

Training for Promotion from Elementary Rank to Junior Rank



**Practical English
for Civil Servants**

ACKNOWLEDGEMENTS

Special thanks to Allen Kan (甘怡然), Consultant at ILTEA Education Group (International Learning Teaching and Evaluation Agency) and Ambassador Rong-Chuan Wu (吳榮泉), Senior Advisor at Institute for National Policy Research, for their valuable contribution and assistance in completing this training material.

Yours sincerely,

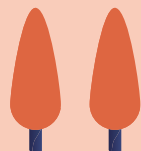
National Academy of Civil Service

Civil Service Protection & Training Commission

Examination Yuan



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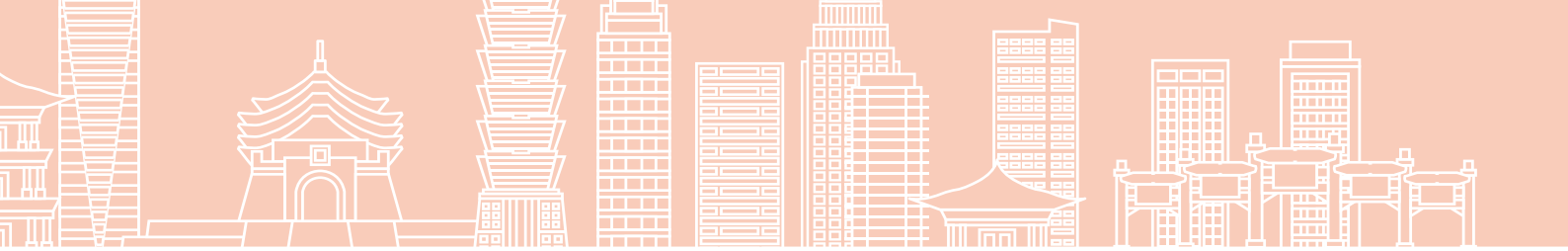
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公務實用英語

課程目標

本課程目標係為使基層公務人員均能具備基本英語溝通能力，並能應用英語進行機關與工作職務介紹及公務接待等，以符合未來職務發展需求，增進公務人員與國際接軌之能力。

學習指標

- 一、學習櫃臺服務之場景對話、在地特色文化介紹之公務情境實用句型，並能於公務上熟練運用。
- 二、學習為民服務電話諮詢之場景對話、證件申辦之公務情境實用句型，並能於公務上熟練運用。

Practical English for Civil Servants

Course Aims

This course aims to equip front-line civil servants with practical English communication skills. By the end of the course, participants should be able to introduce their agencies and provide service in English as part of their official responsibilities, participation into a global society, and expectations for future duty requirements.

Learning Objectives

To learn vocabulary and sentence structures for practical conversations using English in the following tasks:

1. Answering general service counter questions, introducing local culture, and explaining official business.
2. Answering general questions on a hotline and replying to basic inquiries concerning applications.

櫃檯篇

AT THE SERVICE COUNTER

元宵節的 習俗活動 Traditions of the Lantern Festival



學習目標 LESSON GOAL

To learn vocabulary and sentence structures for practical English conversations involving:




- Answering general service counter questions, introducing local culture, and explaining official business.

實用句型 ● Practical Sentence Patterns

General Service Counter and Introducing Local Culture

- | | |
|---|----------------------------|
| <p> Hello, how may I help you?</p> | <p>您好，請問有什麼需要服務的地方？</p> |
| <p> Please take a ticket and wait for your number to be called. Thank you.</p> | <p>麻煩請先抽號碼牌並等待叫號，謝謝。</p> |
| <p> No problem.
Please wait here for a moment.</p> | <p>沒問題。
請在這邊稍待片刻。</p> |
| <p> Please mask up in public areas to stop the spread of the virus.</p> | <p>請在公眾場合戴上口罩以並避免病毒傳播。</p> |
| <p> We need to check your forehead temperature.</p> | <p>我們需要量測您的額溫。</p> |
| <p> Please spray your hands with alcohol for disinfection.</p> | <p>請在雙手噴灑酒精，以利消毒。</p> |
| <p> Taiwan's traditional cuisine is distinctive.</p> | <p>臺灣的傳統美食獨具特色。</p> |

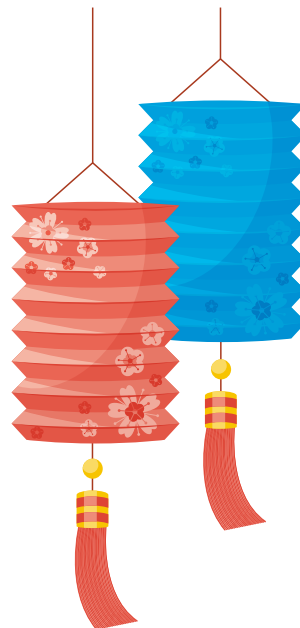


-  This race is a long-standing tradition. It offers the chance to see historic monuments and to experience traditional Taiwanese food, so this event is a perennial fan favorite.
-  I especially recommend snacking at the night market. In particular, bubble tea is not to be missed.
-  The Lantern Festival is a lively cultural folk festival. Besides the yuanxiao foods, there are wonderful activities like lantern displays and riddle games.

這是一項具有悠久傳統的賽事，結合歷史文化古蹟及傳統特色美食兩大特色，因此深受大眾歡迎。

我特別推薦夜市中的各式小吃。珍珠奶茶更是不容錯過。

元宵節是一個熱鬧的民俗文化節慶活動。除了吃元宵外，各地還有賞花燈及猜燈謎活動。



情境對話 ● Dialogue

Traditions of the Lantern Festival

John and Catherine are planning to attend the City Marathon. This is their first visit to Fullerton City (富樂登市) so they would like to explore the city before race day.

They have come to the Visitor Information Center (旅遊服務中心) to inquire about travel information. Mr. Wang, a security guard at the reception desk in the lobby, reminds them about COVID-19 prevention measures as he checks all visitors' temperatures before they enter the center. Later, Desk Officer Hu from the Tourism and Travel Bureau of the Fullerton City Government (富樂登市觀光旅遊局) offers to help them with their inquiries.

J = John = 約翰

C = Catherine = 凱薩琳

H = Mr. Hu = 胡科員

W = Mr. Wang = 警衛王先生



W: Good Morning. Welcome to Fullerton City.

Please mask up in public areas to stop the spread of the virus.

It is a safety measure to protect both you and others.

(John and Catherine put on their face masks.)




 **W:** We need to check your forehead temperature before we let you in.

(Mr. Wang takes John's temperature.)

 **W:** 36.5 degrees Celsius. OK.


(Mr. Wang takes Catherine's temperature.)

 **W:** 35.8 degrees Celsius. OK.


 **W:** Now please spray your hands with alcohol for disinfection. Thank you for your cooperation.


 **W:** Please take a ticket and wait for your number to be called. Thank you.











Public Address System (PA system): Guest number 18, please come to counter 2. Thank you.

 **H:** Good Morning. Welcome to Fullerton City.








How may I help you?





 **J:** We are going to participate in the City Marathon this Sunday and plan to stay in Fullerton for three days. We are very interested in the city's historic sites. Do you have any recommendations?

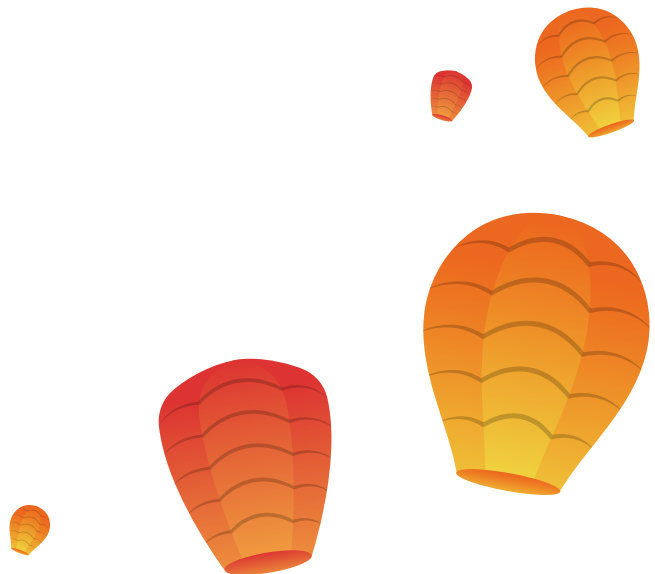
 **H:** If you like historical sites, then you have come to the right place. **This race is a long-standing tradition. It offers the chance to see historic monuments and to experience traditional Taiwanese food, so this event is a perennial fan favorite.**

-  **H:** If you are interested in historic sites, I highly recommend the Museum of Fine Arts (美術館) and the Confucius Temple(孔廟). They are two of the city's most significant historic buildings as well as iconic landmarks in Fullerton.
-  **C:** They certainly do sound very attractive.
-  **H:** The Confucian Temple has a history of over 300 years. Every September 28, a ceremony is held in the early morning to commemorate Confucius and honor his wisdom.
-  **J:** Where is the Confucius Temple located?
-  **H:** It is one of a series of major monuments in the historic district. You can walk along the old city streets and take in a sense of the past.
-  **C:** But.....we don't have a driver's license for either a car or scooter. What is the best way to get around?
-  **H:** Then I recommend you take the sightseeing bus which has audio-guide services in four languages and free Wi-Fi access. You can buy a 24-hour or a 48-hour ticket, and then you can catch all these tourist attractions with a single bus ticket.
-  **J:** Awesome!
-  **C:** In addition to historic sites, we also want to try some traditional cuisine.
-  **H:** **Taiwan's traditional cuisine is distinctive.**














-  **C:** I read about minced pork rice, stinky tofu, beef noodle soup, and oyster omelets in the travel guides.
-  **H:** Yes, they are all delicious.
- I especially recommend snacking at the night market. In particular, bubble tea is not to be missed.**
-  **J:** Right on. Bubble tea and papaya milk are two of my favorite drinks.
-  **H:** If you like historic monuments and traditional folk festivals, then the Lunar New Year Festival and Lantern Festivals are both must see events.
-  **C:** My Taiwanese friend said that **the Lantern Festival is a lively cultural folk festival. Besides the yuanxiao foods, there are wonderful activities like lantern displays and riddle games.**
-  **H:** Launching sky lanterns is a famous traditional activity in northern Taiwan during the Lantern Festival. People usually write their wishes on the lanterns for the coming year before setting them to flight.
-  **J:** Then we'll have to write, "*WORLD PEACE, END COVID*" on our sky lantern!

-  **H:** Speaking of Lantern Festivals, Pingxi (平溪) in northern Taiwan is one of the main destinations for launching sky lanterns.
- In southern Taiwan, people celebrate the Lantern Festival a bit differently with the tradition of setting off beehive fireworks in Yanshui (鹽水).
- Should you choose to attend the beehive fireworks, it is recommended that you equip yourself head-to-toe with protective gear and practice caution!
-  **C:** It sounds very fascinating!
-  **J:** Fullerton City sounds full of fun!
-  **H:** It won't let you down; definitely worth the trip!





重要詞彙 • Words & Phrases

 inquire (V.)	查詢
 historic monument (N.)	歷史古蹟
 perennial (Adj.)	長期的、長久以來
 recommend (V.)	推薦
 landmark (N.)	地標
 sightseeing bus (N.)	觀光巴士
 tourist attraction (N.)	旅遊景點
 traditional cuisine (N.)	傳統美食
 sky lanterns (N.)	天燈
 beehive firework (N.)	蜂炮
 protective gear (N.)	防護裝備

延伸建議 ● Exercises

情境延伸應用說明 Exercise Scenarios

- 以小組其中一位受訓人員分發機關之所在城市為主題（例如：花蓮、桃園、宜蘭等），因辦理賽事、活動或節慶招呼外國人士，並向其介紹或導覽在地特色文化。介紹內容可包含具地方特色之觀光旅遊資訊，例如：交通接駁、民俗節慶、歷史古蹟、傳統美食等。
- Pick a city of one of the trainees on a team for the scenario. The exercise is then based on the city/organization where that trainee is deployed (eg. Hualien, Yilan, etc.) and involves hosting an event with international visitors. Trainees will need to introduce the event and tourist attractions, and explain the unique aspects of the local culture (e.g. transportation, local folk festivities, historic monuments, traditional food, etc.) as if speaking to an international visitor.

學習資源參考 Exercise Resources and References

【交通部觀光局】
Tourism Bureau
MOTC





電話篇
PHONE SERVICE

想要考取
機車駕照

Interested in a
Scooter Driver's License






學習目標 LESSON GOAL

To learn vocabulary and sentence structures for practical English conversations involving:

- Answering General Hotline Questions
- Responding to Application Inquiries

實用句型 ● Practical Sentence Patterns

Hotline Service and Application Inquiries

-  Hello, Motor Vehicles Office service line, this is Ms. Chen speaking. What can I do for you?
-  To successfully obtain a scooter driver's license, you have to pass a four-stage test.
-  Please request the registration form from the service desk.
-  Please take your passport, proof of Taiwan more-than-six-months residency, and three one-inch ID photos taken within the past two years.
-  Please go to counter six on the second floor to register for the scooter driver's license test.

您好，這裡是監理所服務專線，敝姓陳。請問有什麼需要服務的地方？







若想要成功考取機車駕照，必須歷經 4 個階段的考驗。

您可以至服務臺索取登記表。

您需要攜帶您的護照、在臺灣居留 6 個月以上之證明文件及本人最近 2 年內拍攝之 1 吋脫帽五官清晰正面半身彩色照片 3 張。

請至 2 樓 6 號窗口，登記報考機車駕照考試。



-  The written test is now available in English.
-  The tests are designed around the measures most necessary to keep you safe on the road, so that you can always make it home safe and sound.
-  Thank you for your patience.
-  Passing the test and getting a license isn't rocket science; just keep practicing before taking the test and you will be sure to pass it.
-  Is there anything else I can help you with?
-  Thank you for calling. I hope you have a wonderful day.

筆試亦有提供英文版本。

這些措施都是為了讓你能安全上路、平安回家。

不好意思，讓您久等了。

只要在考試前能持續不斷地練習，想要考取駕照並非不可能。

還有什麼我能效勞的地方嗎？

感謝您的來電。祝您有個美好的一天。








情境對話 ● Dialogue

Interested in a Scooter-Driver License









Mary will work in Taipei for several years. She plans to commute by scooter for her convenience. Today, she decides to make a phone call to the Motor Vehicles Office (監理所) and asks Desk Officer Chen about getting a scooter driver's license.









M = Mary = 瑪麗

C = Ms. Chen = 陳科員

-  **C:** Good morning, **Motor Vehicles Office service line, this is Ms. Chen speaking. What can I do for you?**
-  **M:** I am considering to get a scooter driver's license but I have heard that it's very complicated.
-  **C:** First of all, you must be over the age of eighteen.
-  **M:** Oh. I'm in my mid-thirties.
-  **C:** I see. **To successfully obtain a scooter driver's license, you have to pass a four-stage test.**
-  **M:** What is the first stage?
-  **C:** Stage one is a physical check-up.
Please request the registration form (機器腳踏車駕駛執照登記書) from the service desk, and then take your physical check-up at a clinic near you.



-  **C:** Don't worry. It's only a simple exam to make sure that you are not colorblind or have any other obvious disabilities that may affect driving.
-  **M:** What's stage two?
-  **C:** For stage two, **please take your passport, proof of Taiwan more-than-six-months residency, and three one-inch ID photos taken within the past two years;** and, then **go to counter six on the second floor to register for the scooter driver's license test.**
-  **M:** I've heard that the written test is stressful.
Can you tell me what will be on it?
My Chinese is not that good.
I am afraid I won't be able to pass.
-  **C:** Don't worry. **The written test is now available in English.**
-  **M:** What a relief!
-  **C:** There are a total of fifty questions on the written test in true and false and multiple-choice formats. The test focuses on a driver's knowledge of traffic signs, rules and regulations, and such topics as defensive driving, accident prevention, and situational awareness.
-  **C:** There is an online mock test available on the website for your reference.
We highly recommend that you practice in advance.

-  **M:** Your suggestions are very helpful.
I'll be well prepared for it. By the way, the road test is the most difficult stage out of four, isn't it?
-  **C:** Exactly. It is quite a challenge for our test takers from overseas.
-  **M:** You can say that again.
In Taiwan, the number of scooters on the roads is incredible.
It gave me quite a shock to witness the stunning swarms of rush-hour scooters when I first arrived Taiwan.
-  **C:** **The tests are designed around the measures most necessary to keep you safe on the road, so that you can always make it home safe and sound.**
Because safety is our number one priority.
-  **M:** Thank you for your explanation. It's crystal clear now.
-  **C:** You're welcome.
Passing the test and getting a license isn't rocket science; just keep practicing before taking the test and you will be sure to pass it.
Is there anything else I can help you with?
-  **M:** No. I think that's all. Thank you.
-  **C:** Great. **Thank you for calling.**
I hope you have a wonderful day.



重要詞彙 • Words & Phrases

 driver's license (<i>N.</i>)	駕駛執照
 physical check-up (<i>N.</i>)	體檢
 registration form (<i>N.</i>)	登記表
 residency (<i>N.</i>)	居留
 one-inch photo (<i>N.</i>)	1 吋相片
 written test (<i>N.</i>)	筆試
 stressful (<i>Adj.</i>)	壓力大的、緊張的
 traffic rules and regulations (<i>N.</i>)	交通法規
 defensive driving (<i>N.</i>)	防衛駕駛
 accident prevention (<i>N.</i>)	肇事預防
 for your reference (FYR)(<i>Phr.</i>)	供您參考
 road test (<i>N.</i>)	路考

延伸建議 Exercises

情境延伸應用說明 Exercise Scenarios

- **如何在臺灣將外國駕照換領本國駕照**

延伸應用「證件申辦」公務情境主題所學，本題以外國人如何在臺灣將外國駕照換領本國駕照為情境，選擇以櫃臺服務或電話諮詢為對話場景，對話包含承辦人員告知外國人士換領汽車駕照所需之文件、相關資源及注意事項。

- **How to Exchange Another Country's Driver's License for a Taiwan One**

This document exercise scenario begins with a someone seeking to exchange their foreign country driver's license for a Taiwan license in-person at a service counter or off-site over the phone. The dialogue should include personnel from the Motor Vehicle Driver Information Service explaining the necessary documentation, related resources, and issues of note concerning the application procedures.

學習資源參考

Exercise Resources and References

【交通部公路總局】

**Directorate General
of Highways
MOTC**





**情境延伸應用說明
Exercise Scenarios**

● **如何在臺灣取得工作許可**

延伸應用「證件申辦」公務情境主題所學，本題以外國人如何在臺灣取得工作許可為情境，選擇以櫃臺服務或電話諮詢為對話場景，對話則包含勞動部勞動力發展署承辦人員告知外國人取得工作許可所需具備之文件及注意事項。

● **How to Acquire a Work Permit in Taiwan**

This document application exercise scenario begins with an international resident inquiring at a service counter or over the phone about the process to obtain or apply for a work permit. The dialogue should include personnel from the Workforce Development Agency of the Ministry of Labor explaining the necessary documents, and issues of note concerning the application procedures.

學習資源參考

**Exercise Resources
and References**

【勞動部勞動力發展署】

**Workforce
Development Agency
MOL**



情境延伸應用說明 Exercise Scenarios

- **國人與外國人辦理結婚登記**

延伸應用「證件申辦」公務情境主題所學，本題以國人與外國人辦理結婚登記為情境，選擇以櫃臺服務或電話諮詢為對話場景，對話則包含戶政事務所承辦人員告知辦理結婚登記應攜帶之文件及办理流程。

- **Marriage Registration Involving an International Resident and Taiwan Citizen**

This document application exercise scenario involves a foreign resident and a Taiwanese citizen inquiring about their marriage registration at a service counter or over the phone. The dialogue should include personnel from the Household Registration Office explaining the necessary documents and application procedures.

學習資源參考 Exercise Resources and References

【內政部戶政司】

**Department
of Household
Registration
MOI**





情境延伸應用說明 Exercise Scenarios

- **辦理圖書館借閱證及讀者服務**

延伸應用「證件申辦」公務情境主題所學，本題以向市立圖書館申辦借閱證及詢問相關讀者服務為題，選擇於櫃臺服務或以電話諮詢為對話場景，對話包含申辦證件應攜帶之文件及办理流程。

- **How to Acquire a Library Card**

This document application exercise scenario begins with an international resident inquiring about acquiring or applying for a public library card at a service counter or over the phone. The dialogue should include personnel from the public library explaining the necessary documents and application procedures.

學習資源參考 Exercise Resources and References

【市立圖書館】

Public Library



情境延伸應用說明 Exercise Scenarios

- **小組自行擇選相關主題**

延伸應用「證件申辦」公務情境主題所學，小組自行擇定相關主題，選擇於櫃臺服務或以電話諮詢為對話場景，對話包含承辦人員告知證件申辦應攜帶之文件及办理流程。

- **Choose Your Topic**

In this document application exercise scenario teams can choose their own practice topic. It can be a dialogue at a service counter or an inquiry over the phone that includes the case officer explaining the necessary documents required for an application and relevant procedures.



職務篇

AGENCIES AND POSITIONS

機關 / 職務 工作介紹

How to Introduce Your
Agency and Make a
Job Description

學習目標 LESSON GOAL





- Learn how to introduce your agency and describe your job in English.

For further information, please visit the website:









實用句型 ● Practical Sentence Patterns

Introducing Agency and Making Job Description

- | | |
|---|---|
| <p> Hello, welcome to the Galaxy County. I am Household Registration Officer Mary Chen of the Household Registration Office of the Galaxy County.</p> | <p>歡迎各位蒞臨銀河縣。我是銀河縣戶政事務所戶籍員陳瑪莉。</p> |
| <p> Today I would like to introduce duties of the Household Registration Office, and make job descriptions.</p> | <p>今天為大家介紹戶政事務所的業務，以及戶籍員的工作內容。</p> |
| <p> The Household Registration Office is mainly in charge of household registration, and records of people through their life from birth to death, including birth registration, identity card, marriage and divorce registrations, and so on.</p> | <p>戶政事務所主要負責戶籍登記，記錄人的一生，從出生到死亡，包括出生登記、核發國民身分證、結婚離婚證明書等。</p> |
| <p> The government formulates natalist policies to nudge citizens to have more children. We are also responsible for the maternity pension.</p> | <p>政府制定生育政策獎勵生育。生育獎勵金也是我們核發的喔。</p> |



-  In addition, some people come to apply for name changes in order to bring good fortune.
-  If citizens apply for registration of movement, our system can connect to the taxation department, motor vehicles office, land office and related offices for simultaneous changes. It is really convenient to people.
-  Besides, we also set up the wedding scene layout for newlyweds to take photos when they apply for the marriage registration.
-  Sometimes we could also act as the spiritual mentors to comfort those who file for divorce.
-  Moreover, we have a super mission to help people to search their friends, relatives, childhood playmates, and neighbors so they can get in touch with each other again.
-  It is a meaningful job because every citizen requires our service at every special moment in his or her life.

另外，為了好運，民眾會跑來找我們改名。

如果民眾辦理遷徙登記，我們的系統可以連線稅務、監理、地政系統等，非常便民呢！














我們還設置溫馨的場景，讓新人們辦理結婚登記時可以拍照留念。

有時候遇到前來辦理離婚登記的民眾心情低落時，我們也會充當心靈導師，適時給予安慰。

除此之外，我們還要執行超級任務，幫忙民眾協尋親友，尋找兒時玩伴、以前鄰居，讓大家重新取得聯繫。

這是一份非常有意義的工作，每個民眾人生重要的時刻，都需要我們的服務。

重要詞彙 • Words & Phrases




 Household Registration Officer (N.)	戶籍員
 Household Registration Office (N.)	戶政事務所
 birth registration (N.)	出生登記
 divorce registration(s) (N.)	離婚證明書
 natalist policy / policies (N.)	生育政策
 fortune (N.)	財富
 good fortune (N.)	好運
 taxation department (N.)	稅務機關；稅務局
 motor vehicles office (N.)	監理機關
 simultaneous (Adj.)	同時的；同步的
 newlywed(s) (N.)	新人們
 mentor (N.)	導師；良師益友
 divorce (N.) (V.)	離婚



重點解析 • Tips in Use

自我介紹姓名、職稱與機關

【例】我是陳瑪莉，目前在銀河縣戶政事務所擔任戶籍員。

-  I am Household Registration Officer Mary Chen of the Household Registration Office of the Galaxy County.
-  I am Mary Chen. I currently work as a Household Registration Officer of the Household Registration Office of the Galaxy County.
-  I am Mary Chen. I am the Household Registration Officer of the Household Registration Office of the Galaxy County.



業務執掌


★ *be in charge of.....*

be responsible for.....

be someone's primary duty.....

【例】戶政事務所主要負責戶籍登記，記錄人的一生，從出生到死亡。

-  The Household Registration Office **is mainly in charge of** household registration and records of someone's whole life from birth to death.
-  The Household Registration Office **is responsible for** household registration and records of someone's whole life from birth to death.


-  Household registration and records of someone's whole life from birth to death **are the primary duties** of the Household Registration Office.


除……之外


★ ***In addition***, + 句子 / ***In addition to*** + 名詞……


Besides, + 句子 / ***Besides*** + 名詞……

【例】除了薯條以外，我也吃了炸雞和漢堡當午餐。

-  I ate fried chicken and a hamburger for lunch. **In addition**, I had French fries.

-  I ate fried chicken and a hamburger for lunch. **Besides**, I had French fries.

-  **In addition to** French fries, I had fried chicken and a hamburger for lunch.


-  **Besides** French fries, I had fried chicken and a hamburger for lunch.

- ▶ 通常放在句子的開頭，運用具有連接性的轉折語，能夠強化文章的連貫性。

應用、使用

★ ***..... apply*** + 名詞……（應用、使用）

【例】Tony 瞭解如何在作文當中應用他的文法知識。

-  Tony knows how to apply his grammar knowledge in writing.



★ **apply for** + 名詞（申請）（申請的事物如：學校、工作或貸款）

【例】我們可以申請貸款買一輛車。

 We could **apply for** a loan to buy a car.

★ **apply to**（適用於）（通常會和法律條文或特定的規章有關）


【例】此項新規定適用於國內所有的貿易公司。

 The new regulation **applies to** all trading companies in the country.

需要, 要求, 命令, 必須, 需求、強制規定要做


★ **require**（需要, 要求, 命令, 必須, 需求）

【例】教我女兒開車需要很多耐心。


 Teaching my daughter to drive **required** a lot of patience.

★ **be required to**（強制規定要做）

【例】無論公、私或軍用的交通工具都要申報繳納使用牌照稅。

 Vehicles regardless of public use, private use, and military use **are required to** declare and pay the vehicle license tax.

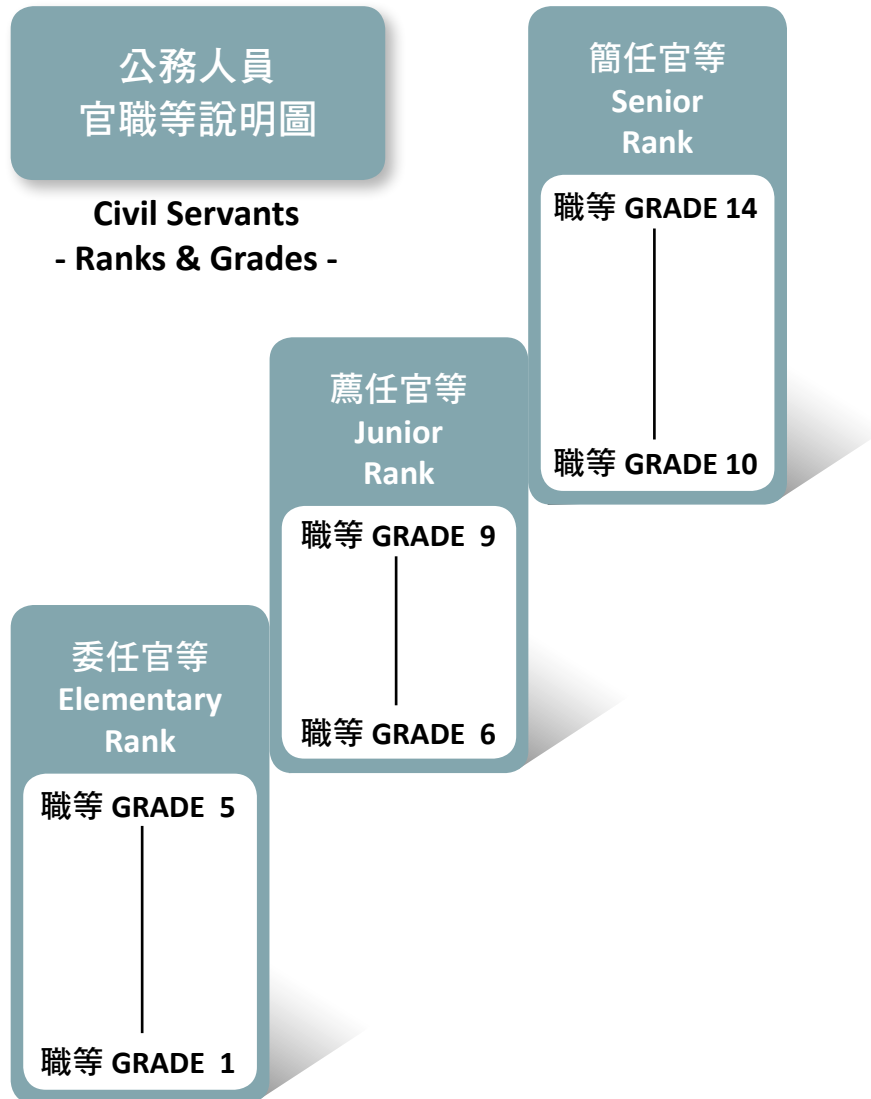
【例】納稅義務人必須在期限內完成繳稅。

 Taxpayers **are required to** complete payment within the given timeframe.

★ **a legal requirement that**（強制規定要做）

【例】法律規定你必須為你的汽車保險。

 It is **a legal requirement that** you have insurance for your car.



書名：公務實用英語（委升薦訓練）
Practical English for Civil Servants
—Training for Promotion from Elementary Rank to
Senior Rank
出版者：國家文官學院
發行者：郝培芝
地址：臺北市 11561 南港區忠孝東路 7 段 576 號
網址：<http://www.nacs.gov.tw>
電話：（02）2653-1500
出版日期：中華民國 112 年 5 月

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