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

1.	Title	Arrange technical and soft skill training for front-line staff
2.	Code	ITCSPL312A
3.	Range	This UoC applies to all tasks and arrangement aimed to provide technical and / or soft skill training to front-line staff members. This group of personnel usually are the first and most direct point of contact with customers, and so arranging specially designed training programmes for them is mandatory.
4.	Level	3
5.	Credit	2
6.	Competency	6.1 Possess the knowledge in the subject area

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<tr><td colspan="2"></td><td>Performance Requirement</td></tr>
<tr><td>6.1</td><td>Possess the knowledge in the subject area</td><td>

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 as front-line staff members contacting directly with customers, their technical knowledge for the product / service in concern is essential in impressing customers, which can subsequently results in their purchases
Understand that as front-line staff members contacting directly with customers, their soft skill is extremely important in maintaining good relationships with customers, again can subsequently results in their purchases
Be aware that technical training can be in a wide different formats and modes and that designing an appropriate mix can enhance the effectiveness
Be aware that soft skill training can also be in a wide range of formats and modes, and that fine-tuning the front line staff's attitudes and Emotional Quotation (EQ) are also essential

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<tr><td>6.2</td><td>Arrange technical and soft skill training for front-line staff</td><td>
Be able to:

Prepare in advance training material for product technical training with the appropriate coverage and depth for targeted groups of trainees (staff members)
Prepare in advance the contents and methods for soft skill training with the appropriate coverage and depth for targeted groups of trainees (staff members)
Work out a training schedule for front-line staff member groups, taking into consideration their daily working schedule and even specific duties of individuals
Design the best training mix for both technical and soft skill training, such as classroom teaching, practical workshop, simulation, role play, 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 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, oral presentation, role play, etc
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

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		between the additional costs for training provision, and the benefits for equipping staff members with the required knowledge
	6.3 Exhibit professionalism	• Always ensure the balance of interests among staff members, the company and even the customers while designing and conducting technical or soft skill trainings • Always work with full capacity and ability to ensure successful completion of the technical and soft skills training programmes
7. Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: i. arrange appropriate technical and soft skills training for front-line staff members ii. realise the original training objectives in that staff members' appropriate skills and techniques can be enhanced / upgraded afterwards	
Remark		