

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

1. Title	Arrange conversion and rotation training for existing staff
2. Code	ITCSPL313A
3. Range	This UoC applies to all tasks and arrangement aimed to provide conversion training to existing staff members. This is to respond to today's rapid changes in the requirements for individual employees and job posts can become outdated or even obsolete very easily. Conversion or rotation training is essential to help existing staff members change to a new deployment.
4. Level	3
5. Credit	2
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"> <li>● Understand that human resources is becoming more and more important for all companies and CIS organisations are of no exception</li> <li>● Understand that training is a highly effective means in upgrading / shifting the knowledge and skills of employees</li> <li>● Understand that training is extremely versatile in nature and a well designed and scoped training programme is essential for staff members who need to pick up knowledge / skills in another area</li> <li>● Understand that any individual posting is different in terms of skills, responsible areas, mode of operation, pre-requisite knowledge, etc and that related training is mandatory for staff having to shift or rotate to the new posting</li> <li>● Be aware that training can be in a wide range of formats and modes and that designing an appropriate mix can enhance the training effectiveness</li> </ul> <p>6.2 Arrange conversion and rotation training for existing staff</p> <p>Be able to:</p> <ul style="list-style-type: none"> <li>● Prepare in advance product training material with the appropriate coverage and depth for staff members required to shift or rotate to new postings</li> <li>● Work out a training schedule for the targeted group of staff members, taking into consideration their time frame for post shifting</li> <li>● Design the best mix for teaching the skills and knowledge for a specific posting, such as classroom teaching, practical workshop, project based training, etc</li> <li>● Make use of computer system and related software to conduct training on top or instead of traditional training methods</li> <li>● Actually carry out or supervise the conduction of training programmes, which is labour intensive but unavoidable if the training objectives are to be realised</li> <li>● Always aware that effective training goes hand in hand with well-designed assessments such as examination or practical workshop</li> <li>● Record with good accuracy the progress and performance of individual trainees and if necessary, arrange class / examination re-sit for them</li> <li>● 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</li> </ul> <p>6.3 Exhibit professionalism</p> <ul style="list-style-type: none"> <li>● Always ensure the balance of interests among staff members and the company while designing training for staff members required to shift or rotate to new postings</li> <li>● Always work with full capacity and ability to ensure successful completion of the conversion training for targeted group of staff members</li> </ul>
7. Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: <ol style="list-style-type: none"> <li>i. arrange appropriate training programmes for staff member having to rotate or shift to new postings</li> <li>ii. realise the original training objectives in that staff members can successfully take up the new posts and duties</li> </ol>
Remark	