

Functional Area: Network Infrastructure & Operation (Planning & Design)

1. Title	Perform estimation on the amount of effort for training staff to operate new equipment or networks
2. Code	ITCSNO401A
3. Range	This UOC concerns estimating the amount of effort for training staff to operate new equipment and networks. The concerned training programmes are programmes developed internally due to either no vendor product training is available or the training does not match the requirements of the organisation. Even though this UOC is target for internal use, it can also be used for external customer training service.
4. Level	4
5. Credit	3
6. Competency	<p><u>Performance Requirement</u></p> <p>6.1 Possess the knowledge in the subject area</p> <ul style="list-style-type: none"> • Knowledgeable of the organisation manpower development strategies and policies • Possess extensive knowledge of competency based standards, training and assessments, in particular standards that define performance outcomes, applied knowledge and skills needed for work • Experienced with developing training programmes and estimating training efforts • Experienced with instructional design and formulating training materials and packages • Knowledgeable of network equipment and components and their operation requirements and characteristics • Familiar with the learning cultures of the organisation and preferences of target audience <p>6.2 Perform estimation on the amount of effort for training staff to operate new equipment or networks</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Work with colleagues to identify the training requirements, such as the operating network equipment operating network • Identify the target skill level of the training programme • Identify the suitable training delivery method and training mode required e.g. percentage of instructional lecture, practical, self study or combination • Work with vendor materials or vendors to formulate a training programme with breakdown of training modules that matches industry training standards, if possible • Estimate time required for each module, indicating the learning results of each module • Document the training plan and learning framework (for complex tasks/skills/knowledge) with indication of the training methodology, assessment and timeline • Work with colleagues to tune the training plan to achieve the required training skills <p>6.3 Exhibit professionalism</p> <ul style="list-style-type: none"> • Always take into consideration and strike a proper balance among all related technological, political, social, environmental and legal factors • Always strike a proper balance between the organisation and all stakeholders
7. Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: <ol style="list-style-type: none"> i. work with colleagues to identify the training needs, training methods, competency levels, etc. ii. formulate the training programmes and plans that can effectively deliver the training that is required to operate the equipment or network iii. estimate the time and effort required for delivery of the training iv. document the training plans and the estimations in accordance with the organisation standards for approval
Remark	