

Specification of Competency Standards
for the Elderly Care Service Industry
Unit of Competency

Functional Area - Management

Title	Design Staff Training and Development Plan
Code	106176L5
Range	This unit of competency is applicable to employees in the elderly care service industry in charge of human resource management. This competency involves the ability of critical analysis and making judgment. Employees are required to formulate staff training and development plan that enhances staff's skills and knowledge; help develop the institution's services according to the development goal and available resources of the institution .
Level	5
Credit	6 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Relevant knowledge on staff training</p> <p style="padding-left: 40px;">Be able to</p> <ul style="list-style-type: none"> • Understand the requirements on different job positions in the institution regarding their skills and abilities • Understand human resource policies, procedures and assessment mechanism in the institution • Understand staff qualifications recognized by the government or professional institutions • Understand the importance of staff training to the institution's development, such as <ul style="list-style-type: none"> ○ Enhance staff's skills and knowledge ○ Introduce new ideas or knowledge ○ Chances of extending the use of technology in work settings ○ Catch up with expanding services. • Understand the courses that improve staff's skills • Understand available resources, including time and money • Understand the training plans provided by government or recognized training institution in the community <p>2. Formulate development plans for staff training</p> <p style="padding-left: 40px;">Be able to</p> <ul style="list-style-type: none"> • Analyse the directions of staff training and the institution's development, consider factors like: <ul style="list-style-type: none"> ○ Performance assessments ○ Staff interviews and comments ○ Training needs in terms of duties and professional skills ○ Discrepancy between staff's abilities and supervisor's expectations ○ Internal promotion scheme ○ Development strategies of the service unit ○ Professional requirements or qualifications • Select a proper mode of training according to special needs of the department, staff's ability to provide internal training, characteristics of abilities required and training available in the market, such as: <ul style="list-style-type: none"> ○ Internal training of the institution ○ Continuous education after work ○ On-the-job training. • Provide communication channels to collect staff's opinions; ensure the training provided is appropriate and useful to their needs • Allocate resources for staff training to ensure sufficient resources when formulating annual plans

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	<ul style="list-style-type: none"> • Analyse current resources provided by the institution to identify the training modules, target trainees, order of priority, and criteria to determine training quotas for each department • Formulate templates for staff training and development records, as well as the conditions upon which training is provided, such as trainees' obligation to share the training information with other staff members after training, and the commitment of staying in the institution for a specified duration of time. • Ensure there is sufficient manpower in different departments for proper running of the institution during the training period • Assess the effectiveness of staff training to ensure staff acquire expected techniques and knowledge from the training • Review the effectiveness of staff training programme regularly and make adjustments when necessary • Keep in touch with relevant training or academic organizations and government departments to maintain friendly relationship for cooperation <p>3. Exhibit professionalism</p> <p>Be able to</p> <ul style="list-style-type: none"> • Ensure the training and development programme helps improve staff's knowledge and skills, while meeting the needs of institution and development trend within the industry • Allocate staff training resources in an objective, unbiased and fair manner • Recognize the positive effects of upskilling training in terms of staff performance and streamlining the workflow, encourage staff to participate in training, so as to elevate their personal abilities, and the service quality of the institution
Assessment Criteria	<p>The integrated outcome requirements of this Unit of Competency are:</p> <ul style="list-style-type: none"> • Ability to formulate staff training development programme; provide opportunities for staff to acquire training and further education according to development goals of the institution; and • Ability to review the effectiveness of staff training and optimize the programme accordingly.
Remark	