

# Specification of Competency Standards for Human Resource Management

## Unit of Competency

Title	Make necessary arrangements for learning and development (L&D) programmes
Code	107012L3
Range	Providing assistance in the organisation of L&D programmes that strengthen workforce capabilities. This applies to organisation of L&D programmes to meet employee learning and development needs, as well as their career aspirations, in line with the organisation's business direction and sustainable development.
Level	3
Credit	3
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"> <li>1. Knowledge in the Subject Area <ul style="list-style-type: none"> <li>• Understand the importance of providing an appropriate learning environment and on-site training support to learning effectiveness</li> </ul> </li> <li>2. Applications and Processes <ul style="list-style-type: none"> <li>• Confirm venue and equipment booking for L&amp;D programmes in accordance with the organisation's training calendar and / or schedule</li> <li>• Handle enrolments from different departments, prepare participants list and compile participants' profile for the facilitator's or trainer's preparation</li> <li>• Prepare and send confirmation letter / email / memorandum to participants, and their supervisors if applicable</li> <li>• Prepare training materials in accordance with the trainer's instructions</li> <li>• Contact relevant parties for venue set-up, and beverage arrangement if applicable, in accordance with the facilitator's or trainer's preferences (e.g. stationery, time for breaks)</li> <li>• Check equipment and facilities (e.g. computer notebook, audio-visual system, felt-pens, Internet), and contact relevant parties (e.g. administration department, IT department) for repair, reinstallation and / or replacement when required</li> <li>• Carry out registration process prior to commencement of the L&amp;D programme and provide support to the facilitator or trainer (e.g. jotting notes, taking group photos) during the L&amp;D programme, as appropriate</li> <li>• Perform necessary follow-up tasks (e.g. collection of feedback form, knowledge sharing at forum of internal social networks)</li> </ul> </li> <li>3. Professional Behaviour and Attitude <ul style="list-style-type: none"> <li>• Proactively provide assistance to the facilitator or trainer through the L&amp;D programme</li> <li>• Proactively promote L&amp;D programmes to employees that are relevant to their individual development plans</li> </ul> </li> </ol>
Assessment Criteria	<p>The integrated outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> <li>• Implementation of administrative and logistics arrangements (e.g. enrolment, venue set-up, equipment, payments) for smooth running of the organisation's L&amp;D programmes.</li> </ul>
Remark	