regular and temporary teachers who are paid by Salaries Grant, cash grants from the government or schools’ private funding, and to report information of other staff with teaching load. As to whether to open accounts for daily-paid supply teachers, schools should make decision based on operational needs.

#### Task 2: Update Staff Appointment Information

- If there is a change in rank, terms of employment or “Full-time Equivalent” of any serving teachers, School Administrators should update the staff appointment information through the “Updating of Appointment” in “Appointment Management”, including the effective date of the new appointment record.

#### Task 3: Verify Staff Profiles

- School Administrators have to verify the personal profiles submitted by teachers at “Teacher Profile Verification” and ensure that important information including subject(s) taught, number of teaching periods per cycle / week and duties / posts have been provided by teachers.

#### Task 4: Reset Password for Staff Who Have Forgotten Their Logon Password

- For teachers who have provided alternative email address<sup>2</sup> in the e-Services Portal, they can reset the password by themselves.
- School Administrators may also approve the requests from teachers for changing the password through the “Teacher Password Reset Approval” in “Appointment Management”. Teachers transferred from other schools who cannot reset the password by themselves should contact the e-Services Team at 3698 3640 in order to register with the new schools.

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<sup>2</sup> “Alternative email address” refers to an additional email address input to the Portal by the teachers themselves but NOT the email address provided by the Portal ([xxxx@eservices.hkedcity.net](mailto:xxxx@eservices.hkedcity.net)).

## **Task 5: Creation of New School Account (if applicable)**

- **New Schools**

For newly operated schools, school heads should approach the e-Services Team as soon as possible for provision of a school registration key to activate the Master School Administrator (MSA) account.

- **Changing Locations (e.g. Re-provisioning) or Sessions (e.g. Whole-day Schooling)**

Schools may retain their existing MSA accounts. For schools converting from half-day to whole-day operation, the school head may choose either the account from AM session or PM session as the new account and inform the e-Services Team for arrangement of account transfer.

## **(B) Major Tasks of Teachers**

### **Task 1: New Account or Transfer of Account**

- When a teacher is going to change school, please remind the School Administrator of the serving school to “end” his / her employment in the Portal. Please note that even the process has not been completed, he / she can still register the e-Services account with the new school.
- New teachers and teachers transferred from other schools may register an e-Services account via the School Administrators of the new schools before the commencement of the school year.

### **Task 2: Update Personal Profiles**

- For information at “Serving Schools”, teachers have to update their duties / posts, subject(s) taught and the number of teaching periods at the beginning of the school year. Other appointment information is to be updated by School Administrators.
- Teachers are requested to update their personal profiles when there are changes in personal particulars, qualifications and training. If teachers have entered qualification that is being sought, please submit to school for verification as soon as the qualification is obtained.

### **Task 3: Reset Password**

- If teachers have forgotten their password, they can reset it by themselves via the alternative email address specified in the Portal. Otherwise, they may request the School Administrators of their serving schools for resetting the passwords. Teachers transferred from other schools who cannot logon the Portal should contact the e-Services Team at 3698 3640 in order to register with the new schools.

## **Personal Information Collection Statement**

1. The personal data collected through the e-Services Portal will be used by the Education Bureau for one or more of the following purpose(s):
  - (a) management of appointment-related matters;
  - (b) provision of education services;
  - (c) conducting research and compiling statistics to facilitate the planning of education services;
  - (d) processing matters relating to the development of the education profession; and
  - (e) administration and enforcement of the Education Ordinance and Regulations (Cap. 279).
2. The provision of personal data is obligatory. Failure to provide these data may affect the provision of educational services to schools and teachers, including management of teacher profiles and employment details, web-enrolment in training courses and provision of email services.
3. The personal data collected by the Education Bureau may be disclosed to other government departments, organisations or agencies authorised to process the information for the purposes mentioned above.
4. Teachers have a right to request access to and correction of their personal data as provided for in Sections 18 and 22 and Principle 6 of Schedule 1 of the Personal Data (Privacy) Ordinance (Cap. 486). The right of access includes the right to obtain a copy of their personal data maintained in the Portal. This is, however, subject to payment of a fee.
5. For enquiries, including correction of personal data, please contact the e-Services Team by phone at 3698 3640, by fax at 2119 9826 or through email at [eservices@edb.gov.hk](mailto:eservices@edb.gov.hk).