

**Functional Area: Product & Service Life Cycle (Security)**

1. Title	Arrange training for upgrading knowledge on security issues
2. Code	ITCSPL324A
3. Range	This UoC applies to all tasks and arrangement for the provision of training to staff members / related personnel involved in the handling of security issues for the products / services in concern. The step is essential in ensuring that there are sufficient and qualified personnel to perform security related tasks.
4. Level	3
5. Credit	3
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"> <li>● Understand training is mandatory in equipping or upgrading staff members / related personnel with the necessary security knowledge to handle tasks or problems in this area</li> <li>● Understand there are no shortcuts in acquiring knowledge and skills including those relating to security, and such training should be conducted as early as possible</li> <li>● Understand the complicated situations that different staff members may react differently to the requirement for training (including security related), which can significantly affect the expected outcome</li> <li>● Understand security requirements and techniques can change frequently and cause difficulty in arranging timely and effective training</li> <li>● Be aware of the wide range of sources for security training provision including vendors, external training bodies and internal training departments, each with its relative advantages and disadvantages</li> </ul> <p>6.2 Arrange training for upgrading knowledge on security issues</p> <p>Be able to:</p> <ul style="list-style-type: none"> <li>● Identify those security related areas in the company's products / services that demand training for staff members to pick up or upgrade the necessary knowledge</li> <li>● Develop a comprehensive and curriculum like specifications about the security related trainings, which should be easy for understanding and followed by all related personnel</li> <li>● Explore and co-ordinate with appropriate training sources such as vendors, external training schools, agencies, etc to participate in the security training programmes</li> <li>● Carry out development of the security training materials, training specifications and other training documents</li> <li>● Arrange suitable external and internal trainers to conduct the training on security issues, may also involve train-the-trainers activities</li> <li>● Match with accuracy the different security training programmes and staff members to ensure the latter attend classes that are most useful to them</li> <li>● Develop post training evaluation systems to evaluate its effectiveness</li> <li>● Maintain an effective monitoring system to keep track of staff performance in handling security related tasks after receiving such training</li> </ul>

	6.3 Exhibit professionalism	<ul style="list-style-type: none"> <li>● Always work with full capacity and ability to ensure successful execution of the security training activities</li> <li>● Always maintain a proper balance between the interest of the company and staff members enrolled in the security related trainings</li> </ul>
7. Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: <ul style="list-style-type: none"> <li>i. provide suitable security related trainings to personnel most in need of them</li> <li>ii. effectively improve staff performance after the security training classes</li> </ul>	
Remark		