

## Specification of Competency Standards for the Retail Banking

### Unit of Competency

#### **Technology Management > 5.4 Design, Development and Implementation**

Title	Facilitate the use of new technology systems
Code	107445L4
Range	Provide guidelines or different learning activities in educating different users in using the new technology systems
Level	4
Credit	3
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"><li>1. Understand the learning needs in new technology systems<ul style="list-style-type: none"><li>• Understand the functions and operation procedures of new technology systems in order to design suitable training activities and writing appropriate guidelines</li><li>• Understand the knowledge, job responsibilities and usage of the new technology systems of different users in order to identify their needs in training and guidance</li></ul></li><li>2. Educate users in using the new systems<ul style="list-style-type: none"><li>• Plan for the training, conduct induction activities, design instruction materials or flow charts for users who are affected by the introduction of new technological applications</li><li>• Provide advice concerning application of technology to different kinds of users based on their operational flow</li></ul></li><li>3. Formulate guidelines in using and applying the technology systems<ul style="list-style-type: none"><li>• Formulate guidelines for proper use of the new technology systems</li><li>• Provide guidelines on the change management process to facilitate the adoption of new technological applications</li></ul></li></ol>
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"><li>• Provision of training, briefing and / or instruction materials for use of new software or systems. The design of materials should be tailored to the knowledge and profiles of different users</li></ul>
Remark	