

逆風成長的金牌之路：推廣教育部高雄中心獲 2022 年 TTQS 評核金牌

黃雅軒 推廣教育部高雄中心組長

實踐大學推廣教育部高雄中心於 1995 年高雄校區開始招生時成立，辦理過許多訓練及課程，服務了許多東高雄九區的在地民眾。2007 年，推廣教育部辦公室移至高雄市中心，拓展更多元的課程，也為更多民眾服務。成立以來，始終本著創辦人謝東閔先生提出「你想學什麼，我們就教你什麼」的訓練宗旨，作為辦理各項訓練的準則。

在將近 30 年的歲月中，推廣教育部跟隨著學校的腳步，一直力求進步，也依循現任董事長謝孟雄先生「人無我有、人有我優」的經營理念，希望可以在競爭激烈的時代，開設獨有且具市場需求的訓練課程，進一步提升教學與設備品質，並以實惠的價格來服務社會大眾。

我在 2007 年進入實踐大學服務，第一個服務單位就是推廣教育部，當時主要負責辦理政府補助案、設計系列課程以及海外學分班，承辦業務可說是非常龐雜，但也給了我未來工作很多的養分。在推廣教育部服務幾年後，轉調至秘書室，面對全新的工作內容，當時我給自己的目標是要在最短時間內熟悉所有事務，幾年下來對於學校的資源、學系及特色有更深入的了解。

2020 年新冠肺炎疫情發生，所有產業皆面臨重大挑戰，學校主管意識到辦理推廣教育必須從內部管理系統開始改變，方能突破現況。此時，除了原有秘書室的職務外，主管希望我可以同時兼任推廣教育部的工作，於是從當年 8 月開始兼任推廣教育部的職務。接手後，發現雖保有多年前主打的服裝及室內設計系列課程，但隨著市場的變化，製作及手繪設計的課程已逐漸失去競爭力，尤其是受到疫情的波及，對此類實體課程的影響更大。因此，開始著手進行營運方向的調整，重新進行內外部的環境分析。2020 年 9 月，因須接受勞動部勞動力發展署 TTQS 人才發展品質管理系統評核(以下簡稱 TTQS 評核)，而將重新調整營

運方向及整理評核資料二項事務雙軌並行，依勞動力發展署提出的 19 項指標，逐項建立辦理訓練的手冊、表單及辦法。當年度 TTQS 的評核獲得銀牌，這也是史無前例的成績，在這之前，評核結果一直維持在「通過」及銅牌。

TTQS 評核是勞動力發展署為了確保訓練流程的可靠性與正確性所設定的評核制度，二年須評核一次。今 (2022) 年的 TTQS 評核，以外部環境來說，呈現疫情期間如何把握外部機會及因應外部威脅；以內部運作來說，呈現如何運用內部的原本優勢以及轉換劣勢為新的優勢；訓練系統的呈現則是以 2020 年所調整的營運方向及制度為基底，逐項展現系統化的運作資料及成果。在這二年期間，2020 年初疫情發生，所有的實體課程都面臨極大的挑戰，2021 年 5 月疫情升三級，實體課程全面暫停，2021 年 7 月底原推廣教育部辦公室因租約到期搬遷，以及 2022 年 5 月疫情再次升溫，整體而言，無論外部及內部環境都面臨重大的挑戰。但是在這樣的逆境中，團隊臨危不亂，不僅通力合作，並發揮創意思考，將危機一一轉換成轉機，在盈餘的部分，二年都分別成長 50% 以上，這些都展現出訓練系統的有效性，以及團隊的成長與進步。



服裝基本版型與應用 - 小班教學指導
Basic patterns and application (small group)

2022 年 9 月 20 日收到評核結果，一舉拿下金牌。本校臺北、高雄校區，分屬於勞動部勞動力發展署北基宜花金馬分署與高屏澎東分署，從政府資料開放平臺(資料更新時間：2022 年 9 月 23 日)中確認，本校推廣教育部高雄中心為此二分署轄內唯一獲得金牌的學校單位，除了為學校爭取榮耀外，更能鼓勵單位同仁不斷精進，以更好的訓練品質來回饋社會大眾。

寫在最後：辦理推廣教育，除了建立制度外，最重要的是團隊合作，非常感謝臺北校區推廣教育部、高雄校區各單位的協助，也感謝推廣教育部同仁吳昕穎、柳力榮的共同努力。



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1. HD 噴槍職能認證課程 - 老師講解
HD airbrush makeup accredited course: instructor demonstration
2. HD 噴槍職能認證課程 - 學員操作
HD airbrush makeup accredited course: student practice



農藥代噴訓練課程 - 介紹植保機
Training of the automated crop spraying drone

Continuing Education Center at Kaohsiung Campus Awarded TTQS Gold Medal

Huang Ya-Hsuan (黃雅軒)

Section Chief of Continuing Education Center at Kaohsiung Campus

Shih Chien University's Continuing Education Center at Kaohsiung Campus was established when Kaohsiung Campus began recruiting students in 1995. The center has since organized many training sessions and courses for local residents in the nine districts in the eastern part of Kaohsiung. In 2007, the office of the Continuing Education Center was relocated to the city center of Kaohsiung, with an aim to offer diverse courses to the public. Since the founding of Shih Chien University, its Founder Shieh Tung-Min (謝東閔) had proposed the idea of "teaching what the students want to learn" as a principle of organizing training courses.

For nearly three decades, the Continuing Education Center has worked in line with the university to strive to be better and follows the guideline of "Always prepare well ahead and outperform competitors", a philosophy proposed by the current Chairman Shieh Mung-Shiung (謝孟雄). In a fiercely competitive age, we aim to offer unique yet affordable training courses that meet the demand of the market, while we continuously strive to enhance the quality of our teaching staff and facilities.

In 2007, I began working at the Continuing Education Center of Shih Chien University and was responsible for government grant projects, design courses and overseas programs. The workload was overwhelming, but the experience prepared me well for future challenges. After working at the Continuing Education Center for a few years, I was transferred to the Secretariat for entirely new tasks. At that time, my aim was to become familiarized with all aspects of the new job in the shortest time possible. Having worked at the Secretariat for several years, now I have a more in-depth understanding of university resources, departments and each of their unique features.

When the COVID-19 pandemic broke out in 2020, all industries were impacted and faced massive challenges. Top management of the university realized that our continuing education had to change its internal management system to tackle the challenges. At the time, my supervisor asked me to take on additional responsibilities at the Continuing Education Center. In August 2020, I began working both for the Secretariat and the Continuing Education Center. After I joined the team at the Continuing Education Center, I



榮獲 TTQS 金牌證書

Gold Medal Certificate of the Talent Quality-Management System (TTQS)

realized while courses such as fashion design and interior design remained a major focus, sketches and other courses have lost their competitiveness in the market. Moreover, the pandemic has had massive impact on traditional classes in physical classrooms. I decided to adjust the direction of the center's operation and conducted an analysis on internal and external factors. In September 2020, as part of the effort to participate in the Talent Quality-Management System (TTQS) assessment organized by the Workforce Development Agency of the Ministry of Labor, the Continuing Education Center adjusted the direction of its operation and started preparing assessment documents. It followed the 19 indicators given by the Workforce Development Agency to produce and set up the brochures, forms and requirements. That same year, the Continuing Education Center was awarded the silver medal for the TTQS assessment, the best result it has ever received. Previously, the center had only been given a "pass" or a bronze medal.

To ensure the reliability and accuracy of the training process, the Workforce Development Agency regularly conducts the TTQS assessment, which is conducted once every two years. For this year's TTQS assessment, externally, the Continuing Education Center has demonstrated how it grabbed the external opportunities and coped with external threats during the pandemic. As to internal operations, the

center showed how it leveraged current advantages and turned its drawbacks into strong points. For its training system, the center demonstrated systemized documentation and results based on an adjusted operation direction and framework. Over the two years following the outbreak of the pandemic, all traditional classes faced great challenges. In May 2021, when a level 3 pandemic alert was issued, all traditional classes were paused. Both the relocation of the office due to a lease agreement in July 2021 and the worsening of the pandemic in May 2022 created huge external and internal challenges. However, despite these challenges, our team stayed calm, working closely and creatively to transform the crisis into opportunities. For two consecutive years, the center saw an over 50 percent growth in its profits. We successfully demonstrated the effectiveness of the training system and the growth and progress of our team.

On September 20, 2022, we were awarded the gold medal for the assessment. Shih Chien University's Taipei and Kaohsiung Campuses were assessed by the Workforce Development Agency's Taipei-Keelung-Yilan-Hualien-Kinmen-Matsu Regional Branch and Kaohsiung-Pingtong-Penhu-Taitung Regional Branch, respectively. According to data.gov.tw (retrieved on September 23, 2022), our Continuing Education Center at Kaohsiung Campus was the only school or university to be awarded the gold medal. The award not only enhances the reputation of the university, but it also encourages our staff to work harder to design better training programs.

Lastly, in addition to establishing a system, teamwork has been another critical part of our efforts. We are grateful for the support of the Continuing Education Center at Taipei Campus as well as various departments at Kaohsiung Campus. We would also like to express our gratitude towards our colleagues Wu Hsin-Ying (吳昕穎) and Liu Li-Jung (柳力榮) at the Continuing Education Center.



農藥代噴技術人員訓練 - 自訓術科監考員藥劑調配
Training of pest control technician: test of mixing pesticide