

Functional Area: Product & Service Life Cycle (Operation / Support)

1. Title	Arrange periodic products / services training to staff members	
2. Code	ITCSPL311A	
3. Range	This UoC applies to all tasks and arrangement aimed to provide periodic training to members of staff relating to the new product / service in concern. Staff training is nowadays extremely important in upgrading their ability and knowledge. This UoC focuses on those general training for all personnel.	
4. Level	3	
5. Credit	2	
6. Competency	<p style="text-align: center;"><u>Performance Requirement</u></p> <p>6.1 Possess the knowledge in the subject area</p> <ul style="list-style-type: none"> ● Understand that human resources is becoming more and more important for all companies and CIS organisations are of no exception ● Understand that training is a highly effective means in upgrading the knowledge and skills of employees ● Understand that training is extremely versatile in nature and a well designed and scoped training programmes are essential to suit the requirements of any particular group of trainees (staff members) ● Understand that any new product / service has its unique features such as functionalities, mode of operation, pre-requisite knowledge, etc and that related product training is mandatory ● Understand that training needs to be on a continuous or periodic basis in order to introduce the most updated information to trainees (staff members) ● Be aware that training can be in a wide different format and modes and that designing an appropriate mix can enhance the effectiveness <p>6.2 Arrange periodic products / services training to staff members</p> <p>Be able to:</p> <ul style="list-style-type: none"> ● Prepare in advance product training material with the appropriate coverage and depth for different groups of trainees (staff members) ● Work out a training schedule for different staff members groups, taking into consideration their working schedule and required level of knowledge for the product in concern ● Design the best mix for teaching product knowledge, such as classroom teaching, practical workshop, project based training, etc ● Make use of computer system and related software to conduct training on top or instead of traditional training methods ● Actually carry out or supervise the conduction of training programmes, which actually is labour intensive but unavoidable if the training objectives are to be realised ● Always aware that effective training goes hand in hand with well-designed assessments such as examination or practical workshop ● Record with good accuracy the progress and performance of individual trainees and if necessary, arrange class / examination re-sit for them ● Estimate with good accuracy and strike a balance between the additional costs for training provision, and the benefits for equipping staff members with the required knowledge 	

	6.3 Exhibit professionalism	<ul style="list-style-type: none"> ● Always ensure the balance of interests among staff members, the company and even the customers while designing and conducting staff product trainings ● Always work with full capacity and ability to ensure successful completion of the product training programmes
7. Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: <ul style="list-style-type: none"> i. arrange appropriate product trainings for different staff member groups ii. realise the original training objectives in that staff members' product knowledge can be enhanced / upgraded afterwards 	
Remark		