

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

1. Title	Arrange training for new staff members
2. Code	ITCSPL314A
3. Range	This UoC applies to all tasks and arrangement aimed to provide the necessary training to new staff members. As individuals are assigned to different departments and take up different postings, such training programmes are usually general and fundamental in nature, but can include elements which are very product / service specific.
4. Level	3
5. Credit	4
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 providing / upgrading the knowledge and skills of employees, including newly recruited ones ● Understand that training is extremely versatile in nature and a well designed and scoped training programme is essential to suit the requirements of any particular group of trainees, such as new employees ● Understand that any individual posting is different in terms of skills, responsible areas, mode of operation, pre-requisite knowledge, etc and therefore new staff training need to focus on those common knowledge and technique ● 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 <p>6.2 Arrange training for new staff members</p> <p>Be able to:</p> <ul style="list-style-type: none"> ● Prepare in advance product training material with common coverage and depth for new staff members ● Work out a training schedule for those new staff members, taking into consideration their time frame requirements in picking up their new posts ● Design the best mix for teaching the skills and knowledge for a specific posting, 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 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 <p>6.3 Exhibit professionalism</p> <ul style="list-style-type: none"> ● Always ensure the balance of interests among staff members (including new and existing) and the company while designing and arranging new staff training ● Always work with full capacity and ability to ensure successful completion of the new staff 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 training programmes for new staff member ii. realise the original training objectives in that new staff members can more effectively take up their new postings and acquire common knowledge / skills required for all staff members
Remark	