

Specification of Competency Standards for the Retail Banking

Unit of Competency

Strategic Business Development and General Management > 9.2 Human Resources Management

Title	Provide learning solutions for people development
Code	107565L4
Range	Provide different kinds of learning activities (through in-house or external institutions). This applies to learning activities for employees of different ranks, job families and positions
Level	4
Credit	3
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"> 1. Understand the objectives of different learning activities <p>Be able to:</p> <ul style="list-style-type: none"> • Understand the training needs and outcomes to be achieved for each learning activity in order to select suitable learning activities • Review existing programmes in the market and in-house training programme to see whether they can achieve the objectives 2. Provide learning activities (both internal and external) to train staff for business needs <p>Be able to:</p> <ul style="list-style-type: none"> • Prepare requests for proposals, interview and select external consultants; negotiate contracts, manage workflow, set expectations and priorities as well as monitor outcomes • Ensure that in-house training (including e-learning) activities are planned to meet current and future business and employee needs • Prepare course handouts or other learning materials to facilitate training delivery • Provide a comfortable and convenient learning environment for training classes and necessary facilities to facilitate the delivery 3. Arrange staff to attend different learning activities <p>Be able to:</p> <ul style="list-style-type: none"> • Structure annual training plans to ensure training activities will not disrupt the daily operations of the bank • Arrange employees to join suitable in-house training or approve their attendance to external programs for career development • Provide guidelines and administrative support on application of examination or course fee claims if appropriate
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Provision of learning activities in a timely manner. The content of activities should cover major topics in the subject areas. Moreover, the schedule of the learning activities can fit with the bank's operations
Remark	