

Technology and Operations > Applications design, development & Maintenance

Title	Provide training and facilitation on using IT applications and systems (for internal & external users)
Code	106766L4
Range	Providing guidelines and training regarding the proper use of IT applications and system. This applies to different learning activities in using IT applications and systems.
Level	4
Credit	4 (for reference only)
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"> <li>1. Understand the learning needs and training requirements in IT applications and systems Be able to: <ul style="list-style-type: none"> <li>• Identify training needs such as standards, industry best practices, procedures and requirements to assure the quality of the software product provided by an organization</li> <li>• Identify the people involved, i.e. the trainers and the trainees</li> <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. Plan and conduct training for IT applications and systems Be able to: <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> <li>• Prepare and plan application training programs for the bank to promote their knowledge and enhance their skills with IT applications and systems</li> <li>• 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</li> </ul> </li> <li>3. Formulate guidelines in using and applying the technology systems Be able to: <ul style="list-style-type: none"> <li>• Formulate guidelines for proper use of IT applications and 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>• The abilities to plan and conduct IT application training for the bank.</li> <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	