

**Unit of Competency**

**Functional Area: Quality Management**

Title	Develop and evaluate quality management training programmes
Code	105335L5
Range	This unit of competency is applicable to practitioners in the import and export industry to develop and implement quality management training programmes with a five-phase process involves training need analysis, definition of instructional objectives, training design, implementation, and evaluation.
Level	5
Credit	7 (for reference only)
Competency	<p>Performance Requirement</p> <ol style="list-style-type: none"> <li>1. Knowledge of training techniques and quality management                             <ul style="list-style-type: none"> <li>• Possess basic knowledge of quality management</li> <li>• Describe training requirements for existing staff and new staff</li> </ul> </li> <li>2. Develop training programmes for quality management                             <ul style="list-style-type: none"> <li>• Conduct needs analysis from various perspective</li> <li>• Set instructional objectives for quality management training programmes</li> <li>• Identify the required training resources</li> <li>• Acquire required resources</li> <li>• Design training programmes, e.g. tailoring a course or set of courses according to the company needs</li> <li>• Allocate resources as needed</li> <li>• Develop training materials</li> <li>• Deliver the training programmes</li> </ul> </li> <li>3. Evaluate quality management training programmes                             <ul style="list-style-type: none"> <li>• Evaluate the effectiveness of the training programmes against company's needs</li> <li>• Provide recommendation and make adjustment if required</li> </ul> </li> </ol>
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> <li>• Capable of developing customised quality management training programmes</li> <li>• Capable of implementing and evaluating training programmes</li> </ul>
Remark	