

HKTA MEMBERS' FORUM 8 DECEMBER 2014

HKTA SURVEY ON ACCREDITATION / TRAINING PROGRAMME

Q How would you characterize the availability of staff in the local labor market with the necessary skills for working in the trust industry?

>>> Almost all the respondents agree that there is a shortage of staff in the local market with the necessary skill for working in the trust industry. Staff shortage is particularly prominent in the areas of (*in descending order*)

- 1. Trust administration**
- 2. Sales/business development**
- 3. Legal & Compliance**
- 4. Client relationship management**

Q What do you believe to be effective measures to address the shortage of skilled labor?

To address the shortage of skilled labor, most of the respondents are providing in-house training of some sorts. Many would also like to see the availability of external training in the form of (*in descending order*):

1. Full-fledged program, with exams and accreditation
2. Serial training based on modules, with certification on attendance
3. Stand-alone/ad hoc courses or seminars

Q If relevant external training or accreditation program is available, will your Company recommend, encourage, incentivize or arrange your staff to attend?

- a. Almost all the respondents agree to recommend, encourage or arrange their staff to attend the above development initiatives.
- b. Almost all the respondents further agree to support their staff financially in acquiring external training. Some 40% would agree to pay in full for the courses while 25% would agree to pay subject to a cap.

Q Will your Company set the accreditation program as one of the criteria for considering staff development/ advancement and recruitment?

Should an accreditation program be available, 70% of the respondents confirm they would set it as one of the criteria for staff development and advancement; and 60% will set it as one of the criteria for recruiting fresh graduates or inexperience job applicants.