

Specification of Competency Standards
for the Banking Industry
Unit of Competency

Functional Area - 10. General Management
(Key Function – 10.2 Human Resources Management)

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| Title | Provide learning solutions for supporting the development of the bank |
| Code | 109550L4 |
| Range | Provision of different kinds of learning and development 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 (For Reference Only) |
| Competency | <p>Performance Requirements</p> <p>1. Knowledge in the Subject Area</p> <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; • Comprehend the goals and objectives of different kinds of learning activities offered by the bank and based on the knowledge to review existing programmes in the market and in-house training programmes to see whether they can achieve the objectives. <p>2. Applications</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Prepare requests for proposals, interview and select external training vendors; negotiate contracts, manage workflow, set expectations and priorities as well as monitor the outcomes of their learning activities; • 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. <p>3. Professional Behaviour and Attitude</p> <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 training programs for business needs and / or career development; • Provide guidelines and administrative support on application of examination or course fee claims to ensure all applications are fairly and appropriately assessed. |
| 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 | |