Specification of Competency Standards
for the Banking Industry
Unit of Competency

Functional Area - 6. Technology Management
(Key Function – 6.3 Applications Design, Development and Maintenance)

Title	Provide training and facilitation on using IT applications and systems for internal and external users
Code	109383L4
Range	Providing guidelines and training regarding the proper use of IT applications and systems. This applies to different learning activities in using IT applications and systems.
Level	4
Credit	3 （For Reference Only）
Competency	Performance Requirements 1. Knowledge in the Subject Area Be able to: • Understand the learning needs and their training requirements in IT applications and systems and apply the knowledge to establish training standards, procedures and training solutions requirements to assure the training offered is appropriate; • Understand the functions and operation procedures of new technology systems in order to design suitable training activities and writing appropriate guidelines; • 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. 2. Applications Be able to: • Identify the targeted trainees and based on their unique requirements to plan for the training, conduct induction activities and design instruction materials for them; • Provide advice concerning application of technology to different groups of users based on their operational flow; • Prepare and plan application training programmes for the bank to promote their knowledge and enhance their skills with IT applications and systems. 3. Professional Behaviour and Attitude Be able to: • Formulate guidelines for proper use of IT applications and systems; including guidelines on the change management process to facilitate the adoption of new technological applications; • Plan and conduct training according to the bank's policies and procedures, industry best practices, local and international standards, and laws as well as regulatory requirements.
Assessment Criteria	The integral outcome requirements of this UoC are: • Demonstration of the abilities to plan and conduct IT application training for different user groups of the bank; • Provision of training, briefing and/or instruction materials for use of new software or systems. The design of materials is tailored to the knowledge level and profiles of different users.
Remark	