

Table 5

Training Provider	Business Services Centre		
Academic Year	2009/10	2010/11	2011/12
Course Type	<ol style="list-style-type: none"> 1. Practical training courses (see Annex 1 for the course list) 2. Courses tailor-made for retail establishments (the titles and design of the courses vary according to the requirements of individual establishments) 		
Total Number of Trainees	4 028	4 003	3 968
Training Scope	The contents of the practical and tailor-made courses include retail shop management, supervision, management, customer services and sales, complaint handling, consumer behaviour, customer relationship, emotional quotient (EQ) and adversity quotient (AQ), creativity, communication and presentation skills, inventory management, management of Generation Y, English and Putonghua, etc.		
Modes of Study (Full-time or Part-time)	Part-time		
Entry Requirements	Employees in the retail industry		
Number of Training Hours	<ol style="list-style-type: none"> 1. Practical training courses: details are set out at Annex 1. 2. Tailor-made courses: the number of training hours depends on the design of individual courses. 		
Tuition Fee	<ol style="list-style-type: none"> 1. Practical training courses: \$25 per hour on average 2. Tailor-made courses: the fees depend on the design of individual courses. 		
Subsidy	No		
Total Number of Graduates	3 874	3 927	3 801
Graduation Rate	96.2%	98.1%	95.8%