

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

1. Title	Arrange training for staff involved in the new products and services
2. Code	ITCSPL518A
3. Range	This UoC applies to all tasks and arrangement for the provision of training to staff members / related personnel involved in the new products / services in concern. The step would be conducted immediately after confirmation of personnel input to catch up with the subsequent tasks in the product development life cycle.
4. Level	5
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"> <li>● Fully understand training is a mandatory action to equip staff members / related personnel with the necessary knowledge and skills to handle all tasks related to the new products / services in concern</li> <li>● Grasp the fact that there is no shortcuts in acquiring knowledge and skills and that staff training should be conducted as early as possible, after confirmation of manpower input</li> <li>● Understand the complicated situations that different staff members will react differently to the requirement for new training, which can significantly affect the expected outcome</li> <li>● Be aware that product training can spread a wide range from technical knowledge to general soft skills, and the setting of a suitable curriculum can be a challenging task</li> <li>● Be aware of the wide range of sources for training provision including vendors, external training bodies and internal training departments, etc</li> </ul> <p>6.2 Arrange training for staff involved in the new products and services</p> <p>Be able to:</p> <ul style="list-style-type: none"> <li>● Identify those significant areas of the new products / services that demand training for related personnel to pick up the working knowledge</li> <li>● Develop a comprehensive and curriculum-like specifications about the product related training, which is easy to understand and follow by all related personnel</li> <li>● Explore and co-ordinate with appropriate training sources such as vendors, outside training schools, agencies, etc to participate in the product training programmes</li> <li>● Develop or supervise the development of the training materials, training specifications and other training documents</li> <li>● Ensure deployment of suitable external and internal trainers to actually conduct the training programmes, which may also involve train the trainers activities</li> <li>● Ensure matching with accuracy the different training programmes and the staff members to ensure the latter attend classes that are most useful to them</li> <li>● Develop or supervise the development of post training evaluation systems to evaluate its effectiveness</li> <li>● Establish a monitoring system to keep track of staff performance after receiving product training</li> </ul> <p>6.3 Exhibit professionalism</p> <ul style="list-style-type: none"> <li>● Always maintain a proper balance between the interest of the company and staff members enrolled in those product training programmes</li> <li>● Always work with full capacity and ability to ensure successful execution of the staff training activities</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 product training to personnel most in need of them,</li> <li>ii. ensure training effectiveness by monitoring the improvement in staff performance after the training classes</li> </ul>
Remark	