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

1.	Title	Perform training to operating staff
2.	Code	ITCSNO404A
3.	Range	This UoC concerns instructional delivery to operating staff that needs to operate networks or use network equipment. Staff may be NOC (Network Operation Centre) personnel, field engineers, technicians or other supporting personnel.
4.	Level	4
5.	Credit	3
6.	Competency	<table><tr><td colspan="2">Performance Requirement</td></tr><tr><td>6.1 Possess the knowledge in the subject area</td><td> - Knowledgeable of the use of equipment/system manuals and specifications associated with the training area - Knowledgeable of the specifications and relevant company policies and documentation - Extensive experience with instructional design/learning and delivery techniques - Knowledgeable of the network or network equipment operating procedures and the subject area of training - Knowledgeable of relevant legislation, codes, regulations and standards - Experience in conducting technical training </td></tr><tr><td>6.2 Perform training to operating staff</td><td>Be able to: - Prepare for the training by understanding the objectives of the training and familiarising with the training topic areas - Design a "best approach" training plan with objectives and assessment methods - Design and prepare the training materials and training sites. May need to use vendor product manuals as part of the training - Deliver systematically the topic areas and operational procedures, taking into account: explanation; demonstration; review; trainee explanation; trainee demonstration; feedback; practice opportunities should be provided according to the specific learning situation and the training objectives - Acquire evidence of satisfactory understanding of the topics by the trainees with assessments and result is collected in accordance with the training session plan </td></tr><tr><td>6.3 Exhibit professionalism</td><td> - Always take into consideration and strike a proper balance among all related technological, political, social, environmental and legal factors - Always take into consideration the needs of the trainees and strike a balance between the trainees' ability and the course objectives </td></tr></table>
7.	Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: i. determine the objectives and the target outcomes of the training ii. produce a structured training plan that is suited to the operating staff's level iii. develop the appropriate training materials with assessments which measure the effectiveness of the training iv. deliver the training effectively matching the level of the trainees
	Remark	