

## Specification of Competency Standards for the Retail Banking

### Unit of Competency

#### **Strategic Business Development and General Management > 9.2 Human Resources Management**

Title	Evaluate and implement learning and development policies and strategies
Code	107558L5
Range	Design training and development programmes. This applies to employees of different ranks, job families and positions
Level	5
Credit	4
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"> <li>1. Evaluate policies in training and development Be able to: <ul style="list-style-type: none"> <li>• Evaluate policies on training and development to design training activities which can match with human resources development strategy and to support the growth of the bank</li> </ul> </li> <li>2. Identify learning and development needs of different units Be able to: <ul style="list-style-type: none"> <li>• Conduct training needs analysis in different units to identify specific gaps in skills and knowledge</li> <li>• Collaborate with different units to identify skills and knowledge required to support bank's business strategies and initiatives</li> </ul> </li> <li>3. Provision of training and learning opportunities to different employees Be able to: <ul style="list-style-type: none"> <li>• Ensure that talented employees are nurtured through providing consistent training support and work exposures, together with well defined career path within the bank</li> <li>• Train and advise line management in coaching / counseling, performance review, safety, and other areas of strategic competency enhancement on regular basis</li> <li>• Develop programmes on job rotations for career development in order to retain competent employees</li> </ul> </li> <li>4. Build a learning culture in the bank Be able to: <ul style="list-style-type: none"> <li>• Promote a continuous learning culture by providing monetary and / or non-monetary (e.g. e-learning and learning centers) resources for employees to help obtain higher academic / professional / technical qualifications</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 different kinds of learning activities. The activities should be based on the training and developmental needs of individual employees and corporate objectives</li> </ul>
Remark	